



SMART

SMART Technical Services Co., Ltd

Communication on Progress 2019





Contact

Titles	Pages
Statement of CEO	3
Introduction	4
Human Rights	5
<ul style="list-style-type: none">➤ Assessment ,policy and goals➤ Implementation➤ Measurement Outcomes	
Labour	6
<ul style="list-style-type: none">➤ Assessment ,policy and goals➤ Implementation➤ Measurement Outcomes	
Environmental	9
<ul style="list-style-type: none">➤ Assessment ,policy and goals➤ Implementation➤ Measurement Outcomes	
Anti Corruption	11
<ul style="list-style-type: none">➤ Assessment ,policy and goals➤ Implementation➤ Measurement Outcomes	
Contact Details	13



Statement of CEO

Dear Stakeholders,

SMART is committed to the UN Global Compact and upholding its ten principles covering Human Rights, Labor, the Environment and Anti- corruption. We signed up to the UNGC in April, 2016 and have been continuously implementing these principles in our stratings and operative work. It is imperative that these principles become embedded in the way we conduct our business and thus our corporate culture.

As the UN Global Compact is a voluntary initiative, it is a call to companies to align strategies and operations with universal principles on Human Rights, Labor, Environment and Anti- corruption, and take actions that advance societal goals.

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

Sincerely yours,

Kyaw Kyaw Hlaing
CEO
SMART Technical Services Co., Ltd



INTRODUCTION

Our SMART Technical Services has been one stop services provider for customers from the oil & gas, marine & offshore, engineering and other industries. Our vision is **“The Leading Services Company with excellent operation technique and international best standards”**. To become the international best standards company we always try not only using professional technique to our business regional but also adhere Local and international Law & regulations. When SMART become a signatory of the UNGC since April 2016, we strives to implement UNGC’s all 10 principles in every aspects of our business process.

One of our Mission statements is **“To create safe, healthy, environment friendly and fun work space for our customer, vendor and for us”**. This statement is showing our origination respects every relevance person(s) (or) third party(s) with our organization. Therefore SMART realizes Human Rights, Labor, Environment and Anti-corruption areas. SMART always continue to do sustainable Vision and Missions. And also SMART value **“Highly trained and motivated employees”**.



HUMAN RIGHTS

Principle1: Businesses should support and respect the protection of internationally proclaimed human right

Principle2: Make sure that they are not complicit human rights abuses

ASSESSMENT, POLICY and GOALS

SMART is committed to conduct truthfully, lawfully and with integrity to human right. SMART's Code of Ethics also includes treating our employees, partners and vendors with professionalism, mutual respect, honesty and sensitivity and to encourage and practice team work. Health, Environment, Safety and Social Responsibility are our first priority and also SMART respect people. At our human rights policy, in Our Commitments mention "We have a responsibility to respect human right and can also play a positive role in the communication where we work. We treat all our employee with respect, dignity and promote diversity in work place". Equal Opportunity and No Harassment in work place are SMART values and all of SMART employee respects and do action this facts ether between employee or our suppliers. At the SMART released Code of Conduct for Supplier, Human right is including in one of category.

SMART is looking forward to have rapidly in human resources who work with professional skill in every aspect of operation process. To sustain qualitative, skillful manpower, SMART always conducts training within internal and sending external or oversea training annually. SMART is dedicated to empowering SMART human resources to become a highly skilled and competitive workforce. So these are the summary training program of SMART which successfully conducted in 2018-2019.

IMPLEMENTATION

As SMART's Code of Ethic policy is one of the policy and rules and regulations of our employees. This policy is promote to human right so, all employee must understand and realize all do and don't facts. SMART always do the activity that Code of Ethic policy as new employee orientation training program when new employee join to SMART.



And also during the last year SMART gave a awareness training to Suppliers who work together with SMART Code of conduct for Supplier and disturbed the Code of Conduct for Supplier policy document and collect agreement sign. And also request to feedback that SMART employee violated the human rights when business operation with their.

To develop the employees training and coaching representative from each Departments Heads and Senior Officers are compulsory trainers. And also the employee who wants to involve about the training programs as a trainer .The internal training program is aiming that to improve employees' Presentation Skill, Emotional Quotient Level and Respectful in workplace. Compliance section is the main section for delivering training dealing with the majority title of the whole organization. In 2018-2019 arrangement 19 titles completely gave to SMART Technical Services staff (Head Office). SMART provided for 4 employees was attending the Myanmar Leadership Conference -2019 by Dr. John C. Maxwell. Constantly develop the employee SMART always provide outside training and by attend to seminars.

