



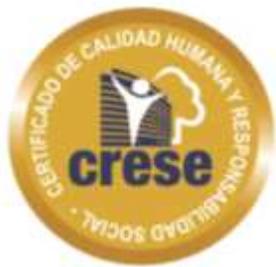
# THE **CRESE** STANDARD 2014

Human Quality and Social Responsibility Management System

CONSEJO LATINOAMERICANO  
DE CALIDAD HUMANA Y  
RESPONSABILIDAD SOCIAL, A.C.



## The CRESE Standard 2014



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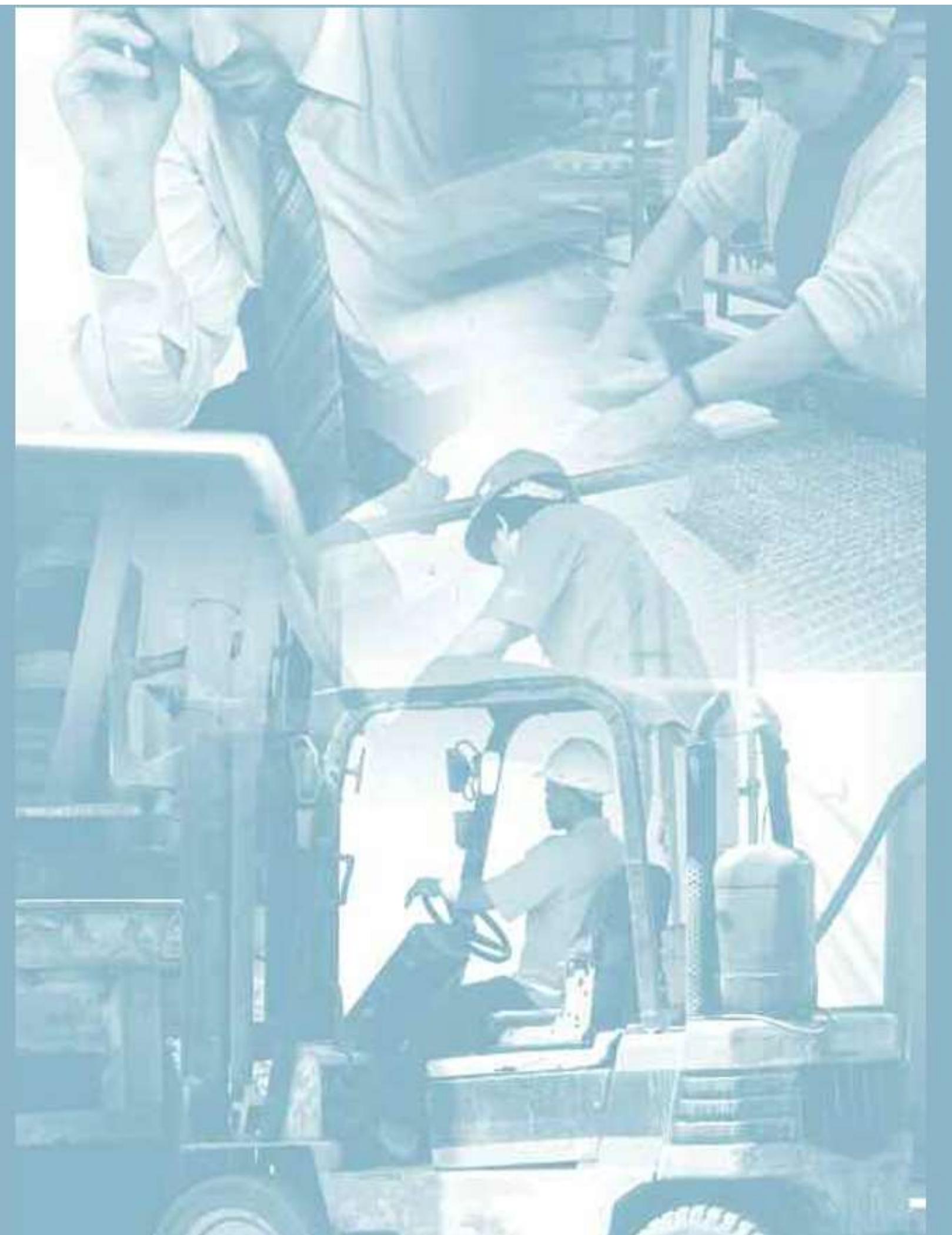
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### Preamble

Since its inception in 2006, the *Enfoque Group*, which nowadays is the Advisory Board of the *Consejo Latinoamericano de Calidad Humana y Responsabilidad Social, A.C.* (Latin American Council of Human Quality and Social Responsibility) imposed two conditions to support the development of the CRESE Standard: 1) That there was no other similar system, in case there was one alike, this should be promoted and 2) It really had to help businesses and organizations to improve, so it had to be a Standard with a high level of demand.

The support of the *Enfoque Group* was critical to test the first version of the Standard and since then there have been three revisions supported by several advisory boards (see Organizations to ensure continuity and renewal of the Standard, page 7) resulting this in the efficient CRESE Standard, which is an effective measure for companies and organizations to generate value and transcend, becoming everyday more humanizing and, therefore, more successful.

### Introduction

It is essential for this Standard that heads for promoting Human Quality and Corporate Social Responsibility to rescue all that we consider strictly necessary to build the organizational common welfare and even broader that benefits the whole society, respecting people's dignity, promoting the whole human development and with a gesture of solidarity with all the stakeholders<sup>1</sup> from the companies and organizations that are involved.

The **CRESE** Standard 2014 has a scientific-philosophical basis that is consistent with the social doctrine<sup>2</sup> that is open to the truth no matter where it comes from, and it becomes its carrier in real life and in the new society<sup>3</sup>. This is the guarantee that the Standard is based on experience, reason, common sense and that it is free from all ideology and at the same time, it is supported by a successful implementation.

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<sup>1</sup> Stakeholders may be the following: personnel, personnel's relatives, customers, service users, students in case of educational institutions, suppliers, associates, shareholders, community, government and environment.

<sup>2</sup> As interpreted by the Catholic Church Teachings, whose synthesis may be found in the volume called "Compendium of the Social Doctrine of the Church"

<sup>3</sup> CF. Pontifical Council for Justice and Peace, *Compendium of the social doctrine of the Church*, n.76

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The principles of the CRESE Standard 2014 are universal, deeply respectful of the human dignity<sup>4</sup>, dignity that is mainly based on their intelligent or rational, free, social and spiritual nature and that clearly demand respect of the human rights that are formally recognized in the 30 articles of the Universal Declaration of the Human Rights, which was approved on December 10, 1948 in the Conventions of the International Labor Organization and in many other Political Constitutions around the world.

Without doubt, efficiency and productivity are benefits of having more humanizing companies and organizations. These are consequences of investing in human and supportive development of people, which is where we find real devotion to work, creativity, commitment and value creation for all the stakeholders involved.

On the other hand, the promotion of co-responsibility and participation, as expressions of subsidiarity (one of the four principles of the CRESE Standard 2014) are necessary for the success of businesses and organizations.

Being productive and able to promote integral human development and solidarity will always generate a healthy tension and will be necessary for not setting aside the requirement for productivity or the anthropological matters.

Let us say, that it is necessary "to stretch the rubber band" between the need to be profitable and the importance of having better companies and organizations<sup>5</sup> and "allow benefit from this tension."

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<sup>4</sup> The dignity of a person is mainly based on their intelligent or rational, free, social and spiritual nature". "Everything has either a price or a dignity; what has a price can be replaced by another equivalent thing; however, what is above any price, and therefore, admits no equivalent, possess dignity" (Kant).

<sup>5</sup> "Those business leaders that combine business with deep perceptiveness and practical wisdom will lead us to the exit of the Taylor's practices which rule most of our businesses. It is only with a true commitment to the promotion of the common welfare and development of each individual of the personnel as human beings that we can expect to re-think and re-humanize our workplaces" (Michael Naughton).

