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Company report review

Anglo American

Report to Society 2005 –

‘A climate of change’

Presented by: the Ethical Insight team at Maplecroft

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**Note**

This review is based on information contained in the hardcopy version of Anglo American's Report to Society 2005. The PDF version of the report is available at: <http://www.angloamerican.co.uk>. This review is intended as a summary only and does not provide full and complete discussion of all the issues contained in the report or on Anglo American's website.

## 1 Company background

Anglo American plc was formed in 1999 through the combination of Anglo American Corporation of South Africa (AACSA) and Minorco. It has its primary listing on the London Stock Exchange and is majority owned by UK institutions. Additional listings are on the Johannesburg, Botswana and Namibia stock exchanges.

The group is among the world's leading mining companies. It owns a diversified range of businesses covering platinum, gold, diamonds, coal, base and ferrous metals, industrial minerals and paper and packaging. Following a strategic review in late 2005, the group will be focussing increasingly on its core mining assets covering coal, base and ferrous metals, platinum and diamonds. Other business units will be fully or partly disposed of.

The group's activities span the world but are strongly represented in the Americas and South Africa, with 37% and 36% respectively of underlying earnings achieved there. 128,000 people are employed in managed companies<sup>1</sup> located in over 50 countries around the world.

Since 2000, Anglo American has been reporting annually on its social and environmental performance.

## 2 Reporting practices

Recommendations to Anglo American ('Anglo', 'the group') arising out of this review have been indicated in **bold** below.

### 2.1 Materiality

The report covers all issues relevant to the mining and minerals sector, structured under the headings of social capital, natural capital, human capital and manufactured capital. These follow the chief executive's report, a summary table of non-financial targets and a section on the group's economic value and impacts. For each issue, the context and relevance to the group are clearly presented, comprehensive and meaningful.

Anglo American's processes of stakeholder engagement can be considered best practice, both in the context of the group's external reporting and its business operations. Key engagement mechanisms are clearly and centrally presented. Notable among these is the Socio-Economic Assessment Toolbox (SEAT), which was designed to help each operation understand the extent and nature of its impacts on neighbours, build trust, be a more effective development partner and ensure that the group is accountable to its stakeholders. It is also part of Anglo's risk management process and 'a way of building more responsive, measured and consistent social performance.' Case studies highlight concerns raised through SEAT and give details of how the group responded. Anglo demonstrates a highly commendable commitment to best practice by working towards sharing the methodology with other organisations, such as the UK's Business in the Community.

According to the 'Targets' section of the report, feedback on external reporting by over 200 people was considered and additional research is to be launched in 2006. This constitutes a worthy effort, which is certainly aided by the provision of two feedback postcards at the back of the report, which can be posted free of charge from anywhere in the world. This is an excellent idea which facilitates stakeholder engagement to a great extent, exemplified by the over 300 written replies on the 2004 report.

For future reports, we have two recommendations regarding materiality:

- First of all, we would like to see – in addition to the case studies and feedback examples given – more **qualitative and especially quantitative information** on the results of stakeholder engagement efforts (e.g. the employee surveys) and progress towards the targets that arise from them. While the 'Targets' section is excellent, comprehensive and meaningful, we are missing a **clear link to the engagement efforts**.
- Secondly, we would like to see some information on the **challenges associated with the diamond industry**. While it is acknowledged that independently managed investments are outside the scope

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<sup>1</sup> Excluding joint ventures and independently managed investments, e.g. the De Beers diamond business.

of the report, the fact remains that Anglo – through an effective 45% stake in De Beers<sup>2</sup> – is one of the world's largest producers and marketers of diamonds. Accordingly, and consistent with Anglo's concern for human rights in its operations, we would expect to see some discussion or acknowledgment of **human rights issues related to diamonds**, conflict diamonds, compliance with the Kimberley Process, the voluntary system of warranties and the like. At the very least – as a major investor in De Beers and in the interest of full disclosure – there should be a reference to where this information can be found.

## 2.2 Transparency

Overall, the transparency of Anglo American's public reporting is outstanding, with well-presented and comprehensive information on all issues covered.

The report discloses positive and negative performance in all risk areas covered. This includes reporting on accidents, workplace fatalities, court actions, fines and prosecutions for infringement of safety, occupational health and environmental regulations, significant environmental incidents and land utilised. The report is outstanding in that the group's actions in response to negative performance are described for every issue.

