Introduction

SIVECO Romania is nowadays a mature team, ready to deploy important IT projects for the benefit of the entire society.

Meeting our stakeholders’ needs, we have assumed a set of values, standards and policies that help us to obtain performances that we are sharing with you in this report.

We invite you to join us in the dialog with our partners and clients, the beneficiaries of the software applications we develop and with all those who believe in Romanian innovation and in the power of new technologies to make the world a better place.

Since 2008, SIVECO has issued annual reports covering corporate social responsibility and sustainable development practices.


All data in this report cover the year 2013 (from January 1, 2013 to December 31, 2013).

As of this year, our sustainability report meets a significant number of requirements and indicators, compliant with GRI G4 guidelines.
Message from the CEO

This report reflects our achievements for sustainable development, for 2013. The report is launched at a time of extraordinary change for our organization. We are facing tremendous challenges that we are determined to understand, assimilate and transform into development opportunities.

As an organization we are determined to review and strengthen the entire set of internal procedures, focusing on selecting and monitoring all new and existing suppliers.

At the same time, we confirm our availability to cooperate with internal and external auditors and to provide all the information needed to clarify the current situation that involves some of our representatives.

Despite the global economic instability, 2013 was a very intense year, from professional point of view, with a lot of investments from our side.

Sustainability means integrating the economical performance with the social and environmental responsibility. Our evolution, as an organization, can be obtained only by considering the needs of our stakeholders: clients, employees, partners and the community. Thus, we encourage long term initiatives and we fully understand the synergistic connection between the economical progress and community development.

At SIVECO, the way we consider social responsibility has changed a lot during recent years. The CSR principles are now included even in the product development strategies. We strategically target our CSR approaches to education, which we consider essential for the sustainable development of society.

Our projects contribute to reducing the digital gap, but most of all, we aim to generate long-term development. We have more than 200 major awards, received over time from prestigious national and international competitions that abundantly prove our sustainable development.

Our organizational concerns target equally our employees. In 2013, we have managed to build a competitive and innovative work environment by attracting and training the best professionals in the field. We continue the professional development of our employees and we want to exceed the 200 training sessions of internal and external certifications.
in 2014. Throughout 2013, we have organized 272 training sessions worth approximately EUR 100,000. Nearly 1,000 employees have attended internal courses and 225 external courses.

Environmental protection is one of the greatest challenges of modern economy and one of the key topics on the agenda of any economic operator. In 2013, although we have tried to increase the amount of selectively recycled waste, we didn’t manage to overcome the amount of paper, plastic and metal collected in 2012. Therefore, we intend to pay more attention for communicating to employees our ambitious goals for protecting the environment. In this respect, we wish to issue a document with internal CSR rules and to inform all our employees about it.

We will continue to invest in social responsibility actions, as we have been doing for more than two decades.

Florin ILIA
President & CEO
SIVECO Romania
Summary

1. SIVECO CORPORATE GOVERNANCE
   1.1 Business card
   1.2 Types of products and solutions
   1.3 Business ethics

2. MATERIALITY PRINCIPLE
   2.1 CSR reporting and the SIVECO business
   2.2 Sustainability performance reporting
   2.3 Materiality principle - relevant identified issues and their area of relevance

3. THE VALUE CHAIN
   3.1 Our clients
      3.1.1 Our portfolio of clients
      3.1.2 Customers’ satisfaction evaluation
      3.1.3 Representative projects
   3.2 Our partners
      3.2.1 Presentation of our partners’ portfolio
      3.2.2 Actions undertaken in 2013
   3.3 Our suppliers
      3.3.1 Presentation of our suppliers’ portfolio

4. THE COMPANY’S SHAREHOLDERS
   4.1 Shareholders structure
   4.2 The financial results of the company
   4.3 Market position

5. OUR EMPLOYEES
   5.1 Distribution of employees
   5.2 Employees’ values
   5.3 The working environment at SIVECO
   5.4 Our achievements in 2013
5.5 Employees’ satisfaction survey
5.6 Corporate identity

6. CERTIFICATIONS AND AWARDS
   6.1 Certifications and authorizations
   6.2 Recognitions and international awards

7. COMMUNITY
   7.1 Community support activities, carried out in 2013

8. ENVIRONMENT
   8.1 SIVECO and environmental responsibility
   8.2 Environmental protection activities, carried out in 2013
   8.3 Energy consumption at SIVECO

9. TARGETS FOR 2014

10. ANNEXES (GRI INDICATORS)
1. SIVECO Corporate Governance

1.1 BUSINESS CARD

SIVECO Romania is the leading Romanian software house and one of the most successful regional leaders in the field of eLearning, eHealth, eAgriculture, eCustoms, eGovernment and eBusiness from Central and Eastern Europe.

The company develops and exports software solutions and consultancy projects with high added value to 27 countries in the European Union, Middle East, Northern Africa and the Commonwealth of Independent States. Among the countries that are part of our portfolio, one should mention: England, Azerbaijan, Belarus, Belgium, Bulgaria, Czech Republic, Cyprus, Egypt, United Arab Emirates, Finland, France, Georgia, Germany, Ireland, Kazakhstan, Kuwait, Lebanon, Luxembourg, Macedonia, Malta, Morocco, Poland, Republic of Moldova, Romania, Serbia, Turkey and Hungary.

Legal identity:

SIVECO Romania is a joint venture with the headquarter in Bucharest, Romania, legally represented by Mr. Florin ILIA, as President & CEO. The company is registered at the Trade Register under no. J40/14658/1992, with the unique Registration Code 476331, RO tax attribute.
Industry:
> Software development

Headquarter:
> 73-81 București – Ploiești Drive, District 1, Victoria Park, C4 Building

Shareholder structure:
> As of 2013, the ownership structure is:

Form of organization:
> Joint-stock company
Organizational structure
SIVECO Management Team

Florin Ilia
President and CEO

Doina Binig
Vice-President Strategy & Chief Operating Officer

Daniela Bichir
Vice-President Human Resources & Quality

Alexandru Răășanu
Vice-President Research & Development

Bogdan Ciungradi
Vice-President Finance & Accounting
Branches

Offices in Romania

- Bucharest (headquarter)
- Cluj
- Galați
- Craiova
- Ploiești
- Brașov
- Constanța
- Iași
- Timișoara

International Offices

- United Arab Emirates
- Kazakhstan
- Bulgaria
- Belgium
- Turkey

Key Points of 2013

- 65 million euros turnover in 2013
- Clients: Over 1,500 customers in 27 countries worldwide, Medium and large public and private companies, Local and national institutions
- Shareholders: SIVECO Netherlands 63.71%, SIVECO Romania management 36.29%
- Employees: 822 employees that work in the headquarter, Over 1,000 employees worldwide
- Partners: Global strategic partners: Intel, Microsoft, IBM, Oracle, HP, BULL, Ventyx, T-Systems, Samsung
1.2 Types of products and solutions

SIVECO products, solutions and services

- **Business-to-Business Solutions**
  - Enterprise Applications
  - Customized Application Development
  - eLearning Solutions
  - eHealth Solutions

- **Business-to-Public Solutions**
  - Enterprise Applications
  - Customized Application Development
  - eLearning Solutions
  - eHealth Solutions

- **Professional Services**
  - Analysis and Design
  - Project Management
  - Implementation
  - Training
  - Technical support

- **Third party Products**
  - Oracle Applications
  - Microsoft Applications
  - Ventyx Applications

- **eAgriculture Solutions**
  - Technical support
1.3 Business ethics

SIVECO has defined all business practices in the company’s **Code of Ethics** and in the **Anti-Corruption Manual**. They are updated every year and brought into the attention of all our stakeholders.

Since 2006 we are an active member of the **Partnering Against Corruption Initiative (PACI)** – a partnership based on a set of corporate civism principles defined by the **World Economic Forum** in collaboration with Transparency International and Basel Institute of Governance.

We respect practices regarding working relationships derived from the United Nations Global Compact (UN Global Compact) and also the Human Rights, as stipulated in the Universal Declaration of Human Rights, from 1948. We carefully verify all our potential partners and we evaluate them in order to assure that they comply with our labor relations and ethical standards. In 2013, all our suppliers were evaluated on working relationships practices and conformity with Human Rights.
Our achievements in 2013

We have updated the professional ethical codes that guide us in respecting the social responsibility principles. These are found in our internal documents based on which employees are periodically assessed:

- Employee Handbook
- Code of Ethics
- Anti-Corruption Manual
- Environmental Management System documents

In 2013 we have submitted our annual “Communication on Progress” report to the United Nations Global Compact.

As part of the competencies evaluation process, also in 2013, our employees have received a set of questions related to the Code of Ethics and the Anti-Corruption Manual. Out of the 278 employees that were evaluated in 2013, the graduation rate was of 95%.

These results are relevant for this report, even if the main purpose of the evaluation was to measure the employees’ level of knowledge about products, processes, standards and company’s internal regulations and to improve the quality of offered services.
PROFESSIONALISM, CUSTOMER ORIENTATION, RESPONSIBILITY, QUALITY, PERFORMANCE AND INNOVATION are the core values derived from the business strategy that guides us in our mission.

These values are the base of our strategy for sustainable performance that consider sustainable development, with a positive impact on all stakeholders and the environment.

SIVECO Romania’s mission is to develop IT solutions that facilitate information inclusion of its beneficiaries, generating positive change, competitiveness and prosperity.

Our business core - information technology - is to offer products and services that promote direct access to information, social, financial, technological inclusion, life quality improvement, business environment improvement, innovation and environmental protection. The solutions provided by SIVECO have a positive impact on millions of citizens worldwide, in areas like education, healthcare, agriculture, as well as on employees from private companies in different industries.

Year after year we improve our sustainable activity, paying more attention to objectives and results and striving to measure them as objective as possible. Some of the activities, such as the stakeholders’ consultation, we proactively implemented from the start-up of our company, aiming to improve our products and services.

