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ETHOS INDICATORS

ON
CORPORATE
SOCIAL
RESPONSIBILITY

VERSION 2001

ETHOS Corporate Social Responsibility INDICATORS

2001 EDITION

ETHOS Corporate Social Responsibility INDICATORS

Produced by

Ethos Institute for Business and Social Responsibility

Research and Development

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Revision - 2001 Edition

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Acknowledgements

Ana Maria C. Esteves, Armand Pereira, Beatriz Cunha, Claudio Bruzzi Boechat, Daniel de Bonis, Jaime Mezzer, Joe Sellwood, Luzia Monteiro Longo, Marcia Prates, Paulo Durval Branco, Rubens Naves and Sérgio A.P. Esteves.

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Sponsorship

Banco Real AmroBank, Grupo José Pessoa, Hewlett Packard Company, JP Morgan, Libra Terminais, McDonald's, Natura Cosméticos and Shell

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June 2001

Press run : 10.000 copies

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Management of Social Responsibility

A growing number of companies are becoming aware that social responsibility is not a theme limited only to the social actions developed by the organization in the community. It also involves dialogue and interaction practices with other stakeholders, such as collaborators, consumers and customers, suppliers, environment and government, and society.

In order to work with social responsibility from a systematic and comprehensive perspective, the company should incorporate this theme into management processes and treat it as part of the business strategy and the planning system. Furthermore, it is important to make use of appropriate tools for tracking and monitoring social responsibility practices.

For that purpose, Ethos Institute for Business and Social Responsibility is launching the second edition of **the Ethos Corporate Social Responsibility Indicators - 2001 Edition**, a tool designed to support the management of social responsibility activities in companies. The use of the indicators is expected to contribute to the expansion of the production of knowledge and information about the theme.

The experience acquired with the use of **Ethos Indicators - 2000 Edition** has shown that this diagnostic tool provides valuable elements for the management and planning processes of the companies. Based on this application experience the original questionnaire was reviewed, as was foreseen at its conception. The proposal of an annual review enables the Indicators to remain an up-to-date planning and assessment tool, and therefore in tune with the issues of major relevance for corporate social responsibility in the country and worldwide. The revision process was based on comments and suggestions from participating companies. For certain more specific questions, the collaboration of professionals from The Abrinq Foundation for Children's Rights and from the World Labor Organization was sought. The major objectives of the revision were the enhancement of the concepts and language of the questionnaire, the inclusion of new indicators and the alignment of the quantitative indicators with the **"Guide for Production of Annual Corporate Social Responsibility Report and Statement"**, a new tool launched by Ethos Institute.

The application of indicators provides a better knowledge of social responsibility practices, leading companies to acknowledge their value as an investment and to perceive the positive impact of those practices on performance, image and sustainability.

Ethos Indicators Results - 2000 edition

Since the launch of the **Ethos Corporate Social Responsibility Indicators - 2000 Edition**, many companies have voluntarily applied the questionnaire and sent their responses. Until the end of April 2001, 71 questionnaires were received and tabulated by Ethos Institute. Respecting the confidentiality of the data sent by each company, personalized reports of the analysis of the results were done, including comparisons of each company with other companies in a benchmark group.

The performance of participating companies was quantified according to the answers given in the questionnaire. For each of the 35 indicators, the companies were awarded a score, comprised of the depth indicator and additional information. The scores were calculated based on a system in which each of the 7 themes represent an equal number of points.

Profile of the Participating Companies

Most of the companies that responded to the **Ethos Corporate Social Responsibility Indicators** questionnaire are large-sized domestic private companies headquartered in the southeastern region of the country. They belong to diverse industry sectors, such as energy, finance, chemical and petrochemical, among others. Approximately 58% of the participating companies are members of Ethos Institute, and 9 of them belong to the benchmark group.

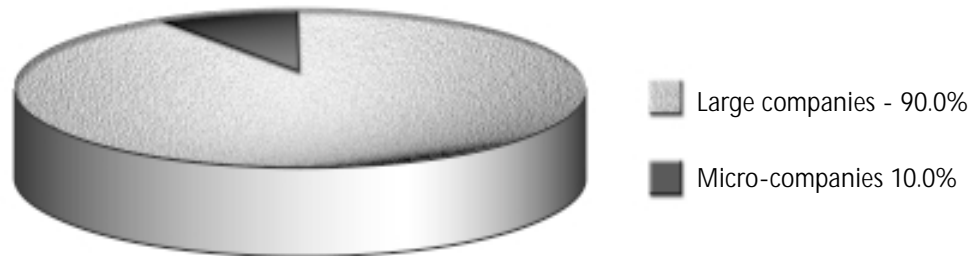
Among the responding companies, 70.3% are large-sized companies (over 500 employees). With a smaller representation, medium, small and micro-sized companies score not far from large-sized companies (average scores per themes). The performance of the large-sized companies outstands in the Environment theme.

Area	large-sized companies	medium-sized companies	small-sized companies	micro-sized companies
values and transparency	5.98	5.57	5.33	4.83
Workplace	5.78	4.98	4.44	3.88
environment	4.19	2.57	2.66	0.67
suppliers	5.67	5.41	4.72	3.61
consumers	7.73	6.42	5.00	6.66
community	5.95	5.06	5.55	5.27
government and society	5.92	4.73	4.79	5.83

Ethos Indicators Results - 2000 edition

Profile of the Benchmark Group

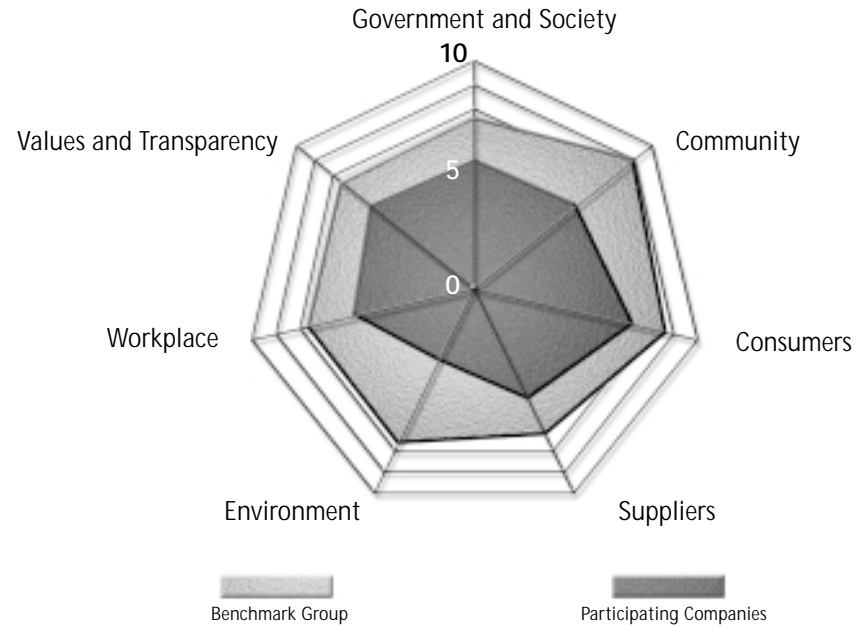
The defining criterion of the companies that currently make up the benchmark group of the **Ethos Corporate Social Responsibility Indicators** is final performance. The companies awarded the ten top scores make up that reference group. Most of them are large-sized domestic private companies, headquartered in the southeastern region of the country and distributed among various industry sectors.



