

| <b>Business Working Responsibly</b>                    | <b>What it examines</b>  |
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| <b>CR/Sustainability Governance Section</b>            | <p>The Corporate Responsibility (CR)/Sustainability Governance area of corporate responsibility relates to overseeing the management of responsible and/or sustainable business practices.</p> <p>A fundamental aspect of this is to involve stakeholders in identifying the most material areas that responsible/sustainable activities should address and putting structures in place to do so. Leading businesses also communicate the impact of their responsible/sustainable practices with stakeholders. Furthermore, leading organisations ensure that they continually involve interested parties in key developments as the basis of continued productive relations.</p>  |
| 1. Corporate Responsibility/ Sustainability Governance | <p>The existence of policies in relation to responsible and sustainable practices; commitment to continuous improvement and to leadership by management. Analysis and the development and implementation of plans to address the most relevant issues; policies that outline commitment; respect and adherence to rule of law, to ILO principles and human rights, ethical business conduct policies and practices; recognised reporting, compliance and due diligence in relation to human rights; communication of performance internally and externally; assessment or success of these policies and practices; identification of positive impacts. How the organisation demonstrates commitment and leadership in all these areas.</p> |
| 2. Stakeholder Engagement                              | <p>The existence of policies in relation to stakeholder engagement; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues in engagement practices; the roll out of inclusive, timely and material engagement with stakeholders including relevant training and supports; impact or success of these policies and practices and how this information is fed back into policies and practices. How management demonstrates commitment and leadership in all these areas.</p>  |

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| <b>Workplace Section</b>                                | Conditions of employment and your workplace environment are essential factors in the success of your business activity. Skilled and motivated employees deliver productivity, customer service and innovation. Overall, they can enhance corporate image and reputation. Corporate responsibility and sustainable practices in the workplace are centred on your organisation's policy and on the practices that affect its employees. External factors such as current legislation, trade unions and the local community also play an important role in establishing working conditions, pay and benefits and job creation.  |
| 3. Employee Communication                               | The existence of policies in relation to communication with employee; practices that seek continuous improvement; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; training for management; the promotion of two-way, extensive communications channels for listening to and communicating with employees; management of employee feedback; whistleblowing processes; assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.   |
| 4. Occupational Health & Safety and Employee Well-Being | The existence of safety policies and health and safety management systems with specific reference to mental health and stress; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; health and safety committee and its composition; the availability and range of health, safety and well-being programmes to employees, contractors; preventative and reactive measures; the creation of a culture of safety; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas. |
| 5. Learning and Development                             | The existence of employee training policies and how they link with business strategy; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; the availability of all these facilities to all employees; what training and development programmes cover (including sustainability knowledge); how training and development is delivered; The assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.   |

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| 6. Diversity and Inclusion              | The existence of policies in relation to diversity and inclusion; what specifically those policies cover; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; managing diversity in recruitment and progression; raising manager and employee awareness; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.           |
| 7. Fairness and Transparency of Rewards | The existence of policies in relation to fair and transparent pay, benefits and compensation; demonstrated commitment and leadership of management in relation to these policies and practices; analysis and the development and implementation of plans to address the most relevant issues; the percentage of staff that are non-permanent; non-financial recognition for staff; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas. |
| 8. Organisational Change Management     | The existence of policies in relation to communication and consultation with employee in relation to workplace change; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; supports for employees during change; management training; consultation on change; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.      |
| 9. Flexible Working                     | The existence of policies in relation to work-life balance practices; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; the nature, extent and availability of flexible employment practices; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.  |

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| <p><b>Marketplace Section</b></p>            | <p>Corporate responsibility and sustainability in the marketplace is centred upon the way management seeks to develop the organisation’s products and services, and the relationships it has with its customers, business partners and suppliers. Providing evidence of excellence in sustainable business practice can mitigate a myriad of risks, protect the brand and enhance the organisation’s reputation. It can also bring an increased market share and improved investor confidence.</p> <p>Ideally, management would consult with customers, engage them and listen to their needs at all points where they encounter the organisation. This includes accepting that customers have a role in helping to continually develop better products and services.</p> <p>Equally, engaging and working with your chain of supply can reduce risk and ensure that quality standards are implemented at all levels, from material sourcing to product disposal and throughout service delivery.</p> |
| <p>10. Sustainable Procurement</p>           | <p>The existence of policies and procedures for supplier assessment; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; training for relevant employees; practices to assess risk in tiers of the supply chain on environment, human rights, provenance and long-term value; supplier information channels and training; the support of diverse local suppliers; ethical dealings with suppliers; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.</p>   |
| <p>11. Responsible Products and Services</p> | <p>The existence of policies relating to the incorporation of social and environmental trends into products and services; commitment to continuous improvement and to leadership by management; training for relevant employees; research and monitoring relevant issues; analysis and the development and implementation of plans to address the most relevant issues; customer awareness; product recall or service breakdown procedures; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.</p>  |

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| <p>12. Responsible information and promotion on Products and Services</p> | <p>The existence of policies in relation to product/service information and promotion integrity; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; internal approval procedures to ensure guidelines and compliance with same; employee and agency training on such policies; use of external 'plain english' standards or codes; customer advice on product or service use and disposal; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.</p> |
| <p>13. Customer Relationships</p>   | <p>The existence of a customer charter and policies for customer engagement; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; employee training; data protection; provision for diverse customers; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.</p>   |

