Corporate Social Responsibility Survey of Hang Seng Index Constituent Companies

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Oxfam Hong Kong is an international development and relief agency working to reduce poverty and injustice around the world. Oxfam Hong Kong recognises that much poverty is caused by injustice and that poverty alleviation requires economic, social and structural change. Oxfam Hong Kong works with people facing poverty and with partner organisations on development, humanitarian, policy advocacy and public education programmes.

This paper is based on a survey undertaken by CSR Asia, with Professor Richard Welford and Ms. Jacqui Dixon as the principal researchers. CSR Asia is a social enterprise that strives to be the leading provider of information about Corporate Social Responsibility in the Asia-Pacific region. CSR Asia builds capacity in companies and their supply chains to promote awareness of CSR in order to advance sustainable development across the region.

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1. Oxfam's Concern with Corporate Social Responsibility

With current issues of global concern such as financial instability and corporate governance, the economic crisis and soaring food prices, labour abuses and supply chain issues, continuing scandals over product safety and widespread corruption, climate change and increasing natural disasters, which hit the poor first and hardest, Oxfam Hong Kong believes there is a need for business to take the lead in developing improved corporate social responsibility strategies. The potential and need for the private sector to contribute to closing the gap between the rich and the poor has never been more apparent.

Oxfam Hong Kong has long been active in promoting corporate social responsibility (CSR). Our engagements with companies are driven by a fundamental belief that businesses play a critical role in poverty reduction and sustainable development. Since 2004, we have released the research report *Turning the Garment Industry Inside Out – Purchasing Practices and Workers' Lives* and we have advocated for changes in purchasing practices as well as for improved practices in CSR by garment companies. We believe that these changes could benefit poor workers and contribute to the goal of reducing poverty. In 2006, we launched the *Transparency Report* calling on Hong Kong's top garment retailers to provide consumers and investors with sufficient information they needed to make ethical buying and investment choices. In 2007-08, we organised the first-ever garment roundtable with companies that featured in the Transparency Report and the Sustainable Reporting Seminar for the Apparel and Footwear Industry, both to engage companies on CSR and enhance learning among stakeholders.

Over the last few years, CSR has been an important point of discussion in Hong Kong across all business sectors. However, to date, there has been no synthesised information about CSR policies and standards of the largest locally-listed companies and the extent of their current CSR initiatives. Much of the information remains scattered; and there is a need to collect and consolidate this information in order to provide the public and companies with a reference point for their CSR activities. Oxfam Hong Kong, therefore, commissioned CSR Asia to conduct this new survey to provide a snapshot representation of how companies listed on the Hang Seng Index are practising their CSR policies, initiatives as well as measurement systems. International voluntary CSR standards/charters were applied whenever possible to compare the relative strength and weakness of the companies' initiatives such as the United Nations Global Compact, the Global Reporting Initiative, the Equator Principles and so on.

To date, companies listed on the Hang Seng Index represent roughly sixty-five percent of total capitalisation in the Hong Kong Stock Exchange. They collectively have an enormous impact on the Hong Kong economy, and thus, on social and environmental issues too. It is thus crucial to raise general awareness of their CSR policies and initiatives in the areas of corporate governance, CSR strategy, stakeholder engagement, supply chain policy, workplace, environmental standards and community investment. Oxfam Hong Kong hopes that this exercise would set an initial benchmark and a platform for dialogue with companies on improvement of their CSR policies and related performance targets in the long run.

We are aware of the limitations of this survey. While this survey aims to gain an overview of companies' CSR polices and related measuring systems via verified self-reporting questionnaires, it does not seek to assess impacts and to make judgements on whether the impact of each CSR initiative is sufficient or inadequate, particularly on issues involving the environment or labour rights. Although we did not survey and evaluate criticisms that the same company may have faced from media and civil society groups such as labour, environment and consumer organisations, we do hope that this research will facilitate comprehensive dialogue on both positive and negative issues regarding corporate responsibility. We wish to draw companies' attention to increased global awareness on corporate accountability, transparency and international best practices.

2. Methodology

2.1 Data Collection

Understanding the methodology utilised in this project requires familiarity with the meaning of corporate social responsibility as defined by both Oxfam Hong Kong and CSR Asia. Oxfam Hong Kong states that: "CSR refers to the commitment demonstrated by a company to operate in an economically, socially and environmentally sustainable manner, upholding ethical business conduct. To demonstrate their commitment, companies actively manage the impacts of their activities while trying to balance the needs of diverse stakeholders." CSR Asia's CSR model combines seven core areas: corporate governance, strategy, environment, workplace, supply chain, community investment and marketplace. Within these core areas, businesses should develop policies, objectives and procedures to pursue sustainability while ensuring the interests of different stakeholders.

Specific criteria from all areas of CSR were considered when creating the questionnaire that was sent to companies. The survey questions were based on a combination of CSR Asia's model on CSR and internationally recognised sustainability indexes and guidelines, namely the FTSE4 Good sustainability index and the Global Reporting Initiative guidelines.

In May 2008, questionnaires (Appendix A) were sent out to all forty-three Hang Seng Index constituent companies. Sixteen responses were received - a response rate of thirty-seven percent. Questionnaires were sent to the Chairperson of the company and also to key contacts within the Communications and CSR/Sustainability departments. In cases where no contact could be found, they were sent to the Chairperson and the Investor Relations department. The questionnaires were accompanied by a cover letter stating the intent of the survey and the possibility of the findings being made public. Companies were given one month to respond. Companies that did not reply to initial requests for the survey were contacted on two to three additional occasions by both telephone and e-mail. CSR Asia allotted extra time for completion of the questionnaire and continued

to accept responses six weeks past the initial deadline. For those companies that ultimately did not respond, CSR Asia gathered information from public documents on company websites (both English and Chinese), namely 2007 annual reports and in a few cases separate 2007 CSR reports and CSR sections of company websites.

2.2 Scoring

The scoring of the survey was based on both the company's basic answers (yes, no, don't know) and the amount and quality of evidence provided to support affirmative responses. Providing evidence of CSR policies and initiatives became crucial to attaining higher scores. A chart describing the scoring process was provided to every company in the instructions section of the survey. That chart outlining the scoring process is shown below:

Score	Level of adoption / implementation
0	**None -** *Nothing in place and only sporadic or ad hoc activity takes place, if any. Or company does not know about their activities.*
1	**Partial or efforts -** *Objectives / systems are in place, but do not meet the level of generally acceptable CSR practices; or evidence exists that regular / systematic efforts are being made to set objectives / implement a system*
2	**Full / Complete -** *Objectives / systems are in place and are reported on, fully meeting the level of generally acceptable CSR practices*
3	**Exceeding -** *Objectives / systems are in place exceeding the level of generally acceptable CSR practices*

Not every question has a possible high of three. Many had a maximum of two, and several had a maximum of one. The scoring of each question differed, depending on its importance. Highest marks for each question were given for an answer that provided the highest quality of evidence and/or examples of practices. References to public website links counted as providing evidence, as long as the company referenced the relevant information, which was confirmed by the researcher.

A series of bonus points existed within the survey without the knowledge of the companies. Examples of these points included having a CSR committee that reports to the board of directors or including additional specifications for supplier conduct. These points were added to points from other questions to create the total score for the company. The inclusion of bonus points allowed those companies doing more on CSR than generally expected to shine through. More specific analysis of bonus points and their impact is given in the main findings section of this report.

In addition to evaluating CSR practices, the scoring system inadvertently became a measure of transparency. For those companies that did respond, evidence often included references to public information on company websites. Leading companies referenced these kinds of public sources frequently, displaying not only the breadth of their practices but also their commitment to CSR reporting. Many companies, however, were unable to include information beyond a general level. This allowed us to draw conclusions about the level of transparency among Hang Seng Index constituent companies.

There is a strong correlation between having the most comprehensive CSR policies and

having the best public reporting. Among the companies that did not respond, transparency became an even more critical issue because the information used to complete their surveys came exclusively from public sources. Of the twenty-seven companies that did not respond, only five have separate CSR reports, while several more report through CSR sections either in their annual reports or on their websites. The issue of transparency was reflected clearly for certain criteria such as workplace health and safety, where many companies received poor scores. The majority of those companies probably do have health and safety policies; but this is not evident from their public reporting.

2.3 Issue of Subjectivity

Any survey process risks an element of subjectivity that depends on the methodology chosen, questions asked and the scoring framework. In the face of such a challenge, transparency is essential; thus the scoring process that would be followed was clearly outlined in the questionnaire.

There was an assumption that the survey responses were completed by those persons most knowledgeable about company policies and procedures. If details for affirmative responses were not provided, the researcher had to presume that the company has no available evidence for its practices and the score on that particular question reflected this presumption. An element of subjectivity existed in the scoring process, as it was up to the researcher to determine if the information for a given answer provided enough detail to warrant a higher score. The dilemma of personal viewpoint could not be avoided; but all answers were evaluated in a consistent manner to ensure fairness within the system. The scores given for each company are an accurate portrayal of their commitment to CSR policies and initiatives.

3. Findings

3.1 Scores of Companies listed on the Hang Seng Index

The findings of the survey outlined below focuses on the overall scores achieved by each company and a comparison of the survey responses in general. By looking for major overlaps among the group as a whole, it will be easier to understand the similarities and differences in CSR policies and initiatives among companies listed on the Hang Seng Index. Table 1 below displays the overall survey results, documenting total score percentage, total score, and individual section scores for all companies listed on the Hang Seng Index.

