

# LIDEX<sup>®</sup>

Centrum Tłumaczeń  
i Obsługi Konferencji

[www.lidex.pl](http://www.lidex.pl)

**LIDEX Sp. z o.o.**  
01-873 Warszawa  
ul. Magiera 15/17  
REGON 008335007  
NIP: 118-00-39-380

1 August 2017

H.E. António Guterres Secretary-  
General United Nations New York,  
NY 10017 USA

Dear Mr. Secretary-General,

I am pleased to confirm that LIDEX Sp. z o.o. supports the Ten Principles of the United Nations Global Compact on human rights, labour, environment and anti-corruption. With this communication, we express our intent to implement those principles. We are committed to making the UN Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Sustainable Development Goals. *LIDEX Sp. z o.o.* will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the UN Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the Ten Principles. We support public accountability and transparency, and therefore commit to report on progress within *oneyear* of joining the UN Global Compact, and *annually* thereafter according to the UN Global Compact COP policy. This includes:

\*The letter must be signed by the highest executive in the company and submitted using the Organization Information online.

- A statement signed by the chief executive expressing continued support for the UN Global Compact and renewing our ongoing commitment to the initiative and its principles. This is *separate* from our initial letter of commitment to join the UN Global Compact.
  - A description of practical actions (i.e., disclosure of any relevant policies, procedures, activities) that the company has taken (or plans to undertake) to implement the UN Global Compact principles in each of the four issue areas (human rights, labour, environment, anti-corruption).
  - A measurement of outcomes (i.e., the degree to which targets/performance indicators were met, or other qualitative or quantitative measurements of results).

Sincerely yours **PREZES**

*Stanisław Buczyński*

Stanisław Buczyński  
President

## Declaration of LIDEX Sp. z o.o. Management Board

Since its beginning (1989), LIDEX has paid great deal of attention to all aspects of compliance with business principles and the code of good business practice. The company has independently created and promoted new standards for the translation and conference industry in Poland.

The following years of LIDEX's business activity were to strengthen this attitude and principles, extend their scope to prosocial and pro-ecological activities, successively broaden charity and sponsorship activities, and carry out own CSR actions.

LIDEX supports the initiative and current activities of the UN Global Compact with great joy and satisfaction, finding them in full alignment with the company's ethical and business principles. We hereby declare our active involvement in promoting the UN Global Compact principles among our stakeholders as well as our willingness to actively cooperate with the UN Global Compact.

**PREZES**

*Stanisław Buczyński*

**LIDEX Sp. z o.o.**  
01-973 Warszawa  
ul. Magiera 15/17  
REGON 008335007  
NIP: 118-00-39-380

## Scope of LIDEX company activities

Over the past 28 years, LIDEX, recognizing that ethical behaviour constitutes the foundation of a company's functioning, has been building relationships based on honest cooperation and trust, both with internal and external stakeholders.

As pioneers in the translation services market, we have implemented the following ISO standards:

- ISO 9001 - in 2001
- PN:EN 15038:2006 in 2010, then, in 2016, we certified for compliance with ISO 17100
- ISO 27001 in 2014

We have developed quality procedures (PJ - since 2000) and information security procedures, as well as regulations and documents related to them. An ISO 9001 document "Context of the Organization" has been developed, which describes the opportunities as well as external and internal threats in the context of cooperation with LIDEX.

These documents are in line with the requirements of the Minimum Standard Tools:

- PJ 8 procedure, LIDEX Employee ABC booklet, since 2000 - **Systematic communication of ethical principles within the organization**
- LIDEX Website, promotional materials - **Communication of ethical principles outside the organization**
- Internal ISO Quality Book, LIDEX website - **References to the declared ethical values in the company's mission and vision**
- LIDEX Code of Ethics - **Code of Ethics, or its equivalent, adopted by the organization**
- Since 2000; Work Regulations, Organizational Regulations, LIDEX Employees Remuneration Regulations, Security Policy, Quality Policy, LIDEX Employee ABC booklet, PJ 13 (for employees and technical associates), Terms of Cooperation for Translators, Terms of Cooperation for Interpreters, 10 commandments for a hostess - **Defined set of professional rules**
- OTRS Internal communication system (Open-source Ticket Request System), LIDEX Code of Ethics, PJ7 customer satisfaction surveys (so-called post-sale marketing - via telephone), periodic employee audits, periodic technical associates assessments, periodic translators assessments - **Systematic analysis of reasons for unethical behaviour in all areas of the organization's business activity**
- LIDEX Employees Remuneration Regulations, the Excellent Translator programme since 2010 - **Development of a system of awards and distinctions promoting positive behaviour that goes beyond the ethical principles**

- OTRS - Open-source Ticket Request System, LIDEX Code of Ethics - **Implementation of a solution for reporting abusive behaviours**

On 1 July 2017, the Chairmen Order implemented the LIDEX Code of Ethics, which was prepared on the basis of the UN Global Compact's Ten Principles. We are certain that, naturally, all stakeholders will follow its rules and treat it as a further step in the development of the entire LIDEX company.

Below we present the activities that have been conducted by LIDEX, and which are in full alignment with the UN Global Compact idea.



