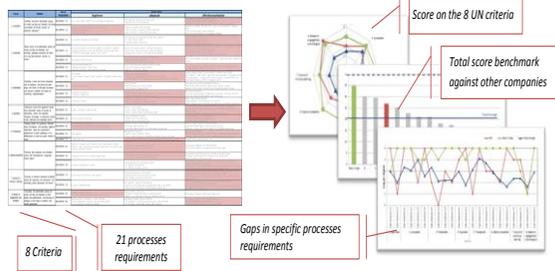


Individual company services

1: Assess your company's level of maturity

Assess your process for dealing with complaints coming from the workforce and/ or communities impacted by business operations:

- How effective is your process?
- How do you perform in relation to peers?
- Where are your gaps?



Individual company MOC-A assessment:

- Based on two interviews conducted by CSR Europe staff
- Open to all CSR Europe members
- Companies receive an individual assessment report, as well as a compilation of anonymous examples of peer practice.
- Information is kept strictly confidential throughout the process

The service is tailored to individual companies. Quote available on demand, please contact Alice Pedretti at ap@csreurope.org

2: Improve your process

Identify concrete steps for process improvement:

- How can you improve your complaints resolution process in the wider framework of employee/ community engagement?

Receive constructive feedback from stakeholders:

- Does your process meet stakeholder expectations?
- How can you improve your strategy and implementation?



Stakeholder dialogue

- Tailored and facilitated meeting process designed to provide a genuine dialogue with stakeholders
- Participation of relevant stakeholder groups, identified through stakeholder mapping
- Summary report and process evaluation
- Follow-up six months later

Stakeholder dialogues are tailored to individual company needs. Quote available on demand, please contact Alice Pedretti at ap@csreurope.org

Sector specific approach

Incubate solutions in your sector

Receive sector-specific MOC-A assessment:

(including individual company matrix)

- How do you perform within your sector?
- What are the sector-specific challenges?

Incubate solutions with same-sector peers:

- What are examples of good practice within the sector that you can replicate?
- How can you work with peers to address the remaining challenges jointly as a sector?



Sector-specific MOC-A assessment:

- Developed and implemented in partnership with relevant sector organization
- Based on participation of min 5 companies
- Each company receives individual assessment in a sector context

Sector workshops:

- Participation open only to companies; possibly invite expert
- Working session format with focus on identifying solutions to common sector-specific challenges

Sector projects are tailored to the specific sector needs and are subject to the interest expressed by a number of companies and a relevant sector organisation. Quotes available on demand.