Since 2008, the year we have formally reported for the first time our achievements in social responsibility, we intend to refer also to those aspects of work that are relevant to our business and to our stakeholders. We use the sustainability report in order to voluntarily reflect the opinion of all those with whom we relate within the business community in which we operate, on economic, social, cultural and environmental protection level.

Since 2008 we issue an annual Corporate Sustainability Report.
As we are determined to keep our business sustainable, starting this year, we intend to move to a superior level of CSR reporting, a standardized and accredited level, based on Global Reporting Initiative (GRI) expertise and competence. Leader in the field of sustainability, GRI promotes the use of standardized reporting, helping companies to promote and to develop their activities towards a sustainable global economy.

We voluntarily joined this program driven by the desire to improve the quality of our products and services by receiving a more realistic feedback from all the stakeholders to whom we relate and to measure the impact of our activity in a more transparent and professional manner.

The stakeholders to which we refer in our business in general are represented by:

1. Value chain – customers and partners
2. Shareholders
3. Employees
4. Authorities and institutions
5. The environment
2.2 Sustainability performance reporting

SIVECO Romania places a special emphasis on sustainable corporate responsibility. CSR principles were included in all the aspects of our business, including in the product development strategy. The CSR efforts are natural ones to us, as they derive from our company philosophy and reach important aspects of sustainable economic development, of society and environmental protection.

Since 2008, SIVECO began voluntary reporting its CSR activities, being one of the pioneers of the local market that was involved in a responsible way to report these actions.

2.3 Materiality principle - relevant issues identified and their area of relevance

According to Sustainability Reporting Guidelines (Reporting Principles and Standard Disclosures, and the Implementation Manual), we have followed the following principles when preparing our sustainability report:

1. The stakeholder inclusiveness principle
2. The sustainability context principle
3. The materiality principle
4. The completeness principle.
These four principles have guided us throughout the entire reporting process, from identifying the material aspects and collecting the necessary information for covering sustainability performance evaluation indicators, to data processing and document’s structuring and editing. These principles impose a number of requirements that ensure both relevance as well as completeness of the information published in the report.

- the dialogue and involvement of interested parties in the reporting process;
- the identification of all the relevant reporting aspects taking into account both the priorities of medium and long-term development strategy of the organisation, as well as the interests and expectations of the main stakeholders groups such as clients, employees, partners and NGOs;
- the identification and inclusion in the report of all significant elements that highlight the organisation’s sustainability performance, focusing on direct and indirect, internal and external economic aspects, social and environmental impact.

Thus, in order to identify the relevant issues addressed in the report, we have been taken into account all dialogue, consultation and involvement of the main stakeholders:

- The annual customer satisfaction evaluation survey, conducted by the Quality Assurance Department;
- The annual internal audit to assess employee satisfaction, implemented by the Human Resources Department;
- The internal mechanisms for recording and settlement of employees’ complaints;
- The General Assembly of Shareholders’ quarterly meeting;
- The involvement of the managers and all employees in all the stages of report elaboration, including the General Manager and representatives of all the departments, having responsibilities in key areas such as: human resources, quality, marketing, sales, legal, financial, research and development, administrative and acquisitions.

According to the customer satisfaction evaluation survey, conducted by questionnaire during November 2013-January 2014, the main topics of interest highlighted by SIVECO’s clients are:

- Products performance;
- Implementation team availability;
- The relationship with the users;
- The impact of organizational activities.

The results of an interview-based internal audit of employee satisfaction, performed from June to December 2013, highlighted the following topics of interest:
- Occupational health;
- Professional development;
- Professional performance;
- Internal communication transparency;
- Ethical behavior.

Also, during January-December 2013, internal mechanisms for recording and settlement of complaints registered the concerns of employees regarding health and safety at the workplace and fair treatment.

In turn, the quarterly consultations of Shareholders’ General Meeting during January-December 2013 have highlighted the following relevant topics:

- corporate governance;
- economic performance;
- social performance.

For added relevance, the results of all these internal and external consultations were correlated with a study performed previously to the reporting period, that was conducted, however, on a broader category of target groups:

- clients (private and public organisations);
- competitors;
- partners;
- mass media.

According to the study, conducted by interview in June 2011 by D&D Research and Brandient, the main topics related to SIVECO Romania’s activities and performance are:

- the development on international markets;
- increasing solutions and projects portfolio;
- transparency and external communication;
- leadership.

In order to elaborate the list of relevant issues, internal consultations were conducted with the management board. During these consultations, the relevant aspects resulting from the dialogue with the stakeholders have been combined with significant topics resulted from the five previous editions of the social responsibility reports but also with issues targeted by the international standards such as:

- Information Security Management International Standard ISO 27001;
- United Nations Global Compact, under which the organization annually elaborates the report “Communication on Progress”;
- Partnering Against Corruption Initiative.
The table below provides relevant aspects identified through dialogue and involvement of stakeholders:

<table>
<thead>
<tr>
<th>Clients</th>
<th>Shareholders</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Labelling the products and services</td>
<td>• Economic performance</td>
<td>• Hiring and retention</td>
</tr>
<tr>
<td>• Marketing communication</td>
<td>• Indirect economic impact</td>
<td>• Staff-management relations</td>
</tr>
<tr>
<td>• The right to customer privacy</td>
<td>• Anti-corruption</td>
<td>• Health and safety at the workplace</td>
</tr>
<tr>
<td>• Compliance</td>
<td>• Anti-competitive behavior</td>
<td>• Training and education</td>
</tr>
<tr>
<td>• Indirect economic impact</td>
<td></td>
<td>• Diversity and equal opportunities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Equal remuneration for men and women</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Mechanism for the settlement of complaints concerning employment practices</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Partners</th>
<th>Authorities and Institutions</th>
<th>Environmental</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Indirect economic impact</td>
<td>• Anti-corruption</td>
<td>• Energy</td>
</tr>
<tr>
<td>• Anti-corruption</td>
<td>• Public policies</td>
<td>• Water</td>
</tr>
<tr>
<td>• Anti-competitive behavior</td>
<td>• Anti-competitive behavior</td>
<td>• Production of waste</td>
</tr>
<tr>
<td></td>
<td>• Compliance</td>
<td>• Compliance</td>
</tr>
<tr>
<td></td>
<td>• Dispute resolution mechanism for complaints regarding the impact on society</td>
<td>• Mechanism for the settlement of complaints concerning the environmental impact</td>
</tr>
</tbody>
</table>
The table below provides the relevant issues included in the report, for each performance indicators category, as well as the relevance thereof:

<table>
<thead>
<tr>
<th>ASPECT</th>
<th>RELEVANCE</th>
<th>THE RELEVANCE AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economic performance</td>
<td>Relevant inside the organization</td>
<td>Economic and financial performance of the organization is relevant primarily for the stakeholders, management and employees.</td>
</tr>
<tr>
<td>Indirect economic impact</td>
<td>Relevant both outside and inside the organization</td>
<td>The indirect economic impact generated by the company’s software solutions and services is primarily relevant for the customers, users and direct and indirect beneficiaries of SIVECO applications: from medium and large private companies, to public companies and institutions from the country and abroad. Directly and indirectly, the products and services of SIVECO generate IT inclusion, streamlining work within organizations, allowing the rationalization of resources, reducing work time and volume, facilitating the decision-making process in organizations and public institutions. Through its projects, the company trains lots of partners, suppliers, subcontractors and consultants, thus indirectly contributing to job creation, to the development of the IT industry in the whole country and the promotion of innovative industries on international markets. Indirect economic impact is also relevant to the organization, whose mission is precisely information inclusion at the level of beneficiaries. Available details in the section dedicated to this indicator.</td>
</tr>
<tr>
<td>ASPECT</td>
<td>RELEVANCE</td>
<td>THE RELEVANCE AREA</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Energy</td>
<td>Relevant both inside and outside the organization</td>
<td>The environment performance of the organization is relevant to the management team, concerned to ensure the sustainable development of the company by ensuring the responsible management of the environment. In this regard, SIVECO has implemented the Environmental Management International Standard ISO 14001: 2004. Resource consumption, recycling and compliance with international standards and legislation are relevant to the IT industry, business and society as a whole. For details, see the section dedicated to environmental performance.</td>
</tr>
<tr>
<td>Water</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste production</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Compliance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mechanism for the settlement of complaints concerning the impact on the environment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## ASPECT RELEVANCE THE RELEVANCE AREA

<table>
<thead>
<tr>
<th>SOCIAL PERFORMANCE CATEGORY</th>
<th>PRACTICES ON RELATIONS WITH EMPLOYEES AND DECENT WORK SUBCATEGORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hiring and retention</td>
<td>Relevant inside the organization</td>
</tr>
<tr>
<td>Employees-management relations</td>
<td></td>
</tr>
<tr>
<td>Health and safety in the workplace</td>
<td></td>
</tr>
<tr>
<td>Training and education</td>
<td></td>
</tr>
<tr>
<td>Diversity and equal opportunities</td>
<td></td>
</tr>
<tr>
<td>Equal remuneration for men and women</td>
<td></td>
</tr>
<tr>
<td>Mechanism for the settlement of complaints concerning employment practices</td>
<td></td>
</tr>
<tr>
<td>ASPECT</td>
<td>RELEVANCE</td>
</tr>
<tr>
<td>-------------------------------------------------------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>Anti-corruption</td>
<td>Relevant both inside and outside</td>
</tr>
<tr>
<td></td>
<td>the organization</td>
</tr>
<tr>
<td>Public policy</td>
<td></td>
</tr>
<tr>
<td>Anti-competitive behavior</td>
<td></td>
</tr>
<tr>
<td>Compliance</td>
<td></td>
</tr>
<tr>
<td>Mechanism for the settlement of complaints concerning</td>
<td></td>
</tr>
<tr>
<td>employment practices</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### ASPECT | RELEVANCE | THE RELEVANCE AREA
--- | --- | ---
Products and services labelling | Relevant both inside and outside the organization | Management of the private organizations of any size or public institutions can no longer be imagined without computerization, software applications capable of recording and processing growing volumes of data which are more and more complex. Beyond the needs of the beneficiaries, the speed with which the new technologies are changing, especially in the IT industry, as well as fierce competition on this market, are a challenge for a software company that cannot deal with all of this, unless it is focusing its interest on clients and products. Research, the constant concern for the development of new products, investment in quality and in professional training of employees are essential key points of SIVECO’s long term strategy. Customer orientation, quality and innovation are the three core values guiding the company’s policies and programs regarding research, product development, marketing and customer relations. Among the organization’s initiatives regarding responsibility concerning the provided products and services, one can mention: the implementation of ISO 9001: 2008 Quality Management Standard, the implementation of ISO 27001 Information Security Management Standard and the deployment of periodic surveys on customer satisfaction evaluations. Customer satisfaction, marketing communications, ensuring the right to privacy of the clients and compliance with laws and regulations concerning the use of products and services are topics of concern for both management and employees and also for the customers, users and beneficiaries of the developed software solutions.
Marketing communications |  | For details, see the specific indicators in the Clients, Partners and Awards section.
The customers’ right to privacy |  | Compliance |
3. The Value Chain

The value chain we relate to in this document includes our company’s customers, partners and suppliers.

