



Responsible Business Conduct Survey 2013

“Responsible Business Conduct to Safeguard People’s Issues and Environment by Managing Hazardous Waste”

29th – 30th November 2013

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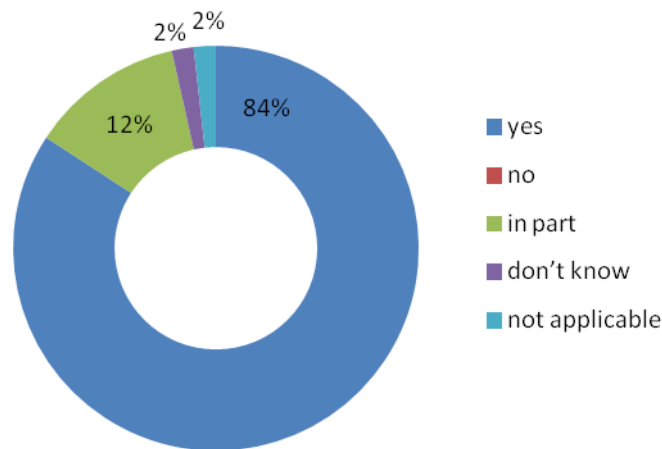


The survey was conducted during the International Conference of SR Asia in association with Bangladesh Bank, CIRDAP and GIZ, 29th – 30th November 2013. The conference aimed to deliberate on global perspectives and trends on responsible business conduct. Focus has been on waste management systems and impacts in developing countries where holistic waste management is yet to develop due to low technology, poor or no infrastructure, lack of implementation, unskilled labor, policy framework etc. The conference attracted stakeholders from diverse sectors, but was mainly dominated by the financial/banking sector due to the support of Bangladesh Bank for the conference. Thus the survey result is a reflection of organizational trends that may be more relevant for service sectors in general.

The survey found that CSR is increasingly becoming a core business practice, and it can be attributed to a supportive policy framework outlined by the Bangladesh Bank to promote green banking. Ninety six percent of the respondents reported that CSR is more or less a core business practice.

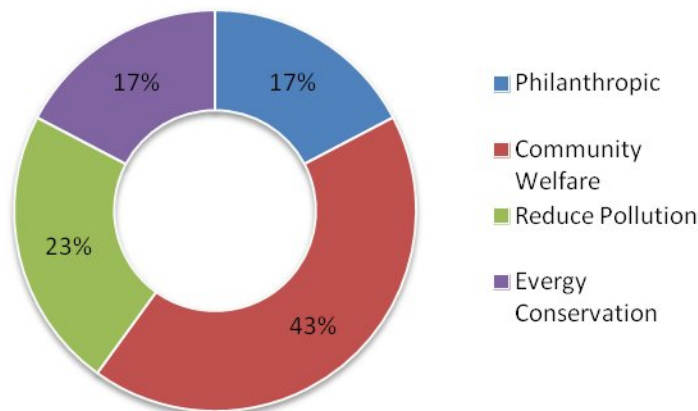
Survey Conducted – 29th -30th November 2013

Respondent – Around 250 Top Executives from different sectors, especially from banks in Bangladesh



