

NAVEX Customer Success Story

Castolin Eutectic builds a holistic compliance strategy with NAVEX

“With NAVEX, our journey towards a holistic compliance strategy has empowered us to modernize our governance and prepare for the future with confidence.”

Berthold G. Jansen

Global Chief People & Compliance Officer



Highlights



Industry

Maintenance and repair technology



Employees

1600+



Challenge

Establish and evolve a holistic compliance strategy to meet global regulations and support sustainability efforts.



Outcome

Castolin Eutectic modernized its compliance strategy and achieved key ESG milestones, empowering employees and aligning with global regulations.

Solution

NAVEX One®

Whistleblowing & Incident Management

Code of Conduct

Ethics & Compliance Training

Environmental, Social & Governance

About Castolin Eutectic

Castolin Eutectic provides advanced maintenance, repair, and wear protection solutions worldwide. With extensive expertise and a deep understanding of industrial applications, Castolin Eutectic delivers tailored products and establishes long-term partnerships in surface protection, repair, and specialized joining. The international team of over 400 skilled application specialists collaborates closely with clients to extend the lifetime of critical assets, equipment longevity, and operational uptime.

With nearly 120 years of experience, Castolin Eutectic has a long legacy of innovation in welding, brazing, and thermal spraying technologies. Originating as a family-owned business, it has grown into a global leader, while maintaining its industry expertise, people-focused approach, and commitment to sustainability. Trusted worldwide by approximately 40,000 customers, Castolin Eutectic serves millions of industrial users across more than 50 heavy-duty and wear-intensive sectors.

Challenge

The company needed to transition from the former family-owned structure to a global compliance framework that included modernizing its Code of Conduct, adhering to the EU Whistleblowing Directive, and establishing a sustainability framework under its ESG program. The company emphasized a “people-centric strategy” to empower its employees and stakeholders through accessible training, transparent reporting channels, and a focus on ethical governance.

Outcome

Castolin Eutectic’s partnered with NAVEX helped achieve a comprehensive compliance and ESG strategy, leveraging the following solutions:

- **Code of Conduct modernization:** The “Our Team – Our Commitment” code is continuously updated to reflect global regulations and is the foundation of the company’s corporate governance and ethical standards.
- **Whistleblowing and incident management:** To comply with the EU whistleblowing directive, NAVEX One, a secure, anonymous reporting system was implemented across multiple regions. The helpline fosters trust and transparency within the organization.
- **Ethics and compliance training:** Annual compliance learning content covering Global Workplace Harassment, Anti-Bribery, and Code of Conduct, delivered via the NAVEX One platform with an impressive 95% completion rate.
- **ESG for sustainability goals:** NAVEX One ESG enables Castolin Eutectic to track and report on environmental metrics, including greenhouse gas emissions, helping the company transition to green energy solutions.





Whistleblowing & Incident Management

Build, measure, and grow your speak-up program to foster trust, shared responsibility, and the highest standards of ethical conduct with NAVEX's industry leading whistleblowing and incident management software.



Code of Conduct

Share your organization's values with employees and third-parties to demonstrate your commitment to ethics and compliance. Your Code is your cultural North Star, and with the NAVEX Code of Conduct solution, we help you craft this essential document into an easily accessible and comprehensive resource for your team.



Ethics & Compliance Training

Strengthen organizational culture, meet legal requirements and inspire behavior change by deploying online ethics and compliance training. Our robust library of courses set the industry standard for quality.



Environmental, Social & Governance

Track and consolidate essential ESG metrics to help organize data from across your enterprise for disclosure.

To learn more about what NAVEX offers or to schedule a demo, please visit www.navex.com or call us at U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.

Results

Modernized governance structure: The updated Code of Conduct reflects global standards, ensuring a forward-thinking governance framework that aligns with evolving compliance requirements. Employees can easily access the code of conduct right where they submit their reports, making it simple and clear to understand guidelines and expectations.

Employee empowerment and training success: Castolin Eutectic achieved a 95% training completion rate in key compliance areas, reinforcing a people-centric approach prioritizing ethical behavior, safety, and data privacy.

Effective whistleblowing and incident management: The NAVEX One EthicsPoint Helpline allowed employees to report concerns with confidence, and the helpline's built-in translation services enabled timely investigations across different regions and languages.

ESG milestones achieved: Castolin Eutectic leveraged NAVEX One ESG to collect and manage environmental and social data, with 42% of global energy consumption now derived from green energy sources. This positions the company on a clear path towards achieving its long-term sustainability goals in alignment with the EU Corporate Sustainability Reporting Directive (CSRD).

Future goals

Looking ahead to 2030, Castolin Eutectic aims to achieve carbon-neutral operations, integrate circular economy practices, and uphold the highest governance and compliance standards. The company will continue to update its Code of Ethics, further develop its sustainability strategy, and publish transparent statements on its ESG progress. These efforts are integral to the company's vision of maintaining a positive environmental and social impact while fostering a diverse, equitable, and inclusive workplace.

Berthold G. Jansen, Global Chief People & Compliance Officer

"NAVEX has been a key partner in our transformation towards a holistic compliance and ESG strategy. Their tools have empowered us to align with global standards, elevate our Code of Conduct, and engage our employees in meaningful, people-centric ways. We look forward to continuing our journey with NAVEX, knowing we have a trusted partner to help us achieve our compliance and sustainability goals."

WWW.NAVEX.COM | info@navex.com | U.S. +1866 297 0224 | EMEA +44 (0) 20 8939 1650

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