



# Конгресен Сервисен Центар Congress Service Center

Уметност на разбирањето The Art of Understanding Уметност на разбирањето The Art of Understanding

To:

Date: 29.4.2022

**António Manuel de Oliveira Guterres**

Secretary- General

UN Global Compact

## Annual Communication of Progress (COP)

### 1. STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER

Mr. Secretary- General,

I am pleased to confirm that Congress Service Center reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

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

Sincerely yours,

Jove Todorovski

CEO



Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com  
Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com



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## 2. DESCRIPTION OF ACTIONS

Congress Service Center (CSC) has established a comprehensive Code of conduct which all employees must thoroughly read, acknowledge and sign as part of their contract.

All CSC employees should follow the Code of conduct and ethics in order to comply with all CSC principles, national laws, regulations, and business ethics and to express our social and environmental responsibility.

The code of conduct presented below is the guiding standard for everyone in CSC, defining the outlining standards of conduct in all business activities. It is amended annually, as needed, to address changing laws or procedures that impact our business, employees and/ or the environment.

### *Principle 1: Respect for Human rights*

CSC respects the dignity, integrity and diversity of individuals.

CSC respects basic human rights of all employees and will not discriminate against its staff or other interested parties on the basis of race, nationality, gender, religion, regional background, physical disability, marital status, or any other characteristics protected by law.

CSC will not employ underage persons, as commonly defined by international standards and relevant national laws.

CSC will determine conditions of employment and compensation for personnel in a fair and non-discriminatory manner, taking into consideration relevant international standards and national, local or state laws, with the laws of host jurisdiction prevailing.

Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com  
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CSC will ensure that working hours of personnel will be in accordance with the specific nature of their duties and comply with national, state and local laws.

CSC do not support abusive behavior.

CSC top management will ensure fair compensation for all employees.

CSC will ensure that working hours of personnel will be in accordance with the specific nature of their duties and national laws and regulations, and no extended working hours will be enforced without mutual agreement.

## *Principle 2: Employee personal responsibility*

### **1. Follow the Code**

All of the work done in CSC must comply with the Code, pre-defined principles, and the law.

Every CSC employee should perform its work responsibly and ethically, always preserving and enhancing its personal and CSC credibility and reputation. CSC code gives all the information the employee need in doing so.

It is an employee responsibility to know the principles of CSC and to apply it in the decisions they make and the work they do.

Having in mind that CSC operates in many countries, our employees are committed to complying with the laws of the countries in which we operate.

### **2. Speak up**

Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com  
Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com





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Each and every employee need to feel free to speak up. If anyone ever see violation of the Code, CSC encourages all employees to speak up.

## *Principle 3: Health, Safety and Security*

No matter what is CSC employee job description, he/she is expected to put safety first. We must in every case to protect the health and safety of all our employees, clients, visitors, contractors, subcontractors etc.

Our employees should always speak up and raise a concern if they:

- ❖ Are asked to do a task they consider unsafe
- ❖ See someone performing a task that they think is unsafe or that the person is not properly trained to do
- ❖ Observe or are made aware of an unsafe condition or a potential danger to themselves or others.

Safety is everyone's responsibility – everyone must insist that work be performed safely, no matter what the job is.

## *Principle 4: Quality of service*

### **1. Ensure efficiency and quality of the service we offer**

CSC employees should always applies the principles of good practice in its working and embrace the established measures to ensure efficiency and quality of its services including

**Customer Centered approach:** We have experience from many different setups all around the world, and appreciate that each customer's operation is unique. When setting the right levels of service in our contracts, customers' needs are always the starting point. We very

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much understand the challenges and needs of the contract and we have a wealth of experience which underpins everything we do.

**Employee competence:** Our key asset is our staff and we ensure that the qualifications of our team members match their tasks. Our employees are empowered and trained to make the best suggestions and take decisions when it matters most to ensure every project for our client is successful and stress free.

**Employee satisfaction:** We continuously make sure that we give our staff a sense of purpose and personal accountability. Top management ensures that all employees are fair compensated, motivated, recognized and have opportunities for advancement.