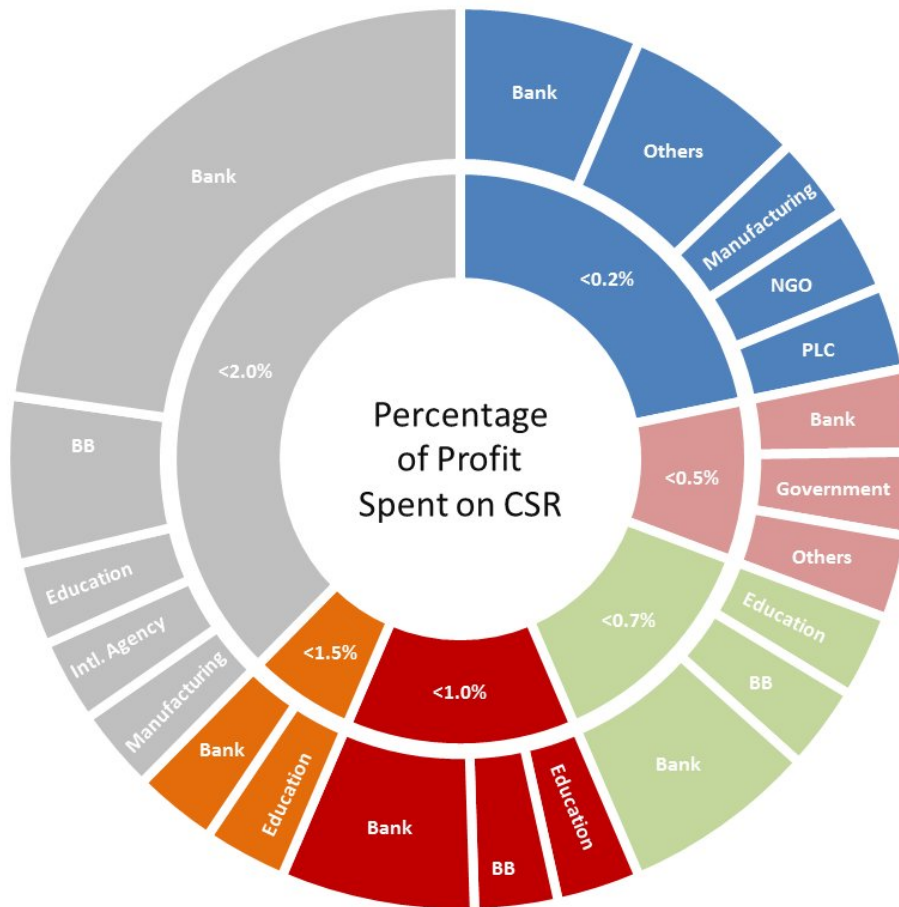
CSR as part of core business practice

As the term “Corporate Social Responsibility” can vary in perception among organizations and individuals, the survey asked about CSR priorities for the organizations. It was found that 43% of the respondents identified community welfare activities as CSR priorities while pollution reduction came in second (23%) among the priority areas. The results for this question may be different if more sectors were represented equally in the survey, which currently is more dominated by the banking sector. However, a good portion of respondents finding energy conservation as a CSR priority is encouraging considering national context of energy security.

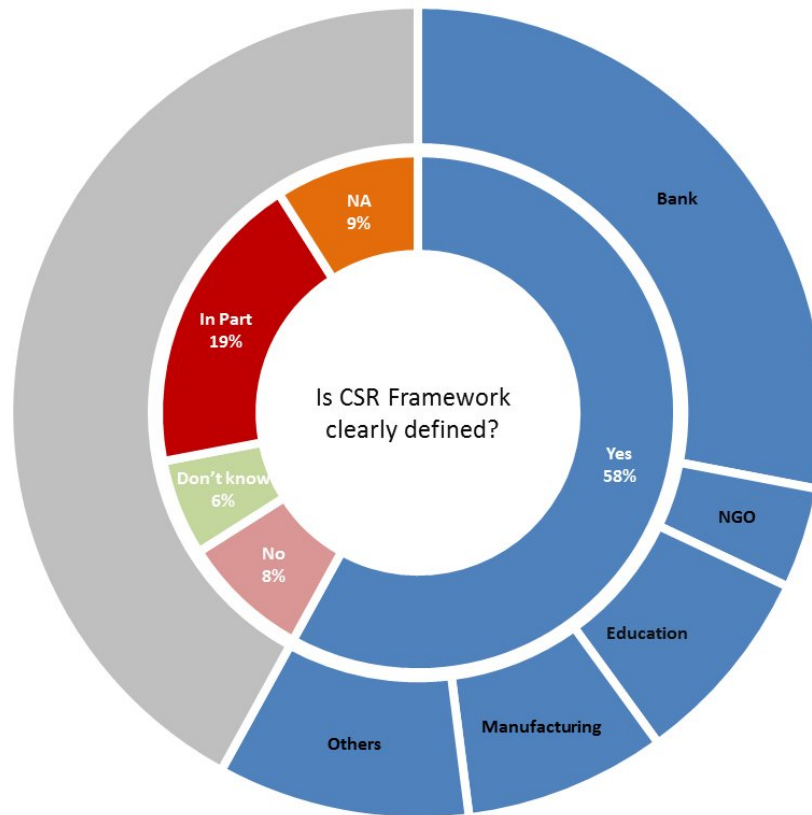


CSR Priority Areas for your organization

When asked about percentage of profits spent on CSR activities, the respondents were limited to options ranging from less than 0.2% to greater than 2%. Thirty eight percent respondents reported spending greater than 2% on CSR activities and banking sector is a major contributor in this group.

