

2011

annual report on
sustainable growth



*"In two decades we learnt how to
combine economic goals with social
and with environmental objectives."*

Irina Socol,
President and CEO
SIVECO Romania



MESSAGE FROM THE CEO

"I am pleased to announce the launch of the 4th Social Responsibility Report of SIVECO Romania.

Sustainable growth has at its basis ethical concepts like fairness, involvement, interest, dignity and selflessness, which we constantly promote.

Our projects generate long-term growth, bringing benefits for millions of people. They change lives and destinies.

We are proud that through our work we reduce digital gaps, but most of all we generate long-term growth. Sustainable growth means moving from "What we are doing now" to "What they are going to do tomorrow".

2011 has been an extremely fruitful year in what concerns the evolution of informatisation, even if the general economic situation has been relatively difficult.

Our entire team – counting over 1,200 specialists – got moving more than ever, proving that hard work and the wish to build are the only arguments that matter.

We contribute to the growth and spreading of modern technology, we support the elimination of discrimination in hiring and employment through projects, and we reject all acts of corruption.

We have been producing change for 20 years."

ANUAL REPORT



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We contribute to the democratisation of technology, to the modernisation of countries.

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Over 1,400 customers use SIVECO Romania's products. Our company develops complex IT projects in countries of the European Union, Near East, Middle East, the Community of Independent States and northern Africa.

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Despite the relatively difficult general situation, our company continued the strategy designed five years ago, which involved expanding our presence on the international market.

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Beyond our responsible behaviour, we promote solutions that help companies carefully manage their resources.

54 COMMUNICATION ON PROGRESS REPORT

The United Nations Global Compact „Communication on progress COP” report is how we prove that we made substantial efforts towards respecting the interest of our employees and the environment.

58 TARGETS FOR 2012

We want 2012 to be a special year for our company, which celebrates 20 years of activity; we want it to be characterised by important events to present in the next social responsibility report. In two decades we learnt how to combine economic goals with social and environmental objectives.

WORDS THAT DEFINE US

We bring creativity and technology where a real impact is needed.

We re-write, practically, destinies because our projects are being used by hundreds of thousands and even millions of beneficiaries. We can say that our work changes a tiny part of the world. Over the past 20 years, the SIVCO brand has been delivering more than IT solutions. It has delivered progress.

Irina Socol, President and CEO SIVCO Romania



Alexandru Rădăsanu,
Vice-President Research & Development

Our effort to innovate translates into an increase in performance for our clients. To increase their chances to progress.



Florin Ilia,
Vice-President

What we offer in every project is more than IT. We truly deliver applied intelligence and the capacity to selectively solve problems relevant to the users of our integrated IT solutions; we do not just tick tasks.

We specialise in services based on innovation and involvement. Because we care of what happens to our clients even after they acknowledge the receipt of the services provided.



Daniela Bichir,
Vice-President Quality and Human Resources

We create development through every project. This is why we need people with a profile that matches this mission. We build projects with a major social impact and we can only do this along with enthusiasts that see the constructive sense of each challenge that they face.



Doina Binig,
Vice-President Strategy
and Chief Operating Officer

We work in one of the best performing sectors in the Romanian economy and our projects, beyond their complexity and difficulty, have a major social impact. In the past 20 years we have proved that, however difficult, it is in our power to turn bad into good. We care about how tomorrow will look like and we are proud that we can contribute to the advance of Romanian society and the promotion of Romanian IT abroad.



Aurora Crusti,
Deputy Vice-President Commercial Division

We want our global IT solutions created in Romania to bring profitability, prosperity and competitiveness to our clients, granting them access to progress.



Bogdan Ciungradi,
Vice-President Financial-Accounting

In the field where we work rigour is a key element for making the right business decisions and the company's progress is based upon this.

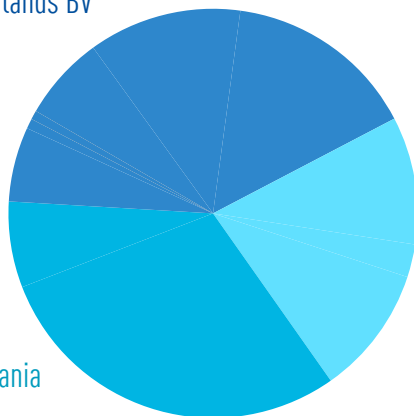
BUSINESS RESUME

Over 1,400 customers use SIVECO Romania's products. Our company develops complex IT projects in countries of the European Union, Near East, Middle East, the Commonwealth of Independent States and Northern Africa.

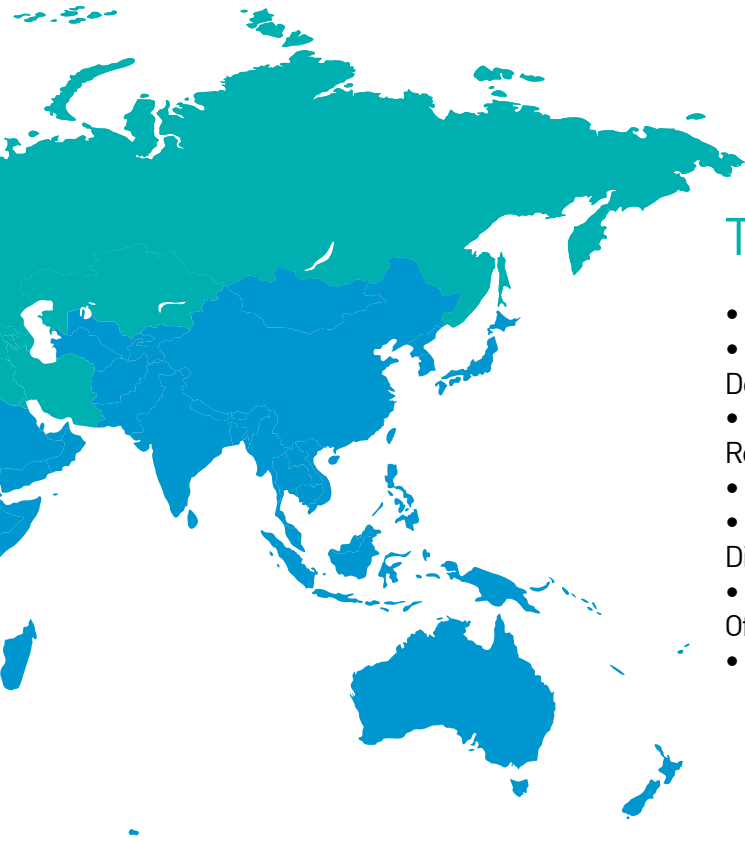
SHAREHOLDERS STRUCTURE

42,2 %
SIVECO Netherlands BV

25,3 %
Management SIVECO Romania



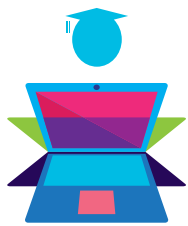
32,5 %
Intel Capital Corporation & Enterprise Investors



THE MANAGEMENT TEAM

- Irina Socol, President and CEO
- Alexandru Rădășanu, Vice-President Research-Development
- Daniela Bichir, Vice-President Quality and Human Resources
- Florin Ilia, Vice-President
- Aurora Crusti, Deputy Vice-President Commercial Division
- Doina Binig, Vice-President Strategy and Chief Operating Officer
- Bogdan Ciungrad, Vice-President Financial-Accounting

SOLUTIONS



eLearning



eHealth



eAgriculture



Enterprise
Application Suite



eCustoms



eNuclear



Customized
Applications Suite

1992 – 2011 LANDMARKS

1992

Irina Socol and Alexandru Rădășanu form SIVECO Romania, one of the first private IT companies in Romania.

Main objective: establishing testing, quality assurance and control methodologies, developing and maintaining a software package in the field of Computerized Maintenance Management Systems. At the time the company was founded, the Romanian software industry was only in its beginning.

1993

SIVECO Romania's team of experts, formed in the renowned Romanian mathematics and informatics schools, begins developing its own integrated IT system.

1994

The SIVECO Applications informatics system, one of the most valuable company resources management applications (Enterprise Resource Planning – ERP), perfectly adapted to the local market and with a verified level of international competitiveness, is launched.

1995

SIVECO Romania becomes involved in the field of quality management and begins implementing its quality system according to ISO 9001:1994 standards.

1996

New modules of SIVECO Applications 1.0 are launched.

1997

If up to this year, its activity had been oriented only towards exporting IT solutions and services, from this point, SIVECO Romania begins to engage, through its software products, in complex IT projects, of a large scale and with a significant financial level.

This direction leads to developing eLearning, eHealth, eCustoms, eAgriculture projects, as well as to continuing the export of "know-how" in the area of projects with an already existing high expertise.

1998

A very important step in the company's maturing and affirmation of the SIVECO brand is the participation in its first reference project, The Computerization of the Maritime Ports Administration in Constanta, the largest project in this field of industry in Romania at that time.

This year also sees the beginning of a strategic collaboration between SIVECO Romania and the National Customs Authority in Romania, through adapting the Financial-Accounting Management module within the SIVECO Applications integrated system to the specificities of customs.

1999

A reference project in SIVECO's portfolio is the implementation of an integrated IT system for the largest oil and gas producer in Southern Europe, PETROM S.A.

The collaboration between PETROM and SIVECO Romania leads to implementing a comprehensive solution for managing all internal operational aspects, both at a headquarters and regional office level.

The company's quality management system is certified by AFAQ – ASCERT INTERNATIONAL according to ISO 9001:1994 and OMCAS - The Military Certification, Accreditation and Monitoring Body of the Ministry of Defense.

2000

The SIVECO Romania team launches AeL, a training software platform destined to support learning through modern IT tools.