Reporting on corruption and whistleblowing is unusually comprehensive and includes quantitative information such as the number and nature of alerts, the number of employees and managers dismissed and the number of supplier contracts terminated as a result of breaches of the group's business principles. This constitutes a level of transparency very rarely found in sustainability reports and substantially enhances credibility for the reader.

Anglo is therefore well prepared for the update to the 2002 GRI Guidelines, the **G3 Guidelines** (expected to be released in October 2006), which will contain a section on corruption. Companies reporting in accordance with G3 – which we assume Anglo will do as an organisational stakeholder of the GRI – will need to report on organisation-wide goals and risk analysis in this area, as well as performance against the goals.

## 2.3 Comparability

The report's comparability is excellent, due to its production according to the Global Reporting Initiative's (GRI) 2002 guidelines. However, full accordance is not achieved, as the **CEO statement** prescribed by the GRI for 'in accordance' reporting is missing. We consider this to be a minor point, as a full GRI index is presented on the group's website. For future reports, it might be worth considering the **inclusion of the index** in the actual report, so as to provide all relevant information in one document and increase accessibility for the reader.

From 2007 onwards, Anglo is committed to reporting in accordance with the GRI **Mining and Metals Sector Supplement**. In this instance – one of the very few we have noted in this report – it lags behind industry peers such as Rio Tinto who already report in accordance with the supplement.

However, the group's commitment to being a leader in the sustainability field is evident from its role as an organisational stakeholder of the GRI and various activities with the International Council for Mining and Metals (ICMM).

In terms of the data presented, comparability is good, and there is a clear commitment to continuous improvement. A summary table presents all targets as well as progress towards the targets, allowing for a quick overview, clarity and transparency. For every business unit, environmental data such as CO<sub>2</sub> emissions and energy use is presented separately and compared with the previous year, which suggests that reporting and data management in this area is coherent across the group. We would suggest the **extension of these tables** to include other sustainable development data such as **health and safety performance**. This would provide the reader with easy comparison between the years and a 'one stop' overview of all relevant data. Comments in the report suggest that Anglo is aware of this and is working towards improving data collection and methodologies.

To give an even more meaningful context to the figures presented, Anglo could consider mapping its performance and targets against **peer companies**.

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<sup>2</sup> Anglo American owns 45% of DB Investment SA which owns 100% of De Beers.

## 2.4 Assurance and verification

Anglo American's report is externally assured by a third party auditors, KPMG, against the International Standard on Assurance Engagements (ISAE) 3000. Certain indicators such as fatalities, energy use and emissions were subject to 'reasonable' or positive assurance, while others were subject to 'moderate' assurance. Obtaining a reasonable level of assurance provides for a high level of credibility, as it positively establishes that data contained in the report are accurate and adequate.

Without a doubt, this signals the group's dedication to independent verification, transparency and continuous improvement. Third-party assurance is not confined to the audit-based approach, however. Anglo American could go beyond its current assurance process and consider seeking **assurance from a multi-stakeholder panel**, including for example recognised NGO experts, employees or community representatives.

**Comments by stakeholders or assurance providers** on specific issues could be included throughout the report and provide useful additional suggestions for improvement.

It is noted that KPMG also provided management with a report summarising their key findings and recommendations for improvement. This **report could be provided to the public**, so as to further increase transparency and provide the reader with a baseline reference for improvements in subsequent reports.

In addition, Anglo could consider assurance against AccountAbility's **AA1000 Assurance Standard**, as well as the **GRI Guidelines**, which would provide additional stakeholder reassurance and could usefully complement the existing procedure.

## 3 Management structure

Anglo's directors are responsible for the preparation of the report and the information and assessments contained, for determining the group's objective in respect of sustainable development performance, and for establishing and maintaining appropriate performance management and internal control systems from which the reported information is derived.

The Safety and Sustainable Development Committee enables Board oversight of the strategic responses to sustainable development on behalf of the shareholders. The committee meets quarterly and is supported by the sustainable development team. Executives heading key functions and business units, as well as the technical director, participate in all meetings. The report – unusually and exemplarily – includes attendance figures for the respective Committee members in 2005.