MEASUREMENT OUTCOME

We measure our Human rights compliance by monitoring and following

-Client feedback and vendor feedback about employee performance about human right to the SMART Ethic Committee.(There have no bad feedback of SMART's employees human right abuses during the last year)

- Training Program, Training Plan and Training Attendance records of the whole year and employees participate and employees awareness.

-Continuing due diligence on suppliers or vendor regarding their human rights record as Vendor Registration Form.

LABOR

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: The elimination of all forms of forced and compulsory labour

Principle 5: The effective abolition of child labour

Principle 6: The elimination of discrimination in respect of employment and occupation.

Think Big, Aim High, WORK SMART



ASSESSMENT, POLICY and GOALS

SMART is committed to uphold the protection of labor under the human rights in all workers where it is possible through our sphere of influence. SMART ensure that we are not complicit in any violations on labors or suppliers and partners to this same high standard. We support and respect the principles proclaimed in the Universal Declaration of Human Right, the International Labor Organization's Principles and Myanmar Labor Laws believe businesses should ensure that they are not complicit in human rights abuses.

We focus the freedom of choice of employment and fullest opportunity for each worker depending their qualification and skill. All SMART employees have the right to equal treatment and employment without discrimination. SMART already mentioned in SMART Labor policy that the categories such as Humane Treatment and Nondiscrimination, No Underage Worker (We prohibit the employing of child labor and forcing labor where we operate).Minimum Wages, Hours and Benefits, Leave and Holidays , Dealing with Management, Freedom of Association and Collective Bargaining, Workplace Health and Safety and Policy Implementation. Those categories are show SMART labor standard. SMART gives equal opportunity for all SMART employees.

And also SMART cares our employees Safety. Our Health, Environment, Safety and Social Responsibilities Guidelines are following:

- All accidents can be prevented
- All occupational illness can be prevented
- Preventing accidents and condition of employment
- Safety and protecting environment is line management responsibility.
- Line management has a responsibility to train all employees for safety.
- No economic policy shall over rule the health and safety at work.

All employees have authority to stop work if the Environmental area and condition is unsafe to wok.



IMPLEMENTATION

As SMART Code of Ethic 's Equal Opportunity section mention We are our Company's most valuable resources and are essential to its success. All of our employees are expected to treat each other professionally, based on mutual respect, trust and individual value". SMART Human Resource Department and Compliance team always give the training such as Employee rules and regulations, Employee benefited (such as Working Hour, Leaves, Medical benefit , Tax etc comply with Local Law and International Law). Gender Equality and Respect for diversity in a work place etc. All employees must have related Job Description and yearly Objective and do KPI upon their Job Description, check their performance and evaluate promoting (without illegal bias).And also SMART HESS tem always training to employees as Office Emergency Evacuation Procedure. Safe Handling, Lifting and Moving Procedure and Personal Protective Equipment (PPE) Procedure etc. For safety, SMART employees should do this action:

- Protect the safety and well –being of everyone around us.
- Stop work when we believe is unsafe which may harm safety & health or the environment.
- Undertake work only if we are sure that we are medically fit and competent for the work.
- Make sure to know the emergency procedures when we work.
- Make sure that our co-workers act consistently with our HESS standard.
- Report any accident, injury, unsafe acts and conditions.

Protecting people and environment is a key value of SMART. SMART are committed to working in a way that places the highest priority not only on SMART employees own safety but also on the safety of our co-workers and our community.

MEASUREMENT OUTCOME

We measure the outcome by analyzing and monitoring under related report.

- Monitoring the Performance of employee's Job Description and awareness of employees' company rule and regulation. We do engagement of people and empower to employees to achieve excellence in our communities.
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- Employees reporting the problem, conflicts and inconveniences within the Company(report to Human Resource Department) .during the year no report the problem, conflicts and inconveniences.
- Employee satisfaction and employee turnover. SMART celebrate Senior Pin Awards ceremony yearly in July. this ceremony is honorable award for the employee who work in SMART over 5years.15 employee of SMART Technical Services Co., Ltd award in Senior Pin Awards ceremony 2019.

ENVIRONMENT

Principle 7: Businesses should support a precautionary approach to environment challenges:

Principle 8 : Undertake initiatives to promote greater environmental responsibility:

Principle 9 : Encourage the development and diffusion of environmentally friendly technologies:

ASSESSMENT, POLICY and GOALS

In our Health, Environment, Safety & Social Responsibilities Policy statement, We are committed that:

- Developing a positive Health, Environment, Safety & Social Responsibilities culture throughout the organization.
- Constantly seeking the requirement of social responsibilities and fulfilling in accordance with the company goals.
- Developing organizational structures appropriate to meeting those objectives in each section of our business.
- The systematic identification and control of risks to Health, Environment & Safety.
- Providing the information, instruction, supervision and consultation with staffs and clients as necessary to implement and maintain high standards of Health, Environment & Safety.