Starting with 2000, the technical support department successfully runs projects with HP Germany, for the following 6 years.

SIVECO Applications 6w3 is launched.

2001

The IT Based Educational System (SEI) is launched in 2001, and becomes known in Europe as an ambitious project determining substantial structural changes in the Romanian educational system.

Elements of vision and methodologies created and implemented in SEI are taken over by other countries, while Romanian expertise in the field of eLearning is more and more sought after and cited.

The ADLIC (Computerized Admission to School and High-Schools) program, developed by SIVECO Romania and implemented by the Ministry of Education and Research, is run for the first time. As recognition for its quality, the program receives, in November 2001, the "Best Practice" distinction from the European Commission.

2002

SIVECO Romania's quality management system is certified by AFAQ ASCERT in conformity with ISO 9001:2000.

SIVECO acquires new clients: ABB (Belgium), AMANO (Belgium), Cesky Mobil (Czech Republic), Feldmann Media Group (Germany), Internet Driver (USA), Lockheed Martin (USA), NEPENTHES (France) and 200 other organizations.

2003

Starting with this year, "Cupa SIVECO" competition attracts approximately 2.500 participants every year, both pupils and teachers.

"Cupa SIVECO" proposes to make the most of the talent of young developers from pre-university education, being aimed primarily at pupils with skills for producing educational IT applications, but also at teachers creating innovative teaching tools.

The implementation of the Document and Workflow Management IT System SIVADOC for Bucharest City Hall is started. The project enables the control, organization, access to and publication of vital information within the organization in a fast, easy and precise way.

New Computerized Transit System is launched at the National Customs Authority in Romania.

2004

During the restructuring process of CFR (the Romanian Railway company), a need for a financial-accounting integrated system to allow for a better analysis of railway activities is identified. The winning consortium is formed from Oracle, SIVICO, HP and S&T.

One of the largest computerization projects is started at the National Health Insurance House (CNAS) in Romania: the Unique Integrated IT System for Social Health Insurances. This solution aims to improve the management of the national unique social health insurance fund, as well as to increase the quality of medical and pharmaceutical services on a national level.

SIVICO Romania software solutions are now used by over 300 large clients, both Romanian and international organizations.

SIVICO Romania develops the Romanian Credit Bureau's IT infrastructure, based on extensive experience in similar projects for mobile operators, as well as with the Romanian National Bank. As an immediate benefit, the system contributes to a substantial reduction in money losses caused by clients not paying their debts.

2005

In 2005, Romania becomes a noteworthy name on the world map of computer assisted learning. During the World Summit for Information Technology, 35 experts forming the Grand Jury acknowledge both Romania's and SIVICO's merits by offering the company the World Summit Award for eLearning, as confirmation of the creativity and quality of the educational content developed for the IT Based Educational System.

Intel Capital, investment fund of Intel Corporation and Enterprise Investors and the largest investment fund from Central and Eastern Europe, announces a 12 million dollars investment in SIVICO. Following this investment, Intel Capital and Enterprise Investors now own 32,5% of SIVICO Romania's shares.

SIVICO Romania launches the first eLearning platform dedicated to the corporate environment, developed integrally in Romania: AeL (Advanced eLearning) Enterprise, this way meeting the increasing need for employee training in the Romanian business environment,.

SIVICO Applications 2007, comprising 25 components, is launched.

SIVICO's quality management system is recertified by AFAQ AFNOR INTERNATIONAL in conformity with ISO 9001:2000.

2006

SIVICO Romania contributes to improving the quality of management in the Bulgarian health sector through its eHealth solution and expertise in the area.

The company's participation in the project for modernizing the educational system in Cyprus attests the value of SIVICO's eLearning solution. Within the project, run in collaboration with HS DATA Ltd. and Hewlett-Packard, SIVICO develops the informatics eLearning content contained in the AeL platform.

SIVICO Romania joins, as partner, important European Commission projects: eDraw (Virtual collaborative environment for art teaching), ACGT (Advancing Clinico-Genomics Trials on Cancer), ALIS (Automated Legal Intelligent System) and LD – CAST (Local Development Cooperation Actions Enabled By Semantic Technology).

The "Software Development for the Payment and Intervention Agency for Agriculture IT System" project is started. This implementation is a mandatory requirement for adhering to the EU.

The IT Based Educational System is named “Winner” by the Romanian Project Management Association (APMR) and the International Project Management Association (IPMA).

The AeL eContent virtual library reaches 21.000 digital objects.

2007

This year sees the start of ample European projects. SIVECO is present on the market with latest generation solutions meeting EU requirements. SIVECO Applications and new versions of eLearning, eTraining, eHealth, eCustoms, eAgriculture, eBanking&Finance are perfectly adapted to the European market.

SIVECO Applications 2010 is launched.

SIVECO Romania develops and implements a portal for the educational system in the United Arab Emirates.

The company celebrates 15 years of existence:

- 850 international and Romanian clients;
- Over 40 partners across the territory of Romania;
- A medium annual business growth of approximately 50%;
- Over 50 internal and international awards, including the 1st Prize in the World Summit on the Information Society;
- Over 1 million pupils assigned to high-schools;
- 10 million reports generated by the Romanian Credit Bureau;
- 18.000 doctors, 2.000 pharmacies and 450 hospitals connected to the same IT system.

For the second time in only 2 years, interactive AeL Lessons are nominated to the ICT Prize, one of the most important European competitions rewarding innovation in IT.

The Intel®Teach program, within which SIVECO Romania adapts the program for Romania and partners with Intel for its implementation, is officially launched through signing a cooperation protocol between the Ministry of Education and Research and Intel Corporation.

2007 brings SIVECO the opportunity to involve in some important projects across borders: the eLearning platform implementation for American Creativity Academy, an important network of schools in Kuwait, the implementation of a computerized system for assigning pupils to high-schools, similar to ADLIC, in Lebanon, the initiation of a countrywide pilot eLearning project in Moldova and the development and implementation of a portal to facilitate communication within the United Arab Emirates educational system, set to be enhanced with AeL digital lessons further on.

2008

The series of extensive projects to introduce IT in Romanian education is continued, through setting up IT laboratories in 8.191 educational institutions totaling 79.284 computers, laptops and servers, but also equipment such as projectors and copiers, together with the training of 40.000 teachers.

This year, eLearning, eAgriculture, eCustoms projects are started in Cyprus, Turkey, the United Arab Emirates and Moldova.

The National Health Insurance Fund project in Bulgaria is completed.

The company's contribution in the Romanian educational system development program is rewarded within European IT Excellence Awards 2008, in the Independent Software Vendors category.

2009

The implementation of a pilot project to introduce IT in the educational system in Morocco starts.
A new version of the SIVECO Applications 2011 integrated IT package is launched.

The IT system for the Payments and Intervention Agency for Agriculture is awarded, by the International Project Management Association, the "Finalist" trophy in the "Big-sized projects" category, at the Award Gala in Finland.

The eCustoms solution is implemented for the Turkish Customs Authority.

AFAQ AFNOR International certifies SIVECO Romania with the standard ISO 9001:2008.

The company's first Corporate Social Responsibility report is published this year and awarded the Ruban d'Honneur prize in the European Business Awards competition, in Rome.

Complex projects are developed for institutions in the European Commission: the Publications Office of the European Union – the CORDIS portal (the European research and development portal) and EASA (European Aviation Safety Agency).

SIVECO Romania also develops European research projects: ASPECT (Adopting Standards and Specifications for Educational Content), EduTubePlus, AVE EXEMPLOR.

2010

The strategic program for the nation-wide introduction of IT into education for the Moroccan Ministry of Education is launched.

A new version of the Unique Integrated IT System (2.0) for the National Health Insurance House is implemented.

The company opens an office in Dubai, the commercial hub of the United Arab Emirates.
Software Innovative Vision has as purpose subcontracting and integrating projects in countries in the Persian Gulf. SIVECO Romania is the main provider of educational software for the United Arab Emirates Ministry of Education.

The educational project within which 700 schools in Cyprus were fitted with an integrated eLearning platform and digital educational content is finalized.
The implementation of the SIVABON system at the Credit Bureau in Moldova is successfully completed.

