



Module 6-7

Risk and Impact Management

Irish SME(s) CSR Examples

TEG is a leading Irish engineering company supplying the pharmaceutical, bio-pharmaceutical and aviation sectors.

[TEG CSR and Sustainability Strategy](#)



CSR Framework

(How the company defines and identifies different risks, hazards, safety, social risks etc)

- Product and Quality Information
- Payment Policy
- Supplier Communication
- Supplier Performance Reporting
- Health and Safety of Products
- Quality and Industry Recognition
- Customer Service
- Employee Health and Safety
- Minimise Environmental Impacts
- Sustainable Product Design
- Eco Merit Environmental Certification



Internal Democracy and Transparency

(Standards, processes, systems, indicators, evaluation procedures)

- **Product and Quality Information** on products, contract development, and spare parts program where customers receive their parts within a certain time frame
- **Payment Policy** is 30 days for suppliers
- **Supplier Communication** through Supplier Network, publish performance so they can anticipate potential delays. The reward for Supplier of the Year.
- [Supplier Performance Reporting](#) monthly review with time, delivery and quality through Non-Conformance Reports (NCRs) each supplier receives feedback
- **Health and Safety of Products** – tested internally, use only FDA-approved materials, provide Factory Acceptance Testing to customers so can test before delivery
- **Quality and Industry Recognition** – TEG is ISO and ESA certified. Operate in standards of the International Pharmaceutical Industry and are fully compliant with current Good Manufacturing Processes (cGMP) and are nominated IAA Aviation Support Services Award
- [Customer Service Recognition and Reputation](#)
- **Employee Health and Safety** – using a full and comprehensive safety statement, hiring a safety manager, and appropriate training. Risk assessments on all work areas. An active health and safety committee.

([Full information here](#)) ([More information](#))





Our priority for now and in the future is to continue to support our local community and our employees with training and continued investment in TEG for our growth and sustainability.

Risk Analysis

(Decision Making, Management, Psychological/Staff, Intelligence and Response related, Occupational, Social, Environmental procedures to reduce risks and decrease Footprint, Carbon Pledge)



- TEG build their supply chain stability and sustainability by [monitoring their supplier's performance](#) "A two-way supplier engagement process has seen a big increase in on-time deliveries to us and subsequently for us onto our customers"
- [Teamwork Statement](#) encourages telling the truth, trusting each other, and being committed and accountable. Everyone is responsible for quality and service.
- [Adaptability Statement](#) outlines they are responsive to customers' requirements, continually learn from experience, embrace new technology and can deal with new situations
- Have a list of [Certifications](#) reflecting experience, quality and trust.
- Conduct training, and comply with legislation and regulations
- Conduct an [Energy Audit](#) of the manufacturing facility and prioritise future spending on energy efficiencies to reduce the costs of energy. As a result, they upgraded MIC to remove access capacity charges and installed a power factor correction bank to eliminate excess wattless charges. Participate in the Winter Demand Reduction Incentive. Installed energy-efficient lighting.

Implementation Using Innovative Digital Tools and Technologies

(Technologies and digital tools that assist in the implementation, management of risk and change management process of SME CSR)



TEG Developed an [Energy Management System \(EnMS\)](#) with a corresponding cloud-based tool. This allowed to update and register opportunities to maintain energy management best practices. Training needs were identified and records were produced. It is reviewed every 3 months. Resulted in an estimated annual energy cost savings of €20,744 (23%) with an ROI of < 1.5 years for most projects.





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[Hotel Doolin](#), Clare is an award winning Green Hotel and Ireland’s first only carbon-neutral hotel.

[Doolin Hotel CSR and Sustainability Strategy](#)



Commitments that Impact the Community and Customers

Hazards, Staff, anti corruption, Environment, Social)

“Strive to do it better, Dare to be different, Care to do it right”.

This is the vision of [Hotel Doolin](#) located in Doolin, Co. Clare. In 2013, they launched their Green Team Initiative as a way to become a carbon-neutral hotel. Part of this includes planting trees after every wedding held at the hotel, hosting coastal clean-ups, and growing their own fruits & vegetables. As part of its Green Program, the hotel doesn’t sell any plastic bottles on its premises. They also have a [CSR Community Program](#)



Actions Taken to Result in both Long- and Short-Term Impact(s)

Hotel Doolin has redesigned the normal hotel practices by contributing positively by innovating their products, processes, and services, which in themselves are thriving from both an economical and an environmental standpoint. They have a published [Environmental Management Policy](#).

They set up their [Green Hospitality Program](#) which includes their 3 P’s (People, Planet and Profit) and their aims to Reduce, Reuse and Recycle.

They also have the [Green Initiatives Program](#), [Eco Barn](#), [Water Efficiency Program](#) and [Minimising Traffic](#).

They also hired a Purchasing and Green Manager and set up an internal [Green Team](#) where they roll out training. Examples of actions, use only green electricity, 75% of its production is from a 30-mile radius, grow their own vegetables in a 50-foot polytunnel.





'Since sharing our commitment to sustainable practices, the business has grown by thirty percent'

Measure Reputation and Impact

(Footprint measurement, reputation measurement)



Our consumption in 2017 was 465 tonnes of carbon compared to a projected 110 tonnes by end of this year (2019 [article](#)) They are part of the [Leave No Trace Ireland Network](#) where they get support, advice and feedback in promoting and improving the responsible recreational use of the outdoors. Working with the [Burren Eco Tourism Network](#) is key in terms of receiving support, training, mentoring, monitoring and accreditation. Work with [Green Hospitality](#) and find through the reporting and spreadsheets that their waste, energy, water and other resource bills have significantly reduced as a result. There is less erosion as a result of reduced footfall, carpooling etc. Benefited from staff retention and reduced employee turnover and significantly increased community support. Now attract hotel guests who are environmentally aware.

CSR as a Strategic Investment Incorporated into the SME Strategy

(Understanding and managing the CSR price tag and CSR budget for SMEs. How the CSR payback is funded and measured)



- 'Since sharing their commitment to sustainable practices, the business has grown by thirty per cent. Hotel Doolin achieved a 'Carbon Neutral12 GREENMark' award which has minimised consumption and reduced emissions, protected their environment and reduced costs. They are now recognised as the only carbon-neutral hotel in Ireland ([full article](#))
- As a result they have received multiple [National and International Awards](#) winning **European Eco-Friendly Hotel of the Year** at the **Luxury Travel Guide Awards 2018** & **Green Medium-Sized Organization of the Year** at the **Green Awards** in 2018 & **A Greener Event** at A Greener Festival Awards in London in February 2018, were crowned winner of **Chambers Ireland's CSR Awards** in the **Excellence Environment** Category for the project **Green Team Work** plus winning **Green Organisation of the Year** at the Green Awards two years in a row in 2018 and 2019, the **Green Tourism & Entertainment Award** in 2015, 2016 and 2017 and the **Green Festivals Award** 2017
- Are also recognised by governmental authorities including Fáilte Ireland, Tourism Ireland, Discover Ireland and the Sustainable Energy Authority of Ireland (SEAI)

