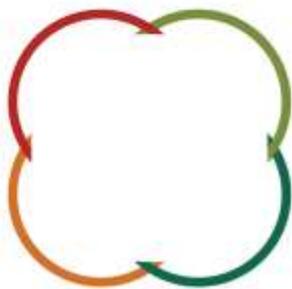


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ISORESS

promoting the idea
of corporate social responsibility
and sustainable development
in small and micro enterprises

Good Practice Guide

IO2

April 2018



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The project

Ethics in business, corporate social responsibility and sustainable development of businesses have been gaining importance during the last decades.

This is related not only to increasing awareness of entrepreneurs but also to practical implications.

Socially responsible business does not only focus only on generating profit, administrative and financial issues, but has also positive influence on environment, local communities and all participants, who are involved in social and economic activity.

Implementing the assumptions of CSR, sustainable development and other ethical issues is a must in the present world of business activity.

In many European countries the great majority of enterprises consist of small and micro businesses (in EU more than 90% according to Eurostat) providing around 60% workplaces, often run by sole traders.

The issues of CSR and sustainable development have been the concern of mainly big companies and international corporations.

The main objective of the project **ISORESS - Promoting the idea of corporate social responsibility and sustainable development in small and medium enterprises** is to promote the idea of CSR and sustainable development also in small and micro enterprises, including those run by migrants by introducing relevant training programmes, sharing and transferring innovative practices and presenting benefits from applying the ideas to their own business practice.

Corporate Social Responsibility (CSR)

What is CSR?

The European Commission has defined CSR as the **responsibility of enterprises for their impact on society**. CSR should be company led. Public authorities can play a supporting role through a smart mix of voluntary policy measures and, where necessary, complementary regulation.

Companies can become socially responsible by:

- ✓ following the law;
- ✓ integrating social, environmental, ethical, consumer, and human rights concerns into their business strategy and operations.

Why is CSR important?

- ✓ **In the interest of enterprises:** CSR provides important benefits to companies in risk management, cost savings, access to capital, customer relationships, HR management, and their ability to innovate.
- ✓ **In the interest of the EU economy:** CSR makes companies more sustainable and innovative, which contributes to a more sustainable economy.
- ✓ **In the interests of society:** CSR offers a set of values on which we can build a more cohesive society and base the transition to a sustainable economic system.

Benefits of CSR

- ✓ it helps in improving financial performance
- ✓ enhanced brand image and reputation
- ✓ increased customer loyalty and sales
- ✓ increased ability to attract and retain employees
- ✓ easier access to capital
- ✓ it helps to improve employees moral and motivation
- ✓ it helps in complying with statutory regulations

Classification of CSR practices

1. The Environment

Socially responsible companies...

- a) manage available natural and energy resources efficiently, which are major environmental CSR goals relevant for all stakeholders,
- b) provide opportunities for cost savings and revenue generation,
- c) influence overall brand strength through positive environmental reputation - if they see you better, they want to work with you more willingly (both employees and investors),
- d) view environmental stewardship as a key social responsibility alongside product safety and quality,
- e) follow the principles of reducing, reusing, recycling and responsible disposal,
- f) adopt sustainable development principles,
- g) provide environmental education to their staff/workers,
- h) conduct a waste reduction policy and processes related to waste management.

2. Fair Operating Practices

Socially responsible companies...

- a) comply with laws and regulations, and conduct transparent and fair corporate activities with a strong commitment to ethical behaviour,
- b) try to handle transactions based on healthy, fair and equal partnerships with business partners (by acknowledging that, even if we outsource business to them, we will be ultimately held accountable for the relevant products and services),
- c) respect local culture and customs,
- d) offer equal wages for women and men,
- e) create space for employees' rest,
- f) introduce a clear promotion system,
- g) support female employees' career development,
- h) promote employment of people with disabilities,
- i) implement/provide career training for employees, young and old, at various stages in their careers,
- j) treat employees fairly and ethically.

3. Consumer Issues

Socially responsible companies...

- a) work to provide high quality and safe products as well as services,
- b) prioritize the customer's perspective,
- c) provide a broad range of products and services,
- d) strive to meet the customers' needs and give them a wide range of products and services,
- e) contribute to building societies where everyone can enjoy a lifestyle of convenience and comfort (companies should be working towards this goal to respond to the diverse needs of customers regardless (such as age, physical and mental abilities, economic circumstances and cultural background),
- f) offer training to the community on healthy and responsible consumption.

4. Community Involvement & Development:

Socially responsible companies...

- a) build a better future through collaborative creation,
- b) recognize the value of community interaction and utilize their operational strengths in actively supporting the local community through projects that bolster involvement and development at the local level,
- c) collaborate with various stakeholders in carrying out a diverse range of community activities with the aim of achieving coexistence with society, such as youth development, creation of cultural diversity, assistance for local community development, and environmental preservation,
- d) examine and implement measures to establish longer-term relationship with communities,
- e) implement community support activities,
- f) purchase from small local producers directly, with no intermediaries.

5. Human Rights:

Socially responsible companies...

- a) support and respect the protection of internationally proclaimed human rights,
- b) make sure that they are not complicit in human rights abuses,

- c) promote compliance with the labour standards of the *International Labour Organization* (ILO), including the ban on child labour, the ban on forced labour, equality of opportunity and treatment, and freedom of association,
- d) support the *International Land Coalition* of civil society and human rights organisations, knowledge institutions and intergovernmental organisations,
- e) respect the right to a private and family life,
- f) respect the right not to be discriminated against because of your sexuality, for example.

6. Labour Practices:

Socially responsible companies...

- a) improve safety and health of employees,
- b) provide good working conditions for their employees,
- c) motivate their employees by "working experiences" and involving them in the whole process,
- d) promote team work concept,
- e) create work environment that embraces diversity in human capital (promote work-life management),
- f) raise health and safety management levels across the group through promotion of global health and safety management,
- g) provide health and productivity management.

The Good Practice Guide

This Guide is a collection of 94 good practices of CSR and SD performed by micro and small companies located in 6 countries (Germany, Greece, Italy, Macedonia, Poland and Spain) by the six partners of the ISORESS project.

It is meant as a tool for entrepreneurs and managers to get inspiration for introducing elements of CSR and SD in their business.

The good practices refer to companies of micro and small size (0 to 50 workers), active in the agriculture, manufacture and services sectors. Some of the companies are for profit, some non-profit and other are social enterprises.

The good practices collected in this guide are classified according to the 6 core areas:

- ✓ Environment
- ✓ Fair operating practices
- ✓ Consumer issues
- ✓ Community involvement & development
- ✓ Human rights
- ✓ Labour practices

Good practices listed according to CSR categories

Environment

1. Siebold/hamburg messebau GmbH
2. Das Caféhaus LANGES e.K.
3. Orthopädie-Schuhtechnik-Schwarzenberg GmbH
4. Papaya Tours GmbH
5. SPEICK Naturkosmetik
7. dwp eG Fairhandelsgesellschaft
8. MVG Medienproduktion und Vertriebsgesellschaft mbH (GmbH) 2
9. Thomas Becker - Atelier für Schmuck
10. Rhanerbräu GmbH & Co. KG
13. VATHOS Apparel
18. B&T Composites S.A.
20. PHOENIX
24. IOPrint s.r.l.
26. Nuova IZC Costruzioni Generali
28. Stefano Pittis
29. Olio Arke'e Natura
32. Bellelli S.r.l.
37. Qpick LLC
40. Mega Mobil
44. Concepti, Ltd., training centre, Łódź, PL
46. Jubiler Skorupski, PL
47. SENS Translation Agency, Łódź, PL
52. Zakład produkcyjny "Herman" Ewelina Gotowicka
54. Harineras Villamayor S.A.
57. Ecoalf
63. Ekohunters

Fair operating practices

3. Orthopädie-Schuhtechnik-Schwarzenberg GmbH

5. SPEICK Naturkosmetik
7. dwp eG Fairhandelsgesellschaft
8. MVG Medienproduktion und Vertriebsgesellschaft mbH (GmbH) 2
9. Thomas Becker - Atelier für Schmuck
11. boeba Montagen- und Aluminium-Bau GmbH
12. Schmauder & Rau GmbH
33. Talin Spa
38. Brza Pratkan
55. Euroquímica de Bufi y Planas S.A.
56. Asociación Alanna

Consumer issues

1. Siebold/hamburg messebau GmbH
4. Papaya Tours GmbH
5. SPEICK Naturkosmetik
6. Circle Products GmbH
14. B by Nadia Boule
22. BRAZILIANOS
25. Aegis Human Consulting Group
39. DB Smetkovoditeli TP Skopje
41. PUSZ ASTREON
43. Rainbow Construction, UK, London
49. Kinga Pędzimaż, translating services and language courses
59. Inoxnalon

Community involvement & development

1. Siebold/hamburg messebau GmbH
2. Das Caféhaus LANGES e.K.
3. Orthopädie-Schuhtechnik-Schwarzenberg GmbH
7. dwp eG Fairhandelsgesellschaft
10. Rhanerbräu GmbH & Co. KG
14. B by Nadia Boule
15. epixeiro.gr
16. SQLearn

17. SQLearn
19. IEK DELTA
21. PSARRAKOS S.A.
22. BRAZILIANOS
23. autogreeknews.gr
30. L'Angolo delle specialità
31. Solettificio Montresor
32. Bellelli S.r.l
34. Bar Centrale
36. Teachhoot
40. Mega Mobil
42. Youth4Love
48. SENS Translation Agency, Łódź, PL
50. MENA Sylwia Lont
51. KKPW Kaczor, Klimczyk Pucher, Wypiór, the law firm
53. Zakład produkcyjny "Herman" Ewelina Gotowicka
60. Tabú Comunicación, S.L.
61. Prematecnica

Human rights

- 6.Circle Products GmbH
- 7.dwp eG Fairhandelsgesellschaft
13. VATHOS Apparel
27. Alfio Zanella s.r.l.

Labour practices

1. Siebold/hamburg messebau GmbH
3. Orthopädie-Schuhtechnik-Schwarzenberg GmbH
25. Aegis Human Consulting Group
28. Stefano Pittis
35. BT Burgmann
37. Qpick LLC
38. Brza Pratkan

39. DB Smetkovoditeli TP Skopje
40. Mega Mobil
45. Jubiler Skorupski, PL
55. Euroquímica de Bufe y Planas S.A.
56. Asociación Alanna
58. RL&A (Ricardo Luz y Asociados)
61. Prematecnica
62. Oiza y Asociados (Asesoría QI Oíza y Asociados), S.L.