2011

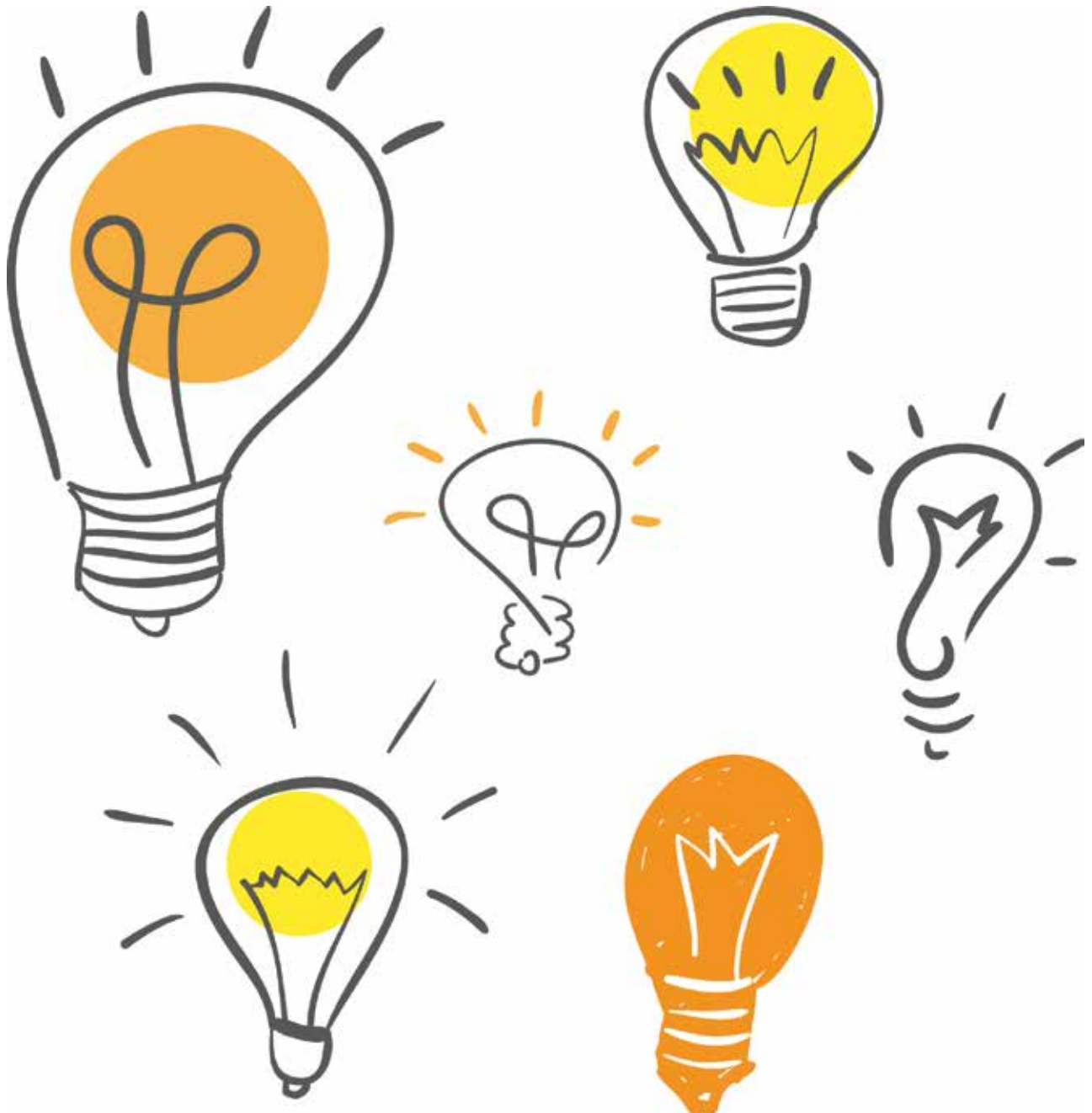
New contracts with European Commission institutions are signed: the Publications Office of the European Union and the Executive Agency for Health and Consumers, which owns the Dolceta portal, an online consumer education portal for the 27 countries within the EU.

A computer based system for the management of transit operations is started at the Customs Administration in Macedonia.
The SIVADOC electronic document and workflow management system is implemented in Kishinev City Hall.

ADLIC (SIVECO's application for the computerized assignment of pupils to high-schools), is ported to the cloud computing platform Microsoft Windows Azure.
In partnership with Asseco SEE Serbia Group, SIVECO provides a complex Business Intelligence Analysis system for the Serbian Customs Authority.

The company organizes the first eduVision Conference 2020, an international event for promoting eLearning.

International Project Management Association grants the "Winner IPMA Awards 2011" title to SIVECO's New Computerized Transit System implemented at the National Customs Authority in Romania.



PARTNERSHIPS

Along with our partners we manage to do things that bring value to our customers.

At the same time, we want to be an active voice in the field of professional organisations, thus contributing to the development of digital Romania.

Here are the partnerships for 2011:



Oracle awarded us the Premium Partner status, which confirms the competence and high grade of expertise in selling and implementing Oracle products and technologies in which SIVECO Romania has decided to specialise.

The Premium Partner status offers very good visibility within the ORACLE partners' ecosystem, as well as the acknowledgement of the acquired expertise and a tendency of the market to support companies that make use of the most innovative technologies.

A partnership between ORACLE, global IT leader and SIVECO Romania, the biggest software house in Romania has started in 1995 and consolidated itself over time through complex development projects on a technical, commercial and marketing basis.

We became members of the National Council for Competitiveness – CoNaCo through Irina Socol, president and CEO, along with other 60 representatives of both the private and public academic elite. This team will elaborate "Romania's National Competitiveness Strategy 2012-2020" to fill the gap in competitiveness between Romania and other European countries.



Microsoft awarded us the certification for Authorised Educational Reseller, thus acknowledging our expertise in the domain of educational solutions.

We joined the French Chamber of Commerce and Industry in Romania (CCIFER). CCIFER was created in 1996 and puts together around 300 member societies.

Other partnerships:

- Intel Premier Elite Partner;
- Microsoft Gold Certified Partner;
- IBM Business Partner;
- HP Sales and Service Partner;
- Ventyx;
- iSOFT Group;
- ISH Informatika;
- Member of the Romanian Association for Electronic Industry and Software (ARIES);
- Member of the Employers Association of the Software and Services Industry (ANIS);
- Member of the Romanian-American Chamber of Commerce (AmCham);

- Member of the Association for the Development of the Information Society;
- Member of the Regional Pact for the Employment of Workforce and Social Inclusion of Bucharest, Ilfov;
- Member of the Networked European Software and Services Initiative (NESSI);
- Member of the National Association of IT Specialist in Public Administration (ANIAP)
- Member of the Efquel - European Foundation for Quality in E-Learning
- Member of the Romanian National Association of Exporters and Importers;
- Member of the Association of Romanian Businessmen (AOAR);
- Signer of Partnership Against Corruption Initiative (PACI);
- Signer of United Nations Global Compact;
- Member of the European Union Consultative Group ISTAG (Information Society Technologies Advisory Group);
- Member of the Romania Luxembourg Business Forum Asbl ("ROMLUX")
- Member of the Integrating Healthcare Enterprise (IHE);
- Member of the Luxembourg Business Forum Association;
- Member of the Tunisian Chamber of Commerce and Industry;
- Member of the Romania Belgium Business Club;
- Member of the Business Lodge;
- Member of the Business Software Alliance
- Member of the HR management Club;
- Member of the Project Management Institute;
- Member of the Romanian Nuclear Forum ROMATOM;
- Member of the Digital Alliance for Romania.



QUALITY CERTIFICATIONS

After 12 years from the first ISO 9001 certification and 3 years from the certification in compliance with the standard ISO 9001 - 2008 edition, we passed a difficult test: the recertification of the quality management system to comply with the needs of an international standard.

"The recertification of the quality management system within our company was made after a very detailed and demanding audit made by the AFNOR group, one of the five global international certification organs. It is very important for us to ensure that our clients get the best services, thus growing and winning new customers".

Daniela Bichir, Vice-President Quality and Human Resources SIVECO Romania



The ISO 9001:2008 standard defines the requirements for the management system of an organisation that wishes to prove its ability to constantly supply clients with a product or service in accordance with their needs and the legal requirements, while targeting a growth in customer satisfaction through an effectively applied and continuously improved system.

STANDARD IN RESPONSIBILITY

SIVECO Romania is one of the few companies having a certified auditor for the SA 8000 standard. Anca Crahmaliuc, Marketing & Communication Manager, gained the international auditor certification after a very complex exam. SA 8000 auditors can perform checks of the functioning of the social responsibility management system as well as teaching employees from procurement departments how to audit suppliers according to their own code of conduct.

SA 8000 refers to the way in which human resources are managed within a company. The standard is based on international treaties on human rights and on the conventions of the International Labour Organisation.

The aim of SA 8000 is to strengthen stakeholder confidence (by stakeholders we mean customers, partners, suppliers, employees and authorities) in the way companies operate.

The SA 8000 standard was developed recently by SAI (Social Accountability International), a non-governmental agency whose main mission is to promote human rights, employees' rights – through the promotion of proper working conditions – and the right to work, as well as the social responsibility of enterprises through voluntary standards implemented within the company.

EMPLOYEES

In 2011 SIVECO was one of the most active recruiters on the labour market.

In 2011 SIVECO was one of the most active recruiters on the labour market.

"In 2010 we had approximately 750 employees, while at the end of 2011 we had 1,200. This substantial growth was determined by the number of internal and international projects we concluded in Romania and in countries of the European Union, Middle East, North Africa and the Community of Independent States. In 2011 we extended the number of work sites to 8, opening two new sites in Ploiești and Brașov, after Constanța, Galați, Timișoara, Craiova, Iași and Cluj".

Daniela Bichir, Vice-President and Quality Human Resources

SUPPORTING WOMEN

Through our projects, we promote the elimination of discrimination. This is proven by our policy for supporting female managers within our company. In 2011 the number of women in leadership roles – top and middle management – reached 30, while the female/male employees ratio is balanced (48% women, 52% men).

Compared to other countries and even the global average – which is around 3% - Romania has 11-12% women in CEO roles in companies. Having a more visible female presence in leadership roles isn't just in the interest of women, but also of the European Union. EU Justice Commissioner Viviane Reding expressed the wish that an ever bigger number of women reach the European Council.

234 TRAINING SESSIONS FOR EMPLOYEES

Employee training is the first step towards the development of a company. We are glad to say that the budget allocated for training was a significant one: 500,000 EURO.

We planned 234 training sessions, with 2,000 participants. 817 internal and external certifications resulted from this training, more than half of which are internationally recognised.

The subjects are highly diversified, from business analysis and project management to specialisations in the latest technologies and communication training or ensuring quality.



« Professional development is essential in our industry, given that our IT projects demand ever more diversified competences»



"Our employees are involved in complex projects in our country and abroad, with extraordinary personal and professional development potential"

Daniela Bichir, Vicepresident
Quality and Human Resources

WE REWARD COMPETENCE AND LOYALTY

In 2011 all employees who contributed through their work to the company's progress were rewarded. At the end of the year the more deserving employees, whose contribution had proved essential to the company's success in the year 2010 were rewarded within the "Employee of the year" event.