The average performance of those companies per area was significantly high, and the average scores vary from 7.28 in the Suppliers area (lowest average score) to 8.92 in the Community area (highest average score).

The area in which the participating companies showed the lowest score in 2000 was Environment (average score of 3.56) and the best was Consumers (average score of 7.06). In the remaining areas, all the companies showed average scores around 5. The benchmark group showed significantly higher scores in all areas, and a very significant difference in the Environment theme - 7.58. Another notable difference was seen in Community, where the average score of the benchmark group was much higher than the average score for all companies in the databank (8.92 against 5.73). This implies that, while most companies do not show a high performance with regard to the community, a few companies lag far ahead.

Ethos Indicators Results - 2000 edition



	Benchmark Group	Participating Companies
Values and Transparency	7.4	5.77
Workplace	7.36	5.39
Environment	7.58	3.56
Suppliers	7.28	5.37
Consumers	8.72	7.06
Community	8.92	5.73
Government and Society	7.5	5.61

Ethos Indicators - 2001 edition

Innovations

The 2001 edition of the **Ethos Corporate Social Responsibility Indicators** has an exclusive area on the Ethos Institute's website (www.ethos.org.com.br), where it is possible to enroll a company and fill out the questionnaire. Thus, the companies can send their answers through the Internet to Ethos Institute, which tabulates the data and provides the respective reports of outcomes. The confidential commitment is kept.

A conceptual glossary is also available on the website, aimed at explaining the most relevant terms needed to understand the questions posed in each indicator, thus facilitating the completion of the questionnaire.

Structure of the Questionnaire

The corporate assessment questionnaire is divided into seven broad subjects: 1) Values and Transparency 2) Workplace 3) Environment 4) Suppliers 5) Consumers/Clients 6) Community and 7) Government and Society.

These areas are assessed by means of two groups of indicators. The first, composed of a set of four adjoining squares arranged in a bar, assesses the company's current stage of social responsibility, with increased performance from left to right. This method allows the company to easily locate itself on the scale, and to identify its position in relation to the stages most frequently found in the market. The scale itself reflects progressive stages, informing the company how to reach a higher level of social responsibility.

The second set of indicators is composed of binary (yes/no) responses and numerical values intended to confirm and give additional details about the stage of social responsibility identified by the company. This second set of information is important for enabling, in the future, historical comparisons and identifying the best existing practices.

The structure of these two sets of information is dynamic, changing according to contemporary paradigms of social responsibility. Therefore, Ethos Institute seeks to continually update the assessment tool as necessary to match corporate realities and social expectations through annual reviews of the questionnaire.

Assessment Methodology

The evaluation of each company's level of social responsibility is conducted by the Ethos Institute according to its own methodology. The final results are scored based on a score system given to the different themes and their respective indicators, which will allow to consider:

- The importance and depth of each indicator, in view of its current significance and impact on society;
- Lack of relevance of certain indicators in some sectors;
- Relative weight of themes in view of others in some sectors.

Ethos Institute assures that data about the companies will be handled in strict confidentiality. The companies are not identified in the statistical presentations of information. Ethos will share exemplary experiences and practices only after prior consultation and authorization.

Instructions for filling out the form

Each questionnaire should correspond to one business unit. Its completion involves the participation of various areas of the company because of the wide-ranging nature of the issues covered by the indicators. It is recommended that companies identify a coordinator who will facilitate the collection and processing of information and the internal dialogue around it. It is also important that the senior management of the company keeps abreast of the process and endorses the results.

The questionnaire should be filled out as follows:

Bar of indicators of corporate social responsibility: Only one of the four squares should be chosen, that being the one closest to the reality of the company. In the event that none of the four correspond to this reality, the indicator should be left blank, with an explanation given in the space provided for comments;

Binary and Numerical Indicators: The binary indicators (Yes/No) should be mandatorily filled out. The company should also make an effort to provide numerical data, even when only data from 2000 is available. If the company does not provide such data, it should give an explanation and make arrangements to present them in the following year.

To fill out the form through the Internet the company must register on the Ethos Institute website in the area provided for Indicators. Through registration, the company is provided with an access password for the completion and viewing of its confidential information and results.

For any questions and further information, refer to our direct communication channel: indicadores@ethos.org.br.

Join us!

Values and Transparency

SELF-REGULATION OF CONDUCT

- Ethical Commitments
- Embedding into Organizational Culture

TRANSPARENT RELATIONS WITH SOCIETY

- Dialogue with Stakeholders
- Relations with Competition
- Social Reporting

Self-regulation of Conduct

• Ethical Commitments

<p>1. In terms of the adoption and scope of the ethical principles:</p>	<p>The beliefs and values of the organization exist informally, and their incorporation into work practices is limited.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>The beliefs and values of the organization are documented and disseminated, and apply equally to all levels of the organization.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>The organization has a formal ethics code, regular education and training for its employees and periodic reviews.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>The ethics code of the organization calls for the participation of employees, partners and/or the community in its revision and is subject to periodic control and auditing.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Additional Information

The ethics code and/or the statement of beliefs and values of the organization:	Yes	No
1.1 address three or more of the following partners: workers, suppliers, consumers/clients, community, government and minority shareholders?		
1.2 explicitly prohibit the use of illegal practices (corruption, bribery and "slush funds") to obtain commercial advantage?		
1.3 explicitly make commitments to transparency and the accuracy of information provided to all partners?		
1.4 explicitly refer to the defense of fair competition?		

• Embedding into Organizational Culture

<p>2. In terms of the communication of the company's ethical values:</p>	<p>Beliefs and values are transmitted sporadically or at specific times (hiring a new employee, auditing process) , focusing on the internal public.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Systematic processes are in place for the education and dissemination of the company's beliefs and values, both for workers and for other partners.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Systematic processes for the education and dissemination of beliefs and values are assessed and verified periodically.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Employees, organizational leaders and partners are motivated to contribute to the processes of assessing and monitoring beliefs and values.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Values and Transparency

Additional Information		
	Yes	No
2.1 The company's senior management (council of administration and board of directors) is committed to the embedding of beliefs and values in the organizational processes and culture?		
2.2 Does the company have committees and boards for the management of ethical issues?		
2.3 Does the research on the organizational environment address questions related to ethical issues?		
Transparent Relations with Society		

- Dialogue with Stakeholders

3. In view of its impacts on different social groups, the company:	Discusses dilemmas, strategies and problems only among the leaders of the organization.	Extends the discussion to workers and others with a direct interest in a particular issue.	Encourages the participation of all those affected by the company's activities and ensures management with transparency of strategies and outcomes.	Establishes performance indicators based on a structured dialogue with interested parties and creates mechanisms to ensure that the communication and discussion channels are accessible and effective.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information		
	Yes	No
3.1 Does the company identify and analyze the expectations and demands from the various groups affected by its activities?		
3.2. Is the nature of the company's processes, products and services criticized or opposed by any interested group or party?		