### Organizations to ensure the continuity and renewal of the CRESE Standard 2014

The general board of the *Consejo Latinoamericano de Calidad Humana y Responsabilidad Social, AC.* (Latin-American Council of Human Quality and Social Responsibility) has the support of the following commissions to assure the continuous improvement of the CRESE Standard:

- Committee for the continuity and renewal of the CRESE Standard.
- Audit Advisor Board.
- The *Enfoque Group*, made up by businessmen that have implemented the CRESE Standard in their companies.
- Advisory Consultant Council of *Empresa Responsable AC* and Affiliated Organisms.
- Observatory of CSR.

One of the objectives of this formal structure of management is to ensure that the CRESE Standard is maintained in a process of continuity and renewal. On one hand, in continuity with its fundamental inspiration, which are universal ethical principles and, on the other, constantly renewing them, because it is subject to the necessary and appropriate adaptations suggested by the constant flow of events moving in the lives of people in companies and organizations.

### Objective

This helpful Manual for the implementation of the CRESE Standard 2014 is intended to maintain and improve the Human Quality and the Social Responsibility of companies and organizations of any sector or size, as well as to promote a new vision of the person and of the work, a vision that is consistent with our nature and human dignity.

It is expected to start a more fraternal culture of work, with a humanist vision that considers the social function of the companies and of the organizations and that places the Person in the center of their activities by implanting and spreading practices that promote respect to the dignity of people and their integral and solidarity human development.

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## As to legal aspects

The CRESE Standard 2014 does not replace or modifies the legal obligations of the companies and the organizations, which shall be fully respected. For such purpose, the *Consejo Latinoamericano de Calidad Humana y Responsabilidad Social AC* has established that, in order to have access to the CRESE certificate, there should be a real commitment to meet with all the pre-requirements listed in this Standard (see page 14).

## Structure of the CRESE Standard 2014

The CRESE Standard 2014 is a Management System, auditable and certifiable that suggests ethical principles as to their Human Quality and Social Responsibility. This Standard provides a structure given by the 4 Principles, 5 pre-requirements, 25 requirements divided into 7 topics and five evaluation criteria.

The specific programs or practices<sup>6</sup> to comply with each and every of the 25 requirements of the Standard have to be defined by each company or organization. However, *Empresa Responsable, A.C.* and their affiliated



<sup>6</sup> Human Quality and Social Responsibility practices are all those activities, processes, policies or programs that promote fundamental or excellent assets of the people. These assets can be material, biological, cognitive, emotional, aesthetic, social, moral and spiritual.

organizations can provide specific guidelines to support companies and organizations to comply with the Standard.

The CRESE Standard 2014 is not limitative, it is expected that each company or organization continuously improves in all their practices, based on their possibilities, taking advantage of their expertise, knowledges, conditions and the priorities of their stakeholders.

On one hand, the CRESE Certificate is the visible sign that the company or organization has implanted this Management System and that is in process of continuous improvement as to their Human Quality and Social Responsibility.

The CRESE Certificate is also a mean to spread, within the community, the best practices of Human Quality and Social Responsibility and that may be useful to generate changes that are required to improve the social, political and economical surroundings; besides assessing, in a reasonable manner, the ecological matter that embraces rights, such as to take advantage and enjoy nature and the obligations derived therefor as to take care of it.

### The five Cs of the CRESE Standard

The five Cs are aspects that the companies or organizations that are implementing the CRESE Standard are expected to acquire:

#### 1. Centered in the Person (self-centered) and in their integral and solidarity human development.

Companies have a social purpose: to offer the necessary products and services to society; they have the need to be profitable and are obliged to be morally human responsible.

The centrality in the person requires that the companies or organizations take into consideration, at every moment, the respect to the people's dignity and their integral and solidarity human development.



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## 2. Consolidated in Universal Ethical Principles.

Universal principles such as Respect for People's Dignity, Solidarity and Common Welfare are a sound foundation on which it is possible to build a human quality and social responsibility strategy that can contribute to improve all economic, political and social structures. A strategy that is not built in such way is at risk of only being a passing fad.

## 3. Coherent.

Coherence makes the actions of human quality and social responsibility of companies and organizations to start attending the needs and the development of their own personnel and their families. Therefore, it is required their participants' commitment to experience and promote virtues. The human quality and social responsibility strategy cannot be reduced to a checklist or even worst, to an advertising or image campaign.

## 4. Credible.

Only consistent human quality and social responsibility is credible. Credibility and evidence motivate others to join for a mobilization of awareness in the labor sector, a common ethical effort to implement a great strategy in favor of the people.

The lack of consistency and credibility conceive many detractors; usually, the first to notice and to undergo this situation are the company and the organization's personnel.

## 5. Change with real and measurable impact

In order to improve, it is important to have constant assessment with an accurate metric. Human quality and social responsibility generate positive and long-lasting real influences as well as social, environmental, economic and transcendental impacts.

## Principles (Level 1 of the Standard structure)

The Principles of The CRESE Standard 2014 are the following:

1. Respect for people's dignity.
2. Solidarity.
3. Subsidiarity.
4. Organizational Common Welfare<sup>7</sup>.

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<sup>7</sup> To study the principles of the CRESE Standard in depth, please refer to [www.crese.org/norma/principios.pdf](http://www.crese.org/norma/principios.pdf)

### 1. Respect for people's dignity.

Respect for people's dignity, means among other things, to know, respect their freedom and not to be an obstacle to their Integral Development, so it implies Promotion.

The main objective of any organization should be the Person and their development. However, sometimes, as matter of caution, managers must resolve issues that have priority to ensure the financial sustainability of the company or organization and this could lead to temporarily postpone the attention of the company to their personnel's development.

### 2. Solidarity

People are social beings and companies are social entities. We do not live alone and we cannot live without the help of others.

Many people today would claim that they owe nothing to anyone, except to themselves. They think they are only rights owners and it is sometimes difficult for them to mature their own responsibility as to their own integral development and as to the other people's development. It is for this reason, that it is important to promote a new vision about the rights and obligations; without them, rights become something arbitrary. Solidarity is a reality and a benefit for all, but it is also an obligation.

### 3. Subsidiarity

Subsidiarity is mostly a help offered to people only when they are not able to be self-sufficient. Regarding Subsidiarity, this can only be offered according to the help that is needed but first, the person has to do whatever is beyond them, that is to say, they have to make a real and feasible effort.

Subsidiarity is the antidote against assistance or paternalism because it always sees a person as someone able to offer things to others. Thus, Subsidiarity respects the person's dignity, favors Freedom, Responsibility and Commitment.

Two specific ways of expressing this principle is by fostering participation and co-responsibility.

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### 4. Organizational Common Welfare

Together with the individual welfare, there is something related with the people living in society: the Common Welfare. It is something that belongs to "all of us", made up by individuals in an organization, families and all the company stakeholders that are part of the community. It is not a good that is sought for one's sake, but for people who are part of this great community and that only in there, they can really get their good and in a more effectively way.

The Common Welfare is indivisible, it requires a community or a group of people to get it, increase it and safeguard it. It is for each one; therefore, a common welfare is also individual, but an individual good is not necessarily common.

Productivity and profitability are good examples of common welfare in the company or organization, since these can only be obtained, increased and safeguarded with the aid of its entire personnel and stakeholders.

Other organizational common welfare are: safety, health, labor climate, general welfare and the Person itself –and the Integral Human Development and Solidarity in all the stakeholders- that begins with the payment of a fair salary for all.

### Pre-requirements (Level 2 of the Standard structure)

To request and maintain the CRESE Certificate, it is an unavoidable condition to comply with all the pre-requirements of the CRESE Standard. The purpose of these pre-requirements is to ensure the consistency of the business or organization in their pursuit of excellence that cannot be achieved without first having complied with the minimum that the law demands.

**I. Worthy products, services and advertising.**

That the products, services or working methods of the company or organization do not undermine any of the principles of the Standard.

**II. Respect to the human and labor rights**

Ensure, through labor and human rights audits, that the company or organization is up to date in implementing the provisions of the Laws and Regulations relating to Work, and that there are warranties to the Human and Labor Rights for all the personnel. (Details in Attachment 1).