Table 1 Overall results of companies, by total score percentage

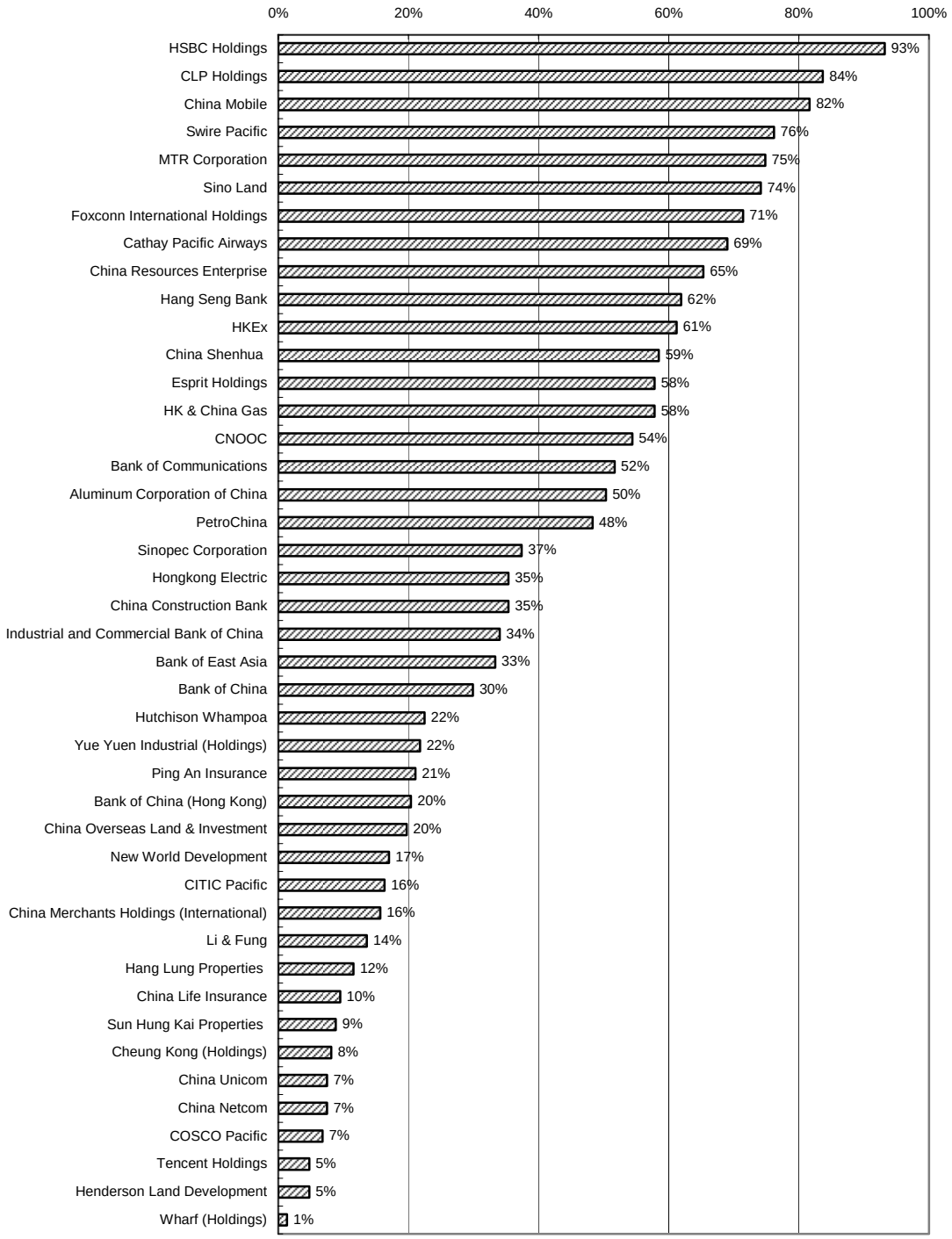
Rank	Company	Total Score Percentage	Total Score *[max score: 147]*	Corporate Governance *[max score: 10]*	Strategy *[max score: 52]*	Stakeholder Engagement *[max score: 5]*	Supply Chain *[max score: 11]*	Workplace *[max score: 34]*	Environment *[max score: 22]*	Community *[max score: 13]*
Leader										
1	HSBC Holdings	93%	137	9	*47*	*5*	*11*	*32*	*22*	11
2	CLP Holdings	84%	123	*10*	43	*5*	*11*	27	19	8
3	China Mobile	82%	120	8	41	*5*	*11*	22	21	*12*
4	Swire Pacific	76%	112	6	41	4	9	26	18	8
5	MTR Corporation	75%	110	9	35	*5*	7	26	19	9
6	Sino Land	74%	109	7	41	*5*	6	21	20	9
7	Foxconn International Holdings	71%	105	5	29	*5*	*11*	30	16	9
8	Cathay Pacific Airways	69%	101	6	32	4	*11*	19	20	9
9	China Resources Enterprise	65%	96	5	38	4	11	16	14	8
10	Hang Seng Bank	62%	91	8	27	4	6	23	14	9
11	HKEx	61%	90	9	33	4	4	26	6	8
Mainstream										
12	China Shenhua	59%	86	8	38	3	0	19	10	8
tied-13	Esprit Holdings	58%	85	5	34	5	7	20	6	8
tied-13	HK & China Gas	58%	85	4	29	4	3	17	20	8
15	CNOOC	54%	80	5	33	4	2	14	13	9
16	Bank of Communications	52%	76	7	36	4	3	17	0	9
17	Aluminum Corporation of China	50%	74	4	37	3	4	11	10	5
18	PetroChina	48%	71	8	29	4	3	14	4	9
Laggard										
19	Sinopec Corporation	37%	55	3	21	4	0	10	12	5
20	Hongkong Electric	35%	52	5	17	4	0	6	13	7
21	China Construction Bank	35%	52	7	20	4	0	12	1	8
22	Industrial and Commercial Bank of China	34%	50	7	18	3	0	11	3	8
23	Bank of East Asia	33%	49	3	17	4	0	5	10	10
24	Bank of China	30%	44	5	15	4	0	6	8	6
25	Hutchison Whampoa	22%	33	5	14	2	1	3	1	7
26	Yue Yuen Industrial (Holdings)	22%	32	3	11	0	3	5	3	7
27	Ping An Insurance	21%	31	5	11	2	1	5	2	5
tied-28	Bank of China (Hong Kong)	20%	30	3	13	4	0	3	0	7
tied-28	China Overseas Land & Investment	20%	29	2	10	4	0	3	4	6
30	New World Development	17%	25	3	13	0	0	0	2	7
tied-31	CITIC Pacific	16%	24	4	9	3	0	4	0	4
tied-31	China Merchants Holdings (International)	16%	23	2	9	3	0	0	3	6
33	Li & Fung	14%	20	5	8	2	5	0	0	0
34	Hang Lung Properties	12%	17	5	3	0	0	0	4	5
35	China Life Insurance	10%	14	4	5	3	0	0	0	2
36	Sun Hung Kai Properties	9%	13	3	0	0	0	3	2	5
37	Cheung Kong (Holdings)	8%	12	4	3	0	0	0	3	2
tied-38	China Unicom	7%	11	4	0	0	0	2	0	5
tied-38	China Netcom	7%	11	3	2	4	0	2	0	0
tied-38	COSCO Pacific	7%	10	3	0	0	0	2	1	4
tied-41	Tencent Holdings	5%	7	2	0	0	0	0	0	5
tied-41	Henderson Land Development	5%	7	5	0	0	0	0	0	2
43	Wharf (Holdings)	1%	2	2	0	0	0	0	0	0

The total percentages reflect total scores out of a possible full score of 147 points. Companies have been divided into three categories based on their individual score: leaders, mainstream, and laggards. Leaders received a score of 60 percent or higher. Mainstream companies received between 40 percent and 60 percent. Laggards scored lower than 40 percent. Of the companies that did not respond to the survey, only two made it out of the laggards' category: Hong Kong & China Gas (Towngas) and PetroChina. Towngas came in a tie for thirteenth position and PetroChina also made it into the mainstream category in eighteenth position with an overall acceptable CSR performance. The scores in italic reflect the highest scores achieved in each category. It is interesting to note that HSBC achieved the highest scores for strategy, workplace, and environment while CLP was strongest on corporate governance and China Mobile achieved the highest for community. The stakeholder engagement and supply chain categories had multiple companies receiving full marks. HSBC, CLP Holdings, China Mobile, and Foxconn each received maximum scores on both categories. China Resources Enterprise and Cathay Pacific received maximum scores on the supply chain section.

The maximum score for each individual category in this survey is a combination of regular points and bonus points. The total score listed for each company is a complete reflection of its record on the 134 normal points and the 13 bonus points integrated within the survey. For the leading companies, bonus points proved to be a great separator. Before adding bonus points, second place CLP Holdings scored 86 percent, and fourth place Sino Land and Development scored 81 percent. After adding the bonus points, of which CLP scored eight bonus points out of a possible thirteen, CLP scored 84 percent while Sino Land, which received only one bonus point, dropped to 74 percent. Initially, MTR Corporation had been trailing Sino Land; but after receiving five bonus points, MTR moved ahead to take fourth position. These changes display the purpose of including bonus points into the survey, which is to allow those companies going above and beyond expectations to receive due credit for their efforts.

Among the laggard companies, their scores are much closer. Four multiple-company ties in scoring occurred. Bank of China (Hong Kong) tied with China Overseas; and CITIC Pacific tied with China Merchant. China Unicom tied with China Netcom and COSCO Pacific. Tencent tied with Henderson Land Development. For the last couple of ties, the companies received so few points, however, that their similarities are quite irrelevant. The chart below depicts overall company scores in order of company ranking.

