

# Arabia Corporate Social Responsibility Awards 2009

## 1. Section A - General Information

\* 1. Name of the Organization

\* 2. Contact Person & Designation

\* 3. Address

\* 4. Telephone

\* 5. Fax

\* 6. E-mail

7. Website

\* 8. Size of company (based on number of employees including agency & average number of contract workers)

Small (up to 99 employees)

Medium (100 to 499 employees)

Large (over 500 employees)

9. Your company is :

Multinational

Government wholly owned

Private Sector wholly owned

A joint venture between government and private sector

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## \* 10. Economic sector/type of activity

Manufacturing

Technology

Service

Retail

Oil & Gas

Construction

Other (please specify)

## 11. Annual Turnover of your company in USD for the past three years: (Optional)

## 2. Section B - Policies and Principles

12. CSR is defined as treating all key stakeholders in a responsible manner. Do you do this?

Yes

More or less

Not at all

13. Does your company have a code of ethics, or a code of business, or a set of company values that is publicly available? If Yes, please provide copies.

Yes

No

14. If yes, is it distributed to your key stakeholders (e.g. Board, shareholders, employees, suppliers, clients)?

Yes

No

15. Does any of the following information, if available, go beyond legal requirements?

	Yes	No
Code of Ethics	<input type="checkbox"/>	<input type="checkbox"/>
Statement of values	<input type="checkbox"/>	<input type="checkbox"/>
Financial reports	<input type="checkbox"/>	<input type="checkbox"/>

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16. Is there a regular internal requirement for environmental/social reporting to the board of directors, or senior management?

Yes

No

17. Which of the following media are used to publicize your environmental, social and economic (CSR) activities?

Print

Radio

TV advertisements

Web site

18. What, according to you, is CSR about?

	Yes	No
Philanthropy/charitable giving	<input type="checkbox"/>	<input type="checkbox"/>
Preserving the environment	<input type="checkbox"/>	<input type="checkbox"/>
Economic benefits for all stakeholders, and not just shareholders	<input type="checkbox"/>	<input type="checkbox"/>
Contribution to the local community	<input type="checkbox"/>	<input type="checkbox"/>

19. Do you think that Corporate Social Responsibility will become increasingly important to your organization over the next 5 years?

Strongly agree

Tend to agree

Disagree

20. Given the current economic downturn situation, do you think your company's CSR activities will be affected?

Yes

No

Please elaborate:

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21. Do you employ the services of any external CSR/Sustainability experts or consultants?

Yes

No

## 3. Section C - Processes

22. Do you provide training for management and staff on Corporate Social Responsibility? If yes, please provide a copy of your latest report.

Yes

No

23. Do you publish an annual CSR/ Sustainability report?

Yes

No

24. If you have a Social/Environmental/CSR/Sustainability Report, has it been assured by an independent organisation? (If yes, please give details of assurance provider).

Yes

No

Details of Assurance Provider:

25. When developing business strategy, is CSR seen as a tool for achieving strategic goals and objectives?

Yes, fully

Somewhat

Not at all

26. What medium do you use to communicate your CSR as part of your business strategy through out your organization?

Regular staff meetings

Executive and Management Committee Meetings

Special events

Individual meetings with relevant personnel

Others (please specify)

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27. Does your company have a CSR policy in the country/countries that you operate in the region? (If yes, please provide a copy).

Yes

No

28. Do you have policies on the following issues for the region? (If yes, please provide copies)

Governance

Environment

Health & Safety

Ethics

Employee satisfaction

Others (please specify)

29. Do you have long-term target and goals for your CSR? If yes, please give us details in one page sheet.

Yes

No

30. Have these policies been reviewed and approved by the Board?

Yes

No

31. Have you set specific goals, objectives and targets to drive CSR in your company for this year? (Please give details and provide copies of the targets).

Yes

No

32. Which of the following resources are allocated to CSR activities in your company? (Tick which ones)

Separate budget

Separate personnel

Separate department

Individual accountable for CSR at board or senior management

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33. Do you apply any of the following international standards and guidelines in CSR reporting? (Tick which ones)

- AA1000
- SA8000
- EMAS
- Global Compact
- Global Reporting Initiative
- None

34. Do you have any recognition/incentive/review mechanisms for your employees on CSR or related activities?

- Yes
- No

35. Do you have any complaint and redress mechanisms in your company?

- Yes
- No

36. Do you have any company policy to offer employment opportunities specifically to nationals of the countries in which you operate? (If yes, please provide copies)

- Yes
- No

37. Does your company have a stated policy on management of gender and cultural diversity at the workplace? (If yes, please provide copies)

- Yes
- No

38. Does your company have any stated policy to uphold human rights, and avoidance of forced or compulsory labour or child labour? (If yes, please provide copies)

- Yes
- No

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39. Does your employment policy have clear stated stipulations on dealing with women and the disabled? (If yes, please provide copies)

Yes

No

40. Does your company offer any of the following (please tick all applicable options):

Healthy and safe working environment

Health care

Childcare

Setting levels of wages and hours of work

Redeployment and redundancy

Minimum Wage

41. Have you developed any mentoring scheme for CSR in your operating country / countries or industry sector, resulting in capacity building of suppliers / partners / associates/ clients/youth or community? If Yes, please give details on a separate sheet.

