BUSINESS IN THE COMMUNITY

The Prince's Responsible Business Network

HRH THE PRINCE OF WALES
ROYAL FOUNDING PATRON

The Responsible Business Tracker®

LEADING THE WAY

Aligned with the Global Goals

20:30

HEALTHY BUSINESS

THE RESPONSIBLE BUSINESS TRACKER®

WHAT IS THE RESPONSIBLE BUSINESS TRACKER®?

The Responsible Business Tracker® is a measurement tool available to all Business in the Community (BITC) members. It enables an assessment of their performance as a responsible business by tracking their progress against BITC's Responsible Business Map, which was built on the UN's Global Goals or Sustainable Development Goals (SDGs). Your organisation or sector may call this work corporate responsibility (CR), corporate social responsibility (CSR), sustainability or corporate citizenship but at BITC we call it responsible business.

The Tracker offers gap analysis, benchmarking against sector peers and the overall cohort and, through a scoring mechanism, the opportunity for recognition of leading practice, improvement and innovation. Scoring data can be leveraged internally to create traction for change. The Tracker identifies the areas of strength where companies can provide leadership to others and is a route to recognition through BITC's celebrations of best practice.

WHY COMPLETE THE RESPONSIBLE BUSINESS TRACKER®?

The Tracker was developed following consultation with 200+ businesses, NGOs, government and international partners; rigorous research of benchmarks, indices & standards markets; & informed by learnings from BITC's CR Index.

It is comprehensive yet manageable in size; bespoke while still allowing comparison between businesses; it provides qualitative insights alongside quantitative scores; it is impact-focused and aligned with the Global Goals. It covers the whole responsible business agenda, caters for medium and large businesses in all sectors and is suitable for both listed and unlisted businesses.

WHAT ARE THE DIFFERENT ELEMENTS OF PARTICIPATION?

- Supporting Guidance Notes with best practice examples
- Help from a dedicated Tracker team during submission completion
- Rigorous BITC assessment, followed by individualised scored reports with benchmarking data and actions for improvement
- Access to insights showing business performance, sector and industry trends, innovative case studies and practical guidance
- Designed to be completed every other year to give participants time to implement change, however annual submissions are welcome
- The estimated time required to complete the Tracker is one person's time for 10 working days over a period of three months

WHAT DOES THE SURVEY LOOK LIKE?

The survey is hosted on the market-leading Qualtrics platform.

The survey questions are organised in line with BITC's Responsible Business Map and split into two sections:

- The Inner Map questions assess the extent to which businesses are integrating responsible business into their business model.
- The Outer Map questions build on this and assess the extent to which businesses are creating societal and environmental value.

The majority of the questions offer multiple responses and participants can select as many as apply to their own business. The survey also includes some qualitative questions for participants to provide narrative on their activities.

The following pages provide additional information on the structure.

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INNER MAP

HEALTHY COMMUNITIES

EMPLOYMENT & SKILLS

HEALTH & WELLBEING

HEALTHY BUSINESS
- Purpose & Values
- Governance & Transparency
- Stakeholder Engagement & Community Collaboration
- Value Chain
- Digital Transformation

DIVERSITY & INCLUSION

CIRCULAR ECONOMY

NATURE STEWARDSHIP

CLIMATE ACTION

HEALTHY ENVIRONMENT

PURPOSE & VALUES

Has the business defined its purpose and values?
How are they embedded in processes / operations?
How is the business using the Global Goals?

GOVERNANCE & TRANSPARENCY

How does the business's governance structure help it embed responsible business (RB) into its model?
Who is accountable for RB issues in the business?
How does the business build capabilities around RB?

STAKEHOLDER ENGAGEMENT & COMMUNITY COLLABORATION

Who are the business's key stakeholders and how have they been identified?
How does the business work with stakeholders and its community to identify priority issues and create joint value?

VALUE CHAIN

How does the business embed RB considerations in its products and services?
How does the business work with its supply chain to mitigate impacts and identify opportunities around RB?

DIGITAL TRANSFORMATION

How has the business considered the effect of digital technologies on different stakeholder groups?
How is the business using digital innovation to address societal and environmental issues?