3.1 Our clients

“We are determined, through our global IT solutions developed in Romania, to generate positive change, prosperity and competitiveness for our customers, ensuring them access to progress”.

Florin Ilia, President and CEO

The engine around the business development of SIVECO Romania are its CLIENTS. Starting from this pillar, one of the core values that defines our company is CUSTOMER ORIENTATION. We aim to offer our clients IT solutions meeting their expectations. To be able to cover a wide range of market requirements, SIVECO offers a wide range of products, from turnkey solutions to customized applications based on customer’s unique specifications. We offer our customers consultancy throughout the entire acquisition chain, supporting them in the analysis, solution design, quality assurance, implementation, training, technical support and any other service that the customer requires for the success of the project.
For this mission to be successful and to meet our CLIENTS needs, we have adopted a set of rules, values and regulations that are applicable to those serving the mission: SHAREHOLDERS, EMPLOYEES, PARTNERS, SUPPLIERS, COLLABORATORS and our own SUBCONTRACTORS.

### 3.1.1 Our portfolio of clients

Presently, SIVECO incorporates in its portfolio **more than 1,500 clients from 27 countries on four continents**, providing them IT systems based on the latest technology in areas such as eLearning, eHealth, eCustoms, eAdministration, eAgriculture and eBanking.

#### Number of SIVECO customers - Evolution 2003-2013

<table>
<thead>
<tr>
<th>Year</th>
<th>2003</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>350</td>
<td>400</td>
<td>450</td>
<td>600</td>
<td>850</td>
<td>1114</td>
<td>1300</td>
<td>1350</td>
<td>1401</td>
<td>1472</td>
<td>1513</td>
</tr>
</tbody>
</table>
Our solutions are developed both for private and public sectors. Our customers are medium to large companies covering all industrial and commercial sectors, service providers, local and central public institutions, as well as state owned companies.

Our company has implemented over 3,500 IT projects (many of them of nationwide scale) in countries from Central and Eastern Europe, European Union member countries, Commonwealth of Independent States (CIS), the Middle East and North Africa.

By implementing complex IT solutions, SIVECO is in the top leaders on the local software market for more than 10 years. This leading position reflects the team’s constant concern for the development and improvement of the portfolio of products - a key factor in anticipating the market needs. As a result, our company has always been able to offer competitive solutions to customers from various economic areas.
Our portfolio of clients includes

**Education**
- Ministry Of National Education of Romania
- Ministry Of Education of United Arab Emirates
- Ministry Of Education of Azerbaijan
- Ministry Of Education of Morocco
- Ministry Of Education of Cyprus
- Ministry Of Education of Kazakhstan
- Ministry Of Education of Malta

**Health**
- National House of Health Insurance of Romania
- National House of Health Insurance of Bulgaria

**Agriculture**
- Romanian Agency for Payments and Intervention in Agriculture
- Romanian Paying Agency for Rural Development and Fisheries

**Customs institutions**
- Republic of Macedonia Customs Administration
- Turkish Customs Administration
- Romanian Customs General-Directorate

**Credit bureau**
- Romanian Credit Bureau
- Republic of Moldova Credit Bureau
### 3.1.2 Customers’ satisfaction evaluation

SIVECO implemented in 2013 an evaluation survey on customers’ satisfaction, with positive results compared to 2012.

- **Implementation period:** November – December 2013
- **Author:** SIVECO, Quality Assurance Department
- **Topics of interest:** products performance, customers relationship, activities impact
- **Research tools:** standardized questionnaire
- **Study frequency:** annual

#### Customers’ Satisfaction Rate in 2013

- **Satisfied with SIVECO as a supplier:** 90.9%
- **Positive impact over the clients:** 81.8%
- **Flexibility and professionalism of the implementation team:** 100%
- **Satisfied with the communication with SIVECO:** 93.9%
- **Very satisfied or satisfied with the quality of software solutions:** 84.8%
- **Very satisfied or satisfied with the quality of services:** 90.9%
3.1.3 Representative projects

The most important projects undertaken by SIVECO Romania in 2013 are:

1. Development of international projects

   Business extent on foreign markets, consolidated in the last 8 years, validates the expertise gained through national span projects.

   Currently, we operate in 27 countries from Commonwealth of Independent States, the Middle East, North Africa and the European Union.

   Over 30% of the turnover comes from know-how export, eLearning solutions being on top.

2. Project for improvement of the Romanian health system

   In 2013, SIVECO collaborated with the National Health Insurance House (NHIH) in Romania, to implement the electronic health record, with impact on over 19 million medically insured citizens.

   This project completes the company’s eHealth expertise, along with the national health cards and the electronic prescription. The three applications are connected through a Unique Integrated IT System (UIIS) to the Health Insurance IT Platform (HIIP) in order to streamline the medical sector.

   UIIS manages monthly over 50 million documents of over 16 million medical and pharmaceutical services provided at national level.

3. National projects financed from European funds

   SIVECO Romania has contributed to the development of projects financed from European funds – POSDRU Human Resources Development, POSCCE Economic Competitiveness Growth, POSMEDIU Environment Development, which are generating local development and stimulating economic and social development. Millions of Romanian beneficiaries had access to high end technology tools that are increasing their competitiveness on the European labor market by improving the level of specialization. The projects also offered to the local business environment the opportunity to develop at European standards.

   Over 200,000 users have benefited from SIVECO services offered within the framework of projects financed from European funds.

4. New projects for the European Commission

   In 2013 the project “Increased capacity of consumer organizations” was launched, for the Executive Agency for Health and
Consumers of the European Commission and the Sanco General Directorate, a training program that includes e-learning methods which will support consumer organizations from all EU Member States in promoting European citizens’ rights.


5. Record number of awards received for the eLearning expertise

“Optimized Educational process for achieving knowledge society’s skills” is a project implemented by the Ministry of National Education, through the Project Management Unit with External Financing, in partnership with SIVECO Romania and the National University of Defense “Carol I”.

The innovative educational project developed entirely with Romanian know-how, expertise and technology has become the star project of 2013, with a record number of official national and international recognitions. It is an innovative, unique educational process in Romania, which uses project-based learning in a multidisciplinary context based on multi-touch devices. The purpose of this solution is to improve the collaboration between students and teachers, to engage students in group activities, to motivate them to experiment, making the transition from memory-based learning to learning based on discovery and knowledge-building.

6. Starting up projects for the computerization of primary and secondary education in Malta

Among the goals of the company for 2013 was the expansion of international expertise. Thus, for the Ministry of Education from Malta, SIVECO began implementing 100% customized educational content for primary and secondary education in the context of a broader educational project conducted at national level in this country.

The performance is even more impressive, education in Malta being one of the most competitive educational systems in Europe, strongly oriented towards modern technologies to support learning.
7. Launch of new products based on innovative technologies

High end technologies contribute to the computerization of Romanian society and economy. In 2013, we expanded our portfolio with solutions that use Cloud technologies.

The range of SIVECO Project: Cloud products is composed of efficient solutions for staff training, document management and business administration, based on Cloud technologies (AeL, SIVADOC and SIVECO Applications 2020).

The ADLIC system was acknowledged as “The best cloud project for the public sector” at EuroCloud Awards 2013.

Among the revolutionary products developed in 2013 we mention the digital textbooks, perfectly adapted to the national curriculum. The lessons include audio and video sequences, animations, simulations, activities in real or virtual labs, e-portfolios in which students’ homework and tests can be saved.

Among the products launched in 2013 there is also the SIVECO Business Analyzer application, available on mobile devices - a true dashboard for managers. The application “advises” managers in planning, tracking, controlling and forecasting activities and provides IT support for the adoption of cost control and profit growth analysis strategies.
3.2 Our partners

3.2.1 Presentation of our partners’ portfolio

In the current global economy, with a very strong competitive market, only the high-end technology can determine the success of a company. Our efforts focus towards building long-term partnerships with our clients.

Only by collaborating, companies can generate progress within the communities in which they operate, each of them bringing the expertise, resources and unique benefits they possess.

Starting from these principles, SIVECO Romania focuses towards building long-term strategic partnerships with the leading players in the IT industry, companies with vast expertise and international recognition.

3.2.2 Actions undertaken in 2013

In the reporting year 2013, we have renewed the partnerships with global IT leaders:

- Intel Premier Elite Partner
- ORACLE Platinum Partner
- Microsoft Gold Certified Partner/Authorized Education Reseller
- IBM Business Partner
- HP Sales and Service Partner
- BULL
- Ventyx
- T-Systems
- Samsung
Along with these strategic partnerships, SIVECO has signed a series of national, international or local partnerships with companies that offer related products and services, designed to support the implementation process.