**III. Service to unsatisfied customers or users and suppliers**

Prove that customers' or service users' complaints or disagreements are properly and timely heard, processed and solved.

**IV. Payment of legal contributions**

Prove full compliance with the payment of federal and local contributions. This shall be verified by a writ from the company's or organization's Controller. It is always preferable a representation letter from the external tax auditor.

**V. Respect for the environmental laws.**

Ensure compliance with national laws and Bylaws regarding environmental care.

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### **The seven topics of the CRESE Standard 2014 (Level 3 of the Standard structure)**

1. Management and Communication (Requirements 1 to 5).
2. Wage Justice and Culture of Legality (Requirements 6 and 7).
3. Quality of Life at Work and Personnel Development (Requirements 8 to 13)
4. Care and Development of Families (Requirements 14 to 16).
5. Solidarity and Help to the Community (Requirements 17 to 20).
6. Promoting Environmental Care (Requirements 21 to 23).
7. Humanization and Significance of Work (Requirements 24 and 25).

The topics of the CRESE Standard 2014 promote commitment to our own development, of our families, business, organization and society by complying with 25 requirements that are reinforced by the application of the five criteria listed below:

### **Evaluation criteria (Level 4 of the Standard Structure)**

The CRESE Standard 2014 tries to mention what should be done, but it does not say how should be done, with the purpose of giving opportunity to each company or organization to do it with their own ideas, resources, relationships and expertise.

This Standard uses five criteria to assess each of the practices from the companies and from the organizations. The compliance of these criteria improves the impact of the practices; therefore, each requirement shall comply with such five evaluation criteria.

The 5 criteria are the following:

### Existence

This criterion implies that there is evidence that the practice exists through a program, a policy, a process, an activity, a benefit or a fringe benefit. When the requirement of the CRESE Standard 2014 calls for a program, it must include the following elements: objective, scope, steps to follow, and metric.

Element	Objective	Scope	Steps to follow	Metrics
Explanation	Specific, measurable, feasible, realistic and limited in time	It refers to the stakeholders to whom the program is reached	Specific activities or steps to follow, including the method of review	Metrics directly related to the objective, that help to understand the progress of the program and its organization and in the stakeholders

### Dissemination and knowledge

This criterion requires that the practices be disclosed according to the established scope. Dissemination is not a synonymous of knowledge; therefore, it is necessary to ensure that this concludes in the dissemination of knowledge.

### Participation

This criterion requires the participation of all the company stakeholders and at several dimensions: proposal, design, implementation and/or revision.

The CRESE Standard suggests a table or matrix to measure participation so that this materializes and it has a basis for improvement. (See line A of the guide support at: [www.crese.org/norma/guiasdeapoyo.pdf](http://www.crese.org/norma/guiasdeapoyo.pdf) ).

Participation is one of the clearest results that a company or organization has when it takes into account what people can contribute. However, frequently, there are true barriers, cultural, juridical and social obstacles that require informative and educational work in order to be overcome.

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### Continuous Improvement.

This criterion requires improvement in 1) the results of the indicators that have been set, 2) some of the five evaluation criteria or 3) the quality of the elements regarding the program, which are the objective, scope, steps to follow, and design of metrics.

Therefore, the improvement is not exclusive of the indicators or metrics, but it is necessary to be shown.

### Connection with the strategic direction.

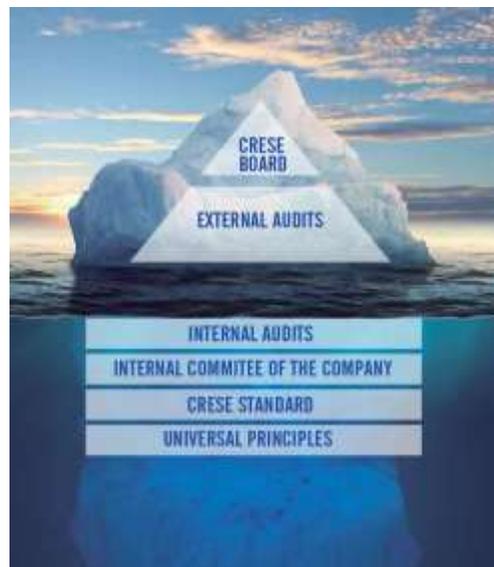
This evaluation criterion requires that there is a connection between the practice and the elements of the strategy of the company or organization, such as the Mission, the Vision and the Values or through the strategic lines of action or established policies. This connection is more evident when the management or direction of the company or organization takes part in the proposal, design, implementation or revision of the human quality and social responsibility practices.

### Process proving the value of CRESE Certification

CRESE Certificate is achieved with organized work and the good results of the Internal Committees of Human Quality and Social Responsibility (see the Internal Committee characteristics in Requirement 1 of this standard) and well trained internal auditors, supported by the structure given by the CRESE Standard 2014, which supports the fulfillment of their own requirements.

As a second step, the company or organization should proceed to have a qualified external audit certifying the compliance of the Standard.

Finally, the *Consejo Latinoamericano de Calidad Humana y Responsabilidad Social A.C.* as the tip of the iceberg, reviews and gives its approval to the results of external audits<sup>8</sup>. Once the process has finished, it concludes with the delivery of the Certificate.



<sup>8</sup> The external audits provide credibility that the System needs internally and externally.

### Certification

The CRESE Certificate is the visible sign that a company or organization has implemented this Management System, which means that it is in process of a continuous improvement of its own Human Quality and Social Responsibility.

The CRESE Certificate is a mean to spread the best Human Quality and Social Responsibility practices to the community; it will also help to generate the necessary changes to improve the social, political, and economic conditions. Additionally, it will assess the importance of the environment which includes rights, for instance to enjoy nature and the obligation to care for it.

#	Certificate	Required score
1	Committed Company/Organization	60 to 69 points
2	Remarkable Company/Organization	70 to 79 points
3	Outstanding Company/Organization	80 to 89 points
4	Exemplary Company /Organization	90 to 100 points

The minimum acceptable score for the Certificate is 60 points out of 100. Depending on this, the company or organization may obtain one of the four possible certifications:

The term of the CRESE Certificate is of one year, after this period the company or organization must renew their certificate every two years. This is to ensure that they continue operating the Management System through the Internal Human Quality and Social Responsibility Committee. However, a follow-up audit (surveillance) is suggested to be performed every year to continue supporting the business or organization in the continuous improvement of the System.

The score is made up by assessing the compliance of each requirement with the five-evaluation criteria abovementioned, whose objective is to improve the impact of each practice.

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### Compatibility with other Systems or standards

The CRESE Standard 2014 is compatible with a large number of Systems or standards; so, if the company or organization complies with them, they can comply with the criterion of existence of one or more requirements. The next chart shows the compatibility of such systems or standards with the pre-requirements and requirements of the CRESE Standard 2014.

Requirements of the CRESE Standard 2014	Compatible Standard or System to comply with the criterion of the existence
Pre-R1	
Pre-R2	a) Laws and Bylaws related to Work b) Certification Standard SA8000
Pre-R3	
Pre-R4	
Pre-R5	<i>Certificado de Industria Limpia de la Procuraduría Federal de Protección al Ambiente</i> (Certificate of Clean Industry of the Federal Government's Environmental Protection Agency or equivalent)
R 1	
R 2	
R 3	
R 4	GRI
R 5	ISO 19011 2011 or equivalent
R 6	
R 7	Global Compact
R 8	OHSAS 18001 or equivalent
R 9	OHSAS 18001 or equivalent
R 10	a) OHSAS 18001 or equivalent b) ISO 22000 or equivalent
R 11	
R 12	
R 13	
R 14	<i>Distintivo Empresa Familiarmente Responsable de la Secretaría de Trabajo</i> Distinction as a Family-Responsible Company from the Labor Ministry) or equivalent.
R 15	a) <i>Distintivo Empresa Familiarmente Responsable de la Secretaría de Trabajo</i> Distinction as Family-Responsible Company from the Labor Ministry or equivalent. b) <i>Certificación de la Norma Mexicana para la Igualdad Laboral entre y hombres y mujeres NMX-R-025-SCFI-</i>

