

Balance of the year 2017, SiCRED Assistance sh.p.k.

SiCRED Assistance sh.p.k. is the earliest registered company in Albania operating in the consultancy activity on safety and health at work.

Responsible for providing external consultancy to commercial enterprises of more than 1000 employees, we have tried to offer a continued and high quality service regarding the consultancy for safety and health in the working environment, during the year ended at 31st December 2017. During 2017, SiCRED Assistance sh.p.k., has been totally focused on offering the external consultant service at the best quality and with the lowest costs possible.

The financial year ended at 31st December 2017, for SiCRED Assistance sh.p.k., proved that the consulting company has consolidated and further improved the processes with the employing entities where consultancy service is provided, related to health and safety at work. This year marked the first fiscal year in which the company resulted in profit from its activity, although symbolic. During the 1st January 2017 – 31st December 2017, SiCRED Assistance sh.p.k., increased the number of contracts for consultancy on safety and health issues at work, thus achieving a commitment to the shareholders regarding the application of the program on the improvement of the skills and financial indicators of the company.

During 2017, SiCRED Assistance sh.p.k., delivered trust and responsibility to affiliated entities through contracts of counseling service, that those services are necessary. They first and foremost, serve to public health and employees as well as to employing entities, which with bravery approached what the law imposes “*care of health and safety for employers at the workplace*”.

To sum it up, in the balance of year 2017, SiCRED Assistance sh.p.k, confirms that “insurance of health

and safety at work for all employers” of our partners is always a crucial priority and a big responsibility for SiCRED Assistance sh.p.k., which with its recommendations and counseling that delivers in this field, helps not only employing entities to improve the standards of work for their employers, but also the education and information of public about related issues and more.

In 2017 SiCRED Assistance sh.p.k., implemented the outsourcing service as an external consultant to contracted entities, related to risks at the workplace. In accordance to the requirement of employing entities, SiCRED Assistance sh.p.k., has been asked for additional responsibilities in the reports and observations handled in the country. We have evaluated the safety and health impact at workplace for each employee as well as the workplace. In order to be sure that the identified risks on the workplace impact directly on the employee, have to be understood by the employing entities and effectively manage the requirements for changes and improvements, depending on the degree of risk and based on our recommendations.

During 2017, we have encouraged employers and through our reports of valuating the risk to make positive intervention and to take the right actions to achieve the required legal standards. We will encourage the reporting of important incidents from the employer and we will treat them seriously to assure that we are learning the lessons, to effectively manage the risks that can be re-presented in the future. Although the number of requests from employing entities has increased for the consultancy service on health and safety issues at work, it is mainly a result of increased control from respectively state structures, for the surveillance and the implementation of standards of safety and health at

work. The performance of our activity on security issues has witnessed improvements.

However we can't feel complacent. Upon the aspiration of a positive progress, if we work day after day, we believe that we will continue and ensure that we are making positive interventions to prevent injury of employees in every step of work process and for the risk issues at workplace, all the employees have to be included and give the information, because the risks are unpredictable and they may suddenly become apparent to everyone.

The philosophy of our positivist observations is designed by working together with human resources of employing entities, that are our clients, maximally appreciating the fact that this counseling service, enables managers to receive information and advice to manage the health and well-being of employees and to support employees with health conditions according to legal standards, short term and long term.

A special thanks SiCRED Assistance sh.p.k.; is addressed to the team of human resources of the employing entities, who courageously, evaluate and effectively have passed to the high-hierarchical levels of their employers, the importance of implementing health and safety issues at workplace, by supporting and approaching the consultant's recommendations. With humility and fairness, throughout 2017, these structures have worked together with SiCRED Assistance sh.p.k., to support managers to further improve the management and monitoring system of risks at the workplace.

At the focus of SiCRED Assistance sh.p.k., in the following year 2018, there will be the demographic issues of labor force, which show unusual health incidents, including the needs of old and young employees, disabled employees, as well as other issues of safety and health of women.

SiCRED Assistance sh.p.k., has worked closely with contracting partners during 2017. SiCRED Assistance

sh.p.k., in effective manner through consultative reports, support employees of employing entities, to identify and manage potential health risks before having health problem from occupational illness or accidents that can be avoided.

In addition to our communications in certain periodical, for health issues and safety at work, SiCRED Assistance sh.p.k., is committed to share its aspirations focusing on improving of health and safety practices at work, for the employing entities.

Careful to the risks SiCRED Assistance sh.p.k., has accepted the importance of the human factor as a contributor to incidents. Under this logic, we are focused at recommendation given in the counseling report, precisely in improving our culture, care and behavior in conducting work processes.

The priorities for next year 2018, are to continue the management while monitoring the health and safety risks at the employing entities, to maintain, improve and accredit our internal management system in safety and health issues at work, offering further improvements of our activity, as well as business procedures.