Our partnerships are based on clearly defined objectives and customer orientation.

In addition to strategic partnerships, SIVECO is an active member of IT and business related governmental or non-governmental organizations:

- Partnering Against Corruption Initiative (PACI)
- United Nations Global Compact
- The Association of Romania’s Business People (ARBP)
- Digital Alliance for Romania
- Information Society Technologies Advisory Group (ISTAG), of the European Union
- Integrating Healthcare Enterprise (IHE)
- Business Software Alliance
- Romanian - American Chamber of Commerce (AmCham)
- French Chamber of Commerce and Industry in Romania
- European Foundation for Quality in e-Learning (Efquel)
- Association for Development of the Information Society
- Romanian Association for Electronics and Software (RAES)
- Employers Association of the Software and Services Industry (EASSI)
- Romania Luxembourg Business Forum (ROMLUX) asbl
- Business Lodge
- Employers Federation of Tourism and Services

Within these organizations, the company contributes at improving the business environment, by promoting transparency and competitiveness.
3.3 Our suppliers

3.3.1 Presentation of our suppliers’ portfolio

In relationship with our suppliers, we focus on the quality of products and services offered to our clients, mutual benefits, a transparent legal framework and on respecting a common workflow. The suppliers with whom we have signed contracts are informed of the quality standards for which we have certification and of our internal work procedures.

Periodically, SIVECO carries out an evaluation of the products and services offered by our suppliers and decides upon the continuation or cancellation of the contracts.

The evolution of SIVECO suppliers’ portfolio in 2013 compared to 2012

2012, Hardware, 5 suppliers
2013, Hardware, 14 suppliers

2012, Software, 9 suppliers
2013, Software, 9 suppliers

2012, Training, 72 suppliers
2013, Training, 67 suppliers

2012, Implementation/Development, 65 suppliers
2013, Implementation/Development, 66 suppliers

2012, Other (including marketing), 55 suppliers
2013, Other (including marketing), 54 suppliers
4. The company’s shareholders

4.1 Shareholders structure

In 2013, the SIVECO management team acquired the full package of shares held in the company by Intel Capital and Enterprise Investors. Presently, the company’s management owns 36.29% and SIVECO Netherlands 63.71% out of the company’s shares.

Since 2005, Intel Capital and Enterprise Investors have held 32.5% of the company’s shares.

For SIVECO, the international expertise and resources of the two investment funds were a propeller for the development of a successful business at regional level.

“We gained a lot of experience from the partnership with Intel and Enterprise Investors. The investors’ interest in our company honors us, but we have decided to harness the strengths and experience we have gained”.

Doina Binig, Vice-President Strategy and Chief Operating Officer
“Since our investment in 2005, we have noticed how SIVECO grew and became one of the leading players in eLearning and software applications for companies. Intel Capital congratulates the SIVECO management team for this transaction”.

Marcin Hejka
Managing Director @Intel Capital Eastern Europe, Middle East, Africa and Russia

“I am sure that the management team and the current shareholders will continue to implement its growth strategy and will register the success already achieved on other emerging markets”.

Rafal Bator, Partner at Enterprise Investors, responsible for this investment

In order to support the financial achievements and sustainable development, the SIVECO shareholders have adopted a set of unique corporate values, which define our company.

SHAREHOLDERS - Companies

SIVECO ROMANIA S.A
Quality: associate
Nationality: Romanian

SIVECO NETHERLANDS B.V
Quality: associate
Nationality: Dutch

SIVECO INTERNATIONAL S.A
Quality: associate
Nationality: Romanian
4.2 The financial results of the company

In 1992, when SIVECO was established, the company registered an income of $2,000. In the coming years, the company registered a constant annual growth rate, so that in 1997 SIVECO recorded its first $1 million from software exports only.

The implementation of international complex IT projects led to a constant growing annual rate, the company reaching a turnover of EUR 65 million in 2013.

„2013 meant for us the continuation and development of strategic projects initiated in the previous years and the launch of new ones, along with the development of solutions tailored to the growing needs of beneficiaries from national and international market. The awards received in 2013 from organizations that are internationally acclaimed for their professionalism and objectivity confirmed that our development strategy is a sustainable one. It allowed us to maintain our position among top IT providers, despite fierce global competition. An essential advantage proved to be the professionalism of our team”.

Florin Ilia, President and CEO

Turnover and net profit in 2013 (in Euros)

- **Turnover**: 65,000,000, 94%
- **Net profit**: 3,766,000, 6%
4.3 Market position

According to the study conducted by the International Data Corporation (IDC), SIVECO ranks on the first place in 2013 on the Software Support and Implementation Market (11.2%) and on the Software Integration Market (14.3%).

SIVECO is a very important player on the Training and Education IT Solutions Market with a market share of 10.5% and on the Customized Software Applications Market with a market share of 12.5%.

SIVECO also ranks a leading position on the IT Services Market with a market share of 5.6%.

On the local EAS Market, SIVECO was among the top business management solutions providers (Enterprise Application Suite-EAS) with a market share of 24.9 %, according to the 2013 IDC study.

SIVECO is a leader in providing Enterprise Resource Management solutions, with 26.3% market share and ranks the top positions on the following segments: Business Analytics with 23.6% market share, Customer Relationship Management with 23.3% and Supply Chain Management with 23.8%.

Romanian IT Service Leaders
2004 - 2013

<table>
<thead>
<tr>
<th>Year</th>
<th>HP (million $)</th>
<th>SIVECO (million $)</th>
<th>IBM (million $)</th>
<th>S&amp;T (million $)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>11.11</td>
<td>16.74</td>
<td>22.37</td>
<td>23.11</td>
</tr>
<tr>
<td>2005</td>
<td>19.64</td>
<td>21.63</td>
<td>27.22</td>
<td>20.56</td>
</tr>
<tr>
<td>2006</td>
<td>35.3</td>
<td>27.5</td>
<td>35.84</td>
<td>35.34</td>
</tr>
<tr>
<td>2007</td>
<td>48.15</td>
<td>33.42</td>
<td>40.3</td>
<td>40.3</td>
</tr>
<tr>
<td>2008</td>
<td>73.6</td>
<td>52.11</td>
<td>58.53</td>
<td>46.27</td>
</tr>
<tr>
<td>2009</td>
<td>91.92</td>
<td>40.8</td>
<td>45.3</td>
<td>51.56</td>
</tr>
<tr>
<td>2010</td>
<td>83.69</td>
<td>38.29</td>
<td>43.19</td>
<td>48.58</td>
</tr>
<tr>
<td>2011</td>
<td>106.7</td>
<td>39.54</td>
<td>39.74</td>
<td>35.26</td>
</tr>
<tr>
<td>2012</td>
<td>118.09</td>
<td>51.45</td>
<td>40.84</td>
<td>35.99</td>
</tr>
<tr>
<td>2013</td>
<td>115.26</td>
<td>46.97</td>
<td>29.99</td>
<td>24.05</td>
</tr>
</tbody>
</table>

Source: IDC 2014
These results confirm the company’s economic performance and its sustainable development, reported to the shareholders listed above.

In 2013, four General Meetings of Shareholders were held, which focused on continuous improvement of the company’s activity, and covered topics such as Corporate Governance, economical and social performance.

5. Our employees

„The team is the most precious asset that our company holds and, most certainly, is composed of the best professionals on the market”.

Daniela Bichir, Vice-President Human Resources and Quality

5.1 Distribution of employees

In 2013, SIVECO had 1,000 employees at international level, 822 being located in Bucharest, at the headquarter. They were distributed as follows:

Employees’ distribution per activity area

- Administrative: 11%
- Commercial: 14%
- Operational: 75%
Employees’ distribution per departments

- eLearning: 30%
- EAS: 14%
- eAgro: 8.8%
- eHealth: 9.9%
- eCustoms: 1%
- eNuclear: 2%
- OAPPS: 1%
- CAD: 8.8%
- PMO: 2.2%
- Structural Funds: 1.1%
- Financial, IT, Administrative: 8.8%
- Commercial, Presales, Marketing, Bid: 14%
- HR and QA: 2.2%
The ratio between the number of employees who are in subordination relationships and the total number of employees, by gender:

**Management**
- Women (51): 46%
- Men (59): 54%

**Subordination**
- Women (350): 49%
- Men (362): 51%

**Employees’ retention rate**

Integration of new employees and maintaining the retention rate at industry level are constant concerns of our HR Department. The retention process of staff starts from the first working day of the new employees. The successful integration of new colleagues implies following several steps: presentation of the company, organization and functioning, internal rules, communication procedures and rules. At the end of 2013, the staff fluctuation was of 18%.
5.2 Employees’ values

The loyalty of our employees enabled us to achieve the performances obtained by SIVECO in its over 22 years of existence.

5.3 The working environment at SIVECO

Our internal policies are non-discriminating regarding race, nationality, ethnicity, language, religion, social class or sexual convictions. None of our employees is privileged, and all have the right to equal payment for his/her work, to a fair and equitable remuneration, the right to establish trade unions and to join trade unions, the right to medical care, social security and social services.

100% of the employees with individual employment contract, for an indefinite duration benefit from the stipulations of the collective labour contract.

The rights of parents are strictly respected at SIVECO. In 2013, 11 colleagues went into parental leave - only women, but men also are encouraged to benefit of the right to parental and child care leave.

During 2013, 21 employees have returned to work after parental leave, the retention rate being of 100% a year after the comeback.

SIVECO Romania offers its employees:

- A pleasant working environment in which work and innovation are encouraged;
- The opportunity to work within the most important Romanian software provider and to actively participate in important IT projects;
- The opportunity to work in a professional team, internationally recognised as IT experts.

