



**The results of a survey on Corporate Social Responsibility
and good corporate governance standards
according to the OECD Guidelines for Multinational Enterprises
in companies operating in central Europe**

A. Survey methodology

The survey was performed by the GARDE program of the Environmental Law Service in cooperation with non-governmental no-profit making organizations (hereinafter “NGOs”) active in central Europe (PIC – Slovenia, Priateľia Zeme–CEPA – Slovakia, EMLA – Hungary, ELF – Estonia) within the scope of the project supported by the European Commission, DG Employment, social affairs and equal opportunities. The project objective is to open extensive debates on the concept of Corporate Social Responsibility (CSR) in Central Europe. The objective of the survey was to establish whether multinational enterprises (hereinafter “MNEs”) active in this sphere were familiar with the CSR concept and with the standards anchored in the OECD Guidelines for Multinational Enterprises (hereinafter “OECD Guidelines”). Another objective was to establish the degree of identification with these standards and their practical fulfilment. Consequently the survey set the target of answering the following questions in particular.

1. Do MNEs active in Central Europe know of the CSR concept and the standards contained in the OECD Guidelines?

2. Does the behaviour of MNEs operating in Central Europe correspond to the standards anchored in the OECD Guidelines?

The survey took place during the period from 19/06/2006 to 30/09/2006 in the Czech Republic, the Slovak Republic, Slovenia, Hungary and Estonia. A total of 125 MNEs (the complete list of companies can be found in the supplement to this report) were addressed in these countries in the form of a questionnaire. The questionnaire sent to the companies not only had the function of a tool for establishing the given facts, but also served as a tool for promoting the OECD Guidelines for Multinational Enterprises. The questionnaires were distributed to the MNEs by means of NGOs active in the individual countries, which arranged translation of the questionnaire into the official language of the given country. This step reduced the risk of a low return rate of the questionnaires because of language barriers.

The addressed companies were selected from a group of important MNEs, which publicly present themselves as socially responsible and are members of organizations associating companies that endorse the CSR concept and endeavour to adhere to business ethics in practice, organizations supporting donorship and philanthropy¹. MNEs that placed in leading positions on scales assessing company popularity² were also addressed. With regard to the high degree of interest by the addressed MNEs in the CSR subject, as issues from their membership in the above-mentioned organizations and their public presentation, we expected interest in the survey subject presented by us and a high return rate of the questionnaires. However this expectation was not fulfilled, which can evoke some doubt about the seriousness of the companies’ publicly presented obligations to behave in a socially responsible manner.

28 MNEs actually took part in the survey in (22.4% questionnaire return rate). Of these 11 were from the Czech Republic, 2 from the Slovak Republic, 5 from Hungary, 4 from Slovenia and 6 from Estonia.

The SPSS program was used to evaluate the survey.

¹ for example the Business Leaders Forum, www.blf.cz; The Forum of Donors, <http://donorsforum.tvorba.com/>

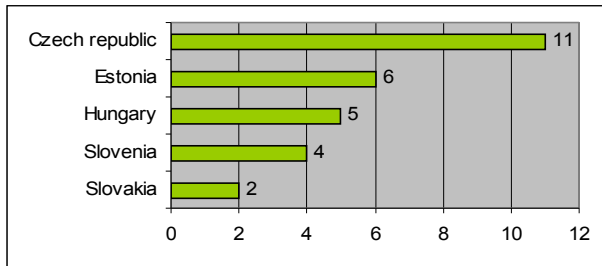
² for example the “100 admired companies in the Czech Republic” competition

B. Evaluation of the survey

1. Participating companies according to country

28 MNEs took part in the survey. Of these, 11 from the Czech Republic, 2 from Slovakia, 5 from Hungary, 4 from Slovenia and 6 from Estonia.

graph no. 1: participating companies according to country

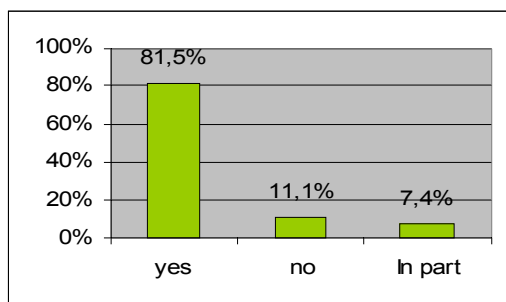


source: own investigation

2. Familiarisation with the CSR concept

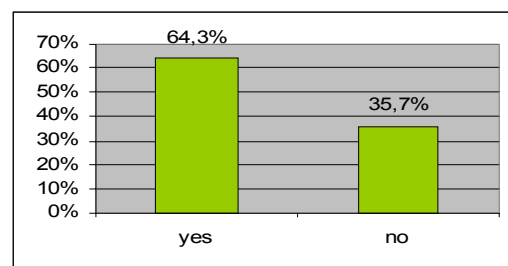
88.9% of the participating companies know the CSR concept (of this 7.4% stated that they only knew the concept partially). The high percentage is evidence that the MNEs are relatively well informed of the existence of the CSR concept. However, it is not possible to establish what the companies understand under the concept of CSR and whether they actually behave in accordance with the concept. With regard to the fact that 35.7% of the companies stated that they had never encountered the OECD Guidelines for Multinational Enterprises, there is some doubt about the companies' familiarisation with the actual CSR concept.