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| <b>Environment Section</b>                          | <p>The environment area of corporate responsibility and sustainability refers to how an organisation manages its impact on the environment. A responsible organisation should demonstrate a long-term commitment to reducing or eliminating any harmful impacts that its activities have on the environment. Where possible, it should seek to improve the environment, both locally and at a broader level, through its supply chain and the use of its products or services.</p> <p>The main areas of environmental impact associated with business activity include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Inefficient and unsustainable use of natural resources such as fossil fuels, water, metals and minerals.</li> <li><input type="checkbox"/> Climate Change</li> <li><input type="checkbox"/> Pollution of air, water and ground</li> <li><input type="checkbox"/> Long-term effects of the use of hazardous chemicals</li> <li><input type="checkbox"/> Loss of biodiversity</li> <li><input type="checkbox"/> High level of waste generation and hazardous waste</li> </ul> <p>Although legislation and standards are in place to reduce these environmental impacts, companies can voluntarily exercise responsibility to improve efficiency and reduce negative environmental impact. Also, there are significant economic benefits from measures to reduce energy consumption and waste generation.</p> |
| 14. Carbon Management and Climate Change Adaptation | Policies on the measurement of carbon footprint in keeping with international standards; commitment to continuous improvement and to leadership by management on reduction targets and adaption to the impacts of climate change; identification of carbon emissions sources, areas for improvement, plan to address; identify risks of climate change, areas for improvement, plans; internal awareness raising activities; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.  |
| 15. Energy Management                               | Policies on energy efficiency; commitment to continuous improvement and to leadership by management; identification of energy usage, areas for improvement, plan to address; internal awareness raising activities; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.   |

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| 16. Sustainable Transport and Travel    | Policies regarding responsible transport and travel; commitment to continuous improvement and to leadership by management; identification of transport and travel usage, areas for improvement, plans to address; internal awareness raising activities; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.  |
| 17. Pollution Prevention                | The existence of policies on the prevention of pollutants; commitment to continuous improvement and to leadership by management; the processes to identify, measure and reduce sources of pollution; internal awareness raising activities and consultation with local communities; accident prevention and preparedness; the assessment, impact or success of these policies and practices and how this information is fed back into policies and practices. How management demonstrates commitment and leadership in all these areas.  |
| 18. Waste Management                    | The existence of waste management policies to prioritise waste avoidance, reduction, reuse and recycling; commitment to continuous improvement and to leadership by management; processes to identify, measure and reduce waste; internal awareness raising activities; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.   |
| 19. Biodiversity and Ecosystem Services | The existence of policies to manage and continually improve biodiversity; practices that establish objectives and responsibility in this area; commitment to continuous improvement and to leadership by management; the identification of important ecosystem service at local and internal level; activities to reduce and offset potential adverse impacts; internal awareness raising activities; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas. |
| 20. Water Management                    | Policies regarding water management; commitment to continuous improvement and to leadership by management; practices that establish objectives and responsibility in this area; identification of water usage, areas for improvement, plan to address; internal awareness raising activities; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.   |

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| <p><b>Community Section</b></p>   | <p>'Community' can refer to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> a residential or other social settlement located close to an organisation's sites or within the area impacted by its activities, or</li> <li><input type="checkbox"/> a group of people with particular characteristics in common, for instance a 'virtual' community concerned with a particular issue.</li> </ul> <p>The area and the community members affected by the organisation's impacts will depend on the context and especially upon the size and nature of those impacts.</p> <p>There is a clear connection between a healthy and successful organisation and the well-being of its community. Many organisations are an integral part of their community and have an active involvement with relevant topics. These enterprises enjoy benefits such as:</p> <ul style="list-style-type: none"> <li>• Increased customer recognition and esteem</li> <li>• Enhanced organisation reputation</li> <li>• Improved employee recruitment and retention</li> <li>• Valuable networking and links with other enterprises</li> </ul> <p>Support can include anything that benefits the community at large, such as philanthropy or providing employee time and expertise. It might cover participation in community or voluntary organisations, social enterprises or schools or cultural initiatives. Being positively engaged in the community can help your organisation identify new markets, customers or business opportunities establish the organisation's integrity and enhance its public reputation and brand image.</p> |
| <p>21. Employee Participation</p> | <p>The existence of policies to encourage and support employee engagement and volunteering; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues in managing employee volunteering; methods of identifying relevant volunteering partners; supports or provisions for employee involvement; different ways of giving to communities; the assessment or success of these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.</p>  |
| <p>22. Corporate Giving</p>       | <p>The existence of a policy in relation to charitable and / or philanthropic donations; commitment to continuous improvement and to leadership by management; analysis and the development and implementation of plans to address the most relevant issues; methods of identifying relevant corporate giving; selection of specific issues or themes; types of corporate giving; the assessment or success of</p>   |

these policies and practices; identification of positive impacts; communication of performance internally and externally. How the organisation demonstrates commitment and leadership in all these areas.