

**Responsible Supply Chain Management:**

Neosys can help your company select a code of conduct, train your suppliers on labour standards and audit them.

**CSR Quick Scan and Consulting:**

Neosys can help your company assess whether it needs to take action. By explaining the advantages of SA8000, BSCI, the Global Compact and other CSR schemes, Neosys can help you select the code of conduct or the management system best suited to your needs.



**Stakeholder Dialogue:**

Neosys can help your company identify its stakeholders, assess their concerns and incorporate these into business planning (e.g. using AA 1000).

**Country Risks Analysis:**

Neosys can help your company determine where training and audits should be conducted.

**Remediation Program / Social Projects:**

In collaboration with its local partners in developing countries, Neosys can help you implement projects to improve working conditions and compliance with your code of conduct.

**Social Reporting:**

Neosys can help you define an appropriate communication and marketing strategy (incl. labels). We can help you draft a sustainability report (e.g. in accordance with the GRI Guidelines and AA 1000).

■ Neosys has extensive experience in implementing CSR projects such as SA 8000 quick scan, training on labour standards, CSR audits, stakeholder dialogue and social reporting.

■ Our clients include Gimelli (CH/China), Holcim Group Support (Belgium), Cementos Lima (Peru), United Furnitures (Bolivia), Asocolflores (Columbia), the State Secretariat for Economic Affairs (CH) and the International Labour Organisation (ILO).

■ Neosys has a network of local partners in developing countries, who understand the local language, are aware of the cultural context and are familiar with the local legislation. They are best qualified to audit your suppliers and set up remediation programs.

■ Neosys approach is to consider social issues in conjunction with productivity and quality issues. Our CSR specialists are experienced in industrial relations, engineering and management systems. The CSR team includes SA 8000 auditors, AA 1000 specialists, HAS mediators, health & safety specialists and a former ILO employee. Neosys also has teams specialised in quality, environmental and risk management.



**Your Partner for Corporate Social Responsibility**



**We assist you in all matters concerning:**

- SA 8000 / BSCI Labels
- Codes of Conduct
- Supply Chain Management
- UN Global Compact
- Country Risk Analysis
- Stakeholder Dialogue
- Social Projects
- Social Reporting

**Contact us:**



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**Visit our website:**

**You have suppliers in developing countries:**  
You want to ensure that the products that you buy have been produced under fair working conditions (e.g. no child labour, no forced labour, fair working hours).

**You would like to know whether your company needs to take action with regard to corporate social responsibility (CSR):**

More and more organisations are developing CSR instruments. It is sometimes difficult to know how your company is performing in comparison with others.



**You have a project which might have an impact on the local community:**

You would like to take into consideration the concerns of all parties involved and prevent any conflict of interests from escalating.

**You would like to prioritise your CSR actions:**

To save resources, you need to know which countries and which CSR issues present the highest risks.

**Your company has identified a problematic practice and wishes to remedy the situation:**

E.g. an audit has revealed that one of your suppliers employs children. Now you would like to ensure that they attend school.

**You would like to inform the general public about your company's CSR performance:**

Your company has taken various CSR measures. You would like to communicate this in an appropriate manner.

## Corporate Social Responsibility:

A new term for a new context

Pressure for companies to conduct sustainable business by taking into account the economic, social and environmental imperatives is nothing new. Corporate Social Responsibility (CSR) is just the new term to designate such business practices.

**Does that mean that no action is required? No, on the contrary:** If there is currently so much agitation about "CSR", it is because the context has changed:

■ **The media, non-governmental organisations and the general public** are increasingly scrutinizing companies' activities. Through various public **campaigns**, they have had an unprecedented influence on the performance of companies (e.g. the Clean Clothes Campaign).



■ The **expectations** in terms of standards of business conduct have been **defined more accurately** by international, business and non-governmental organisations.

■ Business organisations and NGOs have developed **new instruments** for integrating CSR issues into companies' management system. Consumers, NGOs and governments now expect companies to apply these instruments.

## Why does CSR matter? What are the benefits?

CSR is not only a wise risk management decision, it is also a way of increasing a company's income and reducing its operating costs

### Increasing customer loyalty and product sales

- Products which guarantee fair working conditions distinguish themselves from those of competitors and are particularly appreciated by consumers.
- This is illustrated by the success of companies which ensure fair working conditions (e.g. Switcher) and the increasing sales volumes for products bearing a label (e.g. Max Havelaar).



### Protecting the reputation of your company

- Brand images are hard to build. Non-compliance with CSR standards can destroy the reputation of a company in a short period of time and have a catastrophic impact on the volume of sales.



- Gap and Nike are well-known examples of companies which have been criticised by NGOs and even threatened with a boycott for failing to take the necessary measures to ensure that their suppliers offered fair working conditions
- These two companies and many others have consequently adopted codes of conduct and social management systems to ensure that International Labour Organisation conventions are observed throughout their supply chain.

### Increasing labour productivity

- Offering fair working conditions also enhances productivity. For example:



Protecting the health and safety of employees reduces absenteeism and employee turnover

Respecting non-discrimination procedures enables companies to attract and retain the best employees

- Employees working in a socially committed company can better identify themselves with the company, and their motivation increase.

### Increasing project implementation speed

- Many companies which fail to establish a dialogue with communities and other stakeholders have their expansion projects put on hold by stakeholders' complaints before courts.

### Avoiding court costs and fines

- Insufficient consideration of CSR issues such as fairness of competition, human rights and equal opportunities can subject your company to legal liability.

CSR issues will continue to gain importance in Switzerland. Many companies such as Coop, Migros, Switcher and Holcim have already taken pro-active steps.

In collaboration with its local partners, Neosys can provide the following services :

- ✓ conduct an evaluation of your company's CSR performance
- ✓ assess the highest risks to your operations
- ✓ compare your performance with that of other companies
- ✓ integrate selected CSR issues into your management system
- ✓ train your buyers and suppliers on CSR issues and labour standards
- ✓ implement specific social projects and
- ✓ develop an appropriate communication & marketing strategy.