

Granulutex Sustainability Report

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Company presentation

Activity

Industry: Sewerage

Sustainability policy

ecologie,responsable,benefice

Research and Development

Innovation

Our actions

- Our organization is involved in new product development.
- Our organization is involved in product improvement.
- Our organization is involved in service development or improvement.
- Our organization is involved in organizational improvement.
- One of our goals for innovation is entering new markets.
- One of our goals for innovation is making our products more socially conscious or eco-friendly.
- We receive funding from investors.

Customer service

Responsibility to consumers

Our actions

- We provide information and customer assistance to clients and customers via our website.
- We provide information and customer assistance to clients and customers via telephone and email contacts.
- Our website is updated at least once a month.
- We respond to client/customer phone calls within the same business day.
- We respond to correspondence with clients and customers within the three business days.
- Our customer service representatives are courteous.
- Our customer service representatives are enthusiastic.

- Our customer service representatives are knowledgeable.
- Our customer service representatives are patient.
- Our customer service representatives are helpful.
- Our communications with customers are clear, but could be more concise.
- We ask customers to quickly rate the quality of service after they use customer services.
- Our customers have demonstrated an interest in supporting Corporate Social Responsibility and sustainable production.
- Our product return and warranty policies are clear and readily available to customers.
- We always meet our obligations as outlined in our product return and warranty policies.
- Make our product return and warranty policies be more generous to and protective of customers than competitors'.

Impacts on local economy

Territorial integration

Our actions

- We take into account local needs and local resources in our recruitment policy.
- We advertise job openings in local newspapers.
- We advertise job openings in local employers' unions.
- We regularly participate in local development programs that promote social inclusion.
- We regularly provide local internships for the local education system.
- We regularly provide local training.
- We provide financial support for entrepreneurship locally.
- We encourage internal training for entrepreneurship locally.
- We organize events to promote entrepreneurship locally.
- Whenever possible, we give preference to local suppliers.
- We purchase most of our goods from local suppliers.
- We purchase most of our services from local providers.
- Our activity addresses local employment needs.
- Our activity addresses local natural or material resource needs.
- Our activity addresses specific local activity needs.

Staff involvement in the local life

Involvement in communities

Our actions

- We encourage our staff to do volunteer work in the local community.
- We encourage our staff to do volunteer work abroad.
- We promote volunteerism among our employees by raising awareness.
- We promote volunteerism among our employees by providing practical and logistical support.
- We encourage staff to get involved in organization volunteer efforts.
- We are involved in social work in the local community.
- We are involved in environmental work abroad.
- We evaluate the results of staff involvement in the community.
- We publicize the community work you are involved with.

Relationships with local communities

Relationships with stakeholders of the community

Our actions

- We have good relations with local residents.
- We involve businesses that we have relationships with in discussion regarding our goods and services.
- We involve businesses that we have relationships with in discussion regarding our environmental impacts.
- We involve local councils in decision-making regarding our goods and services.
- We involve local councils in decision-making regarding our environmental impacts.

- We involve local councils in decision-making regarding our impacts on quality of life.
- We involve local associations in decision-making regarding our goods and services.
- We involve local associations in decision-making regarding our environmental impacts.
- We have a process to solicit feedback from the community about any issue or concern they may have regarding our organization.
- We gather and promptly respond to community complaints and inquiries.
- We regularly inform local residents about significant decisions that are likely to affect them.
- We regularly consult local residents about significant decisions that are likely to affect them.

Contact

Organization

Granulutex
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People who have contributed to this report

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