



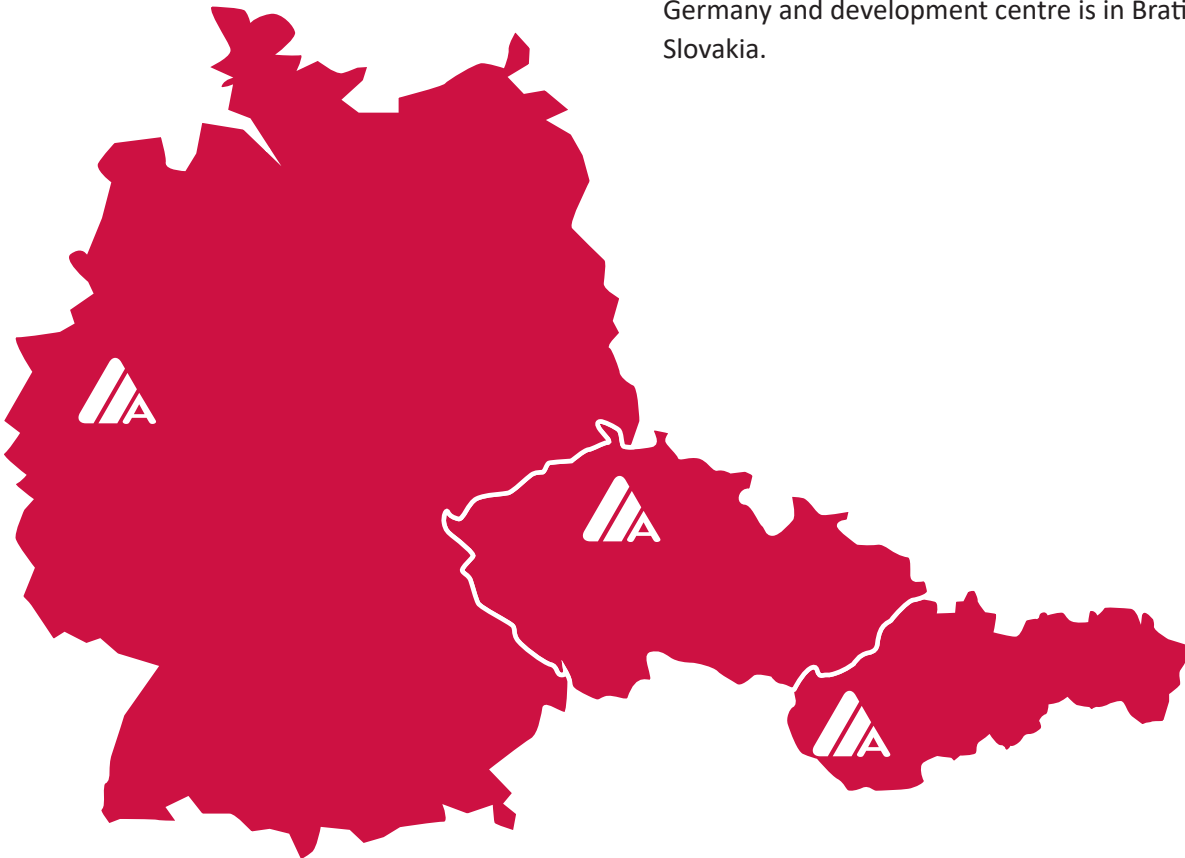
# Sustainable Development COP Report 2019



# About the Company

ANASOFT is a software house that creates and delivers custom software solutions reflecting security needs and our thorough insight into our clients' processes. The company has been active on the market for information and communication technology (ICT) solutions for more than 25 years. The company maintains offices in Germany, Czech Republic, Slovakia and USA.

Its main consulting power is centralised in Bochum, Germany and development centre is in Bratislava, Slovakia.





ANASOFT provides a broad portfolio of services and products while leveraging its many years of experience from various sectors, different types of projects and technologies.

No company lives in a vacuum. Relationships are constantly being created, between ourselves, customers, companies and those who need assistance. Our software solutions are about understanding the needs of customers. They are about relationships that lead to more efficient and higher quality processes for clients and generate added value. We want our solutions to help ANASOFT's customers excel.

„Quality finished products are the result of efficient processes, the professionalism of the team, innovative technology and increased demands on information security.“

## Vision and Our Values

### VISION

We aim to become a key provider of innovative software solutions in Central Europe, in terms of customer satisfaction and endeavour to continue to excel in generating high added value through our solutions.