Good practices

Germany



1. Siebold/hamburg messebau GmbH

Type of company	Profit
Business sector	manufacture
Number of staff	26-50
Background of the company/organization	The siebold/hamburg messebau GmbH specializes in the design, planning and implementation of temporary architecture and interior design. The company creates trade fair appearances as well as concepts for road shows and events. The designs are developed and manufactured as well as set up and dismantled
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Labour practices ✓ Environment ✓ Consumer issues ✓ Community involvement & development
Short description of the good practice	<p>Labour practices / Community Involvement: A reduced-emission exhibition stand design and the reuse of the materials used in trade fair construction are key corporate principles of siebold / hamburg messebau GmbH. Materials that are no longer needed are left to kindergartens and schools for their equipment and creative work. Over ten percent of those employed in the company are people with disabilities, which is significantly more than the legal employment rate of five percent. Part-time work is individually agreed and parental leave is also offered and perceived for fathers. Also the commitment in the refugee employment with one training place and with internships on request.</p> <p>Environment / Consumer Issues: Upon customer request, the booths offered can be made climate neutral using an environmental accounting tool. Two of the company's three commercial vehicles run on pure electric propulsion and are powered by electricity from their own photovoltaic system. The premises were equipped with a photovoltaic system, a combined heat and power plant and skylights and the entire lighting was converted to LED.</p>
Source of information	http://www.siebold-messebau.de/

2. Das Caféhaus LANGES e.K.

Type of company	Profit
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Business sector	manufacture
Number of staff	16-25
Background of the company/organization	Classic pastry shop, with café and out-of-home operation. Own organic coffee roasting, own beekeeping, own jam production, regional purchase, seasonal goods, daily fresh products, open daily.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Community involvement & development
Short description of the good practice	<p>Environment: It is the company's understanding to influence steadily and positively our environment. Energy-efficient, ecological company with its own power generation, recording and evaluating all the company's electrical consumers (e.g. machines, light, etc.) and their partial replacement or elimination. Small wind power plant, photovoltaic system, cogeneration plant for own power generation, LED, motion detectors, energy optimization system, heat recovery system, block refrigeration system and induction cooker led to savings in energy purchasing, big CO2 savings, newer machines.</p> <p>Community involvement & development: It is a family friendly operation with daily support of three food banks for welfare recipients and the social project "Milchkanne" (offering food for socially weak children). Taking part in charity projects. These activities result in a high commitment of employees with several years of average service of staff, very low sick leave (below 0.7%), positive feedback from the customers and more applications from future apprentices.</p>
Source of information	http://www.dascafehaus.de/

3. Orthopädie-Schuhtechnik-Schwarzenberg GmbH

Type of company	Profit
Business sector	manufacture services
Number of staff	26-50
Background of the company/organization	Orthopädie-Schuhtechnik-Schwarzenberg GmbH is family business combining tradition, modernity and quality with an environmentally friendly sense for many years. They are offering orthopaedic shoes and have created a holistic and extensive offer for their customers.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Labour practices ✓ Environment ✓ Fair operating practices ✓ Community involvement & development
Short description of the good practice	<p>The combination of traditional craftsmanship with health and the environment is the guiding principle of the management.</p> <p>Environment/labour practices: Use of low-emission materials and extraction systems, two cogeneration units, a photovoltaic system and the use of leather remainders result in a sustainable and environmentally friendly approach throughout the company.</p> <p>Fair operating practices/Community Involvement: Free participation in the back-school courses during working hours, free participation in the English course in the company, reimbursement of training costs by the company and individual working time regulations support the satisfaction and motivation of employees, thereby improving work-life balance. Moreover, some local activities and charity projects are supported in order to increase product performance as well as positive external communication.</p>
Source of information	https://ost-szb.de/

4. Papaya Tours GmbH

Type of company	Profit
Business sector	services
Number of staff	16-25
Background of the company/organization	Papaya Tours is a tour operator specialized in the destination of Latin America. It offers authentic country experiences with cultural encounters and up-close nature and animal experiences. It stands for best value for money, high quality, sustainability and passion for travel.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Consumer issues
Short description of the good practice	<p>Environment: As a tour operator visiting foreign cultures and sensitive ecosystems Papaya Tours GmbH has a great responsibility to arouse understanding and enthusiasm among the customers for the nature and the people in the Latin America as well as to benefit the local population in tourism to the fullest extent possible. Together with the partner offices, a uniform guidebook has been developed, which provides the tour guides with the company's philosophy and offers guidelines for sustainable travel.</p> <p>Consumer issues: In Peru, a first tour guide training was carried out. As a result, the travels have improved qualitatively through the training of the guides and the provision of guidelines, which can be proved by the customer feedback.</p> <p>In 2011, Papaya Tours received the "CSR Tourism certified" quality seal for the first time. This required an elaborate analysis of the company to create an improvement program with concrete measures to optimize sustainability. Through CSR officers, a continuity of "becoming sustainable" can also be guaranteed in day-to-day business.</p>
Source of information	https://www.papayatours.de/

5. SPEICK Naturkosmetik

Type of company	Profit
Business sector	manufacture
Number of staff	26-50
Background of the company/organization	As a family-owned company with a long history, Speick is to produce natural cosmetics with the high-alpine, harmonizing Speick extract - exclusive worldwide. Since 1928, the brand Speick has stood for sustainable corporate management in all areas.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Fair operating practices ✓ Consumer issues
Short description of the good practice	<p>Sustainability is the company's highest priority and thus forms the focal point in their everyday life. Thanks to committed management, the goal of sustainability is pursued through activities such as: transparent and clear corporate structure, balance of financial resources, responsible use of energy and raw material resources, emissions and waste control, fair trade with all business partners and fair pricing policy.</p> <p>Environment / Fair operation practices: Carinthian alpine farming families pick the Speick plant by hand and thus earn an important income for themselves. Fair trade with farmers is a matter for the company which results in long-term safeguarding of biodiversity in the Nockberge Biosphere Reserve, the long-term socio-economic protection of alpine farming families and the long-term existence of Speick products.</p> <p>Consumer Issues: Organic product ingredients, environmentally friendly production methods, protection of biodiversity, ecologically sensible packaging, good biodegradability of the products and medium price segment for the largest possible consumer segment lead to the fact that consumers not only appreciate the quality of the products, but also their ecological, economic and social sustainability values.</p>
Source of information	www.speick.de

6. Circle Products GmbH	
Type of company	Profit
Business sector	services
Number of staff	16-25
Background of the company/organization	Coffee Circle represents a new way of trading coffee. They started to give people access to the best coffees in Ethiopia and to sustainably improve the living conditions of coffee farmers and their families through direct trade combined with transparent development assistance.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Consumer issues ✓ Human rights
Short description of the good practice	<p>Consumer issues: Responsibility and sustainability are based on transparency and authenticity. To create this for the coffee market, Coffee Circle has set itself as a core task. They provide customers with transparency about the product in order to make the right decisions and to consume responsibly and sustainably.</p> <p>Human rights: When purchasing, customers also choose their own development project in the coffee cooperatives, which is supported by Coffee Circle with 1 Euro per kilogram.</p> <p>Core topics with measures and results: Credibility is proved by project videos which are creating transparency and gaining trust from their customers. Knowledge transfer is provided through workshops with the company's own "Coffee Academy" which results in mature (future) customers who value the product and actively select it. Social Business with a Social Startup Kit educating on social entrepreneurship to inspire and to motivate potential imitators.</p>
Source of information	www.coffeecircle.com

7. dwp eG Fairhandelsgesellschaft

Type of company	Profit
Business sector	services
Number of staff	26-50
Background of the company/organization	The dwp eG Fairhandelsgenossenschaft imports foods (e.g. coffee, tea, spices, mangoes) and handicrafts at fair prices and conditions - such as organic and social supplements and pre-financing - and as a wholesaler supplies organic food shops throughout Germany, Austria and Switzerland with fair trade products. Private customers also receive the majority of dwp's fairly traded products in the online shop.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Fair operating practices ✓ Community involvement & development ✓ Human rights
Short description of the good practice	<p>dwp relies on the partnership with 60 smallholder and small producer groups and promotes environmentally and socially responsible development. dwp stands for an end-to-end fair-trade chain from producers to consumers and consciously assumes ecological and social responsibility in its own country.</p> <p>Human rights: Fair prices, interest-free pre-financing, bio and social supplements, direct contacts to 60 overseas producers lead to improved income conditions and new perspectives for approximately 50,000 families worldwide. Together with Philippine Child Protection Center Preda the dwp has been providing active support for campaigning against sex tourism and child prostitution for many years</p> <p>Fair operating practices: Reintegration of mentally ill people into the primary job market and training offers for adolescents with learning difficulties or autism help to create meaningful work tasks for more than 50 clients according to their abilities</p> <p>Environment/Community involvement: Global and regional: 40 regional juice blends apple mango offer fair incomes for small producers in Germany and the Philippines as well as the preservation of orchards and biodiversity</p>
Source of information	www.dwp-rv.de

8. MVG Medienproduktion und Vertriebsgesellschaft mbH (GmbH)

Type of company	Profit
Business sector	services
Number of staff	26-50
Background of the company/organization	MVG offers comprehensive services in the areas of lettershop, mailings, fulfilment and production management. As a mail order company and publisher, they are active with the distribution of fair trade products and one-world publications.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Fair operating practices
Short description of the good practice	<p>As a company with ethically motivated goals, they pursue a value-based management approach of CSR. The core values of competence, performance, fairness and sustainability are firmly anchored in the corporate philosophy and determine every aspect of their entrepreneurial activities.</p> <p>Environment: Due to an environmentally friendly media production with the fully commitment of in-house productions to green paper, carbon-neutral manufacturing and carbon neutral shipping convinced the majority of customers for green media production (and environmentally friendly shipping options) through extensive consulting. The "Fair Gifts" initiative helped to increase the number of companies that decide to give their business partners food presents from Fair Trade. This does not only actively promote fair trade, but also increases the level of awareness of fair trade products.</p> <p>Fair operating practices: Promotion of part-time degrees: During their time at MVG, 12% of employees have either already completed a part-time university degree or are currently studying. The study is supported by the company through financial means and/or flexible working time models.</p>
Source of information	www.eine-welt-mvg.de

9. Thomas Becker - Atelier für Schmuck

Type of company	Profit
Business sector	manufacture
Number of staff	0-9
Background of the company/organization	The goldsmith manufactures high-quality wedding rings, unique jewellery and small series of environmentally friendly and fair trade precious metals and gemstones. In addition, the refurbishment, repair and recycling of jewellery, coins and dental gold are part of the service offer.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Fair operating practices
Short description of the good practice	<p>The company creates eco-social and economic profit as shared value by implementing CSR internally, communicating it externally and developing a sustainable value-added system through strategic partnerships.</p> <p>Environment: Eco-fair material procurement with the Young Leaders Project (with Oro Verde) leads to increased competence; self-sufficiency; creation of value on site; protection of biodiversity and climate; continuous material delivery.</p> <p>Fair Operating Practices: Individualized working conditions (flexible + individual models for working hours and place of work) mean better reconciliation of work and family life (work-life-balance); higher performance due to less stress; know-how transfer for the benefit of the company; continuity of employment.</p> <p>Continuous development of the mission statement: orientation for self-responsible action; orientation for customers, suppliers and other stakeholders; high identification of employees through active participation; individual development of professional and personal skills; low error rate; low absence rate.</p>
Source of information	http://www.tbschmuck.de/