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	2008 (Certification in the Mexican Standard NMX-R-025-SCFI-2008 gender parity in employment.
R 16	
R 17	a) <i>Distintivo Empresa Incluyente de la Secretaría del Trabajo</i> Distinction as Inclusive Company of from the Labor Ministry) or equivalent.
R 18	
R 19	
R 20	
R 21	a) ISO 14001 Certificate b) <i>Certificado de Industria Limpia de la Procuraduría Federal de Protección al Ambiente</i> (Certificate of Clean Industry of the Federal Government's Environmental Protection Agency or equivalent
R 22	a) ISO 14001 Certificate b) <i>Certificado de Industria Limpia de la Procuraduría Federal de Protección al Ambiente</i> Certificate of Clean Industry of the Federal Government's Environmental Protection Agency or equivalent.
R 23	a) ISO 14001 Certificate b) <i>Certificado de Industria Limpia de la Procuraduría Federal de Protección al Ambiente</i> (Certificate of Clean Industry of the Federal Government's Environmental Protection Agency) or equivalent
R 24	<i>Premio Nacional de Ética y Valores en la Industria de la Confederación de Cámaras Industriales</i> (National Award of Ethic and Values in the Industry of the Association of Industrial Chambers) or equivalent.
R 25	

Since every day come up new instruments related to the social responsibility, we provide therein the following link to offer you an updated list of the systems compatibles with the CRESE Standard:  
<http://www.crese.org/norma/listanormas.pdf>

### Continuity

Continuity is essential to the success of the System. You cannot expect a company or organization to obtain all the possible benefits as to improve their working environment, recruit and retain the best people, be more efficient and productive, grow and generate greater benefits to all groups of influence if the company does not continue with the System indefinitely.

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### REQUIREMENTS OF THE CRESE STANDARD 2014

#### General aspects

Below you can find the requirements that are the basis of the CRESE Standard System 2014- auditable Quality Management, Human and Social Responsibility. Its implementation must be validated by an internal and external audit certification.

All the requirements refer to "What" should be done, the "How" is up to each company and organization. However, all shall cover the five evaluation criteria mentioned in the previous pages.

Take into account that each requirement can include one or more minimum auditable aspects that should be complied with.

Besides, a recommendation and/or specific guide may be included, which can be a form, a reference or any other kind of support to facilitate the Standard implementation.

Finally, some indicators are suggested, please find them in the attachments hereof.

These aspects are not limitative; it is expected that the company or organization can develop each of the requirements, according to their own possibilities.

### TOPIC I

#### MANAGEMENT AND COMMUNICATION.

The objective of this first group of requirements is to ensure that a Human Quality and Social Responsibility System is implemented, that it has the support of an Internal Committee, which has the support of the General Management of the company or organization and the necessary elements to provide continuity and continuous improvement.

**1. The General Management shall assign an Internal Committee responsible for advising the Human Quality and Social Responsibility of the company or organization.**

The Internal Committee, besides implementing the Standard and get the certificate, it must also be an effective aid to the General Management in regard to the Human Quality and Social Responsibility of the company or organization, without affecting its efficiency and productivity

The main objectives of the Committee:

- a) Implement the Human Quality and Social Responsibility Management System within the company or organization.
- b) Get the CRESE Certificate and renew it periodically according to the guidelines of the Consejo *Latinoamericano de Calidad Humana y Responsabilidad Social, AC*, taking into account the results and observations of the internal and external audits that have been performed.
- c) Promote, internally and externally the knowledge and dissemination of the programs that promote Human Quality and Social Responsibility of the company or organization.
- d) Promote the involvement of the personnel and other company stakeholders in the proposal, design, implementation and/or review of practices that promote Human Quality and Social Responsibility of the company or organization.
- e) Promote innovation and continuous improvement of all processes of the company or organization without harming the human aspect.

This Committee must have the following characteristics:

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- a) Multidisciplinary,
- b) Representative of all the personnel of the company or organization,
- c) Connoisseur of all the company or organization
- d) Connoisseur of the CRESE Standard currently in force, its principles and criteria.
- e) Focused on the continuous improvement of the Human Quality and Social Responsibility processes,
- f) Be integrated by participative and committed personnel to the company or organization,
- g) Have direct and constant contact with the General Management.

Therefore, it is an ideal organism for innovation and continuous improvement.

At least it requires (minimal auditable aspects that are not limiting):

- a) That is formed by at least three people including the General Coordinator
- b) It has to be multidisciplinary and representative of the personnel of the company or organization,
- c) It has to meet at least once a month, to analyze how to continually improve Human Quality and Social Responsibility of the company or organization.
- d) It must have an annual plan that serves as a guide for their monthly meetings.
- e) It has to be responsible for serving, planning, implementing and monitoring corrective and preventive actions of internal and external audits

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***Recommendation based on expertise to improve the assessment and the impact of the practice: 1. Rely on the work of sub-committees with a specific task to comply with some of the requirements of the Standard and that such are made up by the main Committee, so the coordinators take part in the main Committee. 2. Give the main internal committee a position within the organizational chart and that it reports to the General Management.***

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Support guidelines: [www.crese.org/normal/quiasdeapoyo.pdf](http://www.crese.org/normal/quiasdeapoyo.pdf)

### **2. To have a Human Quality and Social Responsibility Policy.**

At least it requires (minimal auditable aspects that are not limiting):

- a) That the policy expresses the philosophy or the way of thinking of the company or organization regarding Human Quality and Social Responsibility.

Support guidelines: [www.crese.org/normal/quiasdeapoyo.pdf](http://www.crese.org/normal/quiasdeapoyo.pdf)

### **3. To have a Manual containing Policies and Practices with regard to Human Quality and Social Responsibility.**

At least it requires (minimal auditable aspects that are not limiting):

- a) To have a manual-guide that makes clear reference to the practices, this shall serve to fulfill the pre-requirements and requirements of this Standard.

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*Based on experience, we make the following recommendation in order to improve assessment and impact of the practice: Measure the number of programs reported in the manual, which will later be reported to the General Management and commented by him.*

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Support guidelines: [www.crese.org/normal/quiasdeapoyo.pdf](http://www.crese.org/normal/quiasdeapoyo.pdf)

### **4. To make an annual report of Human Quality and Social Responsibility and hand it in to the company's stakeholders in the company or organization.**

The preparation of the *Annual Report of Human Quality and Social Responsibility* is a process that does not end when printing the report or publishing it "online".

Its preparation allows a reliable assessment of the performance of the company or organization, and can serve as foundation for continuous improvement of the results. It also serves as a tool to strengthen links with the company stakeholders and to obtain valuable inputs for the processes of the own company or organization.

At least it requires (minimal auditable aspects that are not limiting):

- a) To develop and publish an annual report containing a description of the most relevant practices of Human Quality and Social

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Responsibility that were the most relevant during the last year within the company or organization, with indicators and testimonials.

Support guidelines: [www.crese.org/normal/quiasdeapoyo.pdf](http://www.crese.org/normal/quiasdeapoyo.pdf)

### **5. To have an annual internal audit Program that ensures compliance and business continuity of Human Quality and Social Responsibility Practices**

At least it requires (minimal auditable aspects that are not limiting):

- a) To have at least one complete internal audit annually, with its corrective and/or preventive actions properly closed to ensure that the Management System is working properly.
- b) To carry out the necessary follow-up audits by the same auditors to ensure compliance with corrective actions, the ones that were identified by the Committee of Human Quality and Social Responsibility and that resulted from the internal audits.
- c) The Human Quality and Social Responsibility Committee shall determine preventive actions after having internal and external audits.
- d) Internal auditors should be personnel of the same company or organization.
- e) Internal auditors have to be independent of the Internal Committee because it is the agency through which the company or organization is audited.
- f) The basis of the audit has to be the updated Implementation Guide Manual of Human Quality and Social Responsibility Management System, without this being limiting.
- g) To ensure that the audit reports are known by the General Management.