graph no. 2: familiarisation with the CSR concept



source: own investigation

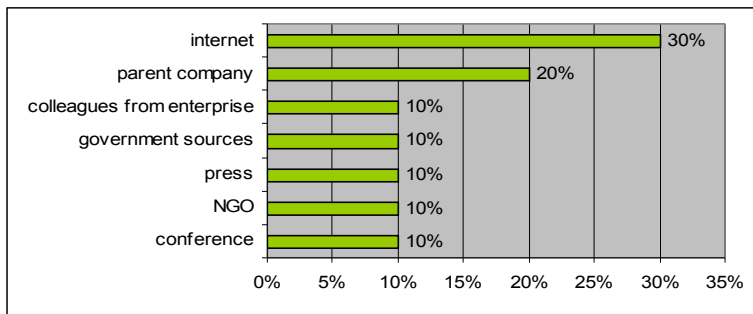
graph no. 3: familiarisation with the existence of the OECD Guidelines



source: own investigation

Consequently establishing the sources from which the companies found out about the existence of the OECD Guidelines is also of interest. The most frequently given source was the Internet (30%) and the parent company (20%). This result proves that for the time being only little education exists on the part of governmental institutions. The survey results should then be an impulse for them to increase activities in the sphere of information on OECD Guidelines for Multinational Enterprises.

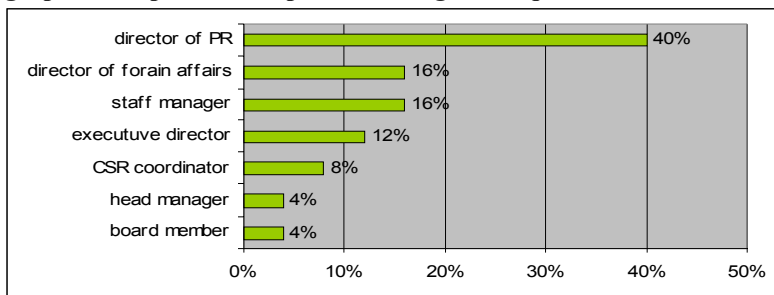
graph no. 4: source of information on the OECD Guidelines



source: own investigation

The person who filled in the questionnaire could also noticeably influence whether the company presents itself as familiar with the OECD Guidelines in the survey, consequently it is important to establish the distribution of positions of persons who were entrusted with filling in the questionnaire for the company. Only 8% of the MNEs entrusted completion of the questionnaire to the coordinator for CSR, most companies do not have a specific worker for CSR. Heads of PR departments were most frequently entrusted with filling in the questionnaire (40%), managers of personnel departments (16%) or the department for foreign affairs (16%) and the company managing directors themselves less frequently.

graph no. 5: positions of persons filling in the questionnaire



source: own investigation

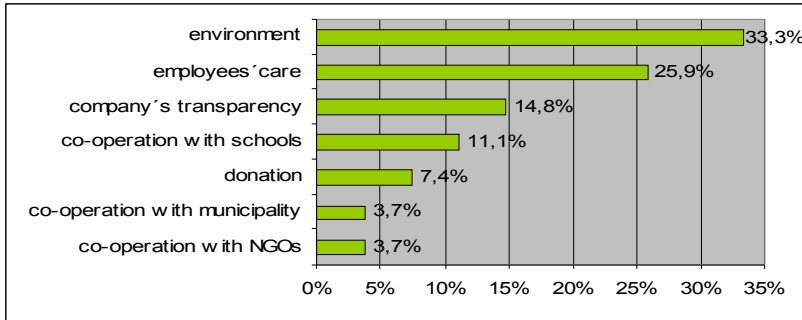
3. The most important areas of CSR

To establish what MNEs consider to be the most important in the sphere of CSR, we gave them the option of selecting the three most important subjects and ranking them in first, second or third place (first = most important). The range from which a choice could be made included the following subjects:

- environment
- employee' care
- employees' education
- equal opportunities
- relations with state administration
- co-operation with NGOs
- co-operation with schools
- donations (financial or material support)
- endowment activities
- company's transparency
- other

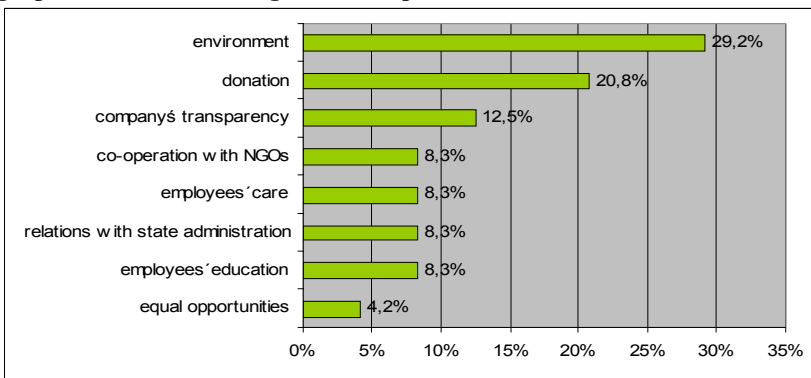
The environment was most frequently placed first (33.3%), other areas frequently placed first included employee' care (25.9%) and company transparency (14.8%). Donations (20.8%) appeared most frequently in second place together with the environment and transparency. As well as donations MNEs gave co-operation with NGOs (20.8%) and co-operation with schools (12.5%) in third place. The results show the importance of the environmental subject, which dominated markedly over the other areas, within the CSR concept.