- Relations with the Competition

4. In terms of policy regarding relations with the competition, the company:	Follows the pricing and competition practices common to the market, restricting itself only to complying with the law.	Has internal discussions of the positioning of the company vis a vis its competitors, and seeks a fair positioning.	Discusses its positioning with suppliers and clients, advising them on issues of fair competition and participates in the discussion of these issues within sectoral associations.	Plays a leadership role in its sector in discussions related to combating trusts and cartels, unfair commercial practices, fraud in bidding for tenders and industrial espionage, in an effort to constantly improve standards of competition.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Values and Transparency

Additional Information	Yes	No
	4.1. Has the company already been charged and/or sued by CADE (Administrative Council for Economic Defense) for unfair competition practices?	

- **Social Reporting**

5. With respect to communicating socially responsible actions, the company:	Does not publish or publishes intermittently information on its social, community and environmental activities, without consolidating them in a social reporting.	Publishes annually a social report, describing its social actions, which includes quantitative information.	Incorporates the social report into its financial statements and uses the social data as a business management tool.	Also incorporates criticisms and suggestions of its various stakeholders into the social report, promoting collective discussion processes and making it available to a maximum number of people.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information	Wealth generated by the company:	1998	1999	2000
	5.1. Value Added = Gross Revenue - (Third-party goods and services + Depreciation + Remuneration of third-party capital)			
	Wealth distributed by the company to its stakeholders:			
	5.2. Government: Tax Exemptions or subsidies			
	5.3. Collaborators: salaries/social security/private pension/benefits/profit-sharing			
	5.4. Shareholders: dividends/change in net worth			

Workplace

Dialogue and Participation	DIALOGUE AND PARTICIPATION	RESPECT FOR THE INDIVIDUAL	RESPECT FOR WORKERS
	<ul style="list-style-type: none"> • Relations with Unions • Participatory Management • Profit Sharing and Performance Bonuses 	<ul style="list-style-type: none"> • Commitment to Children's Future • Valuing Diversity 	<ul style="list-style-type: none"> • Handling of Dismissals • Commitment to Professional Development and Employability • Concern for Health, Safety and Working Conditions • Preparation for Retirement

• Relations with Unions

<p>6.</p> <p>In terms of worker's participation in unions and relations with their representatives, the company:</p>	In the current context, considers the behavior of the Unions prejudicial to its performance, although it does not exercise pressure on workers involved in Union activities.	Does not exercise any kind of pressure and permits Union representatives to act freely in the workplace.	Permits Unions to operate in the workplace and provides information about working conditions in the company; company managers meet periodically with Unions to hear suggestions and negotiate demands.	Company managers meet periodically with Union representatives and provide financial data and information about strategic objectives when these affect the workers, to support the discussions.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information

	1998	1999	2000
6.1 Number of strikes and work stoppages in the company			

• Participatory Management

<p>7.</p> <p>In terms of the involvement of employees in management, the company:</p>	Does not have programs to encourage and reward employees who make suggestions that contribute to improve internal processes.	Has programs to encourage and reward employees that make suggestions that contribute to improve internal processes.	Provides economic and financial information about the company and trains employees to enable them to understand and analyze such information.	Provides for the participation of a labor representative in management committees responsible for the strategic planning, or in Council of Administration.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Profit Sharing and Performance Bonuses

8. In terms of profit sharing and performance bonuses, the company:	Does not have a structured program of profit sharing or of performance bonuses	Has a profit sharing and/or a performance bonuses program, but does not use objective evaluation criteria towards individual performance.	Has a profit sharing and/or performance bonuses program that combines an objective evaluation of individual qualifications, abilities and performance with an overall evaluation of the company.	In addition to offering profit sharing and/or bonuses related to performance, it has a mechanism to encourage and enable employees to become shareholders.		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Additional Information	Was the profit sharing program :			Yes	No	
	8.1. Established through negotiations with an employee committee or Union?					
				1998	1999	2000
	8.2. Percentage of the values distributed in relation to salaries:					
	8.3. Percentage of employees included in the program:					
	Was the performance bonuses program:			Yes	No	
	8.4. Established through negotiations with an employee committee or Union?					
				1998	1999	2000
	8.5. Percentage of the values distributed in relation to salaries:					
	8.6. Percentage of employees included in the program:					
8.7. Percentage of company shares held by employees:						
Respect for the Individual						

- Commitment to Children's Future

9. In regard to the respect for the rights of children and adolescents, the company:	Completely complies with the national legislation that prohibits workers under 16 years of age, except as an apprentice between 14 and 16 years old.	Has an in-house apprenticeship program for youngsters between 14 and 16 years of age.	In addition to apprenticeship programs for youngsters, the company develops internal projects for the integration and support to its employees' children.	Extends its action to supporting community projects focused on child and adolescent welfare.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Workplace

Additional Information	The company:	Yes	No
		9.1 Is certified for use of the seal "Empresa Amiga da Criança" from the Abrinq Foundation for Children's Rights or equivalent?	
	9.2. Has specific actions for raising awareness among its employees of the exploitation of child labor concerning their children or other related children?		

- Valuing Diversity

<p>10. Recognizing the ethical obligation of companies to combat all forms of discrimination and value the opportunities provided by the wealth of ethical and cultural diversity of our society, the company:</p>	Seeks to avoid discriminatory behavior within the company and in its relations with clients, but has no formal structured processes to encourage diversity.	Has written guidelines that prohibit discriminatory practices, set forth disciplinary measures against such practices, and regulate hiring and promotion processes.	In addition to having written guidelines, the company offers specific training about discriminatory practices and valuing diversity, and uses indicators to identify problematic areas and to establish recruitment strategies.	In addition to written rules and indicators, the company conducts activities to promote groups that are poorly represented in the company.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information	Does the company	Yes	No	
		10.1 support community projects that aim to improve the competitiveness of groups which commonly encounter discrimination in the labor market?		
	10.2 have a special program for hiring physically and mentally disabled people?			
	10.3. offer work opportunities for former prison inmates?			
	10.4 have a policy of giving preference in hiring processes to individuals over 45 years of age or those who have been unemployed for over 2 years?			
	10.5 have effective guidelines and processes to combat sexual harassment?			
		1998	1999	2000
	10.6 Percentage of women out of the total number of employees:			
	10.7 Percentage of women in management positions out of the total number of management positions:			
	10.8 Percentage of colored women out of the total number of employees:			
	10.9. Percentage of colored women in management positions out of the total number of management positions:			

Workplace

Respect for the Worker

	1998	1999	2000
10.10 Percentage of colored men out of the total number of employees:			
10.11 Percentage of colored men in management positions out of the total number of management positions:			
10.12 Percentage of employees over 45 years of age out of the total number of employees:			
10.13 Average monthly salaries in managerial positions - White women:			
10.14 Average monthly salaries in managerial positions - Colored Women:			
10.15 Average monthly salaries in managerial positions - White men:			
10.16 Average monthly salaries in managerial positions - Colored men:			