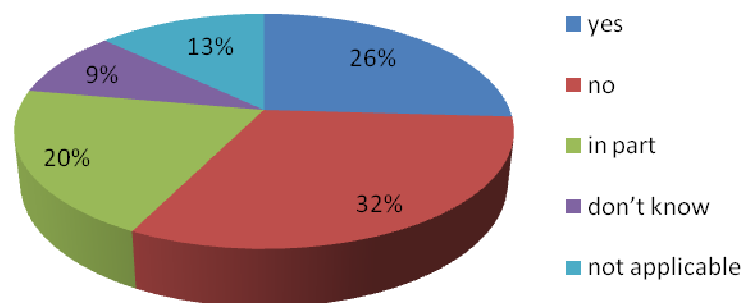


The variation was expected considering the diversity of sectors responding in the survey. As mentioned earlier CSR initiatives for the banking sector is more developed with the support of Bangladesh Bank, and they have also developed a periodic reporting structure for it. The emphasis on CSR may vary in other sectors in the absence of policy and regulatory support. This was also reflected in the survey when asked about the clarity of CSR framework.

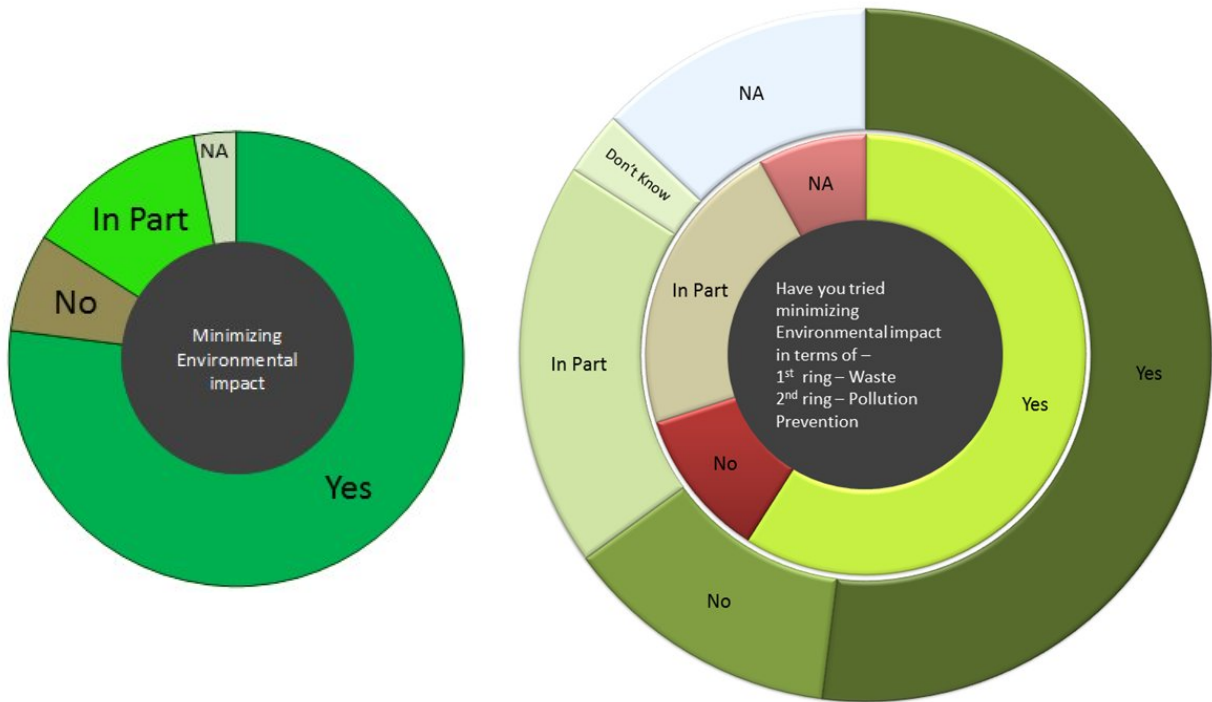


When asked if CSR Impact Assessment was conducted the results seem ambiguous, and signals the need for greater sensitization about the importance of conducting such assessments.

