

## Submission of Applied Information Service Ltd.

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<b>Company name:</b> Applied Information Service Ltd.
<b>Title of the example (70 characters limit):</b> Improving Working Conditions and Employees' Professional Development
<b>Global Compact principle(s)/issue(s) addressed in the example:</b> 1,2,3,6
<b>1. What actions has your company taken to implement the Global Compact inside its business? (2500 characters limit)</b>  <p>Applied Information Service is a diversified publishing company that was created in 1993 to respond to the need in Latvia for a high-quality subscription edition legal documentation. This example addresses the company's continued efforts to improve its employees' working conditions and professional development and its involvement with the Latvian community through educational projects and charitable work.</p> <p>Applied Information Service embraces the concept of life-long learning for its employees and is dedicated to increasing employees' satisfaction by systematically addressing employment issues. Directors in each department conduct regular meetings with employees about satisfaction at work and about innovations in the professional area. The company actively contributes to the professional development of its employees by allowing them to attend conferences organized for clients and by organizing seminars on issues affecting the workplace, such as the effect of European Union legislation on the workplace.</p> <p>Before Latvia's accession to the European Union was confirmed by referendum in September of this year, many employees were opposed to joining the European Union for fear of losing independence, jobs and social guarantees. These fears were exacerbated by misleading and incomplete information from the mass media. To counter this misconception, Applied Information Service organized several seminars and discussions on European Union matters with specialists from state agencies and NGOs.</p> <p>Strengthening the role of women in the political and professional arenas is crucial for democracy and it is a particularly important issue for Latvia as it enters the European Union. To assist with this cause, Applied Information Service contributes to the Baltic Mission, an initiative of the Center for Women &amp; Democracy at the University of Washington. The goal of the mission is to "create opportunities for women to explore global leadership, as well as open doors to business for women, by women and with women".</p> <p>Upon becoming a member of the European Union in May 2004, Latvia will benefit from a variety of European Union programs in support of small and medium-sized companies. Applied Information Service plans to participate in programs that promote better relationships between managers and employees, such as the <i>Leonardo da Vinci Action Programme on Vocational Training</i>. This program promotes transnational exchanges between human resource managers from across Europe to share knowledge and experiences.</p>

**2. What was the outcome/result of the actions described above? (2500 characters limit)**

Employee meetings and professional seminars have improved relationship between managers and employees and increased employees' satisfaction with their work. This effort ultimately results in increased loyalty to the company. Learning events have helped employees increase their professional skills and their competitiveness, both in the labor market and within the company. Collectively, these initiatives encouraged employees to assess their work and working conditions and to contribute to improvements in the workplace.

Informative seminars and discussions on the European Union have also been very effective. Many employees have used these resources to learn more about the European Union and many acknowledged that discussions with specialists were useful in getting a better understanding of the European Union.

In May 2003, the company participated in the organization of a visit in Riga from a delegation of the Baltic Mission. The event gathered women from Latvia, Estonia, Sweden and the United States, all of whom hold leadership positions in areas such as politics, business, education and health care. The visit created an opportunity for these women to exchange ideas and explore the challenges that they face as leaders, both on a professional and a personal level.

The company is very proud of the wide range of charity projects in which it is involved and was delighted to receive the Ciceron Prize for Charity. This year, the company participated in the production of *Ikstite (Small Flower Girl)*, a musical performed by J. Lusens, N. Belskis and D. Mican-Zalite, for the benefit of orphans and children with special needs. The company also contributed to the production of a documentary film aimed at educating school children on the dangers of drug use (the film was produced by Studija 9).

As a final note, the company is delighted to announce the recent nomination of Mrs. Aiva Viksna, Executive Director of Applied Information Service, as chairman of the advisory council of Global Compact in Latvia.

**Country(ies) where the internal company change took place:** Latvia

**5 search words (keywords) describing the Example:** Working conditions, employees training and development, European Union accession

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**Direct URL links to social impact, environmental, and/or annual reports/documents related to this example:**