

**BUSINESS  
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COMMUNITY**

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# Responsible Business Check Up

## Demonstration

Submitted by: Test User on 30/07/2013

Company size: 250-1500 employees

Sector: IT

Customers: Other Businesses/organisations  
(B2B)

163 organisations have participated to date.

The **Responsible Business Check Up** is a gap analysis and benchmarking tool to help small organisations that want to develop a strategic approach to corporate responsibility, to integrate and improve responsibility through their operations. It provides a benchmark for organisations to evaluate their performance within the key areas of community, employees, suppliers, products & services and environment.

## Introduction

Congratulations on completing the Responsible Business Check Up.

This feedback report summarises your results, provides benchmarking and suggests next steps. It includes a comparison of your organisation's performance against others of a similar size, others with a similar customer base and against all Responsible Business Check Up participants.

Additional feedback is available from BITC's Integration and Advisory Services Team, the options for which are explained at the end of this report.

## Responsible Business Check Up Model

The Responsible Business Check Up is a management tool and benchmark of responsible business practice for small organisations. It was developed to support organisations in improving their social and environmental performance, whilst providing a systematic approach to managing, measuring and reporting the various impacts that organisations have on society and the environment.

The questionnaire is divided into sections covering key CR management areas (Community, Employees, Suppliers, Products & Services and Environment), which are individually weighted (see diagram below).



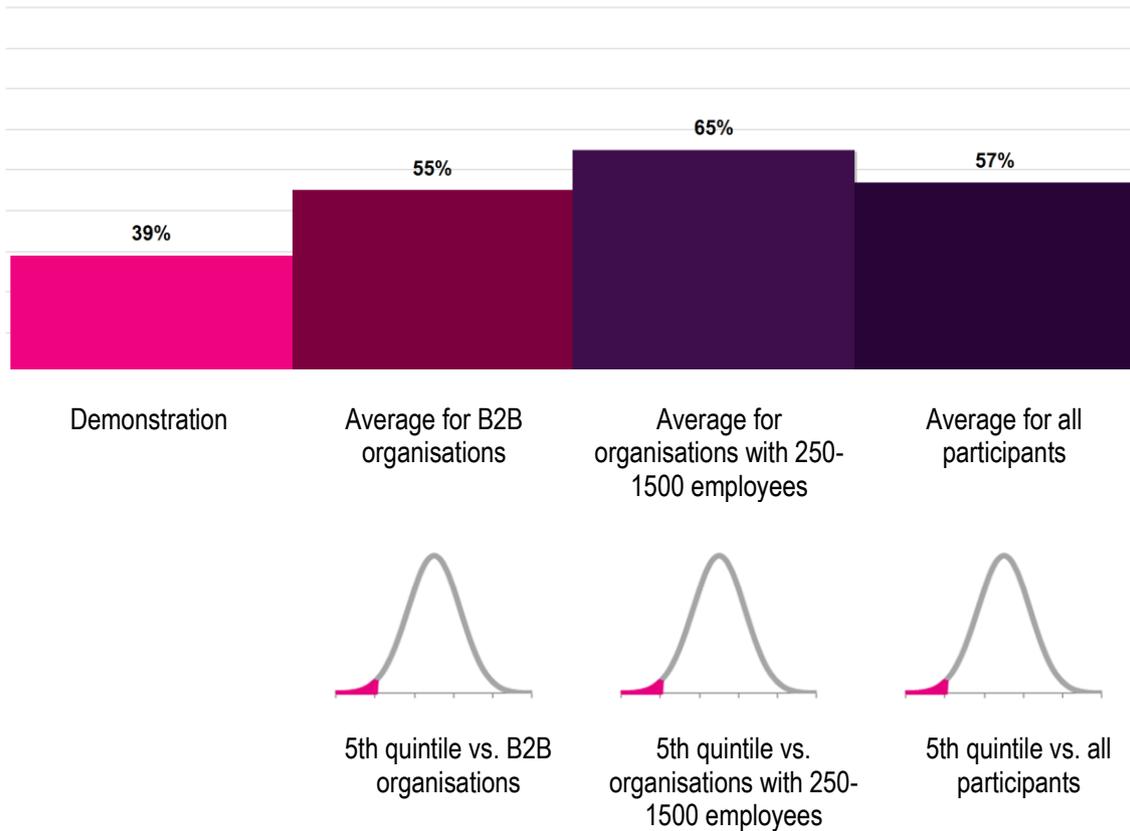
Overall Demonstration scored 39% and against all participants were ranked in the 5th quintile.

The Responsible Business Check Up has been designed to challenge companies and we have deliberately set the bar high, for many companies progressing up the ranking will be a 3-5 year journey as such we would like to congratulate you on taking a positive first step.

We expect that completing the Responsible Business Check Up will have revealed a number of gaps and opportunities in your approach and performance. This report should help you prioritize the areas that you would like to focus on and support your continuous improvement. For further help and support please contact your BITC account manager.

We hope that you will continue to use the Check Up to demonstrate your progress on the responsible business agenda.

## Scores and Rankings: your score versus average scores



The diagram above shows how your score sits within the distribution of scores. A quintile is a band containing 20% of participants. The 1<sup>st</sup> quintile is the top 20% of scores. The 5<sup>th</sup> quintile is the bottom 20% of scores.

