



Module 4 - 5 Management and Culture

Irish SME(s) CSR Examples

[Tico Mail Works](#) has 38 employees. Their core operations are in bulk mail production.
[TICO Mail Works CSR and Sustainability Strategy](#)



CSR Framework, Processes and Communications (CSR Mission, Objectives, KPIs, reporting)

Tico Mail Works have a well established [CSR Framework and Sustainability Report](#) that includes their CSR Mission, Objectives, CSR Policies, CSR Work Practices etc.

'We strive to provide an inclusive, warm and welcoming work environment where stress levels are managed and we do this by our commitment to respect the economic, social, cultural, political and civil rights of everyone involved in our operations'



Internal Democracy and Transparency

Tico [regularly communicate](#) to all employees regarding forecasted workloads and KPIs by using a 6 month forecast chart in the office. They also have a companywide employee meeting about the forthcoming workload every two months.

[Work Instructions](#) are developed by employees to reduce errors and improve efficiencies. They have to look out for each other and provide feedback on how to get procedures and processes right providing good working conditions.



Appointment & Capacity of CSR (CSR Department, Team, Manager)

Since 2015 TEG have introduced a [Wellness Month](#) which includes a talk on topics such as diet, exercise, sleep and stress on moods, and how to prevent and manage depression. They also provide sessions called 'Good2talk' on mental health and community work.





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Profit Sharing

(Ownership, Shares as Part of Recruitment, Retention)

Tico have a [Profit Sharing](#) Scheme in which all employees participate. When Tico does well so do the employees.

[The Buddy System](#) is where at least two people are trained in every area so they can cover each other if needed. This enables employees to prioritise their families and home life over work-life and minimises impact on production.

The 6-month [Leave of Absence Program](#) is for employees who wish to take a career break.

Social dialogue & Responsibilities

(Involvement in Unions, Code of Ethics etc.)



TEG have developed a [CSR Ethical Purchasing Policy](#) and an [Ethical Sourcing Process](#) and [Environmental Commitment](#)



CSR can be very hard for employees to relate to if we don't make it tangible to their everyday working lives

BITIC provide services in SME CSR to help them develop, manage and measure their CSR and sustainability strategies.

CIPD are professional HR, people and culture development organisation. They are a registered charity that champions better work and working lives for both employers and employees.

The 30% Club Ireland has a goal to achieve better gender balance at all levels in leading Irish businesses.

The National Standards Authority of Ireland's (NSAI) program 'Excellence Through People', provides a business improvement model for organizations to enhance performance and realize strategies through the management and development of their people.

Skills for Work is a national program aimed at providing training opportunities to help employees deal with the basic skills demands of the workplace.

The EPIC Program and Ready for Work, two of BITCI Business Action on Employment initiatives for workplace diversity and inclusion, involve working with immigrants and people with high barriers to employment to help them find jobs and access training and education.