Support guidelines:

- [www.crese.org/normal/quiasdeapoyo.pdf](http://www.crese.org/normal/quiasdeapoyo.pdf)
- *Standard ISO 19011 2011 or an equivalent may be employed as a foundation to comply with the criterion of the existence of this requirement.*

### TOPIC II: FAIR SALARY AND LEGAL CULTURE

The Organizational Common Welfare cannot be built if fair pay and legal culture are not respected. These are the fundamental and essential factors for the promotion of the Integral Human Development and to have companies with Human Quality and Social Responsibility.

#### 6. To have a fair pay program that complies with the principles of necessity, contribution and economic order.

Three principles that combine to get the salary/wage justice are Necessity, contribution and economic order.

The principle of *Necessity* refers to a salary that is sufficient to live, which is the minimum amount for each individual of the personnel, taking into account that s/he is a human being with a life to sustain and a personality to develop. Such salary shall cover the individual and family needs. Such include the following basic elements: food (three meals a day for the whole family), home (rent or mortgage), doctors, gas, electricity, water, transportation, schools for children, leisure and savings capacity.

Diagram of the principles for a fair salary



The principle of *Contribution* means that the salary has to be fair or appropriate to the level of responsibility, performance and results.

The principle of Economic *Order* means that the salaries/wages have to be sustainable by the company or organization. No one can be obliged to set salaries without taking into account the effect of the labor costs in the corresponding competitive position since that would be equivalent to the reckless choice for self-defeating.

It is expected that the company or organization, at the time of recruitment, agrees with the personnel a salary according to his/her family finances on a full-time job in accordance with the law, without having to work overtime, or with the necessity of another job, but subject to his/her good performance and to his/her real possibilities. This is not about being paternalist, but about

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building a more cohesive and sustainable society in which each person is responsible for their development and for his/her family. The intention of the *Consejo Latinoamericano de Calidad Humana y Responsabilidad Social, AC*, is that the company or organization allows and encourages their personnel to improve their own and their family living conditions by linking extra support to the commitment and good results of their personnel success.

At least it requires (minimal auditable aspects that are not limiting):

- a) To have an income and expenditure study of those who work full time and receive lower salary/wages, which has to be renewed at least once a year (Principle of Necessity). As an exception, in case the study cannot be done, it is necessary to have an analysis of the gap between the 5% of the personnel receiving more income, versus the 5% of the personnel working full time that receive less income; that gap should not be higher than 20 times.
- b) To have any mechanism to identify, acknowledge and promote the dedication and the results of the personnel for their own benefit and for the company's or organization's benefit. (Principle of Contribution or Equity).
- c) When applicable, only to commercial companies, when calculating "Working Capital Balance" , according to the formula shown below, to have a minimum of 50% by averaging the last three years (Balance Principle between labor and capital):

<b>Social Remnant =</b>	[Net profit (after tax)] + [Total personnel expenditures, without considering the Employees' profit sharing (ESPS) or equivalent.
<b>Personnel Investment Ratio (PIR)=</b>	([Total personnel expenditures] + Employees' Profit Sharing (ESPS) or its equivalent / [Social Remnant]).

The total personnel expenses are the wages or salaries paid to the personnel, fringe benefits, professional fees, taxes related to the payment of wages or salaries, training courses, uniforms, dining room, lockers, restrooms, discounts on the purchase of products or services that benefit the personnel, investments to improve the personnel' security and other similar expenses in favor of them.

Support guidelines: [www.crese.org/normal/quiasdeapoyo.pdf](http://www.crese.org/normal/quiasdeapoyo.pdf)

### **7. To have a Program that promotes the legal culture within companies and organizations, including their personnel and stakeholders, focused on a preventive action plan.**

At least, it requires (non-limitative auditable minimum aspects):

- a) Existence of mechanisms to prevent, control and give follow-up to corruption acts, extortion and theft or breach of trust, by the personnel or any other stakeholders.
- b) To have a list of all the laws, bylaws and standards that should be followed according to the activity of the organization, besides having mechanisms that ensure their understanding.

### **TOPIC III: QUALITY OF LIFE AND PERSONNEL'S DEVELOPMENT**

After achieving salary/wage justice, security, health, tidiness, cleanliness, training and academic education are elements that we must focus on when promoting people, starting with ourselves and then with the others.

A greater Solidarity is evidenced, especially, in the ongoing promotion, even under conditions of economic crisis. On the other hand, increased access to these services is a necessary condition for improving the productivity and efficiency of the company or organization.

### **8. To have a Program that promotes the personnel's and other stakeholder's health**

At least it requires (minimal auditable aspects that are not limiting, characteristic of pre-requirement II: labor audit and human rights):

- a) To have a first-aid kit in the facilities of the company or organization.
- b) Evidence of the existing plans, training programs and coaching, justifying the general knowledge of the personnel and the visitors in relation to health at work.

*Support guidelines:*

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *The OHSAS 18001 Standard or its equivalent can be used to comply with the criterion of the existence of this requirement.*

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### 9. To have a Program that promotes the safety of the personnel and of other stakeholders.

At least it requires (minimal auditable aspects that are not limiting, characteristic of pre-requirement II: labor audit and human rights):

- a) Evidence of the existence of a Joint Committee on Safety, Hygiene and Health at Work or equivalent, monthly revisions, risk identification, that monitors remarks in the official records made by the commission.
- b) Evidence of the handling given to the materials and hazardous substances (if any).
- c) Evidence of the follow-up and personalized control of accidents within the company or organization, as well as verification of the degree of risk.
- d) Evidence of the existing plans, training programs and coaching, justifying the general knowledge of personnel and visitors in relation to health at work.
- e) Studies of noise, lighting and ventilation (if any)

Support guidelines:

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- The OHSAS 18001 Standard or its equivalent can be used to comply with the criterion of the existence of this requirement.

### 10. To have a Program that promotes tidiness and cleanness within the premises of the company or organization.

At least it requires (minimal auditable aspects that are not limiting, characteristic of pre-requirement II: labor audit and human rights):

Evidence of the existence of a Joint Committee on Safety, Hygiene and Health at Work or equivalent, monthly revisions, risk identification, that monitors remarks in the official records made by the commission.

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*Based on experience, we make the following recommendation in order to improve assessment and impact of the practice: 1) that the program includes the practices of the personnel regarding tidiness, cleanness and the maintenance programs of the premises, mainly those used intensively by the personnel. To have evidence of the involvement of the Committee and/or the personnel in tidiness' and cleanness' self-assessments.*

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Support guidelines:

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- The OHSAS 18001 Standard or its equivalent can be used to comply with the criterion of the existence of this requirement.
- ISO 22000 or equivalent.

**11. To have a training Program for the personnel in areas where they perform their activity at work.**

At least it requires (minimal auditable aspects that are not limiting):

- a) Evidence of the existing plans, training programs and coaching, justifying the general knowledge of personnel and visitors in relation to health and safety at work.

Support guidelines: [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

**12. To have an academic Program for the personnel.**

Academic preparation widens panoramic vision and the abstraction capacity of people, it increases their culture and makes them better people at work and beyond.

Support guidelines: [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

**13. To have a Program that promotes, channels and gives follow-up on ideas, proposals or concrete commitments from the personnel and other stakeholders to make the company or organization more efficient or productive.**

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*Based on experience, we make the following recommendation in order to improve assessment and impact of the practice: It is recommended to have structured initiatives that repeatedly achieve improvements in quality and in productivity. These can be generated by teamwork or individually.*

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Support guidelines: [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

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## TOPIC IV

### PROTECTION AND DEVELOPMENT OF THE FAMILIES

Normally the sustenance and development of families is the reason why people look for a job. Therefore, for the CRESE Standard 2014, the personnel's families are a group of great significance that deserves a special category.

The real development of companies and organizations with Human Quality and Social Responsibility should focus not only on the tasks to be run, but oriented towards people's improvement. Human virtues that promote human and productive work are developed primarily in the family. It is encouraging to see how a small number of people, although growing progressively, assume a new leadership position in which work and personal life are not conflicting priorities, but complementary.

#### **14. To have a Program that contributes to improve life conditions of the personnel's families beyond financial values.**

The development that the personnel obtains from companies and organizations that have Human Quality and Corporate Social Responsibility can exceed the level of development that family members have; this is one of the reasons why it is also necessary to promote integral human development and strengthen its integration.