- Handling of Dismissals

<p>11. Faced with the need to reduce payroll costs, the company:</p>	<p>Seeks to avoid dismissals, and if they do occur, they are limited to what is strictly necessary, based on discussions with workers' representatives.</p>	<p>Analyzes and discusses alternative forms to limit and reduce costs with employees and offers voluntary dismissal programs.</p>	<p>Along with internal discussions and incentives for voluntary dismissal, social and economic criteria (age, marital status, and dependents) are established to define the priorities.</p>	<p>In addition, offers support and/or relocation and/or retraining services, and extends these benefits to all dismissed workers.</p>
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Additional Information

	1998	1999	2000
11.1 Number of employees at the end of the period:			
11.2 Total number of hirings during the period:			
11.3 Total number of dismissals during the period:			
11.4 Percentage of dismissals over 45 years of age compared to total number of dismissals:			
11.5 Percentage of labor claims filed compared to total dismissals in the period:			

- **Commitment to Professional Development and Employability**

12. To enhance human resources, the company:	Sponsors occasional training activities, directed at performing specific tasks.	Offers regular training and development activities, with the goal of continual improvement of its personnel.	In addition to providing ongoing training, offers financial support for the acquisition of a more universal education that increases the employability of its personnel.	Makes financial support for acquisition of more universal education equally available to all employees.		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Additional Information	Does the company			Yes	No	
	12.1 maintain a program for eliminating illiteracy for its employees, with established goals and resources?					
	12.2 maintain a program of basic or continuing education?					
				1998	1999	2000
	12.3 Percentage of the workforce who are illiterate:					
	12.4 Number of hours of professional development per employee/year:					
12.5 Percentage of total revenue spent on professional development and education:						

- **Concern for Health, Safety and Working Conditions**

13. In order to ensure good health, safety and working conditions, the company:	Strictly complies with the legal rules and guidelines.	Goes beyond legal obligations and seeks to achieve or surpass the standards of excellence in health, safety and working conditions in its sector.	Offers regular awareness campaigns , offers access to relevant information and conducts researches on the organizational climate to measure the levels of satisfaction and to identify the areas requiring attention.	In addition to awareness campaigns and research, the company has developed a policy of work/family balance and monitors the workload to improve its distribution. Performance goals and objectives related to health, safety and working conditions are established with the participation of employees and are widely communicated.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Workplace

Additional Information

The company	Yes	No	
13.1 was certified under BS 8800, SA 8000 rule or other equivalent standard?			
If under equivalent standard, specify:			
13.2 offers a program of prevention and treatment for drug and alcohol addiction?			
13.3 encourages workout during working hours?			
13.4 has a compensation an overtime policy for managers and executives?			
Does the company offer to employees:			
13.5 family health plan?			
13.6 support for children's education?			
13.7 financing for purchasing of housing?			
	1998	1999	2000
13.8 Ratio of the highest to the lowest of monetary payments made in kind by the company (including profit sharing and performance bonuses):			
13.9 Ratio of the lowest salary paid by the company and the prevailing minimum salary:			
13.10 Average of overtime worked per employees/year:			
13.11 Average annual number of work accidents per employee:			
13.12 Percentage of accidents that resulted in temporary leave of absence of employee(s) / service provider(s):			
13.13 Percentage of accidents that resulted in injury or other physical damages to employees(s)/service provider(s), resulting in permanent disability leave (including repetitive strain injuries):			
13.14 Percentage of accidents that resulted in death of the employee(s)/service provider(s):			

- Preparation for Retirement

14.

In order to prepare its workers for retirement, the company:

Does not offer a structured program to prepare workers for retirement..

Offers basic information and guides its workers on the administrative procedures necessary to obtain their retirement pensions.

Conducts regular orientation, counseling and preparation activities for retirement, including psychological and financial planning aspects.

In addition to regularly preparing workers for retirement, the company offers opportunities to put the capacities of retirees to good use, and encourages their participation in community social projects.



Workplace

Additional Information

Does the company:

Yes

No

14.1. Offer a supplementary pension program?

Environment

Management of Environmental Impact

MANAGEMENT OF ENVIRONMENTAL IMPACT

- Knowledge of Environmental Impacts
- Reduction of Inputs and Waste in the Production Processes
- Responsibility for Product and Service Life Cycle

RESPONSIBILITY BEFORE FUTURE GENERATIONS

- Commitment to the Environmental Cause
- Environmental Education

• Knowledge of Environmental Impacts

<p>15. In terms of the environmental impacts caused by its productive activities/services, the company:</p>	<p>Has knowledge of the major environmental impacts caused by its productive activities/ services, and focuses preventive actions on processes that threaten the health and safety of workers.</p>	<p>Produces environmental impact studies, in compliance with legal requirements, and regularly carries out control and monitoring activities.</p>	<p>Produces analyses of the impacts of all its processes, regardless of legal obligation, and has its environmental management processes standardized and formalized, including the establishment of goals, action plans, resource allocation and auditing.</p>	<p>Produces studies of the impact of the whole production chain; establishes partnerships with suppliers for the improvement of environmental management processes, and participates in the process of final and post-consumer disposal.</p>
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Additional Information

Does the company:

Yes No

15.1 participate in discussions with other companies about environmental problems and implementation of solutions?

15.2 Is the company certified under ISO 14.001 or another equivalent environmental standard?

In the case of an equivalent standard, specify:

15.3 has an emergency environmental plan that covers all its productive activities/services that involve situations of risk, and trains its employees at frequent intervals?

Average number of incidents and/or charges for violations of environmental protection legislation of :

1998 1999 2000

15.4 low seriousness

15.5 medium seriousness

15.6 high seriousness

- Reduction of Inputs and Waste of Materials in the Production Process

<p>16. In order to prevent and reduce environmental damage and improve its environmental management processes, the company:</p>	<p>Has sought, within its current technological capabilities, to reduce the consumption of energy, water, toxic materials and raw materials, and to implant appropriate waste disposal processes.</p>	<p>Has invested in upgrading its technological capabilities, in order to reduce and replace inputs, and establishes programs for reuse of waste within the company or by third parties.</p>	<p>In addition to investing in the reduction and reuse of resources, the company has a process in place to periodically measure, monitor and audit the significant environmental factors related to the consumption of natural resources and the production of waste.</p>	<p>Has the goal of reaching a high level of sustainability, and/or causing zero environmental impact, through strategies involving reuse and environmental compensation..</p>		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>Additional Information</p>				Yes	No	
	16.1 Does the company emit greenhouse gases into the atmosphere - such as CFC's - in its productive activities, services and/or products?					
				1998	1999	2000
	16.2 Total amount invested in programs and projects for environmental improvement? (R\$):					
	16.3 Percentage of gross revenue spent in programs and projects for environmental improvement/management?:					
	16.4 Annual energy consumption (kwh):					
	16.5 Annual fossil fuels consumption (ton.):					
	16.6 Annual water consumption (liters):					
	16.7 Average annual volume of CO2 and other greenhouse gases emitted into the atmosphere (ton.):					
16.8 Average annual amount of solid waste (refuse material, rubbish, debris, etc.) generated (ton.):						

- Responsibility for Product Life Cycle

<p>17. The company's environmental management practices:</p>	<p>Are limited to the control of internal activities/services and developed by the company itself.</p>	<p>Cover all activities/services under its control, as well as external activities such as transportation, inputs and outputs.</p>	<p>Extend to the whole supply chain and the company uses environmental criteria in the selection of the suppliers.</p>	<p>Address every life cycle of its products/services, and include management processes related to the final and post-consumption disposal stage.</p>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Environment

