

VG D

Let's talk **BBC** **AWARD** **2021**



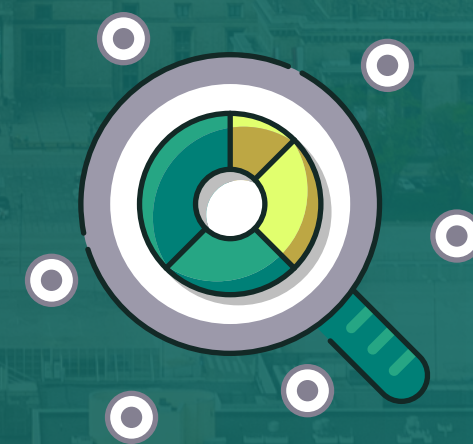


ABOUT VGD

# Who are we?

**VGD** is an international company providing services in accounting, payroll, audit, tax advisory and business consulting. Credibility, thoroughness, knowledge of tax codes specific to your business area - this is a baseline. But at VGD we go above and beyond.

VGD operates in 10 countries. Our specialists speak Polish, English, Czech, Russian, Ukrainian and Belarusian. Their expertise serves as a guarantor of the financial safety of our clients. We bring 18 years of experience together with a modern type office by creating original software and conducting advanced BI analysis transparent to the client.





# 1. Corporate Social Responsibility

01.

We support pregnant women and working moms



02.

We participate in the project "From involvement in actions to active citizenship - development of employee volunteering in Poland"

03.

We took part in the Diversity Month



04.

We teach English from scratch

05.

We appreciate employees with long work experience





# 1. Corporate Social Responsibility

06.

We talk to our employees

07.

We take our dogs with us to the office



08.

We decided: no Christmas gifts anymore

09.

We saved flowers



10.

We continue corporate policies that benefit the environment



## 2. Creating value for Belgian business in Poland

**01.**

We sponsor events organised by the BBC and BBC Business Women Club



**02.**

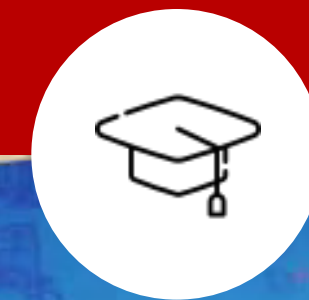
We support Belgian companies entering the Polish market with accounting, payroll and business advisory

**03.**

We cooperate with Flanders Investment and Trade

**04.**

We are learning Dutch





### 3. Innovative ways of doing business

01.

We automatise our accounting and payroll services



02.

We engaged our accountants and payroll specialists in the automation proccess

03.

We applied for a subsidy for our project: „Creating virtual workstations for employees and clients in the accounting office to enable remote work during the pandemic”

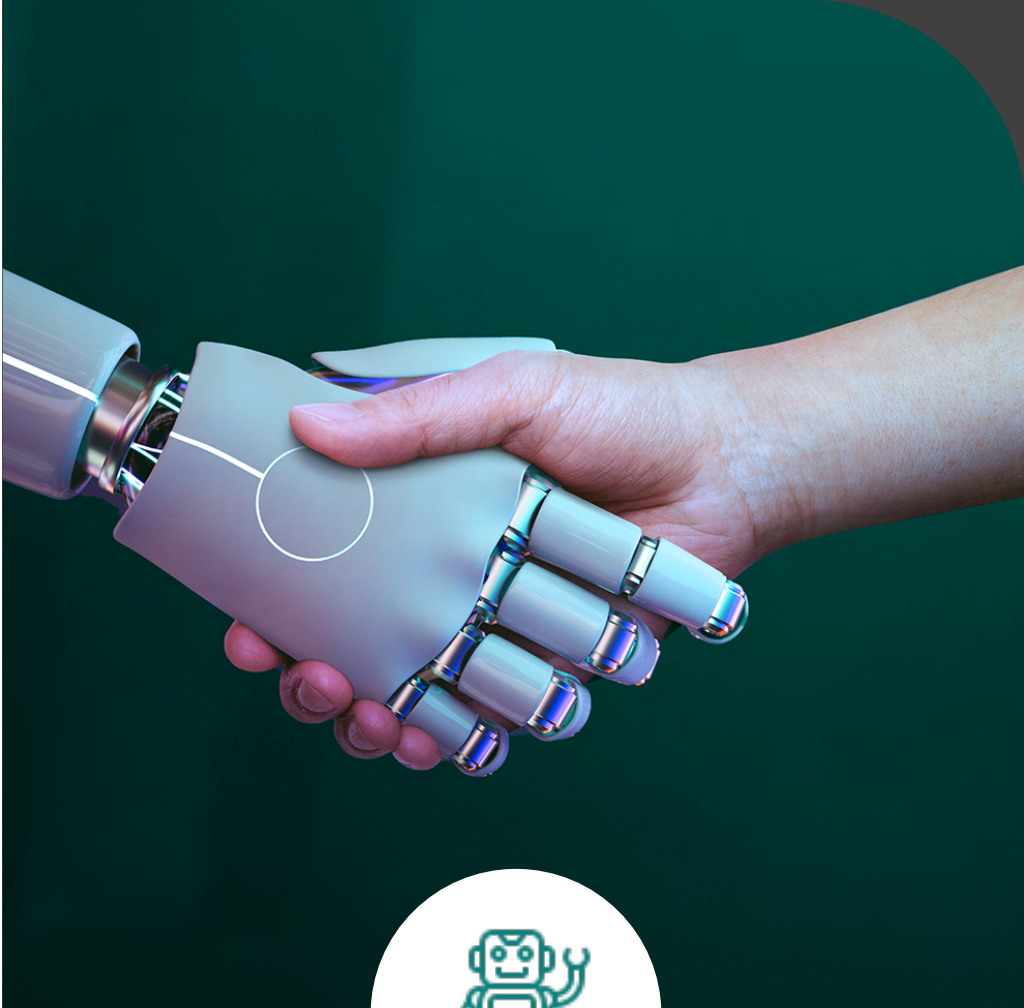


04.

