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ARABIA  
CORPORATE  
SOCIAL  
RESPONSIBILITY  
AWARDS

## Arabia Corporate Social Responsibility Awards 2018

## APPLICATION GUIDELINES

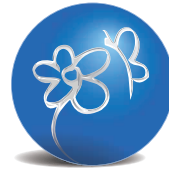


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ARABIA  
CORPORATE  
SOCIAL  
RESPONSIBILITY  
AWARDS

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الشبكة العربية للمسؤولية  
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Arabia CSR Network®

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## 1. INTRODUCTION TO THE ARABIA CSR AWARDS

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The Arabia CSR Network is honoured to present to you the Arabia CSR Awards 2018. Established in 2008, the Arabia CSR Awards is the most prestigious corporate social responsibility (CSR) and sustainability related accolade in the Arab region.

Every year, the Arabia CSR Awards screens the applications of hundreds of applying entities that seek to be a part of the sustainability journey in the Arab world. Those entities that best exhibit strong values and commitment towards sustainability, corporate responsibility, social accountability, stakeholder inclusiveness and other such aspects of business ethics are awarded and recognized on a regional platform and showcased at the global level.

The Arabia CSR Awards honours and showcases those organizations in the GCC, Levant and North Africa region that demonstrate a clear strategy and effective implementation of CSR. In the past ten Awards cycles, the Arabia CSR Network has received close to a thousand registered applications from nearly 800 organizations from 13 countries in the Arab world. It has also attracted applications from 31 industries and business sectors.

This is indicative of the value that the Arabia CSR Awards provides to businesses in the region; after all it is not just the award or the accolade, but also the application process of self-evaluation and assessment that helps companies understand how they can improve their performance to become more sustainable and have a positive impact on society and the environment.

We welcome you to the eleventh cycle of the Arabia CSR Awards and strongly encourage your organisation to compete in this healthy and useful competition for sustainable development.

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## 2. DETAILS OF THE ARABIA CSR AWARDS 2018

Businesses stand to gain significantly from greater levels of sustainability and accountability; more efficient use of resources; better workplace standards and practices; increase in productivity; higher levels of trust & transparency; and improved social dialogue. This belief is the cornerstone of the Arabia CSR Awards and its objective to highlight CSR best practices in the Arab world.

The Arabia CSR Awards 2018 strives to achieve much more than simply recognize positive past performance. This year's Awards cycle aims to assist organizations in the process of self-assessing their sustainability strategy, performance and vision. It also aims to stimulate broad exchange of ideas and best practices in CSR in the Arab world to identify regional models for CSR excellence.

## 2.1. Dates & deadlines

17 January 2018	Press Conference Launch of Arabia CSR Awards 2018 in Dubai, UAE Registrations are open for the 11 <sup>th</sup> Cycle
10 April 2018	Arabia CSR Awards 2018 Clinic – A workshop to assist applying organisations and those interested to apply
15 June 2018, 17:00 UAE time	Deadline to submit the Awards application. <ul style="list-style-type: none"> <li>Please note that late submissions will result in a deduction of one point per day from the total application score given by the ACSRA 2018 Jury</li> <li>Registration Fees are nonrefundable.</li> </ul>
17 July – 30 August 2018	Review of applications by ACSRA Jury Panel
9 September 2018	Judges meeting to deliberate on the final scorings
2 <sup>nd</sup> week of September 2018	Announcement of short-listed organizations
3 October 2018	Arabia CSR Awards Ceremony (Announcement of winners in a dinner ceremony)

## 2.2. Terms & Conditions

By completing the registration process, you accept and agree to all the Arabia CSR Awards 2018 guidelines and Online Questionnaire terms & conditions set forth here.

These terms of use give you important obligations. You agree to the following responsibilities:

1. Accurate registration details of an accountable officer of your organisation
2. Submission of a true and accurate username and email address
3. Submission of true and accurate information/data of your organisation
4. Saving data as and when it is updated, the Arabia CSR Network will not be responsible for any loss of data not saved
5. Full responsibility of ensuring that the information/data is checked prior to submission
6. Full responsibility that your organization's entire Arabia CSR Awards 2018 entry is submitted on or before 15<sup>th</sup> June 2018, 17:00 Hour UAE time. This includes the completed online questionnaire, supporting materials (please refer to the section titled 'Supporting Material' in this document for more details on this), application process feedback form and entry fee.
7. Late submission will result in a deduction of one point per day from the total application score given by the ACSRA 2018 Jury unless an extension of the deadline has been officially granted to the applicant by the Arabia CSR Network.