The event included the following awards: "The excellence awards of the year 2011", "The Departmetal Awards", "The Human Resources and Quality Awards", "The loyalty awards" (for employees who have been working for 5, 10 or 15 years within the company).

THE EMPLOYEES TRANSPORTATION PLAN

The employee transport plan continued in 2011, when 4,000 journeys were made. The minibuss transport plan aims at reducing employee stress by ensuring transport to work, as well as being environmentally friendly.

According to a study commissioned by the European Union, life expectancy in Europe could increase by 22 months if air in the big cities would be cleaner.

Together with the Bucharest Polytechnic Institute and the Academy of Economic Studies, we continued to work on the SIVECO Academy programme.

SIVECO ACADEMY

Together with the Bucharest Polytechnic Institute and the Academy of Economic Studies, we continued to work on the SIVECO Academy programme.

The SIVECO Academy project is a complementary training programme that aims at training a group of students, in the domains of software engineering, IT economics and selling software solutions. The intent of the project is to generate good professionals and future SIVECO employees.

Launched in 2004, the programme is addressed to undergraduate and postgraduate university students who wish to integrate the theoretical knowledge acquired at school with practical knowledge, at high quality and performance standards. Young students are given the opportunity to work along with IT&C specialists and learn the rigour behind the completion of a real project.

INTERNSHIP AT SUMMER DAYS

25 young people work as interns in our company. "I had the opportunity to work for two weeks at SIVECO Romania, within the Marketing Department. I met very well-prepared, welcoming people, willing to share their day-to-day experience", said young student Andreea Oniga *(photo)*.

Through this internship programme called Days@SIVECO, we want to help students gain work experience before the completion of their studies, as well as apply the theory learnt at university.





AWARDS

2011 was a very special year

Awards, recognitions, certificates – we rejoice every time the name of our company and the name of our country are called during an international contest.



JANUARY 2011

Two of our implementations took us to the famous European IT Excellence Awards 2011.

SIVECO Romania was nominalized at the Independent Software Provider Enterprise Application category for the solution implemented at GRIRO and at the Solution Provider Vertical Market category, for the eCustoms solution implemented at the National Customs Authority. SIVECO Romania was defined as the most successful Romanian company and one of the most valued European companies.

MAY 2011

SIVECO Romania was awarded within the Microsoft National System Integrator programme as a strategic partner for the development of quality educational software applications. Through the National System Integrator trophy, Microsoft acknowledges the innovation and exceptional results achieved by its partners. SIVECO Romania representative

JULY 2011

The performance of the IT solution implemented by the Paying and Interventions Agency in Agriculture was recognised within the Computerworld Honours Program international competition in Washington, USA. The IT solution implemented by SIVECO Romania was awarded with the medal for „2011 Emerging Technology Laureate”.



„The business relationship between SIVECO Romania and Microsoft is old and very consistent. AeL eLearning, maybe the most well-known SIVECO Romania solution, is based on Microsoft technologies and over the past years it has received numerous international awards. Another very important project is the one developed by the Ministry of Education regarding the porting of the application for Computerised Admission in High Schools (ADLIC) on cloud computing technology. Thanks to a close cooperation with Microsoft, this application now works on Microsoft Cloud technologies: Windows Azure and SQL Server Azure and this is the first time it happens on such a scale, in the educational field”.

Alexandru Coşbuc, Deputy Vice-President
International SIVECO Romania

Alexandru Coşbuc (photo, centre) walked on the stage of the Staples Center in Los Angeles to receive from Microsoft representatives the certificate of “Country Partner of the Year”.





AUGUST 2011

The best European entrepreneurs were awarded the title of „The New European Champions” for their innovation, vision, boldness and involvement in international projects. Irina Socol, President and CEO SIVECO Romania, received this title, along with other managers of firms from Russia, Ukraine, Slovenia, Poland, Latvia, Hungary, Macedonia, Czech Republic and Croatia.



SEPTEMBER 2011

SIVECO received a double nomination in the competition that rewards excellence in project management. The International Project Management Association (IPMA) awarded SIVECO with the „Finalist” title in the 2011 competition for the Unique Integrated IT System developed by SIVECO Romania for the National Health Insurance House,

within the „Big-size projects” category and for the New Computerised Transit System (NCTS) project, developed by SIVECO Romania for the National Customs Authority.



OCTOBER 2011

At the celebrations of the International Project Management Association in Australia, the New Computerised Transit System project implemented by the National Customs Authority received the top title in the medium-size projects category.

The SIUI project received the bronze medal in the big-size projects category.



SIVECO Romania was number one in Business List's Top Profit Romania 2011, Top Businesses Big Enterprises 2011 and in the Top Big Enterprises in Bucharest, as well as number two in Top Businesses in Romania, based on the data from the 2010 balance sheet.



NOVEMBER 2011

Romanian entrepreneurs received the highest grade in the American competition „Stevie Awards for Women in Business”.

SIVECO Romania received two nominations for the category „Best entrepreneur in Europe, Middle East and Africa”: Irina Socol and for the category „Business Helping Women”.



NOVEMBER 2011

At the event “European Day of Competition and Competitiveness in Romania”, sponsored by the European Union Presidency, SIVECO received the title of “Romanian champion in business” for the year 2011. The certificate and trophy were handed to Mr. Traian C. Ionescu, advisor of SIVECO Romania’s president.

“The award can be seen as a logical consequence of SIVECO Romania’s efforts to expand its activities on the internal and international market, to create numerous jobs, to grow the volume of its business and to focus attention on the creation of a high level of competitiveness – in spite of the very well known general economic situation. It is worth noting that SIVECO Romania participated in the activities of the National Council for Competitiveness (CoNaCo), body meant to create innovative and feasible solutions in order for Romania to become the heart of European competitiveness and creativity in 2020, as well as offer attractive life conditions for everyone.”

ECONOMIC REPORT

SIVECO Romania has ranked first in Enterprise Resource Management solutions for businesses

Despite the relatively difficult general situation, our company continued the strategy designed five years ago, which involved expanding our presence on the international market, accessing EU-financed projects, keeping a balance between big projects and smaller ones, between internal projects and international ones and between different economic fields.

As a result of this, the turnover for 2011 was of 68 million euro.

MARKET POSITION

According to International Data Corp (IDC), in 2010 SIVECO was among the top providers of solutions for business management (Enterprise Application Suites EAS) with a market share of 23.2%, 2.4% bigger than in 2009.

SIVECO is only 2% behind the top ranked company, bad far ahead of the third-ranked company, which has a market share of less than 9%.

The value of Romania's EAS market in 2010 was of \$81.18 million.

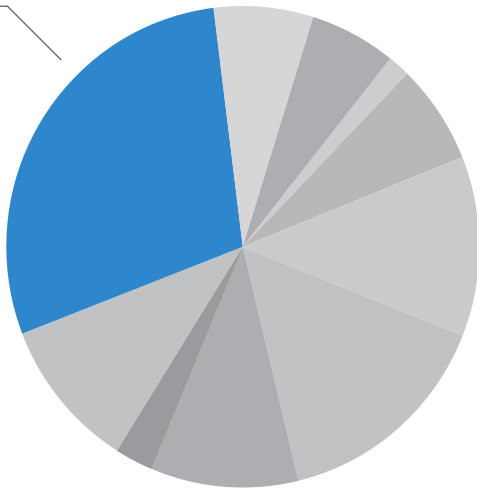
The value of Romania's EAS market in 2010

81,18 mil \$



SIVCO Romania has ranked first in Enterprise Resource Management solutions for businesses, with a market share of 27.3%

27,3%



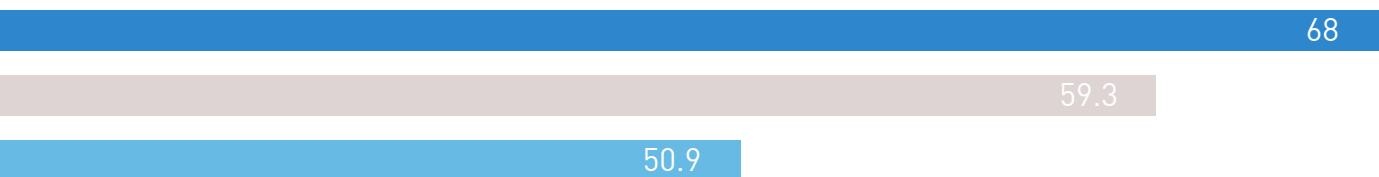
SIVCO has been at the top of this ranking for 9 years (that is, since the first consolidated local IT market research, in line with global standards), but also at the top of the IT services ranking. It is a unique performance that proves once more the quality of the solutions that SIVCO offers to its 1,400 customers.

55,2%

44,8%

SIVCO Romania has ranked first in Business Analytics solutions, with a market share of 55.2%.

Turnover evolution
(mil.euro)



SOCIAL REPORT

In 2011 too, we have continued to get actively involved in society life, both by means of our projects for introducing IT and also through the social actions initiated at the company level.

16,000 CHAMPIONS

Since 2003, SIVECO has been organizing the biggest competition for students passionate about IT. 16.000 students took part in the 8th editions of the competition, a true opportunity for future IT specialists.

The 2011 competition was made up of 11 rounds where training stages alternated with online competitions. Following the training stages, the best students were awarded with the „2011 Champion” title.

“This contest has become a tradition. The number of students who come here every year reassures me about the future of Romania’s IT sector. We are proud that through this project we are helping young people perform better. The global society needs more IT specialists”.

Radu Jugureanu, AeL Educational Content
Department Manager



The .champion competition is organised and supported by the SIVECO in partnership with the Ministry of Education, Research, Youth and Sport and it serves as a programme for professional IT training, supported by highly regarded teachers from across the country, as well as students who have won national and international IT Olympics.





