



Valuing difference

Deloitte Serbia:

UNGC

Communication on Progress  
Report for 2011



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### Basic data

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Sector: Professional services.

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### Brief description of nature of business

Deloitte is the brand under which tens of thousands of dedicated professionals in independent firms throughout the world collaborate to provide audit, consulting, financial advisory, risk management and tax services to selected clients.

### Statement of continued support for the UN Global Compact

As Partners in Deloitte Serbia, we hereby confirm our continued support for the Global Compact. We find the Global Compact to be a valuable tool when working towards upholding social and environmental ethics throughout all links of our work.

#### Signature:

For Deloitte  
Dragana Stanojević



# Principle 1

Business should support and respect the protection of internationally proclaimed human rights

# Principle 2

Business should ensure that they are not complicit in human rights abuses

## Our commitment or policy

Deloitte recognizes that we have a responsibility to uphold human rights in the workplace and to use our influence and reach to foster support for human rights more broadly within society at large. We work to address human rights issues within our community. In the workplace, human rights take the form on non-discrimination and diversity in personnel practices, professional development that aids employability, and work-life balance. Recruiting and retaining activities reflect a desire to hire professionals who share Deloitte's values and commitment to responsible business.



### **Impact day**

Wishing to demonstrate their commitment to local communities, many Deloitte member firms each year choose a day of the positive impact to the communities where their experts live and work. This is Deloitte's IMPACT Day, usually organized in October. Activities are defined and organized locally, in order to suit the needs of the local communities.

Leaving the office, conference calls and emails behind, Deloitte employees put their passion, determination and skills to use in many different volunteering activities aimed at improving the quality of life in local communities. They take part in a variety of community investment activities: teaching school children, students and unemployed, cleaning public facilities, gardening, providing companionship to the older citizen and like.

# Principle 3

Business should uphold the freedom of association and the effective recognition of the right to collective bargaining

# Principle 4

Business should support the elimination of all forms of forced and compulsory labour

# Principle 5

Business should support the effective abolition of child labour



## Our commitment or policy

Deloitte Shared Values and Ethical Principles prescribe that all interaction between Deloitte and its employees must be characterized by integrity, trust, and mutual respect.

## **Actions implemented**

### **People survey**

Deloitte Serbia, in accordance to global DTT policy conducts every second year an anonymous people commitment surveys to lend a voice to employees through which to communicate with leadership. The people commitment survey gives the employees a chance to state their opinion on various internal and external business issues. Results are collected, analyzed and followed up in each department and problems are addressed in a constructive manner.





# Principle 6

Business should support the elimination and discrimination in respect of employment and occupation

## Our commitment or policy

A part of Deloitte's global vision – being the Standard of Excellence – is desire to become the employer of choice for the most talented experts around the world. Women make up to 46 percent of total global Deloitte population. Our global goal is to increase the percentage of women among directors and partners.

Deloitte is committed to establishing programs in order to develop, mentor and prepare women to be the next generation of global leaders. Elements of future programs will include:

- Learning and leadership development opportunities designed specifically for women
- Building global networks both internally and externally
- More consistent and comprehensive work/life balance structure

### Women empowerment

Deloitte Serbia has recently signed a set of Principles known as *Women's Empowerment Principles* and thus, promoting the gender equality and women's empowerment.

Deloitte Serbia currently employs approximately 50 percent of women on Manager and Senior Manager Positions.

### AIESEC – workshop on entrepreneurship

Deloitte Serbia awarded four students from the earthquake-hit town of Kraljevo with 400 euro each for the best business plan they presented at the workshop supported by Deloitte and organized by AIESEC, the largest student-run organization. The workshop was a part of a seminar addressing entrepreneurship and education of young people.



# Principle 7

Business should support a precautionary approach to environmental challenges

# Principle 8

Business should undertake initiatives to promote greater environmental responsibility

## Actions implemented

### Green 4

For the 2nd consecutive year Deloitte, KPMG, PwC and E&Y organized a joint CSR volunteer activity of introducing greenery to Ada Huja – a part of the Danube river bank with a park and playground. Despite the cold weather in Belgrade, around 100 volunteers, including partners from the Big Four, planted 100 cypresses and ash trees.