Chart 1 Overall company score percentage



HSBC ranked first out of all Hang Seng Index constituent companies with a total score of 93 percent, followed by CLP Holdings (84 percent) and China Mobile (82 percent). However, 26 companies (60 percent of the total companies) scored less than 50 percent and 8 companies scored below 10 percent, which rated the poorest. They were Sun Hung Kai (9 percent), Cheung Kong Holdings (8 percent), China Unicom (7 percent), China Netcom (7 percent), COSCO Pacific (7 percent), Tencent (5 percent), Henderson

Land Development (5 percent) and Wharf Holdings (1 percent), primarily due to the lack of public disclosure on their CSR activities.

Within the results, there was a strong correlation between companies responding to the survey and their placing in the leaders and mainstream categories. As previously stated, the amount of information on the CSR practices of a given company became critical to their score. In other words, more information usually produced a higher score. Of the eighteen companies listed in the leaders and mainstream categories, sixteen represent companies that replied to the survey. Table 2 below displays the rankings and scores of the companies that responded.

Table 2 Scores of companies that responded to the survey

Rank	Company	Total Score Percentage	Total Score *[max score: 147]*
Leader			
1	HSBC Holdings	93%	137
2	CLP Holdings	84%	123
3	China Mobile	82%	120
4	Swire Pacific	76%	112
5	MTR Corporation	75%	110
6	Sino Land	74%	109
7	Foxconn International Holdings	71%	105
8	Cathay Pacific Airways	69%	101
9	China Resources Enterprise	65%	96
10	Hang Seng Bank	62%	91
11	HKEx	61%	90
Mainstream			
12	China Shenhua	59%	86
tied-13	Esprit Holdings	58%	85
15	CNOOC	54%	80
16	Bank of Communications	52%	76
17	Aluminum Corporation of China	50%	74

3.2 Detailed Analysis of Companies' Polices and Initiatives in Seven Core Areas of CSR

The following sections highlight the practices of the leaders, mainstream and laggards across the seven category areas including corporate governance, strategy, stakeholder engagement, supply chain, workplace, environment and community. The areas where the companies were strongest in their CSR initiatives were corporate governance, strategy, stakeholder engagement and community investment. The areas where many companies struggled were supply chain, environment and workplace. Table 3 shows that 32 companies (74 percent of the total companies) scored less than 50 percent in supply chain areas and 22 companies (51 percent of the total companies) scored zero. In the areas of environment and workplace, 29 companies (67 percent of the total companies) scored less than 50 percent; and 10 and 9 companies (over 20 percent of the total companies) scored zero, respectively.

Table 3 Number and percentage of companies that scored less than 50 percent or zero, by selected CSR areas

CSR area	Companies scored less than 50%		Companies received zero score	
	Number	Percentage	Number	Percentage
supply chain	32	74%	22	51%
environment	29	67%	10	23%
workplace	29	67%	9	21%

The survey findings revealed that companies generally lacked detailed initiatives or specific standards, regarding environment, supply chain and workplace; nor did they have effective monitoring systems or targets in place to mitigate undesirable effects. One would imagine that most of these companies have more precise guidelines than those made available to the public, especially regarding workplace health and safety.

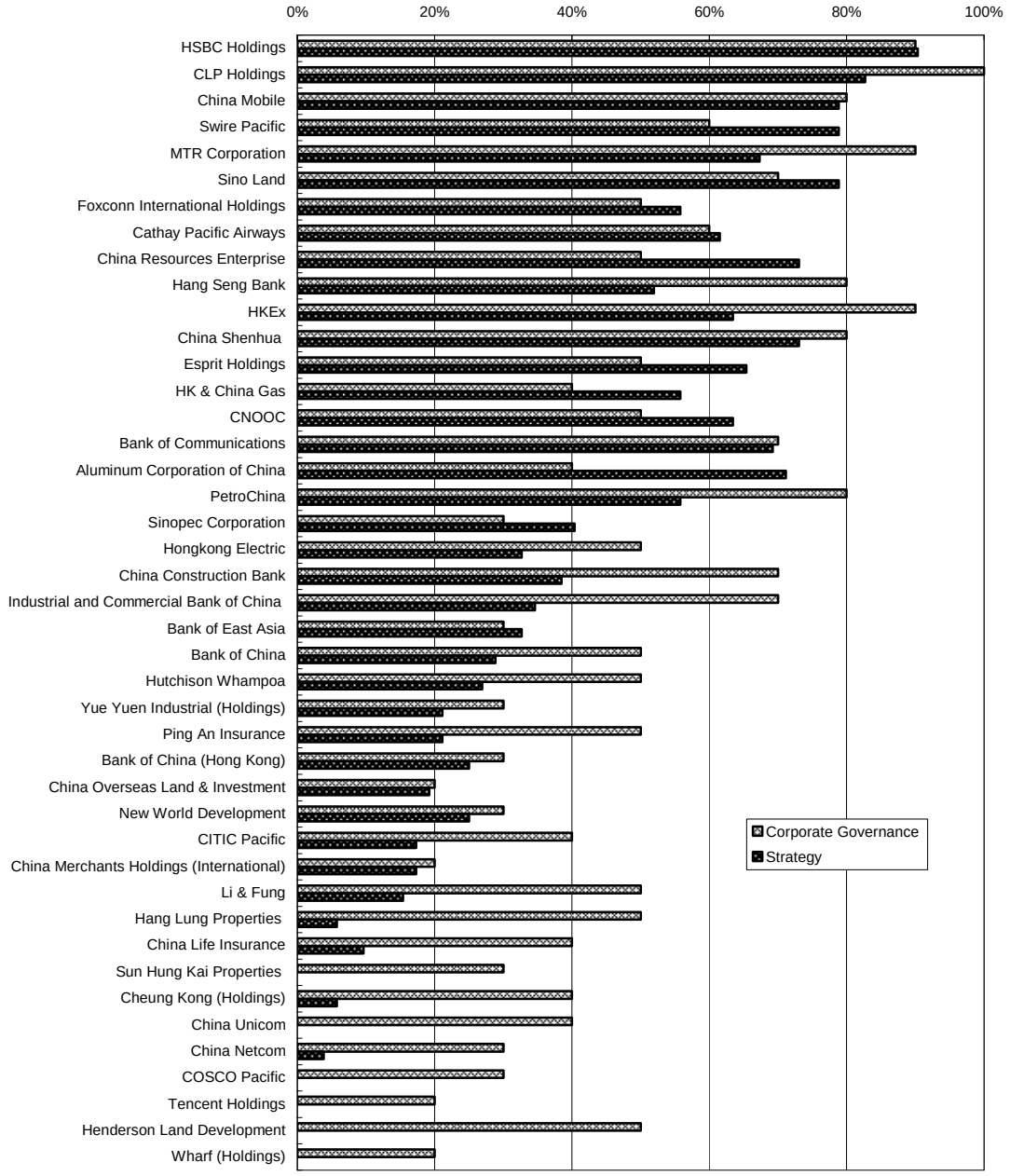
However, many companies on the Hang Seng Index failed to address supply chain issues, lacking specific supplier codes of conduct regarding the environment, health and safety, and labour standards. In terms of the environment, many lacked measurement systems, specific reduction initiatives and goals, which are the most effective procedures for all companies to follow.

3.2.1 Corporate Governance and CSR Strategy

Sample Questions: Corporate Governance	
4.	Does a board committee exist for the function of corporate social responsibility/ sustainable development/corporate citizenship?
5.	Does the company have a code of ethics /policy in relation to corporate governance, dishonesty, corruption or unethical behaviour?

Sample Questions: Strategy	
8.	Before entering a new market does the company undertake a risk assessment exercise with respect to the country's labour, human rights violations and environmental concerns?
21.	Has the company joined or does it publicly support CSR voluntary standards or groups such as the Global Compact, The Equator Principles, Voluntary Principles on Security and Human Rights or Industry Best Practice, e.g. Electronics Industry Code of Conduct, or other national/international agreements related to environmental and social responsibility etc?

Chart 2 Corporate governance and strategy score percentage of companies



Corporate Governance

The purpose of the corporate governance section of this survey involved understanding the composition of the board of directors and the implementation of good governance practices. The leaders stood out from the other companies by implementing CSR committees that report directly to the board of directors. China Mobile has a CSR Steering Committee, with the chairman of the company acting as chairperson of the committee. Executive involvement ensures constant evaluation of current CSR practices at the highest level. Leading companies also practice the inclusion of women on the board of directors, enforce an extensive code of conduct for all employees, and mandate

ethics training for all employees. Of the forty-three listed companies, nineteen do not include women on the board of directors, all of which are in the mainstream or laggards categories, with the exception of Sino Land.

Mainstream companies reported the composition of their board of directors; many but not all have a committee devoted to CSR initiatives. These middle companies do enforce some kind of employee code of conduct but often did not give enough detail regarding these codes, nor the implementation of ethics training. The laggard companies were able to give the composition of their board of directors but very few have CSR committees and most lacked evidence of codes of conduct or employee training. As highlighted in Chart 2 above, corporate governance scores remained relatively consistent in terms of actual point tabulation because even laggard companies provided board composition in their public reporting.

CSR Strategy

The strategy section of the survey sought to address the higher-level company practices and approaches to CSR issues. Leaders utilise comprehensive policies to address CSR concerns. Leading companies also incorporated CSR issues into company-wide risk assessment standards, as well as completing impact assessments for new markets. They also provided both policy statements and stated commitments about CSR target areas for the environment, employee relations, health and safety, products and services, labour standards in the supply chain, and corporate philanthropy. Many of the leaders commit to a reporting guideline like the Global Reporting Initiative, publish separate CSR reports, and support additional charters like the UN Global Compact, the Equator Principles, etc.

