

Corporate Social Responsibility

Communication on Progress

Grant Thornton Armenia

February 2019



Foreword



Gagik Gyulbudaghyan
Managing partner

“

Grant Thornton's culture is one of our most valuable assets and has steered us in the right direction for more than 100 years. Across the globe, we have more than 53,000 people committed to bringing our values to life every day and helping dynamic businesses unlock their potential for growth.

”

STATEMENT OF CONTINUED SUPPORT

Yerevan, Armenia

February, 2019

At Grant Thornton we truly believe that corporate social responsibility is a foundation element in the activity of all our firms across the globe. This concept is one of the underlying pillars of Grant Thornton global Growing Together 2020 strategy. As part of this strategy we have committed to focus on growing together with our communities by leveraging our professional skills to unlock the potential for growth in our local communities around the world.

As part of the United Nations Global Compact since 2006, we have committed to the principles of the Compact and adhere to them on policy and practice levels. The values and principles of the Global Compact are reflected in all aspects of our internal and external activity.

Grant Thornton CJSC reiterates its full commitment to the ten principles of the Compact and believes that by being part of the Compact, we benefit as an organization and make our contribution to promotion of the principles and achieving greater sustainability within our community.

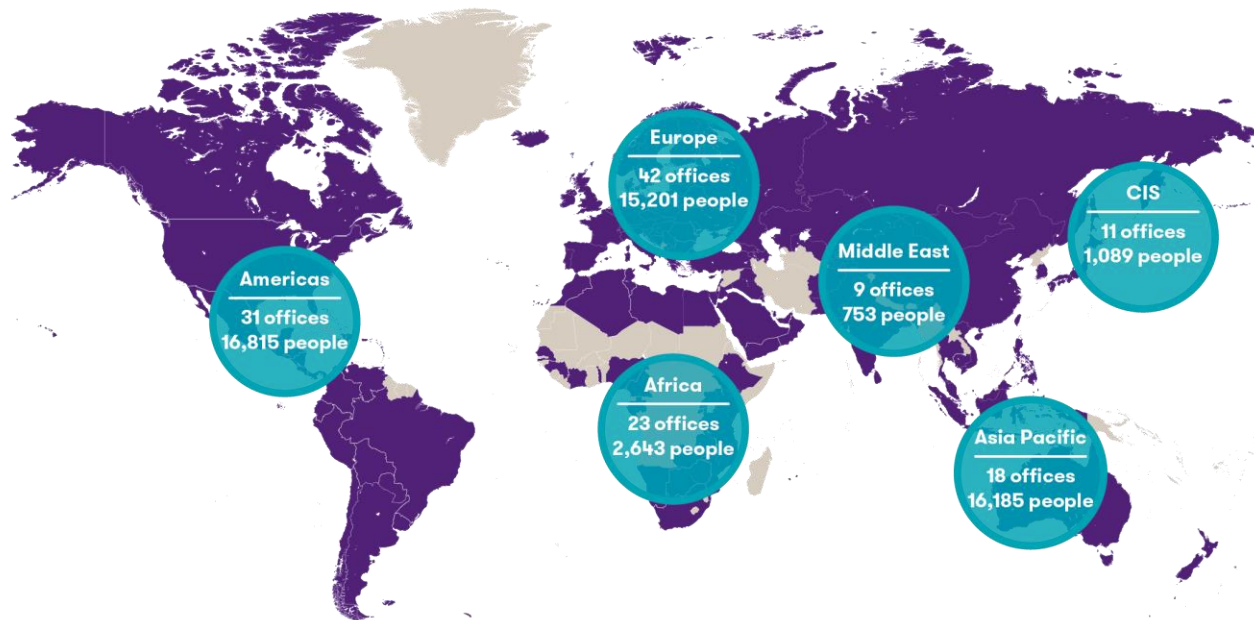
We hereby report on implementation of the Global Compact principles and commit to remain true to them in the future.

Yours sincerely,



Gagik Gyulbudaghyan
Managing Partner

Grant Thornton in the world



Our distinctive client
experience sets us apart



USD5.45bn
(2018 revenue)