### OUR VALUES

We provide our clients with high level IT solutions and services. Our goal is to progressively build relationships with clients based on trust and satisfaction, employee fellowship and on intimate knowledge of the real needs of the entire company. This is why ANASOFT's corporate culture and ethical codex contain values that help us be successful and achieve our expected results. These values guide our decision making when we are faced with choosing one of many different paths. They are the foundations that enable us to be successful in our work as individuals and as an entire company.

# Labour

## Health and Safety

Employees have viewed ANASOFT as a reliable and attractive employer for many years thanks to its expansive social program and open corporate culture. Its new building is furnished in compliance with all health and hygiene requirements. Standard furnishings on every individual floor include a small kitchen, conference room and shared canteen, which enables employees and management to meet and mingle in an informal manner. As an employer, the company provides employees with regular eye exams and complex health check-ups depending on the age of each individual employee.

## Working hours, remuneration and benefits

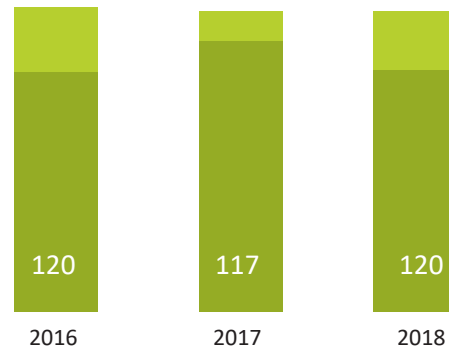
ANASOFT's employees enjoy flexible working hours that reflect the intellectual and creative nature of their work and they are free to decide independently based on their workloads. The company focuses on projects and individual teams are created in an ad hoc manner to respond to the needs of individual projects. Projects are defined as needed to respond to our customers individually and are delivered in the quality needed based on the critical nature of the individual solutions and open technologies optimised for the given solution.

Remuneration for individual positions is sufficient and perhaps a bit above standard. The company continuously monitors remuneration trends for individual positions in the IT sector through monitoring in which it is also an active participant. Salaries are paid regularly and on time.

Employees also receive bonuses bi-annually based on the results of individual projects and overall company performance. Employees are also afforded additional vacation time based on their years of service and the rate at which they take their vacation time during the year. The company supports a healthy lifestyle and a work-life balance by maintaining a contracted sports facility for its employees and by supporting healthy nutrition (fruit is served at internal events). Employee fluctuation remains below average for the sector.

## Performance Indicators

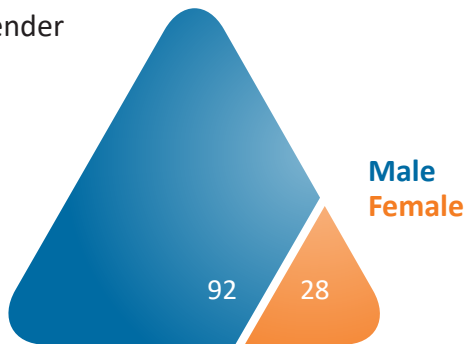
### Number of Employees Fluctuation



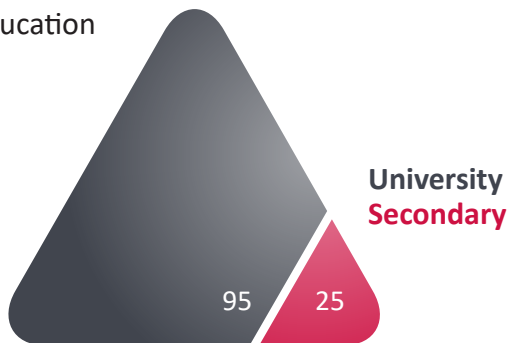


ANASOFT provides employees with equal opportunity access to individual positions. The composition of the employee portfolio is shown below.

### Gender



### Education



Employee education is essential to us. Investments into continuous education, both in terms of working hours and funding, are not negligible.

Employees completed 50 external and 25 internal trainings (including internal presentations on sharing technical know-how as an example). We also introduced the internal ANAmedia for work with information, to share knowledge and to manage such information in order to provide employees with an important information resource when working with various technologies, projects, etc.

ANASOFT cooperates with students within the created ANAlab platform, where students work on applied research projects with our experts.

# Innovations

Investments into applied research are one of the company's strategic objectives. We are aware that innovations are based on research and development and if we want to increase their number and level, we must strengthen research and development as a decisive source of innovation. Cooperation with the academic community contributes to maximizing synergies and both social and economic added value.

ANASOFT cooperates with Ruhr University Bochum, the Fraunhofer Institute in Germany, Comenius University and Slovak University of Technology in Bratislava.

ANASOFT devotes itself to help its partners and customers to have the possibility to make use of newest technologies and trends, both Business as well as Technological Trends. The continuous development in these areas belongs to the company's long term strategy.