Of the mainstream companies, most have policies or commitments regarding CSR issues, but details regarding company involvement are not as prevalent. Laggards show no clear commitment to CSR reporting (a few exceptions being Sinopec, Hongkong Electric, Industrial and Commercial Bank of China, China Construction Bank and Ping An Insurance), and many only had policy statements and few commitments or targets in place. The areas where laggards received points came mainly from risk procedures and risk factor consideration. For several of the companies in the laggard category, the strategy section of the survey remains relatively blank, showing that they either do not have these kinds of policies in place or (more likely) they do not publicly report on them. Chart 2 above shows a steady decline of strategy performance from leaders to laggards.

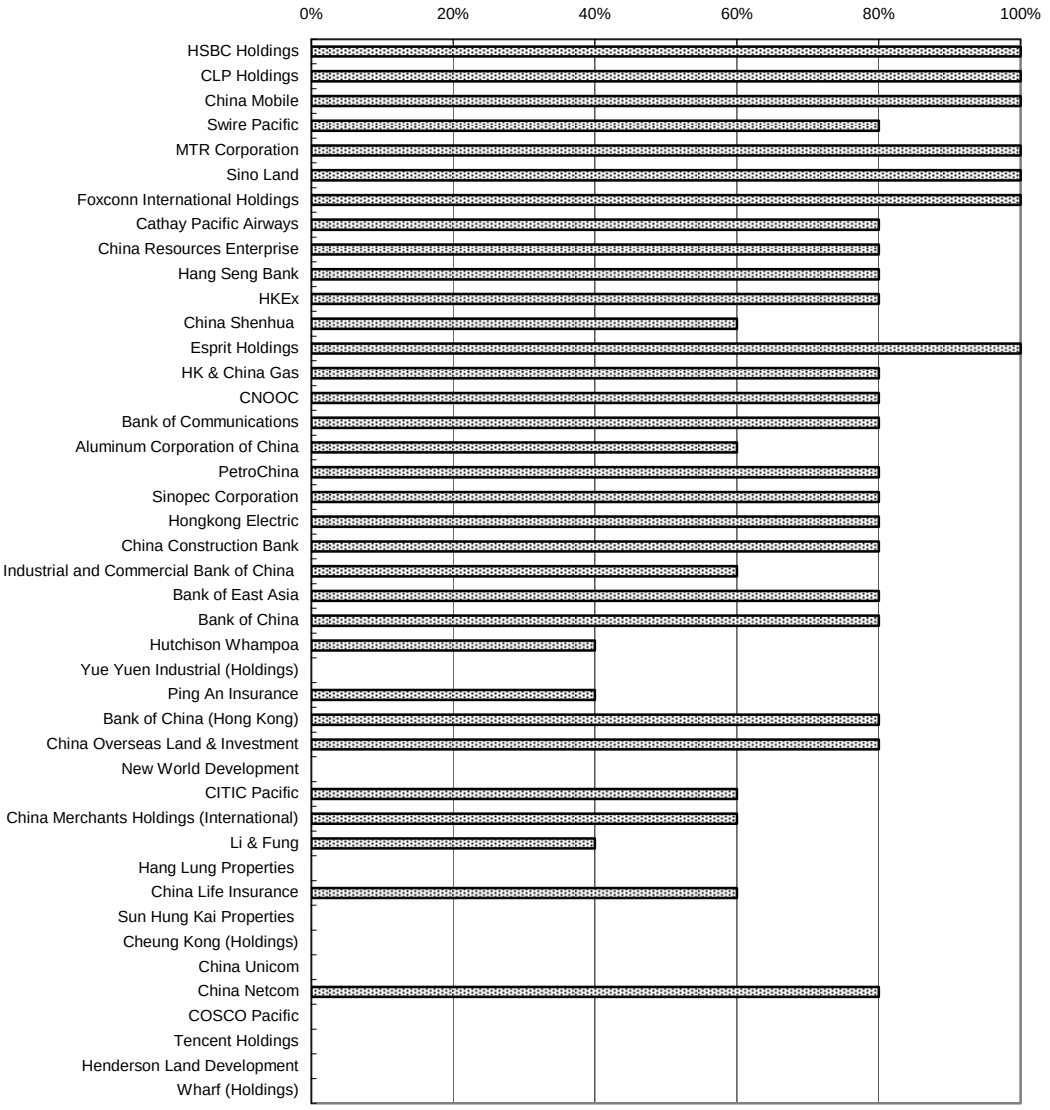
3.2.2 Stakeholder Engagement

Sample Questions: Stakeholder Engagement

22. When designing corporate strategy, which of the following stakeholder groups does the company consider the opinions of?
- ☐ Consumers
- ☐ Shareholders or investors
- ☐ Local government
- ☐ National government
- ☐ Competitors
- ☐ Trade associations
- ☐ Environmentalists
- ☐ Media
- ☐ Local charity /non-profit / civil society groups
- ☐ International charities / non-profit / civil society groups
- ☐ Other (please specify):

23. Does the company hold special meetings to engage with stakeholder groups in a formal way to solicit their opinions?

Chart 3 Stakeholder engagement score percentage of companies



Stakeholder engagement is one of the most crucial elements of socially responsible business practices. The stakeholder section of the survey sought to establish whether a given company considered the opinions of a range of stakeholders and if so, whether or not they held meetings with those stakeholders to formally elicit their opinions. Leading companies consider the opinions of either most or all stakeholders, with several including additional groups beyond those listed, such as academic research institutions or advisory committees.

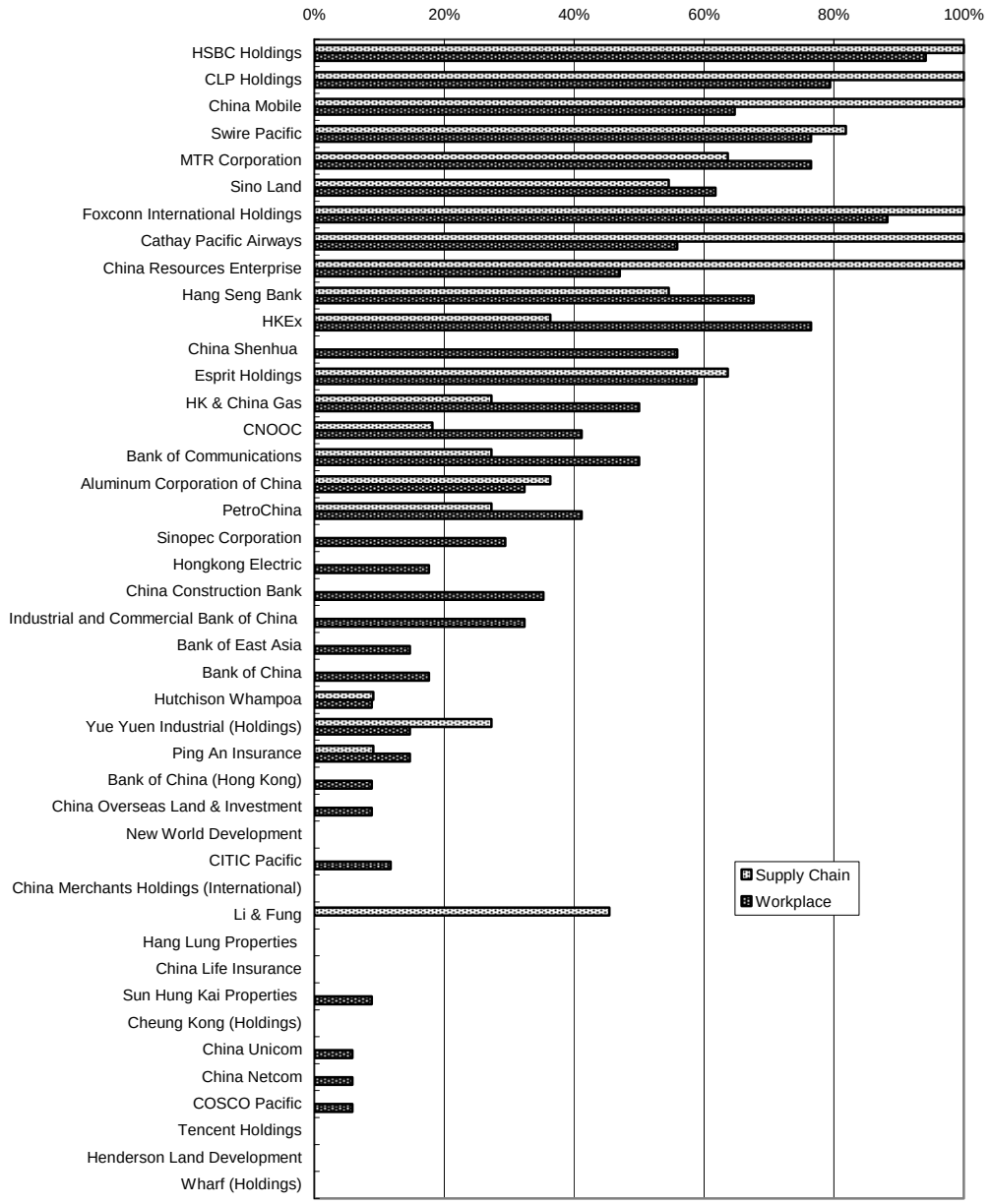
Mainstream companies involve many stakeholders but some do not meet with all of these groups, choosing instead to just meet with shareholders. Laggard companies often only considered the opinions of customers, shareholders and occasionally governments, and also choose to meet only with shareholders. Chart 3 above shows that of the top seven performing companies, six received full scores on stakeholder engagement: HSBC, CLP Holdings, China Mobile, MTR, Sino Land and Foxconn. Esprit was the only mainstream company to receive a full score.