*Support guidelines:*

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *The Distinction as a Family-Responsible Company from the Labor Ministry or an equivalent system can be used to comply with the criterion of the existence of this requirement.*

#### **15. To have a Program that structures work activities that promotes the integration of families, especially for single mothers with children that are under age.**

*Support guidelines:*

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *The Distinction as a Family-Responsible Company from the Labor Ministry or an equivalent system can be used to comply with the criterion of the existence of this requirement.*

#### **16. To have a Program that provides guidance and support to people who have been removed from their jobs and have not acted with premeditation, negligence or bad intention, so they can find another source of income with less difficulty.**

At least it requires (minimal auditable aspects that are not limiting):

- a) A list of the people who have been removed from their job at the company or organization in the previous year and a detailed explanation of the reason and the treatment given at his/her departure.

Support guidelines: [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

### TOPIC V SOLIDARITY AND SUPPORT TO THE COMMUNITY

Support to the community is essential to promote Common Welfare.

The company or organization cannot generate wealth isolating itself from the world. All of us are somehow interrelated.

Creating a Foundation that helps the community is praiseworthy. However, in order to contribute to the personnel's development of the **Solidarity** of the company/organization, it is worth asking the personnel for more active participation in the proposals, design, implementation and/or review of these support programs.

#### **17. To have in the company or organization a non-discrimination program for people that belong to vulnerable groups due to their age, origin, physical or mental condition (over 60 years, indigenous staff, handicapped or pregnant women)**

At least it requires (minimal auditable aspects that are not limiting):

- a) That there is convincing evidence as to non-discrimination when hiring and dismissal of the personnel due to their age, origin, gender, physical or mental condition.
- b) That the company has 5% of their personnel with special conditions or with the support of other organizations that offer their solidarity and can hire people with these characteristics. In such a case, they require a document evidencing the agreement of mutual support and the calculations, taking into account the people from the organizations that take part in it.

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Support guidelines:

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *The Distinction as Inclusive Company from the Labor Ministry or an equivalent system can be used to comply with the criterion of the existence of this requirement*

**18. To have a scholars recruitment Program, preferably with flexible schedules, so that they have a chance of enhancing a resume that shows working experience.**

Support guidelines: [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

**19. To have a Program that develops local suppliers and with corporate social responsibility.**

If we abandon the local scope by the global insertion, we would have lost the feeling of belonging. The local scope is more important for the daily life of people as the global relationships increase.

At least it requires (minimal auditable aspects that are not limiting):

- a) To ensure that there are guarantees for Human Rights and for Labor for the personnel and for suppliers of goods and services.

Support guidelines: [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

**20. To have a Program that helps poor people, groups or sectors, small and/or weak regions closest to the company or the organization.**

The CRESE Standard promotes the solidarity principle as a benefit for everyone, but it is also a duty, so in order to fully comply with this requirement, the personnel, and if possible, other stakeholders, actively participate in the tasks of helping the communities.

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*Based on experience, we make the following recommendation in order to improve assessment and impact of the practice: According to the principle of subsidiarity and the evaluation criteria for the participation of the CRESE Standard 2014, it is recommended that the personnel and other people involved in the company or organization take part, as much as possible, in the proposals, design, implementation and review of the aid programs for the community.*

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Support guidelines: [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

## TOPIC VI

### PROMOTING ENVIRONMENTAL CARE

Experience demonstrates that every disrespectful attitude towards the environment always harms human coexistence, and vice versa.

The book of nature is one and indivisible, about both, life, family and social relations: in a word, overall human development. The responsibilities that we have towards the environment are linked to those we have to ourselves and in relation to the others. You cannot demand ones and break the others.

It is important to emphasize that the three following requirements propose "awareness and practice from the personnel of the company or organization and from the other stakeholders"

#### **21. To have a Program of awareness and practice based on the protection of the land for the personnel of the company or organization and their stakeholders.**

*Support guidelines:*

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *The ISO 14001 Certificate, the Certificate of Clean Industry of the Federal Government's Environmental Protection Agency or an equivalent system can be used to comply with the criterion of existence of this requirement.*

#### **22. To have a Program of awareness and practice based on the protection of air and atmosphere for the personnel of the company or organization and their stakeholders.**

*Support guidelines:*

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *The ISO 14001 Certificate, the Certificate of Clean Industry of the Federal Government's Environmental Protection Agency or an equivalent system can be used to comply with the criterion of existence of this requirement.*

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### 23. To have a Program of awareness and practice based on the conservation of water for the personnel the company or organization and their stakeholders.

Support guidelines:

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *The ISO 14001 Certificate, the Certificate of Clean Industry of the Federal Government's Environmental Protection Agency or an equivalent system can be used to comply with the criterion of existence of this requirement.*

## TOPIC VII:

### HUMANIZATION AND SIGNIFICANCE OF WORK.

All the pre-requirements and requirements of the CRESE Standard 2014 promote ethical conducts such as fair pay and culture of legacy, quality of life at work and the development of personnel, family care and their development, solidarity and help to communities, as well as environmental conservation. All these aspects contribute to the construction of welfare through the integral human development of people. All these actions help the company to improve and become successful.

However, to ensure that the anthropological issue is not left aside (as complex and incomplete as usual) due to the development we all look for; two requirements are set forth which will strengthen even more the subjective aspect of work<sup>9</sup>, and that always has to be according to the **dignity of the person**<sup>10</sup>.

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<sup>9</sup> Work has two aspects: objective and subjective. The objective aspect has to do with all the things we do, such as the activities we perform in production, maintenance, services, customer service, cleaning, management, etc. On the other hand, the subjective aspect has to do with the effect that work has on each person, in his or her sense of fulfillment, perfectionism and happiness.

<sup>10</sup> Kant defines dignity as follows: "Everything has either a price or a dignity; what has a price can be replaced by another equivalent thing; however, what is above any price, and therefore, admits no equivalent, possess dignity"

Dr. Jurgen Habermas, German philosopher, says that human dignity is the basis of human rights and historically these have been recognized to the extent that dignity has been offended, as happened after the Second World War when the Declaration of Human Rights was enacted.

### **24. To have a program that promotes knowledge, assimilation and practice of the values set by the company or organization.**

At least it requires (minimal auditable aspects that are not limiting):

- a) To have a list of values and a tool that allows detecting failure in their practice.

*Support guidelines:*

- [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)
- *National Award of Ethic and Values in the Industry of the Association of Industrial Chambers or equivalent system can be used to comply with the criterion of existence of this requirement.*

### **25. To have a program that improves the characteristics and the work climate to make it even more decent or more humanizing.**

Beyond safety, tidiness, and cleanness that have already been considered in the previous requirements<sup>11</sup>, this requirement focuses on psychological, cultural, moral and spiritual aspects of a person. That is to say, the company or organization can develop programs to promote the following objectives:

- a) More awareness by the personnel, of their dignity and of the fact that they work for their own development.
- b) A strongest effort to convince and fewer orders.
- c) Less restrictions on the freedom of individuals
- d) A better attitude or spirit of service\_
- e) More responsibility with proportional authority.
- f) More use of constructive language and less humiliating.
- g) More recognition, gratitude and love for the country or nation.
- h) A deeper commitment to practice moral values.
- i) More recognition and development of the spiritual and religious aspects of the individual.

At least, it requires (minimal auditable aspects that are not limiting):

- a) To have a program that promotes, channels and gives follow-up to ideas, proposals or concrete commitment from all the personnel to

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<sup>11</sup>The other requirements cannot be included in this requirement, for example, the design of more safety or ergonomic tools does not apply because it is related to requirement number 9.

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make the company or organization more coherent, ethical and humane.

- b) To have a practice that attends, at least, any aspect of those mentioned in the above list.

*Support guidelines:* [www.crese.org/docs/guiasdeapoyo.pdf](http://www.crese.org/docs/guiasdeapoyo.pdf)

## Glossary for the CRESE Standard 2014

**Coherent:** that has no contradiction.

**Common Welfare:** is that welfare of "all us" made up by individuals, families and stakeholders that conform the community and the organization. It is not a welfare that is looked for itself, but for individuals that make up that great community and that only within it can achieve their real and effective welfare. Common welfare is indivisible, it requires a community or a group of people to achieve it, increase it and safeguard it. It is for each and every of us, that is, a common welfare is also individual, but an individual welfare is not necessarily common.

