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Making an impact that matters

Deloitte Serbia:

UNGC

Communication on Progress

Report for 2013/14



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Basic data

Company: Deloitte Serbia

Address: Terazije 8, 11 000 Belgrade;

Country: Serbia;

Contacts:

Aleksandra Gregović, MCB D Manager;

E-mail: agregovic@deloittece.com;

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

Number of employees: 150;

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. Deloitte takes actions in working with other organizations to address challenges faced in common by businesses, governments, and communities, in keeping with our continued support for the 10 principles of the United Nations Global Compact.

Signature:



Miloš Macura

Office Managing Partner for Serbia,
Montenegro, Macedonia and R.Srpska

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

Since Serbia and the neighbouring countries faced severe flooding in May 2014, the worst in 100 years, Deloitte Serbia made financial donation to the people in need for the urgent relief. The partners and staff of Deloitte Central Europe also personally contributed more than €15,000 to help the flood relief efforts which was bolstered by a €50,000 contribution from Deloitte Central Europe and local practices.

The combined funds, totalling over €100,000, were distributed to the following organisations: The National Red Cross societies of Serbia, Croatia, the Federation of Bosnia and Herzegovina and Republika Srpska, The Bulgarian Charities Aid Foundation and Polska Akcja Humanitarna.

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 – Employee voice can be heard

Deloitte Serbia, in accordance to the 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.

A number of key conclusions and development areas have been identified based on the feedback received and immediate actions have been taken into consideration.

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 44 percent of total global Deloitte population. Our global goal is to increase the percentage of women among directors and partners (21%).

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

More about ethics at Deloitte

DTTL has a requirement, established in 2012, that all member firm people annually confirm their compliance with member firm anti-corruption policies.

DTTL's formal ethics program comprises the following elements:

- The nine Ethical Principles and four Shared Values of the Deloitte member firms;
- A global ethics policy that sets out the requirements for member firms' own ethics programs;
- A global anti-corruption policy that addresses matters such as bribery, facilitation payments, political and charitable contributions, and gifts and entertainment;
- Ethics training programs, including an introductory online course, classroom programs, facilitator-led interactive case discussions and online training course;
- Support activities, including communications, workshops, and webinars to facilitate best practice sharing among member firms;
- Provision of a survey and self-assessment questionnaire to allow member firms to measure their program's effectiveness; and
- A practice review program to measure compliance with global ethics policies and encourage collaborative discussions and continuous improvement over time.

Deloitte's focus on diversity and inclusion

Deloitte's focus on diversity and inclusion earned the organization a third-place ranking in DiversityInc.'s Top 10 Companies for Global Diversity. These diversity focus areas encompass ethnicity, age, disabilities, and other factors relevant to particular member firms.

One of the diversity workshop was organized in our office in September 2013, where our colleagues participated in the discussion on creating more inclusive diverse culture in our firm. The Diversity Workshop was delivered by our regional guests Nick Leach (external – Partnership Consulting), Iwona Georgijew (CE Diversity Leader) and with support of Jelena Galić (Diversity Ambassador). All conclusions were communicated to the leadership and there has been follow up communication and actions.



Principle 7

Business should support a precautionary approach to environmental challenges

Principle 8

Business should undertake initiatives to promote greater environmental responsibility

DTTL believes that business and institutions need to become more sustainable in order to secure long-term prosperity for society and themselves. We manage sustainability programs at our local level, in line with the DTTL Corporate responsibility policy and our own policies and priorities.

Actions implemented

Green Four - June 2013

For the 4th consecutive year Deloitte, KPMG, PwC and E&Y, known as Big 4, organized a joint CSR volunteer activity. We spent a day with the users of the Gerontology Center "Bežanijska kosa" and helped them clean the yard and surrounding area of the center.

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 premises 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.

Ethics in Action – Power of One training

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.

Deloitte Confidentiality & Insider Trading E-learning Course

Training obligatory for all employees

Anti money laundering training

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 in Action – Power of One	During 2013-14	100%
Deloitte Confidentiality & Insider Trading E-learning Course	During 2013-14	100%
Anti money laundering training	During 2014	100%
Insider Trading	November 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 4,700 people in more than 37 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.

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