3.2.3 Supply Chain and Workplace

Sample Questions: Supply Chain	
24.	Does the company take into account any of the following criteria in relation to their suppliers when purchasing its supplies (include supporting details on how this is conducted where relevant)? ☐ Good environmental practices ☐ Good labour standards (i.e. fair wage, work hours and child labour regulation) ☐ Good health and safety standards ☐ Other (please specify): ☐ None of the above
25.	Has the company incorporated CSR issues into its purchasing policy/quality standards/supplier code of conduct?

Sample Questions: Workplace	
31.	Does the company provide health and safety training to employees?
40.	Which of the following efforts has the company made to ensure equal opportunities? ☐ Group-wide policy (e.g. non-discrimination, diversity) ☐ Internal audits ☐ Internal training ☐ Other, please specify: ☐ None of the above

Chart 4 Supply chain and workplace score percentage of companies



Supply Chain

Supply chain initiatives varied strongly among the companies, with the majority scoring quite low. Six companies received a full score of eleven but many more scored a four or below, and a majority of companies actually received zero. This shows that supply chain initiatives are lacking even among otherwise CSR-conscious companies. Leaders performed well by introducing supplier codes of conduct and held their suppliers to account for the environmental, health and safety, and labour standards set for the company. Leaders also

offered detailed integration of supplier conduct into purchasing policies and have implemented steps to help suppliers understand their requirements.

Mainstream companies incorporate proper supplier conduct into purchasing policy but do not account for every CSR target area, mainly focusing on either environment or labour standards. Most laggard companies did not have enough information to answer any question for the entire supply chain section of the survey. Chart 4 above illustrates both strong supply chain policies and initiatives for leaders and virtually no effort for the entire second half of ranked companies, with the exception of Li & Fung and Yue Yuen Industrial. The supply chain is clearly an area of weakness that needs to be addressed among Hang Seng Index constituent companies.

Workplace

Workplace is another section of the survey where the majority of companies scored poorly. Leading companies do have comprehensive health and safety (H&S) education and training programs in place, coordinate employee skills management or lifelong learning programs, state clear policies on equal opportunities and conditions of employment, and have policies or procedures regarding grievances, harassment, overtime compensation, freedom of association and HIV/AIDS. Mainstream companies have H&S training as well as employee development programs; but many lacked clear policies on harassment, freedom of association and HIV/AIDS. Some laggard companies do provide some employee training and development, but generally very few details about the initiatives in place were available on their websites. Chart 4 above displays a clear decline of workplace performance from leaders to laggards.

3.2.4. Environment and Community Investment

Sample Questions: Environment	
47.	Does the company have systems in place to measure the following? ☐ CO_2 emissions – coverage: ☐ All operations ☐ Some operations ☐ Other Greenhouse Gases (e.g. CH_4) – coverage: ☐ All operations ☐ Some operations ☐ Energy consumption – coverage: ☐ All operations ☐ Some operations ☐ Water consumption – coverage: ☐ All operations ☐ Some operations ☐ Waste production – coverage: ☐ All operations ☐ Some operations ☐ No measurement systems in place
51.	Has the company introduced any significant initiatives in the past financial year to reduce its carbon dioxide/ greenhouse gas emissions? (similar questions for energy, water, paper and waste included as well)

Sample Questions: Community

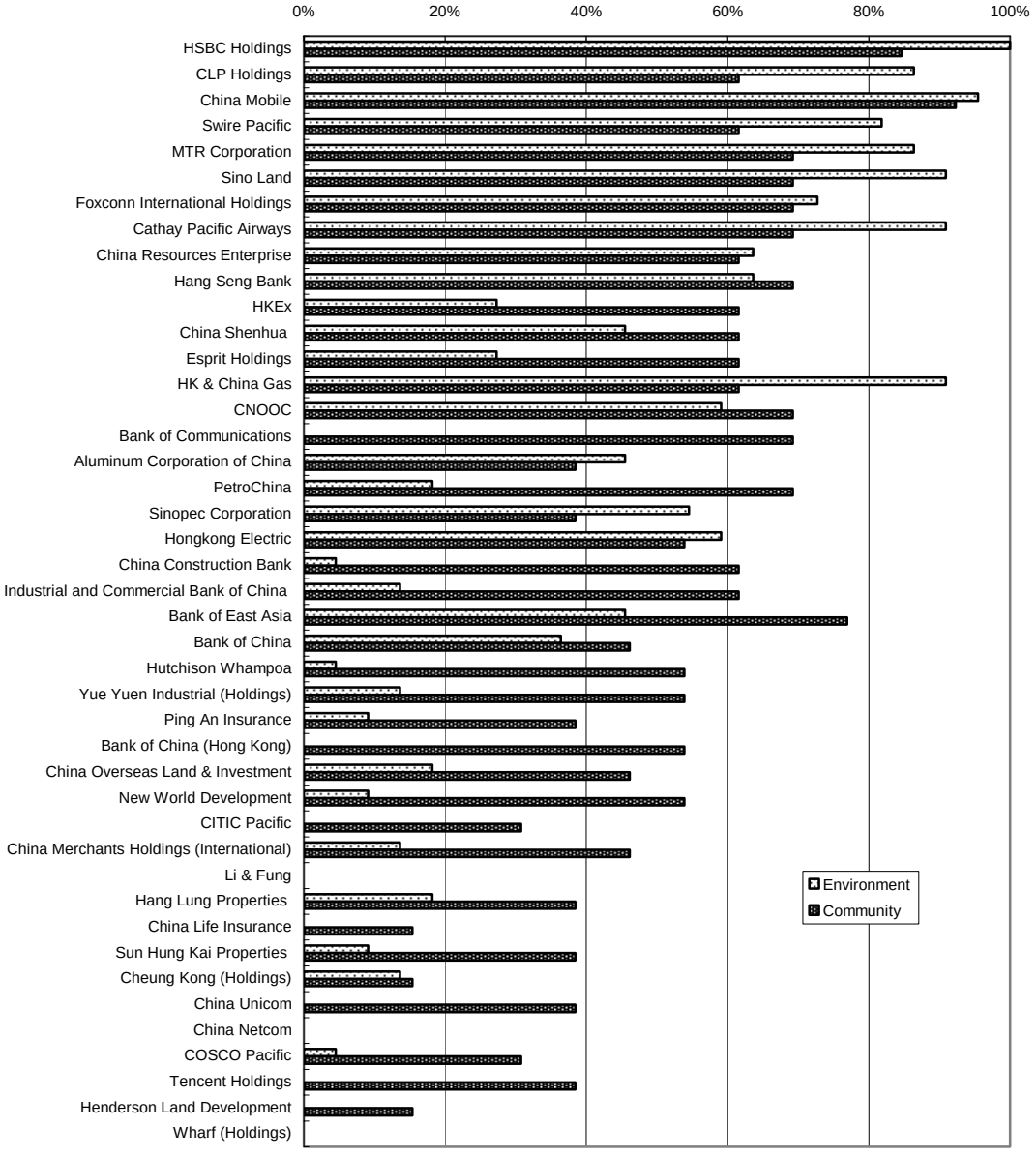
60. Does the company align any of its community investment initiatives to National Development Goals or internationally recognised goals or initiatives such as the UN Millennium Development Goals?

61. Has the company invested in any of the following areas as part of its community investment initiatives?
- ☐ Local heritage
- ☐ Infrastructural support/services to local communities
- ☐ Youth development
- ☐ Education
- ☐ Underprivileged
- ☐ Poverty alleviation
- ☐ Disability
- ☐ Conservation
- ☐ Sports
- ☐ Culture
- ☐ Other (please specify):
- ☐ No community investment initiatives

63. What type of resources do you provide?

☐ Money ☐ In kind ☐ Volunteers
☐ Loans ☐ Other, please specify:

Chart 5 Environment and community score percentage of companies



Environment

The purpose of the environment section of the survey was to determine if Hang Seng Index constituent companies utilise measurement and management systems in company operations and if they have developed specific reduction goals and initiatives to address CO_2 and other greenhouse gases emissions, energy, water and waste pollution. Leading companies measure all types of emissions and consumption across all operations and utilise ISO 14001 management systems. Leaders also have set specific goals for emission and waste reduction and have implemented appropriate programs to achieve these objectives. Mainstream companies include measurement and management for some operations and have some reduction initiatives in place but most lacked clear goals for improving operations. Very few laggard companies incorporate measurement or management systems; and the majority do not have reduction targets or programs in place.

Several laggard companies endorse conservation efforts as a form of environmental policy, but these programs can be more related to community investment. Green credit policies should be recognised as being innovative and environmentally-aligned, but they cannot serve as substitutes for company-wide emissions, energy, waste, and water consumption reduction plans. Chart 5 above shows the steady decline of environmental initiatives from leaders to laggards, with the exception of Hong Kong & China Gas Company, which has above average environmental initiatives in place.

Community Investment

The community investment section sought to discover the kinds of initiatives that companies are participating in and the methods they use to support and measure them. Community investment appears to be an element of CSR that has been established longer than initiatives addressing environmental or supply chain concerns; and many companies, especially the laggards, included the majority of CSR information about community activities. Leaders often went above and beyond in terms of contributing to many different organisations and implementing employee volunteer programs. Additionally, monitoring the impact of community investment initiatives is a vital component of ensuring that contributions are effective, which is another area where leaders excelled.