**Co-responsibility:** Shared responsibility. Within the company, it mainly refers to the responsibility of the personnel in order to improve their performance.

**Dignity:** it refers to excellence, emphasis, decency, worthy. Dignity is a kind of preeminence, goodness or superior category by which something stands out, is pointed or rises above other beings that has not such great value.

**Evaluation Criteria:** According to the CRESE Standard, the Criteria are the elements that strengthen a practice of Human Quality and Social Responsibility. Such elements are: Existence, Dissemination & Knowledge, Participation, Continuous improvement and Connection with the elements that make up the strategy of the company.

**Gender equality:** equal treatment for men and **women**.

**Human Dignity:** it means the internal and irreplaceable value that the human being has just by being, not due to any performance rendered or due to any other purpose than him/herself.

Dignity is a subjective term that expresses something that is priceless, because its value is too big.

According to the CRESE Standard, the dignity of a person is mainly based on their intelligent or rational, free, social and spiritual nature.

Kant defines dignity as follows:

"Everything has either a price or a dignity; what has a price can be replaced by another equivalent thing; however, what is above any price, and therefore, admits no equivalent, possess dignity"

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Dr. Jurgen Habermas, German philosopher, says that human dignity is the base of human rights and historically these have been recognized to the extent that dignity has been offended, as happened after the Second World War when the Declaration of Human Rights was enacted.

According to the Catholic Church Doctrine, human dignity is based on the fact that s/he is a creature made in the image and likeness of God.

**Integral and solidarity human development:** it refers to the development of the individual's assets, including their solidarity. Such assets can be essential and excellent, according to the classification of Michael Naughton. Essentials assets are those materials, biological and cognitive. Excellent assets are those emotional, aesthetical, moral and spiritual. This classification is not restrictive; it can also be included the psychological and cultural assets and others that may be considered in other classifications.

**More humane and humanizing company:** ethical and solidarity company. Company that is worried about being more respectful of the human dignity, of the human rights and that removes all barriers for the integral and solidarity human development. At a particular moment in time, it could promote the integral and solidarity human development according to their possibilities.

**Organizational Common Welfare:** Common welfare limited to an organization. Examples of organizational common welfares are profitability, productivity, working climate, safety in the company, etc.

**Person-centered:** it places the individual as the center of all the economic, social and ecological development. It places the individual as the start and end of any practice in the company.

**Personnel Investment Ratio (PIR)** =  $\frac{[\text{Total personnel expenditures}] + [\text{Employees' Profit Sharing (ESPS) or its equivalent}]}{[\text{Social Remnant}]}$ .

**Person-centered Social Corporate Responsibility:** The one that respects human dignity and that promotes their integral and solidarity human development. As of there, it builds all its strategy of Human Quality and Social Responsibility, resulting in the construction of a more ethical and solidarity company. The Person-centered Social Corporate Responsibility complies with the 5 C's of the CRESE Standard: Centered in the person (Person-centered), Consolidated in Ethical principles, Coherent, Credible and Change with real and measurable impact.

**Personnel:** person that carries out a work, whether in a company or self-employed.

## Human Quality and Social Responsibility Management System

**Philanthropy:** practice that helps those who need it, mainly in the companies through a foundation.

**Practices:** For the CRESE Standard 2014, practices can be programs, processes, policies, fringe benefits, activities or initiatives.

As to Quality Human and Social Responsibility Practices refers, it embraces all those activities, processes, policies or programs that promote the essential or excellent assets of people. Such assets can be: material, biological, cognitive, emotional, aesthetic, social, moral and spiritual.

**Principles:** Essential foundation to make decisions or to determine a behavior.

**Programs:** Practice that contains a measurable objective, scope, steps to follow and metric.

**Requirements:** requirements that should be complied with. The CRESE Standard refers to "What". "What" should be done. The "How" is determined by each company or organization.

**Significance:** As far as the CRESE Standard refers, it means beyond the material aspects.

**Social Remnant:** [Net profit (after taxes)] + total personnel expenditure, without taking into consideration the employees' profit sharing (ESPS) or equivalent].

**Social responsibility:** responsibility of an organization for the impacts that their decisions and activities caused to the society and to the environment by an ethic and clear behavior that:

Contributes to the sustainable development, including the society's health and well-being.

Takes into consideration the expectations of their interested parties.

Complies with the applicable regulations and is coherent with the international standards of behavior and

Is integrated to the organization and is implemented in their relationships.

**Solidarity:** Solidarity is a moral virtue, not a feeling of vague compassion at other people's troubles, both, near and far.

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It is the strong and persevering determination to commit oneself to the common welfare, that is to say, to the good of all and each individual, so everybody became responsible for each other.

**Stakeholders:** individual or group that has a legitimate interest about any decision or activity regarding the organization. It is also called the interested parties, company's public or influence groups.

**Subsidiarity.** Subsidiarity is mostly a help offered to people only when they are not able to be self-sufficient.

**Sustainable development:** development that meets the needs of the present time without compromising the capacity of future generations in order to meet their own needs.

**Transparency.** Opening as to the decisions and activities that affect the society, the economy and the environment; will to communicate them in a clear, accurate, timely, honest and complete way.

**Values:** all of the existing (Dr. Juan Bosco Abascal C). Virtues in potency.

**Virtues:** good habits that make people able to do good in a grateful and easy way. Values are found in potency and can be known, but the virtues are performed, otherwise, they are not virtues. The Human Quality and Social Responsibility requires to the virtues to be practiced to change our attitudes at work. Vices are the opposite of the virtues.

## ATTACHMENT 1

### Labor Audit and Human Rights.

In the case of Pre-requirement II, regarding Labor Audit and Human Rights, there are some documents to be reviewed and interview 10% of personnel emphasizing on compliance with the conventions and recommendations of the ILO (International Labor Organization) as to forced labor (ILO 29), trade union freedom (ILO 87), collective negotiation (ILO 98), pay equity (ILO 100), non-discrimination (ILO 111), child labor (ILO 146), health protection and medical care (ILO 164) and professional readjustment and employment for handicapped people (ILO 159).

1. List of personnel including the following elements:
  - a. Age.
  - b. Gender.
  - c. Starting date at the job.
  - d. Seniority in the company or organization.
  - e. Procurement Regime (salary/wages or fees)
  - f. Permanent or temporary contract.
  - g. In the case of women, note down when they are pregnant or while breast-feeding.
  - h. Note down in case of using an outsourcing company or organization.
2. List of personnel hired by an external company or outsourcing one, as well as the contracts that link personnel with the outsourcing company and the agreements between companies.
3. List of personnel doing social service or scholars and the agreement with the responsible institution.
4. Collective contract (if applicable).
5. Internal work policies.
6. Personnel's files and individual labor contracts

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7. List of payroll an payroll receipts
8. Recruitment and selection procedures.
9. List of handicapped people.
10. Training and coaching plans and programs, justifying general knowledge of personnel and visitors regarding safety and health at work.
11. Documented evidence of the existence of a Mixed Safety and Hygiene Commission at work, monthly supervision, risk identification, follow-up on remarks to official reports made by the commission.
12. Documented evidence of the handling of dangerous materials and/or substances (when applicable).
13. Documented evidence of follow-up and personalized control of accidents at work, as well as verification of the degree of risk.
14. Noise, lighting and ventilation studies (when applicable).
15. Documented evidence of mechanisms to prevent, control and give follow-up on corruption, extortion and robbery or breach of confidence against the company, committed by the personnel or external personnel.
16. To have a first-aid kit.