## Principal Performance Statistics

	Demonstration	Average for B2B organisations	Average for organisations with 250-1500 employees	Average for all participants
Being a responsible organisation: 'we have a strategy/plan to manage our social and environmental responsibilities'	Yes	42%	50%	42%
Community investment (£per employee)*	n/a	98.81	90.74	120.95
Employee turnover (%)*	n/a	8%	10%	9%
Suppliers: Signed up to Prompt Payment Code	No	9%	18%	9%
Products and services: 'modified existing or introduced new products/services, for greater sustainability'	Yes	65%	79%	68%
Environment: scope 1 and 2 carbon footprint (Tonnes/£M turnover)*	n/a	23.91	20.9	30.35

\* indicates median averages are used for this metric.

## Benchmarking Charts



## Section 4. Employees



Demonstration

B2B organisations

250-1500 employees

All participants

Q1. Key issues



Q2. Issue identification



Q3. Training



Q4. Employee initiatives



Q5. Work experience



Q6. Measurement



## Section 5. Suppliers



Demonstration

B2B organisations

250-1500 employees

All participants

Q1. Identifying risks



Q2. Addressing risks



Q3. Paying suppliers fairly



## Section 6. Products and Services



Demonstration

B2B organisations

250-1500 employees size

All participants

Q1. Identifying product/service impact



Q2. Addressing product/service impact



Q3. Treating consumers/customers fairly



## Section 7. Environment



## Next steps

**BITC members:** As part of your membership your Corporate Adviser can help you identify key areas for further development and suggest practical tools and resources to help move your business forward.

Please contact your Adviser to arrange a meeting.

**Non-BITC members:** Please call our membership team on 0207 566 8650 to find out the further benefits of membership

### CR Academy

The [CR Academy](#) is a training and development portal managed by BITC. It includes information on both BITC courses and those of a range of external providers. We offer a discount for SME organisations on most courses.

Have you recently taken on responsibility for Corporate Responsibility in your organisation; do you need direction on what the role should involve? **If so, our [competency map](#) may help**

“The Competency Map is a really useful resource for anyone involved in CR activity, it should be particularly helpful for those people tasked with integrating CR who do not have the luxury of focusing on this as their full time role. For years we have spoken about the win/win/win philosophy which underpins CR - now we can plan how this can and should be achieved”. **Stephen Woolfe, Senior Partner, Harvey Ingram LLP**

### Bespoke CR Advice

BITC offers bespoke solutions for improving the social and environmental performance of your organisation. Get in touch with us (tel: 020 7566 6624, email: [stephen.gee@bitc.org.uk](mailto:stephen.gee@bitc.org.uk)) to find out more about how we can help your organisation.

## Scores Appendix

	Score
<b>Section 1. About your organisation</b>	Unscored
<b>Section 2. Being a responsible organisation</b>	<b>39%</b>
Q1. Which of the following issues are relevant to your organisation?	100%
Q2. Does your organisation know its key environmental impacts?	0%
Q3. Does your organisation know its key social impacts?	25%
Q4. How does your organisation manage its social and environmental responsibilities?	40%
Q5. Do you know who your stakeholders are?	20%
Q6. How do you communicate your commitments and progress on BOTH social and environmental issues?	38%
Q7. Who takes responsibility for meeting social and environmental commitments made by the organisation?	100%
Q8. How has your organisation benefitted from taking action on social and environmental issues?	25%
<b>Section 3. Community</b>	<b>23%</b>
Q1. Which of the following issues are relevant to your organisation and the community?	0%
Q2. What is your approach to planning and managing your community investment?	29%
Q3. What opportunities do you offer your employees to contribute or volunteer in the community?	20%
Q4. How can you demonstrate the difference your community investment has made to the community?	33%
Q5. How can you demonstrate the difference your community investment has made to your organisation?	33%
Q6. Did you measure how much you donated/ invested through your community activities last year?	0%
<b>Section 4. Employees</b>	<b>68%</b>
Q1. Which of the following issues are relevant to your organisation?	100%
Q2. How have you decided which issues to take action on?	100%
Q3. How do you make sure that employees act according to your organisational values?	56%
Q4. Which of the following employee initiatives do you have in your organisation?	64%
Q5. Does your organisation offer work experience or apprenticeships?	57%
Q6. Did you measure any of the following in your last financial year/ reporting period?	60%
<b>Section 5. Suppliers</b>	<b>21%</b>
Q1. How have you identified the key risks in your supply chain?	33%
Q2. How do you encourage your suppliers to address identified risks and improve performance?	33%
Q3. How do you ensure that your organisation pays its suppliers fairly?	0%
<b>Section 6. Products and Services</b>	<b>30%</b>
Q1. Have you identified the impacts of your products/ services on individuals, society and the environment, including through product misuse?	0%
Q2. Have you taken action to address the impacts of your products/services?	50%
Q3. How do you ensure that your organisation treats its customers or consumers fairly?	50%
<b>Section 7. Environment</b>	<b>39%</b>
Q1. Which of the following issues are relevant to your organisation?	100%
Q2. Do you know which areas of your organisation have the largest environmental impact?	50%
Q3. How does your organisation approach managing environmental impacts?	42%
Q4. Does your organisation have a structured framework for managing these impacts?	75%
Q5. Are there other ways in which your organisation manages these issues internally?	17%
Q6. Measuring your environmental impacts	12%

## Did you find the Responsible Business Check Up Useful?

If yes then you can [click here](#) to recommend it to others. The more participants we have the more accurate our benchmarking data and recommendations can be.

### **Business in the Community stands for responsible business.**

We are a business-led charity with a growing membership of 850 companies, from large multinational household names to small local businesses and public sector organisations.

We advise, support and challenge our members to create a sustainable future for people and the planet and to improve business performance. Our members work with us to define what responsibility looks like in the workplace, marketplace, community and the environment - and we share what we learn about driving performance through responsible business practice.

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