EDUVISION 2020

In the 16-17 September 2011 period took at the Parliament House the eduVision 2020 international conference, with more than 450 participants and 5 ministers, 3 of which were in practise.

The event aimed at presenting the newest trends in education and eLearning, to define the best practises for the use of TIC in education and for the creation of a common vision of the future of education on a global level.

The eduVision 2020 conference, the most important event for eLearning and the development of education in Eastern Europe, was organised by Agora Group and SIVCO Romania and sponsored by the Ministry of Education, Research, Youth and Sport, the Ministry of Communications and Information Society and the Ministry of Foreign Affairs.





EARTH HOUR 2011: CHANGE STARTS WITH US

On 26th March 2011, people from 130 countries celebrated Earth Day by turning the light off for an hour as a sign of their commitment to fighting the global warming. We joined the rest of the world in reducing energy consumption through a symbolic action, proving our involvement in protecting the environment.

Earth Hour started in 2007 in Australia with 2.2 million people and 2,000 companies. A year later, 50 million people turned the light off for an hour. In 2010, 28 countries joined the initiative.

COMMUNICATION AND SOCIAL INTEGRATION THROUGH SPORT

Young football lovers from SIVECO played an exhibition game along with a group of mentally impaired children. Through this initiative, organised by the Special Olympics Association, they supported the social integration of people with disabilities.



"The greatest satisfaction is when you give without asking for anything in return, when you see that your investment – whether it is money, time or your smile – makes other people happy and helps them move forward. For the Special Olympics sportsmen, other people's care is very important. By being next to them you make them become winners".

IN THE GUINNESS WORLD RECORDS!

Several SIVECO employees participated in the first cardiopulmonary resuscitation (CRP) course, along with 7,400 citizens of Bucharest willing to learn the first aid techniques. They trained on the Dinamo stadium under the instruction of ambulance personnel, assisted by the Guinness World Records representatives, who confirmed that this action was entitled to enter the Guinness Book of Records.



WE BUILD HOUSES AND HOPES

The Marketing Department lived an unprecedented experience on the work site in Bălțești, Prahova, where they set the foundation of a house for a numerous Roma family. Our colleagues – equipped with chisels, hammers, nails and rulers, but also with an admirable fervour – worked hard to build the pillars and roof.



The action “We build houses and hopes”, started by the Habitat for Humanity Romania association, contributes to the improvement of this minority’s poor condition.

In 2011 the Habitat for Humanity programme celebrated 15 years of existence in Romania and the change in good of tens of thousands of lives, thanks to the involvement of thousands of volunteers in helping poor people.



2%

DONATE 2%!

SIVECO employees took part for the third year in a row in the campaign for the collection of 2% of the income tax. The money was forwarded to 23 NGOs involved in the health sector, orphan protection, seniors' protection, environment protection and so on.

Here is a list of the organisations we chose to support:

1. Children's Heart Association
2. Salve Romania Association
3. Child Heart Foundation, Galati
4. Emergency Hospital Foundation
5. PAVEL Association
6. Association Hope for you
7. Clinic Clowns
8. Pro School and Family Association
9. Secherezade Foundation
10. Theodora Georgescu Foundation
11. CRED Foundation – Romanian-Swiss Center for the development of the health system
12. Foundation for Alternative Education Methods
13. Roman-Catholic Parish Saint Francisc of Assisi
14. Monastery Sf.Gheorghe, Tiganesti, Prahova county.
15. Association Initiatives for Europe
16. Romanian Association for Cancer Prevention
17. Brebina Parish
18. SMURD
19. All sails up Association
20. My dear Bucharest Association
21. Association Group Initiative for Animals
22. Romanian Alpine Club
23. Viltotesti Parish, Viisoara Commune, Vaslui county.

WE SUPPORT THE FIGHT AGAINST CORRUPTION!

Anca Crahmaliuc, Marketing & Communication Manager, represented our company at the 16th edition of the Partnering Against Corruption Initiative (PACI) of the World Economic Forum based in Geneva.

Representatives of the companies that signed PACI, including SIVECO Romania, discussed about problems such as the fight against bribery and corruption and the need for leaders that promote anti-corruption policies in companies.

The World Economic Forum (WEF) is an independent international organisation, which aims at improving the world's living standard through the involvement of the global leaders in specific partnerships and programmes. WEF is an impartial, non-profit, apolitical foundation without national or partisan interests.



CSR REPORT, 3RD EDITION

SIVECO is the only local IT company that evaluates and reports social, economical and environmental activity. In 2011 the company published the 3rd CSR report.

"Through the annual launch of the Social Responsibility Report, SIVECO Romania joins the big international companies that have made an obligation out of the triple non-financial reporting, while being aware that transparency and easy access to the information on their economic, social and environmental performances are vital.

Irrespective of the economic context, we remain an active supporter of the social responsibility policies, whether we mean IT products that help carefully manage the organizations' resources or the actions of supporting various social and environmental campaigns", said Irina Socol, President and CEO SIVECO Romania.





DONATIONS TO CHILDREN AND SENIORS

In December 2011 SIVECO employees offered gifts to the children from the Periş Centre and to seniors from the Floarea Roşie care centre.

It was a touching action, in partnership with the representatives of LITERA Publisher, who donated books and encyclopaedias. We donated notebooks, pens and watches, clothes, bags, rucksacks and footballs to the children. For the Floarea Roşie center we donated money that was used to buy footwear, clothes, food and cosmetics.

WE ENCOURAGE INNOVATIVE TEACHING

Teachers from higher education, pre-university education and representatives of the economic environment have met at the VIII National Virtual Learning Conference (CNIV 2010), hosted by the University of Medicine and Pharmacy in Târgu Mureş. The event has been coordinated by the University of Bucharest, in collaboration with SIVECO Romania and Intel.

The National Virtual Learning Conference – part of a project launched in 2003 - is an original SIVECO Romania product.

The main objectives of the conferences consist in promoting and developing scientific research in the fields of eLearning and Educational Software, launching programmes for the introduction of eLearning techniques in the teaching process, promoting and using Educational Software in higher and pre-university education.

COMPETITION FOR DESIGNERS

We invited the best designers to a 2D/3D graphics competition. After the initial stage, the selected contestants were invited to present their creations to a commission of the specialists from within the company.

The three winners were given money prizes and the opportunity to work with a team of professionals from SIVECO Romania for the development of interactive educational content.

Partners in the contest were the Faculty of Decorative Arts and Design from the National Art University of Bucharest and the “Ion Mincu” Association of Architecture and Urbanism Students.

Esti talentat?

Îți place designul grafic vectorial 2D sau 3D?

Te provocăm la creație!

Înscrie-te cu lucrările tale până pe
29.04.2011 la concursul de design
grafic organizat de SIVECO Romania și
poți câștiga :

- Premii în bani

- o 1.000 Euro dacă te clasezi pe locul I,

- o 500 Euro, pentru locul al II-lea

- o 300 Euro, pentru locul al III-lea,

- Angajarea ca graphic designer în cadrul
celeia mai mari companii românești de
software.

Trimite-ne lucrările tale 2D sau 3D într-o
aplicație de grafică vectorială, pe baza a
două scenarii la alegere și convinge-ne să
te luăm în echipă!

Detalii pe www.siveco.ro/concurs

 **SIVECO**
ROMANIA SA
Soft care contează



THE BENEFITS OF OUR PROJECTS

We are actively involved in developing projects on structural funds both as applicant and as partner or subcontractor. Through these projects we make IT instruments available to people.



"Projects on structural funds represent a huge opportunity that we want to take advantage of, especially because they it is available for a limited time. These projects have several requirements, conditions, rules, they require efforts, increased awareness and most of all a careful examination of the financial and human resources involved. We can say that the last years' experience was very useful and the access to European funds happens at the desired rate".

Cristina Ițcuș, Manager of Structural Funds Department, SIVCO Romania

- Sectorial Operational Programme for Human Resource Development (POS DRU)
- Sectorial Operational Programme for the Growth of Economic Competitiveness (POS CCE)
- Sectorial Operational Programme for the Environment (POS Environment)

The projects we develop:

- Ensure the good usage of modern educational instruments;
- Create competences for an inclusive society;
- Provide instruments for eliminating stereotypes;
- Increase the employment opportunities by improving the level of specialization;
- Generate local development;
- Contribute to reducing the digital gap;
- Develop managerial and entrepreneurial competences;
- Stimulate entrepreneurship initiatives for a sustainable growth.

Our training services have now over 200.000 beneficiaries:

- Teaching staff from pre-university and university education
- Students
- Trainers;
- Physicians and medical nurses;
- Unemployed from urban and rural areas;
- Managers from urban and rural areas;
- Women looking for a job;
- Employees from the following sectors;
- Railways transport, air transport,
- Energy, financial-banking, milling and bread manufacturing, oil and natural gas, constructions.
- Employees in the field of social assistance;
- People with disabilities;
- Young entrepreneurs.

Sectorial operational program human resources development (POS DRU)

Projects:

Rural Manager

Aims to development of knowledge, skills and modern entrepreneurial and managerial behavior for the small or future entrepreneurs, especially youngsters, from rural areas.

- **Beneficiaries: 1,576 small entrepreneurs and future entrepreneurs**

Equal opportunities for successful careers

Aims at improving women's employment opportunities and equal access to employment through the assimilation of the equal opportunities principle within private firms.

- **Beneficiaries: 1,600 women**

Educational process optimised for the competences of the knowledge-based society

Optimises the educational process through the use of ITC, including multi-touch technologies.