10. Rhanerbräu GmbH & Co. KG

Type of company	Profit
Business sector	manufacture
Number of staff	16-25
Background of the company/organization	The Rhanerbräu brewery was founded in 1283 and has a tradition of more than 730 years. It is located in the rural region of East Bavaria near Cham. It is among the 15 oldest companies in Germany and also among the 5 oldest breweries in the world.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Community involvement & development
Short description of the good practice	<p>On the one hand, the brewery is traditional but on the other hand full of innovative ideas.</p> <p>Environment:</p> <p>The company feels obliged to the Bavarian brewing art and the so-called Reinheitsgebot (German Beer Purity Law) from the year 1516 which announced that beer should be made only from hops, malt, yeast and water. Rhanerbräu is proud on not artificially altering its beer. The variety of brewing ingredients solely creates a wealth of flavours that give each variety its unique character - and that with only the four ingredients.</p> <p>The brewery is technically up to date and has also invested in an environmentally friendly energy supply: on the premises there is a separate biomass cogeneration plant. It is hidden in the building of the largest beer crate in the world. This makes this functional building a local architectural attraction that attracts potential customers.</p> <p>Community Involvement:</p> <p>Once a week there is a special brewery tour with an actor who teaches visitors about this concept.</p>
Source of information	https://www.landkreis-cham.de/media/2668/champions_gesamtausgabe.pdf

11. boeba Montagen- und Aluminium-Bau GmbH	
Type of company	Profit
Business sector	manufacture
Number of staff	26-50
Background of the company/organization	Boeba Montagen- und Aluminium-Bau GmbH is a Berlin-based metal construction company in the district of Neukölln. About 25% of the population in Neukölln have a migrant background.
Classification of CSR practice	✓ Fair operating practices
Short description of the good practice	<p>Fair operating practices: Boeba Montagen- und Aluminium-Bau GmbH has about 50 staff members, among which 17 were not born in Germany. Three of them are people with refugee background and some have been in Germany for less than one year: a 25-year-old aluminium welder, country of origin Iran; a truck driver in his early 30s from Egypt and Mohammed (28) from Mali, they are Boeba's new trainees.</p> <p>Integration gives the company the opportunity to fill jobs in the long term, which is becoming increasingly difficult due to demographic trends in Germany and the emerging skills shortage.</p> <p>They are winner of the national CSR prize 2017 in the category "Vocational integration of refugees". It is a recognition of their activities, which motivates them to pursue this topic sustainably, even facing a current political debate.</p>
Source of information	<p>http://www.csr-in-deutschland.de/DE/CSR-Preis/CSR-Preis-2017/Preistraeger-2017/Boeba/boeba.html</p> <p>http://www.boeba.de/vorhangfassaden-aluminium-berlin.html</p>

12. Schmauder & Rau GmbH	
Type of company	Profit
Business sector	manufacture
Number of staff	26-50
Background of the company/organization	Schmauder & Rau GmbH acts as a car dealer and a free car repair shop. The offer includes not only sales of new and second-hand cars but also repairs, regular checks, etc. They are located in Baden-Württemberg, the south-western area of Germany.
Classification of CSR practice	✓ Fair operating practices
Short description of the good practice	<p>As a regionally active enterprise, they feel obliged to align the corporate goals with business, social and ecological principles. In different projects they support the idea of sustainable responsibility.</p> <p>Fair-operating practices: The big wave of refugees that broke over Germany in 2015 was a reason for new activities. Regardless of political considerations, Schmauder & Rau see as their task to make a contribution, at least to help on a case-by-case basis. In doing so, they have been making positive experiences with the employment and training of refugees for many years. A 22-year-old Iraqi is currently learning the job of a construction / metal painter specializing in vehicle painters. Last but not least, his experience has helped Schmauder & Rau to continue to engage refugees in their business. Be it as an internship, a trainee or as a regular staff member. Making refugees to colleagues is the aim of the company and they are proud of having the commitment of their team. For this reason, they were awarded the CSR Prize of the Federal Government in the category of "Vocational integration of refugees".</p>
Source of information	http://www.csr-in-deutschland.de/DE/CSR-Preis/CSR-Preis-2017/Preistraeger-2017/Schmauder-Rau/schmauder-rau.html https://fahrzeuge.autozentrum-kirchheim.de/

Good practices

Greece



13. VATHOS Apparel

Type of company	Profit
Business sector	Services

Number of staff	<50
Background of the company/organization	VATHOS Apparel is an ethical, contemporary label committed to eco-wise and socially responsible fashion in Greece. Their story stems from the desire to explore fashion through spiritual motivation, to act with responsibility towards people and the planet and develop a sense of moral integrity within the fashion industry.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Human rights
Short description of the good practice	<p>Environment: Vathos Apparel uses 100% organic certified cotton which is grown without the use of toxic pesticides or fertilizers. During the dyeing process, only Global Organic Textile Standard (GOTS) certified colours are used. By using organic fabrics, the company helps to reduce the environmental impact and improve the lives of textile workers around the world.</p> <p>The packaging incorporates environmentally friendly materials and all boxes are made of 100% recycled paper. VATHOS APPAREL labels has been produced with respect to the environment and humanity. For e-shop's deliveries the company chooses DHL. DHL, with its green products and services, tries to reduce climate-damaging CO2 emissions and other environmental impacts which occur during the transportation and storage of goods. They achieve this through the Go Green Solutions; optimized transport routes, vehicles with alternative drive systems and energy-efficient warehouses.</p> <p>Human rights: To support fair and ethical trade, the company co-operates with individuals or businesses who carry out their activity within the framework of fair play and respect to human rights. They also adopt practices which inflict minimal or no harm to the natural environment.</p>
Source information of	http://vathosapparel.com/

14. B by Nadia Boule	
Type of company	Profit
Business sector	services
Number of staff	<input checked="" type="checkbox"/> <50
Background of the company/organization	B by Nadia Boule is a company that brings Greek organic products to the wider public and provides options for people interested in quality nutrition.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Consumer issues ✓ Community involvement & development
Short description of the good practice	<p>Consumer issues: The company's objective is to promote small and medium-sized Greek producers of organic products who, throughout the country, bring their dedication and knowledge to create high-quality products. All company's partner producers are certified and comply with ISO quality protocols, and the company itself is QCert-certified distributor of organic products. Great importance is given to compliance with production and storage regulations, guaranteeing that the product the customers receive will be of the very highest quality.</p> <p>Community involvement & development: As part of the company strategy for supporting local economies and decentralization, warehouse is located in Nafpaktos, XNUMX kilometres from Athens. Another key parameter is the Philanthropic Nature of the company, that includes a close cooperation with the non-profit foundation "DESMOS" which covers the needs of 700 social welfare agencies throughout Greece. The company created a POP UP STORE B by Nadia Boule for DESMOS, which use part of their revenues to support the organization's actions.</p>
Source of information	https://en.wellb.gr

15. epixeiro.gr	
Type of company	Profit
Business sector	services
Number of staff	<50
Background of the company/organization	The purpose of epixeiro.gr is to become a business information gathering area, a place where start-ups and existing businesses, small, medium or large, potential investors, freelancers, individuals, students will be able to use this information to enhance their business culture.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>The business portal epixeiro.gr has officially announced its collaboration as a media partner of SEN/Junior Achievement Greece and creates a special section "Student Entrepreneurship". In this section, articles are published for the enterprises of high school students (15-18 years old) all over Greece who participate in the global program of SEN / JA Greece "Virtual Business" and are competing for the promotion of the best student enterprise of Greece in the school year 2017-2018. The winning team will compete with another 39 teams at the European Competition "Junior Achievement Europe" which will take place this year in the neighbouring Belgrade.</p> <p>Epixeiro.gr and SNA / JA Greece are uniting forces to promote children's business talent in Greece and the need to emphasize the development of business culture in the country from childhood. Participating students are enthusiastic about setting up their own business, discovering their talents, acquiring great professional skills, greatly boosting their self-confidence, and tripling the chances of becoming entrepreneurs when they reach adulthood.</p>
Source of information	https://csrindex.gr

16. SQLearn	
Type of company	Profit
Business sector	services
Number of staff	<50
Background of the company/organization	SQLearn is an IT company specialized in distance learning technology such as modern and asynchronous eLearning platforms, designing and developing eLearning and webinars.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>An exclusive collaboration between SQLearn and the Greek Red Cross now enables anyone to learn validly and effectively, whenever and wherever they want, how to give basic first aid on issues related to "Basic Life Support".</p> <p>Through the e-learning course developed by SQLearn, in the framework of its cooperation with the Greek Red Cross, students can achieve the relevant certificate. Thanks to this, everyone can now be trained in providing first aid and addressing basic health-related emergencies. In SQLearn's Basic Life Support Lessons, one can identify many of the innovative elements (interactivity, learner involvement through the choice of appropriate response / action-specific incidents, self-evaluation, etc.) that characterize the e-learning services provided by the company.</p>
Source of information	https://csrindex.gr

17. SQLearn	
Type of company	Profit
Business sector	services
Number of staff	<50
Background of the company/organization	SQLearn is an IT company specializing in distance learning technology such as modern and asynchronous eLearning platforms, designing and developing eLearning and webinars.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>Sponsorship for e-Learning Management System to Merchant Marine Academies: SQLearn provides free of charge for the next three years an integrated e-Learning system to all ten Merchant Marine Academies (MMA) in Greece, within the content of the cooperation with the Ministry of Shipping and Island Policy.</p> <p>The first step was made in January 2018 when the installation and the presentation of the system in Merchant Marine Academy in Chios took place in the presence of delegates from the Ministry of Shipping and Island Policy and from the Municipality of Chios.</p> <p>The eLearning platform https://aen.sqllearn.com/ designed by SQLearn, includes a Training Matrix plugin, as well as e-learning courses which SQLearn has developed in cooperation with Theta Marine Consulting, which provided the primary material.</p> <p>The list of courses is constantly updated, covers international, national and flag requirements and includes topics in the fields of safety, technical subjects, incident reports (lessons learnt) and other.</p> <p>In the context of Corporate Social Responsibility and to emphasize the importance of training offered to remote regions of the country and to support their work, SQLearn started the system installation from Chios, moving on with the rest MMAs in Greece within the next months.</p>
Source of information	http://www.sqllearn.com