Additional Information	The company		Yes	No
	17.1	makes explicit efforts to reduce consumption and to separate and recycle materials?		
	17.2	has developed a waste management program for the client, which includes waste collection and post-consumption recycling?		
	17.3	provides its clients/consumers with detailed information about the environmental damages resulting from the use and the final disposal of its products and services?		
	17.4	implements pollution control measures for its own vehicles and those contracted through third parties?		
Responsibility Before Future Generations				

- Commitment to the Environmental Cause

18. To offset its share of responsibility for resource use and environmental impacts, the company:	Strictly complies with the parameters and requirements of national legislation.	In addition to complying with legal requirements, the company develops environmental restoration/management programs, acting in a preventive way.	Addresses the environmental issue as a cross-departmental matter, and establishes committees/departments in charge of operating the environmental actions, including the environmental issue in its strategic program.	Creates new business opportunities or adopted a new model for existing areas, which seeks to develop opportunities related to environmental sustainability.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Informações Adicionais	The company		Yes	No
	18.1	participates in committees/local or regional councils to discuss environmental issues with the government and the community?		
	18.2	contributes to the preservation of biodiversity through project(s) for the conservation of protected areas and/or protection program to endangered species?		

- Environmental Education

<p>19. To contribute to the public awareness of the environmental challenges resulting from human activities, and to instill values related to environmental responsibility, the company:</p>	<p>Does not carry out environmental education activities, nor does it train employees in environmental issues</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Carries out environmental educational activities focused on the internal public, aimed at reinforcing their environmental awareness.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Carries out environmental awareness and education campaigns focused on the families of its workers and the community in the immediate vicinity of the company.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>In addition to carrying out campaigns, the company participates in or supports educational projects in partnership with environmental organizations, and assumes a position of leadership in support of this cause.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Additional Information

The company	Yes	No
19.1 publishes a report on its environmental performance activities?		

Suppliers

SELECTION OF AND PARTNERSHIP WITH SUPPLIERS

- Selection Criteria for Suppliers
- Child Labor in the Productive Chain
- Relations with Outsourced Workers
- Support for Supplier Development

Selection of and Partnership with Suppliers

- Selection Criteria for Suppliers

<p>20. To ensure proper relations with suppliers and partners, the company:</p>	<p>Has internal policies and rules to evaluate and select suppliers and partners based on factors of quality, price and delivery time.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Has transparent rules that include criteria and requirements related to the compliance with labor, social security and tax legislation.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>In addition to basic criteria with respect to legislation, the company's rules include specific criteria related to social responsibility, prohibiting child labor and discriminatory practices.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Demands that its suppliers and partners use the same requirements for social responsibility in dealing with their own suppliers and that such criteria be periodically updated.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Additional Information

The company	Yes		No	
20.1 has established a formal deadline for its suppliers to conform with social responsibility criteria?				
	1998	1999	2000	
20.2 Percentage of the total number of suppliers that have received inspection visits for social responsibility practice:				

- Child Labor in the Production Chain

<p>21. In its relations with suppliers and partners, the company:</p>	<p>Discusses with suppliers and partners the issue of child labor and encourages them to comply with legislation.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Has a specific clause on prohibition of child labor in its contracts with suppliers.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Monitors compliance with the clauses that prohibit child labor in its contracts with suppliers.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Discusses with its suppliers the issue of prohibition of child labor in their contracts with third parties. Participates in programs and activities aimed at eliminating child labor in its productive chain.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Suppliers

Additional Information		1998	1999	2000
	21.1 Number of assessments filed by the Labor Ministry for using child labor in the period:			

- **Relations with Outsourced Workers**

22. In its relations with outsourced workers and/or with suppliers of these services, the company:	Has a contractual relationship in compliance with the law sharing the liability for the fulfillment of the labor and social security obligations.	Monitors compliance with requirements, requiring that adjustments be made for proper compliance with legislation.	In addition to monitoring compliance with the law, it negotiates with its suppliers to ensure the payment of salaries compatible with market averages to their employees.	Extends to outsourced workers basic benefits enjoyed by regular employees, such as transportation and nourishing.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information	Does the company	Yes	No	
	22.1. include outsourced workers in its training and professional development programs?			
		1998	1999	2000
	22.2 Percentage of outsourced workers in terms of the total work force:			

- **Support for Supplier Development**

23. For suppliers of equal or smaller size, the company:	Establishes contractual relationship based only on commercial criteria.	Contributes to the improvement of the quality of management of partners, providing information and joint training activities.	In addition to contributing to the improvement of management, the company maintains stable and long-term relations with partners and uses negotiating criteria that promote their future growth.	In addition to contributing to the growth of suppliers of equal or smaller size, the company encourages and facilitates supplier involvement in its social and environmental projects.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information		Yes	No
	23.1 Does the company include among its suppliers local community groups, such as cooperatives, neighborhood associations and income generation projects?		

Consumers/Customers

SOCIAL DIMENSION OF CONSUMPTION

- Marketing and Communication Policy
- Excellence in Consumer Service
- Knowledge of Potential Harm from Products and Services

Social Dimension of Consumption

- Marketing and Communication Policy

24.

In light of the influence of marketing on the creation of an image of credibility and trust, the company:

Focuses its marketing strategies on commercial objectives and emphasizes the short-term economic results.

Has a formal communication policy guided by the values and principles of the company that includes both its internal and external communication materials.

Seeks to encourage the communication between consumers/clients and the company, and clarifies innovative aspects of its products and services, as well as the care required in their use.

Establishes partnerships with suppliers, distributors and technical support, aiming at creating a culture of respect for and appreciation of consumers/customers.

Additional Information

The company	Yes	No	
24.1 Periodically reviews its communication materials directed to consumers/clients (such as labels, packaging, instructions, operating manuals, use instructions, warranty terms, advertising materials, etc.) and updates them whenever necessary?			
24.2 has a formal policy against abusive advertising that portrays children, adolescents, women and minority groups in discriminatory or risky situations?			
24.3 carries out a previous analysis of advertising campaigns to check compliance with the ethical values of the company and with consumer defense legislation?			
24.4 in the last 3 years has had any advertising material taken out of circulation because of complaints by customers, suppliers or competitors?			
In terms of violations of the Consumer Protection Code:	1998	1999	2000
24.5 number of administrative processes (Consumer Protection Body (PROCON), Health Inspection, Weights & Measures Institute (IPEM), etc.):			
24.6 number of judicial suits (civil and criminal) received:			

Consumers/Customers

- Excellence in Consumer Service

<p>25. In terms of its commitment to the quality of service in attending to consumers, the company:</p>	<p>Has a basic customer information service, focused on providing information to consumers and solving individual demands.</p>	<p>Registers consumer/customers requests, solving individual matters quickly, and produces performance reports for internal knowledge.</p>	<p>In addition to registering demands, provides guidance, seeks the causes of problems and uses the information to implement policies for improving the quality of services and products.</p>	<p>Using feedback and requests from consumers/customers, takes preventive and proactive actions when launching products and services, and when revising communication and publicity materials.</p>
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Additional Information