Benefits and rewards for full-time employees

<table>
<thead>
<tr>
<th>Additional vacation days</th>
<th>Health subscriptions to private medical clinics</th>
<th>Parental leave</th>
<th>Meal vouchers</th>
<th>Transport with company’s minibuses</th>
<th>Cafeteria on each floor of the building with water, coffee and tea, free of charge</th>
</tr>
</thead>
</table>
Interim or part-time employees benefit from free transportation and access to the cafeteria.

Values promoted within SIVECO Romania:

- Loyalty and commitment towards the company;
- Professionalism, responsibility and promptness towards clients and colleagues;
- Disponibility in the relation with clients;
- The economic use of equipment.

Our employees are not subject to dangers of injury at work. In 2013 we have not reported any illness, accident or death cases. To this purpose, SIVECO has a department dedicated to Health and Labor Safety, whose staff aim to meet strict objectives in this area, in order to manage risks and avoid incidents.

**Dispute settlement and conciliation of complaints**

SIVECO Romania has implemented a complex mechanism for the settlement of complaints, to ensure abidance of employees’ rights, as assumed in the company’s Code of Ethics.

Thus, complaints regarding immoral or illegal behaviours and issues related to the integrity of the organisation, internal conflicts, problems related to work ethic, as well as suggestions related to the work environment, can be submitted anonymously in Speak Up boxes installed on each floor of the headquarter (whistleblowing type). Information are collected weekly by a person from the HR Department, which sends a report to the management team.

Another way of communicating problems or improvement suggestions is the use of the JIRA online application, a project developed by SIVECO.

Employees are encouraged to communicate to the management team the issues related to work relationships, complaints, suggestions. Complaints can be transmitted hierarchically, to the direct Manager, then to the Line of Business Manager and ultimately to the President and CEO.

Employees also benefit, upon request, from counselling by the Internal Legal Department.

In 2013, we didn’t record any complaints on the labor practices, problems regarding human rights or environmental impact.

**Employee evaluation**

Professional competence, skills and certifications acquired through internal and external trainings are an asset of SIVECO specialists on a highly competitive market. All employees receive yearly evaluations on their performance and career.

At SIVECO there is a continuous concern for financial incentives and support of employees in accordance to their performance.
5.4 Our achievements in 2013

1. Continuous development of employees

In order to maintain the company’s top position, the SIVECO management team strives to ensure the continuous training of its employees, focusing on the development of competencies, strengthening the expertise and aligning to current educational standards. SIVECO organizes training courses for its employees every year. This type of courses are held by SIVECO trainers or specialists from various training providers.

“We can say that 2013 was the year of recognitions that brought us over 20 national and international distinctions. These awards represent an acknowledgement not only of our team, but also of the entire IT industry”.

Florin Ilia, President and CEO

Average hours of training in 2013, by gender

- Women (39) 51%
- Men (37) 49%
2. In 2013, the company’s managers have been trained within a 5 modules leadership program from Dale Carnegie Training.

3. All employees benefited from annual medical check-up as well as professional healthcare services, to a chain of private clinics, by subscription.

4. In order to ensure maximum transparency of the company’s activity, in early 2013 we publicly presented the financial report and the development strategy for the upcoming year.

5. At the SIVECO Employees’ Awarding Ceremony, the best employees received recognition of their work, professionalism and dedication, proved throughout the year 2013.
5.5 Employees’ satisfaction survey

As we do every year, in 2013 we have conducted an internal evaluation of the employees’ satisfaction degree, in the form of an audit conducted by the HR department.

- Target group: SIVECO employees
- Implementation period: June-December 2013
- Author: SIVECO, HR Department
- Topics of interest: employees’ health, professional development, professional performance, transparent internal communication, ethical behaviour
- Research tools: interviews
- Survey frequency: annual
The results of the evaluation reveal the fact that the majority of employees:

- appreciate the team they are part of and their direct managers
- appreciate the complexity of the projects they are part of
- are motivated by the technical aspects of the projects they are involved in, by the customers’ satisfaction but also by their salary and benefits
- want to develop their future professional career within SIVECO

### Department Number of interviewed people

<table>
<thead>
<tr>
<th>Department</th>
<th>Number of interviewed people</th>
</tr>
</thead>
<tbody>
<tr>
<td>eLearning</td>
<td>37</td>
</tr>
<tr>
<td>SVAP</td>
<td>32</td>
</tr>
<tr>
<td>eHealth</td>
<td>30</td>
</tr>
<tr>
<td>eAgriculture</td>
<td>14</td>
</tr>
<tr>
<td>eCustoms</td>
<td>11</td>
</tr>
<tr>
<td>CAD</td>
<td>12</td>
</tr>
<tr>
<td>OAPPS</td>
<td>6</td>
</tr>
<tr>
<td>Nuclear</td>
<td>6</td>
</tr>
</tbody>
</table>

### 5.6 Corporate identity

Corporate identity plays an important and strategic role in fulfilling the company’s objectives, just like any other business or organizational element.

At SIVECO, we encourage employees to conduct their professional activities in a fair manner and to ethically manage present or potential conflicts of interest, stemming from personal and professional relationships.

SIVECO’s employees carry out their activities in accordance to current legislation and internal company rules.

SIVECO’s staff is encouraged to honestly report and correct any ethical issues to the management of the company, such as:

- Information on the existence of serious malfunctions in the company’s processes, that negatively impact the company’s capabilities of performing at a high quality level
- Any fraud, financial or non-financial, that involves the SIVECO management team or any employee
- Any violation of the Code of Ethics, including current or potential conflicts of interest between personal or professional relationships.
6. Certifications and awards

Currently, SIVECO is one of the Romanian IT companies that contribute, through its projects, to the generation of progress for:

- millions of students, teachers and parents that build “the education of the future”
- hundreds of organizations with a major impact on the local business environment
- performance-oriented companies, which invest in the training of thousands of employees
- tens of thousands of doctors and millions of health services beneficiaries
- hundreds of thousands of farmers that have easy access to European funds
- hundreds of thousands of beneficiaries of projects financed from structural funds

“Large scale projects imply professionalism, expertise, responsibility and large teams, trained to work for the benefit of the society and for the benefit of companies, as well. Large scale projects are exclusive to companies capable of assuming daring targets”.

Florin Ilia, President and CEO

6.1 Certifications and authorizations

Our company detains all the authorizations and certifications required by the Romanian legislation for proper functioning. SIVECO Romania has no debts to any of the state’s institutions, paying all its obligations up to date, in accordance to legal directives.

The company complies with all current legislation to carry out its work.

At the same time, some of the state’s authorities are also stakeholders for SIVECO Romania, as clients, since the company deploys contractual relations with them, as a software provider.
Types of institutions that benefit of software from SIVECO

- Central public institutions
- Local public institutions (eg. county councils)
- Educational institutions
- Health institutions (eg. Health Insurance House, hospitals)

In order to provide services and products in accordance with our customers’ needs, SIVECO Romania holds the most important international certifications:

- ISO 9001:2008 Quality Management System
- ISO 14001:2004 Environmental Management System
- ISO 27001 Information Security Management System

The decision to formalize in a report the way in which our global business principles are met helps us to review and adjust policies dedicated to employees, the environment, the community, and helping us to measure our annual progress.
6.2 Recognitions and international awards

In 2013, SIVECO was rewarded with 21 national and international distinctions. Its products, services and team members have been appreciated by competent international institutions and have received recognition in competitions, such as:

- World Summit Award
- International Project Excellence Award
- EdTech 20 Europe
- European Business Awards
- Stevie Awards
- European IT & Software Excellence Awards 2013

It is worth highlighting not only the number of awards, but also their international value. Thus, a member of the jury of International Project Management Association (IPMA) officially stated that “Your projects are truly changing mentalities”.

In 2013, the organisation has received national awards for outstanding economical performance, for reporting its sustainability performance and for the best public Cloud project (ADLIC – the digital distribution system for high school admission).
7. Community

7.1 Community support activities, carried out in 2013

1. Last year we have supported the 64th edition of the National Olympiad of Mathematics, that gathered more than 450 students passionate about Mathematics, from the 7th to the 12th grade, who had qualified for the national phase due to excellent results obtained at the county phases.

“The growing number of students that attend this elite competition each year, and their high level of training, reinforce my belief that we will have very talented, passionate and performance-oriented Mathematics’ faculties graduates. This is essential for increasing Romania’s competitiveness at a global level. For SIVECO Romania, it already is a tradition to support such events and, in addition to the pride we feel every time we support these talented youth, we feel that it is our duty to invest in future mathematicians and why not, in the future IT specialists of our country”.

Florin Ilia, President and CEO
2. SIVECO Romania has a long-lasting tradition of supporting educational events in the field of Mathematics and Computer Science. In 2013, within the National Olympiad of Informatics, we have awarded prizes consisting in the latest generation tablets to the 1st place four winners, for each of the grades from the 9th to the 12th.

Beside the Mathematics Olympiad, the Champion competition or inter-county programming contests, these events, that we annually support, represent an important step in preparing students that are science passions, also contributing to the discovery and encouragement of computing talents.

“We were glad to see, this year as well, enthusiast young computer scientists around the country and to meet again with the winners from previous years. The results of the contest have shown us that every major region of the country gave at least one winner. We admire and congratulate the teachers who have initiated and have instilled the passion for Computer Science to so many young people, but also for their efforts and talent to reach the highest level of performance in a field which has become the most important performance propeller of organizations from any industry”.

Radu Jugureanu, AeL eContent Department Manager
3. The contest for our internship program “Passionate about Social Media?” drew dozens of students from around the country. Three of the students passionate about Social Media were given a chance to visit Brussels and to join the SIVECO Marketing Department for a month and a half.