## AUGMENTED REALITY

The technology behind Augmented Reality (AR) enables bridging the physical environment of a shop's floor with its virtual counterpart in the form of a digital twin. The virtual layer provides immediate access and visualization of the right data on the site of production process directly. As a result of this, production personnel could aptly dispose situations with an up-to-the-minute overview of production processes OR have at hand the information necessary to efficiently manage maintenance operations or interventions per a particular machine or equipment.

## TELEMANIPULATION - GESTURE CONTROL

We monitor moving objects via a set of software solutions based on state-of-the-art technologies that process images obtained from an online video. Thanks to advancements in motion and position detection, both of which could sense an operator's movement in space, we have introduced new possibilities that can be used to control production lines with an operator's gestures. Besides the immense advantages of contactless control, this technology makes it possible to perform 3D scanning of an operator's motions, which is applicable in the training of an assembly line's operations at a factory's training center(s).

## VOICE TECHNOLOGY IN MANUFACTURING

We are developing an automatic identification technology based on the recognition and digitization of human voice. What's more, we have made the system's interpretation of the data from a human voice feasible, thanks to the specialized mobile terminal.

Users are not receiving information visually, but aurally. Voice commands confirm their activities. We are widely using the system PickByVoice, which enables employees to move freely.

## NAVIGATION THROUGH DYNAMIC VISUAL ELEMENTS

It's a projection of a technological procedure or navigational information into the operational space of an employee directly. Eventually, we will be installing Head-Up displays onto a car's front windscreen or another reflex glass; and thereafter, signal lights in designated positions.

This way, we would achieve a more precise navigation system; hence an employee would be afforded a free hand and do not need to take eyes off their display devices while working. An employee could ably interpret a change of color as an alteration in the state of a machine, equipment, or material. The examples of such navigation are PickByLight and PickByPoint systems or different variation of ANDON system.



## PREDICTION OF DEMAND IN LOGISTICS

Big Data presents an inspiration to develop new business models for logistics services. As a result of it, we can analyze large volumes of heterogeneous data and unveil patterns of behavior and relations. It lets us identify anomalies in automatized production's data. We could anticipate delays in supply chain and devise an appropriate workaround to tackle them during logistics services, thereby achieving higher client's satisfaction.

## PRODUCTION PLANNING AND PREDICTIVE MANUFACTURING

Based on the analysis of production data, we can easily predict the origin of scraps, downtimes, and delays in the manufacturing process. This tool notifies supervisors upfront about the possibility of an emergency or reclassifies the order of production to minimize the risk of incident.

## PREDICTIVE MAINTENANCE

We are working with a tool that extends the existing maintenance plan through statistics and data mining methods. This tool notifies the operator of when the next interference would occur because it detects when a machinery or equipment is liable to succumb to high-risk failure. On the reverse, the tool, based on predictive maintenance, evaluates an equipment's condition and can call off planned maintenance if the equipment does not necessitate one.

Next generation automation enables us to integrate a machine or equipment's diagnosis into the operational systems directly. The industrial Internet of Things (IoT) provides a platform through which information can be shared, while Big Data analyzes and stores the information.





## **OPERATIVE DISPATCHING**

Each machine or equipment operating in a factory or enterprise communicates, thus they generate an extensive amount of data. Fittingly, employees are unable to keep track of all those information and notifications.

We are analyzing these Big Data directly in our systems to control manufacturing operatively. Implemented self-learning algorithms and artificial neural networks provide already consolidated information to users—in the right amount and moment—so that they can take practical and apposite decisions.

## **AUTONOMOUS LOGISTICS SOLUTION BASED ON THE MULTI-AGENT SYSTEM**

Each unit (i.e., equipment, accessory, vehicle) is assigned a virtual agent in the cyber system. The system, based on the principles of interconnectivity and decentralization, synchronizes and coordinates units as a whole entity. These aggregations (regarding their mutual information and availability) perform their tasks in an especially optimal fashion.

## **WAREHOUSE POSITIONING OPTIMIZATION**

We predict the most appropriate positioning of goods in a warehouse in proportion to the expected quantity in a way that makes the best use of the warehouse's space.

Autonomous, self-learning, and genetic algorithms and artificial neural networks are the leading concepts of production automation in managing manufacturing operations and processes in real time. The algorithms are also serviceable in planning in the form of forecasts and prognosis for the optimization of industrial processes.



## OFFLINE DIGITAL SIGNATURE

Our digital signature solutions also include an offline functionality delivering the full capability of the solution even when the device is offline. It combines biometric features of a handwritten e-Signature with a digital document to be displayed and signed on one device. The solution creates a new sales possibilities to serve customers wherever and whenever suits them the most.