We are satisfied with our achievement during 2017 with employing entities about health and safety issues at work, treated by us. We are aware and we know that has too much to do in this aspect, and this is now a clear factor in the commitment of SiCRED Assistance sh.p.k. employees, to build a professional model, consistent, healthy and clear of the society, despite of difficulties of this sector and the market.

This field will go to be a priority during 2018 also, meanwhile we have organized our work plans toward improvement and perfection of the issues we treated with devotion. We are proud that during 2017, we have organized in some entities training about first aid at work by considering this aspect, like a new strategy to approach the procedures with the department of human resources in the entities we have counseling contracts.

This perspective serves to help our common work for safety at workplace and as much as can to avoid any harmful consequences for the health of employees.

We are committed to offer our strategy during 2018 for health and safety, learning from other competing subjects at the field of Health and Safety and/or public entities that want to approach the best practices in this industry.

Our challenges for the next year are to include and to ensure a further expand our market plans, to improve and transmitted our culture among employing entities, that safety and health issues at the workplace are very important and have value for entities.

To improve and deliver propagandas about “mediation” during 2017, SiCRED Assistance sh.p.k., has provided employees training regarding on issues of mediation in employment, mediation in health services, requirement and standards applied by the intermediary society in this direction.

Being led by the ethical and legal issues for mediation in employment and in medical service with standards during 2017 SiCRED Assistance sh.p.k., create the first contracts to supply its clients with the service of mediation of employing and the mediation at medical services.

Having an overview of the global situation, regarding the advantages of employment mediation and the focus in absorbing healthy employees, with knowledge skills and qualifications adequate for different types of employment, we have create an economic model to support our activity, based on World Health Organization (WHO); as well as in the International Labour Organization (ILO).

In the uncontested fact that mediation in employment, and mediation at medical service, as well as health and safety of employees, are together complementary activities of SiCRED Assistance sh.p.k., we have believed and we will continue to believe in providing the service on these aspects. Labour force referred to

public statistics of International Labour Organization (ILO) is nearly the half of global population, therefore we consider it of a great importance, to pay a special attention to the three dimensions of the activity of SiCRED Assistance sh.p.k..

SiCRED Assistance sh.p.k.; consider these three aspects very important not just for employees as individuals or their families, but also for the productivity competitiveness and sustainability of employing entities, all with a positive effect in the national economy. SiCRED Assistance sh.p.k.; view these issues closely interdependent with each other at national level, and as well important in the global economy.



In the official bulletins about health and safety issues at workplace of the European Union, it is noted that the lack of health and safety at work, not only have an important human dimension but also have a great and negative influence on the economy. The great economic cost of problems related to health and safety at work, prevent economic growth and affects competition between businesses. These logical reasoning based on statistics and facts, is useful to the profitability and usefulness of the expense that realize the employing entity, to obtain the appropriate external consultancy, near the subjects with skills and qualities and with the aim of maximum avoidance of every harmful aspects of the employee health.

Referred to the data published in the public portal of International Labour Organization (ILO), we can obtain a valuable information about how important and necessary the service provided by SiCRED Assistance sh.p.k is.; in cases of safety, health, mediation at employment or in quality medical care.

From the International Labour Organization (ILO) it result that:

“Two million women and men die each year as result of work accidents and illness related to work. Meanwhile 160 million of new cases of illness related to work or coming from work process. More than third of this cases are related to back pain, and this is a result due workplace conditions; 16% of these cases are related to hearing loss; nearly 10% are related to lung cancer and 8% of this cases are related to depression, all of which can attribute to the risks of losing the job. The number of work accidents that cause

three or more days of absence at work is big, more than 7 million each year. However, studies conducted at other levels show that risks related to work and health problems are not equally distributed among all groups.”

As noticed above, they are not just facts and numbers, SiCRED Assistance sh.p.k.; believe that if we work every day with total confidence, one day we will have reduced indicators of health damages at work and healthy employees. What we wish for 2018, is to go deeper and create the model in our job for the registration of injures, that come from work, division by gender, age, ethnicity, immigrant status or other demographic data. Being confident that is important to take steps to minimize the risks that come from workplace and a special attention needs to be given to vulnerable, young employees, old employees or disabled employees, safety problems and health of women, and also caring without deforming the gender aspect, SiCRED Assistance sh.p.k.; will use all of its energy and skills during 2018, that the health and safety issues or mediation for appropriate employment and quality medical service, to get more attention, that each interdependent data will not be ignored, to be appropriately reflected in any counseling recommendation, contract, service or research.

We believe that the future will very much improve with team-work.

Sincerely

Vjosa BODO MUJO

Administrator

of SiCRED Assistance sh.p.k.