The Internship is open for all students (University or Masters), which are not employed. The purpose of this initiative is to show to those who will soon be graduating what is the workflow in an important IT company, and how a Marketing Department works, when students’ academic training ends and the employee must prove practical abilities, equally important as theoretical ones.

4. In 2013 as well, our colleagues decided to donate 2% of their 2012 tax income for the benefit of non-governmental organizations. The donated amounts support various causes: aid for children and senior citizens, support for environmental, cultural, spiritual actions. Through an unprecedented mobilization, SIVECO team members were able to help 31 non-governmental organizations actively and effectively involved in supporting our fellow citizens.
5. The National Conference for Virtual Learning (NCVL) and the International Conference for Virtual Learning (ICVL), scientific events that benefit, for many years, of constant support from SIVECO Romania, gathered, in 2013 as well, teachers, students, education and IT specialists from the academic and pre-university education system. The event was organized at the Faculty of Psychology and Education Sciences within the University of Bucharest. The National Conference includes the “Educational Software” contest, whose winners were rewarded with prizes by SIVECO at the conference. The Excellence Award consisted in the winner’s attendance at BETT London, the most important international eLearning event, while the award for creativity was a Laptop or a PC Tablet.

“NCVL is a special event, because up until now, two Romanian IT projects were presented as a premiere at this conference, projects that are nowadays acknowledged as the best in the world. The project that incorporated Multi-touch technology is an International Project Management Association (IPMA) Gold Winner and an eLearning Awards Silver Winner in 2013, while the project developed for children with special educational needs is a World Summit Award Winner. I am proud that the Romanian expertise and creativity in the IT industry, in education and research, were acknowledged at international level. A significant part of the teachers who have worked on these projects were always present at the NCVL and ICVL competitions. Therefore, this conference also has the attribute of creating values”.

Radu Jugureanu, AEL eContent Department Manager
8. Environment

8.1 SIVECO and environmental responsibility

Our company imposed itself on the market as the promoter of “Green Economy” principles, bringing in green IT solutions. By the nature of our activities, we generate a positive impact on the environment. The environmental benefits of the main types of applications developed by SIVECO for clients are measurable and relevant.
Our Document Management solution reduces beneficiaries’ paper consumption by 30%, especially in the case of applications tailored for public administration, as a result of the digital circulation and storage of interdepartments or to/from external partners documents.

The components of the SIVECO Applications 2020 integrated package will allow rational use of resources for any organization.

<table>
<thead>
<tr>
<th>Percentage Reduced</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>25%</td>
<td>Reduced manual work for accounting records</td>
</tr>
<tr>
<td>70%</td>
<td>Reduced efforts for customers order fulfillment</td>
</tr>
<tr>
<td>60%</td>
<td>Reduced overstocks of slow movement or no movement</td>
</tr>
<tr>
<td>20%</td>
<td>Reduced costs for business records</td>
</tr>
<tr>
<td>75%</td>
<td>Reduced penalties calculation activities</td>
</tr>
<tr>
<td>20%</td>
<td>Reduced 20% growth of debts recovered from debtors</td>
</tr>
</tbody>
</table>

8.2 Environmental protection activities, carried out in 2013

- For the third consecutive year, our company joined the Earth Hour campaign, a salutary awareness approach on environmental issues. For one hour, on March 23rd 2013, the lights were switched off at headquarter, while electronic equipment went into stand-by mode. Many employees implemented this initiative into their own houses.

- In 2013, 3,100 trips to and from work were made, with minibuses of 20 people, in order to limit excessive use of personal or company cars. We have thus reduced toxic emissions in the atmosphere and we have ensured civilized transportation for employees.
• We have made investments in low-energy-consuming appliances: computers, servers, monitors, peripherals, lighting and home appliances.

• All cables and air conditioning systems have been revised.

• We have implemented the Environment Management System, certified by TUV Austria, according to EN ISO 14001:2004. Our customers can trust our organization to minimize the impact on the environment through our processes, products and services.

• All employees have been informed on news about environmental protection through internal procedures and / or through job descriptions.

• Our staff has been involved in differentiated waste collection, in bins and baskets provided by the company.
• In order to recycle non-hazardous waste (like paper and plastic), we have signed a contract with URBAN Comprest Recycling company in September 2012. Based on waste collecting protocols, the percentage of recycled paper has rise with 15% during September 2012-August 2013.

• In 2013, we have sent to the recycling centers:

  - 18 tons of paper and cardboard
  - 4 tons of plastic waste
  - 1 ton of tyres

• We have trained the night guards to check and turn out the lights and air conditioning after 10 P.M.

• We have installed low-energy-consumption equipments: computers, servers, monitors, peripherals, lighting and domestic appliances.
8.3 Energy consumption at SIVECO

The electric energy consumption in 2013, from non-renewable sources

![Energetic consumption in 2013, expressed in KWh](chart1)

Total = 2,548,557.46 kWh

![Electricity consumption inside SIVECO building in 2013, expressed in kWh](chart2)

Total = 1,001,800.70 kWh
Gas consumption in SIVECO building in 2013, expressed in KWh

Total = 1,045,884.69 kWh

Electricity-consumption: cooling system for the SIVECO building, in 2013, expressed in KWh
(calculated according to the percentage of the SIVECO building in relation with the buildings in Victoria Park, as cooling facilities are common)

Total = 429,194.09 kWh
Water consumption in SIVECO building in 2013 expressed in cubic meters

### Total = 2,552.00 cm

9. Targets for 2014

“Next year, we will carry on our strategy: to strengthen the existing international and local projects, to increase research and embedment of the most advanced solutions in our industry, to promote our international expertise in eLearning, eAgriculture, eHealth, eCustoms - in the countries in which we have already gained a reputation as a leading supplier. We aim for SIVECO to strengthen its position as regional leader and to progress on international level”.

**Doina Binig, Strategy Vice-President & Chief Operating Officer**
Employees

>> We will continue with the education and the development of professional skills for our employees – we will organize training sessions for at least 200 employees.

Environment

>> We reach for the optimization of specific consumption of materials and utilities, while minimizing losses by 10%.

>> We want to start another partnership for collecting differentiated waste – used computers, paper, plastic waste.

Clients

>> We aim to increase the number of customers from 1,500 to 1,550.

Partners

>> We will expand our distribution and partnership list by seeking new companies that are interested to extend their business and improve their financial results – with at least 3 companies.

>> We consider reviewing the way we evaluate, select and monitor providers.

Quality

>> We will complete the sixth recertification audit made by AFNOR Group in order to recertify our Quality Management System, in accordance with the requirements of the ISO 9001:2008 standard.
Ethics

We plan to release the 5th Communication on Progress report based on the 10 principles of the UN Global Compact.

We consider the revision of the Code of Ethics, training and auditing all employees on the internal rules of ethics.

Relationship with professional organizations

We will develop at least 3 strategic partnerships within the academic community and the civil society in order to promote common values and best practices in business.

We aim to develop at least 2 partnerships in order to implement educational projects.

Community

We want to increase by 10% the number of forms filled in by employees to redirect 2% of the tax income to programs that support community.

We plan to develop two new partnerships with organizations that defend the interests of children, disadvantaged people and animals.
10. ANNEXES (GRI indicators)

GRI index and disclosures in accordance with GRI G4 Guidelines, Core level

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators definition</th>
<th>References and remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-1</td>
<td>Statement by the Executive Director</td>
<td>Introduction - Pp. 4</td>
</tr>
<tr>
<td>G4-3</td>
<td>Name of organization</td>
<td>1.1 Business Card - Pp. 8</td>
</tr>
<tr>
<td>G4-4</td>
<td>Main brands, products and services of the organization</td>
<td>1.2 Types of products and solutions - Pp. 12</td>
</tr>
<tr>
<td>G4-5</td>
<td>The location of the headquarters of the organization</td>
<td>1.1 Business Card – Legal Identity - Pp. 8</td>
</tr>
<tr>
<td>G4-6</td>
<td>The number and names of countries where the organization operates</td>
<td>1.1 Business Card - Pp. 8</td>
</tr>
<tr>
<td>G4-7</td>
<td>Ownership and legal form of organization</td>
<td>1.1 Business Card - Pp. 8</td>
</tr>
<tr>
<td>G4-8</td>
<td>The markets serviced by the organization: geographic regions, industries, type of clients and beneficiaries</td>
<td>3.1.1 Our Portfolio of Clients - Pp. 27</td>
</tr>
<tr>
<td>G4-9</td>
<td>Organization’s size: total number of employees, number of operations, net sales, the quantities of products or services distributed</td>
<td>4.2 The Financial Results of the Company - Pp. 39</td>
</tr>
<tr>
<td>G4-10</td>
<td>a. Total number of employees with employment contract, the type of contract and genre; b. Total number of permanent employees, type of contract and genre; c. Number of employees whom are in subordination relationships and the total number of employees by gender ratio; d. Total number of employees according to gender and region; e. To be reported if a significant proportion of the organization’s activities is accomplished by self-employed persons or by persons other than company’s employees, including employees of subcontractors or employees whom are subordinated to them; f. To be reported if significant changes related to hiring procedures have occurred</td>
<td>5.1 Distribution of Employees - Pp. 41-43</td>
</tr>
<tr>
<td>G4-11</td>
<td>The percentage of employees with collective labor contract</td>
<td>100%</td>
</tr>
<tr>
<td>G4-12</td>
<td>Description of the supply-distribution chain of the organization</td>
<td>Not available</td>
</tr>
<tr>
<td>G4-13</td>
<td>Reporting significant changes regarding size, structure, stockholding, supply or distribution chain of the organization during the reporting period</td>
<td>4. The Company’s Shareholders - Pp. 37</td>
</tr>
<tr>
<td>G4-14</td>
<td>Report whether and in what manner the organization applies the caution principle in its activities</td>
<td>Not available</td>
</tr>
</tbody>
</table>
| G4-15 | Cartels, principles, or other international initiatives on economic, social and environment areas the organization joined or supports. | 4. The Company’s Shareholders  
- 4.1 Shareholders Structure - Pp. 37 |
| G4-16 | National or international advocacy organizations in which the company: holds a position on the Board of Directors; participates in certain projects or committees; provides substantial funding, in addition to membership fees; or organizations considered to be strategic by the company | 3.3.2 Actions undertaken in 2013  
- Pp. 34-35 |