## ONLINE DIGITAL SIGNATURE

We are currently developing a new server-enabled technology for digital signatures to sign documents with a handwritten biometric e-Signature in a browser. The server itself can be localised at our client's premises or in the cloud.

## POWERFUL WORKFLOWS SUPPORTING YOUR BUSINESS PROCESSES

Every business has their own business processes related to processing legally binding documents requiring handwritten signatures. Our goal is to offer a solution that can be integrated into our client's systems through standard integrations based on their specific needs. The solution is fully customisable and flexible.

## SIGNATURE BIOMETRICS

During the act of signing we can collect static and dynamic biometric characteristics. To collect the dynamic features, such as pressure, we recommend to use mobile devices with a specific electromagnetic layer (EMR).

The solution can be integrated with collection of other biometric markers such as facial biometrics, fingerprints or voice.

## AUTOMATING THE WORK OF CONTACT CENTER OPERATORS

In our solutions, we can recognize human speech at the level of meaning (not only at the level of voice recognition). We work with conversation robot technology which can have and analyze dialogues with customers, determine their requirements and support the operator in providing a service.



# ANASOFT Products and Services

ANASOFT delivers high quality, individual solutions customised to meet specific customer needs as well as consulting and integration services. We create custom solutions based on thorough analysis of the needs of our customers and on mutual communication. These solutions are able to deliver much higher added value for customers compared to other commonly available „customisable“ solutions.

ANASOFT's solutions are based on modern technology optimised to best fit the individual customer's environment. Such solutions save costs, in particular in the form of paperless offices, optimally adjusts processing of individual customer agendas and optimise fleet costs. The main product lines for international markets are described separately in individual parts.

## PORTAL SOLUTIONS

An integral part of ANASOFT's portfolio is nearly twenty years of portal solutions. Today we are able to leverage our vast experience from developing secure bank portals, portals for the general public with high visitor rates, intranet portals with wide ranging functionality as well as open portals integrating the functions of a number of systems.

In addition to standard and specific portal requirements (single sign-on, personalisation, portlet integration, etc.), ANASOFT resolves connections to related areas, including identity management, content management, security and many others, within the complex nature of its solutions.

## DOMUS

DOMUS, a financial system with special agendas designed specifically for administrators of residential and commercial premises. Partnership is the foundation of the solution and individual changes in the system are rolled out in order to provide real benefits and to cover current changes to legislation. We have also introduced a call centre for daily contact needs. More than 650,000 individual residential and commercial premises are managed using this solution.

[www.domus.anasoft.sk](http://www.domus.anasoft.sk)



„More than  
**650,000**  
individual  
residential and  
commercial  
premises are  
managed using  
DOMUS solution.“



## SMART INDUSTRY SOLUTION EMANS

Smart Industry Solution EMANS is a next-gen intelligent operations management system for manufacturing and logistics. EMANS ensures manufacturing efficiency, supply chain optimization, improved quality and agility of manufacturing and logistics processes and operations along reducing operating costs.

Smart Industry system EMANS is employed in digitalization, automation and autonomization of manufacturing and logistics processes leveraging Industry 4.0 technologies such as Internet of things (IoT) and services (IoS), digital twin, artificial intelligence, big data among others. The modularity of the EMANS solution permits customized implementation to meet current needs or specific challenges of enterprises. The independence afforded EMANS by types and manufacturers of operating technology and equipment facilitates extensive integrational possibilities regardless of the enterprises' size or focus.

[www.emans.anasoft.com](http://www.emans.anasoft.com)



## VIATUS - TRANSPORT OPTIMIZATION

VIATUS is a solution for transportation control in manufacturing and trading companies. It manages the flow of materials for production and simplifies the delivery of finished products. VIATUS introduces a new approach to the transport issues primarily by optimizing processes important for the core-business of the customer. VIATUS changes the reactive question: „What did just happen?“ to proactive: „What should be done in the next moment?“

[www.viatus.anasoft.com](http://www.viatus.anasoft.com)



## DOCUMENT MANAGEMENT

The company's green solutions include document management (DMS) where customers replace paper documents, related work activities and their flow within the company using electronic processing. The entire process is based on given requirements and habits inside the specific company in order to optimise work with these documents. This helps companies avoid unnecessary printing of a large quantity of documents. Documents are digitized upon their receipt by the company while others are electronically generated, which helps to make management and search functions more transparent and aids in the creation of reports based on such data. The introduction of such a system decreases the risk that a document could be lost. DMS solutions support automation of company processes and secure the on-line consistency of information.

