

After all these years as head of SiCRED Assistance Ltd., I am proud to demonstratively appreciate today the work done by SiCRED Assistance employees during 2018. I can fairly assert that during the ended year in December 2018, all the objective opportunities were used and this unit's staff efforts directly influenced the outcome of the year.

Albania, during 2018, fortunately has not recorded any massive workers' injury due to unforeseen events in the workplace or catastrophic events that might have caused serious consequences on the health of the employees, but this does not mean that the services to further improve the work conditions and the level of knowledge to identify and avoid the risk in the workplace environments should be limited.

Whilst the technological progress in improving the working conditions and the tools that we use to perform our work is constantly in betterment and unstoppable, we should be attentive to any incidents with consequences on the health of the employees in their workplaces.

Luckily, during 2018, we should mention that SiCRED Assistance has not registered any case of accidents in the workplace and with consequences on health, from its clients.

With realism we should state that during 2018 we have managed more demands by new clients for safety and health at work services, which affirms that the benefit of this service is measurable and that the market is being educated about it.

During 2018, SiCRED Assistance, professionally and courageously managed to offer its clients services for health and safety at work by reinforcing the methods of communication with the employers, in the interest of guarding the rights and conditions of its client's employees. The clear goal of this relationship is to strengthen the understanding of the matters on safety and health at work in the right spirit, as well as to have the optimal approach for the right results in avoiding the risks arising from work or because of work in the employees' health.

It's appropriate to publicly repeat that by dealing regularly, with responsibility and professionally with safety issues and by fairly addressing those to our customers, this is the only way we shall build, strengthen and educate policies that truly support the attention on occupational health risk and possibly avoid, as far as possible, of any negative consequences that this risk may transmit to employees.

We are proud that along our journey of counseling employer companies on occupational health and safety issues, we have learned from our clients to improve our judgment on basic occupational health and safety issues and thus strengthen the system of ongoing communication between stakeholders which directly affect this very important process with a direct impact on the life and health of the active workforce.

Regarding the occupational safety and health service, during 2018, it results that the company has been able to measure and evaluate the significant improvement in offering this service, a fact that is directly reflected by the increased reputation and effectiveness of its services in the Albanian market.

However, we are in our functional role, critical on occupational safety and health issues encountered in the environments we have monitored and investigated, ensuring a continuing effort to improve the environment which guarantees the health and safety of active employees at work.

In this context, we would like to thank all of our collaborators who, with perspicacity, accepted our recommendations, approached them with altruism and thus became a constructive and cooperative factor in finding the right path in addressing and approaching occupational safety and health issues.

During 2018, we worked in the right direction in full confidence, and although we managed to obtain a positive financial result, by ensuring stability in our actions, we can honestly state that we could not properly treat the demographics issues of labor force.

It remains a challenge for SiCRED Assistance during 2019, the research and analysis of unusual health incidents, including the needs of elder workers, young workers, disabled workers, and women's health and safety issues.

On our focus during 2019 will also be the unusual incidences of mental health arising from stress or verbal and psychological violence occurred in the workplace.

Employment mediation issues during 2018 did not mark any progress in SiCRED Assistance activity. Despite our efforts we could not provide measurable results in mediating jobseekers for jobs or mediating in obtaining medical care at the most qualitative subject.



Although in the philosophy of our company's services the three dimensions of activity have a somewhat natural approach, so far we have been unable to provide with the methods used, the measurable success in employment mediation services or mediation in finding a suitable health institution.

Conscious and attentive, today, to the distinct and sustainable division of economic and social perspective in our country, just as attentive to the presence of poverty, we are able to reason that both of these dimensions of our activity are difficult to measure their efficiency.

However, during 2019, we believe and have already worked to obtain measurable results in terms of employment mediation, achieving our first results of activity in this regard at the 100th anniversary of the International Labor Organization (ILO) establishment.

Inspired by the highest principles, we will try as much as possible to reduce the challenging problems that arise in employment relationships in our environment, from the presence of poverty, the technology development pace, the differentiation in implementation of labor rights, demographic

movements, globalization, emigration and migration, as well as the unforeseen climate changes, we are aware that with every day effort, we can reduce the erosion of multilateralism.

SiCRED Assistance, with special attention in providing the conditions for social contract affirmation, considers as very important the strategy that contributes to the preservation of health and its security, as well as the attention for regular check-ups in the best medical institutions.

The clear vision and trust in the right direction work make us clear in our capacities and needs to develop in all three dimensions of our activity. Through 2019, we will maintain the financial stability of the year ended in 31 December 2018, aiming at concrete realizations in the three directions of our activity.

Aware that we have further work to do in the three dimensions of our activity, we are confident that the future will register less harmed with serious health-related consequences at work, healthy active employees with the possibility that any health problem can be solved to the best medical institution, as well as employees that can be treated with dignity at work, without any gender, racial or ethnic discrimination.

*Only together can we ensure a safer, healthier and dignified future for every employee!*

*Sincerely*

*Vjosa Bodo Mujo*

*Administrator*

*SiCRED Assistance Ltd.*