We joined new business networks

05.

We do business on an e-bike





### 3. Innovative ways of doing business

06.

We get a fresh perspective

07.

We organise webinars to educate on accounting and payroll



**Webinar**  
**Sprawozdania finansowe**  
*i procedura ich składania do KRS*

**DATA**  
**06.05**  
CZWARTEK

**GODZINA**  
**19:00**  
**19:30**

08.

We are testing CRM software to focus on UX

09.

We invest in our social media

10.

We develop our ability to implement innovative solutions during the COVID-19 pandemic

**#StartBusinessInPoland**







*HR:*

## **01. We support pregnant women and working moms**

### **Every parent can take their children to our office**

At VGD we know that "work-life balance" does not mean an even split between work and private life. It is about keeping a coherent whole and softening the boundaries between those two concepts. Everyone determines individually what proportions bring them satisfaction. In this way, we give our employees a choice whether they prefer to work remotely or come to the office with their children.

#### **How do we do this?**

We have created a safe play area for toddlers and a separate one for bigger children. So in crisis situations we can take children to work. We bought new furniture to provide a safe place to play. Our employees filled the kindergarten with toys and games of their own children, in line with the idea of reuse.





## REMOTE WORK

Sometimes commuting may be a challenge for a pregnant woman. We support our female employees then and give them opportunity to work remotely if this their choice. It is also helpful when mom wants to stay at home longer with her child after the birth without giving up on professional development.



## A RAMP FOR BABY STROLLERS

We are building a ramp for baby strollers to make visiting with children easy for moms.



## CHILDREN IN THE WORKPLACE

We created "Children in the workplace policy" to clarify rules and ensure safety when children visit our office.



## We support pregnant employees and working moms with **our articles on the corporate blog**

**01**

To spread the awareness of gender inequality problem we post articles on the corporate blog. The publications touch upon pregnant women and working mothers' rights. For example, we created an article „Working mom – rights and privileges in Poland”.



**02**

Another article we wrote was: „Extension of an employment contract with a pregnant woman”. We discussed a problem, what to do, when the contract is concluded for a definite period and an employee becomes pregnant.

**03**

We also asked our female employees to share some insights about their work at VGD from the mother's point of view in „Being a mom is also a job”.





*VOLUNTEERING:*

## **02. "From involvement in actions to active citizenship - development of employee volunteering in Poland"**

We are taking part in the project "From involvement in actions to active citizenship - development of employee volunteering in Poland". It is run by Forum Odpowiedzialnego Biznesu as a part of the **Diversity Charter**.

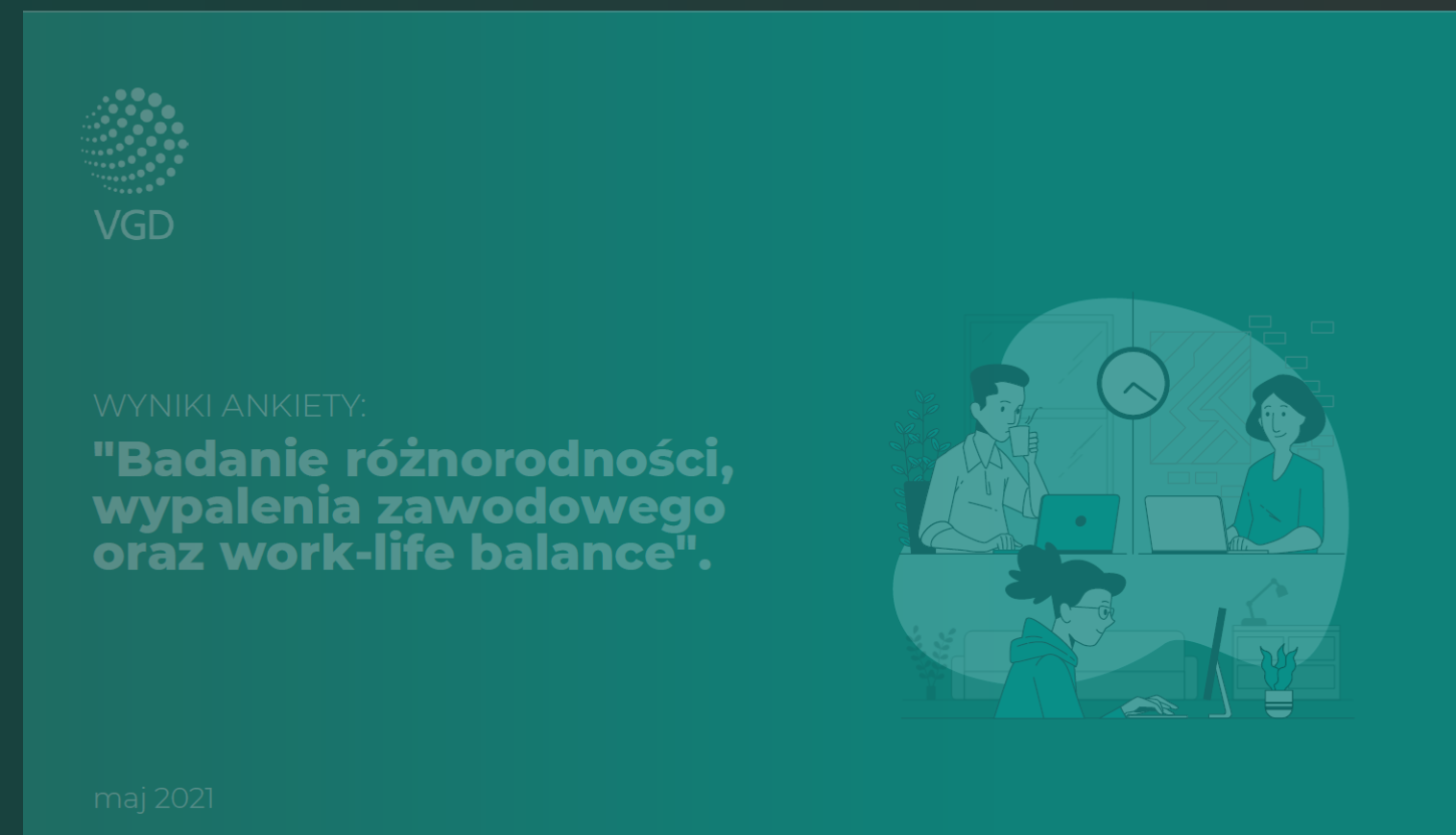
The aim of it is to increase the knowledge about volunteering and professional development in the management of social activities of employees. The project consists of on-line educational activities: webinars, workshops and consultations. Our HR Manager is training to become an **Employee Volunteer Coordinator** so that we can take our charity work to the next level.