### **Actions for the environment**

- Century Gothic is our company font; it consumes as much as 30% less ink than the popular Arial or Times New Roman fonts
- We use ecological office supplies; we have been promoting them during visits to our business partners (eco: pens, bags, mug pads)
- In our mail footers, we encourage not to print the materials received (Please consider the environment before printing this email)
- Our technical service applies the principles of equipment recycling and makes sure it is properly utilized
- We encourage our Customers to accept e-invoices (since April 2017, as part of the promotional campaign, another 72 companies have agreed to receive invoices by electronic means)
- Reduction of business trips by using new technologies (e.g. video conferencing, Skype)
- Promotion of the streaming service - reduction of business trips among employees of our Customers
- We encourage conscious behaviour (electricity and water savings)
- We rely on alternative means of transport (LIDEX headquarters was built near a suburban train station, bicycle stands were also prepared)



## Work / Human Rights

- The Management Board and management staff of the company have always promoted equality and respect for human dignity
- Our website is tailored to the needs of people who are visually or hearing impaired. In 2015, we won 1<sup>st</sup> place in the national contest "Website Without Barriers"
- The LIDEX building was designed for the maximum comfort of our employees as well as people with disabilities visiting us. All office areas are daylight, spacious, and air-conditioned. In the building, there are: a kitchen, a dining room, and a green patio. A terrace allows the employees to enjoy al fresco dining. The building is located in a friendly, green neighbourhood
- Having the comfort of work in mind, the Management Board allows the employees to work in Home-Office mode
- On the occasion of the Long Night of Museums, together with our long-time partner the Royal Castle in Warsaw, we charitably developed a tablet app for hearing-impaired people, allowing them to explore the Castle independently (permanent exhibitions)
- We designed and developed special packages for first-graders that, apart from 5000 original reflective wrist bands, included the "Road Safety" and "Safe Road to School" colouring books. The campaign was conducted in elementary schools in Warsaw, as well as in cities where LIDEX branches operate, i.e. in Gdynia, Katowice, and Łódź
- LIDEX is a long-term sponsor of the Royal Castle in Warsaw, National Art Gallery Zachęta and many foundations/institutions of culture and art
- Every year, we support the festival organized by the Falenica Primary School; LIDEX is, among other things, the sponsor of the awards for the event participants
- We organize student internships and work placements for students of the Warsaw University of Technology, the Military University of Technology, the University of Warsaw, and the Warsaw University of Life Sciences
- We support charities and foundations, such as the Association of Patients with Mucopolysaccharidosis and Rare Diseases, the Ex Animo Foundation, and the Foundation for Children "Zdążyć z Pomocą"
- As part of the series "Cinema beyond silence and darkness", we charitably prepared audio descriptions for movies and performances

- In cooperation with the **Foundation for Children “Zdążyć z Pomocą”**, we translated the “Gardens of the World” publication into various languages, and the Russian language edition was made charitably



## **Anti-corruption measures**

In cooperation with our business partners, we have always followed the well-understood principles of business ethics. We neither accept nor offer any financial benefits that might affect business decisions.

Maintenance of the following certificates: ISO 9001:2008, ISO 17100 (previously PN:EN 15038:2006), ISO 27001, third-class SECRET industrial security certificates (domestic, EU, NATO; since 2010), issued by the Internal Security Agency (ABW), obliges us to cooperate only with reliable and qualified suppliers, who must meet the substantive criteria of quality procedures.

- (PJ 16) LIDEX qualification manual for cooperation with translators and reviewers of candidate's tests, together with the eligibility criteria
- IDOK 137 Selection criteria for contractors cooperating with LIDEX Conference Department
- IDOK 140 Selection criteria for subcontractors of LIDEX Graphics and Film Studio

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## **Awards and distinctions:**

1. 1<sup>st</sup>/2<sup>nd</sup> place among Polish translation companies in all rankings of Warsaw Business Journal so far (2003–2016)
2. "Investor in Human Capital" emblem (in five consecutive editions: 2001, 2002, 2003, 2004, 2005, 2006)
3. Arts & Business Award (together with the Zachęta - National Gallery of Art, LIDEX was honoured with the prestigious Partnership of the Year award in 2005)
4. Customer-Friendly Company - the title awarded in two editions (2006, 2007)
5. Grand Prix (2008), four-times winner of the Customer's Golden Laurel in the "translation services" category (2006, 2007, 2008, 2009)
6. "Symbol of Social Responsibility" award for overall CSR activities (2012)
7. Maria Sapieha Ex Animo Foundation Statuette for supporting the Foundation that cooperates with the Children's Memorial Health Institute - the leading centre for treating children with cancer (2014)
8. Medal of merit granted by the Warsaw University of Life Sciences, for organizing an internship programme for students (2015)
9. "For the Benefactors" Award - granted for overall charity contributions for the benefit of the children under the care of the Foundation for Children "Zdążyć z Pomocą"
10. 1<sup>st</sup> place - Website Without Barriers (2015). The aim of the contest is to select and reward websites best suited to the needs of people with disabilities, the elderly, and those exposed to digital exclusion. The contest is organized by the "Widzialni" Foundation and the Broad Alliance for Digital Skills