	Yes	No	
25.1 Does the company provide ongoing training for its customer service staff?			
25.2 Is the company's board of directors directly involved in customer/consumer service programs?			
25.3 Does the customer/consumer service staff participate in the decision-making processes of the company?			
25.4 Does the company have an Ombudsman?			
25.5 Does the company have a Customer Service Department?			
	1998	1999	2000
25.6 Total number of calls attended by the Customer Service Department:			
25.7 Percentage of complaints in terms of the total number of calls attended by the Customer Service Department:			
25.8 Percentage of complaints unattended by the Customer Service Department:			
25.9 Average waiting time on the telephone before being attended by the Customer Service Department:			
25.10. Number of innovations implemented based on suggestions from the Ombudsman and/or Customer Service Department:			

Consumers/Customers

- Knowledge of Potential Harm Caused by Products and Services

<p>26. In terms of marketing and distributing its products and carrying out its services, the company:</p>	<p>Does not carry out studies and research about potential harm to consumers caused by its products and services.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Conducts technical studies and research about potential risks, disseminates information to commercial partners, and rapidly adopts preventive or corrective measures.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Makes available detailed information and training to internal personnel and external partners for adoption of preventive and corrective measures and commits to an integrated response in the event of a crisis.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Works with suppliers and distributors towards continual improvement of products and services, replacing components, technologies and products as soon as effective and safer substitutes appear, which can offer lower risks to consumer health.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Additional Information

The company	Yes	No
26.1 has a specific program for the improvement of products, services and processes?		
26.2 has internal systems to provide a rapid response in the event of harm to consumers/customers?		
26.3 enables its public relations department to provide a quick and transparent response in the event of a crisis?		
26.4 has had products taken out of the market because of pressure exercised by consumers/clients/protection bodies?		
26.5 has products/services prohibited in other countries and still sold in Brazil or exported?		

Community

<p>Relations with the Local Community</p>	<p>RELATIONS WITH THE LOCAL COMMUNITY</p> <ul style="list-style-type: none"> • Management of Impacts of Productive Activities on the Local Community • Relations with Community Organizations 	<p>PHILANTHROPY/SOCIAL INVESTMENTS</p> <ul style="list-style-type: none"> • Support Mechanisms for Social Projects • Action Strategies in the Social Area • Mobilization of Resources for Social Investment 	<p>VOLUNTEER WORK</p> <ul style="list-style-type: none"> • Recognition of and Support for Volunteer Work by Employees
	<p>• Management of Impacts of Productive Activities on the Local Community</p>		

<p>27.</p> <p>In light of potential impacts on community life (demands on social infrastructure, vehicle traffic, etc.), the company:</p>	<p>Seeks to take measures to solve complaints and feedback from the community.</p>	<p>Has an in-depth knowledge of its current impacts; has a structured process to register complaints and claims; holds regular meetings to inform local leaders about measures being taken.</p>	<p>Has a formal policy of anticipating community demands and providing information about current and future impacts of its activities; involves community in solving problems.</p>	<p>In addition to having a formal policy for community relations, the company has committees or working groups in which local leaders participate to analyze its production processes and impact monitoring.</p>
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Additional Information	Yes	No
27.1 The company actively participates with other companies in the discussion of community problems and proposes solutions?		
<p>The company has received complaints and expressions of concern (petitions, formal requests, protests) made by the community because of:</p>		
27.2 excessive garbage, emission of foul odors and other forms of pollution?		
27.3 excessive vehicular traffic, causing noise and annoyance?		
27.4 interference in communications systems?		
27.5 others?		
<p>If yes, specify:</p>		

• Relations with Community Organizations

<p>28.</p> <p>In terms of community organizations, NGO's and public facilities (schools, health clinics, etc.) located in the vicinity, the company:</p>	<p>Has no knowledge or superficial knowledge of its activities and responds promptly to eventual requests for support.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Has an in-depth knowledge of the work of some organizations and invests in specific projects.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Participates in local organizations and supports several organizations through donations and project financing, and/or carries out its own project that benefits the local community.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>The company has long-term partnerships with local entities; carries out or supports activities to strengthen them institutionally and organizationally; and/or participates in the development and implementation of joint projects.</p> <p style="text-align: center;"><input type="checkbox"/></p>
<p>Additional Information</p> <p>Philanthropy/ Social Investments</p>	<p>The company</p>			<p style="text-align: center;">Yes No</p>
<p>28.1 carries out educational or other campaigns of public interest in the community?</p>				
<p style="text-align: center;"><input type="checkbox"/> <input type="checkbox"/></p>				

• Support Mechanisms for Social Projects

<p>29.</p> <p>The philanthropic activities of the company are carried out through:</p>	<p>Funds administered exclusively by a director or manager based on external requests.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Funds allocated in the budget and known by employees, and which a committee or working group manages based on investment criteria previously established.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>A structured program of philanthropy, with stable budgetary allocation, managed by a professional team, institute or foundation.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>A philanthropic program, institute or foundation, that has its own income generation mechanisms, endowment and/or a fixed percentage on the revenue that ensure its continuity over the long term.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Community

Additional Information	The company	Yes	No
	29.1 evaluates the social impact of its philanthropic projects and social investments through feedback or participation of the beneficiaries?		
29.2 maximizes the social impact of its resources carrying out joint projects with other companies, or through business associations?			
29.3 conducts its strategic planning through formal processes which include consideration of its social projects and those responsible for them?			

• Action Strategies in the Social Area

30. In terms of criteria for engagement and expectations for the impacts of its social actions, the company:	Takes decisions about social investments based on the amount requested and the credibility and reputation of the recipient organization, without a defined strategy.	Allocates its resources with the objective of maintaining or expanding the coverage and quality of services provided by the recipient organization.	Focuses its philanthropic activities on the development of new methodologies, on strategies for human resources capacity-building in the social area and on the dissemination of successful experiences.	In addition to the foregoing, the company also encourages the formation of networks for social action and contributes to the strengthening of public policies.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information	The company	Yes	No
	30.1 uses systems of learning and knowledge management geared to the continual improvement of social actions?		
30.2 employs specialists or uses consultants in the planning and evaluation of its activities in the social area?			

