

CS Reference Performance Map

	CS Economics dimension	CS Social dimension	CS Environment dimension
CS strategic management	Strategic planning; Strategic assessment.	Sponsorship and community investment policy.	Environmental policy.
Stakeholder engagement	Identification of key stakeholders and definition of participative roles; Stakeholder communications, dialogue and participative activities.	Collaboration with regional development associations and communities, philanthropic organisations and NGOs.	Collaboration with environmental policy organisations; environmental education and research establishments; environmental NGOs.
CS implementation	CS process and project integration and management, training and compliance management.		
CS performance management	CS performance model; Performance potential analysis; Benchmarking; CS strategy impact; CS reporting.	Stakeholder satisfaction survey; Labour practice indicators; Social reporting.	Efficient use of materials; Energy management; Water impact management; Management of biodiversity; Waste / emissions / effluents minimisation; Minimization of negative effects of products on environment; Environmental reporting.
CS related brand development and reputation management	Corporate Governance; Business ethics and supervision for price fixing, unfair competition, money laundering, tax fraud, bribes; Transparency (accounting standards, information); Ethical trading-ethical marketing, pricing, billing; Standards for suppliers; Consumer's privacy; Product disclosure, price/value.	Corporate citizenship- Sponsoring (sports, art etc);Safeguarding against forced or child labour; Community investment; Employee volunteering; Participating on health promoting community initiatives; Support for Fair Globalisation; Philanthropy .	Environmental protection awareness campaigns; Donations to environmental groups or sponsorships of environmental projects; Corporate leadership in monitoring environmental issues; Participation in climate change forums and response initiatives.
Social innovation and marketing	Product quality and safety; Packaging safety; Social Entrepreneurship; Social ventures – stakeholder R&D collaboration to support social innovation; Sustainable innovation.	Product health impact optimisation- optimisation of positive health spin-offs and minimisation of the negative effects of products and services; support for education on social innovation; products for disabled or vulnerable groups; employment opportunities for disable or disadvantaged people.	Green products- life cycle management approach to improve the environmental performance; Research on renewable energy products and minimisation of greenhouse gas (GHG) emissions from fossil fuels; Innovative responsiveness capabilities to address environmental degradation and disasters.
Human and social capital management	Investor relations; Customer relations; Suppliers diversity; Talent attraction and retention; Human capital development; Training and professional development; CS Knowledge management – organisational learning.	Support for special community educational needs; Support for CS leadership development; Health and safety in the workplace; Employees equal opportunities, good internal relations, remuneration.	Working with local authorities to build capacity and enhance organisational ability to develop integrated approaches to environmental management; On-going programmes of staff training in environment.
CS risk management	CS risk and crisis management approach; Key CS Performance and Risk indicators; Dynamic CS risk identification and management.	Stakeholder or community complaints. Labour disputes, occupational health hazards and high potential risk HSE incidents; Risk assessment and management for earthquake, storm and flood, fire, infectious disease, etc.	Prevention and mitigation (Environmental risk/hazard prediction and modelling, Risk assessment and mapping); Risk monitoring and alertness; Environmental disaster responsiveness; Sustainable disaster mitigation.