53,000+
people



700+
offices



135+
countries

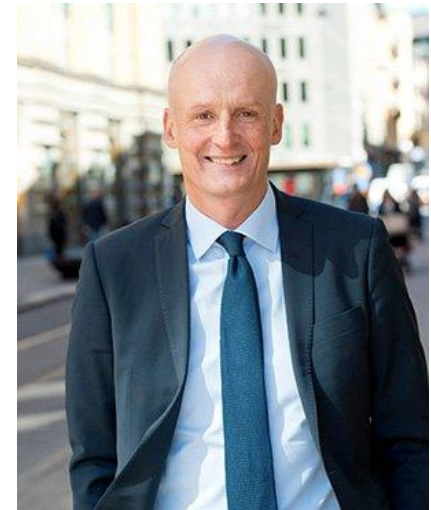


Grant Thornton

An instinct for growth™

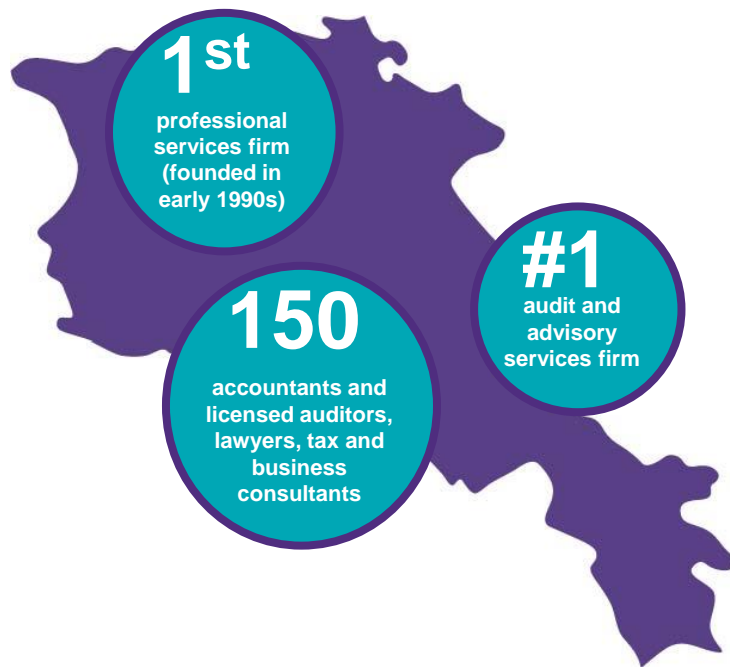
IMPACT | 2030

- Grant Thornton is a founding partner of IMPACT2030 and in 2018 Peter Bodin, Grant Thornton International CEO, was named as its new Chair of the Board.
- IMPACT2030 is a private sector led coalition which aims to direct the collective skills, experience and passion of corporate volunteers towards helping the United Nations achieve their Sustainable Development Goals.



Peter Bodin
CEO, Grant Thornton
International Ltd

Grant Thornton Armenia



Member of **Grant Thornton International**, one of the **world's leading** organisations of independent assurance, tax and advisory firms

For over 20 years Grant Thornton has been providing audit and advisory services to top-level enterprises, state institutions, international and local organizations, national and commercial banks in Armenia, Tajikistan, Kyrgyzstan, Georgia, Belarus, Russia, Ukraine, Kazakhstan and Mongolia.



Our values

CLEARR

Collaboration

Unite through
global
Collaboration

Leadership

Demonstrate
Leadership
in all we do

Excellence

Promote a
consistent
culture of
Excellence

Agility

Act with
Agility

Respect

Ensure
deep
Respect for
people

Responsibility

Take
Responsibility
for our actions



Our Global Strategy – Growing together



- Founded on our six guiding principles, **Growing Together in the community** is Grant Thornton's commitment to community engagement.
- It advocates the impact each person can make by being passionately involved in their community.
- Many inspiring people from Grant Thornton across the globe provide innovative, generous and resourceful services to the communities they work and live in.

Follow our hashtag [#GTinthecommunity](#) to see how our people are making a difference.



Celebrating CSR together

Unlocking the potential
for growth in our
local communities

Act - Commit - Share
#GTinthecommunity



As part of our “GT in the community” commitment, the people of Grant Thornton Armenia selected two priorities and got involved in two initiatives:

- “Dream Camp” organized by the World Vision Armenia, to support participation of children from disadvantaged families in a ten-day summer camp
- World Clean up Day, joining volunteers to help clean up the Victory Park.



A woman with long dark hair, wearing a black cardigan over a white top, is pointing at a whiteboard in a modern office. She is smiling and looking up at the board. Behind her, four other people (three men and one woman) are standing and looking towards the whiteboard. The office has large windows and a glass partition. A purple diamond-shaped graphic is overlaid on the right side of the image, containing the title text.

The 10 Principles of the UN Global Compact

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

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

Equality

Grant Thornton Armenia exercises equal treatment to the employees throughout the entire chain from recruitment, assessment of performance to termination of employment. No distinction of race, color, gender, language, religion, political or other opinion, national or social origin, property, birth or other status, is made when employing, further retaining or terminating employment of persons in the company (Article 2 of the Universal Declaration of Human Rights). Assessment of human resource is made only on the basis of relevance of education, professional qualifications and behavioral competencies to the requirements of the job position. The assessment methodology and logic is communicated to the employees prior the exercise.

Gender balance

Grant Thornton does not discriminate on the basis of gender distinction among its employees. Promotion of male and female employees is carried out on equal basis. More than 55% of senior and managerial positions in the company are occupied by women.