## DIVERSITY:

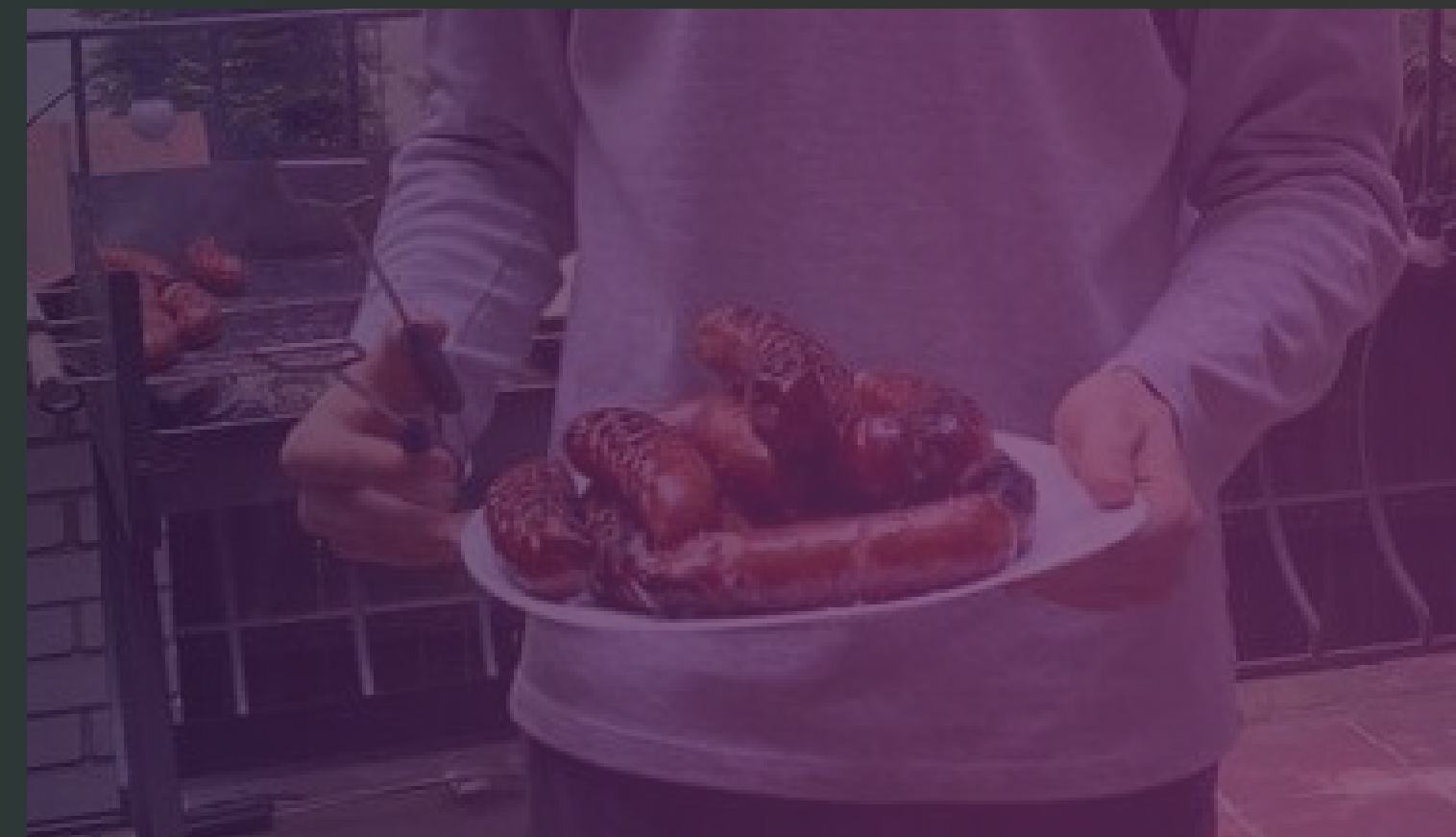
### 03. We took part in the Diversity Month

