

**FORTECH.**

# **CORPORATE SOCIAL RESPONSIBILITY REPORT**

2019-2020



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# A MESSAGE FROM OUR CEO

“ *Businesses cannot succeed if society fails. The community is the ecosystem that supports us from the beginning and allows us to grow and further develop our expertise year after year. We are glad to be able to return the favor and say thank you not just with words, but with actions that help the entire community.*”

- Călin Văduva, CEO Fortech



# OUR APPROACH TO CSR | CSR FRAMEWORK

Driven by our core values, **respect**, **reliability** and **striving for excellence**, we are fully committed to our employees, business partners and the community we live in to create growth that benefits everyone.

## Pillars of our Community Involvement



Health  
& Sports



Technical  
Education



Creative  
Industries



Social  
Care



# RESPONSIBLE BUSINESS

Strong commitment to our core values helped us gain our people's and clients' trust, building our brand reputation, and strengthening our business performance. Many of our partnerships span over a decade, evidence of our reliability and customer-centricity.



## Main Practices Followed

- We have appointed a board that oversees the company's **good governance**, ensuring growth while conducting ethical business at the industry's highest standards.
- We are **compliant** with:
  - The national and international laws where our clients carry out their activities.
  - All applicable environmental compliance obligations in the management of our operations and with the environmental policies and standards of our clients | Environmental Policy
  - Health & Safety Regulations
- We put in place a **business continuity plan** that ensures our operations and core functions are not severely impacted by a natural disaster or a critical incident.
- We have implemented strict information **security measures** to protect our clients/collaborators' intellectual property rights and business secrets, while providing state-of-the-art software:
  - Integrated Management Systems Policy
  - Acceptable Use Policy
  - Data Protection Policy
  - Data Retention and Removal Policy
  - Information Confidentiality, Integrity and Availability Policy
  - Physical and Environmental Security Policy
  - Quality Policy & Quality Management Principles

# RESPONSIBLE BUSINESS

Recognized by



**Deloitte.**



**Forbes**

## Certifications

- EcoVadis Silver Medal\* | certification for sustainability management system
- ISO 9001:2015 | certification for quality management system
- ISO 27001 certified | certification for information security management system
- Oracle Silver Partners
- Microsoft Gold Partner

## Awards

- Internal CSR Campaign of the Year, Romanian CSR Awards | 2020
- EY Entrepreneur of the Year - EY Romania, 2<sup>nd</sup> place | 2019
- Forbes 500 Gala Business Awards, Romanian Edition | 2019
- Deloitte Fast 50 CEE | 2010 | 2011 | 2013 | 2014
- Deloitte Technology Fast 500 EMEA | 2010 | 2013 | 2014

\* The [EcoVadis](#) methodology for assessing a company's sustainability management systems is based on international standards such as the Global Reporting Index (GRI), ISO 26000 and the guiding principles of the Global Compact.



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# EMPLOYEE WELLBEING

Our greatest asset is our people, 800 software engineers passionate about technology and motivated by its positive impact on society. We are continuously building an organizational culture where they are proud to be part. Creating a work environment that fosters **team spirit and growth opportunities** ensure stability and a sense of belonging.

Our wellbeing programs encourage a **work-life balance**, keeping our colleagues engaged in annual sports competitions, workshops on physical and mental health, or personal development training programs.

As the world continues to evolve and shape through the pandemic, we have switched to **virtual events** designed to keep our colleagues connected and boost a positive state of mind. Their safety and health are our top priorities in the new global context. In this regard, we formalized a dedicated Health Awareness Team that has been the driving force behind all COVID-19 related communication and health & safety measures across the company. We also organized dedicated COVID-19 online sessions with SMURD paramedics.

To meet the ever-changing market needs and support our people's professional growth, we nurture a **culture of learning and continuous development**. Our robust learning ecosystem facilitates technical training, peer-to-peer learning, attendance to local and international IT conferences and tech meet-ups, free subscriptions to learning platforms, and unlimited access to our online library. Also, we are supporting self-organized technical communities, harnessing innovation and exchange of good practices.







# LABOR AND HUMAN RIGHTS | PRACTICES

## Main Benefits & Perks

- Flexible work schedule | remote working
- Additional leave beyond standard vacation days
- Health Subscription
- Internal and external technical sessions & soft skills training
- Leadership Training Program

## Policies & Good Practices

- Free of discrimination work environment
- Whistleblowing channel for reporting violation of laws, internal policies, financial reporting issues
- Annual employee satisfaction survey
- Internal Regulation Guidelines
- Collective Labor Agreement Policy
- Holiday and Leaves Policy
- Work Time and Attendance Policy
- Learning and Development Policy
- Performance Management and Career Development Framework
- Data Protection and Information Security Policy
- Training programs on Security Awareness
- Non-Disclosure Agreement Policy
- Health and Safety Regulations
  - Internal audits on health & safety issues
  - Mandatory health check-up for employees
  - Training of relevant employees on health & safety risks and best working practices
- Back to Office Policy during pandemic



# ENVIRONMENTAL IMPACT

We are committed to reduce our carbon footprint and instilling good practices among our employees, collaborators, and clients, contributing to a sustainable common future.