18. B&T Composites S.A.

Type of company	Profit
Business sector	manufacture
Number of staff	<50
Background of the company/organization	The Company B&T Composites S.A. specialises in the manufacturing of advanced composites components. Offering total solutions – from preliminary designing to engineering, manufacturing and testing – covers a wide range of application fields, focusing on quality, reliability, safety and efficiency.
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>In the last years the company has completed an innovative exploitation system of solar energy. With the installation of 16 solar panels, B&T managed to collect solar energy that heats water. With the appropriate piping system, the water is fed into the polymerization furnace which keeps it at a constant temperature of 100°C. This requires much less electricity use with significant economic and environmental benefits. At the same time, the heating system of the facility is also being strengthened. The solar energy system in the production area makes the building self-contained and "green". The domes mounted per meter on the roof of the factory can diffuse light into the interior. Thus, a large amount of electricity needed to adequately illuminate 9,000 sqm of installations is saved.</p> <p>Rain water is collected in tanks and used for water supply for the surrounding area and sanitary facilities. The recycling of paper, plastic, metal, batteries is an important priority for the company.</p>
Source of information	www.btcomposites.gr

19. IEK DELTA

Type of company	Profit
Business sector	services
Number of staff	<50
Background of the company/organization	IEK DELTA is in its 5th decade of operation and offers Post-Secondary Vocational Training that lasts for 2 years. They lead to a State Diploma from the Ministry of Education (EOPEPEP) recognized throughout EU and provide practice licenses, depending on the specialty.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>The training organisation IEK DELTA, being sensitized on issues related to the community, ensures that the student community, administrative and educational staff participate actively in the implementation of social responsibility programs, demonstrating that, apart from education, it is equally important to cultivate the feeling of giving to other people.</p> <p>At Christmas the students of the beauty sector of IEK Delta Athens visited the Oncology Hospital "Elpida - Marianna Vardinoyannis" to support and take care of the mothers of the hospitalized children, offering them the minimum joy and support they need. Students with particular respect for mothers offered beauty services throughout the day.</p>
Source of information	https://csrindex.gr

20. PHOENIX	
Type of company	Profit
Business sector	services
Number of staff	<50
Background of the company/organization	PHOENIX is a leading Independent Freight Forwarder established in 1991 in Greece and engaged in Global Multi-Modal Cargo Transportation, Logistics and Supply Chain Management.
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>The company is engaged in high quality and environmentally friendly, ocean, air, road, rail and combined transportation in the Global market. PHOENIX is aware of the impact its activities may induce upon environment. Therefore, it locates and assesses significant environmental issues within its system of Quality and Environmental Management in a way to continuously maintain and improve environmental performance.</p> <p>For this reason, it has established and been applying a single System of Quality and Environmental Management, compliant with International standards ISO 9001:2008 and ISO 14001:2004. All company activities within its external and internal business environment evolve not only under continuous control and vigilance, but also respond to commitment for compliance, customer and legal requirements, continuous improvement of service quality and prevention of pollution.</p> <p>The benefits of the environmental management system include:</p> <ul style="list-style-type: none"> • Reduced cost of waste management • Savings in consumption of energy and materials • Lower distribution costs
Source of information	http://www.phoenixglobalgroup.com

21. PSARRAKOS S.A.

Type of company	Profit
Business sector	manufacture
Number of staff	<50
Background of the company/organization	PSARRAKOS LIGHTING is a manufacturer and supplier of custom-made lighting and home lighting designs. It has over 100 points-of-sale in Greece. Thanks to its online store for professional and architectural lighting it has developed an intense export activity mainly to Arab world, Russia and Ukraine.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	PSARRAKOS LIGHTING supports culture and sponsors the company ATHINAÏKA THEATERS SA, which operates 7 theatres and cultural spaces in Athens. The company provides, free of charge, all the necessary lighting equipment for the production of theatrical performances and the organization of artistic events. Respecting the art of theatre, the artistic view of the creators and the requirements of the public, the company aims to support the artistic life of the community and offer the best conditions for the spectators.
Source of information	www.fotistika-psarrakos.gr

22. BRAZILIANOS

Type of company	Profit
Business sector	services
Number of staff	<50
Background of the company/organization	"The Brazilian Guy" is a family coffee grinding business where people can enjoy the best varieties of fresh ground and roasted coffee and other Greek treats. They have 4 stores in different areas of Athens.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Consumer issues ✓ Community involvement & development
Short description of the good practice	<p>Consumer issues: "The Brazilian Guy" offers quality products to the local community and forges bonds with local people of all ages. Customers choose the company for its quality products. This is a major core value of the brand. The company makes sure that customers have access to top quality Greek-made products every day. The company is in the business of Greek hospitality, they aim to continue supporting quality Greek products and want to expand the audience enjoying these locally and internationally. The company's vision is to remain a family business, which ensures that customers feel at home when shopping in its stores.</p> <p>Community involvement & development: For decades "The Brazilian Guy" have been supporting local farmers and producers so that customers can find the finest products available.</p>
Source of information	www.brazilianos.gr

23. autogreeknews.gr

Type of company	Profit
Business sector	services
Number of staff	<50
Background of the company/organization	The largest site for new cars, new models, new car arrivals, car exhibitions, ecological cars, new and used cars.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	A workshop focusing on the prevention of traffic accidents was organized by the specialized car portal www.autogreeknews.gr and Feel Safe Insurance on 13-12-2017 at Airotel Stratos Vassilikos Hotel. The purpose of the presentation was to raise traffic awareness and prevent road accidents. Road accidents are responsible for 2 million injured, 350,000 disabled and 120,000 dead in Greece in the last fifty years. The above statistics are shocking and have been the occasion for the initiative of the workshop that wants to raise awareness among the general public before the outgoing massive traffic on national roads during the festive days. Mr. Philippakos, Chief of Police Officer of the Greek Police and a regular Professor at the Police Academy, responded with great sensitivity to the call and coordinated the interesting discussion with the Police Director George Eleftherakis, Director of Police Traffic Police / AEA.
Source of information	https://csrindex.gr

Good practices

Italy



Type of company	Profit
Business sector	services
Number of staff	10-15
Background of the company/organization	The company offers innovative and quality solutions and systems for office automation, helping the customer to improve productivity with reliable and high-performance work tools. The products and procedures that the company offers to its customers aim to reduce costs, increase efficiency and improve environmental sustainability.
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>Some IOPrint management policies have been activated to reduce the company's environmental impact.</p> <p>De-materialization of archives and information: scanning, digital archiving and cloud processes reduces the use of paper, thus contributing to reduce the environmental impact. Moreover, IOPrint preferably deals with low consumption and low environmental impact instrumentation and machinery: this choice is also sponsored to customers.</p> <p>Disposal of special waste: IOPrint does not produce special waste or require specific precautionary treatment, however the acquisition of new materials and the disposal of obsolete materials creates a waste flow that is treated with the utmost care. The material for company use (e.g. toner and printer cartridges) is periodically disposed of through a specialized company. Disused machinery is scrapped and withdrawn by the supplier companies or through appropriate solutions for the disposal of electrical and electronic equipment.</p> <p>Packaging material and disused materials are disassembled and stored so that they can be periodically collected and disposed of according to the municipal guidelines for the separate collection of waste: in this way they increase the possibility of recycling and, possibly, the reuse of waste materials.</p>
Source of information	http://www.ioprint.it/

Type of company	Profit
Business sector	services
Number of staff	26-50
Background of the company/organization	The company started in 2002 as a recruiting firm specializing in the FSI (Financial Services Industry) following the will of three partners with extensive experience in the field. Today, Aegis Human Consulting Group (AHCG) is one of the main players in the Italian market.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Labour practices ✓ Consumer issues
Short description of the good practice	<p>In 2017 the company was awarded as one of the best workplaces in Italy. The company adopted <i>Code of Ethics</i> that reflects their core values and includes the principles that guide their choices, from strategic to operational ones. Some of the most relevant principles are:</p> <p>Loyalty: Develop and maintain relationships based on credibility and respect of the commitments made.</p> <p>Confidentiality: Use extreme care in handling of the information processed, ensuring that they are not disclosed to third parties unless authorized.</p> <p>Transparency: Ensure greater access to information to all interested parties, rejecting any form of concealment or deception.</p> <p>Responsibility: Operate always consciously and, if necessary, account for their behaviour and choices to the Ethical Committee of the company.</p> <p>Fairness: Pursue their goals repudiating all forms of religious discrimination, political, sexual, ethnic, registry.</p> <p>Objectivity: Expressing objective rating based on facts avoiding any kind of prejudice and preconception.</p> <p>Conflict of Interest: Avoid potential conflict of interest situations in which personal or family economic activities and tasks covered in society are such as to interfere with or affect the ability to carry out their work impartially.</p>
Source of information	www.aegishcgroup.com

26. Nuova IZC Costruzioni Generali

Type of company	Profit
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Business sector	manufacture
Number of staff	10-15
Background of the company/organization	The company realizes private and public building restorations, renovations and provides small and medium-sized maintenance. The company pays great attention to energy efficiency in new buildings, but particularly in structures undergoing restoration or renovation.
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>The company aims to contribute to the design and construction of buildings with low environmental impact. The construction sector has an important role and responsibility in the environmental impact. In fact, designers and builders can direct customers' choices towards solutions that rationalize the use of energy resources, thus fostering the environmental and economic sustainability of new and renovated buildings. Nuova IZC Costruzioni Generali is able to guarantee eco-sustainable processes and products that are characterized by the low environmental impact.</p> <p>Construction products that have environmental certification are preferably used. This kind of products are manufactured through controlled emissions processes that do not feed the greenhouse effect throughout the whole product life cycle (from construction through use and to disposal).</p> <p>The company constructs buildings and houses with low energy consumption, using technologies and materials that allow buildings to have high levels of energy efficiency and consequently a low environmental impact. Improvement of the energy performance of refurbished buildings: the renovation activity respects two important characteristics: low land consumption, building on already built land, and the reduction of energy consumption.</p>
Source of information	http://www.nuovaizc.it

27. Alfio Zanella s.r.l.

Type of company	Profit
Business sector	manufacture
Number of staff	16-25
Background of the company/organization	The company, founded in 1914 as a lumber yard supplies and installs roofs and wooden roofs using modern design and new production technologies to combine tradition with innovative products according to new market needs.
Classification of CSR practice	✓ Human rights
Short description of the good practice	The main objective is to create a working environment characterized by mutual involvement and trust. This brings, as a consequence, better work performance. In particular, the company wants to improve internal communication, and therefore teamwork skills as well as the degree of integration of foreign employees. To ensure a real sharing of values, methodologies and practices, to reach an optimal level of cohesion and communication between employees and to avoid the risk that an imperfect inclusion could occur in the company, it was decided to improve the integration of foreign workers (2 Brazilians and a Senegalese). To reach such an objective, an Italian language course, whose costs have been paid by the company, was organized. The owners of the company had therefore paid an Italian language teacher to hold an evening course (from 20:00 to 22:00) for a period of three months. The course had excellent results and the participation has been extended to friends and relatives of foreign employees, thus improving both the level of internal communication and the level of integration in host society. The organization and management of training, both for the Italian course and for the dissemination within the company of the principles of CSR, and the meetings with workers, during working hours, are, without a doubt, a cost for the company. The owners, however, think that the expenditure of economic resources, time and energy brings comparatively more benefits.
Source of information	www.alfiozanellalegnami.it