Yes

No

42. Do you save resources in your company's business actions e.g. energy saving (turning machines off when not in use), prevention of excess use of water, reduction in the amount of resources / raw materials?

Everytime

Very often

Sometimes

No

43. Does your organization take steps to minimize or reduce potential pollution from your processes / products (e.g emissions through heating / manufacturing process/ through waste management / ROHS /oil spills etc?)

Yes

No

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44. Do you have a recycling program within your organization? If yes, please tick the ones that are applicable.

- Paper
- Plastic
- Glass
- Toners
- Aluminium
- Metal
- E-Waste
- Waste Wood
- Waste water
- Waste Oil

45. Do your customers require you to engage in environmentally and / or socially responsible actions?

- Yes, always
- Yes, sometimes
- No

46. Do you have any of the following measures in your company: (tick ones that are applicable )

- Advice and support on responsible use of products
- Consumer/customer advice/literature
- Customer complaints
- Take back policy or after use recycling scheme
- Anonymous whistle blowing procedure

47. Do you apply benchmarking techniques to your CSR practice?

- Yes
- No

(If yes, please elaborate)

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48. Do you actively support / are involved in social issues relevant to the local community (education, welfare or healthcare) because they might be relevant to your company?

Yes

No

49. How do you communicate or engage with your stakeholders to receive their comments on your company's CSR initiatives? Please indicate the relevant methods

	Yes	No
Direct mail/email	€	€
Via your website	€	€
Group meetings	€	€
Trained customer service staff	€	€
Grievance mechanism	€	€
Confidential Hotline	€	€
Others (please specify)		
<input type="text"/>		

50. If you answered yes to the above question, how often do you engage with the stakeholders?

Direct mail/email	<input type="text"/>
Via your website	<input type="text"/>
Group Meetings	<input type="text"/>
Trained customer service staff	<input type="text"/>
Grievance mechanism	<input type="text"/>
Confidential Hotline	<input type="text"/>
Others - Please specify the activity and then the timeline	<input type="text"/>

51. As compared to peer business organizations, please tick the option that your organization outperforms the others in.

	Better	Comparable	Worse
Salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pension	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance bonus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 4. Section D - Products

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52. Do you take any steps to minimize the impact of your product on the environment? (If yes, please elaborate)

Yes

No

Please elaborate:

53. Does your company have any incident related to the product safety for the past 12 months? If yes, please give us details on how you handled the issue.

Yes

No

Please elaborate

54. Do you implement/promote CSR in your supply chain? (If Yes, please elaborate)

Yes

No

Please elaborate

55. Do you use any social/fair trade/eco labels on your products? If yes, which ones?

Yes

No

Name of Social/ Fair trade/Eco label:

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56. Has your organization developed any environmentally friendly products/ services/ processes? If Yes. Please elaborate.

Yes

No

Please elaborate:

## 5. Section E - Performance

57. Do you apply performance measurement mechanisms/tools to measure social performance?

Yes

No

If yes, please describe:

58. Do you apply performance measurement mechanisms to measure environmental performance?

Yes

No

If yes, please describe:

59. Do you apply performance measurement mechanisms to measure health and safety performance?

Yes

No

If yes, please describe:

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60. Has your company been involved in any confrontation or disagreements with stakeholders in the last twelve months? If yes, describe it and how the company handled the issue.

Yes

No

Please elaborate:

61. Has your company been involved in any environmental spills, leakages, pollution etc in the last twelve months? If yes, describe it and how the company handled the issue.

Yes

No

Please describe:

62. Has your organization initiated a noteworthy CSR initiative? If yes, please give details on a separate sheet.

Yes

No

Please elaborate:

## 6. Supplementary Information

The following questions will not be evaluated for scoring, but is nonetheless essential to get an overall summary of your company and will assist Emirates Environmental Group in building up a CSR database and model for the region.

63. According to your organization, what benefits does CSR bring?

- Reputation/ Image Building
- Transparency
- Contribution to social development
- Long term sustainability
- Others
- No visible impact
- Have not evaluated any possible benefits

Others (please specify)

64. What are the key issues currently facing your business?

- Human Rights
- Labour Standards
- Environment
- Anti-corruption

Others (please specify)

65. Which stakeholder groups are concerned with the issues you mention in the above question?