



NAVEX Customer Success Story

Castolin Eutectic Builds Holistic View of Compliance With Suite of NAVEX One Platform Products

“Castolin Eutectic is proud to work with NAVEX - the experience as a client has been brilliant.”

Berthold G. Jansen
Global Chief Human Resources Officer

Highlights



INDUSTRY

Industrial Technology



NUMBER OF EMPLOYEES

1,600



CHALLENGE

Needed an updated code of conduct, plus a more holistic view of its compliance strategy.



SOLUTION

NAVEX upgraded the ethics and compliance standards with multiple products.

Solution

MULTI-PRODUCT

NAVEXEngage®
ETHICS & COMPLIANCE TRAINING

NAVEX ESG®
ENVIRONMENT, SOCIAL & GOVERNANCE

Code of Conduct®
NAVEX E&C

EthicsPoint®
INCIDENT MANAGEMENT



Code of Conduct® NAVEX E&C

A well-written code of conduct is essential to help your employees understand how to apply the organisation's values and standards to their work. NAVEX's Code of Conduct can help you design a code that is a critical piece of an impactful and legally compliant programme.



EthicsPoint® INCIDENT MANAGEMENT

An effective incident management programme does more than reduce people and regulatory risks. EthicsPoint, NAVEX's hotline and incident management software, helps your organisation demonstrate your commitment to operate ethically.

To learn more about NAVEX E&C Code of Conduct®, or Incident Management®, or to schedule a demo, please visit www.navex.com or call us at **+44 (0) 20 8939 1650**.

Highlights:

- Castolin Eutectic implemented multiple products available with NAVEX One GRC Software – Code of Conduct, EthicsPoint Incident Management, and NAVEXEngage Software for Online Ethics & Compliance Training, all of which are a part of the NAVEX E&C solution suite.
- Creation of a new multilingual code of conduct, developed and designed to reflect the company's international footprint.
- Successful introduction of a helpline to comply with the EU Whistleblowing Directive.
- Staff underwent comprehensive ethics and compliance training.
- The success of this project led to Castolin Eutectic adopting NAVEX ESG, which developed and integrated an Environmental, Social and Governance framework across the business.
- An overall cost advantage and positive partnership that meets compliance requirements across the world, with a view for a long-term relationship.

Introduction:

Last year Castolin Eutectic, an industrial Maintenance and Repair technology company spanning multiple markets, needed a more holistic view of its compliance strategy, including:

1. A new code of conduct for the entire business
2. Compliance with the incoming EU Whistleblowing Directive
3. An ESG framework to effectively manage how it measures multiple important factors

Due to the nature and scale of the business, Castolin Eutectic required an experienced partner that would help it align with each market's individual nuances. This called for expertise that the company did not internally have, moving it to search for an external partner.

Castolin Eutectic's senior management team's previous positive experience at other companies made NAVEX the obvious choice. The Castolin Eutectic board led the initiatives as part of a wider programme to increase ethical standards across the business, successfully implementing a suite of products that would help ensure regulation compliance.



Strengthen your organisational culture, meet legal requirements and inspire behaviour change by deploying our award-winning online ethics and compliance training. Our robust library of courses set the industry standard for quality.

NAVEX ESG

The NAVEX Environmental, Social, and Governance (ESG) solution helps organisations take the first step in integrating ESG strategies into the way they do business. With various stakeholders like legal, facilities, compliance, and sustainability potentially managing ESG initiatives, NAVEX helps to solve sustainability and people-based risks by building consensus, creating goals and budgets, and taking measured action.

To learn more about NAVEX E&C Compliance Training® or NAVEX ESG® solutions, or to schedule a demo, please visit www.navex.com or call us at +44 (0) 20 8939 1650.

Challenge: A Lack of Clear Code of Conduct Across the Business and the Looming EU Whistleblowing Directive Deadline

Castolin Eutectic's most recent code of conduct was outdated. The company needed a new version that complied with regulations and would overcome barriers between regions. For example, Japan's up-to-date code made a replacement in that market unnecessary, while Russia felt employees would not engage with it. Creating a code of conduct requires support and expertise to ensure expert advice and best practices are included. The company needed an accessible, engaging, and reliable solution that could be reviewed and updated when required.