Mainstream companies did not offer as many different initiatives but still contribute generously. Laggard companies performed well in this section and for many of them, community investment provided the strongest parts of their CSR initiatives. For companies that did not respond, community investment was often the only information available in public reporting regarding CSR, besides corporate governance. Chart 5 above depicts relatively consistent community investment practices across leaders, mainstream, and laggards.

4. Key Challenges Faced in the Survey Process

CSR Asia faced many challenges throughout the research process. First and foremost, it was difficult to find useful contacts within the companies. Contact details for Communications, Corporate Social Responsibility and other relevant staff members were often not available on company websites or directories. In cases where a contact was not known, CSR Asia had to call the company to enquire where the survey should be sent to. In a few cases, CSR Asia had to rely on sending the surveys to the Chairman of the company and general addresses (usually Investor Relations). This was an issue for the companies that did not respond because the researchers could not follow up with specific contacts. CSR Asia made its best efforts to find the correct personnel to discuss the survey with, to convey its significance and to allow the companies extensions on submitting the survey.

Of the forty-three companies listed on the Hang Seng Index, twenty-seven companies did not reply. As a result, CSR Asia had to search company websites for relevant CSR information and to complete the surveys for them. Relying on public information for those companies that did not respond provided incomplete results. Many companies demonstrated poor transparency practices by either not providing details on programs or initiatives or excluding relevant CSR areas, such as workplace health and safety, from CSR reporting. Additionally, the specific nature of many survey questions required more in-depth and internal knowledge than the general practices stated to the public. As a result, all but two of those companies that did not respond have been deemed laggards. It is possible that many of these companies do endorse more CSR policies and practices, but by not responding to the survey and not providing public information, these companies did not allow CSR Asia to provide them with actual ratings of their CSR records.

5. Conclusion and Recommendations

5.1 Conclusion

While this survey is just an initial analysis of Hang Seng Index constituent companies, the results provide a clear picture of how CSR policies and initiatives measure up in Hong Kong today. Though some companies displayed a commitment to all seven areas of CSR outlined in the survey by integrating comprehensive policies and practices into their business strategies, the majority of the surveyed companies were still struggling in the areas of supply chain, environment and workplace. The survey findings revealed that companies generally lacked detailed initiatives or specific standards, regarding environment, supply chain and workplace, and a lack of effective monitoring systems or targets in place to mitigate undesirable effects.

The supply chain is clearly an area of weakness that needs to be addressed among Hang Seng Index constituent companies. It deserves attention that 32 companies (74

percent of the total companies) scored less than 50 percent in supply chain areas and 22 companies (51 percent of the total companies) scored zero. There are strong supply chain policies for leaders and virtually no effort for the entire second half of ranked companies, with Li & Fung being an exception. For the supply chain, having specific supplier codes of conduct regarding the environment, health and safety, and labour standards helps companies to address core risks and provide better worker's rights protection in developing countries.

The environment is another important area that deserves attention. The survey found that 29 companies (67 percent of the total companies) scored less than 50 percent and 10 companies (23 percent of the total companies) scored zero. Having environmental policies, measurement systems and specific reduction initiatives in place are the most effective procedures for all companies to follow, but many companies on the Hang Seng Index have failed to commit to these measures. Oxfam Hong Kong believes that in the face of global climate change and its impacts on poor people, it is urgent for companies to live up to high standards and employ rigorous environmental measures and carbon reduction targets in their own operations and supply chain.

Oxfam Hong Kong and CSR Asia recognise the efforts made by the companies that replied to the survey and disclosed their CSR policies and initiatives. It is quite clear that all laggard companies can do better in information disclosure. The survey indicated that a strong correlation exists between companies responding to the survey and the relative rankings of their CSR practices. More information provided usually produced a higher score, as 16 of the top 17 companies, which scored above 50 percent replied to the survey. Among the companies that did not respond, transparency became a critical issue because information used to complete their questionnaires was taken exclusively from the public domain. The scoring system inadvertently became a measure of transparency, in addition to evaluating CSR practices.

Improvements to corporate social responsibility must begin with the region's largest and most important companies in the region. Areas of weakness should be addressed for Hong Kong companies to adhere to higher standards of corporate responsibility and industry practices. Improvement in these areas can be made by building on the general policies that have been laid out to set more specific and higher goals for the future. Companies should also make improvements by expanding stakeholder engagement to include groups outside of those financially invested in the company. All of this should have a positive effect on future CSR initiatives.

5.2 Recommendations

Oxfam Hong Kong is keen to promote CSR within the business community of Hong Kong. Though some people may believe it is not the best time to think about CSR issues in this time of financial crisis and economic downturn, Oxfam Hong Kong sees things quite differently. We believe this is a time when, more than ever, companies do need a social license to operate. They will need to demonstrate to the public, to consumers, to communities, to their own investors, that in addition to making good profits, they are socially and environmentally responsible.

There is a strong call for the top listed companies to take the lead in the CSR movement. We therefore put forward the following recommendations to companies and hope that this would set an initial stage for continuous dialogue and collaboration with a variety of stakeholders to reduce poverty and bring CSR to a higher level.

1. Commit to corporate social responsibility at the highest level of corporate management. Align companies' CSR polices to the best international standards/practices as well as integrate social and environmental responsibilities into core business operations.

2. Increase corporate transparency by providing information and reports to stakeholders and the public about your CSR strategy and initiatives and ongoing policies to improve them, including on the company website.

3. Take gradual steps to adopt the Global Reporting Initiative (GRI) guidelines and related sector supplements in your CSR/sustainability reporting. The Hong Kong Stock Exchange should follow the positive steps of the Shenzhen Stock Exchange in encouraging public listed companies to adopt the GRI reporting standards.

4. Implement good supply chain practices by incorporating supplier conduct into companies' purchasing policies, adopting a supplier code of conduct that applies the International Labour Organization standards and good environmental practices as well as ensuring effective monitoring and independent verification.

5. Contribute to environmental protection and mitigate climate change impacts by setting up environmental policies, appropriate measurement systems and reduction targets including the reduction of carbon and other greenhouse gases emissions, energy and water consumption as well as waste production.

6. Initiate and/or expand stakeholder dialogue with consumers, investors, government, media, civil society groups and unions, workers, business associations etc. and shoulder responsibilities to minimise negative impacts on poor communities.

Appendix A Questionnaire of the Oxfam CSR Survey

Oxfam Corporate Social Responsibility (CSR) Survey 2008

Welcome to the Oxfam CSR Survey 2008. The aim of this survey is to get a clear picture of how each company listed on the Hang Seng Index is doing on CSR.

The findings will help us understand the state of CSR amongst PLCs in Hong Kong and to rate each company listed on the Hang Seng Index. Each company will receive a score on the basis of the information provided for their current CSR efforts.

Please note that your company will be ranked according to the information you provide us. If we do not receive your reply then we will rank your company based on publicly available information. The findings of this survey will be published and made publicly available.

We suggest that you first read the Frequently Asked Questions document to provide the overview to the survey. Please also refer to the glossary provided if you see any unfamiliar terms or concepts to provide additional support when responding to the questions.

Instructions

- The survey must be submitted within three working weeks, by **30 May 2008.**
- The survey has seven sections, with both multiple choice and open-ended questions. Where possible please provide supporting information in these open-ended questions. You may reference or attach relevant sections of documents if applicable.
- We anticipate it will take a minimum of **2 hours** to complete.
- This survey is for the attention of Company Secretaries, HR Managers, CSR Managers or other CSR related departments, but it will require input from different departments where relevant. Please allow time to coordinate their involvement.
- Please email completed survey responses to the attention of **Rex Wong, rwong@csr-asia.com** or post it to CSR Asia, Office A, 12/F, Wing Cheong Commercial Building, 19-25 Jervois Street, Sheung Wan, Hong Kong
- A confirmation email will be sent to you on receipt of the survey.

Please carefully review the glossary and FAQ section. If you have any further questions or technical difficulties in completing the survey please contact:
Jacqui Dixon at CSR Asia, +852 3579 8079 or jdixon@csr-asia.com

How we will score your company:

Performance in relation to each question will be measured numerically by using a scoring system of 0, 1, 2 and 3. The overall score for each question will be based on the extent to which the company adopts/ implements the indicated practice as follows:

Score	Level of adoption / implementation
0	**None** *Nothing in place and only sporadic or ad hoc activity takes place, if any. Or company does not know about their activities.*
1	**Partial or efforts** *Objectives / systems are in place, but do not meet the level of generally acceptable CSR practices; or* *Evidence exists that regular / systematic efforts are being made to set objectives / implement a system*
2	**Full / Complete** *Objectives / systems are in place and are reported on, fully meeting the level of generally acceptable CSR practices*
3	**Exceeding** *Objectives / systems are in place exceeding the level of generally acceptable CSR practices*

Each dimension (corporate governance, strategy, stakeholder dialogue, supply chain, workplace, environment and community investment) will have a total allowable score, which will be translated into a total mark out of 100.

In order to achieve the company's highest potential score, it is important to include the information which is available. Throughout the survey, respondents are requested to provide supporting evidence, details and examples of relevant policies and practices. Respondents are welcome to add any related comments or examples throughout the survey. For further space there are additional comments sections at the end of each section.