graph no. 6: CSR areas placed first (as the most important)



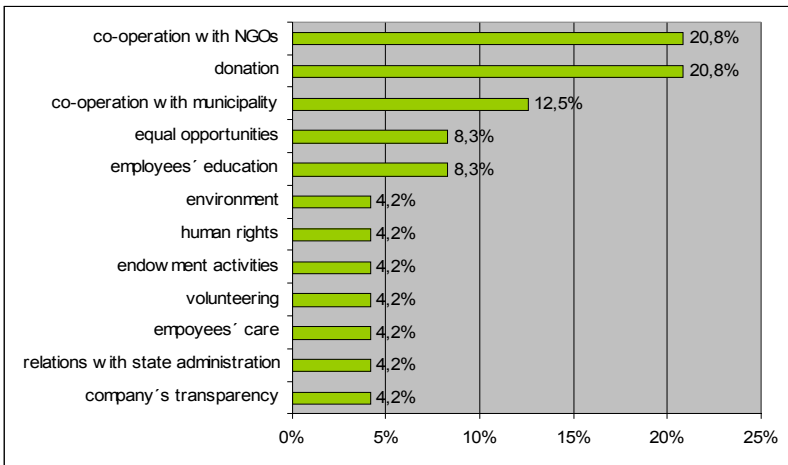
source: own investigation

graph no. 7: CSR areas given in 2nd place



source: own investigation

graph no. 3: CSR areas given in 3rd place



source: own investigation

4. The good corporate governance principles adopted by the company

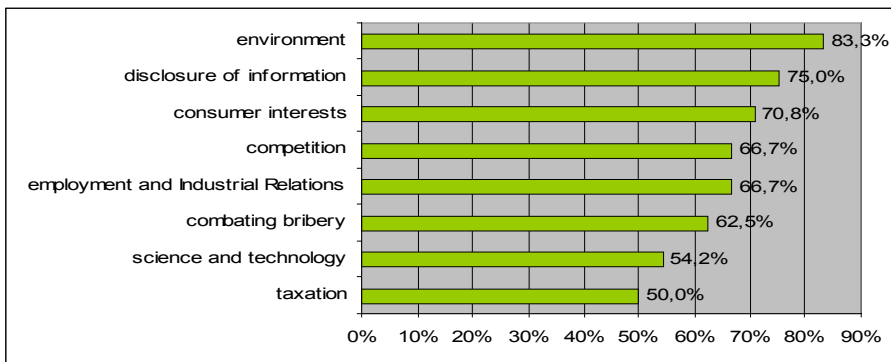
The companies had the option of identifying any number of principles, which the company adheres to, thereby expressing the standpoint of the company. The following principles contained in the OECD Guidelines for Multinational Enterprises were offered in the questionnaire:

- Disclosure of information
- Employment and Industrial relations

- Environment
- Combating Bribery
- Consumer Interest
- Science and Technology
- Competition
- Taxation

Marked orientation towards the environmental sphere (given by 83.3%) is again noticeable from the results. MNEs also place noticeable importance on disclosure of information (75%) and consumer interests (70%), on the contrary paying attention to taxation (50%) and science and technology (54.2%) are considered to be the least important.

graph no. 9: the good corporate governance principles adopted by the companies



source: own investigation

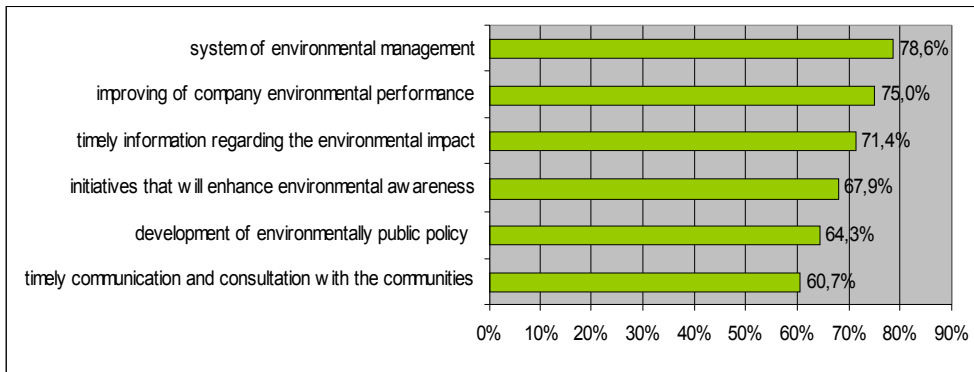
5. Relationship to the environment

The survey has proven that the environmental issue is most important to the majority of the MNEs in the sphere of the CSR concept. 33.3% MNEs gave it in first place. 88.3% MNEs stated that they adopted a principle of company management administration that is not indifferent to the environmental situation. The questionnaire asked MNEs to identify standards in this area, issuing from the OECD Guidelines, which they actually fulfil during their activities. The MNEs gave statements to the following standards:

- environmental management system
- timely information regarding environmental impact
- improving company environmental performance
- development of environmental public policy
- initiatives that will enhance environmental awareness
- timely communication and consultation with communities

In the survey most MNEs stated that they adhere to all or most of the offered standards. MNEs most frequently stated the existence of an environmental protection management system (78.6%), efforts to improve their company's approach to environmental protection (75%) and efforts to provide timely information to the public of possible impact on the environment and human health (71.4%). The precise distribution can be seen in graph no. 10.

graph no. 10: relationship to the environment

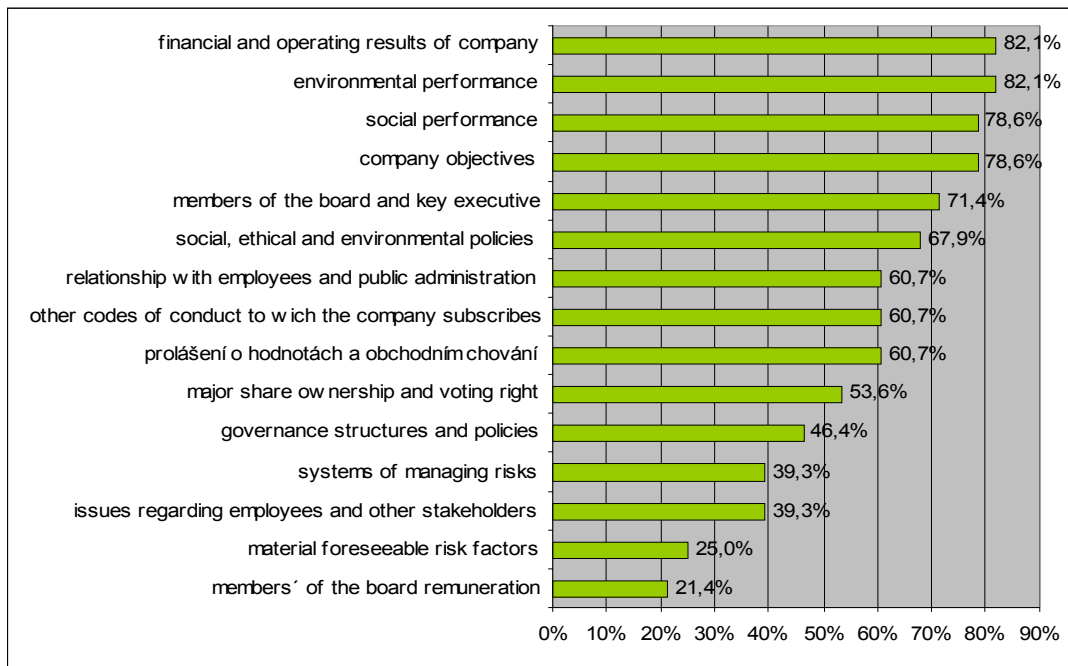


source: own investigation

6. Disclosure of information

With regard to the fact that a large percentage of the MNEs consider it important to disclose information, as is clear from graph no. 9, it is interesting to find out what information MNEs disclose most frequently and what information they hesitate to disclose or most frequently keep for their in-house needs. Research has shown that companies usually have no problem in disclosing information about company objectives, company financial and operating results, environmental performance and social performance. This information is disclosed by an average of 80% companies. MNEs are much more circumspect in disclosing information about remuneration to members of the board, risk factors and matters concerning employees and other stakeholders. Only 31% MNEs on average disclose this information. The precise distribution can be seen in graph no. 11.

graph no. 11: publicized information



source: own investigation

7. Relationship to company employees

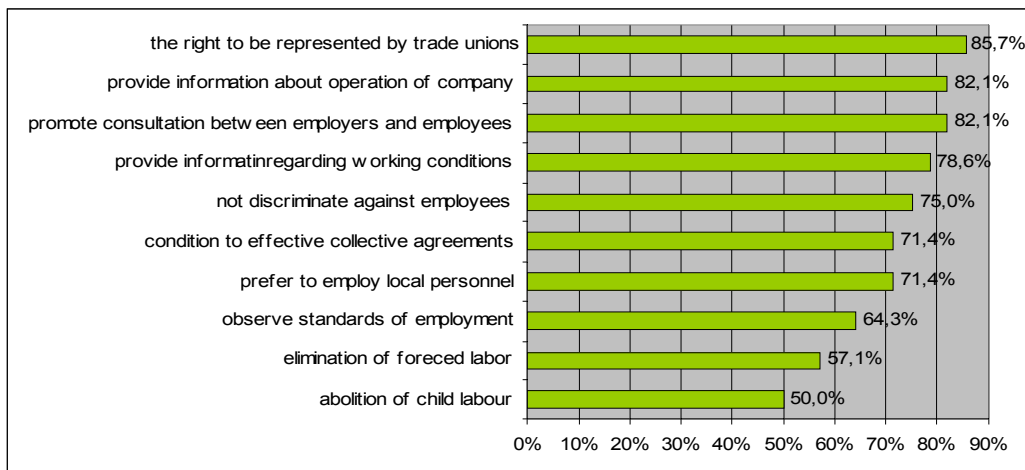
As well as the environment MNEs gave employee care as very important, 25.9% companies thought it to be the most important area of CSR. 66.7% companies stated that they fulfil standards in the sphere of employment and work relations. The questionnaire offered MNEs the below given standards issuing from the OECD Guidelines for Multinational Enterprises, from which it was possible to select any number of