According to the our policy statement SMART respects Environment & Social responsibilities. Our SMART Environment Management System is to reduce eliminate the impacts resulting from the aspects of oil and gas related services and products. Starting from 2012,we established following environmental objectives:



- Save Electricity, Save Energy
- Use Renewable Energy
- Save Water
- Save Paper
- Reuse, Recycle
- Share Excess Belongings
- Eat Vegetable
- Stop Using Fertilizers
- Grow Vegetables in your backyard
- Plant tree
- Refuse Plastic Bag, Take Biodegradable Bag when you go shopping.

SMART release waste management procedure to protect our environment. One of our company providing services is Catering Services. We need to control food waste and need to do waste management. The waste management procedure is concern not only catering service but also all services of employees. All employees must understand this waste management procedure.

IMPLEMENTATION

Conduct to SMART HESS team give awareness Environment training to all employee including Head office employee and operation site employees such as Waste Management, Live Green Policy. Do the activities of reduce the paper in office and habit to reduce the plastic.

For EMS activities, conduct to HESS section SMART employees planted over 800 trees with University students for World Environment Day 2019 at one of Myanmar Technical University (Hmaw Bi Technical University) in 5th June 2019. And also at the day one of Head office employee pontificated World Environment Day of our client activities. For Future Plan of EMS Activities, Air pollution and Noise pollution test and measurement will do at Head Office (in December). Fire plan already issued at SMART Office. To make the fit Office master point (primary and secondary point) at the head Office. And continue to do sectional audit with ESM schedule.



MEASUREMENT OUTCOME

We measure the outcome by analyzing and monitoring

-Activities attendance of participates employee who interesting the Environment activities and do award those person(s).

- More do awareness campaign for Environmental. Distribution the video to public tite by Natural Environment & Plastic Bags, Waste and Your Responsibility, Safe Driving Habits and this year we share the video Slip and Fall .

-Reduce the paper saving HESS Team and Admin Department control and collect the data record.

ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery:

ASSESSMENT, POLICY and GOALS

SMART is emphasizing that the clean business and good business. To create the good business, organization shall clean Bribery and Corruption cases. SMART released Anti-bribery and Corruption policy since 2013 and also SMART is an active participant of TRACE international. All SMART employees must comply SMART Anti-bribery policy. This policy which creates an ethical culture promotes compliance and integrity where we operate. We take a zero-tolerance approach to bribery and corruption and create more sustainable platform for future growth. We have responsible to communicate our company commitment to ensure our employee and third parties representative fully understand this scope and application of Anti-Bribery and Corruption Policy. In SMART Anti-bribery and Corruption are description that which action take bribery and corruption cases.

All SMART's Employee cannot offer, pay, make, seek or accept a personal payment, gift, entertainment, meal and travel more than nominal value (defined as USD 25 or any lower limit specified by the location) that might directly or indirectly influence the employees' business judgments or advantage. Beyond above defined limit, which means more than 25 USD or local equivalent, we need to obtain approval from the line management. We only



encourage corporate gift with SMART Logo of no more than USD 25 value. This statement is also mention at SMART Code of Ethic policy. The categories mention at SMART Code of Ethic policy as Conflicts of Interest, Inside Trading and work with Government Official are control to employee not infraction for Bribery and corruption case. SMART control the bribery cases not only employees but also supplier or third parties who work with SMART. As a mutation at SMART Code of Conduct for Supplier, SMART personnel are prohibited from receiving the travel tickets, frequent meals or expensive gifts, gifts of cash or cash equivalents, such as gifts card and others specials gift are never allowed.

IMPLEMENTATION

Compliance team has responsibility to give the training about Anti-Bribery and Corruption and also to mortaring and assess employee knowledge the policy, rule and regulation and their action to their operation if need more effective awareness training make again. And hole internally workshop about Anti-Bribery and Corruption including case studies, group discussion. This year,conduct to compliance team make a workshop “Promoting Human Right and Anti-Bribery and Corruption culture in Work place” in 16th March ,2019.

Cost Controller, Financial Controller and Audit team check and interrogate the documents as Cash Advance, Rechargeable and Expense Account record from employees. Employees must show accuracy financial documents to Company finance team.

MEASUREMENT OUTCOME

We measure the outcome by analyzing and monitoring

SMART compliance team issued Compliance Risk Assessment which assess the internal based research from all department by individually.

Finance team must be awareness anti-bribery and corruption cases and know the way how to control and investigate if the case occurs. During this year, no cases concern with bribery and corruption.



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