## 2.3. Categories

The Arabia CSR Awards has something to offer for every organisation, be it a private business, a social entrepreneurship or a government institution.

Organisations may be considered for one of the first five categories according to their profile.

If an organisation chooses to apply in one of the sector-specific categories then it will not be able to apply in any of the first four categories.

Organisations can apply in the sixth category along with their main application according to size or sector, which will have its own questionnaire that will need to be filled out separately. Organisations can also apply only to the sixth category without applying to a size or sector based category.

The categories for the Arabia CSR Awards 2018 are:

1. **Small-sized enterprises:** Private organisations with less than 99 employees will be considered for this category.
2. **Medium-sized enterprises:** Private organisations between 100 and 499 employees will be considered for this category.
3. **Large-sized enterprises:** Private organisations with more than 500 employees will be considered for this category.
4. **Public sector organisations / departments:** Government departments and public sector authorities (of any size) that provide non-commercial services will be considered for this category.
5. **Best New Business:** Private organisations that have been established for less than 3 years (of any size) will be considered for this category.
6. **Partnerships and Collaborations:** Government/Private organisations may apply for this category for a social and/ or environmental Partnership or Collaboration (Program/Project/Initiative) jointly with one or more NGO/CSO/NPO and government/private organization.
7. **Social Enterprise:** Organisations that engage in business operations to generate revenue primarily to serve social, environmental purposes will be considered for this category.
8. **Energy: Private,** Public and jointly owned commercial enterprises that operate in the production, refining and supply of energy will be considered for this category.
9. **Financial Services:** Commercial Banks, Investment Banks, Brokerage firms, Insurance companies, Financial Institutions, Financial Consultancies, Equity Firms and any organisation related to the financial Sector will be considered for this category.
10. **Hospitality:** Organisations in the hospitality sector including hotel chains, hotels and lodging, and cruise line will be considered for this category.
11. **Construction:** Organisations engaged in preparation of land and construction, alteration and repair of buildings, structures, and other real property will be considered for this category.
12. **Healthcare:** Hospital, clinics, practices and other private, public, and voluntary organizations that provide diagnostic, preventive, remedial, and therapeutic services.

### *Preconditions for applying to the Partnerships and Collaborations:*

1. The Partnership or Collaboration (Program/Project/Initiative) is undertaken in the Arab region (GCC, Levant, North Africa).
2. The Partnership or Collaboration (Program/Project/Initiative) involves at least one Non-Government Organisation (NGO) or Civil Society Organisation (CSO).
3. If the project was implemented by a number of private corporate organizations in cooperation with one or more NGOs, then only the lead corporation is eligible to apply.

### Abbreviations:

\*NGO-Non Government Organisation, \*NPO-Not for Profit Organisation, \*CSO-Civil Society Organisation

## 2.4. Eligibility

The Arabia CSR Awards – in their respective categories – are open to all organizations that are operating in the GCC, Levant and North Africa region who are implementing CSR and Sustainability practices. Past Arabia CSR Awards winners are encouraged to participate again. Multinational enterprises that are not headquartered in the Arab region but have their subsidiaries operating in the Arab region will only be eligible for participation provided that a CSR/sustainability management structure exists in the GCC, Levant and North Africa region and if the entry can identify policies and practices specific to the Arabic speaking countries. The Arabia CSR Network reserves the right to reject and categorize entries as they deem necessary.

## 2.5. Entry fees

All applying organisations have to make the payment in full to receive the username and password to access their online application. The entry fee has to be paid in full by all applying organisations regardless of the Award category they are applying to. The fee is to be paid after the registration form has been filled out and submitted online

The entry fee for large-size enterprises, i.e. more than 500 full-time staff including office staff and labour (private or government) is **AED 3,500.00 (Excluding VAT)**

The entry fee for medium-size enterprises, i.e. between 100 and 499 full-time staff including office staff and labour (private or government) is **AED 2,500.00 (Excluding VAT)**

The entry fee for small-size enterprises, i.e. below 99 full-time staff including office staff and labour (private or government) is **AED 1,500.00 (Excluding VAT)**

The entry fee for Partnerships & Collaborations is **AED 1,500.00 (Excluding VAT)** for organisations that are applying solely in this particular category and no other. For those organisations that are also applying in any one of the main categories, i.e. size based category or sector based; they will be exempt from paying the fee for the Partnerships & Collaborations.