Company details:

Index number:

Company name:

Sector/industry:

Core business activities:

Years in business:

Ownership structure:
(e.g. privately owned)

Existence of subsidiaries:
(please list)

Turnover (07):

Profits (07):

Total no. of employees:

Country of company headquarters:

Respondent's name:
(person to be contacted in case of questions)

Function/position:

Department:

Address:

Phone:

E-mail:

Company website:

Please indicate on the list below whether your company is engaged in any of the following business activities (as a producer, seller, user or financier):

- ☐ Alcohol
- ☐ Animal testing
- ☐ Biocides
- ☐ Embryonic research
- ☐ Gambling
- ☐ Genetically Modified Organisms
- ☐ Military
- ☐ Pornography
- ☐ Tobacco
- ☐ None of the above

If the company is engaged in any of the above business activities, please specify whether this is as a producer, seller, user or financier:

**A biocide is a chemical substance capable of killing different forms of living organisms used in fields such as medicine, agriculture, forestry, and mosquito control. e.g. a pesticide, which includes fungicides , herbicides , insecticides , algaecides , molluscicides , miticides and rodenticides. Antimicrobial, which includes germicides, antibiotics, antibacterials, antivirals, antifungals, antiprotozoals and antiparasites.*

Approval Form Company name:

Confirmation of Truthful Company Statements and Documentation

Name: **Function/Position:**

☐ By checking this box, I confirm that all statements made in the Oxfam Corporate Social Responsibility Survey as well as additional information/documentation provided are true to the best of my knowledge. I confirm that I have read and accepted Oxfam's Policy and Disclaimer concerning the use of the provided information indicated below:

Use of Information Policy and Disclaimer

Your true and accurate feedback is highly appreciated in helping Oxfam and CSR Asia assess the status of CSR in Hang Seng listed companies. We will give you feedback on the ratings of your company on CSR and publish reports of the status of the CSR findings to the public based on this survey response, specifying names of the public listed companies where relevant. In cases where no response is received from a company we will make our rating based on publicly available information only and rank the company accordingly.

Corporate Governance

1. Please indicate below the number of executive, non-executive and independent directors on the board of directors of your company.

Executive directors:

Non-executive directors:

Independent directors:

Total board size:

2. How many women are members on your company's board of directors?

3. Is the board of directors headed by a non-executive and independent chairman and/or an independent director?

☐ Yes ☐ No ☐ Not Applicable

4. Does a board committee exist for the function of corporate social responsibility/ sustainable development/corporate citizenship?

☐ Yes ☐ No ☐ Not Applicable

If applicable, add any further comments on composition or responsibilities of your company's board:

5. Does the company have a code of ethics /policy in relation to corporate governance, dishonesty, corruption or unethical behaviour?

☐ Yes ☐ No
If yes, please provide supporting evidence (e.g. where it is publicly available) and details of the relevant policy/policies:

6. Does the company provide training to employees on dishonesty, corruption or unethical behaviour?

☐Yes ☐No
If yes, please provide details on the training provided e.g. when and how often repeated:

If applicable, add any further comments on corporate governance policies or practices in your company:

Strategy

7. Does the company have procedures in place to identify and manage corporate risks?

☐ Yes ☐ No ☐ Don't Know
If yes, please provide details of your procedures:

7a. Which of the following factors does your company include in assessing corporate risk?

☐ Corporate governance
☐ Bribery/corruption
☐ Environment issues
☐ Supply chain issues
☐ Human rights
☐ Employee relations
☐ Health and Safety
☐ Others (please specify):
☐ None of the above
☐ Don't Know

8. Before entering a new market does the company undertake a risk assessment exercise with respect to the country's labour, human rights violations and environmental concerns?

☐Yes ☐ No
If yes, please briefly summarise which issues are covered in the assessment:

9. Has the company identified and assessed potential emergency situations such as process failures, accidents, storms, floods or other events that pose a threat to humans or the environment?

☐Yes ☐ No
If yes, please briefly summarise what these cover:

10. Has the company established a tracking system to identify and monitor labour, ethics, health and safety and environmental laws and regulations in every country in which it operates?

☐Yes ☐ No
If yes, please provide details on which kinds of laws and regulations

11. Has the company in any country in which you operate been issued with any directive / fine / administrative penalty over the past financial year by any regulator in relation to:

11a. Non-compliance with any law (excl. environment or labour)

☐Yes ☐ No
If yes, please provide details on the incident(s) and the respective directive / fine / administrative penalty:

11b. Non-compliance with environmental legislation

☐Yes ☐ No
If yes, please provide details on the incident(s) and the respective directive / fine / administrative penalty:

11c. Non-compliance with any labour law or code

☐Yes ☐ No
If yes, please provide details on the incident(s) and the respective directive / fine / administrative penalty:

11d. Alleged/Proven Business Malpractice

☐Yes ☐ No
If yes, please provide details on the incident(s) and the respective directive / fine / administrative penalty:

12. Has the company in any country in which you operate been the target of a boycott call?

☐Yes ☐No ☐ Don't Know
If yes, please provide details on the boycott and the company's response:

13. Does the company have policy statements/codes of conduct or stated commitments (i.e. set targets and objectives) for the following:

- 13a. Expressing the business' aims towards the environment (e.g. to minimise its environmental impact)

Policy statements	☐	Coverage :☐ Group-wide ☐ Some operations only ☐ Head office only
Stated commitments	☐	Coverage: ☐ Group-wide ☐ Some operations only ☐ Head office only
No	☐	

- 13b. Expressing the way in which it intends to treat the people it employs? (e.g. upholding equal opportunities, non-discrimination, empowerment and other fundamental human rights)

Policy statements	☐	Coverage :☐ Group-wide ☐ Some operations only ☐ Head office only
Stated commitments	☐	Coverage: ☐ Group-wide ☐ Some operations only ☐ Head office only
No	☐	

- 13c. Expressing the way in which it intends to safeguard health and safety?

Policy statements ☐ Coverage :☐ Group-wide ☐ Some operations only ☐ Head office only
Stated commitments ☐ Coverage: ☐ Group-wide ☐ Some operations only ☐ Head office only
No ☐

- 13d. Expressing the way the company upholds responsibility for its products or services?

Policy statements ☐ Coverage :☐ Group-wide ☐ Some operations only ☐ Head office only
Stated commitments ☐ Coverage: ☐ Group-wide ☐ Some operations only ☐ Head office only
No ☐

- 13e. Expressing the way the company upholds responsibility for marketing or advertising?

Policy statements ☐ Coverage :☐ Group-wide ☐ Some operations only ☐ Head office only
Stated commitments ☐ Coverage: ☐ Group-wide ☐ Some operations only ☐ Head office only
No ☐

- 13f. Expressing the labour standards expected in its supply chain?

Policy statements ☐ Coverage :☐ Group-wide ☐ Some operations only ☐ Head office only
Stated commitments ☐ Coverage: ☐ Group-wide ☐ Some operations only ☐ Head office only
No ☐

- 13g. Expressing the company's commitment to corporate philanthropy?

Policy statements ☐ Coverage :☐ Group-wide ☐ Some operations only ☐ Head office only
Stated commitments ☐ Coverage: ☐ Group-wide ☐ Some operations only ☐ Head office only
No ☐

14. Does the company make publicly available these codes of conduct/policy statements?

☐Yes ☐No ☐ Don't Know
If yes, please provide supporting evidence of where these are made public:

15. Are there employees within the business given responsibility for managing:

☐ Environmental issues
☐ Health and safety issues
☐ Employee welfare and development
☐ Social and community issues
☐ Conduct within supply chains/ procurement practices
☐ Product responsibility
☐ None of the above

16. Does the company raise awareness within the company in relation to the above CSR issues through:

Training and awareness programmes: ☐ Yes ☐ No
Internal communications (e.g. bulletin boards, intranet, etc.) : ☐ Yes ☐ No
Management briefings: ☐ Yes ☐ No
Other (please include below): ☐ Yes ☐ No

17. Does the company publicly report on CSR issues / facts relevant to the company? Reporting could involve producing a separate report or including relevant information in your annual report. Other common names for a CSR report include, Sustainability Report, Corporate Citizenship Report, Triple Bottom Line Report, Stakeholder Engagement Report, or any other similar type of reporting.

☐ Yes ☐ No
If yes, please provide supporting evidence (e.g. internet address of where it is publicly available):

17a. If yes, please indicate which of the following is included:

☐ Corporate governance
☐ Environmental issues
☐ Supply chain issues
☐ Employee relations
☐ Health and Safety
☐ Community investment
☐ Other (please specify):

17b. If yes, does the company use a specific reporting guideline such as the Global Reporting Initiative (GRI), AA1000. etc.?
☐ Yes, please specify which guideline(s):
☐ No
☐ Don' Know

17c. If yes, does reporting cover all operations?

☐ Yes ☐ No

If no, please provide details on the coverage of reporting in your operations

17d. If yes, has the company sought independent third party assurance / audit / review of its public reporting?

☐ Yes ☐ No ☐ Don't Know
If yes, please attach relevant sections of report when submitting the survey.

If applicable, add any further comments on CSR reporting in your company:

18. If the company does not currently report on CSR issues are there any plans to issue a report in the next 12 months?

☐ Yes
☐ No
☐ Don't Know

19. Is the company included on a sustainability index such as the Dow Jones Sustainability Index, FTS4Good Index etc?

☐ Yes, please specify:
☐ No
☐ Don't Know

20. Does the company commit a percentage of the budget to the purpose of corporate social responsibility work annually?
☐ Yes, please specify how much:
☐ No

21. Has the company joined or does it publicly support CSR voluntary standards or groups such as the Global Compact, The Equator Principles, Voluntary Principles on Security and Human Rights or Industry Best Practice, e.g. Electronics Industry Code of Conduct, or other national/international agreements related to environmental and social responsibility etc?
☐ Yes, please specify:
☐ No
☐ Don't Know

If applicable, add any further comments on CSR strategy in your company:

Stakeholder dialogue

22. When designing corporate strategy, which of the following stakeholder groups does the company consider the opinions of?