### RELEVANT ISSUES IDENTIFIED AND THEIR AREA OF RELEVANCE

| G4-17 | a. List all entities included in financial statements or in specific documents;  
b. It should be reported if any entity included in financial statements is not covered by the report | 4.1 Shareholders structure  
- Pp. 38 |
| G4-18 | a. Explain the process by which the content and relevance area of the report have been established;  
b. Explain the manner in which the organization applied the Reporting Principles for the Report Content | 2.3 Materiality Principle - Pp. 17 |
| G4-19 | List all relevant aspects identified in deploying the content of the report | 2.3 Materiality Principle - Pp. 20 |
| G4-20 | For every relevant aspect, report the area of relevance in the organization as follows: it shall be reported if the issue is relevant or not within the organization; it shall be reported if there is any specific limitation to the coverage area of the issue within the organization | 2.3 Materiality Principle - Pp. 21-25 |
| G4-21 | For every relevant aspect, report the coverage area outside of the organization: relate the issues if relevant outside the organization; in this case, specify entities, groups of entities or items for which the issue is relevant; also, specify the geographic regions in which the issue is relevant for the identified entities; report any specific limitation of coverage area of the issue outside the organization | 2.3 Materiality Principle - Pp. 21-25 |
| G4-22 | Report any revised information provided in previous reports and explain the revises | Not applicable |
| G4-23 | Report significant changes compared to previous reporting periods on Purpose and Coverage Area of the report | Starting this year, our 6th Sustainability Report met a significant number of requirements and indicators recommended by the GRI G4 standard. |

### INVOLVEMENT OF INTERESTED GROUPS

| G4-24 | Name interested parties taken into account by the organization in this report | The stakeholders to which we refer in defining the contents of this report are represented by the value chain (customers and partners), the shareholders, the employees, the authorities and state institutions. |
| G4-25 | Name the reasons for co-interested groups selection and identification for involvement in the reporting process | 2.3 Materiality Principle  
- Pp. 17-19 |
| G4-26 | Present the approach used by the organization for the involvement of co-interested groups, indicating the frequency and involvement degree of each | 3.1.2 Customers’ Satisfaction Evaluation - Pp. 30  
5.5 Employee Satisfaction Survey - Pp. 48 |
<p>| G4-27 | Report the main topics and concerns of co-interested groups, specifying the problems of each group; indicate the manner in which the organization responded to those issues | 2.3 Materiality Principle- Relevant issues identified and their area of relevance - Pp. 20 |</p>
<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators definition</th>
<th>References and remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-28</td>
<td>The period (fiscal year, calendar year, etc.) taken into account in the report</td>
<td>Introduction - Pp. 3</td>
</tr>
<tr>
<td>G4-29</td>
<td>Date of the most recent report (if applicable)</td>
<td>Social Responsibility Report 2012, released in Sept. 2013</td>
</tr>
<tr>
<td>G4-30</td>
<td>Reporting periodicity (annual, biennial, etc.)</td>
<td>Annual</td>
</tr>
<tr>
<td>G4-31</td>
<td>Provide contact information for questions regarding the report or its contents</td>
<td>Daniela Bănuță, Elena Coșbuc, <a href="mailto:marketing@siveco.ro">marketing@siveco.ro</a> Credits - P. 76</td>
</tr>
<tr>
<td>G4-32</td>
<td>Underline the option regarding the level of compliance based on which the reporting is made; c. Where applicable, for each indicator point out external supervisions based on which the report is made</td>
<td>In 2013 we chose to report according to the GRI G4 guidelines.</td>
</tr>
<tr>
<td>G4-33</td>
<td>a. Name current policies and practices of the organization with regard to the external supervision of the report; b. Specify the purpose and meaning of external supervisions; c. Specify the relationship between the organization and supervisor; d. Specify if the general-manager or executive committee are involved in ensuring the external supervision of the sustainability report</td>
<td>We have not turned to suppliers for external supervision of the report. This report was made by the SIVECO Romania team with the support of external consultant Bogdan Diaconu Moga, from The D’Imago Association for Initiative and Entrepreneurship, and it was supervised by the management of the organization.</td>
</tr>
</tbody>
</table>

**CORPORATE GOVERNANCE**

| G4-34      | Indicate the organizational structure of the company, including the components of the highest decision-making structures; indicate key committees on economic, social and environmental impact issues                                                                                                             | 1.1 Business Card - Pp. 8                                                                                                                                                                                                                                                                                                                                |

**ETHICS AND INTEGRITY**

| G4-56      | Organization’s values, principles, standards and rules of conduct stipulated in conduct or ethics codes                                                                                                                                                                                                                                              | 1.3 Business Ethics - Pp. 13 2.1 CSR Reporting and SIVECO Business - Pp. 15                                                                                                                                                                                                                 |

**ECONOMIC PERFORMANCE**

| G4-EC1     | Economic value generated (revenue) and distributed (operational costs, wages and benefits of employees, payments to capital suppliers, taxes, investments in community programs)                                                                                                                                 | The economic value generated: EUR 65,000,000 Financial Results - Pp. 39                                                                                                                                                                                                                     |
| G4-EC4     | State financial aid: a. Report the amount of financial aid received by the organization from the State during the reporting period; consider: tax exemptions; subsidies; investment funds, grants for research and development and other relevant types of grants; financial awards; delays in the payment of royalties; assistance from the export credit agencies; financial incentives; other government financial benefits received or to be received for certain operations. b. The above information is specified for each country. c. Specify whether and to what extent the Government is part of the shareholding. | SIVECO Romania has not benefited from tax remissions, subsidies, investment funds or any other financial or fiscal facilities from the Romanian Government or from Governments in the countries in which the company operates. The company’s shareholding is entirely private. The company has been and is involved as a partner in projects financed from European funds: Human-Resource Development - POSDRU, Economic Competitiveness Growth - POSCCE, Environment Development- POSIMEDIU. |
### Indirect economic impact

| G4-EC8 | Significant indirect economic impact, including the extent of the impact: a. Report the significant indirect economic impact, positive or negative, determined by the organization. b. Explain the impact of the organization in the context of external standards and priorities of the co-interested groups, defined for instance, by national and international standards, protocols and policies. | N/A |

### ENVIRONMENT PERFORMANCE

#### Energy

| G4-EN3 | Organization’s energy consumption: a. Report the total fuel consumption obtained from non-renewable sources; b. Report the total consumption of fuel obtained from renewable sources; c. Report: electricity consumption, heat consumption, cooling systems consumption | 8.3 Energy consumption at SIVECO - Pp. 61 |

#### Water

| G4-EN8 | The amount of water from different sources of water: a. Report the total volume of water which is obtained from the following sources: surface water, groundwater, rain water, sewage collected from other organizations, water originating from the public network or from other sources; b. specify standards, methodologies based on which the reporting was made | 8.3 Energy consumption at SIVECO - Pp. 63 |

| G4-EN9 | Water sources significantly affected by water consumption within the organization | There are no water sources significantly affected by SIVECO, the waste water coming exclusively from the public network. |

### Substance leakage and waste production

| G4-EN23 | The total quantity of waste produced, depending on type and removing method: a. Report the quantity of hazardous waste and non-hazardous waste emitted, taking into account the methods of elimination; b. Specify how the method was chosen for waste elimination. | 8.2 Environmental protection activities, carried out in 2013 - Pp. 59-60 |

### Products and services

| G4-EN27 | The magnitude of the reduction of the environmental impact generated by the products and services offered by the organization: a. Indicate in quantitative terms the extent to which the environmental impact of company’s products and services was reduced during the reporting period; b. If the figures are presented, indicate how the consumer behavior or pull down factors were quantified. | 8.1 SIVECO and environmental responsibility - Pp. 57-58 |

### Compliance

<p>| G4-EN29 | The financial value of significant fines and total number of non-financial penalties for non-compliance with the legislation and other environmental regulations: a. Report significant non-financial fines and penalties; b. If there are no cases of non-compliance with the law or other regulations, mention this aspect. | In 2013, as in the previous year, we received no penalties for non-compliance with environmental legislation and regulations. |</p>
<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators definition</th>
<th>References and remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-EN34</td>
<td>The number of complaints concerning the environmental impact recorded, analyzed and solved through formal settlement of complaints mechanisms.</td>
<td>SIVECO Romania did not register complaints concerning the environmental impact in the reporting period, nor in the previous year.</td>
</tr>
</tbody>
</table>

### SOCIAL PERFORMANCE

**Practices on relations with employees and decent work**

#### Hiring and retention

| G4-LA1 | The total number of new employees and those who have left the organization, as well as employment rates and fluctuation of personnel according to age group, gender and region: a. Report the total number of new employees and the employment rate in the reporting period, according to age group, gender and region; b. Report the total number and personnel fluctuation rate during the reporting period, according to age group, gender and region | 5.1 Retention rate of employees - Pp. 43 |

| G4-LA2 | Benefits provided to full-time employees that are not provided to interim or part-time employees | Benefits and rewards for full-time employees - Pp. 44 |

| G4-LA3 | The number of employees returning to work after parental leave and their retention rate, by gender: a. Report the number of employees entitled to parental leave, by gender; b. Report the number of employees who have entered parental leave, by gender; c. Report the number of employees who have returned to work after parental leave, by gender; d. Report the number of employees who have returned to work after parental leave, and who are still employed a year after returning, by gender; e. Report the rates of return to employment and the retention rates of employees who entered parental leave, by gender | Retention rate for employees returning to work after parental leave – 100% See also 5.3 The Working Environment at SIVECO - Pp. 44-45 |