The entry fee for any of the Sector based categories, i.e. Social Enterprise, Financial Services, Energy, Healthcare, Hospitality and Construction will be based on the size of the applying organisation and the relevant fee mentioned as per the size (Large, Medium or Small).

*The entry fee is payable by cheque or bank transfer to the Arabia CSR Network. Entry fees are non-refundable.*

Name of the bank	Commercial Bank
Branch	Jumeirah Branch
Account number	<b>1001158383</b>
IBAN	<b>AE730230000001001158383</b>
Sort code	119592
Name of organization	Arabia CSR Network
Bank branch code	04
Bank swift code	CBDUAEAD

### *Cancellation Policy*

Since Arabia CSR Network will incur losses if a registration/booking has been cancelled, there is a cancellation fee that is applicable. The registered organisation will have to inform by written notification (mail/fax/email from the 'lead name' on the registration/booking form) and the following cancellation charges will apply according to the period within which the cancellation is being made:

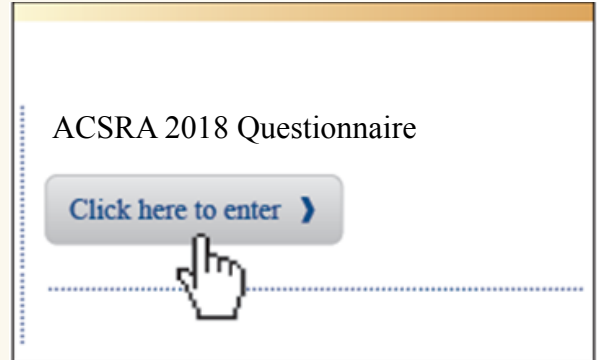
Period within which cancellation notification is received by Arabia CSR Network	Cancellation fees in percentage (%) of total registration fee/ booking price
More than 30 days from June 15 <sup>th</sup> , 2018	No cancellation fees
29-15 days from June 15 <sup>th</sup> , 2018	25%
14-7 days from June 15 <sup>th</sup> , 2018	50%
Less than 7 days from June 15 <sup>th</sup> , 2018	100%



### 3. THE NINE STEP APPLICATION PROCESS TO THE ARABIA CSR AWARDS 2018



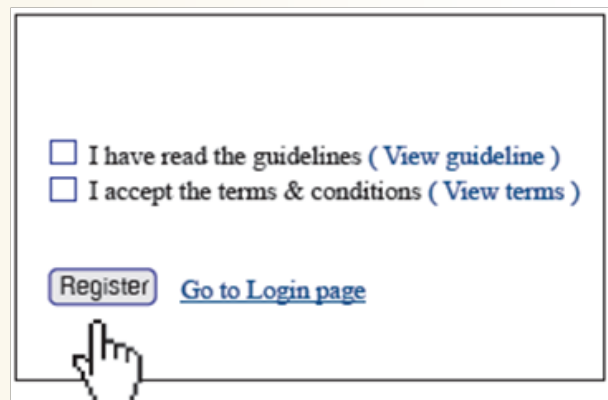
Step 1: Go to the Arabia CSR Network website – [www.arabiacsrnetwork.com](http://www.arabiacsrnetwork.com)



Step 2: Click on link button titled ‘**Arabia CSR Awards 2018 Questionnaire**’

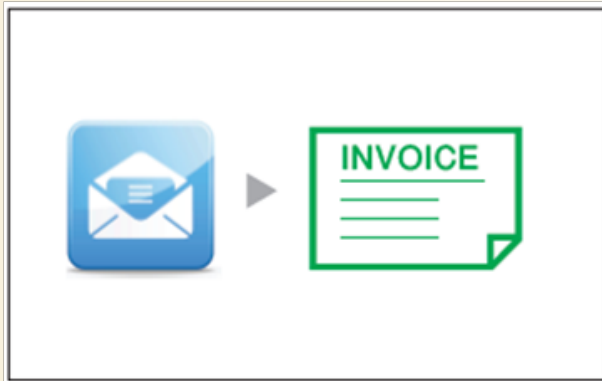


Step 3: Click on the link titled ‘**Register**’ and fill up the registration form



Step 4: Click ‘**Register**’ after going through guidelines and terms & conditions

## THE NINE STEP APPLICATION PROCESS TO THE ARABIA CSR AWARDS 2018



**Step 5:** Now wait for the Arabia CSR Network to e-mail you an **invoice** for the payment



**Step 6:** Make the entry payment and send the Arabia CSR Network proof of payment



**Step 7:** Once the payment has been received, you will receive a username and password along with a free invitation for one person from your organization to attend the Awards Clinic on 10<sup>th</sup> April 2018 in Dubai, UAE.