A Sustainable Development Council, made up of the leaders of corporate functions and business units, takes the lead on strategy and agrees group targets. Senior managers with responsibility for sustainable development meet regularly throughout the year to address constraints and opportunities in formulating and giving effect to the strategy and policies. During 2005, following two previous Group Sustainable Development conferences, an extended forum was held, in which over 130 top managers from global group operations participated.

It is not entirely clear from the report what the **lines of responsibility regarding governance and reporting** from the individual business units up to the corporate level are. A **diagram** within the corporate governance section could increase transparency in this respect.

Anglo American is a signatory of the UN Global Compact. In addition, in early 2005, the group joined the multi-stakeholder process which supports the Voluntary Principles on Security and Human Rights. It is involved in other multi-stakeholder forums such as the Extractive Industries Transparency Initiative, the International Council for Mining and Metals, the World Business Council for Sustainable Development, the International Business Leaders Forum and, as an organisational stakeholder, the Global Reporting Initiative. Examples of the involvement with and support for these bodies are given throughout the report. This demonstrates a clear commitment to best practice, although the **nature of the support for these initiatives** could be described in more detail, which would further increase transparency and credibility on the part of stakeholders.

## 4 Review of core issues

Following on from a discussion of the management approach to sustainable development at Anglo, the report is structured along the 'Five Capitals' model of sustainable development, with the main headings of 'Social

capital', 'Natural capital', 'Human capital' and 'Manufactured capital'. Subsequently, three issues relevant to the sector will be discussed in detail:

- Small business development and supply chains
- Energy use
- HIV/AIDS

## 4.1 Small business development and supply chains

### 4.1.1 Policy

As one of the largest private sector investors and employers in Africa, Anglo American is intent on helping to advance economic growth in Africa by improving the climate for business and supporting small and medium-sized enterprises (SME), both through its supply chain and the communities it operates in.

### 4.1.2 Programmes

Anglo has committed \$2.5 million to the New Economic Partnership for Africa's Development (NEPAD) Investment Climate Facility (ICF), designed to help improve economic growth in Africa by promoting a more positive image of Africa as a place to do business. The group is also part of the Business Action for Africa network to challenge negative perceptions of doing business on the continent.

It supports black economic empowerment (BEE) and small businesses through its local supply chains in Africa. Anglo Zimele, the group's small business development arm, provides its investments and new businesses with a critical support structure and a pool of resources in return for an equity stake which is held for a limited period.

### 4.1.3 Performance

Support for small enterprises, not only in Africa but also in Latin America and Australia, appears to be a long-established tradition for Anglo. Anglo Zimele has helped nearly 100 small businesses start up in its 17 year history. Independent figures on business survival rates, revenues and job creation are presented in the report, which adds transparency and credibility. Case studies of business development activities by other group units are also presented and provide a good insight of the variety of group activities in this area.

It might be worth considering the inclusion of **stakeholder views** in the case studies, and indeed throughout the report, to provide a more comprehensive and illustrative picture.

## 4.2 Energy use

### 4.2.1 Policy

Being a mining company, environmental performance in general and energy use and CO<sub>2</sub> emissions in particular are large potential risk factors for Anglo American, both in terms of reputation and cost arising from impending legislation.

The group consequently indicates that climate change is one of the key issues on its agenda. Since 2003, as part of its sustainable development strategy, the group has been actively reviewing its energy consumption and carbon emission. It is now in the second year of a ten year programme to increase energy efficiency, reduce carbon and energy intensity as well as address energy procurement issues.

### 4.2.2 Programmes

Group targets include a 12% improvement in energy efficiency by 2014 and a 10% reduction in CO<sub>2</sub> emissions per unit of production by 2014. In addition, definitions and reporting boundaries relating to CO<sub>2</sub> emissions from transport are scheduled to be established by 2006.

The group is currently engaging in projects such as the capture and use of coal mine methane for power generation, and conducts research into technologies that are not yet commercially viable but will respond to growing global calls for fundamental change in energy sources, use and technologies. These include the

implementation of clean coal combustion technologies, the deployment of carbon capture and storage technologies, improved and more extensive coal gasification and the production of liquid fuels and chemicals.

Three group operations have recently submitted methodologies for quantifying and reducing carbon emissions to the executive board of the Kyoto Protocol's Clean Development Mechanism. This underscores the group's commitment to a reduction in greenhouse gas emissions, especially in developing countries.

