

Annual Report 2009

In its shareholder agreement dated 23 June 2006, Projektkultur GmbH defined a list of objectives, which go far beyond the company's financial health. This annual report an attempt is made to show the company's development and progress during this past year, with reference to the formulated objectives.

Beyond that, the report at hand also serves to meet the AdManus network's obligation to document implementation of the network's quality objectives in the Projektkultur GmbH (see in particular item 6).

1. Development of know-how within the company

The know-how held by our staff is our company's greatest asset. In order to strengthen and further develop it, the following measures were conducted in 2009:

- 27 days of external professional training (slightly more than 5 days per full-time position), in the following areas of expertise:
 - o SAP-knowledge: 11 days
 - o SAP-strategy: 3 days
 - o Business economics: 1 day
 - o Soft skills: 6 days
 - o Project management: 6 days
- Supervision: six sessions (2 hours each) of external team supervision
- Exchange of experience: 17 man days of exchange of experience
- Investment in new topics, advanced courses
 - o Knowledge building concerning Clicksoftware-products
 - o Knowledge building concerning Lighthouse-products
 - o Completion and translation of the book "Creating Forms in SAP ERP HCM" and writing of the book "Personaleinsatzplanung mit SAP ERP HCM" (on Shift Planning with SAP ERP HCM)

2. Financial situation

The final balance sheet for 2009 is not yet available. We currently assume a turnover of approx. 780,000. -, resulting in a profit of € 30,000. -.

Due to the company's 2008 revenue reserves of 60,000. -, company equity has risen to € 116,000. - However, this is still considerably below our target of creating a reserve amounting to minimal monthly expenses multiplied by 6. Based on the current number of staff, this reserve would need to be approximately € 250,000. -.

3. Marketing and advertising

For long-term reinforcement of the company name, improved customer retention and for promoting new contracts, a series of marketing measures was conducted:

- Two books (also see item 1)
- One workshop ("Formulargestaltung mit dem HR-Formular-Workplace und Adobe" on 5 May 2009 in Cologne)
- The 6th AdManus-Praxistage (practice days) on 22-23 September in Hanover (in cooperation with the AdManus network)
- Regular Newsletter (in cooperation with the AdManus network)
- Homepage: Re-design of our homepage
- Regular provision of interesting solutions to problems in the AdManus solution database.

4. Staff

On 1 April 2009 Viktoria Papadopoulou left our company in order to set up her own business. Since then, she has cooperated with us in a number of projects, as a free-lancer.

In spite of intensive recruiting activities, we have not yet succeeded in hiring an appropriate consultant. Towards the end of the year Anke Fischer was hired to support the secretarial office, so that Silke Fiedler was able to take on other tasks.

As of 1 January 2010, Projektkultur therefore includes seven regular staff members and one free-lancer. Taking into consideration the actual working hours, this amounts to 5,2 full time positions.

Before completion of this report, staff satisfaction was investigated by an anonymous questionnaire. The following sectors were assessed, on a scale of 1 (very content) to 5 (absolutely discontent):

1. Security of employment
2. Career opportunities
3. Earning potential
4. Work time regulation
5. Information on company affairs
6. Opportunities for professional training
7. Employee benefits
8. Workplace design
9. Clarity on company objectives
10. Satisfying work?

11. Relationship with superiors
12. Reputation of company
13. Independence in working
14. Relationship with co-workers
15. Assessment of performance (fairness)
16. Inclusion in decisions at place of work
17. Work load (fair distribution)
18. Commitment of superiors to company success

Average satisfaction level was 1.6.

At the end of the year, the traditional annual meetings of staff and management were held. These meetings include a joint assessment of the current position, mutual feedback as well as the definition of objectives for the following year. Management satisfaction with these meetings was queried within the scope of Quality Management, and was at an average of 1.1 (on a scale of 1 = high to 5 = low).

Issues pertaining to health protection and work safety were for the first time included in the 2009 QM-audit (see item 6). Additionally, this sector was upgraded by the appointment of Michael Reinhold as representative for health and safety.

5. Ecology

On the plus side we can show:

- Continued use of electricity generated by renewable energy sources, from Naturstrom AG
- Conduct of an internal eco-inspection, resulting in the identification of possible energy-saving measures, and their implementation
- Predominant use of public transportation for business travel, and a conscious decision to forego company cars.

For 2010, we plan to participate in an ecological optimization program for businesses, offered by the City of Cologne (Eco-Profit).

6. Quality Management

- Customer questionnaire. As in previous years, Projektkultur participated in the 2009 customer questionnaire conducted by the AdManus network, within which consultants are evaluated by all clients they worked for during the preceding year. For the time period to be evaluated (2008), evaluations were published for the entire network (see <http://www.admanus.de/en/aimsservices/customer-survey/customer-survey-2009.html>).

According to the regulations of Netzwerk, publication of the individual results for Projektkultur is not permissible. On 5 June 2009, the individual results for consultants were evaluated by the team.

- Projektkultur audit: On 15 April 2009, an external audit was conducted by Ellen Schepp-Winter. Her conclusion on Projektkultur's Quality Management is included in the final audit report: "Random sampling of three customer orders at various points of the process chain showed exemplary documentation. The QM-system at Projektkultur GmbH is lean, and is appropriately sized in relation to the services provided. Core qualities of the instruments used, all of them derived from practice, is their suitability for transparency, quality control and quality development."
- Project-quality-plans: Projektkultur has developed its own template for steering projects from the consultant's point of view, for all projects with more than 10 mandays. In 2009, a total of 11 of these plans were discussed in the monthly SAP-meetings.

7. Democracy, equity and social responsibility

A team meeting was held every month. At this team meeting, all relevant news was discussed. Important strategic decisions, including hiring of new staff, were decided by the entire team.

To us, family-friendliness is an important contribution to equal opportunity employment, and therefore to a more equitable working environment. Our efforts this past year:

- A high degree of remote work is compatible with family-life.
- Working-times are set by employees (in as this is suitable to projects)
- We try to minimize overtime. Only in one case did the team agree to payment for overtime.
- Three of our six staff members work part-time (50%-75%).

In 2009, we donated € 6,000. - of our anticipated profit: 4,000. - to ident Africa and 2,000. - to Greenpeace Environmental Foundation.

Due to our consistent efforts to reduce overtime and due to the flexible scheduling of part-time we were able to install a new workplace for 2010, at our office. Additionally we were able to hire temporary workers at several occasions.