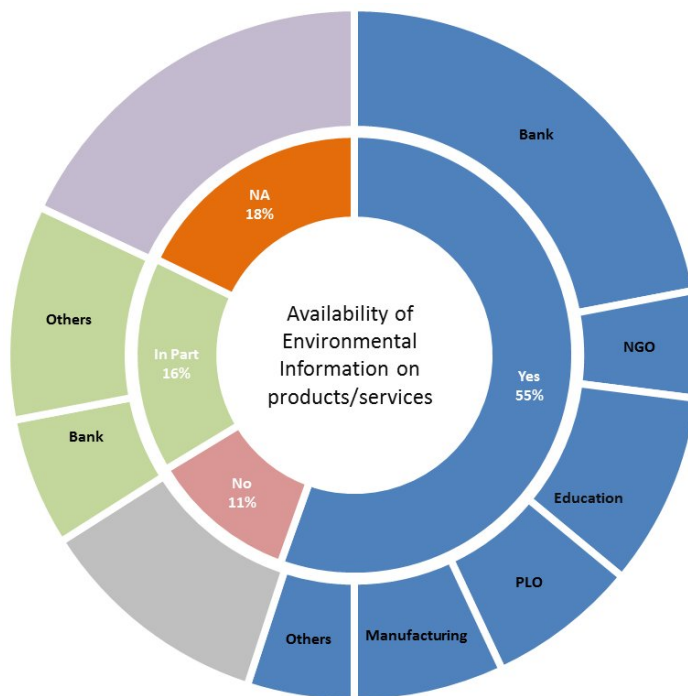
CSR Impact Assessment conducted



With the focus on hazardous waste management and environmental management in general, the survey asked respondents about the efforts in minimizing environmental damage, and the reported trend seems very encouraging.

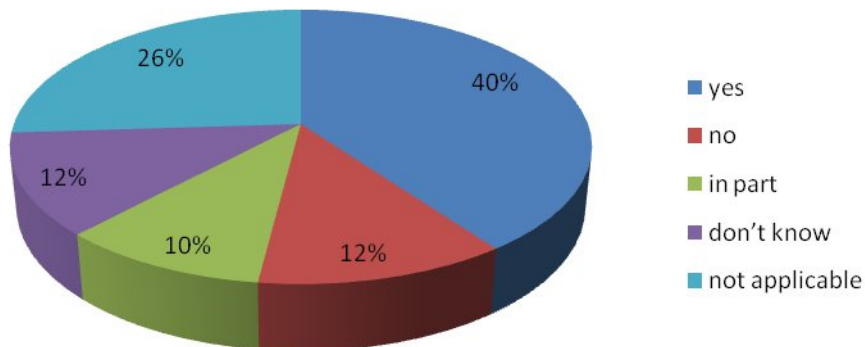


However, there is room for progress to be made in making environmental information on product and services available to consumers and other stakeholders.