standards which the company actually fulfils.

- the right to be presented by trade unions
- abolition of child labour
- elimination of forced and obligatory labour
- no discrimination against employees
- providing employee representatives with conditions necessary to enable them to arrive at effective collective contracts
- providing employee representatives with information necessary for meaningful negotiations on employment conditions
- promoting consultation and cooperation between the employer and employees and their representatives in matters of interest to both parties
- providing information to employees enabling them to form a truthful and correct idea of the performance of the organizational unit or possibly the whole company
- adherence to standards of employment and collective work relations that are no less advantageous than standards of comparable employers in the host country
- preferring to employ local personnel

Similarly to the environmental sphere the survey proved that MNEs respect most of the offered standards or at least present themselves to do so. The most frequently selected standards were the right to labour union representation (85.7%), disclosure of information about company operation (82.1%) and support of consultation and cooperation between the employer and the employees in matters of interest to both parties (82.1%), MNEs presented abolition of child labour (50%) and elimination of all forms of forced and obligatory labour (57.1%) less frequently.

graph no. 12: relations to company employees



source: own investigation

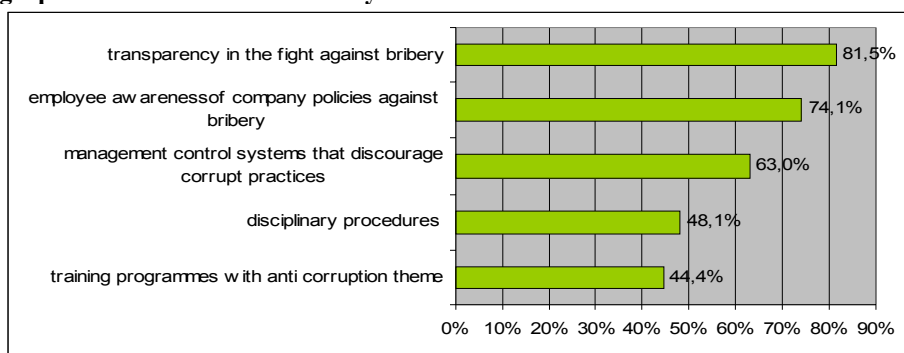
8. Relations to bribery

The area in which the survey proved that not all OECD Guidelines standards are adhered to by most MNEs is the issue of corruption. As in the previous areas MNEs were asked to state which standards in this area they actually adhere to and practically fulfil. They had the following OECD Guideline standards for Multinational Enterprises to choose from:

- transparency in the fight against bribery and forcing bribes
- employee awareness of the company's policies against bribery
- training programs with an anti-corruption theme
- disciplinary procedures
- management control systems discouraging corrupt practices

Most of the companies stated that in practice they adhere to the standard for transparency in the fight against bribery and forcing bribes (81.5%) and inform their employees of the company's anti-corruption policy. Less than half the participating MNEs practice disciplinary procedures and hold training programs. Graph no. 13 shows the distribution.

graph no. 13: relations to bribery



source: own investigation

9. Enforcing company values

Apart from the fact whether the addressed MNEs adhere to the OECD Guideline standards for Multinational Enterprises the survey also focused on establishing whether the company has defined its own behavioural values and whether it motivates its business partners and suppliers to adopt these values and adhere to them.

Only 3.6 % of the MNEs confessed that they do not prompt their suppliers and partners to adhere to their own principles for company management administration, the same percentage (3.6%) of the companies then stated that they do not have any behavioural values and rules clearly defined at all. 3.6% of the MNEs also confessed that their employees do not know the company values and consequently it is not clear that they do not breach them by their behaviour. The same small percentage (3.6%) conceded that they do not train their employees with respect to the importance of company values and behaviour, 25% stated that they train their employees only partially. 89.3% of the companies encourage their employees to participate in public company activities (of these 17.9% stated that they only encourage their employees in part).

71.4 % of the MNEs stated that they inform their customers, business partners and suppliers of their values, 25% of the companies inform of their values only partially and 3.6% of the MNEs stated that they do not know if they inform of their values. 57% of the companies stated that their adherence to their values also motivates their business partners and suppliers to adhere to company values, 35% of the MNEs stated that they do this only partially, 7.1% of the companies do not know whether they motivate their partners to adhere to company values and 3.6% of the MNEs confessed that they do not motivate their partners at all.

