### 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?

#### 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

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### 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

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

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

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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.