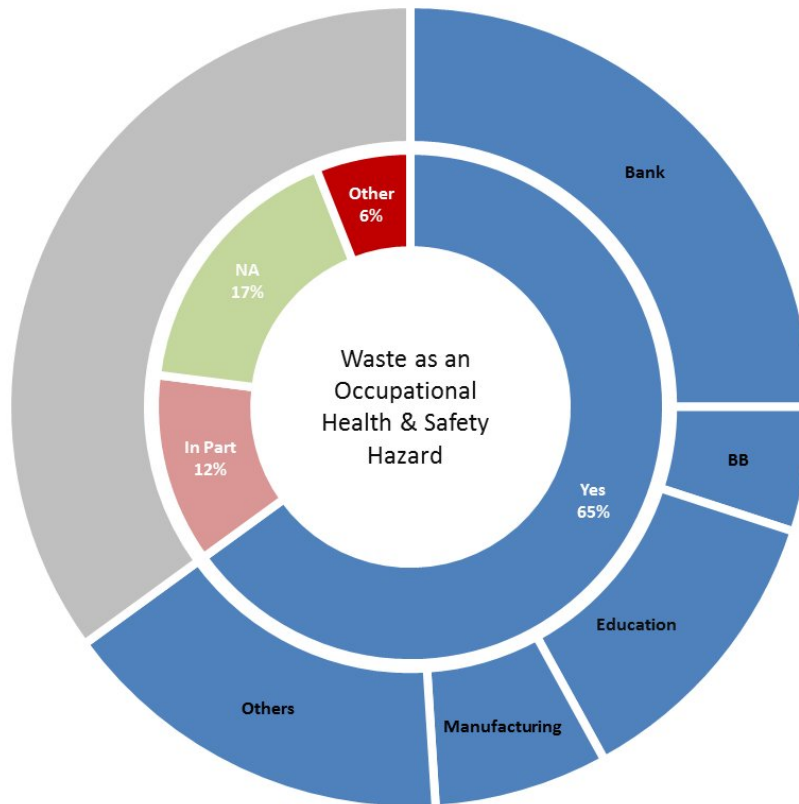


The survey asked if waste is considered as a cost burden, and the response seems mixed. Mixed result can be attributed to lack of proper valuation or sustainability assessment that can actually bring out value for money.

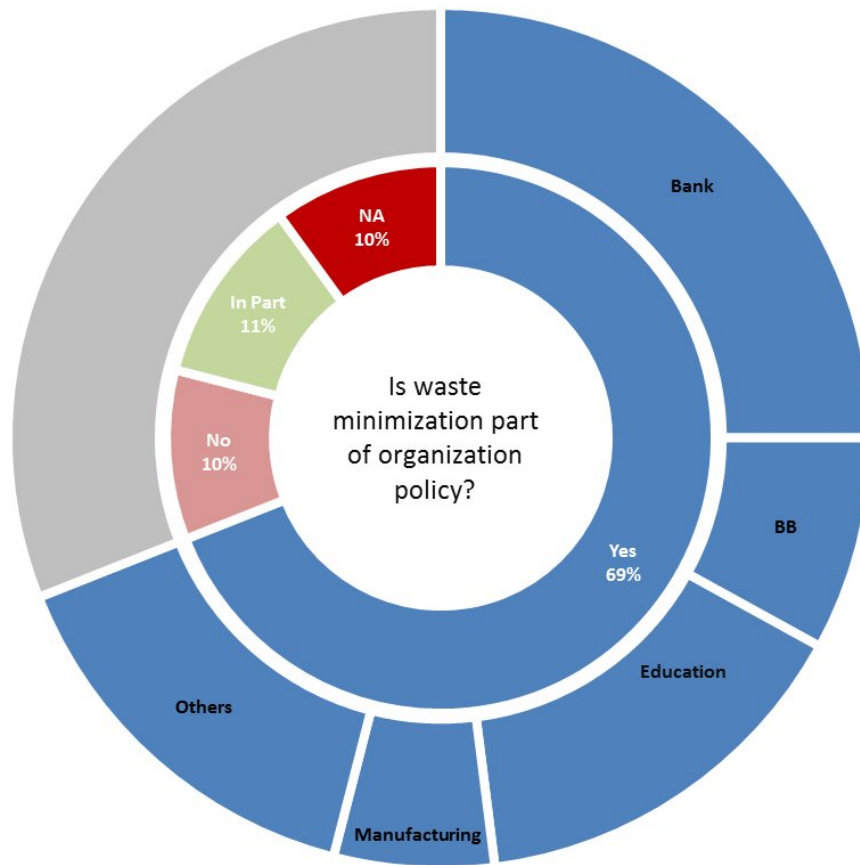
Do you consider waste as a cost?



The survey however found that majority of the respondents considers waste as an occupational health & safety hazard.



The survey respondents also reported that waste minimization is a part organization policy. It is expected that with a greater awareness and sustainability reporting aimed at calculating non-product/service outputs, waste minimization and management can scale up in all sectors.



