**CSR Index**

*In the following questionnaire, tick only one answer with each question, unless stated otherwise.*

**Scoring A) Sustainability strategy**

**A1) Values in the organization**

1) Do you know the principles of corporate social responsibility? (Economic, ecological and social)

❍ Yes

❍ No

2) Have you elaborated a multi-annual strategy containing the CSR principles (goals, partnership, measurable outputs in the economic, ecological and social areas; the measurement of the impacts of your activities)?

❍ Yes

❍ No

3) Does your strategy take into accounts at least some of the sustainable development goals according to the UN – so-called SDG (Sustainability Development Goals)?

❍ Yes

❍ No

4) Did company management define clearly its values and rules of conduct for its employees?

❏ Yes, values

❏ Yes, rules

❏ Yes, both

❏ No *(if you tick this answer, then you do not answer the questions 4a, 4b)*

4a) Have you made your employees acquainted with the organization values and rules of conduct?

❍ Yes, values

❍ Yes, rules of conduct

❍ Yes, both

4b) How do you make your employees acquainted with the organization's values and rules of conduct? (Multiple answers)

❏ In electronic form

❏ In the form of printed books

❏ Oral form in presentations

❏ In the form of non-formal meetings

5) How does your organization inform outer stakeholders about its values and rules of conduct? (Multiple answers)

❏ In electronic form

❏ In the form of printed books

❏ Oral form in presentations

❏ In the form of non-formal meetings

or

❏ Does not inform

*.*

6) Do you perform the regular internal measurement of corporate social responsibility (e.g. monitoring of rise in understanding the CSR concept, improvement in corporate social responsibility performance, etc.)?

❍ Yes

❍ No

7) Do you measure the effects of your socially responsible behaviour (i.e. not only the volume of the means spent but also their impact)?

❏ Yes

❏ No

8) Do you use in your organization some anti-corruption measures?

❍ Yes

❍ No

**A2) Reporting, certification**

9) Do you elaborate a report on CSR each year or is this report part of another report or document?

❍ Yes, it is an independent document -

❍ Yes, it is a part of another document -

❍ No *(if you tick this answer, then you do not answer the questions 9a, 9b)*

9a) If yes, does your report contain the outputs from the internal measurement of the corporate social responsibility of your organization?

❍ Yes

❍ No

9b) Is your report on the organization's social responsibility publicly available?

❍ Yes

❍ No

10) Do you use knowingly any procedure or recommendation in connection with CSR which is formulated by generally accepted initiative, methodology, rule or standard?

❍ Yes, select from the list below

❏ AA 1000 AccountAbility

❏ GRI

❏ LBG

❏ SA 8000

❏ ISO 26000

❏ ISO 14001

❏ EMAS

❏ OSHAS 18001

❏ ISO 9001

❏ EFQM model

❏ UN Guiding Principles for Business and Human Rights

❏ OECD GME

❏ Social Audit Network

❏ Global Compact

❏ Ethibel

❏ Other

❍ No

10a) Are you the holder of any certificate or recognition granted by the generally accepted initiative, methodology, rules or standard?

❍ Yes …………………………………………….. (*Recognition, certificate name)*

❍ No

**A3) CSR politics**

11) Do you organize the professional guidance of social responsibility in your organization through a CSR specialist?

❍ Yes, internally -

❍ Yes, externally -

❍ Both -

❍ No

12) Have you established or initialized the creation of an organization of which mission includes socially responsible activities?

❍ Yes

❍ No

13) Have you received the awards granted by an independent organization?

❍ Yes …………….. (a number of total awards) -

❍ No

14) Do you systematically develop knowledge of social responsibility: (Multiple answers)

❏ Yes, with employees

❏ Yes, with customers

❏ Yes, with suppliers and wholesale customers

❏ Yes, with buyers

❏ Yes, with other stakeholders

or

❏ No

**SCORING B) Economic part**

B1) **Corporate governance**

1) Do you pay attention to the transparency of your business matters?

❍ Yes

❍ No

2) Do you provide transparent information on decision-making procedures of organization control to those stakeholders to whom your decisions apply?

❍ Yes

❍ No

3) Do you care about timely execution of partnership agreements?

❍ Yes

❍ No

4) In the organization, do you pay attention to personal data protection above the scope given by legislation?

❍ Yes

❍ No

5) Does the owner/top management of the organization participate in determining a vision which respects SDG principles?

❍ Yes

❍ No

6) Does the company owner or member of company management participate in public initiatives in the CSR area?

❍ Yes

❍ No

7) Do you ensure sustainability through budget responsibility / long-term profitability of the organization?

❍ Yes

❍ No

**B2) Relationship with suppliers**

8) Do you provide a feedback from external parties with a concrete goal? (From your suppliers, sponsors and donors)

 ❍ Yes

❍ No

9) Do you record and solve the complaints from external parties? (From your suppliers, sponsors and donors)

❍ Yes

❍ No

10) Do you cooperate with other partners (government organizations, citizen associations, other non-profit organizations, business entities …) when solving the problems relating to socially responsible management of your organization?

❍ Yes

❍ No

11) Is it important to you which level of reputation the organization or person (patron) has in the area of social responsibility when you cooperate with it or which provides you with sources?

❍ Yes

❍ No

**B3) Relationship with customers / clients**

12) Do you target feedback from your customers on improving your products or services?

❍ Yes, we do and integrate it into the organization strategy

❍ Yes, we try to find it only

❍ No, we do not do that

13) Do you target your customers' opinions on the activities of your organization in the area of social responsibility?