☐ Consumers
☐ Shareholders or investors
☐ Local government
☐ National government
☐ Competitors
☐ Trade associations
☐ Environmentalists
☐ Media
☐ Local charity /non-profit / civil society groups
☐ International charities / non-profit / civil society groups
☐ Other (please specify):

23. Does the company hold special meetings to engage with stakeholder groups in a formal way to solicit their opinions?
☐ Yes, please specify which group (s):
☐ No
☐ In the process
☐ Not sure

If applicable, add any further comments on stakeholder dialogue policy or practices in your company:

Supply chain

24. Does the company take into account any of the following criteria in relation to their suppliers when purchasing its supplies (include supporting details on how this is conducted where relevant)?

24 a. ☐ Good environmental practices
Please provide examples, e.g. biodegradable resources, ISO 140001 certified etc:

24 b. ☐ Good labour standards (i.e. fair wage, work hours and child labour regulation)
Please provide examples:

24 c. ☐ Good health and safety standards
Please provide examples:

24 d. ☐ Other (please specify):
Please provide examples:

☐ None of the above

25. Has the company incorporated CSR issues into its purchasing policy/quality standards/supplier code of conduct?

☐ Yes ☐ No ☐ Don't Know
If yes, please provide further details:

26. Does the company try to help suppliers understand the company's purchasing policy and quality standards/supplier code of conduct?

☐ Yes ☐ No ☐ Don't Know
If yes, please provide further details:

If applicable, add any further comments on supply chain policies or practices in your company:

Workplace

27. Does the company have a health and safety management system in place? If yes, what system (e.g., ISO 18001)?

☐ Yes, please specify:
☐ No
☐ Don't Know

28. Has the company introduced any health education, training, counselling or prevention programmes to assist employees, their families or community members?

☐ Yes ☐ No
If yes, please provide further details on these:

29. Does the company have a system in place to record all work-related accidents?

☐ Yes ☐ No

30. Has the company taken steps to mitigate and/or reduce the incidence of safety risks?

☐ Yes ☐ No
If yes, please provide details on the steps taken:

31. Does the company provide health and safety training to employees?

☐ Yes ☐ No
If yes, please list the total number of employees trained and/or total hours of training in the past financial year:

32. What total amount was spent on staff training over the past financial year group-wide?

☐ Not applicable, please provide details:

33. Please provide details of any programmes for skills management and lifelong learning within the company (e.g. summarise the type of programmes available from basic job related course to university or college education):

☐ No programmes in place

If applicable, add any further comments about human capital development in your company:

34.Does the company offer flexible working arrangements?

☐ Yes, please specify % of workforce provided:
☐ No

35. Does the company perform employee satisfaction surveys?

☐ Yes, please specify no. of times a year: ☐ No

36. What percentage of the company is made up of female staff?
%

37. What percentage of management is made up of female staff?

%

38. Does the company have any employment initiatives or targets that go beyond national regulation in relation to the following:

☐ Women
☐ People with disabilities
☐ Other (please specify):
☐ None of the above

If yes to any of the above, please provide details on each:

39. Does the company support one or more of the following charters/frameworks?

☐ UN Universal Declaration of Human Rights
☐ International Labour Organisation Tripartite Declaration of Principles concerning Multinational enterprises and Social Policy
☐ OECD Guidelines for Multinational Enterprises
☐ Other national/international charters related to labour practices/basic rights issues, please specify:

☐ None of these charter/s signed or publicly supported
☐ Don't Know

40. Which of the following efforts has the company made to ensure equal opportunities?

☐ Group-wide policy (e.g. non-discrimination, diversity)
☐ Internal audits
☐ Internal training
☐ Other, please specify:
☐ None of the above

If applicable, add any further comments on equal opportunities in your company:

41. How are the basic conditions of employment, disciplinary code and complaints procedures made available to employees?

☐ Formal training / induction programme
☐ Handbook
☐ Intranet
☐ Other, please specify:
☐ None of the above

42. Does the company have procedures and/or systems in place in relation to complaints by employees?

☐ Yes ☐No
If yes, please specify:

43. Does the company have a policy or procedures in place for the prevention of harassment, coercion, threatening behaviour, physical abuse, sexual abuse or verbal abuse towards employees?

☐ Yes ☐No
If yes, please provide details:

44. Does the company have systems in place in relation to overtime compensation?

☐ Yes ☐ No
If yes, please specify:

45. Does the company have a company-wide policy/code of conduct on ensuring freedom of association?

☐ Yes ☐ No ☐ NA
If yes, please provide supporting evidence of the policy and summarise the details, if no or NA please specify why:

46. Does the company have a policy with respect to HIV/AIDS?

☐ Yes ☐ No

If yes, please summarise the details, if no please specify why:

If applicable, add any further comments on workplace policies or practices in your company:

Environment

47. Does the company have systems in place to measure the following?

☐ CO_2 emissions – coverage: ☐ All operations ☐ Some operations
☐ Other Greenhouse Gases (e.g. CH4) – coverage: ☐ All operations ☐ Some operations
☐ Energy consumption – coverage: ☐ All operations ☐ Some operations
☐ Water consumption – coverage: ☐ All operations ☐ Some operations
☐ Waste production – coverage: ☐ All operations ☐ Some operations
☐ No measurement systems in place

48. Does the company benchmark, monitor and set annual/other targets for improvements in any of the above criteria?

☐Yes ☐ No ☐ Don't Know
If yes, please specify which criteria and summarise the details:

49. Has the company implemented any of the following environmental management systems?

☐ ISO 14001 – coverage: ☐ All operations ☐ Some operations
☐ Green Globe – coverage: ☐ All operations ☐ Some operations
☐ Company's own internally designed environmental management system – coverage: ☐ All operations ☐ Some operations
☐ Other (please specify):
☐ No systems implemented
☐ Don't Know

50. Has the company set a target to reduce its carbon dioxide/other greenhouse gas emissions?

☐ Yes ☐ No ☐ Don't Know

If yes, please specify targets:

51. Has the company introduced any significant initiatives in the past financial year to reduce its carbon dioxide /greenhouse gas emissions?

☐ Yes ☐ No ☐ Don't Know
If yes, please specify initiatives:

52. Has the company introduced any significant initiatives in the past financial year to reduce its energy consumption?

☐ Yes ☐ No ☐ Don't Know
If yes, please specify initiatives:

53. Has the company introduced any significant initiatives in the past financial year to reduce its water consumption?

☐ Yes ☐ No ☐ Don't Know
If yes, please provide details:

54. Has the company introduced any significant initiatives in the past financial year to reduce its paper consumption?

☐ Yes ☐ No ☐ Don't Know
If yes, please provide details:

55. What were the main types and volumes of waste generated by your company over the past financial year?

Types:
Volumes:

56. Does the company have a policy/objectives on the safe disposal of all waste generated during the production of the company products/services?

☐ Yes ☐ No ☐ Don't Know
If yes, please provide further details:

57. Has the company introduced any significant initiatives in the past financial year to reduce the amount of waste generated?

☐ Yes ☐ No ☐ Don't Know
If yes, please specify initiatives:

58. Has the company over the past financial year been issued with any directive / fine / administrative penalty by any regulator in relation to a waste/chemical spill or accident?

☐ Yes ☐ No
If yes, please provide details below in terms of the type, number and volume of the spill/s or accident/s and the corrective measures taken:

59. Has the company aligned any of its business services to achieving better environmental outcomes?
e.g. provided new products with lower emissions and energy usage, adapting services related to climate change mitigation etc.

☐ Yes ☐ No ☐ NA, please specify why:

If yes, please specify new business services:

If applicable, add any further comments on environmental policies or practices in your company:

Community investment

60. Does the company align any of its community investment initiatives to National Development Goals or internationally recognised goals or initiatives such as the UN Millennium Development Goals?

☐ Yes ☐ No
If yes, please provide further details:

61. Has the company invested in any of the following areas as part of its community investment initiatives?

☐ Local heritage
☐ Infrastructural support/services to local communities
☐ Youth development
☐ Education
☐ Underprivileged
☐ Poverty alleviation
☐ Disability
☐ Conservation
☐ Sports
☐ Culture
☐ Other (please specify):
☐ No community investment initiatives

62. If answered yes to any of the above: Please provide brief details below of each of the initiatives in terms of the nature of investment (monetary, staff time), the activities supported, scope of the programmes, whether the initiatives were in partnership with any other organisation/s and overall effectiveness of the programmes. Please attach details as appendix, if necessary)

63. What type of resources do you provide?

☐ Money
☐ In kind
☐ Volunteers
☐ Loans
☐ Other, please specify:

64. Does the company manufacture or sell any commodities which could be awarded a fair trade label?

☐ Yes ☐ No ☐ Not relevant
If yes, please provide details on the product and fair trade label

65. Do you publicly record the total amount of the company's community investment in terms of a percentage pre or post tax profits?

☐ Yes ☐ No ☐ Don't Know

66. Are philanthropic investments allocated through a revenue budget or through a Foundation/Trust?

☐ Revenue budget
☐ Foundation/Trust
☐ Both

67. Does the company have a monitoring system in place to systematically measure the impact of the company's community investment initiatives?

☐ Yes ☐ No
If yes, please provide details on who manages these and the type of system used:

68. Has the company introduced any volunteering programmes for employees?

☐ Yes. If yes please provide brief details on the types of programmes introduced:

☐ No

69. Does the company allow employees to volunteer **during working hours**?

☐ Yes ☐ No ☐ Don't know

If applicable add any further comments on community investment policies or practices in your company:

Thank you for completing the survey