Remarks:

The survey was conducted during the conference where in top executive across the sectors were present. This must be shared with the readers that 100% bankers and most of them top executive were participant of this survey. The survey questionnaire has twenty questions and the same is also attached in this report. Some questions and their feedback analysis is not part of this report as they are little distant from the waste management subject. The survey results in the graphs are self explanatory and provides some insights as follows

1. Majority consider CSR is part of their core business practices though it may not be well defined
2. CSR priorities are more inclined towards community welfare than sustainability
3. Percentage of CSR spending is more from banking sector



4. CSR framework across sector is not well defined
5. In most cases the CSR practices are followed without formal impact assessment
6. There is focus on minimizing environmental impact in general without quantification
7. Waste is cost for 40% respondents; it is a concern as majority doesn't care.
8. Most consider waste as an occupational, health and safety hazard and part of the organizational policy

It is evident from the survey that banks are leading on CSR subjects and we wonder why, but the answer is also simple and straight. The credit goes to Bangladesh Banks in leading by example besides pushing guidelines on Green banking and CSR. This can be replicated by other regulatory agencies like DOE and others in different sectors respectively. The concerned ministry in Bangladesh therefore need to study the existing international standards and framework on CSR and adapt or adopt the same for addressing the social, environmental and economic pillars of business and services.

Sample questionnaire: Responsible Business Conduct Survey Year 2013

1. Corporate Social Responsibility is part of our core business practice				
Yes []	No []	in Part []	don't know []	Not applicable []
2. Do you consider Waste as part of responsible business?				
Yes []	No []	in Part []	don't know []	Not applicable []
3. Have you tried to reduce your organisational environmental impact in terms of energy consumption?				
Yes []	No []	in Part []	don't know []	Not applicable []
Waste minimisation and recycling?				
Yes []	No []	in Part []	don't know []	Not applicable []
Pollution prevention (like Emission to air, effluent discharge, noise increase)?				
Yes []	No []	in Part []	don't know []	Not applicable []
Protection of the natural environment?				
Yes []	No []	in Part []	don't know []	Not applicable []
Identification of hazardous waste				
Yes []	No []	in Part []	don't know []	Not applicable []
Are the processes of waste disposal in place?				
Yes []	No []	in Part []	don't know []	Not applicable []
4. Can your organisation save money by reducing its environmental impact by recycling, reuse, reduce?				
Yes []	No []	in Part []	don't know []	Not applicable []
5. Does your organisation have clear and accurate environmental information on its products, services and activities to customers, supplier's local communities?				
Yes []	No []	in Part []	don't know []	Not applicable []
6. Does your organisation have hazardous waste control (identification, storage and disposal)?				
Yes []	No []	in Part []	don't know []	Not applicable []

7. Does your organisations consider waste as a cost as part of the invoice?				
Yes []	No []	in Part []	don't know []	Not applicable []
8. Does your organisations employees are trained on hazardous waste handling?				
Yes []	No []	in Part []	don't know []	Not applicable []
9. Does your company offer training opportunities to prepare people from the local community in the area of your operation?				
Yes []	No []	in Part []	don't know []	Not applicable []
10. Do you have open dialogue with local community on adverse, controversial or sensitive issues that involve your organisation?				
Yes []	No []	in Part []	don't know []	Not applicable []
11. Does your import policy consider the waste as a issue?				
Yes []	No []	in Part []	don't know []	Not applicable []
12. Does your organisation consider waste as a occupational health and safety hazards?				
Yes []	No []	in Part []	don't know []	Not applicable []
13. Have you considered waste minimisation as a organisational policy?				
Yes []	No []	in Part []	don't know []	Not applicable []
14. Does your customers demand hazardous waste control as a explicit requirement?				
Yes []	No []	in Part []	don't know []	Not applicable []
15. Is CSR framework is clearly defined?				
Yes []	No []	in Part []	don't know []	Not applicable []
16. Have you ever conducted CSR impact assessment?				
Yes []	No []	in Part []	don't know []	Not applicable []
17. What are CSR priority areas for your organisation?				
1. Philanthropic []		2. Community welfare []		
3. Reduce pollution []		4. Energy conservation []		
18. How much percentage of profit is spent on CSR activities				
1.< 0.2% [] 2.< 0.5% [] 3.< 0.7% [] 4.< 1.0% [] 5.< 1.5% [] 6 >= 2.0% []				
19. What is on your priority?				
1. Waste management [] 2. Green Product and service [] 3. Not applicable []				
20. Do you have good safety practices in place?				
Yes []	No []	in Part []	don't know []	Not applicable []