



Making it easier to market real estate

Annual Communication on Progress (COP)

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1.0 STATEMENT OF CONTINUED SUPPORT

Esoft Vietnam continue to be committed to adhere to the 10 principles promoted by the UN Global Compact (UNGC). We are completing the last aspect of our organizational change project, setting up detailed career development plans for all staff. As a result, we are now engaging a in variety of other projects to develop and professionalize our set up and strengthen our corporate culture.

We continue to be at the forefront when it comes to implementing good corporate citizenship, and we are still pleased with the benefits we derive from our efforts.

This report covers the period from October 2020 to September 2021. Note that due to Covid-19 and the current lockdown in Hanoi, it was not possible to sign and scan this report.



Thomas Frisenberg
Managing Director

2.0 HUMAN RIGHTS

Our commitment

Esoft Vietnam commit to fully support and respect the human rights related regulations set by the ILO as well as the Labor Law in Vietnam.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Labor contracts and regulations	<p>We continue to update our labor contract template and refine our C&B model/structure to ensure compliance but also to provide a better service to our staff.</p> <p>We continue to enhance our HR system (EZ System) to better administrate, access and the use of HR related data – also to provide more transparency and a better user experience for employees.</p> <p>We continue to improve our career development opportunities for all employees and are currently preparing succession planning for all key positions.</p> <p>We have adopted an updated version of internal company regulations.</p> <p>Despite the Covid-19 pandemic, we have managed to keep our operations running at full capacity, and this despite having to move more than 700 staff to work from home for extended periods.</p> <p>We have not had to let any staff go as a result of the pandemic, on the contrary, we have continued to recruit more people.</p> <p>At the beginning of the year, all staff received a special bonus as pay back for the fact that staff had agreed to lower their salary during the</p>	<p>Employee satisfaction when measured in August 2021 (measured once a year) took a big jump from 36 in 2020 to 50 which is a record high score.</p> <p>With a focused effort, we have for the first two quarters of 2021 managed to bring down staff turnover significantly from 17.0% to 6.4%.</p>	<p>Increase the average annual income for staff also based on increased efficiencies, especially in our production. Furthermore, do we aim to make salary in production more quality focused.</p> <p>Maintain high satisfaction among staff and at least maintain our eNPS at 50.</p> <p>Continue to offer better career development opportunities for staff and hence improve staff turnover rate. This also to mitigate the trend we have seen where staff got involved in competing activities outside the company.</p> <p>We will continue to review our C&B for the entire organization, supporting our strategy goals.</p>

	beginning of the pandemic where our revenue was hit hard.		
Work environment	<p>In 2021, we have added more space to our office (1 additional floor). As a result, we have refitted our office including a new canteen. Upgraded pantries have been added along with better relaxing areas.</p> <p>Vending machines have been installed for staff to access various drinks around the clock.</p> <p>Furthermore, have we installed a water purifier system ensuring hygiene and safety for our staff along with being an environmentally friendly solution. It is a major cost saver as previously we consumed 120,000 liters of bottled water.</p> <p>Our entire office has been repainted with fresh colors and more ceiling fans have been installed for better circulation of air. More trees have been added to the office space as well.</p> <p>We continue to ensure compliance with Government regulations when it comes to guidelines around Covid-19 including sanitation and social distancing. This includes frequent communication to staff to raise awareness.</p> <p>Lastly, as a company, we have taken the responsibility to offer all staff full vaccination against Covid-19. 98% of our staff have accepted this offer and the first dose was administered in September 2021.</p>	<p>The increase in staff satisfaction is the best measurement that the many initiatives carried out is valued by staff.</p> <p>So far, we have not had any staff who have been infected with Covid-19.</p>	<p>No major changes planned for the coming year as we went through a major upgrade of our office space in 2021.</p> <p>However, we do want to continue a project we call Green Office. This includes fitting out a big outdoor roof terrace and create a new relaxing area for staff.</p>

3.0 LABOR

Our commitment

Esoft Vietnam uphold the freedom of association and the right to collective bargaining of its staff members. Esoft Vietnam support and fully complies with the international standards when it comes to elimination of forced labor, discrimination at the work place and child labor.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Collective agreement	<p>The Company Trade Union is functioning well and all employees are members. In the past year, the Trade Union has actively involved into relevant labor issues and been a driver when it comes to the organization of social activities including summer trip, sport activities and recognition of important holidays.</p> <p>This year, we have adopted an updated collective agreement in which we provide staff with improved benefits surpassing the minimum requirements set by law. This includes annual leave days, paid sick leave days, paternity leave as well as other benefits relating to health insurance and various bonuses and awards.</p> <p>We continue our monthly town hall meetings, and due to Covid-19 these have been moved online. Furthermore, we continue to send a weekly staff update (from CEO) to all staff. This has been ongoing for 76 continuous weeks (since the beginning of the pandemic). The update covers a variety of information including on the Covid and business situation.</p> <p>We continue to tailor our corporate and training activities to promote the Esoft culture.</p>	<p>The company meets with the trade union representatives every 3 months, and in addition, we conduct a company meeting every 6 months. This to ensure that we maintain a close dialogue with employees and keep employees informed about the company's development.</p> <p>In addition, a strategy update/dialogue meeting is organized twice a year to make sure that staff are informed about strategic direction and actions.</p> <p>We organize Labor Conference one per year aiming to maintain dialogue with employees and keep employees informed about the company's development.</p> <p>Since the beginning of Covid-19, we have on a weekly basis been updating all staff on the company's business performance as well as sharing relevant information and guidance. This has been supplemented by additional information shared via email, intranet, sound system and face-to-face.</p>	<p>We will continue to encourage all employees to join the company trade union.</p> <p>We will continue to promote transparency and sharing information via our communication channels.</p>