Name:

Password:

**Step 8:** Use the username and password to login at [www.arabiacsrn.com](http://www.arabiacsrn.com) and access the questionnaire

## THE NINE STEP APPLICATION PROCESS TO THE ARABIA CSR AWARDS 2016

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**Step 9:** Fill out the questionnaire, upload all required documents and click on 'Submit'. The deadline to complete and submit your application is 15<sup>th</sup> June 2018 (17:00 hours UAE time).

Also, please send all the supporting material required (please refer to the section titled 'Supporting Material' in this document for more details on this) to the Arabia CSR Network via email before the aforementioned deadline.

***Congratulations, your application has now been submitted to the Arabia CSR Awards 2018 and you are almost done with the submission process!***

The Arabia CSR Network will notify if you are a short-listed applicant by beginning of September 2018. You will also receive an invitation to attend the Arabia CSR Awards 2018 Ceremony which will be held in the evening of the 3<sup>rd</sup> October 2018 in Dubai, UAE (Venue to be announced).

## 4. SUPPORTING MATERIAL

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In addition to the online application, each applicant must submit the following items before the deadline of **June 15<sup>th</sup>, 2018**:

- 7 photos of CSR activities (showcasing any of the twelve parameters of application assessment criteria) with a caption under each one of them
- Company Logo in any format (EPS, Adobe Illustrator, PDF or high resolution format)
- A maximum of Three-minute video highlighting the organization's CSR work (optional)
- A maximum of 75 word statement from your CEO about your organization's sustainability vision and achievements. If the word limit exceeds, ACSRN team reserves the rights to edit

Please note that this supporting material will be used by the Arabia CSR Awards to develop the relevant material for the Arabia CSR Awards Ceremony.

## 5. EVALUATION METHODOLOGY

All entries for the 2018 Arabia CSR Awards will be reviewed by an independent jury panel of CSR experts. The jury's review will be based on the completed online questionnaire which contains a comprehensive self-assessment covering the distinct aspects of corporate sustainability performance, as well as the evidence cited in the supplementary material

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### 5.1. Aspects of the application form

- A. *Corporate vision, mission and values***  
Requires information regarding the organisation's assessment of environmental, social and governance risks and opportunities; the implementation and success of the organization's sustainability mission, vision, values and/or principles.
- B. *Top Management Commitment to CSR***  
Requires information on the leadership's commitment to CSR; the organisational commitment to sustainability through international initiatives (such as UNGC, GRI etc.); understanding of social and environmental risks and opportunities within the governance structure and corporate functions.
- C. *Strategic approach and policies***  
Requires information on the organisation's environmental, social and governance targets; application of sustainability related policies to subsidiaries and suppliers; and more.
- D. *Stakeholder engagement***  
Requires information concerning the organisation's readiness and depth in engaging with key stakeholders; the organization's capacity to manage stakeholder relations and more

- E. *Measurement of results & internal reporting***  
Requires information regarding the organisation's systems capacity to collect, process and analyse sustainability related data
- F. *External reporting***  
Requires information on the organisation's capacity to publish sustainability reports and verify them against widely used assurance standards
- G. *Environmental performance***  
Requires information on the organisation's environmental performance in aspects such as carbon emissions, recycling, water and energy conservation and more
- H. *Social performance***  
Requires information on the organisation's social performance in aspects such as human rights, labour rights, grievance mechanisms, anti-corruption and more
- I. *Community involvement***  
Requires information on the organisation's community involvement policy and activities; and the organisation's involvement in regional and local cultural, social and environmental needs
- J. *Partnerships and Collaborations***  
Requires information on the organisation's partnerships and collaboration strategy, policies and implementation for the achievement of the organisation's social, environmental and economic goals that are best suited to the sustainability context.
- K. *Innovation***  
Requires information about the organisation's innovation as part of its sustainable business model strategy and the policies relevant to the organisation's sustainability performance and competitive advantage.
- L. *The Pitch***  
Requires a statement explaining why the organisation deserves to win the Arabia CSR Awards and what makes the organisation's CSR & sustainability approach unique.