Equal treatment

Everyone has the right to equal pay for equal work, everyone who works has the right to just and favorable remuneration. The Human Resources Policies and Procedures Manual, the main regulation of the firm for HR matters, illustrates the firm's organizational structure, as well as the policy on remuneration, which is equal for equal positions and equal amount of work. Along with the rights of employees to work in equal and favorable conditions, the firm also respects the right to rest and leisure. Each employee is entitled to 24 business days of paid vacation, which exceeds the minimum set out by the Labor Code of the Republic of Armenia by 4 additional days, as per the Employment Contract provisions.

Education

Employee's right to education is respected and continuous professional and educational development is encouraged on all levels. Per the Human Resources Policies and Procedures Manual, employees in certain positions are required to fulfill annually at least 40 hours of continuous professional education. Over 60 employees of the company are enrolled in special professional education courses, the expenses for which are covered by the company.

Human rights

Grant Thornton signifies the potential of youth and as a socially responsible employer is committed to encourage youth and their professional development. The company has a stable cooperation history with educational institutions in Armenia and within this cooperation a number of young students every year are provided with the opportunity to gain tangible work experience and practice.

Grant Thornton regularly hosts student interns, seeking to fulfill course requirements and acquire practical skills. On average each internship lasts 4-12 weeks. Annually over 20 internships were hosted by the firm. The company provides them with respective technical resources, allocates specialists to provide support and training to interns. Upon completion of the internship those students, whose performance has been assessed as highly satisfactory, often are offered with employment opportunities.

As part of its commitment to support education, Grant Thornton initiates and publicizes research material and information related to the sphere of financial services. This information is made accessible to students and other interested individuals on the website of the company, as well as is disseminated to the target media for public outreach.

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

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

Business should support the effective abolition of child labor

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

Equal employer

Grant Thornton does not discriminate on the basis of race, age, sex, origin, marital status, religious or political conviction, and other characteristics. The company follows the policy of equal opportunity in employment and aims to create an environment free of direct or indirect discrimination and harassment. The recruitment and termination of employment are carried out in complete accordance with the Labor Code of the Republic of Armenia. The minimum age of employees is 18 years.

Policies and procedures

The internal policies of Grant Thornton are in full consistency with the firm's commitment to corporate social responsibility. They are set out in the Human Resources Policies and Procedures Manual, which is updated on regular basis to accommodate the human resource needs of the firm. The policies and procedures of Grant Thornton are in line with the labor legislation of the Republic of Armenia.

Employment

Grant Thornton Armenia continuously invests in improvement of working conditions and ensures that labor standards are met at all levels of its activity. The personnel of the company is provided with up to date equipment and convenient working conditions. The office of the company is equipped with consideration of necessary safety and technical parameters and fully complies with commonly accepted standards.

Personnel evaluation

Grant Thornton, guided by the Human Resources Policies and Procedures Manual, fully adheres to its commitment to provide equal opportunities for all. For this purpose annually all employees within the company undergo an appraisal.

Labour standards

The firm has deployed a new system, MyPerformance, which combines self-assessment and line manager's assessment. The new program includes evaluation by objectives and behavioral competencies, as well as measures the impact an employee has in achieving organizational and team goals. The new approach focuses on ongoing feedback and coaching conversations between the employee and manager.

Recruitment

When recruiting within Grant Thornton, the following procedures are followed:

- Public announcement of a new or vacant position is made based on which interested applicants submit their applications;
- Initial screening of applications is carried out and short-listed applicants are required to complete a test developed especially for the specificities of the job, based on which it is possible to assess their knowledge and skills outlined in the job specification. Written test of the professional aspect of a foreign language (usually English) is mandatory. A second round of face-to-face interviews is then organized.
- When hired, a probation period of up to 3 months is assigned to the newly recruited employees, during which they undergo training in the areas of specific programs and topics required for their work.

...continued

Education

Grant Thornton is committed to:

- encouraging and sustaining professional development of its employees and their training aimed at acquiring job-related knowledge, skills and abilities.
- supporting the employees on their path of professional development, through both formal and on-job training, as well as assisting them in attaining professional qualification.
- creation of multicultural and diverse working environment, and hence encourages cross-border internships and secondments.
- sponsoring participation of employees in service line conferences, technical trainings and workshops. Throughout the reporting period the company covered expenses for qualification exams, professional trainings and publications of more than 25 staff members. The company also organizes series of internal professional developments programs developed to meet the needs of individual staff members as they progress in the firm. These include professional trainings for personnel that advance to positions of consultants, lawyers, auditors, in-charge auditors, and managers and induction program for newly hired employees. All of these trainings supplement the professional qualification trainings (MBA certification programs or Association of Chartered Certified Accountants), the accountant qualification and auditor license trainings (Ministry of Finance of the Republic of Armenia).
- Grant Thornton strongly encourages professional personnel to attain membership of an appropriate professional body. For the personnel of the company such professional bodies include, but are not limited to:
 - the Association of Accountants and Auditors of Armenia (AAAA, Armenia),
 - the Association of Chartered Certified Accountants (ACCA, UK),
 - the Project Management Institute (PMI, USA)
 - the Chartered Institute of Marketing (CIM, UK).