Can a company have a real influence on shaping tolerant attitudes? We believe that we have a real impact on the acceptance of diversity in our office. Therefore, we decided to take part in the Diversity Month organised by the Diversity Charter of which we are the signatory. Our Diversity Month covered:



#### Survey & workshops: “Discrimination in the workplace”

We regularly create surveys to see what we can still improve.



#### Grill under the slogan: “Perception of Poland by foreigners”

The month of diversity culminated in a delicious grill with vegetarian dishes



#### Webinar: "Engaging Employees in Small Teams"

You are losing money if your employees are not engaged in the work!



Survey:

## “Discrimination in the workplace”

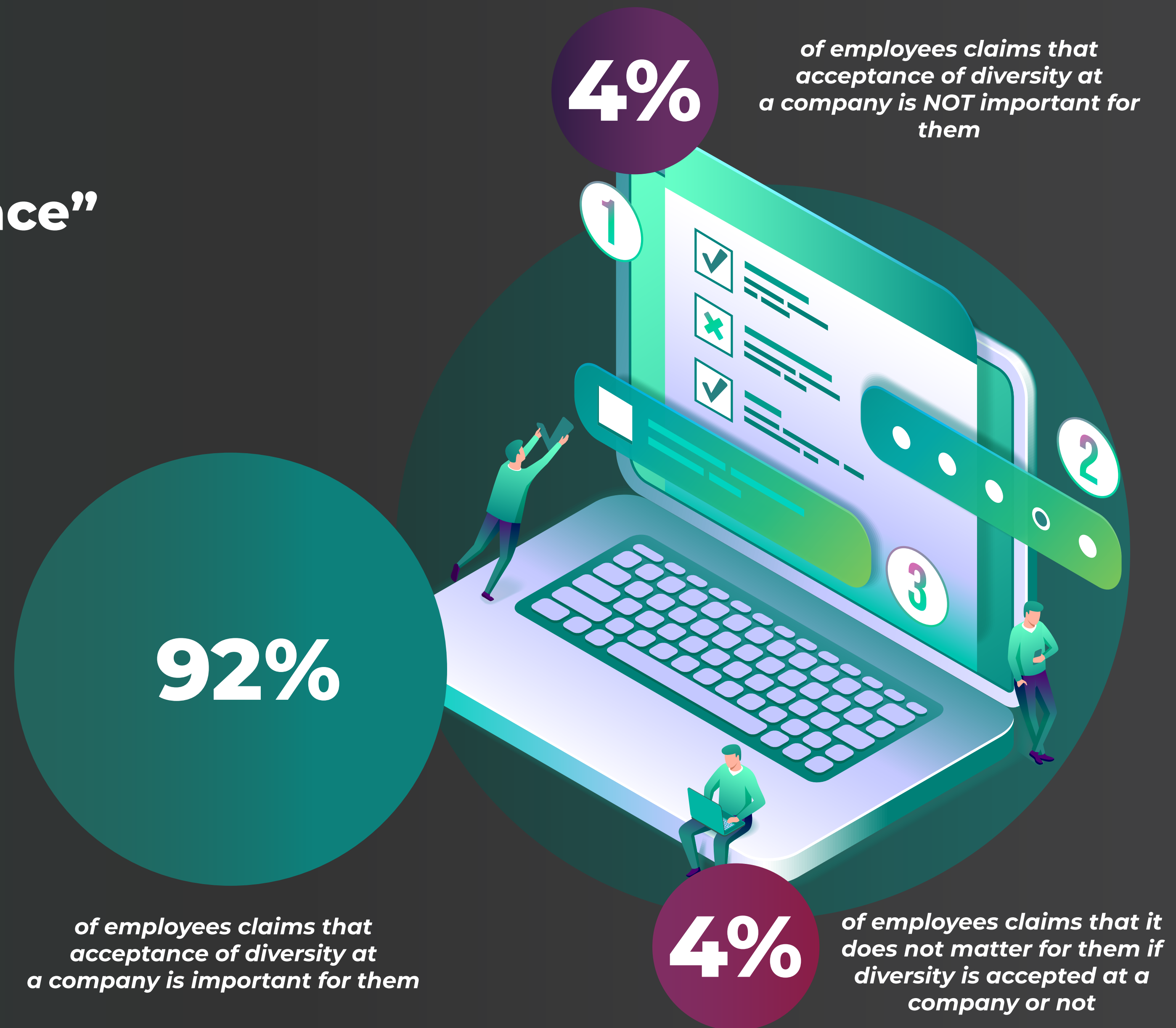
We have become a Signatory of the Diversity Charter for a reason. We hear from our employees about the lack of diversity management in their previous companies. In our office we do not allow disrespect. At the same time, we want to inspire companies that wonder why their businesses do not bring profits. Invest in your people. Listen to the voice of employees so that activities under the slogan “diversity” are not just a pipe dream.