28. Stefano Pittis	
Type of company	Profit
Business sector	services
Number of staff	0-9
Background of the company/organization	Stefano Pittis set up his own company in 1999 in Mortegliano (UD), after having worked for many years in the construction sector. In addition to constructions from scratch, Stefano Pittis has had a long experience in renovation of inefficient or old buildings.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Labour practices
Short description of the good practice	<p>Mr. Stefano Pittis has a great sense of belonging to the territory where he lives and works and therefore he tries to bring well-being and life quality to his community.</p> <p>Environment: To do so, he focused on energy saving and the use of renewable energy, researching high-quality and with low environmental impact housing solutions. This brings strong work ethics and positive human relationships to this company. Focus on innovation, on the efficiency of the tools used, on the autonomy and growth of his workforce are considered of primary importance. Working with quality means using the most adequate material with the awareness of pros and cons regarding costs.</p> <p>Labour practices: Time and workload are calibrated to the real capacity of the workers. Safety equipment is constantly maintained and regularly checked-up. Safety is not only a law obligation but the best guarantee to continue to be effective and efficient in the future. The methods of managing human resources (training, safety, stability of work relationships, sensitivity, sharing methods, sharing values, trust within the organization, processes of delegation and responsibility) directly affect individual operators' work quality.</p>
Source of information	https://coveco.files.wordpress.com/2016/07/bs-2014-pittis.pdf

29. Olio Arke'e Natura	
Type of company	Profit

Business sector	agriculture
Number of staff	0-9
Background of the company/organization	The company is dedicated to oil production in the rural area of Serradifalco in Sicily. They began their entrepreneurial path in 2001 and in 2003 the actual Arké was born with a philosophy based on values, people and territory. Today the company exports internationally around 80% of the total oil production made in Italy.
Classification of CSR practice	✓ Environment
Short description of the good practice	The company has improved their environmental performance by installing a 20-kilowatt photovoltaic system and using milling residues (pomace olive oil) for biomass. They have also installed a new 40-kw generation plant with the aim of becoming self-sufficient in energy. The company monitors good practices from other local businesses to remain at the forefront of environmental initiatives. Olio Arke'e Natura chose to become more environmentally responsible to reduce costs, preserve the local environment, and enhance their CSR strategy. This has provided their business with a valuable selling point, separating them from the competition, attracting publicity and winning new clients. The company has undertaken actions including using water saving devices, increasing recycling rates, developing communication materials, and raising the environmental education of staff to improve behaviour both inside and outside the workplace. Investments have also been made in the energy efficiency of the building, including the installation of external thermal insulation and energy efficiency lighting. Recording methods and measurable targets have been developed to monitor environmental performance in areas such as energy production and consumption (electricity and water bills) and the amount of waste sent for recycling.
Source of information	http://www.olioarke.it
30. L'Angolo delle specialità	
Type of company	Profit
Business sector	services

Number of staff	0-9
Background of the company/organization	L'Angolo delle Specialità is a wine shop founded in 2003 in Codroipo (UD) specialising in the sale of food and wine products. it offers a wide variety of wines coming from a large part of the national territory as well as a small selection of foreign wines.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>Community involvement & development: The activity of the Enoteca has become part of the local community through the frequent entertainment proposals on the territory. The Enoteca organizes concerts, artist presentations, theme nights during classical celebrations (Carnival, Christmas holidays, city fair) and trough ad-hoc built events in periods not traditionally linked to particular holidays. For many years many proposals have involved the public, on one hand, and a group of companies, professionals and artists, on the other. Harmonizing gastronomy and ethics does not mean only talking about safety for workers or food safety, but it also means enhancement of an individual (customer, supplier or employee) to cultural belonging.</p> <p>L'Angolo delle specialità chose to make their proposal of food and wine as qualified carriers for the satisfaction of physical needs and desires, symbolic, emotional, aesthetic and aggregation that every community lives and desires to express.</p> <p>The goal is: to bring selected products to the territory that meet high quality requirements at affordable costs; to educate the customers to discover the flavours and their nuances, accompanying them to the choice of pairings between food and beverages; to offer the community opportunities for meetings and exchanges, bringing together people, groups, companies, artists and artisans.</p>
Source of information	https://coveco.files.wordpress.com/2015/03/bilancio-sociale-angolo-specialitc3a0.pdf
31. Solettificio Montesor	
Type of company	Profit
Business sector	manufacture
Number of staff	26-50

Background of the company/organization	The Solettificio Montresor has specialized in the production of mid-high-range insoles for the Italian and foreign market since its foundation in 1969. The research for innovative materials aimed at creating high quality models, professionalism and reliability, are essential values of their mission that have made the company the partner of the most important names in the Veneto footwear.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>The goals of Solettificio Montresor in the field of social development are to develop the research and the creation of innovative products in collaboration and at advantage of the local community as well as the customers. The company is engaged in social initiatives at local, national and international levels in research and innovation working in collaboration with the non-profit sector.</p> <p>Solettificio Montresor co-financed, together with the Veneto Region, the construction within the Faculty of Medicine of the University of Verona, of some laboratories dedicated to the research and development of innovative products for the benefit of both students and of the companies located in the Veneto region, many of which have already begun to use it.</p> <p>Thanks to the research carried out in these laboratories, which allowed and enhanced a collaboration between the University and companies, an innovative patent has been identified that will help to limit the onset of diseases related to incorrect postures.</p> <p>The development of the laboratories and premises equipped for research was widely publicized among its stakeholders as an integral part of the company communication, also through publication in the newspapers.</p>
Source of information	http://www.ven.camcom.it/userfiles/ID209__Buonepratiche_bassa.pdf
32. Bellelli S.r.l	
Type of company	Profit
Business sector	manufacture
Number of staff	16-25

Background of the company/organization	Bellelli Srl was founded in 1994 by Mr. Bellelli after a long experience in the automotive sector (plastic materials). The company specializes in car and child seats production, bike accessories, products for early childhood and articles for gardening.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Environment ✓ Community involvement & development
Short description of the good practice	<p>Environment: Through a constant environmental analysis, Bellelli s.r.l. keeps track of raw materials and energy consumption. The company pursues an environmental protection strategy by: reducing cardboard packaging for the supply of semi-finished products through the use of metal or cages recycling used cartons; the use, where possible, of materials completely biodegradable or environmentally friendly; instructions in manuals on the correct disposal of the product at the end of its use; the use, for some products, of packaging that makes it possible to lengthen the lifecycle of the packaging itself and its re-use; continuous training and sensitization of all personnel to the correct disposal of warehouse and/or office waste.</p> <p>Community involvement & development: The company conceived a "Toy packaging" from which games can be obtained (castles, animals, etc.) cutting out the figures drawn on the packaging or which can be used as a toy carrier, thus stimulating children's imagination and creativity.</p>
Source of information	www.bellelli.com
33. Talin Spa (VI)	
Type of company	Profit
Business sector	manufacture
Number of staff	16-25
Background of the company/organization	Talin Spa, founded in 1955, designs and manufactures seats and office furniture and accessories. The great attention to the evolution of technologies and production systems is at the base of the company's strategic choices. Today, ecological, recyclable, non-toxic and self-extinguishing ecological materials are used for most products.

Classification of CSR practice	✓ Fair operating practices
Short description of the good practice	The main objective of Talin Spa is to ensure economic, social and environmental sustainability of the company activities. The adoption of codes of behaviour and management systems requires transparent management of relationships with employees and with customers and suppliers and a timely check on the regularity and responsibility of the behaviours implemented. Talin Spa communicate outside and inside the company activities and strategies, also based on codes of behaviour. This choice has also an impact on the supply chain because they try to involve their suppliers hoping that the number of companies attentive to ethical issues will grow. The company asks suppliers to adhere to an ethical agreement paper, to ensure that Social Responsibility does not remain an isolated phenomenon but becomes "system". Suppliers are chosen not only on the basis of the economic convenience of their products but also because of their "ethical" characteristics. In case of timber suppliers they pick up those who collect timber from forests with reforestation plan. This often leads to choosing a supplier who seems less convenient but a more ethical one. In the long run this affects the perception of the company by its customers, who are more and more aware of ethical and environmental issues.
Source of information	http://www.talin.com

34. Bar Centrale

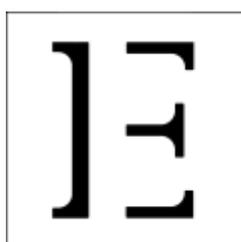
Type of company	Profit
Business sector	services
Number of staff	0-9
Background of the company/organization	Bar Centrale is a bar founded in 2014 that offers breakfast, quick lunches, snacks and beverages in the centre of Codroipo. Its success is linked to some key factors: the quality of the products, the pleasantness of the physical environment and, above all, the skills of the workers. The owner and all employees are women.

Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	Bar Centrale encourages collaboration, listening and use of social skills among workers. They invest a lot on emotions, attention and in show deep understanding of their interlocutors to build relationships. The staff is quick to react to contingencies and solve problems, is able to "influence" others positively, to promote the social image of the bar as a place where it is possible to share, discuss, and help each other to face real problems together. Bar Centrale's mission is to create a stimulating environment and treat all customers with respect and dignity; to welcome the diversity of the customers as an essential part of doing business; to look for quality suppliers to always offer the best to their customers; to satisfy customer needs with courtesy, education and irony; to provide the host community with an opportunity for meeting and leisure; to understand the problems of the community in which it is located; to actively participate in social initiatives involving the territory; to buy, sell and use products (wherever possible) that enhance the territory; to infuse the value of social responsibility also in its workforce; to report the results of their social responsibility initiatives; to encourage all its business partners to share the values of solidarity, friendship and commitment to the territory. Bar Centrale is committed to provide information on the products offered to customers in a clear, complete, truthful and non-misleading way.
Source of information	https://coveco.files.wordpress.com/2016/03/bs-bar-centrale-cussignacco.pdf
35. BT Burgmann (Arcugnano – VI)	
Type of company	Profit
Business sector	manufacture
Number of staff	0-9
Background of the company/organization	BT Burgmann since 1966 builds molding, turning, grinding and induction welding of small parts for mechanical seals. The philosophy of BT Burgmann is to create innovative products created on the basis of individual customer needs. The technical know-how, investment in research and development, technologically innovative processes are the guidelines that bring the company to the highest levels in its sector.

