



Creating value

Deloitte Serbia:
UNGC

Communication on Progress
Report for 2012



Contents

Page 3	Basic data; Brief description of nature of business
Page 4	Statement of continued support to UNGC
Page 5	Principles 1 and 2
Page 7	Principles 3, 4 and 5
Page 9	Principle 6
Page 11	Principle 7 and 8
Page 12	Principle 9
Page 13	Principle 10
Page 14	Availability of Communication on Progress

Basic data

Company: Deloitte Serbia

Address: Terazije 8, 11 000 Belgrade;

Country: Serbia;

Contacts:

Aleksandra Gregović, MCBBD Manager;

E-mail: agregovic@deloittece.com;

Phone: +381 (0) 11 3812-180;

Number of employees: 150;

Sector: Professional services.

Date of submission of COP: **27 March 2013**



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.



Helping Those in Need

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. Activities are defined and organized locally, in order to suit the needs of the local communities.

In October 2012, Deloitte Serbia donated Braille devices to five best students at the event held on the World Sight Day. The Braille devices enable visually impaired students to read Braille texts in electronic format.

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

In 2012, Deloitte Serbia signed a set of Principles known as Women's Empowerment Principles and thus, promoting the gender equality and women's empowerment.

Diversity is Deloitte's global value and there is a global diversity programme that focuses on retention and advancement of women. Based on it, Deloitte Central Europe Diversity programme is being developed with the aim to increase the number of women in the leadership positions by giving them the tools and flexibility they need to balance their needs of career and family.



Principle 7

Business should support a precautionary approach to environmental challenges

Principle 8

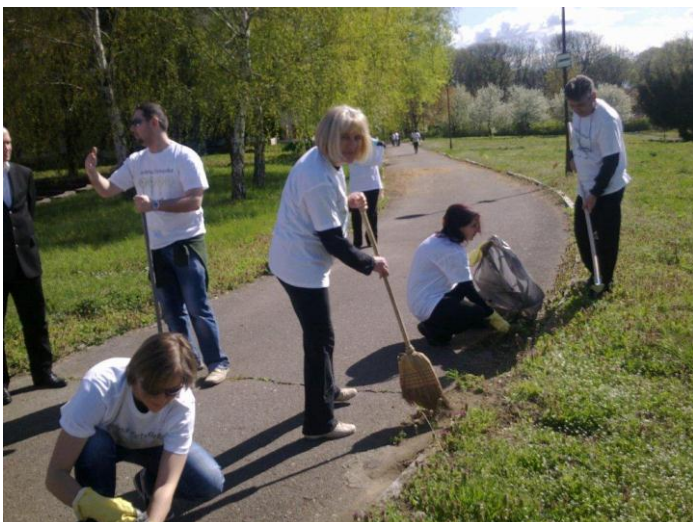
Business should undertake initiatives to promote greater environmental responsibility

Actions implemented

Green 4

For the 3rd consecutive year Deloitte, KPMG, PwC and E&Y, known as Big 4, organized a joint CSR volunteer activity. In the past two years, we introduced the greenery and improved the appearance of Ada Huja. In 2012, we expanded our activities and devoted our activities to our oldest citizens, users of the Gerontology Center "Bežanijska kosa" and thus, contributed to improving their quality of life in the center. Our activities referred to painting of the stationary ward, cleaning, flowers planting and socializing with the occupants of the center,

Our activity has show again that we can work together and do a lot for the community in which we operate.



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
- 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	In all premises
Toner recycling	On-going	100%
"Green" e-mail message	On-going	100%

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 participants
Ethics education	During 2012	100%
Independence on financial interests (only new hires)	During 2012	100%
Anti money laundering (only new hires)	During 2012	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 3,600 people in more than 41 offices in 17 countries.

About Deloitte Serbia

In the Republic of Serbia, Deloitte doo is affiliate 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

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee, and its network of member firms, each of which is a legally separate and independent entity. Please see www.deloitte.com/rs/about for a detailed description of the legal structure of Deloitte Touche Tohmatsu Limited and its Member Firms.

© 2013 Deloitte Serbia. All rights reserved.