## 5.2 Answering the statements

It is mandatory for each statement in the different aspects of the questionnaire (see previous section) to be answered with:

- A response of no more than 150 words / 1000 characters including spaces; and
- A self-assessed score from 0 to 4 points for each response

The statement is answered with	Self-assessed
We don't have nor have we started the topic mentioned in the statement in place	0 points
We have started to have the topic mentioned in the statement in place	1 point
We are continuously working on the topic mentioned in the statement	2 points
We have fully implemented the topic mentioned in the statement	3 points
We have fully implemented the topic mentioned in the statement and are continuously assessing ways to improve	4 points

Remember: Less is more in answering – it is advised that applicants should concentrate on the real message that should be delivered. For any blank entries, the Jury will assume that there is no response and will thus award the statement '0' points.

### Admissible Evidence

Each response has to include specific examples as evidence and cases related to the statement. If applicable, applicants are to provide hyperlinks in the responses to connect the judges to specific and relevant pages of the report/website or any other relevant source.

When a Sustainability/Annual /HSE /Integrated Report or internal document is submitted as evidence, specific reference in each response must be made to the relevant page numbers when completing the online questionnaire.

## Scoring of Sustainability Reports

An **additional 0-20 points** are only granted for submission of a Sustainability Report (which can be attached with the Awards application, hyperlinked to the website, through Drop box and Wettransfer or submitted in a flash drive to the ACSRA Secretariat).

## Scoring the Pitch

An **additional 0-50 points** will be awarded for the Pitch (Section J of the questionnaire). This section requires a statement of no more than 500 words explaining why your organization deserves to be recognized by the 2016 Arabia CSR Awards. The pitch will be graded according to the quality and comprehensiveness of the answer.

The Pitch should not take the form of a “marketing write up.” It has to reflect specific factors or critical incidents that make the organisation outstanding in comparison with its peers. The organisation should emphasize how they have been innovative, steadfast and consistent in this section of the application.

Applicants should avoid presenting generic information in the Pitch. Companies that have previously participated in the Awards are expected to demonstrate continuous improvement and differentiation from previous applications.

### 5.3. Screening and short-listing the applications

Every submitted application (with its responses and scores) will be reviewed by at least two judges. Judges may ask for further clarification and/or additional proof or documentation, after which the Jury Panel will finalise the scores.

The winners will be chosen from the list of shortlisted organizations. All jury decisions are final. Each applying company will receive a set of feedback comments from the member(s) of the Jury Panel that has reviewed their Awards application.

### 5.4. Confidentiality

All application materials, including supporting documents, will be treated confidentially by the Arabia CSR Awards Jury and the Arabia CSR Network.

However, **applicants are responsible for appropriate arrangements to protect any intellectual property associated with their applications, as applications** - especially the short-listed ones - are subject to publicity.

## 6. ARABIA CSR AWARDS 2018

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Winners will be announced at the 11<sup>th</sup> Annual Arabia CSR Awards gala event in the evening of 3<sup>rd</sup> October 2018 in Dubai, UAE (Venue to be announced).

## 7. PRIZES

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*The Arabia CSR Awards is a non-monetary award. Award winners and runners-up will receive:*

- A crystal award statue
- A one-page feature in the official Arabia CSR Awards 2018 Winners booklet
- Coverage in the Arabia CSR Network publications, i.e. the monthly newsletters, the annual report as well as the annual best practices publication
- Logo on [www.arabiacsrnetwork.com](http://www.arabiacsrnetwork.com) (with a link to the winner's website)
- Extensive regional media exposure through active Arabia CSR Awards media outreach
- Opportunity to present in the 12<sup>th</sup> Cycle Awards Clinic as a panelist
- Opportunity to present in workshops, trainings and networking events organized by the Arabia CSR Network in 2019

*As an applicant of the Arabia CSR Awards 11<sup>th</sup> Cycle you are entitled to:*

1. 2 free seats at the Arabia CSR Awards Clinic, any additional seat will be at 500 UAE Dirhams per seat.
2. 1 free seat at the Arabia CSR Awards Gala 2018.

*\*Only shortlisted organizations (one of the top 3 competing organisations) will receive two complimentary seats at the Awards.*

## 8. ACSRN SECRETARIAT SUPPORT

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*For any further queries please contact Pegah Keshavarz via [awards@arabiacsrnetwork.com](mailto:awards@arabiacsrnetwork.com) or +971-4-3448120 / +971-4-3448622*



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Arabia CSR Network<sup>®</sup>

### Arabia CSR Network 2018

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