• Mobilization of Resources for Social Investment

31. In carrying its social actions, the company :	Makes donations of services, products and financial resources and/or carries out its own social projects.	In addition to donations and/or own projects, it makes available spaces and facilities to carry out projects and activities in the community.	In addition to donations for community projects, the company uses its technical technological and management expertise to strengthen its own social actions and those of the organizations it supports.	In addition to donations, its own projects and/or mobilization of expertise, the company involves its employees and partners in the design and implementation of its social projects.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community

Addition Information	The company	Yes		No	
		1998	1999	2000	
	31.1 uses tax incentives for activities linked to cultural and social projects?				
	31.2 uses tax incentives provided by law for donations of 1% of income tax owed to the Municipal and State Children's Funds?				
	31.3 has mechanisms to encourage its employees and partners to make donations?				
	31.4 Percentage of gross revenue allocated to all its social actions (not including labor benefits):				
	31.5 Percentage of total donations to the social area that is made in the form of donations of products and services:				
	31.6 Percentage of the total donations to the social area that is made in the form of donations in kind:				
	31.7 Percentage of the total donations to the social area that is invested in the company's own social projects:				

Volunteer Work

- Recognition of and Support for Volunteer Work by Employees

32. In regard to volunteer work carried out by its employees, the company:	Is unaware or superficially aware of the initiatives of volunteer activities by its employees.	Surveys information and stimulates volunteer activities by its employees through internal actions, such as a personal letter from the president, notice in a newsletter or recognition in company events.	Maintains volunteer support services, providing information about opportunities available in the community and providing logistic and financial support.	Implements a structured program of support for volunteer activities, providing human and financial resources for its operation.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information	The company	Yes		No	
	32.1 uses the social projects developed or supported by it to create opportunities and encourage volunteer work among its employees?				
	32.2 has employees from different hierarchical levels participating in volunteer activities?				
	32.3 uses the volunteer work opportunities to develop skills useful for the professional career of its employees				

Community

	1998	1999	2000
32.4 Percentage of workers engaged in volunteer work in the community:			
32.5 Average number of hour donated monthly (wiaved from normal working hours) by the company for volunteer work:			

Government and Society

Political Transparency

POLITICAL TRANSPARENCY

- Contributions to Political Campaigns
- Anti-Corruption and Bribery Practices

SOCIAL LEADERSHIP

- Leadership and Social Influence
- Participation in Governmental Social Projects

• Contributions to Political Campaigns

<p>33.</p> <p>In terms of donations to candidates for public office and to political parties, the company:</p>	<p>Supports candidates or parties based on its commercial interests, with only senior directors participating in the decisions.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Supports candidates within the rules and criteria defined internally.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Is transparent in releasing information to the internal public regarding rules, criteria and amounts donated to political campaigns, allowing access to such information also to the external public.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Does not support or is transparent in releasing information regarding contributions. The company stimulates and facilitates discussions with the candidates suggested by employees. These discussions may be held at company's premises, at a time and place set in advance..</p> <p style="text-align: center;"><input type="checkbox"/></p>
<p>Additional Information</p>				<p style="text-align: center;">Yes No</p>
	<p>33.1 In the last five years, was the company negatively cited in the press because of a financial contribution to a political campaign?</p>			

• Anti-Corruption and Bribery Practices

<p>34.</p> <p>In its relationship with government authorities, agents and inspectors at all levels, the company:</p>	<p>Seeks to avoid situations that involve preferential treatment by government agents. The company has no specific or publicized procedures of control and punishment.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Has an internally known position of prohibiting preferential treatment direct or indirect, by government agents.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Has written guidelines that are widely publicized internally regarding this issue, and has formal procedures for control, punishment and auditing.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>In addition to auditing compliance with its guidelines and controls, the company communicates them to the government authorities with which it maintains relations. The internal guidelines demand that every offer received be reported to higher authorities.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Government and Society

Additional Information	The company	Yes	No
	34.1 has its name cited in the press as being suspected of participating in an incident involving the offer of bribes and corruption of public officials?		
Social Leadership			

- Leadership and Social Influence

35. In its participation in business associations and forums, the company:	Participates in committees and working groups related to the defense and promotion of specific interests of its business field or sector.	Participates in committees and working groups related to matters of public interest and social responsibility .	Actively participates in, and contributes with human and financial resources to processes for developing proposals of public interest policies and social welfare.	Senior directors of the company participate in the development of proposals for improving social welfare and lobby government authorities for their adoption.
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Information	The company	Yes	No
	35.1 sponsors or carries out media campaigns exclusively related to matters of public interest?		
	35.2 sponsors a social project coordinated by a business association in which it participates?		
	35.3 sponsors or manages a competition or award related to social issues?		
		1998	1999
35.4 Number of articles and/or interviews published under the name of executives of the company dealing with social issues:			

- Participation in Governmental Social Projects

<p>36. In its involvement with social activities carried out by government bodies, the company:</p>	<p>Considers that it meets its obligation to pay taxes and does not participate in social activities carried out by governmental bodies.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Contributes occasionally to governments in holding specific events and activities, and/or gives financial support to government projects and programs, in response to requests from authorities.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Contributes with human, technical and financial resources to specific and localized projects carried out by governmental bodies.</p> <p style="text-align: center;"><input type="checkbox"/></p>	<p>Participates in and/or supports the development, improvement and implementation of universal public policies.</p> <p style="text-align: center;"><input type="checkbox"/></p>
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Additional Information

The company	Yes		No	
36.1 adopts and establishes a partnership with public schools, in order to improve the quality of teaching?				
36.2 sponsors public or private programs of financial support for students?				
36.3 Percentage, in relation to the total amount allocated to the social area, of social investments spent on joint social projects with government:				

Answer Sheet

Values and Transparency

1. Ethical Commitments <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
1.1	<input type="checkbox"/>	<input type="checkbox"/>	
1.2	<input type="checkbox"/>	<input type="checkbox"/>	
1.3	<input type="checkbox"/>	<input type="checkbox"/>	
1.4	<input type="checkbox"/>	<input type="checkbox"/>	
2. Embedding into Organizational Culture <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
2.1	<input type="checkbox"/>	<input type="checkbox"/>	
2.2	<input type="checkbox"/>	<input type="checkbox"/>	
2.3	<input type="checkbox"/>	<input type="checkbox"/>	
3. Dialogue with Stakeholders <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
3.1	<input type="checkbox"/>	<input type="checkbox"/>	
3.2	<input type="checkbox"/>	<input type="checkbox"/>	
4. Relations with Competition <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
4.1	<input type="checkbox"/>	<input type="checkbox"/>	
5. Social Reporting <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	1998	1999	2000
5.1			
5.2			
5.3			
5.4			

Workplace

6. Relations with Unions <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	1998	1999	2000
6.1			
7. Participatory Management <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
8. Profit Sharing and Performance Bonuses <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
8.1	<input type="checkbox"/>	<input type="checkbox"/>	
	1998	1999	2000
8.2			
8.3			
	Y	N	
8.4	<input type="checkbox"/>	<input type="checkbox"/>	
	1998	1999	2000
8.5			
8.6			
8.7			

9. Commitment to Children's Future <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
9.1	<input type="checkbox"/>	<input type="checkbox"/>	
9.2	<input type="checkbox"/>	<input type="checkbox"/>	
10. Valuing Diversity <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
10.1	<input type="checkbox"/>	<input type="checkbox"/>	
10.2	<input type="checkbox"/>	<input type="checkbox"/>	
10.3	<input type="checkbox"/>	<input type="checkbox"/>	
10.4	<input type="checkbox"/>	<input type="checkbox"/>	
10.5	<input type="checkbox"/>	<input type="checkbox"/>	
	1998	1999	2000
10.6			
10.7			
10.8			
10.9			
10.10			
10.11			
10.12			
10.13			
10.14			
10.15			
10.16			
11. Handling of Dismissals <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	1998	1999	2000
11.1			
11.2			
11.3			
11.4			
11.5			
12. Commitment to Professional Development and Employability <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
12.1	<input type="checkbox"/>	<input type="checkbox"/>	
12.2	<input type="checkbox"/>	<input type="checkbox"/>	
	1998	1999	2000
12.3			
12.4			
12.5			
13. Concern for Health, Safety and Working Conditions <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
13.1	<input type="checkbox"/>	<input type="checkbox"/>	

