COMPANIES’ RESULTS

In order to preserve the confidentiality of the participating companies the companies actively involved in the project have been randomly assigned letters: A, B, C, D.

COMPANY A

A.1. Team

The team was comprised of the Director, Health and Safety Manager and Quality Manager. Due to strong management support and good internal communication mechanism, the company implemented several measures, related to each of the triple bottom domains.

A.2. Main results

A.2.1. Productivity

Figure no A.2.1.1.

![Rejected product %](image)

Figure no A.2.1.2.

![Breakdowns %](image)
A.2.2. Social domain

Implemented measures

<table>
<thead>
<tr>
<th>No</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Identifying and implementing a solution to reduce excessive noise level in one department</td>
</tr>
<tr>
<td>2.</td>
<td>Realizing a training on CSR issues for all employees</td>
</tr>
<tr>
<td>3.</td>
<td>Implementing a staff suggestion scheme</td>
</tr>
<tr>
<td>4.</td>
<td>Realizing an analysis of the working places with manual manipulation of weight</td>
</tr>
<tr>
<td>5.</td>
<td>Establishing a regular medical check up, including mammography for women</td>
</tr>
<tr>
<td>6.</td>
<td>Establishing a health and safety training system</td>
</tr>
</tbody>
</table>

Performance indicators

Figure no A.2.2.1.

![Level of noise - dpt ST - Company A -](image)

Figure no A.2.2.2.

![Over-time - Company A -](image)

Note: ST is the department in which project measures where implemented.
Figure no A.2.2.3.

**Salary increase - net monthly salary**

- Company A -

Kunas

<table>
<thead>
<tr>
<th>Year</th>
<th>MIN.</th>
<th>ST</th>
<th>SP</th>
<th>TG</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>3078</td>
<td>4280</td>
<td>4427</td>
<td>3669</td>
</tr>
<tr>
<td>2005</td>
<td>3281</td>
<td>5263</td>
<td>5239</td>
<td>4299</td>
</tr>
</tbody>
</table>

Figure no A.2.2.4.

**Employees' level of satisfaction**

(based on questionnaire results)

- Company A -

<table>
<thead>
<tr>
<th></th>
<th>AVE.</th>
<th>Time</th>
<th>SSS</th>
<th>H&amp;S</th>
<th>Atm.</th>
<th>Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun-05</td>
<td>3</td>
<td>3.7</td>
<td>2.3</td>
<td>3.5</td>
<td>3.5</td>
<td>3.6</td>
</tr>
<tr>
<td>Feb-06</td>
<td>3.3</td>
<td>3.6</td>
<td>3</td>
<td>3.8</td>
<td>3.2</td>
<td>3</td>
</tr>
</tbody>
</table>

**Definitions**

- **Time** = Satisfaction with working time arrangement (question no 2)
- **SSS** = Satisfaction with Staff Suggestion Schemes/management-worker communication (question no 13)
- **H&S** = Satisfaction with the protection of health and safety (question no 21)
- **Atm.** = Satisfaction with working atmosphere with colleagues and superiors (question no 24)
- **Work** = Satisfaction with work in general (question 31)
- **AVE.** = Average results of remaining five questions.
A.2.3. Environment

Figure no A.2.3.1.

Total Suspended Solid (TSS) mg/l
- Company A -

Figure no A.2.3.2.

Waste kg/t
- Company A -

Figure no A.2.3.2.

Toluene recuperation %
- Company A -
COMPANY B

B.1. Team

The director assigned a team to follow up the project. The main contact persons were the environmental and health and safety manager, who were actively involved.

B.2. Main results

B.2.1. Productivity

No data available.

B.2.2. Social domain

Implemented measures

<table>
<thead>
<tr>
<th>No</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Realizing an analysis of the working places with manual manipulation of weight</td>
</tr>
<tr>
<td>2.</td>
<td>Establishing a worker-management communication mechanism on health and safety issues</td>
</tr>
</tbody>
</table>

Performance indicators

Table no B.2.2.1.

![Overtime](chart1)

![Accident frequency](chart2)
B.2.3. Environment

Figure no B.2.3.1.