- **Beneficiaries: 8,600 teachers and 35,000 students**

Ways of consolidating careers in the knowledge-based society in Bucharest-Ilfov

Aims at training teachers in pre-university education through the "Intel Teach – training in the knowledge society" course, to promote continuous professional development and improve human capital in education.

- **Beneficiaries: 420 teachers**

Teacher - creator of educational software

Aims at elaborating and implementing a programme for the continuous formation of staff in pre-university education to develop competences in building educational applications and employ interactive teaching/learning methods.

- **Beneficiaries: 1,686 teaching staff in pre-university education.**

Projects within the Sectorial Operational Programme for the Growth of Economic Competitiveness (POSCEE)

- Integrated IT system in Dâmbovița county
- Performance growth in Research & Development through Document & Workflow Management ("Constantin Brâncuși" University of Târgu-Jiu)
- The analysis, planning and implementation of a document & workflow management system ("Dunărea de Jos" University, Galați)
- eAcademy for civil servants
- "The growth in efficiency of medical systems of the Obstetrics and Gynaecology Hospital Ploiești by implementing e-Health solutions"

Projects within the Sectorial Operational Programme "Environment" (POS Environment)

- Integrated IT system – support for the management of the Danube Delta Biosphere Reserve Authority (DDBRA) for preserving ecosystems.

In 2011 we continued to develop our major projects with millions of beneficiaries.

THE IT SOLUTION FOR THE PAYMENTS AND INTERVENTIONS AGENCY FOR AGRICULTURE (APIA)

The system ensures the calculation and authorisation of payments per farm, including quality control and audit activities, performing payments to farmers and accounting activities - standard accounting procedures based on the income and expenses accounts.

2011 DIMENSIONS

- 1.04 million payment requests for an area of 9.2 million hectares
- 300 million EURO paid to farmers in 2011
- The management of information in 261 local APIA centres and 42 district APIA centres, where farmers deposited their claims



The absorption rate of European funds for agriculture in 2011 was of 99%.

THE PAYING AGENCY FOR AGRICULTURE, FISHERING AND RURAL DEVELOPMENT

Another important reference in the field of complex IT solutions in agriculture is The Financing Requests Processing System for Rural Development (SPCDR), implemented at the Paying Agency for Agriculture, Fishing and Rural Development (APDRP).

The EU supports rural development by financing projects in compliance with the Common Agricultural Policy.

SIUI has the biggest database in Romania: 8 TB.
1 terabyte is 1.024 gigabytes

**THE INTEGRATED UNIQUE INFORMATION SYSTEM OF
SOCIAL HEALTH INSURANCE**

Aims at improving Romania's health insurance system, as well as the quality of medical and pharmaceutical services through the collection and management of the economic and medical information necessary for the efficient operation and recording of insured persons and of medical services providers.



“SIUI now represents the biggest IT-based operational system in Romania, detaining a complex database with information on persons benefiting from the health insurance system in Romania”.

Dragoş Dobran, eHealth Department Manager



2011 DIMENSIONS

- 42 County Health Insurance Houses;
- 50,073 physicians;
- 22,518 GPs;
- 89,256 medical assistants;
- 437 hospitals;
- 75 ambulances;
- 267 providers of home care services;
- 427 medical recovery units;
- 119 providers of medical devices;
- 2,417 clinical ambulatories;
- 719 paraclinical ambulatories;
- 3,423 dentistry ambulatories;
- 4,281 pharmacies





THE IT-BASED EDUCATION SYSTEM

SEI is a complex IT program, initiated by the Ministry of Education, Research, Youth and Sport, whose main objective is to sustain the teaching and learning process in the pre-university education system with cutting-edge technologies, a program implemented by a public-private partnership.

SEI is the most highly regarded Romanian project in the field of education, being awarded in important international competitions: World Summit Award, European eGovernment Awards, European IT Excellence Awards, International Project Management Association, eEurope Awards for eGovernment.

In 2011 <http://portal.edu.ro> was Romania's no.1 website with over 93 million page views, over 2.6 million unique visitors and 4.7 million visits.



2011 DIMENSIONS

- over 4 million beneficiaries at national level;
- 140,000 trained teachers;
- 15,000 computerized laboratories;
- 192,000 computers;
- 3,700 AeL multimedia lessons;
- 1,600,000 candidates in Baccalaureate exam (2004-2011)
- 494,260 teachers nomination upon vacant positions (2003-2011)
- 2,193,200 students distributed in high schools (ADLIC 2001-2011)
- 149,000 registered users on the edu.ro portal, 2,000,000 visitors, over 6,000 articles and 1,300,000 messages posted on the forum.





THE IT SYSTEM FOR THE ROMANIAN NATIONAL CUSTOMS AUTHORITY

The projects implemented at the National Customs Authority (ANV) contribute to ensuring interoperability between IT systems at customs and the Customs Administrations of other Member States and those at the European Commission. They also contribute to improving services offered to economic operators, complying with European standards and norms, as well as handling ANV's business requests in accordance to the evolution of existing regulation.

2011 DIMENSIONS

National Customs Authority (ANV) – HQ body

- Over 4 million beneficiaries at national level
- 8 Regional Directions for Excises and Customs Operations (DRAOV)
- 74 County Directions for Excises and Customs Operations (DJAOV) and Customs Offices
- 24/7 connection with electronic data transmission by means of the Common Communication Network of the European Commission (CCN) and of the Common System of Interfaces (CSI)
- Over 10,000 electronic documents processed on a daily basis
- Over 1,000,000 electronic documents stored annually in the database
- Average response time to a data / information request: 1 sec.

SIVABON SYSTEM FOR THE CREDIT BUREAU

2011 DIMENSIONS

- Over 40,000,000 credit reports issued in the latest years
- Average number of credit reports issued per day: 30,000
- Maximum number of registrations loaded into the system: 500.000
- Average response time to a credit report request: 1 sec.

National programme for tuberculosis control in prisons, part of a project financed by the Global Fund to Fight AIDS, Tuberculosis and Malaria, through the Programme Management Unit of the Ministry of Health and implemented by the Implementation Unit of Tuberculosis Control in Prisons project.

The purpose of the project is to instruct teachers, who will work with prisoners as part of the programme for tuberculosis prevention, using the eLearning platform supplied by SIVECO Romania.

BENEFICIARIES: 47,250 convicts

A KNOWLEDGE-BASED ECONOMY

Training program in the field of computer use, information technology and communications (TIC) for schools and businesses in disadvantaged communities.

BENEFICIARIES: 255 rural communities

2011 DIMENSIONS:

- 9,000 users of ecomunitate.ro portal

eSCHOOL PORTAL

The eSchool portal is a project started by the European Funds Management Unit of the Ministry of Education, Research, Youth and Sport, whose purpose is to modernise the education system by creating digital competences and introducing information technology in the education process.

BENEFICIARIES:

- 300,000 students in pre-university education
- 4,230 high school teachers for the adoption of ITC instruments in education





SPECIAL SCHOOLS PORTAL

The project for “Supporting the education system through a specialised educational portal” is a strategic initiative meant to improve the national special education system. național de învățământ special.

BENEFICIARIES: 140,000 students with special educational needs and teachers from 140 schools.

2011 DIMENSIONS

- 250 lessons (1,500 reusable educational objects) available through the integrated
- Over 3,000 teachers trained through this project, for the adoption of ICT as an ordinary instrument in classrooms





Research and Development projects and other projects for the EU Commission

Courses in Management for nurses

SIVECO Romania is coordinator of the European project RENOVA that supports the development of new professional competences for medical staff.

Project RENOVA (the European-wide knowledge transfer for medical assistance to develop professional managerial competences) takes place within the Leonardo da Vinci programme for Innovation Transfer.

The project aims at creating two training centres in Romania and Poland where 100 nurses -60 from Romania and 40 from Poland - will receive training.

The project takes place between February 2011 and February 2013.



The Publication Office of the European Union

SIVECO Romania and Sword Technologies Luxembourg deliver software development and maintenance services for different IT applications

The Publication Office of the European Union publishes on a daily basis, translated into 23 languages, the Official Journal of the European Union; it is also entitled to publish the General Report on the Activities of the European Union and it plays a key role in communicating the initiatives and activities of the European Union.

CORDIS – THE EUROPEAN RESEARCH PORTAL

This portal is the main information centre for the research programmes financed by the European Commission and it has three million page views and 500,000 document downloads per month.

EUROPEAN AVIATION SAFETY AGENCY

The project is in partnership with Intrasoftware and includes applications for the cooperative management of documents, records and work flows. EASA is the key institution of the European Union responsible for the aviation safety strategy, with the mission of promoting the highest common environmental security and protection standards in European civil aviation.

EUROSTAT – EUROPEAN UNION'S INSTITUTE FOR STATISTICS

The project aims at implementing geographic information systems.

JASPERS PROGRAMME (JOINT ASSISTANCE TO SUPPORT PROJECTS IN EUROPEAN REGIONS)

In 2011 we signed a consultancy contract with Astec (Ireland). Jaspers offers expertise to help new member states maximise their financing and offers assistance for structuring and preparing projects, until decisions are made regarding their financing.

DOLCETA PORTAL FOR INSTRUCTING EUROPEAN CONSUMERS

The contract was signed with EU Commission's Executive Agency for Health and Consumers and aims at developing, updating and promoting the informational and educational portal addressed to citizens of 27 European countries.

Dolceta, the educational web portal for European consumers, financed by the European Commission, is a project that carries large expectations. We know very well the needs of the project, whether we talk about vision or competences.

We will develop web instruments, we will contribute to the evolution of IT systems and of the benefits for European consumers, we will create multimedia content and eLearning instruments for students and adults from all over the European Union", said Ștefan Morcov, Deputy Vice-President SIVECO.