### 4.2.3 Performance

In 2005, progress has been made against all of these targets and work is ongoing. The targets and progress reports are usefully supplemented with case studies and descriptions of individual projects around the world.

It is evident that data collection and internal metrics in this area are highly developed and consistent across the group. This is probably the issue for which the most comprehensive data is available, exemplified by the data tables on CO<sub>2</sub> emissions, energy, land and water use for each individual operation.

In subsequent reports, we would like to see **more detail** on the ten year programme, as well as data on whether **interim targets** have been achieved by the individual business units. Overall, however, it is clear that Anglo is committed to cutting emissions and increasing energy efficiency, which of course makes business sense for the group itself, as well as contributing to sustainable development.

## 4.3 HIV/AIDS

### 4.3.1 Policy

The management of HIV and AIDS is an ongoing challenge for Anglo companies operating in countries with a high burden of HIV. The greatest risk is in eastern and southern Africa, where the HIV prevalence among employees is estimated to be 23%.

The group's main concern is getting employees to know their HIV status through voluntary counselling and testing (VCT) and ensuring that those who are HIV positive get access to proper care, support and antiretroviral treatment when necessary.

### 4.3.2 Programme

Group targets include 50% VCT by the end of 2005 and 75% by 2007. In the long term, 100% VCT is envisaged in high risk areas. Employees are encouraged to check their HIV status on an annual basis, which will in time allow the measurement of new HIV incidence and work towards the goal of zero new infections during the course of a calendar year.

Community programmes are designed to build capacity for comprehensive HIV/AIDS services in communities associated with the group's operations. These initiatives are carried out in partnership with local government, NGOs, trade unions and other health service providers.

The Anglo American community HIV and AIDS partnership programme was launched in 2003. It provides visible and material support to the many individuals and organisations that use their resources to face up to the realities of the HIV/AIDS epidemic and change their own circumstances.

### 4.3.3 Performance

Again, this section of the report provides a good mix of quantitative data, diagrams and illustrative case studies, and Anglo's commitment to reducing HIV/AIDS in the high risk countries it operates in is evident and commendable.

However, to readers who are not familiar with the subject, some of the facts presented could be confusing and somewhat lacking in context. It is, for example, unclear why 'in communities with an advanced HIV epidemic, about 25% of HIV positive people are likely to be in need of ART', when Anglo's experience has clearly demonstrated that 'those who start ART before getting sick with AIDS...have much better treatment outcomes'. In this case, surely ART should benefit more than just 25% of those infected with HIV.

In subsequent reports, this could be **explained more clearly**. Also, some **background information** as to why **VCT uptake** was lower than expected would be useful and provide greater clarity to the reader. We

were disappointed not to see information on the link between cultural contexts, indigenous beliefs and the success or otherwise of HIV/AIDS programmes.

## 5 Certification

Anglo American is a constituent of the Dow Jones Sustainability Index (DJSI) World and DJSI STOXX, although no mention of this is made in the report. Certification to ISO 14001, the Forest Stewardship Council (FSC) and OHSAS 18001 is ongoing. All operations are required to be certified to either ISO 14001 or the FSC within two years of joining the group. No other certification is mentioned in the report. Should Anglo be certified to other standards such as SA 8000 or ISO 9001 this information should be contained in the report, as it would increase stakeholder confidence and demonstrate a commitment to international standards. In addition, Anglo could consider providing its **DJSI assessment** on the website, further increasing transparency and credibility in reporting.

During 2005, the group won several awards, most notably Business in the Community's International Award for contributions to the achievement of the Millennium Development Goals in Africa. In a ranking of South African corporate social investment funds determined by 100 business and 100 NGO representatives, the Chairman's Fund secured the top spot in 16 of 26 categories. External assurance of this kind is highly effective in managing reputational risk for the group through providing additional credibility to stakeholders, and it is a testament to the group's commitment to sustainable development.

## 6 Ethical Insight's comment

5 star rating: ★★★★★

As was the case with the 2004 report, we find very little fault with Anglo American's 2005 Report to Society, and it remains the only company whose sustainability reports we have ever awarded five stars to. The honesty with which it is presented is exemplary, and a commitment to best practice is evident throughout the report.

