

## AWARENESS RAISING QUESTIONNAIRE

### 1. Workplace Policies

1. Do you encourage your employees to develop skills and long-term careers (e.g. via a performance appraisal process, a training plan)?

1	2	3	4	Don't know	Not applicable
We do not encourage them in this direction	We have training plans for skill development of our employees	We have a continuous development plan, including performance appraisal	Additionally we have a formal career development plan facilitating real skill development		

2. Is there a process to ensure adequate steps are taken against all forms of discrimination of vulnerable collectives, both in the workplace and at the time of recruitment (e.g. for women, ethnic groups, disabled people, etc.)?

1	2	3	4	Don't know	Not applicable
We comply with existing legislation and regulation	In some aspects we have programs that go beyond legal requirements	We apply equal opportunities rules	We have and apply a formal program against discrimination even pursuing positive discrimination of vulnerable collectives		

3. Do you consult with employees on important issues?

1	2	3	4	Don't know	Not applicable
Generally not	We informally discuss some decisions with employees	We have a functioning workers council program	We have a formal workers council which is involved in all major decision making		

4. Does your enterprise have suitable arrangements for health that provide sufficient protection for your employees?

1	2	3	4	Don't know	Not applicable
We comply with existing legislation	We have set up a health risk prevention plan at company level and we have a health manager employed in our organization	Additionally, we take into account each individual employee and define individual measures	Further, we do this with the full involvement of the employees and its legal representatives		

5. Does your enterprise have suitable arrangements for safety that provide sufficient protection for your employees?

1	2	3	4	Don't know	Not applicable
We comply with existing legislation	We have set up a safety risk prevention plan at company level and we've a safety manager employed in our organization	Additionally, we take into account each individual employee and defined individual measures	Further, we do this with the full involvement of the employees and its legal representatives		

6. Does your enterprise have suitable arrangements for welfare that provide additional protection for your employees (e.g. extra medical coverage, insurances, early retirement plans, consumption benefits, etc....)?

1	2	3	4	Don't know	Not applicable
We do not have company-specific welfare systems	We have some employee benefits for part of the staff	We have some employee benefits for most of the staff	Further, we have a formal program of employee benefits which improves every year		

7. Does your enterprise actively offer a good work-life balance for its employees, for example, by considering flexible working hours or allowing employees to work from home (e.g. employees care-giving to relatives like children or seniors ...)?

1	2	3	4	Don't know	Not applicable
We comply with existing legislation	Some people have flexible working hours	Many positions have flexible working hours	There is a protocol defining time-flexibility for each position		

8. Does your enterprise supply clear information on its workplace policies (e.g. workplace policy report, code of conduct,...)?

1	2	3	4	Don't know	Not applicable
We do not communicate our workplace policies	We informally communicate our workplace policies to internal and external stakeholders	Additionally we formally report on our workplace policies to internal stakeholders	We also formally report on our policies to external stakeholders		

## 2. Environmental Policies

1. Have you tried to reduce your enterprise's environmental impact through energy conservation?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	In a few aspects we go beyond regulation	In many aspects we go beyond regulation	Additionally we carry out regular internal audits		

2. Have you tried to reduce your enterprise's environmental impact through waste minimisation and recycling?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	In a few aspects we go beyond regulation	In many aspects we go beyond regulation	Additionally we carry out regular internal audits		

3. Have you tried to reduce your enterprise's environmental impact through pollution prevention (e.g. emissions to air and water, effluent discharges, noise)?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	In a few aspects we go beyond regulation	In many aspects we go beyond regulation	Additionally we carry out regular internal audits		

4. Have you tried to reduce your enterprise's environmental impact through protection of the natural environment?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	In a few aspects we go beyond regulation	In many aspects we go beyond regulation	Additionally we carry out regular internal audits		

5. Have you tried to reduce your enterprise's environmental impact through sustainable transport options?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	In a few aspects we go beyond regulation	In many aspects we go beyond regulation	Additionally we carry out regular internal audits		

6. How does your enterprise save money by reducing its environmental impact (e.g. by recycling, reducing energy consumption, preventing pollution)?

1	2	3	4	Don't know	Not applicable
We use old technology but well organized	We have a well optimized technology, although better options are available	We are in the process of implementing new best practices	We have a good use of the best available practices	Don't know	Not applicable

7. Do you consider the potential environmental impacts when developing new products and services (e.g. assessing energy usage, recyclability or pollution generation)?