Nearly all the companies (96.4%) stated that they record complaints by customers, suppliers and business partners. Most MNEs stated that they endeavour to at least partially realize their purchases in the nearest surroundings (96,2 %)

In the area of company interaction with municipalities and the public 96.4% (14.3% only partially) stated that they provide regular financial support to public activities and projects. 78.8% of the companies interact with the municipalities, 7.1% stated that they interact only partially, 10.7% of the MNEs stated that they do not interact with the municipalities at all. 46.4% of the companies stated that they offer people from municipalities the opportunity of training, 21.4% do this in part and 28.6% clearly stated that they do not offer any opportunities to people in this area at all.

10. Summary

With regard to the low return rate of the questionnaires the survey results cannot be applied to all multinational MNEs in Central Europe. Another problem is the marked disproportion between the returned questionnaires from individual countries (for example 11 from the Czech Republic but only 2 from the Slovak Republic), because of which it was not possible to compare the individual countries.

From the survey it is clear that the participating MNEs present themselves as highly socially responsible, adhering to most OECD Guidelines standards to a high degree. With regard to the fact that the survey was not focused on establishing the specific activities that the MNEs realize to fulfil their values and standards it is difficult to judge whether the companies participating in the survey behave in a socially responsible manner in actual fact or slightly overrated their answers in the questionnaire. It is clear that most MNEs know of the CSR concept. However the fact that a significant percentage (35.7%) of the companies stated that they have never encountered the OECD Guidelines for multinational MNEs is undoubtedly alarming, this result should be an impulse to organizations associating MNEs that voluntarily endorse the CSR concept and for governmental institutions in particular to increase their activities in the area of informing companies of these Guidelines.

As has been stated above, ignorance of the OECD Guidelines for Multinational Enterprises may mean some doubt in whether the companies know what the contents of the CSR concept are and whether they truly do behave in a socially responsible manner, or if they simply present themselves as such to the public. There is also some doubt in the seriousness of the CSR obligations by MNEs that were contacted in the survey and did not return the completed questionnaire. This fact certainly does not have to mean that these MNEs behave socially irresponsibly, but signifies their disinterest in the area of communication with the public (subsequently with non-governmental non-profit making organizations).

The survey results have proven that multinational companies active in Central Europe are sufficiently familiar with the CSR concept. It is clear from the results that the MNEs consider this subject important, in some cases however it can be doubted that they truly know what the contents of this concept are. With regard to this fact we consider it important in the future to focus on explanation of the contents of the CSR concept, description of specific procedures and strategies, which the companies should accept and implement so that they can be considered truly socially responsible, and give MNEs specific examples of socially responsible company activities.

Supplement no. 1

List of addressed companies

Czech Republic

1. SKANSKA CZ a.s
2. MCDONALD'S ČR, spol. s r. o.
3. BARUM CONTINENTAL spol. s r.o.
4. METROSTAV a.s.
5. UNILEVER ČR, spol. s r.o.
6. ČEZ, a. s.
7. CS CABOT, spol. s r.o.
8. ČESKÁ RAFINÉRSKÁ, a.s.
9. MITTAL STEEL OSTRAVA, a.s.
10. TPCA CZECH, s.r.o.
11. ŠKODA AUTO a.s.
12. BOSCH DIESEL s.r.o.
13. TESCO STORES ČR a. s.
14. KAUFAND ČESKÁ REPUBLIKA v.o.s.
15. AHOLD CZECH REPUBLIC, a.s.
16. LIDL HOLDING s.r.o.
17. BAUMAX ČR s.r.o.
18. BILLA, spol. s r. o.
19. VISTEON - AUTOPAL, s.r.o.
20. ZENTIVA, a.s.
21. SHELL CZECH REPUBLIC a.s.
22. OMV ČESKÁ REPUBLIKA, s.r.o.
23. VODAFONE CZECH REPUBLIC a.s.
24. RWE TRANSGAS, a.s.
25. STRABAG a.s.
26. IKEA ČESKÁ REPUBLIKA, s.r.o.

Slovakia

1. US STEEL KOŠICE
2. MONDI BUSINESS PAPER SCP, a.s.
3. VOLKSWAGEN SLOVAKIA, a. s.
4. ORANGE SLOVENSKO, a.s.
5. SLOVAK TELEKOM a.s.
6. PEUGEOT CITROËN TRNAVA, s.r.o.
7. KPMG SLOVENSKO spol. s r.o.
8. SORIA & GREY
9. SLOVNAFT, a.s.
10. GLAXOSMITHKLINE SLOVAKIA s.r.o.
11. DEXIA BANKA SLOVENSKO a.s.
12. SHELL SLOVAKIA, s.r.o.
13. WHIRLPOOL SLOVAKIA, spol. s r.o.
14. KIA MOTORS SLOVAKIA, s.r.o.
15. ABB, s.r.o.
16. SCA HYGIENE PRODUCTS SPOL. S.R.O.
17. HEWLETT-PACKARD SLOVAKIA s.r.o.
18. PHILIP MORRIS SLOVAKIA s.r.o.,
19. SKANSKA SK a.s.
20. TESCO STORES SR a.s.
21. PROVIDENT FINANCIAL, s.r.o.
22. ZÁPADOSLOVENSKÁ ENERGETIKA, a. s.
23. VÝCHODOSLOVENSKÁ ENERGETIKA a.s.
24. PFIZER LUXEMBOURG SARL O.Z.
25. KAPPA ŠTÚROVO, a.s.