Sixty questions distributed across the above areas that measure the extent to which responsible business is embedded in the business model

* Indicative questions

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INNER MAP QUESTION EXAMPLE: GOVERNANCE AND TRANSPARENCY

The five inner map sections are: Purpose and Values, Governance and Transparency, Stakeholder Engagement and Community Collaboration, Value Chain, and Digital Transformation. The below example* is taken from 'Governance and Transparency':

Does the business have a confidential mechanism by which concerns related to the business practices and workplace conduct can be escalated? Tick all that apply:

☐ The business has a confidential mechanism, available to all employees, by which they can raise concerns and they are actively encouraged to use it

☐ The business has a whistleblowing policy, which is available to all employees (e.g. on the intranet)

☐ The business implements training, mentoring, advice and other support mechanisms to ensure employees can speak up and raise concerns through different avenues and individuals within the organisation

☐ The business has a confidential mechanism, available to all its workforce not just its direct employees by which they can raise concerns and they are actively encouraged to use it

☐

☐

☐ None of the above

*Some response options are blurred out for IP reasons

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OUTER MAP

HEALTH & WELLBEING

A healthier, happier and engaged workforce that drives sustainable performance and productivity benefiting employers, employees, customers and makes communities more resilient.

EMPLOYMENT & SKILLS

Incorporating 'Education' and 'Inclusive Employment and Good Work': Businesses create the conditions for every person to achieve a successful and rewarding working life. People can transition into the jobs of the future. Businesses are more adaptable and resilient to market disruptions; find the skills and knowledge they need in a fast-changing market; and benefit from a more engaged workforce.

DIVERSITY & INCLUSION

Individuals' career prospects and progression are independent of personal characteristics, background and circumstances. Businesses benefit from a diverse workforce and can access diverse markets and grow their talent pipeline. Individuals are able to live safely, free from abuse and neglect.

CIRCULAR ECONOMY

Natural capital is restored, preserved and enhanced, resource yields are optimised, waste is designed out of the product cycle and risks associated with finite raw materials are minimised. Stimulating innovation and creating sustainable long-term growth and new employment opportunities

CLIMATE ACTION

Businesses take immediate ambitious action, creating physical and market resilience in the short, medium and long term and limiting temperature increase to 1.5 degrees

NATURE STEWARDSHIP

Increased resilience of urban and rural landscapes, that protect natural assets, support wellbeing and help climate proof community and business. Investment in restoring nature reduces human vulnerability, preserves biodiversity and contributes to positive societal and economic outcomes.

Each outer map section consists of five questions, structured on themes of governance, strategy & risk, measurement, disclosure and action.

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OUTER MAP QUESTION STRUCTURE

Each outer map section consists of five questions, structured on themes of: governance, strategy & risk, measurement, disclosure and action.

OUTER MAP QUESTION	QUESTION CONTEXT
How is the business **GOVERNING** the issue?	• Accountability & Oversight • Skills & Capabilities • Collaboration & Partnerships
How is the business considering the issue in **STRATEGY & RISK**?	• Identification and management of risks and opportunities • Strategy development
How is the business **MEASURING** its performance around the issue?	• KPIs that measure inputs, outputs and impacts • Targets
How is the business **DISCLOSING** its activities and performance around the issue?	• Internal and external disclosure • Disclosure of progress, targets and impacts
What **ACTION** has the business taken to make progress around the issue?	• Steps the business has taken to make a positive change • Alignment with best practice

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OUTER MAP QUESTION EXAMPLE: HEALTH AND WELLBEING

The below example* is taken from 'Strategy & Risk' within Health and Wellbeing:

How is the business considering health and wellbeing in STRATEGY & RISK?

- ☐ The business has identified risks and opportunities related to health and wellbeing
- ☐ Risks and opportunities related to health and wellbeing have been identified across all four pillars: Mental, Physical, Financial and Social
- ☐ The business ensures a parity of esteem between mental health and physical health. Psychological health and safety risks are considered equally in conjunction with physical health and safety
- ☐ The business has audited the mental health risks in its workplace (alongside physical ones) and has developed action plans to minimise them
- ☐ Health and wellbeing features in the business's risk register
- ☐
- ☐
- ☐

*Some response options are blurred out for IP reasons

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TRACKER 2021 TIMELINE

Jan 2021   Tracker 2021 Intake 1

May 2021   Tracker 2021 Intake 2

Sep 2021   Tracker 2021 Intake 3

May 2022   Tracker 2021 Cycle Insights
                  Report Published

Example timeline for Intake 3 2021

Sep 2021	Tracker induction sessions
6th Sep 2021	Tracker opens to participants
1st Dec 2021	Deadline for submission
Dec-Jan 2022	BITC assessors to review submissions
Feb-Mar 2022	Individualised scored reports sent to participants
	Insights events offering practitioners the opportunity to share experiences, insights and good practice

WHAT WILL MY INDIVIDUALISED REPORT CONTAIN?

- Your individualised report will contain your scoring and benchmarking data, tailored to your sector and material issues

- It will contain areas of strength and recommendations for improvement

- Your report will also contain your improvement scores over time as you participate in continuous cycles, from 2021 onwards

*indicative samples of pages for illustrative purposes

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