### How to check it?

At VGD, we regularly create surveys to see what we can improve. As part of the Diversity Month, we conducted a survey examining 3 aspects:

- acceptance of diversity in VGD
- burnout
- work-life balance

We discussed the results with the employees in form of a workshop. The data on graphs signaled, for example, that some people need more silence in the office, so we reduced the number of desks in rooms. You can see some other results on the right.





*Grill under the slogan*  
**“Perception of Poland by foreigners”**

The highlight of the Diversity Month was a delicious grill with vegetarian dishes. The special guest was **the Deputy Head Of Mission at Embassy of the Czech Republic to the Republic of Poland, Jiri Kyrian**. We were very pleased to meet Mr. Kyrian in our office on such an important day and hear about what he lacks in Poland. It was an extremely valuable conversation during which our employees from countries other than Poland could also talk to the Deputy Ambassador of the Czech Republic on political issues.



We got to know Mr. Kyrian's culinary taste and found out what words in Polish amuse him the most.





## *Webinar:* **"Engaging Employees in Small Teams"**

„You are losing money if your employees are not engaged in the work!” - this is the conclusion of the webinar "Engaging Employees in Small Teams" that we organised along with Enpulse in the Diversity Month.

Business is about making money. However, this business is made up of people, and if we do not help them solve the problems that are blocking them from working efficiently, there are two options: change employees endlessly in the hope to find an ideal (which does not exist, after all) or just take care of people.

We definitely choose the second option!

During the webinar our HR Manager talked about VGD's techniques for increasing employees' engagement.



*Trainings for employees:*

## **04. English from scratch**

For years, we have been giving our employees an opportunity to learn English with a native speaker for free. However, during the recruitment process, we met specialists who had enormous knowledge, experience or huge potential, and did not know English. We used to give up on them, because the majority of our clients require knowledge of this language. Today we are not wasting human potential. We employ people who do not know English and we teach them from scratch. This year **we introduced English classes at A1 level, which are also attended by employees 40+.** It is possible also to join us online when someone works remotely.







*HR:*

## **05. We appreciate employees with long work experience**

We recognise employees who have been serving in our company for years. This year, our employee received an award for 10 years of work at VGD. We are happy that there are more such people, because it proves that what we are telling you here is true - we really care about people. The record holder has been working with us for over 16 years.



HR:

## 06. We talk to our employees

In addition to regular internal meetings, we listen to the voice of employees through surveys. Ensured anonymity allows them to share with us insights and ideas that they would not dare to put up with in a face-to-face conversation. This type of research allows us to see what is difficult to notice on a daily basis. Each digit in the charts gives us suggestions. It is a signal that something needs to be changed or continued.

75%

*of our employees*

want to express their thoughts about actions in our office in anonymous polls.

10%

*of our employees*

prefers to express their feelings and share their opinion during internal meetings.



As they say: „constant dropping wears away a stone” – and that is what we do – find a problem and a solution. In this way we tested an engagement of our employees or their opinion on some internal trainings.

Lately, we switched from Google Surveys to more advanced tool, to extend possibilities of analysis of results.





*HR:*  
**07. We take our dogs with us to the office**

We continue with the idea of taking a dog to the office. To develop this amazing concept, we prepared a special room for employees with dogs where is a direct door to the garden. Dogs can play outside without disturbing other employees.



*CHARITY:*

## **08. We decided: no Christmas gifts anymore**

VGD continues the tradition of buying present for orphanages as there is nothing more hart-warming than „thank you” letters from the pupils. This year, however, we gave up buying christmas presents for clients. Instead, the money that would be spent as gifts will go to a charity. Isn't it a better christmas gift than another box of chocolates for a client? In 2021 we chose a multi-national volunteer community „Smile Warsaw” which comes together every Sunday to provide food, clothes and haircuts for the poor and homeless of Warsaw.

The logo for 'Smile Warsaw' is written in a white, cursive script. The word 'Smile' is on the top line, and 'Warsaw' is on the bottom line. A curved line under 'Smile' forms a smiley face shape.



## *LOCAL ACTIVITIES:* **09. We saved flowers**

We collected pansies that were replaced with begonias in flowerbeds decorating the bus stop in Warsaw. In this way, we saved them from being thrown away. As the pandemic hammered interpersonal relations, we decided that gardening would be a great option for integration. Thanks to hard work of our employees, the pansies flourished in our VGD zen garden. VGD also took part in a campaign of distributing flowers from office buildings closed due to the pandemic. Buying new flowers for the office is enjoyable, but it is even more pleasant to know that our workplaces are decorated with plants that have been saved from becoming another garbage. Being aware of the environment around us is something for which we proudly take responsibility.





## *SUSTAINABLE DEVELOPMENT:*

# **10. We continue corporate policies that benefit the environment**

Be gentle for the environment. We continue with our corporate policies: recycling, waste sorting, rainwater tank to water our garden, a hotel for insects, wildflower meadow for bees, organic fertilizers...

This year we enriched our policy with the following:



We changed our promotional plastic pens and pencils to eco ones. Pens are recyclable, made of bamboo and wheat straw.



We switched from classic printer paper to recycled one.



We created electrical waste collection point in our office where every employee can leave their waste electronic equipment



We reuse coffee grounds as fertilizer and in winter instead of road salt.