Equal opportunity employer	<p>We continue to promote our equal opportunity policy, and promote the employment of disabled, disadvantaged and female staff. Aside from proactively seeking to reach out to the aforementioned groups in our recruitment process, we continue to engage in various CSR activities that are linked to recruitment of disabled and disadvantaged people.</p> <p>We have also taken steps to expand the training offered to people with disabilities in order to improve their skills and open up for more opportunities and higher salary.</p>	<p>The percentage of staff affected by disability currently stands at 10.2% as of 1st September 2021.</p> <p>Female employment stands at 33.9% as of 1st of September 2021.</p>	<p>With the work from home now becoming much more accepted, we see an opportunity to better engage people with disabilities as well as female staff.</p> <p>Furthermore, have we started to offer part time contracts, again enabling people with disabilities and female to engage with Esoft.</p> <p>This will offer certain staff a better work life balance and make it more attractive to work with Esoft.</p>
Social contribution	<p>Due to the Covid-10 situation, we have decided to pause our fund-raising activities but will resume those when it is safe to do so.</p> <p>We have however made a sizable donation to the government's vaccine fund to support Vietnam's efforts to contain the virus and ensure herd immunity.</p>	<p>We have implemented several financial instruments to support staff are directly affected by the pandemic and the strict social distancing implemented in Hanoi. This includes staff who have gone through quarantine at centralized facilities.</p> <p>We expect that 98% of our staff will be fully vaccinated by November 2021, hopefully preventing everyone for possibly getting seriously ill if contracted Covid-19.</p>	<p>Continue to support our staff and their families through the Covid-19 pandemic.</p> <p>Restart fundraising activities when possible.</p>

4.0 ENVIRONMENT

Our commitment

Esoft Vietnam remain aware of its responsibility towards protecting the environment and although we work exclusively in a digital environment, we are committed to do our part to promote environmental responsibility and sustainability.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Energy	<p>We continue to push for minimizing our electricity consumption by raising awareness among our staff and encourage the use of fans rather than air conditioning.</p> <p>We have set up additional ceiling fan to reduce the reliance on air conditioning.</p>	<p>Use of fans in the office has cut energy consumption and helps to circulate airflow.</p> <p>As a result, we continue to see our electricity costs be below budget.</p>	<p>Our target for the coming year is to continue to take a pro-active approach to reducing electricity consumption.</p> <p>Expand our Green Office initiatives with various actions including fitting out a large roof terrace.</p> <p>We have started to investigate what it will take to adopt a strategy to erase our carbon footprint and hope to be able to put a realistic plan together.</p>
Equipment	<p>We purchase high quality IT hardware to reduce the effect of noise and energy consumption.</p> <p>We also work pro-actively with suppliers to ensure that equipment is maintained at least once a year including cleaning of all workstations. Damaged equipment is repaired whenever possible.</p>	<p>By investing in quality equipment, we ensure a longer life span of purchased equipment.</p> <p>We can see that the life span of our workstations can be prolonged when upgrading certain parts, so instead of discarding a whole workstation, we only need to discard/change certain parts.</p> <p>Most of our data is stored in the cloud, reducing the need for servers installed locally.</p>	<p>For the coming year, we aim to further perfect our set up, so that there will be no difference between working in the office or working from home (remotely).</p> <p>Continue to recycle liquidated hardware.</p>
Waste	<p>Our HR software (EZ System) continues to expand further reducing paperwork the use of paper in the office.</p> <p>Reuse carton boxes to make hoods for desktop</p>	<p>Our new HR system reduced the use of paper and ensured a better service to our staff.</p> <p>Before installing the water purifying system, we consumed 120,000 liters of bottled water. Now we are no longer have plastic bottles and</p>	<p>Continue to strengthen our recycling policy and raise awareness among staff so they also showcase good practices outside of the office.</p>

	<p>screens in our production department.</p> <p>The installation of a water purifying system allowing us to drink tap water.</p>	<p>hence also save the transportation of water bottles to and from the office.</p>	
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5.0 ANTI-CORRUPTION

Our commitment

Esoft Vietnam embrace a zero-tolerance approach to corruption and copyright infringement.

Action	Actions implemented in the last year	Measurable results and outcomes	Targets for the coming year
Corruption	<p>Relevant staff are informed about our zero-tolerance policy, namely our accounting and purchasing staff as well as management staff.</p> <p>We are subject to an annual audit by E&Y Vietnam.</p> <p>We have updated our business ethical principles, and the updated document is available from our website – esoft.com.</p>	<p>No incidents relating to corruption have been recorded in the past year.</p>	<p>No incidents relating to corruption will be recorded.</p> <p>We stay in full compliance with the relevant laws affecting to our business operations.</p>
Copyright infringement	<p>Software license updates are being monitored through our inventory management system. This is being reviewed on a monthly basis by our finance team.</p> <p>We continue to be in close dialogue with Adobe and Autodesk, the main providers of software to Esoft Vietnam.</p> <p>We have implemented a new system to better ensure the protection of copyrights when it comes to usage of music tracks (video production), image assets (such as blue skies) and 3D furniture.</p>	<p>All software used in Esoft Vietnam is paid licenses. Meaning we are in full compliance with applicable copyright laws.</p>	<p>Continue to ensure that all software and other copyrighted assets used in the office is fully licensed.</p> <p>We will try to further promote the use of legal software by working together with relevant software companies, hoping that it will have a positive effect on other companies – not least those in our industry that are not adhering to the same high standards as Esoft Vietnam.</p>