Hungary

1. VODAFONE Magyarország zrt.
2. IKEA Magyarország
3. DREHER Sörgyárak Zrt.
4. COCA-COLA Magyarország
5. MCDONALD'S Magyarország Étterem Hálózat Kft
6. SANYO Hungary KFT.
7. PHILIPS Magyarország Kft.
8. SHELL HUNGARY Rt.
9. OMV HUNGÁRIA Kft.
10. EON HUNGÁRIA Zrt.
11. MONSANTO Kereskedelmi Kft.
12. PORSCHE HUNGARIA Kereskedelmi Kft.
13. GENERAL MOTORS SOUTHEAST EUROPE
14. UNILEVER Magyarország Kft
15. HOLCIM Hungária Zrt.
16. CITIBANK Zrt.
17. GE HUNGARY ZRt.
18. ROBERT BOSCH Kft.
19. METRO Kereskedelmi Kft.
20. CORA MAGYAR HIPERMARKET Kereskedelmi Kft.
21. HENKEL Magyarország kft.
22. SANOFI-AVENTIS zrt
23. CHINOIN

Slovenia

1. ALPINA D.D., ŽIRI
2. BAYER PHARMA LJUBLJANA D.O.O.
3. DROGA KOLINSKA D.D.
4. DONIT TESNIT D.D.
5. FRUCTAL D.D. AJDOVŠČINA
6. GORENJE, D.D., VELENJE
7. INTEREUROPA, D.D., KOPER
8. ISTRABENZ, D.D., KOPER
9. JUB D.D., Dol pri Ljubljani
10. KOLEKTOR GROUP D.O.O. IDRIJA
11. KRKA, D.D., NOVO MESTO
12. LEK D.D., Ljubljana
13. MERCATOR, D.D., Ljubljana
14. MERKUR, D.D., Ljubljana
15. PERUTNINA PTUJ, D.D., PTUJ
16. PREVENT GLOBAL D.D., Slovenj Gradec
17. RIKO GROUP, D.O.O., Ljubljana
18. SAVA, D.D., Kranj
19. TELEKOM, D.D., LJUBLJANA
20. VIATOR & VEKTOR D.D., Ljubljana

Estonia

1. ORACLE EESTI
2. AVIS EESTI
3. TNT EESTI
4. KPMG EESTI
5. ERNST&YOUNG
6. HANZAPANK
7. ÜHISPANK
8. STATOIL
9. TOYOTA BALTIC
10. NESTE
11. STORAENSO
12. CLEANAWAY
13. SIEMENS AS
14. METSÄLIITTO EESTI AS
15. SKANSKA EMV AS
16. ESTONIAN AIR
17. KUNDA NORDIC TSEMENT AS
18. ABB
19. BODY SHOP EESTI
20. NORDEA
21. TALLINNA VESI
22. MICHELIN
23. JOHNSON & JOHNSON EESTI
24. AB
25. FALCK EESTI
26. COCA-COLA COMPANY
27. AGA EESTI
28. A. LE COQ
29. PROCTER & GAMBLE
30. BIZPAK/DPD



QUESTIONNAIRE
on Corporate Social Responsibility
and good corporate governance standards according to
the OECD Guidelines for Multinational Enterprises

From the following answers please select that one that most closely applies to your company. For certain questions continue according to the relevant instructions.

The questionnaire was sent both in English and your national language. Please use whichever version is easier for you.

We welcome the inclusion of supporting material and links to publicized information, such as that on your website (or that of the mother company's), annual report, sustainability report, company philanthropy and so on. We would appreciate it if you could attach such information with the questionnaire.

1. Do you personally know or is it known on your enterprise, the concept of CSR?

Yes In part No Don't know

2. Which from following areas from CSR concept do you consider as important?

Please select only three the most important areas and line them up in order first, second, third place (first place = the most important) and state the numeral next to the selected area.

- environment ...
- employees' care ...
- employees' education ...
- equal opportunities ...
- relations with state administration ...
- co-operation with NGOs ...
- co-operation with schools ...
- donation (financial or material support) ...
- endowment activities ...
- company's transparency ...

- other (please give examples)

3. Do you know about an existence of OECD Guidelines for Multinational Enterprises?

In case you have answered "No", please jump to the question no. 5 of this questionnaire.

Yes No

4. From which source have you learned about existence of OECD Guidelines?

Please mark one (ore more) from below proposed questions.

