

# COP 2020

# PAC Doverie

## STATEMENT OF CONTINUED SUPPORT FOR THE GLOBAL COMPACT

*It is a great honor and responsibility for me to reaffirm PAC Doverie's support to the Ten Principles of the United Nations Global Compact in the four key areas of human rights, labor, the environment and anti-corruption.*

*The year 2020 was not like any of our previous ones. For the first time since The Spanish flu and the World War II, the humanity was facing tremendous fear, instability and uncertainty. The world we knew, which we were used to and which we were building, changed in literally hours. We saw dramatic events as a result of the mass pandemic, the colossal effect of which has not yet been fully controlled, despite the advent of vaccines that are trying to fight the virus. Many have lost their lives, while others are still recovering.*

*In these difficult conditions, we managed to mobilize all our available professional and human forces and led by The Special Appeal from the United Nations Global Compact to respond to COVID-19 outbreak, we gave the best we are capable of for the good of our employees and the community.*

*We realized that even though we were staring at other planets, humanity was still fragile and vulnerable. We also realized that Charlie Chaplin's great words are more than valid now – "More than machinery, we need humanity, more than cleverness, we need kindness and gentleness. Without these qualities life will be violent, and all will be lost".*

*That's why we were able to readjust our work to protect employees by working from home. At the same time, we tried to maintain the level of motivation, commitment and productivity of the teams despite the distance. As a result of hard work, we were able to prevent layoffs that could lead to serious life, health and social consequences.*

*It was a difficult year that will leave a huge mark on human history and in the minds of people around the world. However, we believe that this is also a unique opportunity to start an even better and fairer world. That is why we will use the UN Global Compact to serve as a solid foundation for positive change.*

**Daniela Petkova**

*Chair of the Management board of PAC Doverie*

A handwritten signature in black ink, appearing to read "Daniela Petkova".

## SOME PRACTICAL ACTIONS, TAKEN IN 2020, TO FOLLOW THE GC PRINCIPLES

### I. Human rights

- At the beginning of the year the traditional increase of the salaries according with the inflation rate was made keeping this way their purchasing power intact.
- An extensive internal audit evaluating the implementation, the compliance with and the effectiveness of the ethical objectives, programs and activities in the Company was made. It confirmed that all the ethical principles and objectives are effectively implemented and followed by both the management and the employees.

### II. Labor

- During the first months of the COVID-19 pandemic, which took the entire world by surprise, and ever since then, many special actions were taken by the Company in order to ensure the protection of the health of its employees. All of them were supplied, by the Company, with personal face masks, disinfectants, etc. when all that stuff practically couldn't be found and purchased anywhere.
- Special plans on home office work, rotations, etc. was elaborated and implemented in literally days.
- Due to the COVID-19 pandemic a new safe & healthy work conditions framework was elaborated.

### III. Environment

- The continuous special campaign “100 000 e-mails for 1000 new trees” for gathering as many as possible e-mails of customers in order to use a digital way of communication and cut down the use of paper continued planting more new trees with the help of many volunteers among the employees.
- Choosing to work with suppliers and partners who adhere to applicable regulatory standards that promote environmental sustainability, including:
  - using environmentally preferable products and services,
  - acquiring products and services that meet sustainability standards,
  - promoting the use of nonhazardous and recovered materials, and
  - choosing alternatives to ozone-depleting substances.

### IV. Anti-corruption

- The employees underwent a couple of follow-on trainings for the use of the special AML software for regular AML check outs and other important AML and anti-corruption related topics.

## Miscellaneous

Ever since its commitment with the UNGC, back in 2009, Doverie has continuously put a special effort in maintaining an investment process in the strictest compliance with the four main areas' principles, selecting to only invest in companies with clearly declared socially and environmentally responsible position.

This COP will also be available on our official internet site [www.poc-doverie.bg](http://www.poc-doverie.bg)

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