## ATTACHMENT 2 Indicator Panel per Requirement

#	Requirement. Abbreviated name	Metrics
1	Internal Committee	Score of the CRESE Certificate.
		Number of proposals generated by the committee to the General Management.
		% of compliance in the attendance to the committee.
		Man-hours devoted by the committee.
		Personnel rotation rate
		Evaluation of the labor climate study
		Level of quality of the products and services provided by the company or organization.
2	Policy	% of people that know about the policy at work and how to put it into practice.
		Number of people that know how to comply with the policy specifically on daily basis.
3	Manual	Manual percentage progress vs. objective.
4	Annual Report	Number of copies issued.
		Number of visitors to the social responsibility web site of the company or organization.
		Number of people that give their opinion of social responsibility practices of the company or organization published in the annual report.
5	Internal Audits	Number of nonconformities and remarks in the audits conducted.
		Number of corrective actions in process and closed.

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6	Salary Justice	<p>Social Remnant= [Net Profit (after Taxes) + [All personnel expenditures, without considering ESPS or equivalent]</p>
		<p>Personnel Investment Ratio (PIR) = ([All Personnel expenses + [Employees' profit sharing (ESPS) or its equivalent])/ [Social Remnant].</p>
		<p>Comparative study of salaries/wages vs. expenditure of the personnel with lower salary.</p>
		<p>Salary increase vs. inflation index.</p>
		<p>Comparative study of 5% of the highest salaries vs. 5% of the lowest salaries in the company or organization.</p>
7	Legality Culture	<p>Number of reports of illegality whether in small or big actions.</p>
		<p>Number of personnel awarded as honest and good promoters of the legality culture.</p>
		<p>Number of reported and verified corruption actions.</p>
		<p>Number of attendees at workshops based on raising public awareness, implementation of good legality practices.</p>
		<p>Number of family members that attend legality workshops.</p>
		<p>Number of channels inside and outside of the company that facilitate formal complaints.</p>
8	Health	<p>Number of inactive days because of personnel illnesses</p>

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		Value added or amount invested in health programs for coworkers and other stakeholders.
		Number of people served by health programs.
9	Safety	Inactive days because of the personnel absenteeism caused by accidents
		Value added or amount invested in safety programs for coworkers and other stakeholders
		Number of accidents in a certain period.
10	Tidiness and Cleanness	Number of nonconformities and remarks in the internal audits regarding tidiness and cleanliness.
11	Training in Working Areas	Average hours of professional or technical training per year by each individual of the personnel and the breakdown by category of each one.
12	Academic Training	Average level of schooling divided by men and women.
		Average hours of academic training by each individual of the personnel, per year and a breakdown by category of each one.
13	Proposals	Achieved savings + avoided expenses that resulted from personnel's proposals
		$(\text{Number of personnel's proposals}) / (\text{Number of people in the company or organization})$ .
		Percentage of viable proposals through the proposal process
14	Development of Families	Value added or amount invested in programs that favor families such as a day care center, life and medical insurances, catering and transportation.
15	Labor Structure	Permissions to leave work because of family situations.

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16	Personnel Dismissal	Turnover rate.
		List of people that have been dismissed, include name, date of dismissal, remarks on treatment at his/her leave
		$(\text{Number of people placed in another job}) / (\text{Number of people that had an unfair dismissal})$ .
17	Non-Discrimination	% of handicapped people in the company or organization
		% of people who are older than 65 years in the company or organization.
		% of people that speak an indigenous language in the company or organization.
		% of pregnant women in the company or organization.
		% of handicapped people in the chain of value of the company or organization.
		Average age of the newly hired people.
18	Scholars	Number of scholars in the company.
		Number of working hours performed by scholars.
		$(\text{Number of scholars hired permanent by the company}) / (\text{Number of scholars that finished their scholar process})$

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19	Suppliers	Number of suppliers by location and amount.
		Number of suppliers that guarantee that their personnel respect the Human and Labor Rights.
		Number of suppliers that have CRESE Certificate or a similar one.
20	Connections with Community	Value added or total amount invested in helping communities close to the company or civil society organizations.
		Amount of money used by the company personnel for social purposes.
		Number of people that receive the benefit of the support programs.
		Concrete benefits in the life quality of the supported communities, e.g. increase in children´s size and weight living in poor communities.
21	Land Care	Saving measures applicable to paper and other recycled materials per person.
		Number of trees planted and their retention.
		Number of people that participate in environmental campaigns.
22	Air and Atmosphere Care	Saving measures applicable to electric energy per unit of output and per person.
		Savings in fuel use and performance of total, per unit of output and per person.

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		Reduction in CO <sub>2</sub> emissions and other air pollutants.
		Number of trees planted and retention.
		Number of people that participate in campaigns of environmental conservation.
23	Water Care	Savings in water use, per unit of output and per person.
		Number of trees planted and their retention.
		Number of people that participate in environmental campaigns.
24	More Ethical Company	Labor climate results.
		Results of the study of organizational culture based on values.
		Number of unresolved issues.
		(Number of issues resolved satisfactorily) / (Number of issues received through complaint mechanisms)
25	More Ethical or Dignified Labor	Percentage of viable proposals received through mechanisms for this purpose
		Results of implemented programs.

### Attachment 3

Tables to assess the level of development of a company or organization.

Weighting grid per Requirement.

Number of Requirement	Abbreviated name	Weight
1	Committee	7.69
2	Policy	2.56
3	Manual	2.56
4	Annual Report	2.56
5	Internal Audits	7.69
6	Fair salary	5.13
7	Culture of legality	5.13
8	Health	5.13
9	Safety	5.13
10	Tidiness and cleanness	5.13
11	Training	5.13
12	Academic Formation	2.56
13	Proposals to make the company more profitable	5.13
14	Support to the family's quality life	2.56
15	Labor activity structure	2.56
16	Program to give support to the people who leaves the company	2.56
17	Inclusive Company	2.56
18	Scholars	2.56
19	Local suppliers and social responsibility suppliers	2.56
20	Support to the community	2.56
21	Environment: soil	2.56
22	Environment: air	2.56
23	Environment: water	2.56
24	Company values program	5.13
25	Company more worthy	7.69
<b>Total</b>		<b>100.00</b>

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Weighting grid per Criteria

Number of Requirement	Abbreviated name	Existence	Diffusion and knowledge	Participation	Continuous improvement	Link with the strategic management
1.	Committee	45%	10%	15%	15%	15%
2.	Policy	45%	10%	15%	15%	15%
3.	Manual	45%	10%	15%	15%	15%
4.	Annual Report	45%	10%	15%	15%	15%
5.	Internal Audits	45%	10%	15%	15%	15%
6.	Fair salary	50%	10%	15%	15%	10%
7.	Culture of legality	50%	10%	15%	15%	10%
8.	Health	50%	10%	15%	15%	10%
9.	Safety	50%	10%	15%	15%	10%
10.	Tidiness and cleanness	50%	10%	15%	15%	10%
11.	Training	50%	10%	15%	15%	10%
12.	Academic Formation	50%	10%	15%	15%	10%
13.	Proposals to make the company more profitable	50%	10%	15%	15%	10%
14.	Support to the family's quality life	50%	10%	15%	15%	10%
15.	Labor activity structure	50%	10%	15%	15%	10%
16.	Program to give support to the people who leave the company	50%	10%	15%	15%	10%
17.	Inclusive Company	50%	10%	15%	15%	10%
18.	Scholars	50%	10%	15%	15%	10%
19.	Local suppliers and social responsibility suppliers	50%	10%	15%	15%	10%
20.	Support to the community	50%	10%	15%	15%	10%
21.	Environment: land	50%	10%	15%	15%	10%

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22.	Environment: air	50%	10%	15%	15%	10%
23.	Environment: water	50%	10%	15%	15%	10%
24.	Company values program	50%	10%	15%	15%	10%
25.	Company more worthy	50%	10%	15%	15%	10%
	<b>Average</b>	<b>49%</b>	<b>10%</b>	<b>15%</b>	<b>15%</b>	<b>11%</b>

Meanwhile, for each evaluation criteria there are five levels of maturity that determine the progress each of them has:

Table to calculate the maturity level of each evaluation criteria:

Maturity level of each criteria	Very high	High	Medium	Low	Very low
Weighting	100%	75%	50%	25%	0%

These 3 tables help to evaluate the level of development of each practice or program.