

EURHO-GR® Framework Version: 2013

EURHO-GR® is the only European CSR framework specifically designed by and for public and social housing providers. It aims at helping them implement and monitor their CSR, and report on their global performance, through quantitative and qualitative indicators.

Developed by housing providers, together with key sector stakeholders, EURHO-GR® covers the main dimensions of CSR: Society, Environment, Economy, Governance, and Human Resources. It is structured around 5 main themes, sub-divided into 12 sub-themes.



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EURHO-GR®: A GLOBAL OVERVIEW

In addition to the 5 main themes, key indicators on the company's profile help analyse its performance, according to its main characteristics.

Theme	Sub-theme	Core common issues	
Key Indicators		0.1	Housing stock
		0.2	Rental rates
		0.3	Turnover
		0.4	Number of staff

Promoting local social sustainability	SOC1. Contributing to the local housing supply and living environment	S1	Change in rental supply
		S2	Housing supply suited to the needs of the disabled and elderly
	SOC2. Social responsibility as a housing provider: responding to residents' housing needs and expectations	S3	Rental rates
		S4	Running costs
		S5	Tenant turnover
		S6	Social support and prevention of evictions
	SOC3. Contributing to social mix and local social development	S7	Support to urban regeneration and neighborhood projects

Protecting the environment	ENV1. Limiting the environmental impact of the housing stock and its occupation	E1	Energy performance and GHG emissions of the stock
		E2	Use of renewable energy
	ENV2. Limiting the impacts of the organization's production and functioning practices	E3	CO2 emissions caused by work-related car travel



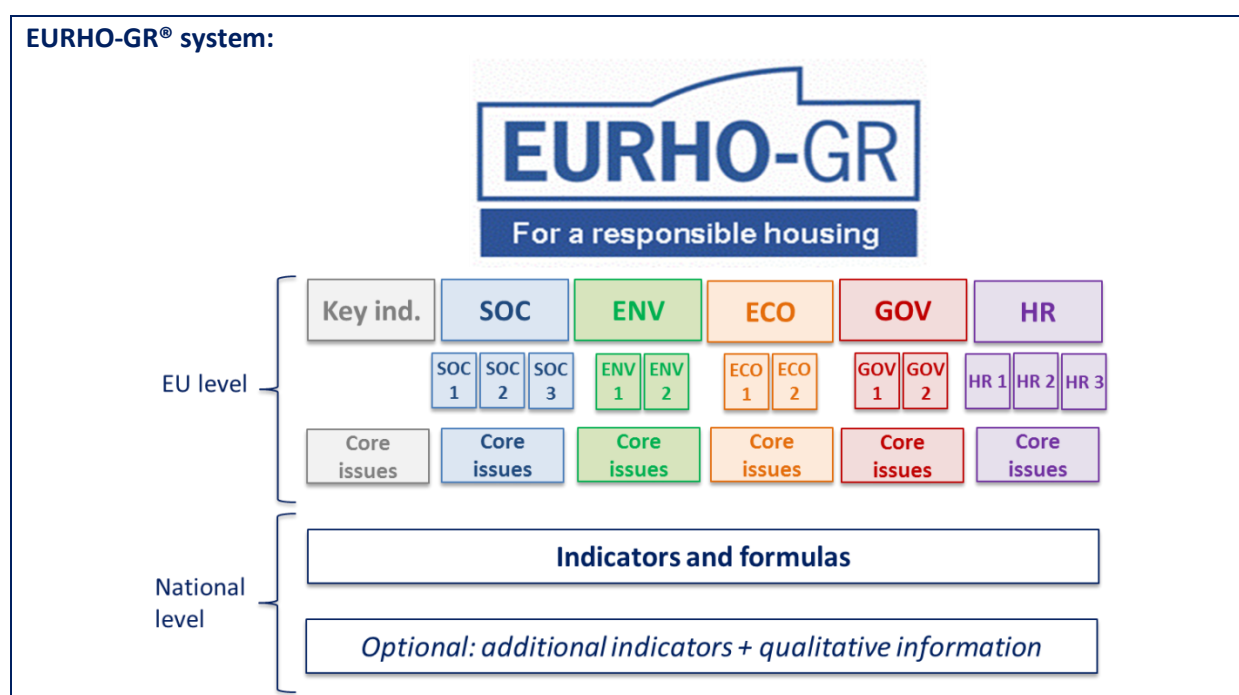
Supporting economic sustainability	ECO1. Sustainability and development of the organization and its housing stock	EC1	Ordinary maintenance expenditure
		EC2	Average annual investment in the stock
		EC3	Vacancy rates
	ECO2. Contribution to responsible and sustainable economic development	EC4	Breakdown of expenditure by type of stakeholders

Good governance and relations with stakeholders	GOV1. Responsible decision-making and management system	G1	Gender balance in decision-making positions
	GOV2. Relations to stakeholders and consideration for their interests	G2	Residents' satisfaction monitoring
		G3	Staff's satisfaction monitoring

Responsible human resources management	HR1. Equal access and employment conditions	HR1	Type of contracts
		HR2	Breakdown by age and gender
		HR3	Specific employment
		HR4	Wages
	HR2. Employability and career development	HR5	Training
	HR3. Employees' health and well-being	HR6	Absenteeism



EURHO-GR® consists in a common structure and core common issues for all users across Europe. This common basis translates into national reporting frameworks, with precise indicators and calculation formulas taking into account country specificities.



To get more information on the national EURHO-GR® reporting framework and tools in your country, please contact your national EURHO-GR® focal point. If you are located in another country than the ones listed below, please contact the European focal point.

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