Specify: _____

	Y	N	
13.2	<input type="checkbox"/>	<input type="checkbox"/>	
13.3	<input type="checkbox"/>	<input type="checkbox"/>	
13.4	<input type="checkbox"/>	<input type="checkbox"/>	
13.5	<input type="checkbox"/>	<input type="checkbox"/>	
13.6	<input type="checkbox"/>	<input type="checkbox"/>	
13.7	<input type="checkbox"/>	<input type="checkbox"/>	
	1998	1999	2000
13.8			
13.9			
13.10			
13.11			
13.12			
13.13			
13.14			
14. Preparation for Retirement <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
14.1	<input type="checkbox"/>	<input type="checkbox"/>	

Environment

15. Knowledge about Environmental Impacts <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
15.1	<input type="checkbox"/>	<input type="checkbox"/>	
15.2	<input type="checkbox"/>	<input type="checkbox"/>	
Specify: _____			
15.3	<input type="checkbox"/>	<input type="checkbox"/>	
	1998	1999	2000
15.4			
15.5			
15.6			
16. Reduction of Inputs and Waste in the Production Process <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	Y	N	
16.1	<input type="checkbox"/>	<input type="checkbox"/>	
	1998	1999	2000
16.2			
16.3			
16.4			
16.5			
16.6			
16.7			
16.8			

Answer Sheet

17. Responsibility for Product and Service Life

	Y		N	
17.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. Company Commitment to Environmental Cause

	Y		N	
18.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Environmental Education

	Y		N	
19.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suppliers

20. Selection Criteria for Suppliers

	Y		N	
20.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		
20.2				

21. Child Labor in the Production Chain

	Y		N	
1998	1999	2000		

21.1 _____

22. Relations with Outsourced Workers

	Y		N	
22.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		

22.2 _____

23. Support for Supplier Development

	Y		N	
23.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Consumers/Customers

24. Marketing and Communication Policies

	Y		N	
24.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		
24.5				
24.6				

25. Excellence in Consumer Service

	Y		N	
25.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		

25.6 _____

25.7 _____

25.8 _____

25.9 _____

25.10 _____

26. Knowledge of Potential Harm Caused by Products and Services

	Y		N	
26.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26.5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Community

27. Management of Impacts of Productive Activities on the Local Community

	Y		N	
27.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. Relations with Community Organizations

	Y		N	
28.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Support Mechanisms for Social Projects

	Y		N	
29.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

30. Action Strategies in the Social Area

	Y		N	
30.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31. Mobilization of Resources for Social Investments

	Y		N	
31.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		

31.4 _____

31.5 _____

31.6 _____

31.7 _____

32. Recognition of and Support for Volunteer Work by Employees

	Y		N	
32.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		

32.4 _____

32.5 _____

Government and Society

33. Contributions to Political Campaigns

	Y		N	
33.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

34. Ant-Corruption and Bribery Practices

	Y		N	
34.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

35. Leadership and Social Influence

	Y		N	
35.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35.3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		

35.4 _____

36. Participation in Governmental Social Projects

	Y		N	
36.1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36.2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1998	1999	2000		

36.3 _____

Space Designed for Comments and Suggestions About the Indicators Of the Themes:

Values and
Transparency

Workplace

Environment

Suppliers

Space Designed for Comments and Suggestions About
the Indicators Of the Themes:

Consumers/
Customers

Community

Government
and Society

Suggestions for Filling Out the Form

Considering the application of the Ethos Indicators as a management tool integrated in the other routines of the company, Ethos Institute suggests some procedures based on the experience acquired from the application of Ethos Indicators - 2000 Edition.

1. Follow-Up Chart

During the process of filling out the indicators, the company necessarily goes through a reflection on the current situation of its social responsibility initiatives. In this context it is possible to identify the strengths of its activities and which issues could be improved. The chart below is a suggestion for the company to start organizing the information in order to develop action plans focused on the continual improvement of its social responsibility performance, as it fills out the indicators.

For each indicator, one square should be filled out. Each square of the depth indicator represents a stage in the development of the social responsibility practice.

Area:			
Sub-area:			Stage
Indicator:			
Comments on the result	Report of evidences	Recommendations and dispositions	Evaluation of the practice
			Strengthen:
			Opportunities for Improvement:
			Maximum Priority:
			Medium Priority:
			Low Priority:

Suggestions for Filling Out the Form

2. Databank of Corporate Social Responsibility Practices

Ethos Institute is launching the Databank of Corporate Social Responsibility Practices with the objective of creating a reference and documentation center for social responsibility actions taken by companies. All cases have a completion frame in order to facilitate the understanding, comparison and searches using the databank. We understand that the organization of the information in the frame enables the company to visualize key issues, such as the objectives and results achieved, which enrich the diagnosis proposed by the Ethos Indicators. We suggest that the companies use the frame of the Databank of Practices for a deeper analysis of their practices. We also invite companies to send us cases on the indicators that have identified a satisfactory performance and/or an interesting practice to be published. For further information and to send cases, contact PRATICAS@ETHOS.ORG.BR

Structure of Completion of the Databank of Practices

Each case refers specifically to a practice evaluated by an Ethos Indicator. It should be no longer than 3 pages (between 500 and 1500 words) and follow the outline below :

Logo of the Company: _____

Name of Holding/Group: _____

Name of the Company/Business Unit: _____

Sector: _____

Place where the practice was applied: in the event of only one place, specify the city and the state; in the case of various places, characterize it as National Scope or International Scope): _____

Title: _____

Description of the Practice

Describe the practice , providing the elements below:

- Its general and innovative features;
- Its main objectives;
- The main categories of people who participate directly in the practice;
- How the practice was/ is being planned, developed and internally and externally communicated;
- When the practice was initiated, the main stages accomplished and current stage.

Suggestions for Filling Out the Form

Results

Describe the main results achieved, considering the original objectives and, if necessary, other results not foreseen, considering results with positive effects for the consumer and for the strengthening of the company's name;

- Financial; related to the improvement of products and services; related to the productivity and competitiveness; related to the quality of life and satisfaction of the employees; related to the improvement of the management standards of the suppliers; positive effects on society, among others.
- The results may be tangible or intangible, and if possible illustrated with data;
- They must indicate the principal beneficiaries, including the company.

Motivation

Describe the internal and/or external factors that led the company to adopt the practice.

Learning Process

- Success Factors:

Description of the key elements contributing to the success of the practice.

- Challenges:

Description of the main problems and challenges found by the company in the implementation of the practice and explain the solutions found.

Tips for Replication

- Describe the type of resources involved by the company in the implementation of the practice (financial, human, materials, technical and technological) .
- Describe how these results are mobilized and invested..
- Describe the cost/benefit relation considering the investments made and the cost of the practice, providing the numbers, if possible.

Contact

Identify the person responsible for the practice and available for further information:

Department: _____

Name: _____

Position: _____

Telephone number: _____

e-mail: _____

website: _____

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