



## Our lines of business:

outsourcing of development of flexible strategic projects of business organization and transformation and assessment of economic efficiency and risk factors

selection of operating companies to provide outsourcing services

cleaning outsourcing  
(cleaning of offices, hotels, selling outlets, warehouses and industrial areas and territories)

IT outsourcing

outsourcing of accounting functions  
(external accounting and audit)

logistics outsourcing

outsourcing in transport, railways, truck companies and airports

outsourcing of real estate operation, maintenance and repairs of power equipment, water supply and sewage

outsourcing of maintenance and repairs of industrial equipment

information and engineering outsourcing

outsourcing of legal services

marketing outsourcing

outsourcing of international business transactions

brokerage outsourcing

outsourcing of product manufacturing and supply

HR outsourcing, outsourcing of personnel circulation, outstaffing (provision of personnel)

outsourcing of specific and comprehensive security, provision of all types of safety services

outsourcing of workplace safety

outsourcing of professional training and in-service training in various specializations

outsourcing of mail and courier services

outplacement (employment of dismissed personnel)

outsourcing of greenery and landscape design services

outsourcing of advertising and printing services

outsourcing of publicity officer and PR manager services

outsourcing of consulting and support of international business in Russia



## Our friends and business partners:



certification authority for voluntary certification systems in the housing and utilities industry of the Russian Federation Roszhilkommunsertifikatsiya North-West Roszhilkomsoyuz

Foundation for Social Support of Actual and Former Officers of the Russian Customs Service (S.V.T.S. Foundation), Moscow

NP Association of Railway Equipment Manufacturers, Moscow

OOO Renaissance Insurance Group

PSB Insurance Broker

Union of Industrialists and Entrepreneurs (Employers) of St. Petersburg and the Leningrad Region

Eurasia International Development Foundation, Moscow

National social activism newspaper Derzhava XXI Vek

Railway Economy magazine

Zaschita Association (all types of security and safety)

Mir Dobra International Union of Charities

Russian Railways Academy, Moscow

St. Petersburg State University of Economics and Finance

St. Petersburg State Technical University

ZAO Raiffeisenbank

OAo AKB Rosevobank

ZAO Baltiyskiy Bank

ERGO Rus Insurance Company

International Academy of Public Sciences, Moscow

Tsfat Tour Company tourist broker

Unix Collegium of Lawyers

GEMAG mbH Berlin tax law and property transactions

EGO Translating company

EURIEM2 audit and consulting firm

OOO Interregional Center of Examination and Certification

Russian Life Support Trade Union

Interregional Professional Union of Housing, Utilities and Consumer Services Employees

RZHD Partner business magazine

United Consulting Group

OOO Business Dialogue

KOMUS company

Molinos advertising agency

OOO S.V.T.S.-Legion Severo-Zapad

### Our members' key business partners are:

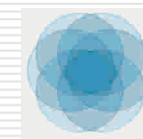
OAo Nevskaya Kosmetika, OAo RZHD divisions, Astoria Hotel, ZAO Klinkmann, OJSC Power Machines, Electrosila affiliate, ZAO Schenker, OOO Roskompleks, OOO Scandinavian Technologies, OOO VENDEX Group, OAo Segezhskiy TSBK and many others.

# Outsourcing Operator Association

not-for-profit partnership

## Uniting and assisting outsourcing operators.

## We are partners of professionals.



Participant of the Social charter of russian business



PARTICIPANT OF THE COOPERATION CHARTER OF OAo RZHD, NP OPZHT AND RUSSIAN MANUFACTURERS OF TRANSPORT MACHINES AND RAILWAY EQUIPMENT, UNITS AND COMPONENTS

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## Outsourcing

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**Outsourcing** is a way to optimize customer's business by means of transferring in full or in part to specialized contractors (external service suppliers, outsourcing operators) secondary functions and auxiliary, supporting or accompanying industrial processes required for corporate business, which allows to concentrate the company's efforts on the key line of business to raise its efficiency.

### Outsourcing operator

is a specialized contractor organization (external service supplier, outsourcing operator) providing in the area of its specialization services required by companies, having on its staff or employing qualified personnel, applying advanced efficient forms and methods of work, technical means and technologies and maintaining a high quality of its services, products, works and functions in full or in part.

### Areas of outsourcing application:

- key business processes (key production);
- auxiliary business processes (auxiliary production);
- management;
- services;
- human resources (outstaffing, leasing of human resources, outplacement, employment of dismissed personnel);
- other.



**V.V. Putin:**  
"We should make Russia a prosperous and well-to-do country, where life would be comfortable and safe."



Our principles:

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voluntary participation in the Association and resignation from it;

equality of all members of the Association, their equal rights;

favorable conditions for business of the Association's members;

respect of the etiquette, standards and rules of the Association and business community by the Association's members;

respect of the applicable ethical rules of business communication;

social protection for the personnel of the Association's members;

self-regulation;

internal control;

mutual respect and consideration of interests of the Association's members and business partners;

individual approach to business partners;

participation in the Social Charter of Russian Business.

Our activities:

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assistance to companies in their work as an outsourcing operator aimed to achieve public benefits, protect their rights and legal interests, resolve disputes and conflicts, provide to them consulting, legal and other non-financial assistance, train them and coordinate their practical activities;

promote the cooperation between companies and state authorities and trade unions in the development of social labor relations and training of personnel;

assistance in the certification of products, personnel and services;

representation of the Association's members in relations with organizations and companies holding monopolistic positions in the market of outsourcing service, consumers, trade unions, other public organizations and state authorities;

representation and coordination of specialized member companies of the Association developing for customers flexible strategic approaches to business organization and transformation, assessment of economic efficiency and risk factors in the relevant projects, individual selection of operator companies to provide services of outsourcing of key and auxiliary business processes in the areas of management, services and human resources;

development of proposals, strategies and tactics designed to protect members of the Association from companies holding monopolistic positions in specific industries;

representation of positions and protection of interests of the Association's members in legislative and executive authorities of the Russian Federation, its regions and municipalities, any public, commercial or non-commercial organizations, courts, administrations and other agencies in the Russian Federation;

creation of portfolios of orders for outside companies and assistance to the Association's members in establishing relations with organizations and companies interested in outsourcing services;

assistance in attracting investments to achieve relevant aims;

generalization of the experience of Russian and foreign organizations in outsourcing and other similar services and its presentation to the Association's members;

assistance in the organization and financing of examinations, certification of works, services and products of outsourcing operators and their business partners;

creation of a databank of unreliable partners and customers, circulation of this information within the Association;

organization of exhibitions and conferences to share experience;

assistance in the organization of advertising campaigns in the interests of the Association and its members;

interaction with public and state organizations and mass media.