# **2** **Creating value for Belgian business in Poland**





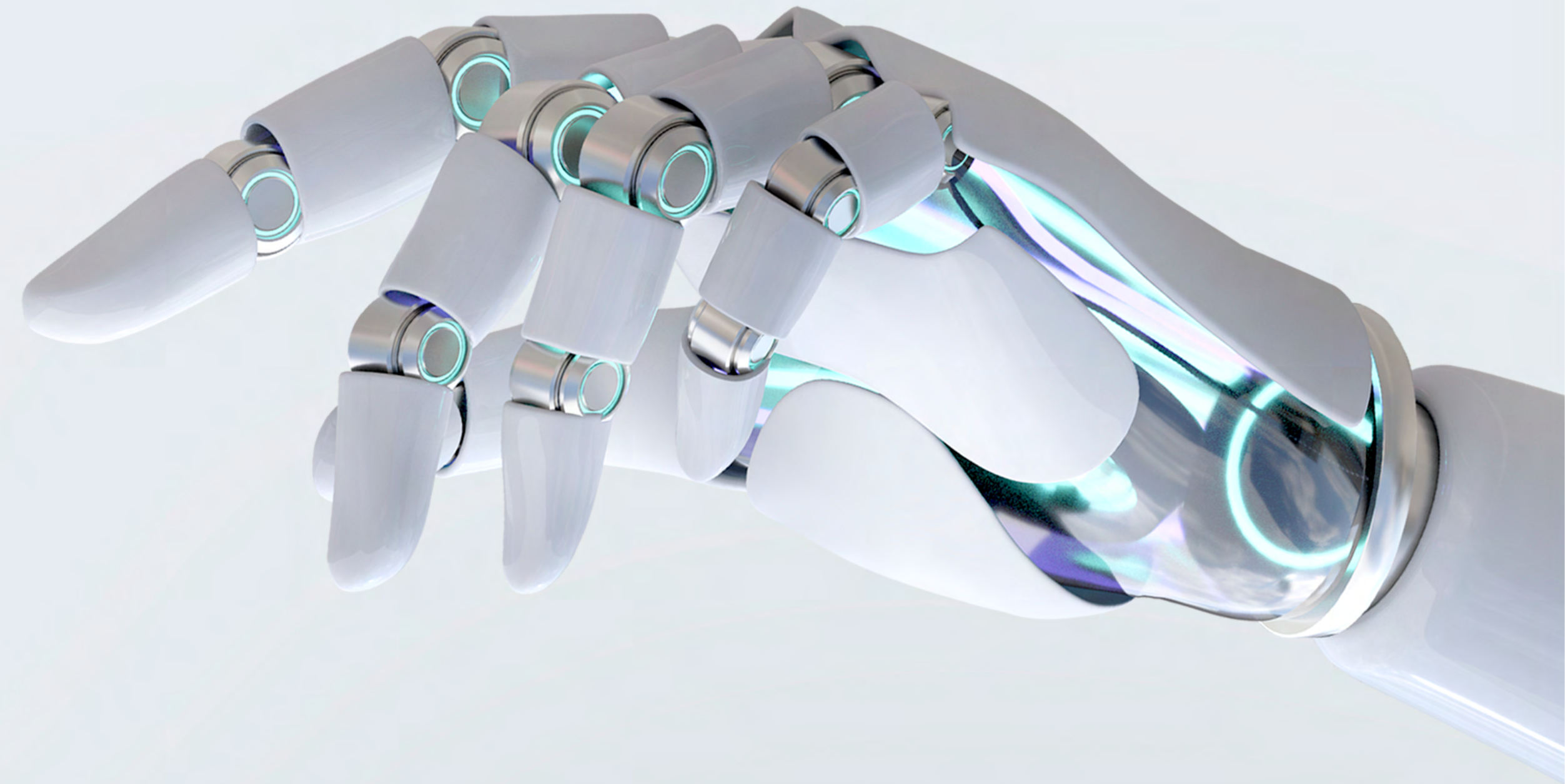
We were the proud sponsor of the International Women's Day 2021 organised by the Belgian Business Chamber. We took an active role in its organisation as well as in the organisation of workshops for business women. VGD always contributes to the Belgian Days with sponsoring and marketing support. Moreover, we are always thrilled when women join the BBC Business Women Club that we also actively support.

We still cooperate with Flanders Investment and Trade (FIT) where we create value for Belgian business in Poland. As FIT helps Belgian companies enter the Polish market, they always recommend us as an outsourcing accounting and payroll company. In this way we can help to extend Belgian companies' activity to Poland.

Lately, one of our employees started Dutch course to reduce communication barriers with clients from Belgium.



