

Case study - CSR in a small company



Successful sustainable company case study written by Flagship.

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THE COMPANY TEG

TEG is a **specialist engineering services' company** providing tailor made solutions to the aviation, biopharmaceutical and pharmaceutical industries.

Headquartered in **Ireland**, the company supports clients in over 30 countries with fast and effective solutions. Their activities require a high level of discipline, expertise and training.

As a **responsible business**, TEG supports its employees and groups within its community while all the time aiming to consider and enhance the environment.



CSR STRATEGY – SUSTAINABLE MANAGEMENT

- TEG strives to have a positive **social and environmental impact**, as well as **financial** success.
- Their CSR strategy is based on **four pillars** and is closely linked to strong corporate values.



- The motto of the company is: *„Our priority for now and in the future is to continue to support our local community and our employees“.*
- Their customers, staff and local communities consider TEG as the best engineering company for creating the future.

CSR STRATEGY – COMPANY VALUES

TEG sets itself high performance standards and is guided by the following values:



- **Safety & Environment** – the highest standards to ensure safety and health of staff, customers and local communities in which they operate.
- **Ethics** – „What we do is what matters, not what we say or think or plan“.
- **Flexibility & Adaptability** – high flexibility and adaptability of the TEG team.
- **Fulfillment of Commitments** – fulfillment of commitments is one of the priorities of TEG.
- **Teamwork** – the best solutions come from working together with colleagues and customers. Effective teamwork requires relationships, respect and sharing.
- **Quality** – commitment to quality is the foundation of the company.

CSR STRATEGY – COMMUNITY



TEG takes its commitment to the local community very seriously **in four fields**.

Firstly, the company supports local organizations which offer **team based sports** financially, mainly football and rugby. It is the main sponsor of the Westmeath GAA fundraising committee for sport activities.



Secondly, they actively encourage the development of **engineering careers in the region** in universities and high schools. Students are welcome to visit TEG and see engineering in real-time. Employees also visit schools and showcase 3D printers while helping students learn more about careers in engineering (from theory to practice).

The company cooperates with **local suppliers** for various services. Also employees are mainly from the surrounding area and the company offers brigades. TEG supports local employment actively.

Last but not least, they organize events where TEG collects **money for charity** and employees are involved as volunteers in these events.

CSR STRATEGY – ENVIRONMENT



TEG focuses on the environmentally friendly management of **natural resources**.

Due to the replacement of a 22kW compressor with a variable speed compressor they saved 60% of energy. They also replaced CFL bulbs with more energy efficient LEDs, resulting in a higher energy efficiency.

Very important is their „**waste management**“ program. All waste is segregated. Metals are separated for recycling. Waste paper is shredded and reused for packaging. The company also uses water sources sparingly and economically. They currently invest in **reducing wastewater** by evaporating it and recycling within processes.

Regular trainings are provided to all employees in order to support **environmental awareness** and help manage their roles in relation to minimising waste, water and energy in the company and at home.

TEG has further implemented the **Bike to Work Scheme**. The local bike shop was invited to promote cycling and provide information. A shower facility is to be installed so employees can comfortably ride to work by bicycle.

To enhance their environmental credentials, they are currently undertaking the **EcoMerit** certification. The process involves them working with environmental advisers. It is a continuous activity designed to ensure long-term sustainability of the company.



CSR STRATEGY – WORKPLACE



TEG believes in investing in the right individuals and their ongoing development by rewarding and retaining talent.

The company provides **intensive training** to new staff. Each year it also recruits **five new apprentices** for an intensive four year training program in Toolmaking. Staff is required to keep up to date on the latest techniques in CAD, CAM, CNC, surface treatment and assembly. Employees have a number of benefits and TEG works intensively with motivational tools.



To support a good **work life balance**, TEG offers flexibility in the case of family issues. The company depends on the health of its employees, and therefore there is a program in which everyone has the opportunity to talk about what is stressful and what they need in order to prevent burnout.

The company cares about a **safe workplace** and has a full and comprehensive safety statement. Appropriate training is rolled out to all employees including fire training, manual handling and first aid.