Classification of CSR practice	✓ Labour practices
Short description of the good practice	<p>BT Burgmann, probably due to the fact that "manual" work always attracts fewer Italian workers, has a very high percentage of non-EU workers. This fact brought the company to confront with a multi-ethnic and multi-cultural environment that could represent a "risk" factor in relation to cohesion and internal communication, but which turned to be a great opportunity. BT Burgmann focused on involvement of all staff in the process of business development, giving the same opportunities to anyone, regardless of gender or cultural background. This allows for the development of high technical skills and professional growth of all workers. BT Burgmann has implemented innovative management tools such as the Supply Chain Management and the Kanban method to improve not only work performance but also motivation and cohesion in the group. Bt Burgmann applies a business philosophy that underlies the concept of continuous training, communication at all levels, active involvement of all workers in improvement processes. The application of these management tools helped to promote and reinforce a greater internal cohesion, improving integration and group spirit.</p>
Source of information	www.btburgmann.com

Good practices

Macedonia



INCEPTION
ENTERPRISES

36. Teachhoot

Type of company	profit
Business sector	services
Number of staff	0-9
Background of the company/organization	TeachHoot is an online educational platform that enables easy and quick acceptance and transfer of knowledge among students and tutors from the comfort of their own home in a virtual classroom

Classification of CSR practice

✓ Community involvement & development

Short description of the good practice

Aims of the company are: the development of the availability of education in smaller places in Republic of Macedonia, opening of a virtual labour market or forming a new labour market, help to increase employment in small places in Republic of Macedonia, the application of information technologies to modernize education, overcoming the territorial, institutional and market constraints that exist in giving and receiving knowledge in the country and in the world. Moreover, besides providing talent development services to the international market, TechHoot also focuses on internal traineeships and support for talent which includes one to one tutoring and work with fresh out of school talents. The main objective of TechHoot is giving talents from rural area access to education and mentorship through digital online classes.

Source of information

Online Survey

37. Qpick LLC

Type of company	profit
Business sector	services
Number of staff	0-9
Background of the company/organization	Founded in 2017 with the goal to unite the e-commerce market, Qpick provides new shopping experiences for consumers and SaaS technology for vendors and retailers.
Classification of CSR practice	<ul style="list-style-type: none">✓ Labour practices✓ Environment
Short description of the good practice	<p>Labour practices: Qpick aims to help intellectual growth through talent development and retention. The goal of this company is to build up innovative technologies that support easy e-commerce and digital advertising for small enterprises. To achieve excellence in the work, they integrate strong practices in labour recruitment, training and retention. Some of the work includes daily trainings, mentorship and guidance for skill and personality development. Good labour practices include interviews with employees on regular basis to track satisfaction and progress of talent, engagement in courses and trainings and transnational seminars.</p> <p>Environment: Because of the company digital nature, they avoid paper and printing and include eco office support for energy savings. Evermore, the whole strategy of the company is to help businesses avoid printing advertising flyers and move to full digital marketing. In the long run the company aims to grow with building talent capacity and creating IP software that will help thousands of companies save the environment.</p>
Source of information	Direct Survey

38. Brza Pratka

Type of company	profit
Business sector	services
Number of staff	10-15
Background of the company/organization	<p>Brza Pratka DOOEL is a private company with an extensive experience in the field of cargo delivery. On the Macedonian market they have been operating since 2009 and they have developed a vast network of bases and subsidiaries in Macedonia and in the whole region. The primary service is Macedonia express, document transport, cargo and other goods around Macedonia. The company also offers international regional transport of goods with regular transport lines between Macedonia, Bulgaria, Greece, Serbia, Kosovo and Romania. But also have ad hoc transport lines to other more distant EU countries</p>
Classification of CSR practice	<ul style="list-style-type: none">✓ Labour practices✓ Fair operating practices
Short description of the good practice	<p>Fair operating practices: The company mission is to provide for its clients fast and professional service of every cargo so that they can progress and develop their businesses. Transporting goods is a way to contribute to increase and maintain overall economic growth of the country. Corporate responsibility for the company is an integral part of the corporate strategy, integrated in the form of a value system in social, environmental and economic dimensions who has the purpose to provide benefits for customers, employees and end users, and deliver products and services with care and responsibility for people, resources and the environment.</p> <p>Labour practices: The company cares for the employees and the clients to be completely satisfied, paid in time and having good working conditions.</p>
Source of information	Direct Survey

39. DB Smetkovoditeli TP Skopje

Type of company	Profit
Business sector	services
Number of staff	16-25
Background of the company/organization	Bureau for accounting, bookkeeping, tax and VAT returns, salaries and other accounting services located in Skopje.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Labour practices ✓ Consumer issues
Short description of the good practice	<p>Labour practices: the company pays special care to its employees such as paying on time the deserved salary, offering good working conditions and motivating them with bonuses, bonuses for extra hours and gifts. On the other hand, the company practices ongoing communication with the employees, is dynamics in problem solving and offers support from legal and financial standpoint.</p> <p>Consumer issues: All employees have a maximally responsible behaviour and high-level relationship with the clients, focusing on individual customer needs.</p>
Source information	of Phone Call

40. Mega Mobil

Type of company	Profit
Business sector	services
Number of staff	26-50
Background of the company/organization	Megamobil was founded in 1996. From the very beginning, it has been dealing with the provision of services in the field of electronics, telecommunications, mobile portable devices as well as service and sale of related spare parts and accessories.
Classification of CSR practice	<ul style="list-style-type: none">✓ Labour practices✓ Environment✓ Community involvement & development
Short description of the good practice	<p>Labour practices: Key points of the company are: timely payment to the state and employees, involving employees in the development of the business, offering employees development and training. In some cases, is foreseen steady onboarding and allowance for shadowing of seniors.</p> <p>Environment: Also because of the nature of the business with electronics, the company implements practices for the acquisition and proper disposal of electronic trash which in the short and long term is highly important for the environment.</p> <p>Community involvement & development: The company contributes and donates to events and social projects for a better society.</p>
Source information	of WEB

41. PUSZ ASTREON

Type of company	social enterprise
Business sector	services
Number of staff	0-9
Background of the company/organization	<p>PUSZ ASTREON is a new private institution for the social protection of the elderly in Skopje. A 24/7 hours professional team composed of a social worker, physiotherapists, nurses, carers, cooks and hygienists take care of clients. The company offers a pleasant atmosphere, care and dedication to its clients.</p>
Classification of CSR practice	<ul style="list-style-type: none">✓ Consumer issues
Short description of the good practice	<p>For many years the company has been investing in equipment and education of the employees in order to provide high quality services and build an emotional connection with the clients. Knowing that 100% of the company growth is from the customers, the management dedicate and invest in training courses and good practices for the employees in order to provide extraordinary consumers experience and handle issues in a proper way.</p> <p>The company takes care of older people's health and helps them to remain socially active in order to feel happy like everyone else.</p>
Source of information	Skype Interview

42. Youth4Love

Type of company	non-profit
Business sector	other
Number of staff	26-50
Background of the company/organization	This non-governmental organization aims to educate the general public and raise the level of awareness of love, respect, mutual understanding and tolerance, educate young people in the cultural and social fields, help them build themselves in the society, both professionally and at a spiritual level.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>As a non-profit organization, the practices of this organization are strongly tight to its aims. Through the years of work with youth, providing trainings, non-formal education and helping them understand the meaning of social involvement they managed to build generations of young people that are helping our society.</p> <p>On monthly basis the company organizes workshops for people aged 16 – 25 on leadership, soft skills development and project management.</p> <p>From here the engaged youngsters are constantly involved in social, environmental and human rights projects.</p> <p>Some of the activities carried out are aimed towards mutual understanding and equal rights for all people in Macedonia.</p>
Source of information	WEB

Good practices

Poland



**Akademia
Humanistyczno-Ekonomiczna w Łodzi**

43. Rainbow Construction, UK, London

Type of company	profit
Business sector	services
Number of staff	0-9
Background of the company/organization	A building company based in Tooting, London established more than 10 years ago in the UK by a migrant from Poland. They provide extensions and loft conversions with full refurbishments. They guarantee a fixed price from beginning to the completion of the project. They employ workers of migrant background.
Classification of CSR practice	✓ Consumer issues
Short description of the good practice	The clients praise punctuality, accuracy, great work ethics and regular communication throughout the project. The owner is flexible with any adjustments the clients require during the process and recommends solutions and ideas that would enhance the end result. The company tries to stick to the agreed budget without extra, "hidden" costs.
Source of information	Direct contact with the entrepreneur - the owner of the company.

44. Concepti, Ltd., training centre, Łódź, PL

Type of company	profit
Business sector	services
Number of staff	0-9
Background of the company/organization	<p>Concepti Training Centre is a dynamically developing company whose goal, among others is to improve language skills among adults. They effectively train and prepare for international exams.</p> <p>The main values of the company include professionalism, individual approach to each course participant and a particularly friendly atmosphere of classes, which facilitates effective learning.</p>
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>The company has introduced an innovative system of training online, including on-line meetings using available software.</p> <p>The trainers do not have to commute to the trainees' workplaces, the trainees do not have to commute to the training centre. The trainers work according to flexible schedule which makes them more available to the trainees who can choose the time of training.</p> <p>Most of the learning material as well as course documentation is in digital form, therefore printing is limited to minimum.</p>
Source of information	Direct contact with the entrepreneur – the owner of the company.

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45. Jubiler Skorupski, PL	
Type of company	profit
Business sector	services
Number of staff	N.A.
Background of the company/organization	A small jeweller's family company with long established tradition. The company was founded in the 1970s. At the beginning its main area of operation was manufacturing of customised jewellery. In the 80s, the business began to develop, they started selling silver products as well as watches. They opened two new stores in 2016.
Classification of CSR practice	✓ Labour practices
Short description of the good practice	<p>The shop assistants have at their disposal kitchen facilities and relaxation area. Since most of the workers combine studies with work their timetable is arranged individually taking into account their availability. This flexitime is very convenient, the owners substitute the shop assistants when they are not available, mainly at weekends (Saturdays).</p> <p>The business owners also support their employees in busy periods of the year when more clients visit their shops.</p> <p>The owners take special care of shop assistants' security at work with advanced monitoring systems.</p>
Source of information	Direct contact with the entrepreneur – the owner of the company.

2- 46, Jubiler Skorupski, PL

Type of company	profit
Business sector	services
Number of staff	N.A.
Background of the company/organization	A small family company with long established tradition. The company was founded in the 1970s. At the beginning its main area of operation was manufacturing of customised jewellery. In the 80s, the business began to develop, they started selling silver products as well as watches. They opened two new stores in 2016.
Classification of CSR practice	✓ Environment
Short description of the good practice	The owners of the company have installed the most efficient and environmentally friendly heat pumps to reduce costs and protect the environment. Heat pumps do not emit exhaust gases or other chemical compounds, as in the process of heating of other materials, such as: heating oil, natural gas or coal. Most of the packaging is recycled and the use of plastic disposable bags has been reduced to minimum, most of the packaging comes from recycled paper.
Source of information	Direct contact with the entrepreneur – the owner of the company.