We jointly assumed the motto Green Four wishing to make contribution to the community in which we operate. By means of this joint action of decorating environment, Deloitte intend to provide an example that, despite competition, attaining higher “green goals” could be achieved through joint efforts of market leaders.



# Principle 9

**Business should encourage the development and diffusion of environmentally friendly technologies**

## **Our commitment or policy**

We think that each company has a responsibility to minimize the impact of its business on the environment. Therefore, Deloitte Serbia carries out several actions in the "Green dot" programme, aimed at improving our relationship to the environment.

## **"Green dot" programme**

The activities implemented as part of the "Green dot" programme include:

- Bins for collecting waste paper in all Copy rooms and open office spaces
- Sorting recyclable materials: paper, glass, PET, toners; 2 special bins
- Recycling printer toners
- Introducing the message "Please consider environment before printing this e-mail" as an obligatory part of all e-mail signatures

## **Measurable results or outcomes**

| Activity                     | Date of completion | Percentage of participants |
|------------------------------|--------------------|----------------------------|
| Waste paper bins             | On-going           | 15 collection units        |
| Sorting recyclable materials | On-going           | 100%                       |
| Toner recycling              | On-going           | 100%                       |
| "Green" e-mail message       | On-going           | 75%                        |

# Principle 10

Business should work against corruption in all forms, including extortion and bribery

## Educational programme on the Ethical Principles of the Member Firms of Deloitte

Educational programme on the Ethical Principles is mandatory for all our employees. It is an on-line education that uses examples and scenarios from the real life, as well as the resource on ethical business that can be used by our experts around the clock. Deloitte also provides the independence and compliance surveys, insuring that our business practice is according to the accepted rules and procedures.

## Independence compliance confirmation

Maintaining compliance with the company's independence policies is an important part of our professional responsibilities. We take this seriously and are required to confirm annually to DTT that we have complied with all independence policies.

## Anti money laundering

Anti money laundering training is obligatory for all employees.

## Our commitment or policy

At the heart of our business culture are the Ethical Principles, adopted by each of Deloitte's member firms and linking directly to our Global Shared Values. These nine principles define the standards of ethical behaviour that unite all the people of DTT's member firms. In particular, the principles offer guidance about appropriate ethical and professional conduct covering areas that are critically important to the member firms' clients, their people and society. The principles are: Honesty and Integrity; Ethical Behaviour; Competence; Objectivity; Confidentiality; Fair Business Practices; Responsibility to Society; Respect and Fairness; Accountability and Decision-making.

## Measurable results or outcomes

| Activity   | Date of completion | Percentage of participa |
|--|--------------------|-------------------------|
| Ethics education                                     | During 2011        | 100%                    |
| Independence on financial interests (only new hires) | During 2011        | 100%                    |
| Anti money laundering ( only new hires)              | During 2011        | 100%                    |

# Availability of COP

**How does Deloitte Serbia intend to make this Communication on Progress available to the stakeholders?**

## About Deloitte

Deloitte is one of the world's largest professional services organizations, offering a wide range of world-class audit, tax, consulting, and financial advisory services. Our firm is singularly positioned with the scale, scope, and multidisciplinary capabilities necessary to address the most complex business challenges.

### About Deloitte Central Europe

Deloitte Central Europe is a regional organization of entities organized under the umbrella of Deloitte Central Europe Holdings Limited, the member firm in Central Europe of Deloitte Touche Tohmatsu. Services are provided by the subsidiaries and affiliates of Deloitte Central Europe Holdings Limited which are separate and independent legal entities. The subsidiaries and affiliates of Deloitte Central Europe Holdings Limited are among the region's leading professional services firms, providing services through more than 3,500 people in more than 30 offices in 17 countries.

### About Deloitte Serbia

In the Republic of Serbia, Deloitte doo affiliates of Deloitte Central Europe Holdings Limited. Deloitte Serbia is one of the leading professional services organizations in the country providing services in four professional areas — audit, tax, consulting, and financial advisory services — through more than 150 national and specialized expatriate professionals.

### Internal and external stakeholders

Communication on progress will be available on Deloitte Serbia website.

[www.deloitte.com/rs](http://www.deloitte.com/rs)

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