![Energy consumption kWh/t - Company B -]

2004: 113
2005: 102

Figure no B.2.3.2.

![Water consumption m³/t - Company B -]

2004: 4.51
2005: 4.42

Figure no B.2.3.3.

![Waste generation kg of waste/t - Company B -]

2004: 0.85
2005: 0.59
C.1. Team

The director was involved as well as the quality manager. The quality manager was an active promoter of the triple bottom line approach in the company.

C.2. Main results

C.2.1. Productivity

Figure no C.2.1.1.

Figure no C.2.1.2.
Figure no C.2.1.3.

![Graph showing Deliveries on time % for Company C in 2004 and 2005.]

**C.2.2. Social domain**

**Implemented measures**

<table>
<thead>
<tr>
<th>No</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Establishing a suggestion scheme</td>
</tr>
<tr>
<td>2</td>
<td>Establishment of a policy regulating working time, holidays and leaves</td>
</tr>
<tr>
<td>3</td>
<td>Establishing a schedule including short breaks for smokers, aimed at preventing smoking on the shop-floor</td>
</tr>
<tr>
<td>4</td>
<td>Establishment of a health and safety policy</td>
</tr>
<tr>
<td>5</td>
<td>Acquisition of new health and safety protective equipment</td>
</tr>
</tbody>
</table>

**Performance indicators**

Figure no C.2.2.1.

![Graph showing Working days lost for Company C in April 2005 and November 2005.]

- Number of days lost (accidents, sickness, others)/total number of working days
- April 2005: 0.0132
- November 2005: 0.0027
**C.2.2.2.**

![Over-time - Company C -](image1)

**C.2.2.3.**

![Employees' level of satisfaction - Company C -](image2)

**C.2.3. Environment**

**C.2.3.1.**

![Energy consumption kwh/working hours - Company C -](image3)
Figure no C.2.3.2.

Water consumption / working hours
- Company C -

2004: 0.0063
2005: 0.0061

Figure no C.2.3.3.

Waste selection / number of containers
- Company C -

2004: 13
2005: 151
D.1. Team

The quality manager was the main pillar of the project. Other staff was involved for specific activities, such as the health and safety manager, or department coordinators.

D.2. Main results

D.2.1. Productivity

Figure no D.2.1.1.

![Customer complaints - Company D -]

![Rejected products/m² - Company D -]

![Production capacity m²/hour - Company D -]
D.2.2. Social domain

Implemented measures

<table>
<thead>
<tr>
<th>No</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Establish a worker-management communication mechanism aimed at promoting improvements in the productivity, social and environmental domains</td>
</tr>
</tbody>
</table>

Performance indicators

Figure no D.2.2.1.

![Employees' level of satisfaction](chart)

<table>
<thead>
<tr>
<th></th>
<th>Time (Q2)</th>
<th>SSS (Q13)</th>
<th>H&amp;S (Q21)</th>
<th>Atm. (Q24)</th>
<th>Work (Q31)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun-05</td>
<td>3.8</td>
<td>4.5</td>
<td>2.9</td>
<td>3.8</td>
<td>4.1</td>
</tr>
<tr>
<td>Jan-06</td>
<td>3.9</td>
<td>4.7</td>
<td>3.3</td>
<td>3.7</td>
<td>4</td>
</tr>
</tbody>
</table>

**AVER =** average results of remaining five questions.

Time = Satisfaction with working time arrangement (question no 2)

SSS = Satisfaction with Staff Suggestion Schemes/management-worker communication (question no 13)

H&S = Satisfaction with the protection of health and safety (question no 21)

Atm. = Satisfaction with working atmosphere with colleagues and superiors (question no 24)

Work = Satisfaction with work in general (question 31)

D.2.3. Environment

Figure no D.2.3.1.

![Energy consumption kWh/m²](chart)

<table>
<thead>
<tr>
<th></th>
<th>2004</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.9</td>
<td>1.8</td>
</tr>
</tbody>
</table>

**AVE. =** average results of remaining five questions.
Figure no D.2.3.2.

![Waste kg/m² - Company D -](image)

Figure no D.2.3.3.

![Hazardous waste kg/1000 m² - Company D -](image)

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