## SIGNATUS

SIGNATUS is a solution supported by signature verification technology and is designed especially for offline signing of electronic documents by digitized handwritten signatures with biometric elements (speed and slant of writing, pen pressure on the pad, pen ups and downs, etc.). We created SIGNATUS to combine mobility, security and simplicity while integrating it in your environment, for your business.

The benefits of the SIGNATUS solution include faster workflow of business processes and enhanced competitiveness thanks to the mobile solution. It is also a support instrument for dematerialization – in support of the paperless office – savings on forms, paper, handling, processing, archiving... We will be happy to meet with you personally and present the other benefits of the SIGNATUS solution for company.

[www.signatus.digital](http://www.signatus.digital)

# SIGNATUS



## DECEUS

DECEUS is a deception based threat intelligence system which distributes monitored decoys and traps. When an attacker attempts to exploit a deception trap, network administrators are notified in real-time.

Deception traps never put real IT infrastructure at risk. Cyber attack efforts are instead diverted from mission-critical systems. When integrated with other Security Information and Event Management (SIEM) systems, honeypot traps can also help identify hackers, while simultaneously improving overall network protection.

DECEUS is scalable to the needs of large enterprises and SMEs. Deception-based threat intelligence can also help considerably reduce costs caused by data breach and cyber attack investigation.



## DECEUS DECEPTION PROTECTION BENEFITS

Identify hackers and cyber attack culprits without risking a real security breach.

Reduce the frequency of cyber attack attempts on real IT infrastructure, while identifying actual breaches as they happen.

Neutralize network security threats before they occur and reduce network downtime and data loss.



# Philanthropy

## Dialogue with Partners

Slovakia and Germany are a stable country in the European Union. ANASOFT cooperates with renowned technology suppliers.

ANASOFT implements a number of programs with the goal of expanding dialogue and communication with partners who influence our business activities. We primarily focus on dialogue with key partners using the following channels:

- Research into customer satisfaction,
- Resolution of customer suggestions,
- Employee assessment interviews, research and surveys,
- Discussions between employees and management
- Communication with the local community
- Dialogue between the company and employees' families and children

We focus a good deal of energy on specific categories of clients outside of simple research to determine their satisfaction. We research suggestions from clients and resolve them by involving all interested parties; we gather and analyse all suggestions we receive and examine their justification and root causes while searching for solutions in the form of proposals to improve processes and products and seeking to prevent similar potential errors in the future.

Careful listening and dialogue are important in terms of relationships with employees. Their satisfaction is periodically investigated using employee assessment interviews and research and by disseminating the company's values and principles incorporated in the Ethical Codex.

Our culture of open doors enables employees to directly engage the president or CEO in discussion. The size of the company continues to enable employees to be informed quickly and aids in the organisation of full company meetings, including a kick-off meeting to start the year, ANApohoda (multi-day corporate team building) and a Christmas gathering.

Additionally we have regular meetings with the families and partners of our employees and hold events for children, including the Feast of St. Nicholas and International Children's Day, as these vents provide shared memories and open the doors of the company to people who are more understanding and who are interested in the company's activities, its success and in the more difficult moments when completing demanding projects.

Community needs are discovered at meetings with representatives of the community and the non-profit sector and within individual strategic projects.

## Philanthropy Strategy

In 2018 ANASOFT continued to provide support for the communities where our clients, partners and employees live. We see our social responsibility as an investment into the company.

Our activities benefit the community and focus on supporting learning by experience over the long term. We also cooperate with non-profits who are focused on this concept.

We cooperated and supported projects in:

- Education,
- Protected workplaces

A number of supported projects, just as in the past, have been long-term projects. ANASOFT continues to systematically develop its philanthropic activities and provides various forms of support:

- Contributions in the form of 2% of its income tax payment;
- Providing human resources;
- Providing material and administrative support;
- Providing know-how and services.

The company works with individual communities through its philanthropic projects. The company's focus on educating creative people has been translated into activities and education for target groups. Projects have been constructed so as to be sustainable and to provide real benefits for users. Our activities are based on delivering professional IT know-how, project management and marketing as well as funding. These activities do not overlook the international level either.