❍ Yes, we do and integrate them into the organization strategy

❍ Yes, we target them only

❍ No, we do not

14) Do you provide your customers with some service beyond the scope of legal obligations?

❍ Yes

❍ No

15) Do you continuously check the quality of your products or services? (Multiple answers)

❏ Yes, we do according to available standards

❏ Yes, we do according to own verified instruments

❏ Yes, we do according to the comparison with competitors

❏ No

16) Do you provide always only true and complete information within the scope of the promotion of your products and services?

❍ Yes

❍ No

17) Is customer education part of your customer communication policy?

❍ Yes

❍ No

**B4) Marketing**

18) Do you specifically monitor the public image of your organization?

❍ Yes

❍ No

19) Do you use your marketing activities to promote the CSR concept as well??

❍ Yes

❍ No

20) Do you observe ethical rules in the manner of promotion of your products or services?

❍ Yes

❍ No

**C) Social area**

**C1) Treatment of employees**

1) Do you motivate your employees so that they develop their professional knowledge and skills (e.g. by performance rating, training plan, experience from other workplaces)?

❍ Yes

❍ No

2) Do you motivate your employee so that they purposefully develop a long-term carrier (carrier plan) in your organization?

❍ Yes

❍ No

3) Choose the area of prevention which your organization uses to prevent the following: (Multiple answers)

❏ Discrimination of women

❏ Discrimination of ethnical groups

❏ Discrimination of handicapped persons

❏ Discrimination of older persons

❏ Discrimination due to sexual orientation

❏ Religious discrimination

❏ Child labour

❏ Forced labour

❏ Others

or

❏ We have no area of prevention

4) Do you pay purposeful attention to the balance of employees in your workplaces: (Multiple answers)

❏ According to age

❏ According to gender

❏ According to the representation of women in management

❏ We do not

5) Do you run a dialogue with the employees about important matters in the organization which apply to them?

❍ Yes

❍ No

6) Do you consult with your employees the changes in the organization strategy and do you use the instrument involving them into decision-making?

❍ Yes

❍ No

7) Do you monitor continuous relationships amongst employees in the workplace?

❍ Yes, we monitor the instruments of relationships development

❍ Yes, we do

❍ No

8) Have you introduced any measures beyond the law in the area of health and safety of your employees?

❍ Yes

❍ No

9) Do you actively offer your employees a suitable balance of occupational and personal life?

❍ Yes

❍ No

10) Do you have a transparent system of employee financial remuneration introduced beyond the law?

❍ Yes

❍ No

11) Do you provide your employees with benefits? (Multiple answers)

❏ Pension scheme

❏ Provision of technical equipment

❏ Company car

❏ Support to business

❏ Language courses allowance

❏ Extra leave

❏ Company payment cards

❏ Products or services of the employer under advantaged conditions

❏ Refreshment in the workplace

❏ Meal vouchers

❏ Contribution to social events

❏ Contribution to sports events

❏ Parking of a private vehicle at the place of work

❏ Contribution to extra health care

❏ Short-term leave for recovery

❏ Transport allowance

❏ Interest free loans

❏ Care of former employees

❏ Social assistance in case of accidental financial problems

❏ Remuneration on grounds of pension

❏ In the form of cafeteria

❏ Others

or

❏ We do not

**C2) Relationship with the local community beyond the scope of legal obligations**

12) Do you ensure particular forms of cooperation with the organizations in the municipality you are based in?

❍ Yes

❍ No

13) When working, do you prefer regional sources? (Multiple answers)

❏ Yes, we offer employment to the people from surroundings

❏ Yes, we offer vocational preparation of the youth

❏ Yes, we offer employment to disabled citizens

❏ Yes, we offer employment to the long-term unemployed

❏ Yes, we use local services and suppliers

❏ Yes, we support local projects

❏ Others

or

❏ No

14) Do you hold an open dialogue with the municipality (municipalities) you are based in about the impacts of your activities on the region?

❍ Yes

❍ No

15) Do you organize charitable and other actions for the benefit of life in the municipality?

❍ Yes

❍ No

16) Do you enter into cooperation with organizations beyond the law and in the scope of your programme of corporate social responsibility so that a result of your cooperation is the improvement in their position on the market?

❍ Yes

❍ No

**D) Environmental area**

1) Do you reduce the impact of your organization on the environment beyond the law by:

a) Economy of energy?

❍ Yes

❍ No

b) Minimization of waste?

❍ Yes

❍ No

c) Use of recycling?

❍ Yes

❍ No

d) Inspections of emissions released to the air and wastewater?

❍ Yes

❍ No

❍ Not relevant

e) Noise reducing?

❍ Yes

❍ No

❍ Not relevant

g) Sustainable possibilities of transport (e.g. use of electric vehicles, bicycles, DNG transport, transport with electric motors)?

❍ Yes

❍ No

h) Development and innovation of existing products and technologies or new business activities?

❍ Yes

❍ No

❍ Not relevant

ch) Protection of natural sources? (soil, water, fauna, flora)

❍Yes

❍ No

❍ Not relevant

i) In a different way?

Name individually………………….

2) Do you appraise the impacts of your organization on the environment (e.g. energy consumption, recyclability or pollution)?

❍ Yes

❍ No

3) Do you provide the donors, sponsors, municipality and other stakeholders only with true and complete information on your operation and activities?

❍Yes

❍ No

4) Do you use in your organization the sources of ecological energy?

❍ Yes

❍ No

5) Do you have some ecologically sustainable product, service, technology which (according to your opinion) differs from competitors?

❍ Yes Which one?......................................

❍ No