



Incentro's CRM Human Resources Management

LOCATION

Spain



Module 2 - 3 CSR Human Resource Management for SME Sustainability



IT and Technical Consulting



www.incentro.com



ONBOARDING AND RECRUITMENT PROCESS

(e.g., Non-Discrimination, Internship, Work to Employ, Apprenticeship)

Boldness, mastery, and autonomy. These are the main characteristics of the profiles that are part of Incentro's team. People who are not afraid to face a challenge and who are persevering. They seek change. They are called **Changers**. [Traineeship](#) - Each YPA'er has its expertise and with each expertise comes a different specialization course. This way, everyone gets the most value from the YPA, as you'll be learning more about subject-specific matters. Win-win because you'll become an expert, plus you'll have the time to share your experiences and knowledge with other YPA'ers. After this traineeship, there is an opportunity to start as a real consultant at Incentro.



EMPLOYEE WORK LIFE BALANCE PRACTICES

(e.g., Job Sharing, Flexibility, Shift Swapping)

Teleworking, before the pandemic there was already the possibility of teleworking, now even more so. Each worker chooses whether to telework or not, thus saving time and allowing a better reconciliation with family life.





Our people are the driving force behind progress and change. Without amazing people, no exceptional results. It shows in our recognition for being a Great Place to Work since 2010. Yes; a full decade. Something we are really proud of. This makes our people happy and our clients even happier.



HEALTH AND WELLBEING APPROACHES

(e.g., Work/Life Balance, Mental, Physical, Standing Desks, Fitness Membership etc.)

Great Place to Work, a flat culture, where employee happiness is fundamental



EMPLOYEE PERSONAL AND PROFESSIONAL DEVELOPMENT TRAINING

Incentro provides its employees with continuous training. In addition, the excellent professional atmosphere allows colleagues to learn from each other's experiences. It is not easy to ensure that the work developed is always satisfactory, but some of the tools we use at Incentro to achieve this are frequent meetings, the use of agile methodologies, and creativity. Good ideas can come at any time, but good teamwork makes the way to a great result much easier. We have the team.

WAGE AND CONTRACT BASED SUPPORTS

(e.g., Equal Pay, Fair Contracts, Share Workers with Companies, % agency staff/outsourcing, skilled workers fairness, social contracts)



- Competitive, market-based salary.
- Autonomy, and self-management to determine salary and working hours.
- Restaurant tickets, MasterCard for restaurant tickets (for personal and professional use), to be consumed in hospitality establishments, or, failing that, the deposit in the payroll of that money after taxes.
- 2.000 euros for the purchase of a laptop every 4 years.
- Profit sharing, every year Incentro shares 10% of the final profit with its employees.





The integration of CSR in society will only be successful when citizens, consumers and investors start to demand responsible behavior from companies.



NATIONAL HR SUPPORTS, ORGANISATIONS AND NETWORKS

- Spanish corporate social responsibility strategy. [Ministry of Labour and Social Economy](#)
- [Seres Foundation](#). SERES wants more and more companies to be committed to solving social problems. They work on the creation of tools and products that add value to the work of CSR managers in order to promote Shared Value.
- [The Corporate Social Responsibility Observatory \(CSR Observatory\)](#) is a non-profit organization that was created in 2004 by several civil society organizations with the aim of working to promote the correct application of corporate social responsibility (CSR). Since its inception, it has functioned as a platform for cooperation and research to promote CSR in companies, raising awareness and monitoring public policies and their practical applications.
- [Forética](#), is the leading organization in sustainability and corporate social responsibility in Spain. Its mission is to integrate social, environmental, and good governance aspects into the strategy and management of companies and organizations. Forética is the representative of the World Business Council for Sustainable Development (WBCSD) in Spain and leads the Spanish Business Council for Sustainable Development, made up of the Presidents and CEOs of leading Spanish companies. Furthermore, in Europe. Forética is a national partner of CSR Europe and forms part of the Spanish CSR State Council.