#### Employees-management relations

| G4-LA4 | Minimum notice periods in case of operational changes, including whether they are covered by collective labor contracts: a. Report the minimum number of weeks offered as notice to employees and their representatives, prior to the implementation of operational changes which could have serious effects on them. b. In case of organizations where collective labor contracts are in place, mention if the notice period and the consultation and negotiation processes are specified in collective agreements | N/A |
### Health and safety at the workplace

| G4-LA5 | Percentage of employees represented in the joint management - employee committees formed to monitor and provide advice on the health and safety working environment programs:  
|        | a. Report the level at which each management – employees joint commission operate for health and safety at the workplace;  
|        | b. Report the percentage of the employees represented in the management - employee joint committees for health and safety at the workplace | 5.3 The Working Environment at SIVECO - Pp. 45 |
|        | Types of accidents in the workplace and injury problems, disease rates, days lost because of sickness and absenteeism and number of deaths on the job, depending on the region and genre:  
|        | a. Report the types of injuries, the rate of injury problems, the rate of occupational diseases, the rate of days missed at work because of illness and the number of deaths in the workplace for employees by gender;  
|        | b. Report the types of injuries, injury rate (IR) occupational diseases rate (ODR), days missed at work because of illness, absentee rate and the number of deaths in the workplace for subcontractors’ employees working in operational areas of the organization, in case it is responsible for safety in the working environment | Partially reported: during 2013 there were no accidents at the workplace in the case of SIVECO employees, nor in the case of subcontractors’ employees working in operational areas of the company. Disease rates, lost days on sickness and absenteeism by gender data are not available. 5.3 The Working Environment at SIVECO - Pp. 45 |
|        | Employees with high incidence or increased risk of occupational diseases: indicate if there are any employees involved in activities that pose a high incidence or increased risk of occupational diseases | There are no employees engaged in activities that pose a high incidence or increased risk of occupational diseases. 5.3 The Working Environment at SIVECO - Pp. 45 |

### Training and education

| G4-LA9 | The average number of hours of training per employee offered during a year, depending on the type and category of employees | 5.3 The Working Environment at SIVECO - Employees Performance - Pp. 45 |
|        | Managerial skills and programs of lifelong learning to ensure the continuous professional development of employees and to support them in managing career finale:  
|        | a. Mention the types and purpose of programs developed and offered for the improvement of professional skills;  
|        | b. Mention the support programs offered to facilitate the continuous professional development of employees and management of end-of-career due to retirement or termination of employment contracts | 5.4 What we have accomplished in 2013 - Pp. 46-48 |

### Diversity and equal opportunities

<p>| G4-LA12 | The composition of the corporate governance institutions and employees’ structure according to the following categories: gender, age group (under 30, 30-50 and over 50), minorities and other indicators of diversity; for each category of employees report the percentage of workers belonging to the diversity categories listed above. | 5.1 Distribution of employees - Pp. 43 |</p>
<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators definition</th>
<th>References and remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Equal Remuneration for men and women</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G4-LA13</td>
<td>Base salary and total remuneration ratio for men and women, according to the categories of employees</td>
<td>Confidential</td>
</tr>
</tbody>
</table>

**Dispute settlement mechanism of complaints concerning employment practices**

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators definition</th>
<th>References and remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-LA16</td>
<td>The number of complaints related to work practices that were recorded, analyzed and solved through formal mechanisms for the settlement of complaints: a. Report the number of complaints relating to employment practices that were filed during the reporting period through the dispute settlement mechanisms of complaints; b. indicate how many of the complaints were: analyzed during the reporting period; solved during the reporting period; c. Report the number of complaints concerning labor practices lodged prior to the reporting period and which were solved during this period</td>
<td>5.3 The working environment at SIVECO: Dispute settlement and conciliation of complaints - Pp. 45</td>
</tr>
</tbody>
</table>

**Anti-corruption**

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators definition</th>
<th>References and remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-SO3</td>
<td>The number and percentage of the operations evaluated for risks relating to corruption, as well as the significant risks identified</td>
<td>No registered operations evaluated for risks relating to corruption.</td>
</tr>
<tr>
<td>G4-SO4</td>
<td>Communication and training on policies and procedures of anti-corruption: a. report the number and percentage of members of corporate governance structures to whom the anti-corruption policies and procedures of the organization have been communicated; b. report the number and percentage of employees to whom the anti-corruption policies and procedures of the organization have been communicated; c. Report the number and percentage of business partners to whom the anti-corruption policies and procedures of the organization have been communicated; data is provided according to the type of partners and regions where the operations are carried out; d. report the number and percentage of members of governance structures who have been offered training regarding anti-corruption; data is provided according to region; e. Report the number and percentage of employees who have been offered training regarding anti-corruption; the above data are given according to the regions where the operations are carried out</td>
<td>Not Applicable.</td>
</tr>
<tr>
<td>G4-SO5</td>
<td>Confirmed cases of corruption and the actions taken: a. Report the number and nature of confirmed cases of corruption; b. Report the number of confirmed corruption cases which led to employees being dismissed or penalized; c. Report the number of confirmed cases of corruption with business partners which led to contract termination; d. Report the corruption lawsuits against the organization or its employees in the reporting period; consider the results of processes.</td>
<td>In 2013 there were no registered corruption cases or lawsuits related to corruption.</td>
</tr>
</tbody>
</table>

**Public policies**

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Indicators definition</th>
<th>References and remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>G4-SO6</td>
<td>The total amount of political contributions by country and customer: a. Report the value of financial or in kind political contributions made directly or indirectly by the organization, depending on the country/region and beneficiary; b. indicate in what way the value of contributions in kind was calculated – if applicable</td>
<td>In 2013, SIVECO Romania had no political financial or in kind contributions.</td>
</tr>
<tr>
<td><strong>Anti-competitive behavior</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>G4-SO7</strong> The number of legal actions for anti-competitive behavior, anti-trust and monopoly practices investigations and the amount of penalties:</td>
<td>In 2013 there were no legal proceedings for anti-competitive behavior and any antitrust investigation or relating to monopoly practices.</td>
<td></td>
</tr>
<tr>
<td>a. Report the number of legal actions for anti-competitive behavior, anti-trust and monopoly practices investigations, ongoing or completed during the reporting period, in which the organization has been identified as a participant.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Report the main results of legal actions, including court orders</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Compliance</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>G4-SO8</strong> The financial value of significant non-financial fines and penalties for non-compliance with laws and regulations. Consider: the total financial value of significant fines; the number of non-financial penalties; cases of amiable settlement. If the organization was not involved in the cases of non-compliance with laws and regulations, a short declaration in this respect is sufficient</td>
<td>In 2013, the organization did not receive any non-financial fines or penalties for non-compliance with laws and regulations.</td>
</tr>
<tr>
<td></td>
<td>Mention the context in which significant fines and non-financial sanctions were applied.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Dispute settlement mechanism for complaints regarding the impact on society</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>G4-SO11</strong> The number of recorded, analyzed and/or resolved complaints through dispute settlement mechanisms of complaints concerning the impact on society</td>
<td>In 2013, there were no complaints concerning the impact on society generated by the organization; also, there were no such complaints recorded during the previous reporting period.</td>
</tr>
<tr>
<td></td>
<td>5.3 The working environment at SIVECO - Dispute settlement and conciliation of complaints - Pp. 45</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Responsibility regarding provided products and services</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Labeling of products and services</strong></td>
<td></td>
</tr>
<tr>
<td><strong>G4-PR5</strong> The results of customer satisfaction evaluation: Report the results or main conclusions of the evaluation of the degree of clients’ satisfaction established within the reporting period</td>
<td>3.1.2 Customers’ Satisfaction Evaluation - Pp. 30</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Marketing communication</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>G4-PR7</strong> The number of cases of non-compliance with national legislation and voluntary commitments regarding marketing communication codes, including advertising, promotion and sponsorship programs, according to their mode of completion:</td>
<td>In 2013 there were no recorded cases of non-compliance, neither with national legislation nor with the codes assumed regarding marketing communication, including advertising, promotion and sponsorship programs.</td>
</tr>
<tr>
<td>a. Report the number of cases of non-compliance with national legislation and voluntary commitments regarding marketing communication codes, including advertising, promotion and sponsorship programs;</td>
<td></td>
</tr>
<tr>
<td>b. If the organization has not recorded cases of non-compliance with the legislation or codes assumed voluntarily, a short declaration is sufficient.</td>
<td></td>
</tr>
<tr>
<td>Indicators</td>
<td>Indicators definition</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------</td>
</tr>
</tbody>
</table>
| G4-PR8     | The number of complaints regarding violations of the customers’ right to privacy and clients’ data losses  
                a. Report the number of reasoned complaints regarding violations of the clients’ right to privacy;  
                b. Report the number of leaks, theft or clients’ data loss;  
                c. In the event that the organization did not register reasoned complaints, a short declaration is sufficient. | In 2013 there were no complaints regarding violations of the customer’s right to privacy and clients’ data losses. |
| G4-PR9     | The financial value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services:  
                a. Report the financial value of significant fines for non-compliance with laws and regulations regarding the providing and use of products and services;  
                b. If the organization has not recorded inconformity, a short declaration is sufficient. | In 2013 there were no fines registered for non-compliance with laws and regulations concerning the providing and use of products and services offered by SIVECO. |
2013 Annual Sustainability Report

Coordinator: Anca Crahmaliuc

Writers: Daniela Bănuta, Elena Coșbuc Ionescu

Consultants: Bogdan Diaconu, D’Imago Association

Contributors: Dana Purcărea, Dana Oniga, Gabriela Toma, Adelina Predescu, Mircea Florian, Florina Sevescu

Proofreading: Elena Postole

Issued: 2014