## ANASOFT LITERA

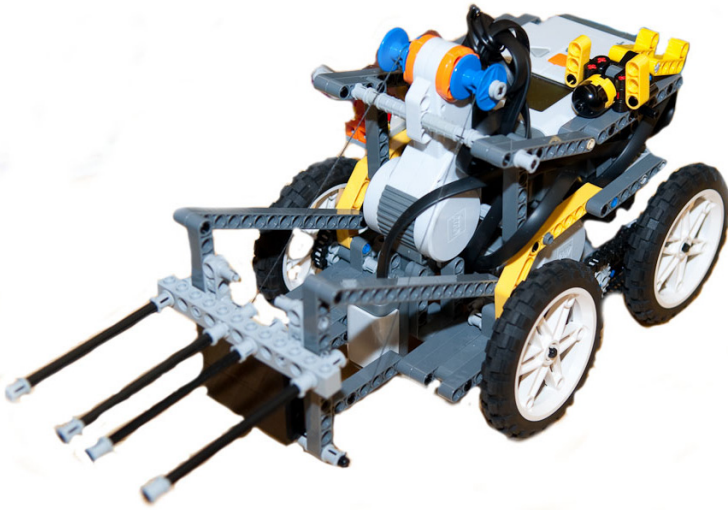
Another long-term and relatively well-known project supports original Slovak literary works and is known as the ANASOFT litera award. It has become one of the most prestigious and most valued awards among the professional and general public. The award helps readers gain an overview of modern Slovak literature and select the best the market has to offer while helping educate and motivate literature consumers, which we see as an essential activity to counteract other stimuli. ANASOFT litera, the most prestigious literary award in Slovakia, has been supported by ANASOFT since 2006 when it became the award's general partner. The award for the best Slovak work of prose published in the past year. In addition to the main goal of supporting original Slovak literary works, the literary award itself helps to focus readers on literature and provides support to publishing houses, book sellers, book lovers and the authors most of all. The organiser of this award as well as the **ANASOFT LITERA FEST** festival is the civic association ars\_litera.

ANASOFT as the general partner of the literary award provides financial contributions as well as its own creative and organisational resources. The ethos of the ANASOFT litera award is independence from state authorities, the automatic nomination of all Slovak prose titles published over the past year and a professional jury that changes every year. It is also the award with the highest financial support for a published work of literature in Slovakia (in 2016 the award for the winner was €10,000).

The award is recognised and highly esteemed by the cultural community and the general public. We have also seen a clear benefit in the immediate response and strong interest among media and the literary community generated by the award. Similar to other philanthropic endeavours, ANASOFT litera is a long-term strategy. At the same we believe that we have inspired other companies through our clear support for local culture. More at [www.anasoftlitera.sk](http://www.anasoftlitera.sk)

In 2010 this activity was recognised with the **VIA BONA Award for the Long-Term Positive Corporate Impact** on the surrounding community.





## FIRST LEGO LEAGUE

The global FIRST LEGO League (FLL) competition is another supported project. FLL is the largest robotics competition of its kind for students at primary schools. Tens of thousands of children across the world participate and the best teams (participants range from 10 to 16 years old) move on to the semi-final and final rounds and finally to the global festival. New tasks are assigned each year and children design, build and program robots in their classrooms/clubs and train for the competition. The robots can only be constructed using LEGO building blocks along with basic sensors and can only be programmed using standard software so as to ensure the competition has a standard level of technical options and the results of the teams are comparable.

More at [www.fll.sk](http://www.fll.sk).



The last and no less important project is learning through experience under the company's strategic initiative:

**Idea – Learning through Experience.**

## JUNIOR ACHIEVEMENT

The initiative supports the Junior Achievement project of the Conference of Presidents of Student Companies.

Managers from ANASOFT have regularly met with students for 12 years now in order to share their experience and to lend a helping hand as they start up their businesses. Since 2005 we have held a Slovakia-wide round of the student competition for the best student company website along with a seminar for participants. An educational webinar for participants was held for the first time in 2011. Every year around 60 student companies participate.

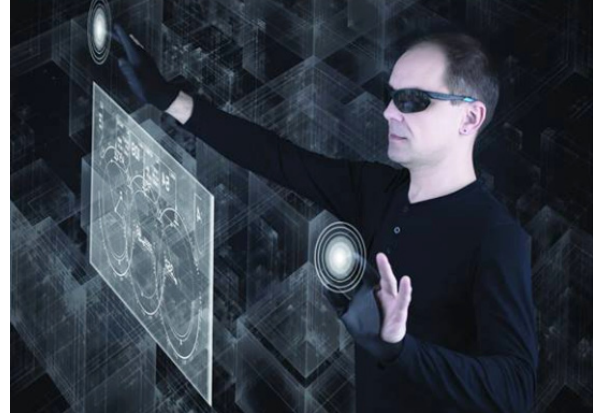
More at [www.jasr.sk](http://www.jasr.sk)



## ANALAB

Also in 2018 we continued cooperation with university students within the **ANALab research and development laboratory** project. The project is a practical example of how such cooperation is beneficial for both parties. The goal of this lab is to exploit the latest scientific knowledge and information and communication technology in the development of solutions that are progressively becoming the basis for the company's expanding portfolio of products and services.