1	2	3	4	Don't know	Not applicable
Generally not	We analyse a few aspects in depth	We analyse many aspects in depth	We use a complete environmental impact analysis in all new product or service developments	Don't know	Not applicable

8. Does your enterprise supply clear environmental information on its products, services and activities to customers, suppliers, local community, etc?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	We offer some additional information	We offer all relevant additional information and our products carry a few ecological labels	Our products carry the relevant ecological labels and we produce formal reports on environmental factors available to all stakeholders		

### 3. Marketplace Policies

1. Does your company have a policy to ensure honesty and quality in all its contracts, dealings and advertising (e.g. a fair purchasing policy, provisions for consumer protection, code of conduct, etc.)?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	In a few aspects we go beyond regulation	In many aspects we go beyond regulation	Additionally, we have a transparency policy with all stakeholders and activities		

2. Does your enterprise supply clear information to customers, including labelling about products and services, and after-sales obligations (e.g. guarantees, refunds, ...)?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	In a few aspects we go beyond regulation	In many aspects we go beyond regulation	We take a proactive approach in solving any possible customer issue		

3. Does your business ensure timely payment of suppliers' invoices?

1	2	3	4	Don't know	Not applicable
Not at present	We comply with the contracts and agreements we have established	We regularly pay invoices in advance	We are open to financial collaboration with suppliers, including pre-financing of projects		

4. Does your company have a process to ensure effective feedback, consultation and/or dialogue with customers, suppliers and the other people you do business with?

1	2	3	4	Don't know	Not applicable
Not at present	We listen to the feedback of customers, suppliers and other business partners using the usual communication channels	We are proactive in communicating with some business partners, especially customers	We promote open dialogue channels and actively ask for and listen to the opinion of customers, suppliers and other business partners		

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

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	We register and resolve complaints within contractual and legal limits. In a few aspects we go beyond regulation	We register and monitor complaints in time and consider them an opportunity to improve on our business	Additionally we are proactive in collecting complains and systematically use them for improvement		

6. Does your company work together with other companies or other organisations to address issues raised by responsible entrepreneurship?

1	2	3	4	Don't know	Not applicable
Not at present	We have informal collaboration with other companies	We have formal agreements with suppliers or customers to develop ethical or eco-compatible products.	Additionally we regularly engage in dialogue and information exchange for project development		

7. Does your company select suppliers on the basis of ethical and /or environmental performance?

1	2	3	4	Don't know	Not applicable
Not at present	Sometimes	Always but without a formal policy	Always and we have a responsible suppliers' selection policy.		

8. Does your enterprise supply clear information on its marketplace policies related to suppliers and other companies you do business with?

1	2	3	4	Don't know	Not applicable
We comply with existing regulation	We offer some additional information	We pro-actively inform on our policies	Additionally we systematically report on our marketplace policies and make sure that all our stakeholders understand them		

#### 4. Community Policies

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

1	2	3	4	Don't know	Not applicable
Not at present	We sometimes offer training opportunities to people from the local community	We continuously offer training opportunities but without a formal policy	Additionally we have a formal policy for providing training opportunities to the local community		

2. Do you have an open dialogue with the local community on adverse, controversial or sensitive issues that involve your enterprise (e.g. accumulation of waste outside your premises, vehicles obstructing roads or footpaths)?

1	2	3	4	Don't know	Not applicable
Not at present	We listen to any complains or issues that may arise	We talk and resolve any issues that may arise.	We pro-actively seek contact on potential issues and have a clear policy on that.		

3. Does your enterprise try to purchase locally?

1	2	3	4	Don't know	Not applicable
Generally not	We sometimes purchase locally produced goods	We purchase locally whenever we can but without a formal policy	Always and we have a responsible suppliers' selection policy.		

4. Are your employees encouraged to participate in local community activities (e.g. providing employee time and expertise, or other practical help)?

1	2	3	4	Don't know	Not applicable
We do not encourage them in this direction	We know and appreciate the voluntary participation of our employees in community activities	We give support to and promote the voluntary participation of our employees in community activities	We fully support and give resources to the voluntary participation of our employees in community activities		

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

1	2	3	4	Don't know	Not applicable
Not at present	We donate products and financial means to a variety of campaigns /projects	We make systematic financial donations and organize donation campaigns among our workers and environment (clients and suppliers)	We have a formal budgeting and selection policy and / or we have set up a parallel institution to comply with the aforementioned goal with its own budget		

6. Does your company actively participate in community projects at local or broader level that are (directly or indirectly) connected with your activity (e.g. experimental initiatives on new products, creation of new common innovative services, etc.) ?

1	2	3	4	Don't know	Not applicable
Not at present	We sometimes provide financial support or we participate in specific innovative initiatives	We further offer our physical spaces, technology and management capabilities	We run our own community projects using any type of necessary resources		

7. Does your enterprise supply clear information on its community policies (e.g. policies related to local issues, information about its social performance, donations and sponsorships, etc.)?

1	2	3	4	Don't know	Not applicable
We do not communicate our policies and we've no tool to answer to inquiries	We provide answers to any inquiries we receive	We actively and regularly provide information on the basis of a specific Communication Plan and we answer any inquiries we receive	We implement local stakeholder engagement processes for sharing with local communities relevant common issues		



8. Does your company or employees participate in business organizations (local promotion products consortia, local development agencies, cluster organizations, local innovation and research centres) ...?

1	2	3	4	Don't know	Not applicable
Not at present	We are members of some business organizations	We are active participants in business organizations	Additionally we act as leaders in some business organizations or in some of their initiatives		