Labour standards

Benefit package

Compensation scheme is developed based on factors indicating proper levels of motivation, loyalty and aspiration for continuous professional growth. The company also offers other benefits to employees, which aim to provide tools, conditions and mechanisms for staff to perform assigned duties, create vigorous social atmosphere, enforce corporate culture, as well as stimulate professional and academic growth of all staff members.

- mobile telephones and SIM cards for all professional staff members, except assistants;
- transportation by company vehicles for staff members travelling on company business on daily basis and/or reimbursement of travel expenses incurred;
- additional 4 days of paid vacation per annum;
- reimbursement of expenses incurred in obtaining professional qualifications, and fees related to membership in professional associations, obtaining and maintaining licenses and certifications;
- reimbursement of costs incurred in connection with attendance of professional conferences, seminars, training programs;
- provision of health insurance to the employees and members of their immediate family. The company covers up to 70% of insurance expenses, depending on the income level of the employee.

Business should support a precautionary approach to environmental challenges
Business should undertake initiatives to promote greater environmental responsibility
Business should encourage the development and diffusion of environmentally friendly technologies

Environment

Within Grant Thornton all necessary steps are taken to ensure maximal decrease of utilization of environmental resources and diffusion of environmentally friendly technologies. On annual basis the company updates its technological base to ensure that equipment with lower electricity spending is used. Among these updates are the introduction and intensive use of double-sided printers, which allow a significant decrease in the usage of paper.

For the past 7 years already, Grant Thornton CJSC has stopped printing of hard copy Christmas / New Year cards for the purposes of reducing paper consumption. Only electronic greeting cards are used by the firm.



For already seven years Grant Thornton facilitates the conduct of the International Business Report (IBR) survey in Armenia. The IBR of Grant Thornton International is an annual survey of the views of senior executives in privately held businesses of over 10,000 privately held businesses in over 30 economies providing territory, regional and global trend data on the economic and commercial issues affecting a sector often described as the 'engine' of the world's economy. Environment is among the sectors of interest within the IBR, and a section in the questionnaire is dedicated to environment. Through the survey Grant Thornton strives to raise issues that are of concern in the contemporary world and summarizes the responses in series of press releases and sector reports. These publications are widely publicized through Grant Thornton International and the member firms around the world, including Armenia.

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

Anti-corruption

Ethical standards and anti-corruption in Grant Thornton

The Ethics and Quality Control Manual (EQCM), published by Grant Thornton International, and updated on regular basis, incorporates the organization's policy on ethical standards within the profession and standards against which quality is to be ensured. Among many of the issues targeted by the EQCM, the issue of maintaining independence is of primary importance. Specifically, the EQCM states that:

- Personnel and the member firm should not engage in any business, occupation or activity that impairs or might impair integrity or objectivity where professional standards require us to maintain independence.
- Persons of certain positions, such as partners, managers or members of the assurance team, are restricted from having any interest in an entity which is restricted globally.
- Employees are restricted from accepting any gifts or hospitality from a client of the firm unless the value is clearly insignificant. Gifts and hospitality with a value of less than USD 100 will be assumed to be insignificant.

Accountability and Transparency - local

- Grant Thornton annually reports to the Ministry of Finance of the Republic of Armenia. By means of this reporting, the company once again ensures that all internal procedures and its activity are transparent and fair.
- Internal transparency and accountability is ensured by the existence of 11 partners in the company. Each partner is fully accountable to others, providing sound basis for transparent and fair activity.

As part of its strategy to maintain transparency and accountability to the public, the company closely cooperates with media. Grant Thornton always speaks out on matters that are important from the perspective of its sphere and to the wide society in general. Annually, the company organizes press conferences, issues several dozen press releases and remains fully transparent and open to the public.

Accountability and Transparency - global

Grant Thornton CJSC, as a member of Grant Thornton International, reports to the organization on its activity. Besides that, regularly Grant Thornton International carries out review on member firm compliance with the set requirements and standards. This procedure ensures that each member firm abides the requirements of membership and, upon breach of the standards, immediate measures are taken. Transparency of the global organization and its member firms is of unquestionable importance in this profession. Earning and retention of credibility of public and clients is again of utmost importance. With this in mind, Transparency Report is issued by Grant Thornton International each year. The report is publicly available through the websites of the global organization and its member firms and is disseminated among stakeholders.



Contact us

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