We also opened up new topics for cooperation and started selected projects with students: Augmented Reality, Digital Signature, Blockchain.



## FIIT LAB

In collaboration with the Faculty of Informatics and Information Technology at the Slovak University of Technology in Bratislava, we opened FIIT LAB – a research laboratory for the use of artificial intelligence in Smart Industry in 2018. Students worked with experts from ANASOFT in research groups. The laboratory is dedicated to researching the latest artificial intelligence methods for industrial applications

# Environment

For many years, ANASOFT has put electronic practices into use, including all of the company's records, electronic invoices, approval processes as well as invoicing, vacation records, petty cash purchases, travel orders, etc. which has significantly reduced paper use and printing costs.

## Legislative Changes Concerning Procurement in the Slovak Republic and Impacts on Company Activities

ANASOFT's selection of suppliers in the Slovak Republic is not subject to the Public Procurement Act. ANASOFT was not assessed any fines for failing to respect any laws or regulations related to the procurement and purchase of goods and services during 2017 and 2018.

Pursuant to the Act on Employment Services, every employer in the Slovak Republic with more than 20 employees is obliged to employ a disabled resident. Another option exists in the form of compensation and the award of orders for the delivery of products and services from protected workplaces employing disabled people, from residents with severe disabilities or from employers who employ residents with severe disabilities. With respect to this legal duty, ANASOFT awards a portion of its orders to protected workspaces despite the fact the prices they provide are often much higher and that delivery terms are longer than those offered by regular suppliers.

## Environmentally Responsible Procurement

ANASOFT manages the use and consumption of office paper, toner for copiers and printers and the collection and disposal of used packaging.

Office paper purchases are restricted to chlorine-free (TCF) paper and recycled paper. Recycled envelopes are also used. Recycled materials are primarily used in toner cartridges for printers. At least 85% of all toner cartridges are refurbished.

ANASOFT has incorporated environmental care into its business strategy and day-to-day operations. This includes energy efficient light fixtures, minimizing waste and minimizing environmental fees and fines for polluting the environment.

This report does not deal with materials or the recycling of raw materials in detail as ANASOFT is not a manufacturing company and it does not produce products that would require any raw materials.

## UN GLOBAL COMPACT

ANASOFT has bound itself to follow the international **UN Global Compact**, which it signed in 2008. The Global Compact includes principles focused on environmental protection.



## Education and Life-Long Learning

ANASOFT does not restrict itself to decreasing the negative impacts of its business activities on the environment; it also supports environmental ideas and behaviour among its employees. Employees are challenged to save paper and other consumables, switch off PCs after working hours and on days off and to sort waste through educational activities and internal notices sent throughout the year.

## Energy Efficiency Measures

Energy efficiency measures are ANASOFT's internal investments to protect the environment and modernise operations. A majority of these measures are related to digitizing processes and the use of electronic documents both internally and with our customers.

## BIODIVERSITY

### Consumption of Packaged Paper (in pieces)



None of ANASOFT's activities impact biodiversity. None of our activities directly impact the environment and therefore biodiversity indicators are not relevant for us. We also have not caused any water pollution as we are not a manufacturing company. We do not own any facilities or buildings that generate wastewater which could damage the environment or biodiversity in water reservoirs. Water is always released into sewer systems with subsequent processing at wastewater treatment plants.

## EMISSIONS OF CO<sub>2</sub> AND SUBSTANCES THAT DAMAGE THE OZONE LAYER

As a software house we do not generate a large quantity of harmful emissions. We are aware that we are still able to make an impact no matter how small (cars, business trips, logistics, etc.). We do not measure emissions from the electricity we consume and we do not employ any specialists for such purposes.

Pursuant to the duty to notify specific information pursuant to Decree No. 314/2009 Coll. and Act No. 286/2009 Coll., every cooling equipment operator is obliged to notify data on fluorinated greenhouse gases; the company fulfils its notification duty and announces the quantities of substances that have a direct impact on ozone layer damage. Our supplier provides us with an overview of all cooling equipment in operation with more than 3 kg of refrigerant in cooling circuits. R410A is the fluorinated greenhouse gas used by ANASOFT. The total quantity of fluorinated greenhouse gases in such equipment for 2018 is 50 kg. It is impossible to define the quantity of emissions produced by company vehicles as this data was not monitored in 2017. We also cannot provide NO<sub>x</sub>, SO<sub>x</sub> or data on other categories of atmospheric emissions for the same reason.

## WASTE

Waste sorting has become a common practice. All employees are obliged to sort their waste. Every area is provided with containers for paper and plastic waste in order to facilitate waste separation. The ANASOFT turns over all electronic waste to a company with proper permits, which save the company significant expenses.

