

# Communication on Progress (CoP)

## 2021

DHC Business Solutions GmbH & Co. KG | Landwehrplatz 6-7 | D-66111 Saarbrücken  
Geschäftsführer | Managing Directors: Dr. Rudi Herterich, Dr. Wolfgang Kraemer  
Telefon | Phone +49 6 81 9 36 66-0 | Fax +49 6 81 / 9 36 66-33  
Web [www.dhc-vision.com](http://www.dhc-vision.com) | mail: [info@dhc-gmbh.com](mailto:info@dhc-gmbh.com)

Handelsregister | Commercial Register: HRA 11150 Saarbrücken  
Bankverbindung | Bank Details: Deutsche Bank AG | IBAN: DE48 5907 0000 0011 3530 00 BIC/SWIFT: DEUTDE5M555  
Umsatzsteuer-Ident.Nr | VAT Number: DE 224806460

## Statement of Continued Support

Saarbrücken, 16 May 2022

### To our stakeholders:

We are pleased to confirm that DHC Business Solutions 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



Dr. Rudi Herterich | Dr. Wolfgang Kraemer  
Managing Directors

## **Company Profile**

DHC Business Solutions is one of the leading RegTech/Regulatory Technology specialists in the German-speaking region. For more than 15 years, the company has been developing technology solutions to ensure regulatory compliance, especially in highly regulated industries (life sciences, medical technology, pharmaceutical industry, cosmetics, chemicals, food industry, etc.): The integrated management system DHC VISION supports the digitalization of core processes in quality and compliance management as well as in the management of information security and data protection; the Validation Management Solution VxP is the innovative technology service architecture of DHC Business Solutions for reliable and resource-efficient validation support in highly regulated companies. Future-oriented technologies are created at innoLAB from application-oriented research and development and in cooperation with partners from science and industry.

The technology portfolio of DHC Business Solutions is complemented by consulting services for system implementation, managed services for customer-specific solutions, and computer system validation (CSV) services along the entire life cycle of a software system in the specific context of use.

DHC Business Solutions is headquartered in Saarbrücken, Germany; additional operational sites are in Freiburg i.Br., Berlin and Rzeszów (Poland). The quality management system of DHC Business Solutions is certified according to ISO 9001:2015. Software development and services follow the respective applicable norms and standards, ensuring reliable quality and regulatory compliance.

## Communication on Progress

The following table lists activities and shows progress made toward achieving positive results with regard to the Ten Principles. To the extent available, performance indicators and quantitative data are provided.

<p><b>Human Rights</b></p>	<p>DHC has provided information to its staff on safety on the workplace issues; it also has conducted training measures taken to prevent accidents or injury for health arising out of or occurring during the work.</p> <p style="padding-left: 40px;">Number of Training measures: 2 (online)</p> <p style="padding-left: 40px;">Number of staff trained: 42</p> <p>DHC’s headquarters continues to provide employees with a state-of-the-art working environment. In addition, all DHC subsidiaries meet highest standards for safe and sane working environments. In each subsidiary, there is a security officer who is trained in first aid and can be contacted in any case of injury. Training has been updated during the reporting period. The security officer is also responsible for risks of injury or any dangerous situations. DHC employees have always access to drinkable water. Snack-bar, canteen and small kitchen with drinks are also available in the DHC building.</p> <p>Finally, DHC continues to respect and act in conformity with the norms of applicable legislation in the regions it operates.</p>
<p><b>Labour</b></p>	<p>DHC continued to ensure “equal pay for equal work” using a transparent remuneration scheme for permanent staff irrespective of any personal circumstances such as gender. Requirements to be met for achieving different salary levels are clearly defined and available to all employees.</p> <p>Labor is being paid in conformity with national legal standards. Wages and salaries paid are enough to meet basic needs of the employees. Also, DHC employees can benefit from special arrangements concerning retirement provisions and other compensations for capital accumulation purposes.</p> <p>Measures have been taken to protect staff from COVID 19 infections have been taken: Comprehensive hygiene standards continue to be in place; remote work has been implemented and is being practiced as standard for all employees; online communication and collaboration has been extended to cover internal as well as external processes (remote implementation of customer projects). To date, protection measures have been successful.</p>

<p><b>Environment</b></p>	<p>DHC continues to practice waste separation, according to German law. There is a strong focus on waste recycling, e.g., coffee grounds are being collected to be used as a garden fertilizer.</p> <p>The carpool includes energy-efficient vehicles, high CO2 emission vehicles no longer are in use. Diesel-powered cars have been replaced; hybrid or fully electric cars now are part of the pool.</p> <p>The company's "green IT strategy" has been broadened: An increasing number of in-house software systems are moved to the cloud; "green" cloud providers are in charge of system hosting. Also, the number of cloud-based solutions provided to customers has increased from 34. The expansion of DHC's cloud business contributes to reducing CO2 emissions and, thus, global warming.</p> <p>DHC's travel policy has been updated to strengthen staff awareness of environmental standards when booking flights and hiring cars. As an effect of the pandemic, staff mobility has been reduced to a minimum.</p> <p>The company fosters research in new technologies for the application areas. The ambition is to boost the use of Artificial Intelligence for process automation and efficiency with a positive side effect also on reduced energy consumption for process execution. In 2021, the company has been successful with the acquisition of two research projects; it has initiated a large-scale European research proposal where IT energy-efficiency is one of the core concerns.</p>
<p><b>Anti-Corruption</b></p>	<p>All sales and service staff has received training on anti-corruption measures and on ethical behavior in business relations; two training sessions have been carried out during the reporting period. To strengthen the company's ability to prevent non-ethical behavior, in internal alert system with clear reporting lines on issues of non-compliance has been implemented and continues to be in place.</p>

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