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3. 47. SENS Translation Agency, Łódź, PL

Type of company	Profit
Business sector	services
Number of staff	0-9
Background of the company/organization	The SENS Translation Agency was established in 2000, on the eve of the 21st century, and was right away focused on leveraging new technology. The software they use not only makes translation and proofreading more efficient, but enables them to deliver high quality translations faster, an advantage appreciated by their clients.
Classification of CSR practice	✓ Environment
Short description of the good practice	Advertising gadgets are made of biodegradable materials - pens handed out to corporate clients are made of corn-based biodegradable plastic. In this way, the company limits their negative impact on the natural environment. Most of the documents, unless necessary, are circulated in electronic form, most of the correspondence is done via e-mail. Cooperation with proof-readers, translators and editors from other countries is done remotely so that travelling has been almost eliminated.
Source of information	Direct contact with the entrepreneur – the owner of the company.

Sformatowano: Wcięcie: Z lewej: 0,63 cm, Bez punktów lub numeracji

4. 48. SENS Translation Agency, Łódź, PL

Type of company	Profit
Business sector	services
Number of staff	0-9
Background of the company/organization	The SENS Translation Agency was established in 2000, on the eve of the 21st century, and was right away focused on leveraging new technology. The software they use not only makes translation and proofreading more efficient, but enables them to deliver high quality translations faster, an advantage appreciated by their clients.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	The Agency supports writers whose main activity is writing. It sponsors publishing of the less popular, talented, emerging artists, who could not afford to publish their books. The Agency co-financed the poetry volume "Pomieszczenie" of the local poetess Jolanta Sowińska-Gogacz, published as part of a poetics series by <i>Kwadratura</i> publishing house of the <i>Łódź Cultural Centre</i> . In this way, the Agency helps local artists and supports local culture.
Source of information	Direct contact with the entrepreneur – the owner of the company.

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5. 49. Kinga Pędzimaż, translating services and language courses

Type of company	Profit
Business sector	services
Number of staff	0-9
Background of the company/organization	The company has been operating in Poland since February 2015. Its main scope of activity includes translation of medical and environmental documentation as well as providing training and English language courses.
Classification of CSR practice	✓ Consumer issues
Short description of the good practice	<p>The concept and assumptions of corporate social responsibility and sustainable development were an important issue during the set-up process and the beginning of business activity.</p> <p>While creating the strategy, social interests in the area of company's operations and environmental protection were taken into account.</p> <p>The company mainly focuses on customers from the <i>Podkarpackie</i>, <i>Świętokrzyskie</i> and <i>Małopolskie</i> regions in the south-east part of Poland, where access to translation services and language courses, unlike in big metropolitan areas, is limited.</p> <p>The increase in the demand for medical translations and the limited availability of translation companies was one of the factors that influenced the start-up of business.</p>
Source of information	Direct contact with the entrepreneur – the owner of the company.

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6- 50. MENA Sylwia Lont

Type of company	Profit
Business sector	services
Number of staff	0-9
Background of the company/organization	Al-andalus training and language centre provides courses in Spanish, English and Arabic. The founder of the centre Ms Sylwia Lont wanted to create a place where the learners can experience intense contact with a foreign language and the culture of the region. The educational offer of Al-andalus refers to Mediterranean traditions, and the interior of the classrooms is to stimulate the senses and promote learning.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>In the area of "involvement in community development" - the company's activity aims to create a conscious community by sharing knowledge about different languages and cultures.</p> <p>The centre organizes cultural events, whose main aim is to familiarize trainees with Spanish and Arabic cultures. The classrooms have been designed with great care, each detail has been thought out and carefully planned. The classrooms are full of objects related to a particular culture so that trainees may experience total immersion into the language and culture and they feel the atmosphere of Spain and Arabic countries.</p> <p>Special training is also offered to trainers, so that to expand their cultural knowledge and raise their awareness.</p>
Source of information	Direct contact with the entrepreneur – the owner of the company.

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7. 51. KKPW Kaczor, Klimczyk Pucher, Wypiór, the law firm

Type of company	Profit
Business sector	services
Number of staff	16-25
Background of the company/organization	The law firm was established by attorneys-at-law who, in 2001, after many years of successful cooperation, decided to combine their various professional experiences within one project.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>The proud of deep-rooted, long-standing and greatly valued pro bono commitment. Their work for pro bono Clients involves all areas of practice. They give the same unwavering engagement and expertise to their pro bono matters as they do to all other legal issues. In consequence the spirit of public service enriches understanding of the larger communities of which we are a part. Community involvement is an essential dimension to the growth and development of the firm.</p> <p>The firm serves those in need. Whether protecting constitutional rights, working to preserve environment, representing indigent individuals in criminal cases, battling slumlords, defending the elderly, the homeless, the disabled or facilitating adoptions their lawyers have advocated on behalf of those who could not otherwise afford it.</p> <p>They strongly encourage their lawyers to participate in pro bono culture as part of their ongoing caseload and support such attitude throughout their careers. They let their young lawyers devote a substantial portion of their time to handle pro bono cases by assisting needy individuals or organizations seeking guidance in navigating our justice system.</p>
Source of information	Website: http://kkpw.pl/en/pro-bono/

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8- 52. Zakład produkcyjny "Herman" Ewelina Gotowicka

Type of company	profit
Business sector	manufacture
Number of staff	10-15
Background of the company/organization	<p>The firm "Herman" Ewelina Gotowicka which started its activity in 2006, is based in a small village Szpiewowo (PL). It is a producer of ready-to-eat ready-made products.</p> <p>It offers products such as dumplings, pancakes, croquettes - all produced in a traditional manner on the basis of local, generally available recipes, using natural spices and no preservatives, glutamate sodium or fillers. In addition, the owners support local labour market and entrepreneurship, buying products from local suppliers.</p>
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>The owners have taken care of an increase in ergonomics, rational waste management and economical use of utilities - including a decrease in energy and gas consumption.</p> <p>Due to the purchase of a fat separator and the use of water reuse devices operating on a closed-loop basis, the risk of groundwater contamination has decreased.</p> <p>The plant also undertook awareness-raising activities among employees how to limit the use of resources or save heat, for example, through quick and effective airing of rooms, or control of heat of radiators.</p>
Source of information	Website: http://garmazeria.com.pl/

Sformatowano: Wcięcie: Z lewej: 0,63 cm, Bez punktów lub numeracji

9- 53. Zakład produkcyjny "Herman" Ewelina Gotowicka

Type of company	profit
Business sector	manufacture
Number of staff	10-15
Background of the company/organization	<p>The firm "Herman" Ewelina Gotowicka which started its activity in 2006, is based in a small village Szpiewowo (PL). It is a producer of ready-to-eat ready-made products.</p> <p>It offers products such as dumplings, pancakes, croquettes - all produced in a traditional manner on the basis of local, generally available recipes, using natural spices and no preservatives, glutamate sodium or fillers. In addition, the owners support local labour market and entrepreneurship, buying products from local suppliers.</p>
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>As part of the "Local agreement for sustainable development" initiative the company could get involved in solving important social problems among others correct utilization of waste, transfer food for socially useful purposes or support sustainable consumption. The plant established a dialogue with various entities forming part of its social environment: schools, kindergartens, voluntary groups creating "The Noble Box Project" in the city, etc.</p> <p>SZLACHETNA PACZKA (The Noble Box) project was established in 2001 in order to provide aid to struggling families during Christmas holidays. Its main premise is the idea of helping wisely - providing direct aid in a way that it is effective, concrete and meaningful, but also giving hope and an impulse to act to the families that are struggling.</p>
Source of information	Website: http://garmazeria.com.pl/

Sformatowano: Wcięcie: Z lewej: 0,63 cm, Bez punktów lub numeracji

Good practices

Spain



Mediacreativa

18.

54. Harineras Villamayor S.A.

Type of company	Profit
Business sector	agriculture
Number of staff	26-50
Background of the company/organization	Established in 1934, Harineras Villamayor is committed to agrarian environment. The strategy of the company is based on fundamental values of sustainable development and respect for the environment.
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>Harineras Villamayor has been dedicated to producing high quality products in order to live up their customers' expectations and look after the environment at the same time, as sustainable development is a key issue for this company working in the agrarian sector.</p> <p>Its vision includes quality, service, food safety and innovation and tries to offer their customers everything they need taking into account the society and the environment we live in.</p> <p>The company guarantees quality and food service to consumers through the implementation of new equipment, distribution and innovative cultivation techniques.</p> <p>They also share information and knowledge with their grain suppliers in order to offer the best product, always respecting the environment.</p> <p>They also are the first company of this kind in their region to obtain European eco-friendly certificate, as recognition of their sustainable production.</p>
Source of information	Company website, https://www.harinerasvillamayor.com/

Sformatowano: Wcięcie: Z lewej: 0,63 cm, Bez punktów lub numeracji

11. 55. Euroquímica de Bufi y Planas S.A.