ENVIRONMENTAL REPORT

In our company the concern about the use of resources translates into small, but at the same time significant initiatives.

The environment doesn't need us to do perform actions, but simple and rational ones. In our company the concern about the use of resources translates into small, but at the same time significant initiatives.

We turn off the lights when we leave our offices, we use paper only when necessary, buy equipment with low energy consumption and avoid expensive journeys when we can replace them with phone conferences. Beyond our responsible behaviour, we promote solutions that help companies carefully manage their resources.



The components of the SIVECO Applications 2011 integrated package for waste management, document management, inventory management, inventory management, payroll, etc. – allow the rational use of resources within an organisation as well as:

- Reducing the annual paper use by 30% as a result of the electronic circulation and storing of documents among departments or to and from external partners ;
- Reducing the use of resources, especially energy, by increasing work efficiency, the quality of work, eliminating calculus errors and, thus, by using human capital, time and other resources necessary in the activities of organizations, more efficiently;
- Reducing the time spent for registering and issuing accountancy documents by 25%, thus increasing work efficiency by 25%;
- Reducing the number of problems related to oversized, slow-moving or still ones inventories;
- Reducing the time used for processing penalties by 75%;
- Increasing the claim cashing degree by over 20%;
- Increasing the volume of production by 15%;
- Increasing cash flow control by up to 50%;
- Reducing supply time by up to 40%;
- Reducing the time needed for the processing of employee information by 30%
- Reducing the work volume of wage calculations by 70%, while at the same time eliminating calculus errors.

COLLECTING-RECYCLING

In 2011 we sent to the collection and recycling centres:

- 1000 kg of paper
- 1000 kg of plastic
- 8.000 kg of mixed domestic waste



COMMUNICATION ON PROGRESS REPORT

The United Nations Global Compact „Communication on progress COP” report is how we prove that we made substantial efforts towards respecting the interest of our employees and the environment.

Every year our company reports complying with the 10 principles of the United Nations, being one of the few companies who do this.

You can find our 2011 report here:

<http://www.unglobalcompact.org/COPs/detail/7900>

HUMAN RIGHTS

PRINCIPLE 1

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

COMPANY POLICY

We are complying with internal and international legislation in terms of respecting human rights. The values we are supporting are the care for our customers, employees, partners and shareholders, the very good quality of our products and services, and the responsibility for the communities we are active in.

We are developing and applying internal procedures for the management and employees regarding the respect for human rights, the quality standards, the norms for work safety, integrity and responsibility towards the environment. These procedures are periodically updated by the Quality Assurance department.

PRINCIPLE 2

Businesses make sure that they are not involved in human rights abuses

COMPANY POLICY

For our company the employees are the most precious asset. At the same time, through a high performing management, employees are guaranteed the right to work.

Our company ensures that neither employee is privileged or subject to discrimination because of their race, nationality, ethnic background, language, religion, social category or their sexual orientation. Our employees have the right to equal pay, to fair and satisfying remuneration, they have the right to join trade unions, access to healthcare, to social security and social services.

Our shareholders, suppliers, partners and collaborators respect the human rights.

We encourage integrity and honesty in relationships among employees.

SIVECO Romania has adhered to several global alliances of good practices in business, whose standards and ethical principles it embraces: the United Nations Global Compact, under the aegis of the United Nations Development Programme (UNDP) and the Partnership Partnering Initiative against Corruption (PACI), under the aegis of the World Economic Forum.



LABOUR STANDARDS

PRINCIPLE 3

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

COMPANY POLICY

SIVECO employees have the freedom to join any trade union, at their choice.

All employees are free to be part of any association or nongovernmental organisation.

Every employee can negotiate his/her salary.

In conformity to the legislative provisions, SIVECO Romania employees have expressed their will to be represented at the bargaining of the clauses of the Collective Labor Contract by employees chosen through the vote of at least half of their total number. These representatives promote and defend employees' interests in the relation with the employer and the duration of their mandate is 2 years.

PRINCIPLE 4

The elimination of all forms of forced and compulsory labour

COMPANY POLICY

Any form of forced and compulsory labor is excluded from our company.

In the individual labor contract the work day is defined as being 8 hours, the right of workers to paid holidays, as well as other holidays (maternity leave, vacation for special events) and the right to trainings.

Every employee receives more than the minimum gross wage per economy according to the job offer and to the individual CDP (Career Development Plan) where each employee sets with their KPI (Key performance indicators) together with their hierarchical supervisor. Also, every employee is free to resign his/her position at any time.

PRINCIPLE 5

The effective abolition of child labour

COMPANY POLICY

We support the abolition of child labor and any initiative aiming at protecting children's health and interests.

PRINCIPLE 6

The elimination of discrimination in respect of employment and occupation

COMPANY POLICY

Our company encourages equal opportunities. Neither employee is subject to any form of discrimination based on gender, age, race, or religion.

Any form of physical or verbal harassment is strictly forbidden.

In our company there is a balanced ratio of management positions, in conformity to the European Union requirements regarding the elimination of stereotypes from the labor market.

ENVIRONMENTAL PROTECTION

PRINCIPLE 7

Business companies should support a precautionary approach to environmental challenges

COMPANY POLICY

As leader of the software market, our company undertakes its responsibility towards the environment, promoting good practices in this field. Our IT solutions lead to reducing costs, to the better use of materials and human resources and the diminishing of actions with negative impact on the environment.

COMMUNICATION ON PROGRESS REPORT

PRINCIPLE 8

Business should undertake initiatives to promote greater environmental responsibility

COMPANY POLICY

We want sustainable development, both with regard to economic-financial performances, and the social and environmental performance.

We appreciate that long term development can only be based on a strategy where financial and market objectives are compatible with the expectations of the main groups involved.

PRINCIPLE 9

Business should encourage the development and diffusion of environmentally friendly technologies

COMPANY POLICY

Our company's specialists imposed themselves as promoters of „Green Economy” principles, proposing ecological IT solutions.

We try to use low energy consumption equipment.

FIGHTING CORRUPTION

PRINCIPLE 10

Businesses should work against corruption in all its forms, including bribery and extortion .

COMPANY POLICY

Our company fights against any forms of corruption including bribery, political influence, external pressure or extortion.

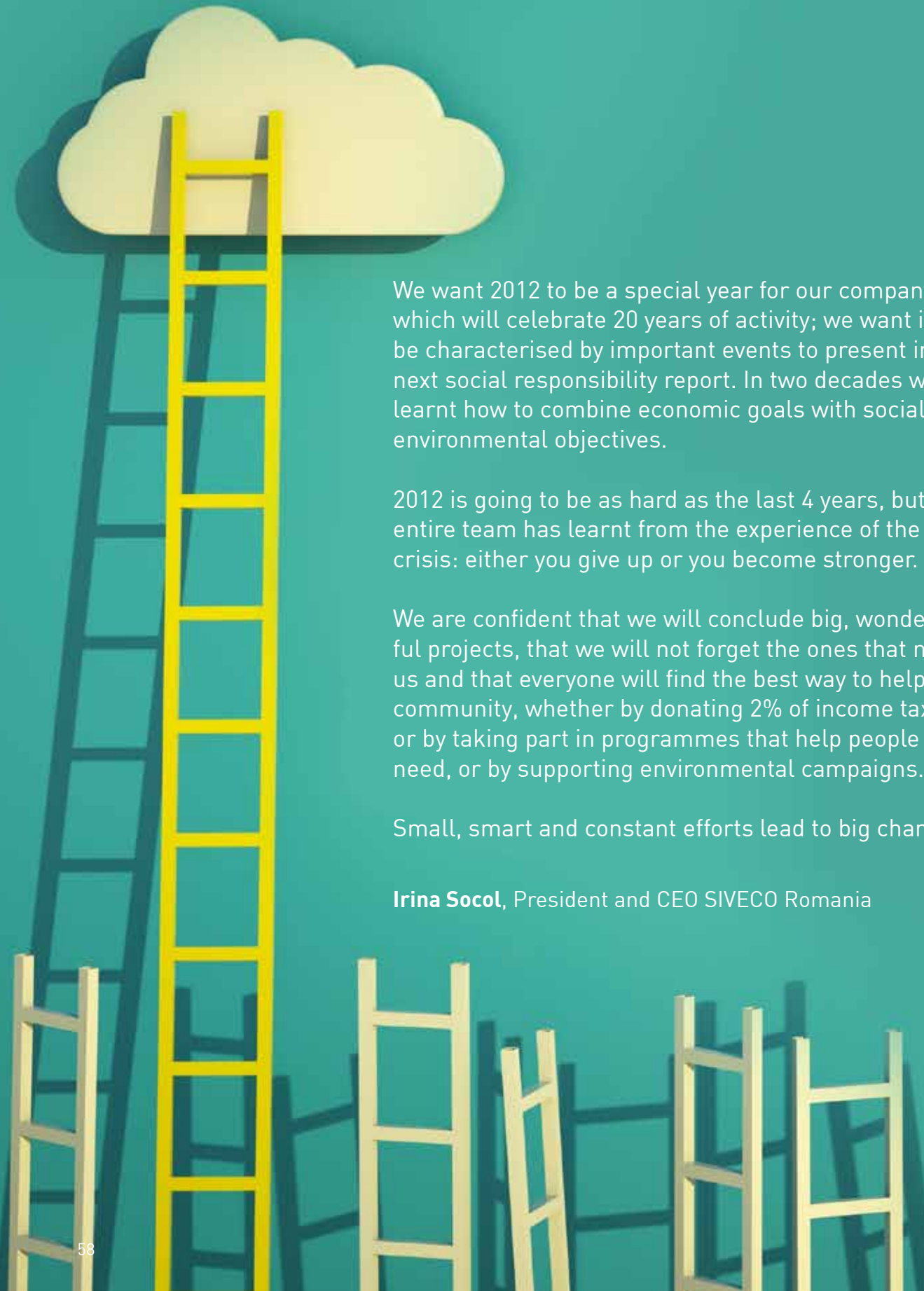
All of these are clearly defined in the the company's Anti-corruption Manual, brought to the attention of the employees. In 2006, we joined the Partnership against Corruption Initiative. PACI is based on a set of principles of corporate citizenship defined by the World Economic Forum in collaboration with Transparency International and the Basel Institute on Governance.