# Anti-Corruption Behaviour

Slovakia ranked about in the middle of the scale of 1 to 100 assessing success in creating conditions for responsible business practices. A total of 14 companies participated in the first nation-wide measurement of the quality of conditions for responsible business practices. Slovakia developed methodology this past year within a regional project financed by the European Commission and the UNDP. This system enables complex evaluation and the ability to compare the current situation and progress made in socially-responsible business practices over a specific period in the given country and region. ANASOFT also received a certificate from the Ministry of Economy for socially-responsible business practices.

In 2008 ANASOFT signed the Global Compact as one of the first companies in Slovakia. ANASOFT did not receive a recommendation from a parent company but was contacted with an offer to join in the initiative based on its prior activities on the market.

We are an IT company that has bound itself to responsible business practices and our clients, employees and suppliers expect us to conduct our business in an ethical manner. This is the exact reason that ANASOFT decided to actively implement ethics in its business activities by taking concrete steps and introducing an Ethical Codex within other important measures. This is a set of principles with strategic importance for the company.

# Disseminating the Principles of Responsible Business Practices

ANASOFT is actively involved in disseminating the principles of responsible business practices and in raising awareness among entrepreneurs and the general public. ANASOFT is a member of the working group for reporting corporate philanthropy (community investment standard) and for climate change.

In 2010 ANASOFT continued its efforts to disseminate the principles of responsible business practices in the segment of small and medium enterprises (SME). We presented a number of best practices at seminars on responsible business practices for this target group, which were organised in cooperation with the Business Leaders Forum association.

# The Company's Good Name

The Ethical Codex is not just a piece of paper; it's a natural part of our company.

„Quality finished products are the result of efficient processes, the professionalism of the team, innovative technology and increased demands on information security.“

In areas such as “reputation” and “intellectual property” a COMPANY mimics a PERSON. Good honest relationships, based on friendship and love, are experienced with PEOPLE we perceive to have these characteristics.

On the other hand, these intangibles in a COMPANY can be transformed (or accounted with a bit of luck) into tangible assets. I admit that I don't know if I heard that somewhere, read it or experienced it at ANASOFT.

Eugen Jeckel, Owner

## REPUTATION – WE ACT FAIRLY

Integrity, competency and quality work are attributes that build a company's reputation. Every one of ANASOFT's employees cares about the company's reputation and protecting its interests. We protect our company's intellectual property and tangible resources.

## RELATIONSHIP TO EMPLOYEES – WE SUPPORT EQUALITY, WE IMPROVE QUALITY

Our relationships are based on respect for the dignity of every person. Mutual trust allows us to share and exchange information without barriers. This is independent of working positions. The result is a friendly and pleasant working environment. The company supports personal development, education and the use of the latest technologies.

## RELATIONSHIP TO CUSTOMERS – WE RESPECT DIFFERENCES

Our customers are our equal partners and their individual satisfaction is our priority. We are aware that the foundation of a good relationship is honest and a proper approach. We provide our customers with quality, progressive and efficient work. We adapt as much as possible to each customer's individual needs. We know that fulfilling the expectations, needs and business interests of our customers is the prerequisite for successful and long-term business relationships.

## RELATIONSHIP TO COMPETITORS – WE ACT TRANSPARENTLY

We respect all laws that regulate competitive relationships. We deal with our competitors honestly and in line with the good mores of competition and in the interests of maintaining the reputation of the entire sector. We respect the reputations of our competitors and we negotiate with all competitors as equals.

## ENVIRONMENTAL PROTECTIONS – WE LISTEN CAREFULLY

Harmony with the environment is the responsibility of each and every one of us. We are also obliged to protect the environment. For this very reason, all employees at ANASOFT work in compliance with laws and regulations related to environmental protection. We are holders of Environmental Management Certificate - ISO 14001.

We try to contribute to environmental protection by using energy efficient technologies that don't waste electricity. An integral part of this is the ecological disposal of scrapped equipment.

Peter Roth, CIO

## PHILANTHROPY – WE ACT RESPONSIBLY

We see philanthropy as our natural duty and an integral part of our company. The objective is that all of our activities bring about benefits, have a purpose and are experienced by our employees.

It's nice to talk with friends and acquaintances about our company when they learn about work and our philanthropic activities. These activities are visible proof of what we say about ourselves: we try and produce quality work in a responsible manner for our customers and we invest our profits into developing ourselves and our surroundings.

Andrea Čekovská, Head of Software Development

One of the most important areas for us is support for families, which is a part of our overall corporate strategy.



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