

## 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