# **3 Innovative ways of doing business**





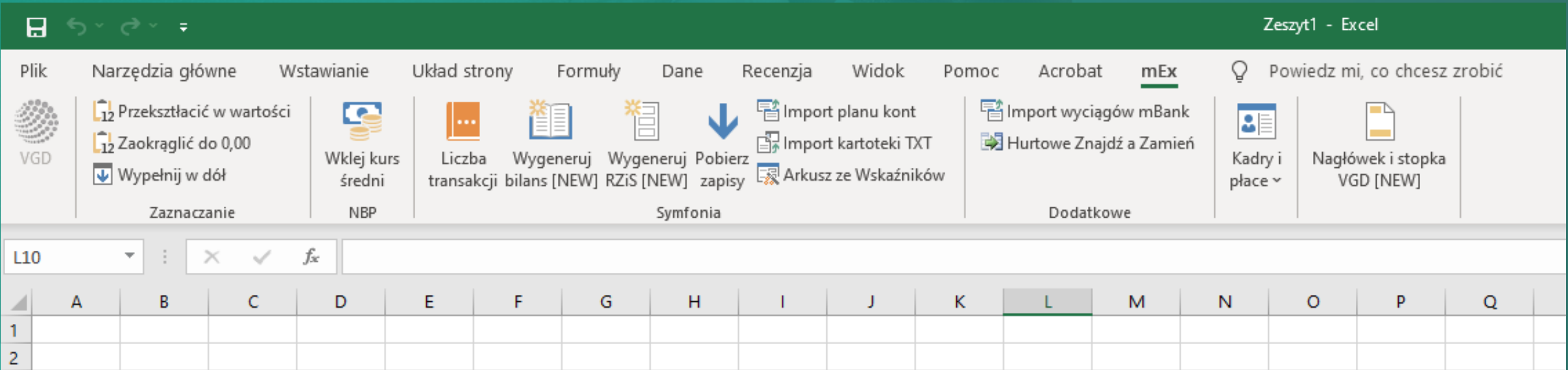
IT:

# 01. We automatise our accounting and payroll

In 2021, we completely got rid of old HDDs on all office computers. They have been replaced by new SSDs, which are not only much faster, but also more durable due to their resistance to mechanical damage.

We removed old versions of Office (2013). Now we only use the 2016 and 2019 versions, which ensures compatibility when uploading files.

All this to prepare our IT infrastructure for the implementation of automation solutions. Only in 2021, we created **9 tools to automate the work of the office**, and also installed additional packages and updates of programs we use, which improve accounting and calculating payrolls. All the tools are collected in one Excel's ribbon called „**mEx**”.





IT:

# 01. We automatise our accounting and payroll

Below you can see some examples of our tools:

## Creating reports of open items

An Excel tool that allows to generate a report of open items in Excel without entering an accounting software. The generated file contains not only data downloaded from the system, but also creates appropriate pivot tables visualizing this data.

## Chart of accounts to Excel

Accounting software does not allow to export or copy the chart of accounts to Excel, so we have added this option to our Excel add-in (mEx). The tool has also been linked to the Entry Retrieval Tool to facilitate the selection of accounting accounts without having to enter the accounting software.

## JPK\_FA conversion tool

This conversion tool enables quick import of sales invoices and sales correction invoices (with automatic posting) from the JPK\_FA file received from a client. This is our response to the constantly changing VAT regulations.

## Payroll

A new payroll template has been introduced on the smart table in Excel, which greatly facilitates the HR work. It also allows to easily compare data and throw out the differences between months using the developed formula in PowerQuery.





*IT:*

## **02. We engaged our accountants and payroll specialists in the automation process**

It has been known for a long time that brainstorming is an indispensable element of development. We have a talented IT specialist who creates unique programs, but to start working on them, he needs to find out at the source what the needs of employees are. You can have amazing ingredients, but without a recipe your baking can become a slack-backed cake. Therefore, in order to encourage our accountants and payroll specialists to participate in setting out to innovate, we organise internal competitions and meetings that put them on the right track. Employees must be taught what automation is, showed what its advantages are and how to look for innovative solutions.

We are impressed with how our employees started to take the initiative. They bring up ideas by themselves without external encouragement. They find gaps in automation processes and indicate places where a given process or service can be improved or significantly accelerated. It makes our work more effective.





IT:

## 03. We applied for a subsidy for our project: „Creating virtual workstations for employees and clients in the accounting office to enable remote work during the COVID-19 pandemic”

*The implementation of the project consists in introducing an innovative way of working remotely, i.e. creating virtual workstations for employees and clients in the accounting office. This requires an introduction of a new IT and technology infrastructure, installation of ready-made software and the development of original software for managing holiday requests.*

### MODERN HARDWARE

In order to ensure sufficiently high data transfer speed and high security in the event of a power failure, we want to replace old computer equipment with hardware of the newest generation.

### CREATING AN APP

To improve administration of remote work, we are going to create our own vacation management application. This will allow us to eliminate paper-based holiday requests in favor of online requests.

### READY-MADE SOFTWARE

A large set of programs is necessary to create virtual workstations. In addition, it will provide a high level of security and the ability to back up data.





*BUSINESS RELATIONSHIP:*

## 04. We joined some new business networks

In the era of a pandemic, where business meetings are limited, it is necessary to ensure the possibility of expanding the professional network. Business networking involves making connections not only with clients, but also with other individuals who might refer business to us. This undoubtedly provides an additional source of new clients and references at a time when so many companies go bankrupt. Networking can trigger innovation as a results of interaction between business partners or when we want to stand out from a new network. Webinars and online meetings are getting burdensome, which is why we are looking for more innovative solutions. That is why we joined the **Enterprise Europe Network** and **Klub Biznesowy Wilanów** (Buisness Club Wilanów) networks. They offer discussions on the Facebook group or the use of databases of potential contractors. It is a fast and convenient way to establish cooperation.







By commuting by bike 8 km to work 4 days a week (for a year), we reduce CO2 emissions by as much as 750 kg. That convinced us that it was a good decision.