- government sources (e.g. ministry)
- colleagues from your enterprise
- higher authorities within your enterprise
- parent company
- entrepreneurial group
- internet
- press
- conference or workshop

- *other sources (please give examples)*

.....

Don't know Not Applicable

5. Which from following categories of good corporate governance principles stated in the OECD Guidelines did your enterprises adopt and then further develops and fulfils?

You will find the text of OECD Guidelines in annex.

- Disclosure
- Employment and Industrial Relations
- Environment
- Combating Bribery
- Consumer Interests
- Science and Technology
- Competition
- Taxation

6. Which from following information does your enterprises disclose?

Please mark some of proposed possible information your enterprise does disclose.

- Social performance
- Environmental performance
- Financial and operating results of the company
- Company objectives
- Major share ownership and voting right
- Members of the board and key executives
- Members' of the board and key executives' remuneration
- Governance structures and policies
- Material foreseeable risk factors
- Material issues regarding employees and other stakeholders
- Value statements or statements of business conduct
- Social, Ethical and Environmental policies
- Other codes of conduct to which the company subscribes
- Systems for managing risks
- Relationships with employees, public administration and other stakeholders

7. As regards Employment and Industrial Relations, does your enterprise observe following standards?

Please select one ore more from proposed possibilities.

- The right of employees to be represented by trade unions
- Contribute to the effective abolition of child labour
- Contribute to the elimination of all forms of forced or compulsory labour
- Not discriminate against employees
- Provide facilities to employee representatives as may be necessary to assist in the development of effective collective agreements
- Provide information to employee representatives which is needed for meaningful negotiations on conditions of employment
- Promote consultation and co-operation between employers and employees and their representatives on matters of mutual concern
- Provide information to employees and their representatives which enables them to obtain a true and fair view of the performance of the entity or, where appropriate, the enterprise as a whole
- Observe standards of employment and industrial relations not less favourable than those observed by comparable employers in the host country
- To the greatest extent practicable, employ local personnel

8. As regards Environment, does your enterprise observe following standards?

Please select one ore more from proposed possibilities.

- Establish and maintain a system of environmental management
- Disclosure of timely information regarding the environmental impacts
- Aspiration in improving of company environmental performance
- Development of environmentally meaningful efficient public policy
- Development of initiatives that will enhance environmental awareness
- Engage in timely communication and consultation with the communities

9. As regards Combating Bribery, does your enterprise observe following standards?

Please select one ore more from proposed possibilities.

- Transparency in the fight against bribery and extortion
- Employee awareness of and compliance with company policies against bribery
- Dissemination of anti corruption policies through training programmes
- Dissemination of anti corruption policies through disciplinary procedures
- Management control systems that discourage bribery and corrupt practices

10. Does your enterprise encourage business partners, including suppliers and subcontractors, to apply your principles of corporate conduct?

Yes In part No Don't know

11. Has your enterprise ever entered into any conflict in connection with observance of good corporate governance principles according to the OECD Guidelines?

In case you have answered "No", please jump to the question no. 13 of this questionnaire.

Yes In part No Don't know

12. In which way was such a conflict resolved?

- Peaceful settlement, conciliation

- National Contact Point (NCP) procedure of specific instances
- Adoption of NCP's recommendation
- Judicial procedure
- Administrative procedure
- No measures have been taken
- in a different way (*please state which one*)

.....

13. Has your enterprise clearly defined your values and rules of conduct?

- Yes In part No Don't know

14. Does your enterprise communicate your values to customers, business partners, suppliers and other interested parties (e.g. in sales presentations, marketing material or informal communication)?

- Yes In part No Don't know

15. Does your enterprise motivate your suppliers and subsidiaries to observe your values?

- Yes In part No Don't know

16. Are your employees aware of your enterprise's values and rules of conduct?

- Yes In part No Don't know

17. Does your enterprise train employees on the importance of your enterprise's values and rules of conduct?

- Yes In part No Don't know

18. Does your enterprise register and resolve complaints from customers, suppliers and business partners?

- Yes In part No Don't know

19. Does your enterprise offer training opportunities to people from the local community (e.g. apprenticeships or work experience for the young or for disadvantaged groups)?

- Yes In part No Don't know

20. Does your enterprise have an open dialogue with the local community (e.g. city) on potential adverse, controversial or sensitive issues that involve your enterprise (e.g. noise, emissions, waste economy, transportations impact)?

- Yes In part No Don't know

21. Does your enterprise try to purchase locally?

- Yes In part No Don't know

22. Does your enterprise encourage your employees to develop real skills and long-term careers (e.g. via a performance appraisal process, a training plan)?

Yes In part No Don't know

23. Does your enterprise give regular financial support to local community activities and projects (e.g. charitable donations or sponsorship, philanthropy)?

Yes In part No Don't know

24. Closing questions:

Please state your company name:

Please state the country in which your enterprise operates:

Please state your position within your enterprise:

Thank you very much for completing the questionnaire.

Please send it to the following address:

GARDE-EPS
Dvořákova 13
602 00 Brno
Czech Republic

You can easily send the questionnaire using the following e-mail address: brno@eps.cz

or fax no.: +420 545 213 373

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