

# Impact: Deloitte Netherlands' first corporate responsibility stakeholder report

In September, Deloitte Netherlands presented *Impact*, its first stakeholder report on corporate responsibility (CR). The report provides insight into the policies and results of the past year in this area and the integrated approach aims to improve the quality of services and increase professionalism within its firm.

CR is a structural part of Deloitte Netherlands' activities and processes, and as such, both their board of directors and senior executives are closely involved. The firm's operational plan for 2005/2008 incorporates CR as a top priority and includes specific key performance indicators.

This annual report, targeted toward internal and external stakeholders, complements the annual financial report and enables Deloitte Netherlands to improve reporting standards and increase organizational transparency, issues that are frequently associated with financial services providers.

Extensive research produced five topics related to CR for Deloitte Netherlands' report—Integrity: foundation of trust; Employees: the heart of Deloitte; Excellent values for our clients; At the heart of society; and Ecological footprint. About 65 young Deloitte Netherlands professionals from different disciplines were invited to

produce the report together in teams, supported by experienced professionals. These teams researched and developed the five topics, and the stakeholder report reflects the goals and objectives they formulated.

As the first Big Four professional services firm in the Netherlands to publish a stakeholder report, Deloitte Netherlands proves to be a front runner.

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