**Timely response to requests for services and deadlines:** we must prioritizes our activities in order to reply on time and in accordance with project rules.

**Flexibility is key:** We commit to demonstrating maximum flexibility in adopting changes in requirements provided by our clients due to unpredictable factors (for example change in travel plans or additional services required at short notice) in order to minimize the costs and provide consistently high level of services in doing so.

**Cost control:** Budgets are managed thoroughly at all stages of the projects and every employee must take care of CSC financial interests. Our team member must have finest negotiating skills to ensure the best possible package deals.

## 2. CSC employees never compromise the quality of service we offer

We are committed in providing high quality services. We maintain clients by delivering superior quality.

If you see something that could negatively affect the quality of service, you should always speak up.

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## *Principle 5: Ethics in business activities*

### 1. Confidential information and business secrets

CSC staff must be vigilant in protecting proprietary and confidential information obtained in the performance of their work.

### 2. Conflict of interest

Conflict of interest appears in a situation in which an employee is in a position to gain personal benefit from business actions or decisions.

Every CSC employee should avoid a conflict, or an appearance of a conflict, between personal interests and the company's interests including:

- ❖ **Nepotism** or giving favors to relatives or close friends.
- ❖ **Self-dealing** or dealing in their own interest rather than the interest of CSC.
- ❖ **Asking someone else** to do something that's not available to others in your position, like asking an assistant to run personal errands.
- ❖ Presenting a **false claim** to an employee for a payment or benefit.
- ❖ Misuse of an official **position to get something not entitled to** that would not be properly available to other individuals in your situation, like doing personal business on company time.
- ❖ Improperly disclosing or personally using **confidential information** gained through the job.
- ❖ Taking a **second job that conflicts** with duties with the primary job.
- ❖ Avoid **corruption, bribery, money laundry**, use company resources for **political activities** and **inappropriate business gifts**.

### 3. Anti- corruption and Anti- Bribery

Corrupt arrangements are strictly prohibited. CSC employees are not allowed to make business decisions or actions influenced by corruption.

Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com  
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Corruption may involve payments or the exchange of anything of value and includes the following activities:

- ❖ **Bribery.** A bribery refers to a dishonestly persuade (someone) to act in one's favor by a gift of money or other inducement.
- ❖ **Extortion.** An extortion is the practice of obtaining something, especially money, through force or threats.
- ❖ **Kickbacks.** A kickback is a form of corruption that involves two parties agreeing that a portion of sales or profits will be improperly given, rebated or kicked back to the purchaser in exchange for making the deal.

### 4. Anti- Money Laundering

Each CSC employee should always ensure that they are conducting business with reputable clients, for legitimate business purposes, with legitimate funds.

CSC complies with all laws that prohibit money laundering or financing for illegal or illegitimate purposes.

“Money laundering,” is the process by which persons or groups try to disguise the identity, original ownership, and destination of money that they have obtained through criminal conduct. The laundering is done with the intention of making it seem that the proceeds have come from a legitimate source.

Check for “red flags” such as requests from a potential customer or supplier for cash payments or other unusual payment terms.

If you suspect money laundering activities, speak up and report it.

### 5. Political activities

CSC employees are not allowed to use CSC resources for any political activity.

### 6. Business gifts

Business gifts must be lawful, authorized and appropriate.

Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com  
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## *Principle 6: Gender equality policy*

Successful gender mainstreaming requires strong political commitment and senior management direction and support. All organizations, including our company, require a gender equality policy which should be developed with broad participation within the organization to promote understanding and ownership. Mainstreaming involves ensuring that gender perspectives and attention to the goal of gender equality are central to all activities - policy development, research, advocacy/ dialogue, legislation, resource allocation, and planning, implementation and monitoring of programmes and projects.

CSC works hard on **integration of a gender perspective and awareness**, by transforming the unequal social and institutional structures into equal and just structures for both men and women.

