

# TOOL 8.1: REPORTING TEMPLATE

## GUIDANCE



### 1. TITLE PAGE AND TABLE OF CONTENTS

#### Title Page

- Year your company is reporting on
- Type of report - in this case, a Sustainability and Social Impact Report, which can double as the title of the report
- A photograph representing your company's commitment to social compliance. This could include a photo showcasing worker engagement or testimonies, community engagement, partnerships, before and after photo's of you workplace, or impact metrics.

#### Table of Contents

- The organization of the report with page numbers referencing the start of each section

### 2. INTRODUCTORY LETTER FROM YOUR CHIEF EXECUTIVE(S) AND/OR SUSTAINABILITY/SOCIAL COMPLIANCE EXECUTIVE

The introductory letter can be framed as a letter to stakeholders, or simply a general "welcome" letter. Regardless of the framing, it should include:

#### Commitment

- Your stated commitment to human rights at work and sustainability standards.
- A reiteration of your company's vision of creating a safe, sustainable work environment.
- If applicable, list your sustainability certification memberships - such as RSPO.

#### Strategy

- An overview of the types of structures, processes, and policies your company has in place to ensure this commitment is realized. This is where you can introduce your Social Compliance System and highlight your attention to both labor performance (citing any one, or all, of the nine labor elements) and building a structure to manage the labor standards (citing one, or all, of the eight management systems categories).
- An introduction to the organizational structure responsible for the internal management of your Social Compliance System. This may be the Sustainability Department or the Social Performance Team.
- You could include an anecdote describing one of the affirmative remediation measures you took this year to address a social compliance deficiency.

#### Annual Progress

- A general summary of your sustainability and social impact developments over the course of the year you are reporting on. This should include both your achievements and areas of improvement. The latter can include some key take-aways from your risk assessment.
- A consideration of any challenges your company faced in the implementation of your Social Compliance System. This could be a recognition that the COVID-19 pandemic exacerbated labor performance issues across the sector, for example.

## Looking Ahead

An overview of your future plans for improving or addressing an aspect of your social compliance

## 3. OPERATIONAL INTERVIEW

A brief section about your operations should be included in case any readers are not familiar with your company.

A brief overview of the palm oil extraction process, for those readers who may not be familiar

The number of refineries, mills, plantations, and smallholder farms included in your operations

The geographic spread of these operations

A breakdown of your supply chain

## 4. COMMITMENTS

This section expands upon the social compliance commitments you highlighted in the introductory letter. You could structure this section by labor element, or management system component, to ensure that you are reporting on all relevant social compliance information. You could also adhere to a more narrative-style structure, wherein you describe your general commitments and then flow from there.

No matter the structure, you should cite the following as concrete examples of these commitments:

Code of Conduct

Code of Ethics

Diversity and Inclusion Policies

Policies governing your labor performance across all nine elements

Policies governing your management systems across all eight categories

Environmental sustainability commitments

## 5. SUSTAINABILITY STRATEGY

This is where you describe the different strategies your company takes to improve human rights in your workplace. It is the “how-to” guide to show how you put the commitments into action. This section should cover:

Your general business model, with a reiteration of how you weave sustainability into that model. This should include a high-level description of all the “input” sources your company utilizes to identify risks and deficiencies in your Social Compliance System:

- **Risk assessments:** an introduction to the methodology, including how, when, and who is responsible for conducting them.

- **Audits:** an introduction to the methodology, including how, when, and who is responsible for conducting them.

- **Stakeholder engagement:** an introduction to the methodology, including how, when, and who is responsible for engagement.

- **Grievance mechanisms:** an introduction to the methodology, including how, when, and who is responsible for managing grievances; as well as a high-level summary of the most commonly cited grievances.

Your remediation strategies to improve or mitigate deficiencies. This should include both the high-level remediation tools and strategies as well as concrete examples of these tools being put into action to mitigate the previously listed issues.

- **Corrective actions:** an introduction to the methodology, including how, when, and who is responsible for managing your corrective actions on a day to day basis; as well as an overview of the number of currently open corrective actions.
- **Improvement Planning:** an introduction to the methodology, including how, when, and who is responsible for managing your longer term improvement planning; as well as an overview of the main areas to improve on.

## 6. ANNUAL PROGRESS REPORTING

This section focuses on the developments your company made over the course of the calendar year being reported on. It should provide concrete descriptions of all the issues your company has identified for improvement and actively worked towards improving in the past year. This should create a consolidated dashboard of all your areas of improvement, which, if you have made concrete improvements, can also showcase your successes.

You can again structure the areas of improvement in this section by labor element or management system component. Your improvement plan can help you with that structure.

Each social compliance-related issue that you worked on improving should have the following information:

- General issue or risk:** Describe the issue or risk concisely.
- Source:** List how you identified the risk or issue.
- Goal:** Describe the goal that you are working towards.
- KPI or other indicator:** If relevant, list the benchmark applied to measure progress made towards addressing this issue.
- Work during this past year:** Describe what exactly your company did in the past year to make progress towards improving or addressing the risk or issue.
- Future plans:** Describe what you plan to do in the coming year(s) to continue addressing this issue, if it is an outstanding one.