Type of company	Profit
Business sector	other
Number of staff	26-50
Background of the company/organization	Established in 1962 in Catalonia, this company works in the chemical products sector for the industry maintenance. The system of the company is based on capital joint participation and labour.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Labour practices ✓ Fair operating practices
Short description of the good practice	<p>The company bases its efforts on joining hands with its employees, creating a collaborative working system. On one hand, employees are given the chance to be shareholders in the company and to participate in the meetings and therefore, in the decision-making processes.</p> <p>By doing so, their employees are listened to, which also increases their commitment to the company and allows the company to get to know the workers better.</p> <p>It also offers training for the employees' children. They have developed a training plan addressed to young people between 16 and 18 years old, and they also facilitate them do an internship during the summer period.</p> <p>By doing so, young people benefit from a real working experience and are more prepared to face the challenges and meet the requirement of the world of work; the company has at its disposal young workforce with the necessary preparation; and it is a helpful policy to fight against young unemployment.</p>
Source of information	Company website, http://euroquimica.com/

Sformatowano: Wcięcie: Z lewej: 0,63 cm, Bez punktów lub numeracji

56. Asociación Alanna

Type of company	non-profit
Business sector	other
Number of staff	26-50
Background of the company/organization	Asociación Alanna was established in 2002 by a group of women and it carries out socio-educational programs aimed at the inclusion of women in case of social exclusion.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Labour practices ✓ Fair operating practices
Short description of the good practice	<p>This foundation allows its workers to organize their working time as their convenience. Employers have the chance to work as many hours as they want in a certain day or period, accumulating free available hours to later cover his/her needs or use that free time as they see fit. Workers in this way feel more comfortable at work because they are able to organize and balance their personal and private life as well as decide about convenient working hours.</p> <p>This is also reflected in the working atmosphere which does not generate any level of stress or conflict. It is also translated into an increase of the productivity, which is also beneficial for the company itself. Besides, relationship based on trust is established between the organization and the workers, as they also become responsible for the decisions taken.</p>
Source of information	Company website, http://www.alanna.org.es/

Sformatowano: Wcięcie: Z lewej: 0,63 cm, Bez punktów lub numeracji

13. 57. Ecoalf	
Type of company	profit
Business sector	other
Number of staff	26-50
Background of the company/organization	Founded in 2009, the company was created with the idea of sustainable fashion due to the excessive use of natural resources.
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>Ecoalf is a company that takes the environment and the changes that are continuously happening in it very seriously. According to the CEO, the products they create have the same quality, design and properties which any non-recycled product could have, with the only difference of not using the world's natural resources as if they were unlimited.</p> <p>During production process, the company uses recycled raw materials, always looking for the best quality. For example, they use broken fishing nets, plastic bottles, used tyres, post-industrial wool etc.</p> <p>Thanks to this policy, they also make people aware of the changes in the environment and the challenges we face. Ecoalf works to manage those resources efficiently, influencing at the same time the brand's strength of creating safe products with quality.</p> <p>The company has worked on several projects cooperating with RC Deportivo de La Coruña football teams, or on the project <i>Upcycling the Oceans Thailand</i>, which started in 2016. In this last project, the company wants to increase both tourists' and locals' awareness of the problem's gravity.</p>
Source of information	Company website https://ecoalf.com/es/compromiso/

Sformatowano: Wcięcie: Z lewej: 0,63 cm, Bez punktów lub numeracji

58. RL&A (Ricardo Luz y Asociados)	
Type of company	profit
Business sector	services
Number of staff	10-15
Background of the company/organization	Ricardo Luz y Asociados S.L. is a company with more than 14 years of experience in providing advisory and consultancy services to companies and individuals in the areas of law, accounting, marketing, tax and more.
Classification of CSR practice	✓ Labour practices
Short description of the good practice	<p>This company offers their employees the possibility of teleworking, so that they can work in a convenient place different than their usual one in the office.</p> <p>By offering this possibility they aim to reduce anxiety, improve quality of life, improve the work performance and improve the schedule of the working day.</p> <p>The company wants to give its employees the possibility to manage better care of the elderly, disabled, children, without leaving aside the work duties in case they need to.</p> <p>Employees have access to the company's server at home so that they do not have to go to their workplace every day.</p> <p>It makes it easier to find a balance between their work life and their personal life.</p> <p>This practice aims at creating good working conditions for the employees and improve the work environment through human capital (work-life management).</p>
Source of information	<p>Guía de Buenas Prácticas en el cambio de cultura organizacional</p> <p>Company website, http://asesoresrla.com/</p>

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59. Inoxnalon

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Type of company	Profit
Business sector	manufacture
Number of staff	26-50
Background of the company/organization	This company was created in 1996, as a means to meet the growing demand of the market to use metallic structures in the constructions. It has become a reference in boiler making transforming anything into any type of steel.
Classification of CSR practice	✓ Consumer issues
Short description of the good practice	Inoxnalon works hard to provide personalized service to its customers, offering them the possibility to express their views during the whole purchasing process. They provide their clients with a survey, so they can measure the level of quality of the service / product the customers have received as well as their expectations. The company processes all the information to control the whole process from the time the customer places an order until he or she receives it in case of any doubts or questions. Therefore, the after sales service monitors the whole customer experience. This system allows the company to have a lot of information about their customers and the data related to them in order to improve the relationship between the company and the customer and to provide better service, more customized and adapted to their needs. As the customer is placed in the centre of the process, they offer a more personalized experience which also translates into an increase in competitiveness.
Source of information	http://www.council-consultores.com/uploads/documentos_adjunto/documentos_adjunto287.pdf

16- <u>60</u> . Tabú Comunicación, S.L.	
Type of company	Profit
Business sector	services

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Number of staff	0-9
Background of the company/organization	Established in 1995, this company employs qualified professionals. Its main activity includes planning, advising, editing, recording, and more. The team works with technical tools that are updated permanently to provide the best solutions not only to the customers but also to companies and public institutions they work with.
Classification of CSR practice	✓ Community involvement & development
Short description of the good practice	<p>The company carried out a joint project called "Proyecto Tiende a Infinito". The topic was how young people do research create products, diagnose and introduce innovations using the latest technologies to. It is a series of audio-visual material with interviews done with other associations like Empresa Mujer, ASEM, AJE, Jóvenes Empresarios to young entrepreneurs. The goal was to promote and value the innovative culture of the company.</p> <p>Different topics are addressed here: Ecodesign; diagnosis based on DNA; acoustics and environment; innovation in the textile industry.</p> <p>The company has focused in the community involvement and development to grow through collaborations with other companies and local organizations.</p> <p>As for the benefits that young entrepreneurs can have from this experience, getting known and show their talent to other companies or entrepreneurs is a good idea.</p> <p>Their ideas might seem inspiring and innovative, attracting attention. All in all, both the youngsters and the community benefits.</p>
Source of information	<p>Company website http://tabucomunicacion.com/ http://www.council-consultores.com/uploads/documentos_adjunto/documentos_adjunto287.pdf Webpage of the project: http://www.foroempresarias.com/tiendeainfinito.asp</p>
61. Prematecnica	
Type of company	Profit
Business sector	other
Number of staff	26-50

Background of the company/organization	Established in Madrid in 1961, the company began to distribute blue-chip equipment and tools for the process and energy industries. Now, it has a professional team that works on environment protection, safety and energy efficiency.
Classification of CSR practice	<ul style="list-style-type: none"> ✓ Labour practices ✓ Community involvement & development
Short description of the good practice	<p>Labour practices: This company identified the need to find alternative energy, which has caused to opt for renewable energy. In this sector, technicians represent one of the key employees, it is important to establish a human resources management mechanism that guarantees performance, creativity and innovation. Prematica has established a policy on meetings: all meetings are always carried out in the mornings to facilitate the availability of workers involved. Its employees also benefit from different initiatives such as free days on Christmas Eve or New Year's Eve by general rule and having more vacation days than those established by law. Besides, to include the point of view of all workers and obtain a whole vision of the status of the company, one employee that does not belong to Management Committee is always invited to the meetings, so that everyone can participate and give their opinion.</p> <p>Community involvement & development: They also carry out some initiatives in the field of community involvement such as the donation of 0.1% of value of orders placed by customers to a NGO of their choice or chosen by vote among employees, they also offer the possibility of engaging volunteering through the Achalay Association with the displacement of a volunteer to the field and they also collaborate in the food collection campaign for the Food Bank of the same Association.</p>
Source of information	Company website, http://www.prematecnica.com/en/index.html

62. Oiza y Asociados (Asesoría QI Oíza y Asociados), S.L.

Type of company	Profit
Business sector	services
Number of staff	16-25

Background of the company/organization	Oiza & Asociados is a consultancy company specialized in quality, environment and industrial security.
Classification of CSR practice	✓ Labour practices
Short description of the good practice	<p>Labour practices:</p> <p>The company creates an environment for the employees in which they can work efficiently, rest and have flexibility.</p> <p>These measures allow the workers to organize their work and have a better work- private life balance.</p> <p>Parents have a paid leave to attend childbirth classes; there also exists the possibility of telecommunicating to the company temporarily or during taking care of a sick family member or in case of a child's birth.</p> <p>This consultancy also offers autonomy in the distribution of maternity leave and permission to breastfeed, to allowing workers to adjust their work time to their needs.</p> <p>These measures increase not only workers' commitment but also their productivity.</p> <p>The employees are also given an opportunity to attend dedicated training courses during working hours,</p>
Source of information	Company website, http://www.asesoriaqi.com/asesoriaqi/asesoriaqi.htm

63. Ekohunters

Type of company	Profit
Business sector	other
Number of staff	0-9
Background of the company/organization	Established in 2013, the company works as the world's largest catalogue of sustainable design products.
Classification of CSR practice	✓ Environment
Short description of the good practice	<p>The company promotes a responsible use of manufactured products, not only socially but environmentally.</p> <p>They aim to demonstrate that design industry and architecture can also be sustainable and implemented in an eco-friendly manner.</p> <p>They developed a certificate named SEKO to identify eco-friendly and sustainable products of the sector and they only work with materials and products which obtained this certificate and are recyclable, reusable, biodegradable and without any toxic ingredients.</p> <p>They also have thought of the welfare of the company, donating 1% of the benefits to social or environmentally friendly organizations that work to achieve a more equitable and sustainable society.</p>
Source of information	Company website, https://www.ekohunters.com/es/Proyecto , http://eco-circular.com/2018/02/21/economia-circular-proyecto-de-exito-ekohunters/

Conclusions

Corporate Social Responsibility (CSR) grows at different rhythms and it varies from continent to continent, country from country, sector from sector and company from company.

As globalization has increased, so has the number of companies practising CSR around the world. Social and environmental issues such as global warming, pollution, fair trade, ethical employment have been underlying factors in this growing importance.

Competition among firms has led to a broader view of the business role in society, going beyond economic or legal factors and including also social aspects. Consumers value more the social and environmental performance of companies.

However, CSR practices and performances vary across countries due to differences in political-economic institutions, such as the welfare state, labour unions, educational systems, financial systems etc.

The European Union (EU) has been the organization that first became to convert to the CSR movement. Several reasons enforce this. Although innumerable abuses have taken place along its history, in Europe there have been traditionally more CSR consistent values, norms and perceptions than in other areas of the world; European companies have tended to hold stronger and broader approaches to stakeholders' mutual relations.

The EC requires that certain companies disclose non-financial information in their reporting, including how they manage social and environmental challenges, but it only applies to about 6,000 large companies.

This leaves out the predominant form of enterprise in the EU: micro and small companies.

Many of the business benefits of CSR are the same for firms of all sizes. Companies gain engaged staff, an enhanced reputation, and lower long-run costs. Small businesses, however, may also be interested in some other benefits.

For instance, creative CSR policies and social entrepreneurship can spur incredible innovation. Today's economy is increasingly knowledge driven. Companies of all sizes are reliant on their employees' creativity. For a small business that does not have an extensive research and development team, thinking about CSR can be a great way to transform the business and its products using fresh ideas.

Surveys continue to indicate that ethics and morals are the primary drivers of CSR in small business. Corporate Social Responsibility can improve local communities, lead to new business partnerships, and spur innovation.

We hope that this *Good Practice Guide* will be a useful tool for inspirational and creative solutions, which will take micro and small firms a step further in their business activity.