Castolin Eutectic was also in need of an incident management platform, as required by the EU Whistleblowing Directive, which came into force late 2021. The challenge was finding a cultural fit across different regions, as not every market felt it would be suitable. Castolin Eutectic needed the expertise to understand the complexity of compliance across different markets and a solution that would manage reports and incidents from an effective centralised point.

Other parts of this revamp were to educate employees about ethics and compliance, to improve the organisation's culture and for its compliance suite to be effective.

Solution: A Slick and Engaging Code of Conduct and Helpline That Meets Compliance, Supported With Training in Multiple Languages

NAVEX upgraded Castolin Eutectic's ethics and compliance standards with multiple products:

- **Code of Conduct:** NAVEX worked closely with Castolin Eutectic to design an interactive PDF code of conduct as a source of work standards information. The code incorporated policies, ethics training, behavioural expectations, and hotline reporting communication to reinforce values and regulatory requirements.
- **EthicsPoint Incident Management:** To comply with the upcoming EU Whistleblowing Directive, NAVEX introduced EthicsPoint across the business. This whistleblowing hotline service provides employees, customers, and suppliers with a safe place to speak up about workplace concerns.
- **Online Ethics & Compliance Training:** NAVEXEngage, NAVEX's online ethics and compliance training solution, provides legally vetted and topical content that helps with compliance and employee adoption. Training addresses compliance, conduct, employment law and information security risks. The online platform is available in multiple languages and is easy for employees to access, wherever and whenever is most convenient to them.

About Castolin Eutectic

- The leading wear protection company, providing sustainable solutions and a full range of consumables, equipment and services in Maintenance & Repair welding, brazing, and coating technologies globally www.castolin.com
- A technology and application know-how leader, increasing industrial components' lifespan, maximising plant uptime, and optimising total cost of ownership for approximately 40,000 customers around the world.
- Pioneering Industrial Sustainability: Over 100 years' experience, with outstanding brand recognition and a reputation, for technological competence and reliability.
- The largest and best trained in-house sales force, with unique technical capabilities covering all relevant industries worldwide (cement, oil and gas, iron and steel, power generation, recycling, and mining).
- Broad and highly diversified customer base with long-standing and intimate relationships supplying and servicing over 50 industries across the globe.

Results: Compliance With the EU Whistleblowing Directive, a Clear and Engaging Code of Conduct and a Broadened Suite of NAVEX's Products With NAVEX ESG Implementation

Within a year of working with NAVEX, Castolin Eutectic rolled out an excellent code of conduct to over 1,600 employees globally. The code is effective in overcoming concerns or resistance from each market, and the web-based design is accessible to all, successfully upgrading the company ethics standards and compliance. The new code of conduct puts Castolin Eutectic on equal footing with competitor ethics standards, modernising the company and laying the foundations for the years ahead.

Furthermore, Castolin Eutectic now complies with the complex EU Whistleblowing Directive, delivering a helpline that manages incidents from a single location for effective reporting and action. To maintain ethics and compliance across the business, training is taking place in multiple languages and markets to educate and inform employees on matters including conflict of interest, global data privacy and anti-bribery and corruption.

NAVEX ESG

The successful implementation of a holistic view on ethics, through multiple NAVEX products, prompted Castolin Eutectic to broaden its suite of services with NAVEX ESG. The creation of ESG frameworks such as CDP, SASB and GRIC are currently underway as the business commitments to making ESG part of the business strategy, culture, and daily operations.

Thanks to existing relationships in the Castolin Eutectic senior team and NAVEX account managers, who worked closely with Castolin Eutectic, not only does the business now meet compliance requirements across the world, but it has also received an overall cost advantage, topped with an incredibly positive experience.

Berthold G. Jansen, Global Chief Human Resources Officer at Castolin Eutectic: "Castolin Eutectic is proud to work with such a fantastic company – as a customer and as a client – the experience has been brilliant. The team we've worked with has provided excellent expertise and guidance, as well as products that deliver exactly what we need and beyond. It's not easy to find a true partner that feels like an extension of our team – but we are now working with NAVEX on several more programmes and look forward to a continued, long-term relationship."

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NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programmes and foster ethical workplace cultures.

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