## *SUSTAINABLE DEVELOPMENT:* **05. We do business on an e-bike**

Letters in our company are sent frequently, so we visit the post office every day. We have to get there: on foot (which takes a long time) or by car (which is harmful to the environment). Keeping the sustainable development in mind, we switched to an electric bike. This has a positive impact on the environment by reducing the carbon footprint. We use e-bikes also when we deliver documents to tax authorities or even sometimes to meet with clients.

We post all pictures from our „trips“ to encourage all companies to invest in at least one business bike that can be ridden at work. It gives so much joy to employees and the Earth!



*INSPIRATION:*

## **06. We get a fresh perspective**

In our company which provides various services, where employees are specialised in many areas, cooperation between departments is essential. When people want to innovate, they usually search for insights from their own point of view. But what is a juicy way to explore company? Looking at every problem through the eyes of others because searching for opportunities from our own point of view does not help us to understand where real value lies.

In order to be truly innovative, at VGD we do not limit the potential for observation. To get a fresh perspective some employees take a day each month to work in someone else's shoes. It is also an innovation for our human resources as it builds empathy and improves integration.



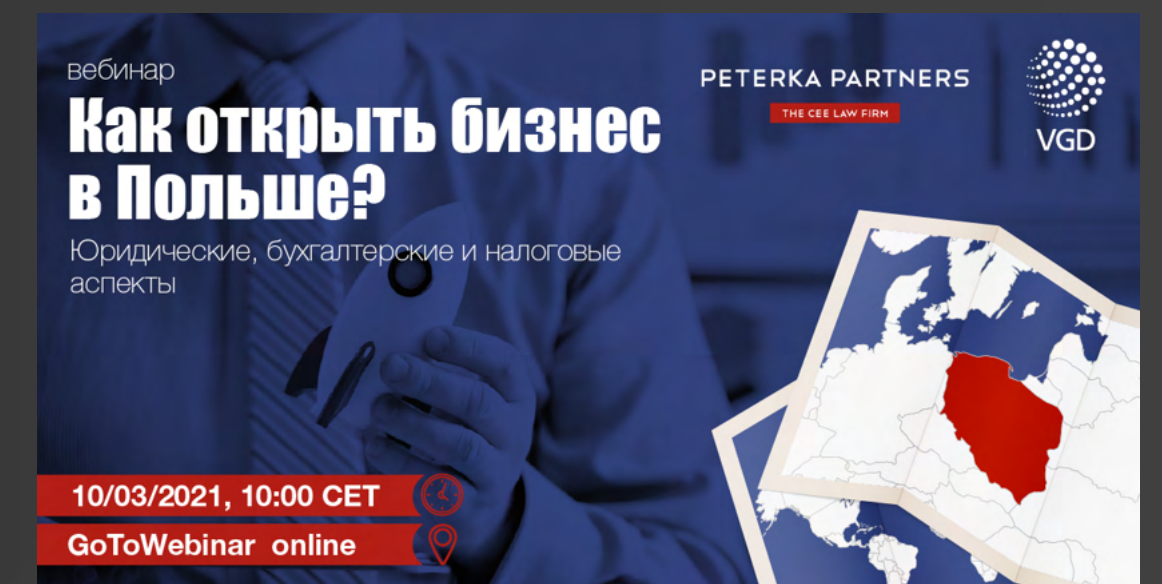
Our Marketing Manager is looking for a whole day at Payroll Specialist's work to explore the range of services, be aware of what problems one may encounter and what are the strengths of our services.



*BEING ONLINE DURING THE PANDEMIC:*

## 07. We organise webinars to educate on accounting and payroll

We continue with our free webinars that create an easy and creative way to educate on accounting and payroll. In 2021 we made the registration process easier by creating a dedicated subpage with a modern registration form. We also started webinars in Russian to encourage countries from the East to invest in Poland.







SOFTWARE:

# 08. We are testing CRM software to focus on UX



We are not another usual accounting office. We are an outsourcing company that provides a broad spectrum of services. Therefore we cannot focus only on numbers in books and payrolls. VGD has a holistic approach to business. The goal is to enrich User Experience (UX) by enhancing our understanding of clients.



Our decisions are now starting to be data-driven as we are testing CRM software. This type of software helps us to manage data distinctively across channels and manage data efficiently. That way, we can predict clients' needs.



We are also planning an integration of social media channels into our CRM platform to learn our followers behaviour and expectations.



BUILDING E-COMMUNITY:

09. We invest in our social media



We started with the series „Let’s talk...” on LinkedIn to discuss touchy subjects like children in the workplace or job burnout. Engagement of people in taboo is building our e-community. Investing in social media is also an innovative way of monitoring competition. This creates a tunnel to reach the youngest generation of entrepreneurs that may perceive us a traditional but up-to-date company.



We post the series **#StartBusinessInPoland** directed to foreign entrepreneurs who want to start their business in Poland. We show them step by step how to do it.







*STILL LEARNING:*

## **10. We develop our ability to implement innovative solutions during the COVID-19 pandemic**

There must be space for humility in business. Knowing that we can be even better drives us to participate in courses on innovation. We are learning how to keep developing. How to introduce innovative solutions when employees are reluctant to change? Where to look for new ideas if it seems that everything has already been invented? We are looking for answers to these and many more questions in online trainings. Especially because the COVID-19 pandemic moved all businesses online. We have been selling our services in this way since many years and now we have to stand out. Capabilities must be built across the company. Currently we are taking part in the course: **„Developing Innovative Ideas for New Companies: The First Step in Entrepreneurship“**.