- Our daily activities are carried out in international **certified BREEAM offices**, sustainable built, and equipped with **A-class facilities**.
- We are creating an **environmentally conscious workplace**, where our employees are encouraged to lower their carbon footprint by using alternative ways of transport and recycling waste (e.g., through gamified internal sports competition, bike-friendly parking area).
- Our **focus** is on:
  - reducing energy consumption by implementing automated energy-saving systems for electricity and gas.
  - e-waste management: PCs | devices | batteries
  - selective recycling: paper | plastic | glass
  - reducing consumables usage
  - reducing our carbon footprint by organizing online meetings with clients whenever possible.
  - contracting services and equipment from providers who share the same vision as us: leaving a positive impact on the environment.



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# COMMUNITY INVOLVEMENT

## Main Supported Initiatives | Education

- DpIT Academy Cluj-Napoca | Oradea | Braşov  
Constant supporter since its first edition | 6 years of a solid partnership
- UBB Students Program Cluj-Napoca  
Supported 3 generations of students enrolled in Computer Science
- Gear Up Schools Laboratories  
IoT Lab, Babeş-Bolyai University, Cluj-Napoca  
Fully-equipped laboratory, Oradea University



Technical Education

## Paving the Way to a Career in IT

We work closely with educational institutions across Romania to prepare the next generation of IT specialists and address issues raised by a global shortage of programmers. Our longstanding academic partnerships revolve around **internship and mentorship programs, hands-on workshops, courses, or equipping the school laboratories.**

Besides that, we are a perennial partner for the DpIT Academy, an educational program designed to influence career choices by exposing high school students to fresh insights from IT work field. Since its start, 850+ youngsters have been engaged in building real applications under tech mentors' guidance while being exposed to various work cultures and gaining fundamental skills required to embrace the future of work.



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# COMMUNITY INVOLVEMENT

## Main Initiatives | Health & Sports

- Equipping our hometown with automated defibrillators
- Training our colleagues in CPR techniques
- Supporting Emergency Medicine Summer School
- Donating blood for the ones in need
- Encouraging a healthy lifestyle through our co-branded sports events Hoia Cross | Endurace | Făget Tour
- Supporting local hospitals in the fight against COVID-19
- Demystifying COVID-19 | dedicated online sessions



Health & Sports

## Contributing to the Future of Healthcare Ecosystem

When we talk about health, our involvement goes beyond innovative software development for the healthcare industry. A significant part of our CSR strategy is built around initiatives meant to **shape the medical ecosystem's future**.

Our steady **partnership with the local Emergency Medicine System (SMURD)** helped us better understand the sector's needs and triggered new possibilities of collaboration. Last year, almost 30% of us attended **first aid training courses** delivered by paramedics, learning how to do CPR or use automated defibrillators (AED). This inspired us to look even further and identify a critical need for AEDs in our hometown's public areas. "Nothing Breaks Like a Heart. Restart One" was our annual CSR campaign that engaged 200+ of our colleagues in a 20/80 game of raising funds for AEDs (for each team that came up with 20% of the total cost of a defibrillator, the company matched the rest of 80%). The uncommon mechanism and great outcome granted us our first CSR Award for the Best Internal Campaign of the Year.

In response to the novel coronavirus's health crisis, we supported frontline medical staff with thousands of **protection equipment** and organized **dedicated online sessions about COVID-19** for our employees.



# COMMUNITY INVOLVEMENT

## Main Supported Initiatives | Creative Industries

- Electric Castle #7 | developing the official festival app
- DoR Live | encouraging high-quality journalism



### Creative Industries

## Coding for the Coolest Industry

2019 was the 3rd consecutive year when we teamed up with Electric Castle - one of the largest medium-sized festivals in Eastern Europe. Year after year, we are happy to bring our contribution, dedication, and expertise to every new version of the festival app. Enhancing the experience for 230,000+ music lovers gathered at Cluj from all around the world, keeps us motivated to put our heart and soul in each line of code.



### Social Care

## Caring for the Underprivileged

Supporting socially underprivileged communities to enjoy a better life quality is one of our constant concerns. On our agenda there is always room for projects that are soothing elders' life or improving living conditions for disadvantaged children or bringing relief to ones in a critical state of health.



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# COMMUNITY INVOLVEMENT

#ChangeMakers

## Empowering Employees to be Stewards of Change

We are aware that a CSR strategy can be well implemented when it is actively supported and understood by most team members.

Empowering our colleagues to be part of the change and take ownership is a way to connect them to our values and contribute to the progress of philanthropy in Romania.

Additionally, we encourage those who start their initiatives inside or outside the organization. From informal donation groups to self-organized technical communities, all are in our interest and get our full support.





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# THANK YOU TO OUR PARTNERS FOR SUPPORT | IDEAS | INVOLVEMENT | FRIENDSHIP



DOR



& Blood Transfusion Centers from Cluj, Iași, Oradea and Brașov



UNIVERSITATEA  
„ALEXANDRU IOAN CUZA“  
din IAȘI





# ABOUT FORTECH

Fortech is a top Romanian software development company headquartered in Cluj-Napoca. With a workforce of 800 people, Fortech has been repeatedly recognized by Deloitte, EY, and Forbes for its fast-growing, entrepreneurial journey.

With expertise and a strategic focus across healthcare, financial services, automotive sectors, and more, we cover the end-to-end software lifecycle development to deliver the innovation, scalability, quality and speed our clients need.

Our approach to software engineering combines strong technology and process know-how, Agile delivery methods, and a blend of code quality practices and metrics refined in almost two decades. Since 2003, over two hundred clients chose Fortech as their tech partner.

Stay in touch with us: [www.fortech.ro](http://www.fortech.ro).

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