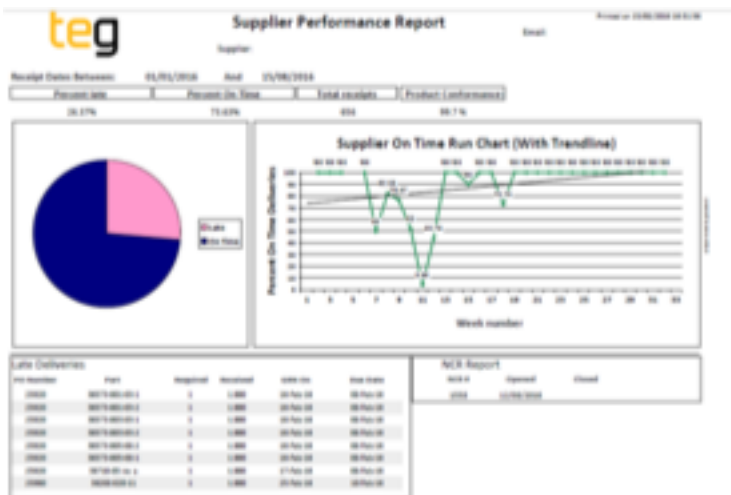
TEG is aware of the **importance of communication**. The director facilitates quarterly meetings where all employees are informed of the company's financial performance. Production and management meetings happen every morning, and weekly updates happen via email.

CSR STRATEGY– MARKETPLACE

MARKET AND CUSTOMERS

Clear and precise information is provided to all customers on TEG's products. All products are tested internally and only FDA approved materials are used to ensure no toxins are present.

TEG has an ongoing process of getting & giving **feedback to their supplier network** and they publish a supplier performance report every month. The company discontinues business with those that continually fail to perform satisfactorily.



EXPERTISE

TEG's expertise and know-how are widely recognized. Customers value the relationships established over many years and appreciate the **culture of customer support and business partnership**. The company works in partnership with leading brands in the pharmaceutical and transport sectors to provide the very best technical solutions.

TEG is certified to **ISO 9001:2008**, AS 9100 C, and EASA Part 21G. Their pharma and biopharma division operates to the highest standards of the International Pharmaceutical Industry and is fully compliant with current good manufacturing processes (cGMP).



CSR STRATEGY – MARKETPLACE

CERTIFICATIONS



aerospace
sector
certification
scheme



CERTIFICATE OF APPROVAL

This is to certify that the Quality Management System of:

Technical Engineering Group
Forest Park, Mullingar Business Park,
Mullingar, Co. Westmeath
Ireland

IRELAND

A Member of the European Union

PRODUCTION ORGANISATION APPROVAL CERTIFICATE

REFERENCE: IE.21G.0001

Pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the council and to Commission Regulation (EC) No 1702/2003 for the time being in force and subject to the condition specified below, the Irish Aviation Authority hereby certifies:

TECHNICAL ENGINEERING & TOOLING SERVICES Limited
trading as TEG

Forest Park,
Mullingar Business Park,
Mullingar,
Co. Westmeath,
IRELAND

ABOUT FLAGSHIP

This case study was prepared by Flagship CSR Consultancy, first specialised sustainability consultancy in the Czech Republic focused on sustainability strategy, corporate responsibility and non-financial reporting.

Flagship belongs to the pioneers of responsible business in the country and is the data partner of Global Reporting Initiative (GRI), international non-financial reporting standard organisation, in the Czech Republic and Slovakia. Our company is also a proud certified B Corporation, a movement that brings together companies that use their businesses to solve social and environmental problems, act transparently and responsibly.

Apart from corporate sustainability strategies and non-financial reporting, Flagship also implements CSR management systems into all types of businesses – ISO 26000, UNGC, OECD Guidelines, SA 8000 and others.

“We make responsible business happen and change the world for the better.”

We will be happy to work with you, please feel free to get in touch with us at info@flagship.cz or call us at +420 222 317 685.

www.flagship.cz/en