Our company ensures that policy and decision-making take account of men's and women's different interests and needs. The aim is to make a genuinely sustainable contribution to **equality between men and women**, rather than unintentionally increasing inequality in some unforeseen way.

Vladimir Polezinovski no.22/4, Skopje, R. N. Macedonia tel/fax ++ 389 2 3230 967, e-mail: office.sk@kscnet.com; www.kscnet.com  
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## Principle 7: Protect the environment

### Office management

#### Go paperless whenever you can

Print double sided where possible  
Print only what is absolutely necessary for auditing/file purposes  
Use scrap paper for day to day office work/notes

#### Recycle

Make sure that there are enough paper recycling bins throughout the office for all staff to easily recycle their waste paper

Recycle all of your used printer and/or toner cartridges and keep a log of the numbers and dates sent.

#### Reuse

Establish a stationery reuse system or collection point which can be accessed by staff in order to avoid throwing functioning stationery, such as ring binders, away.

#### Save energy

### Operations

#### Events

We always check our suppliers credentials knowing that good suppliers will have an environmental policy and where possible, ISO certification.

We prefer to work with hotels that adopt environmentally friendly policies

We prefer to work with catering providers/restaurants: that are using local produce seasonal menu and require seasonal produced and organic where possible

#### Travel

By default all ticketing is electronic  
All accommodation and transfer and other vouchers to be sent electronically to clients  
When booking flights calculate CO2 emissions and try where possible to use airlines that are part of IATA's CO2 emission

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Put energy-awareness stickers and posters up encouraging staff to switch off lights and/or equipment when not needed.

Have a comprehensive shut-down checklist before leaving office and for holidays and ensure that all staff have been briefed on it.

## *Green challenges for employees*

We prefer riding bike to work

We prefer bring our lunch in a wax wrap,

We avoid plastic coffee/tea cups

We prefer to eat seasonal and locally produced food

## **Detergents and recycling**

We buy detergents with biodegradable contents or based on natural ingredients- avoid the use of bleach where possible. We recycle all packaging possible.

scheme

When booking transfers if travellers arrive/depart at similar times group them together

Recommend public transport use to participants where possible

## **CO2 emissions:**

Although we do not have our own payable CO2 emissions scheme we are in consultation with mycliamte.org in order to identify the best way forward and introduce such a scheme

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## 3. MEASUREMENT OF OUTCOMES

### Human rights

- Monthly and yearly checkups on the level of respect of human rights and employee overall satisfaction toward corporate culture and fair compensation and treatment of employees.

### Gender equality

CSC tends to support gender equality and women's empowerment through its operations: ensuring equal pay between men and women for the same roles by providing pay gap analysis or pay stubs gender diversity in the recruitment process (such as outreach to potential diverse candidates and equitable, non-biased interview practices).

Besides, CSC can be found in the definition of women-owned business is a business:

- » that is more than 50% owned by one or more women (our company was more than 50% owned and founded by woman up to 2019)
- » whose management and control lie with one or more women (our company has woman Coordinator for Translation and Interpretation, woman Head of finances, Woman Editor in chief... moreover, has 70% women fully-employed)
- » where a woman is a signatory of the business' legal documents and financial accounts (our company had a woman signatory up to 2019)

CSC tends to support gender equality and women's empowerment through its operations:

- Being woman-owned company from its founding in 1999 and 20 years after
- Hiring and keeping over 70% women as fully-employed
- Placing women on top positions: Head of Departments (Finances, Translation, Publishing...)
- Ensuring equal pay between men and women for the same roles
- Acknowledging that gender is a mainstream issue and that gender equality must be a shared primary goal for everyone



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- Reviewing current efforts and progress on gender (sales, human resources, marketing, consulting, services etc.) across the company's value
- Promoting and supporting working parents, by flexible working and positive work-life balance
- Being gender neutral in the recruiting process.

## Environment

ISO certification 14001:2015

Implementing carbon off settings scheme on the airline tickets

## Anti-bribery

CSC has implemented and maintains an Anti-Bribery Management System according to the standard ISO 37001:2016

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