2011 INDICATORS:

- NO WORK ACCIDENTS
- NO ILLNESSES CAUSED BY WORK
- NO CASES OF SEXUAL HARASSMENT
- NO LAWSUITS AGAINST THE EMPLOYER
- NO MINORS HIRED
- NO DISCRIMINATION

TARGETS FOR 2012



We want 2012 to be a special year for our company, which will celebrate 20 years of activity; we want it to be characterised by important events to present in the next social responsibility report. In two decades we learnt how to combine economic goals with social and environmental objectives.

2012 is going to be as hard as the last 4 years, but our entire team has learnt from the experience of the crisis: either you give up or you become stronger.

We are confident that we will conclude big, wonderful projects, that we will not forget the ones that need us and that everyone will find the best way to help the community, whether by donating 2% of income tax, or by taking part in programmes that help people in need, or by supporting environmental campaigns.

Small, smart and constant efforts lead to big changes.

Irina Socol, President and CEO SIVECO Romania

EMPLOYEES

- › The continuous education and development of employees' professional competences
- › Making employees responsible and aware of quality and environmental management: reducing paper, water and electricity
- › Building a competitive and innovative work environment by attracting and forming the best professionals in the field.
- › Offering a competitive work environment through: adequate training, ensuring conditions for professional development, recognising individual contributions to the company's success.
- › Encouraging individual involvement in social programmes

ENVIRONMENT

- › Continuous evaluation and control of the environment aspects to prevent pollution
- › Optimising the use of specific material and utilities and limiting losses
- › Closing deals for selective waste collection – old computers, paper, or plastic.

CUSTOMERS

- › Increasing the number of customers
- › Extending and diversifying collaboration with current customers
- › Fulfilling customers' explicitly defined and negotiated needs and meeting their needs while complying to current regulation

PARTNERS

- › Expanding the distribution and partnerships network by looking for new companies that want to improve their financial results
- › Receiving new Microsoft certifications

QUALITY

- › Keeping the ISO 9001:2008 certification
- › Implementing the standard ISO 27001
- › Improving customer satisfaction by delivering high quality products and services and respecting the deadlines fixed by the contract
- › Promoting quality and environmental standards in relationships with partners, to make sure they know and respect the requirements regarding product quality and environment protection.

ETHICS

- › Launching the Communication on Progress Report based on GRI indicators – the ten principles of the United Nations
- › Launching the ethical code

THE RELATIONSHIP WITH PROFESSIONAL ORGANISATIONS

- › Creating strategic partnerships in the academic environment and civil society for promoting common values and good business practices.
- › Establishing partnerships by developing educational projects from structural funds.

USEFUL LINKS

- Calculate your ecological footprint!
<http://www.stopco2.ro/calculeaza-amprenta-emisiilor-co2/#calc>
- CSR Guide
<http://www.responsabilitatesociala.ro/ghid-csr.html>
- Environment institutions, Selective waste collection points
<http://www.green-report.ro/stiati-ca>
- Generate your 2% of income revenue statement
http://static.anaf.ro/static/10/Anaf/formulare/dec_230_2012.pdf
- List of accredited NGOs
http://www.cdep.ro/informatii_publice/ong.chest_aprobate?par=1
- GRI (Global Reporting Initiative)
<https://www.globalreporting.org/information/about-gri/Pages/default.aspx>

Siveco și-a dublat numărul de angajați în ultimul an



DANIELA BICHIR lucrează în cadrul Siveco încă din 1992, când și-a început activitatea ca dezvoltator de software. Absolventă a Facultății de Automatică și Calculatoare din cadrul Universității Politehnice, ea a început să scrie prima sa aplicație de calcul în cadrul Siveco.

În opinia sa, mediul de lucru la Siveco este unul din cele mai bune din țară. Ea apreciază în special faptul că compania este deschisă față de noile tehnologii și că angajații au acces la cursuri de formare continuă. Daniela Bichir este acum responsabilă de proiectarea și dezvoltarea sistemelor de gestionare a activității.

55 mil. €
a fost cifra de afaceri înregistrată de Siveco în 2010, în creștere cu 7% față de 2009.

Școala viitorului: cum au dat elevii creta pe calculator

HIGH-TECH În peste 10.000 de școli din țară, orele se țin pe calculator, iar părinții verifică notele o în catalogul virtual. EVZ a vizitat unul din liceele în care inovația bate metodele învechite de învățare.



În ultimii ani, școlile din România au început să folosească calculatoarele în procesul de învățare. Acest lucru a permis elevilor să aibă acces la resurse educaționale mult mai bogate decât cele disponibile în cărți. În plus, profesorii pot urmări în timp real progresul elevilor și să adapteze lecțiile în funcție de nevoile acestora. În prezent, peste 10.000 de școli din România au trecut la învățarea pe calculator, ceea ce reprezintă o creștere semnificativă față de anul trecut.

Capitala are cele mai multe afaceri verzi

TOP
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România se îndreaptă cu pași repezi spre o piață a afacerilor verzi, a fost una dintre concluziile trase după prima zi a proiectului ECOEMERGENT pentru dezvoltarea piețelor ecologice. Un studiu național al Camerei de Comerț și Industrie a Municipiului București (CCIB) arată că ponderea cea mai mare a firmelor care fac afaceri verzi în România se află în București - 41%. Explicația acestui fapt este că Bucureștiul reprezintă zona cea mai dezvoltată și ca tot aici sunt localizate și majoritatea institutiilor de cercetare-dezvoltare. În plus, firmele au tendința de a se înregistra în București, chiar dacă își desfășoară operațiunile în restul țării, a spus Diana Lupulescu, manager de proiecte la CCIB. Cercetarea a arătat că în afara de Capitală, cele mai multe afaceri verzi sunt în județele de lângă București.



Cele mai multe afaceri verzi vizează sursele de energie regenerabilă. FOTO: PETRICĂ TANASE

Irina Socol, Siveco: Mizăm pe creșterea afacerilor prin proiectele internaționale



Irina Socol este responsabilă de proiectele internaționale la Siveco. Ea afirmă că compania are o perspectivă optimistă asupra viitorului afacerilor verzi în România. Siveco este o companie care se concentrează pe dezvoltarea sistemelor de gestionare a activității, iar Irina Socol este una dintre cele mai cunoscute persoane din companie. Ea a lucrat la Siveco pentru mai mulți ani și a avut o contribuție semnificativă la dezvoltarea companiei. Irina Socol este o femeie energică și pasionată de munca sa, iar ea este convinsă că Siveco va continua să crească și să se extindă în noi piețe internaționale.

Elevii sunt obligați să nu rămână în urmă. Sunt motivați când calculatorul le dă nota pe loc

Elevii sunt obligați să nu rămână în urmă. Sunt motivați când calculatorul le dă nota pe loc. Acest lucru este posibil datorită faptului că calculatoarele oferă elevilor un feedback imediat asupra rezultatelor lor. În plus, elevii pot să revizuiască lecțiile și să se pregătească pentru următoarea lecție. Acest lucru îi ajută să înțeleagă mai bine materia și să se simtă mai încrezători în abilitățile lor. În prezent, multe școli din România folosesc calculatoarele în procesul de învățare, ceea ce a dus la o creștere a motivației elevilor și la o îmbunătățire a rezultatelor lor.

PRACTICA, MAMA TEORIEI

Anatomia, fizica, chimia ies din d... Lecțiile de fizică, biologie, chimie și matematică sunt mai interesante atunci când sunt prezentate în mod practic. Elevii pot să observe fenomenele în viață și să înțeleagă mai bine principiile care stau la baza acestora. În plus, învățarea practică ajută la dezvoltarea abilităților de gândire critică și de rezolvare a problemelor. În prezent, multe școli din România folosesc metodele de învățare practică, ceea ce a dus la o creștere a interesului elevilor pentru învățare și la o îmbunătățire a rezultatelor lor.

Dezvoltarea durabilă condiționează succesul în afaceri

Responsabilitate socială înseamnă să integrezi în obiectivele de dezvoltare acele nevoi sociale și medii relevante pentru industria în care operăm, declară Irina Socol, Director General al Siveco. Ea afirmă că dezvoltarea durabilă este esențială pentru succesul unei companii în zilele noastre. O companie trebuie să fie responsabilă față de societate și să contribuie la dezvoltarea comunității în care activează. Irina Socol este convinsă că Siveco va continua să se angajeze în activități de dezvoltare durabilă și să contribuie la creșterea calității vieții în România.



IRINA SOCOL În acest an, la "Oscarul" în materie de "Project Management", categoria "Proiecte de mari dimensiuni", s-a calificat și o realizare românească: sistemul informatic făcut de SIVECO pentru Casa Națională de Asigurări de Sănătate. Organizația acestei gale este "International Project Management Association" (IPMA), cea mai mare și mai prestigioasă organizație de management din lume. Irina Socol este una dintre cele mai cunoscute persoane din Siveco și este foarte mândră de realizarea sistemului informatic pentru Casa Națională de Asigurări de Sănătate. Ea este convinsă că acest proiect va avea un impact pozitiv asupra sănătății cetățenilor din România.



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