We have only comparatively small recommendations for improvement. Chief among these is the speedy adoption of the GRI Mining and Metals Sector Supplement, which other companies are already using. For ease of reference, we would also recommend the inclusion of the GRI index in the actual report.

We were also disappointed not to find any mention of challenges related to diamonds, even acknowledging that independently managed investments such as De Beers are outside the scope of the report. We would hope that, as a major investor in De Beers and in the interest of full disclosure, subsequent Anglo reports will at least refer to where information on the subject can be found.

Quantitative data coverage regarding sustainable development indicators beyond the environmental sphere will need to be improved in future reports. Anglo is, however, aware of this, so improvements are to be expected.

The overall presentation of the report is excellent, with a good mix of text, diagrams, case studies and pictures. The structure, based on the 'Five Capitals' model is good and intuitive. However, we would recommend a layout with wider and therefore fewer columns, which would make the report – especially where figures and statistics are presented – easier to read. Stakeholder viewpoints could usefully be included throughout the report.

### *Reporting practices*

**Materiality** – As noted above, we are missing information on challenges related to diamonds. Anglo's processes of stakeholder engagement can be considered best practice, both in the context of the group's external reporting and its business operations. We would, however, like to see more qualitative and especially quantitative information on the results of stakeholder engagement efforts.

**Transparency** – Overall, the transparency of Anglo's public reporting is outstanding, with well-presented and comprehensive information on all issues covered. One exception is the section on HIV/AIDS which may potentially be confusing to readers not familiar with the subject. The report is outstanding in that the group's actions in response to negative performance in every area are outlined.

**Comparability** – The comparability of the report is excellent due to its production according to the GRI 2002 guidelines, although full accordance is technically not achieved. We would suggest the extension of the environmental data tables to include other sustainable development data such as health and safety performance.

**Assurance and verification** – Anglo American's report is externally assured by the group's auditors against ISAE 3000. The group should consider seeking additional assurance from a multi-stakeholder panel, as well as assurance against the AA1000 accounting standard and the GRI Guidelines, and including assurers' comments throughout the report.

### *Management structure*

The lines of responsibility regarding governance and reporting are not entirely clear to the reader; a diagram would help here. In addition, more information on the extent and nature of activities in relation to international multi-stakeholder forums could be given.

### *Review of core issues*

**Small business development and supply chains** – Independent figures on business survival rates, revenues and job creation are usefully supplemented with case studies providing a good insight into the group's activities in this area. It might be worth considering the inclusion of stakeholder views in the case studies and throughout the report to provide a more comprehensive and illustrative picture.

**Energy use** – It is evident that data collection and internal metrics in this area are highly developed and consistent across the group, as evidenced by the data tables for each individual operation. In subsequent reports, we would like to see more detail on the ten year programme and progress towards its achievement.

**HIV/AIDS** – This section provides a particularly good mix of quantitative data, diagrams and illustrative case studies. Anglo's commitment to reducing HIV/AIDS in the high risk countries it operates in is evident and commendable. However, some of the facts presented are potentially confusing and somewhat lacking in context, and we were disappointed not to see details on the link between cultural contexts, indigenous beliefs and the success or otherwise of HIV/AIDS programmes.

## 7 Appendices

### 7.1 Maplecroft's Ethical Insight report review criteria

Maplecroft's Ethical Insight report reviews are based on a four-pillar framework, taking into account reporting practices, corporate responsibility management structure, management systems (policy, programme and performance), and certification. The review of management systems considers the company's core issues as identified by the company in its report and by Maplecroft on the basis of the company's industry sector. Maplecroft is currently developing a map of core issues by sector which will be available shortly. The report review criteria are not comprehensive, but are designed to highlight the most significant practices and performance within each company, as well as important omissions and areas for improvement in future reporting.

- **Reporting practices** are reviewed on the basis of four key reporting principles:
  - **Materiality:** Does the report cover all the key issues relevant to the sector? Does the report provide the context and relevance of each issue to the company? Has the company engaged with key stakeholders in identifying and exploring material issues?
  - **Transparency:** Does the report disclose regulatory non-compliance? Does the report make other sensitive or groundbreaking disclosures? Is there public reporting at the local level?
  - **Comparability:** Does the company report in accordance with the GRI guidelines or other external metrics? Have internal metrics and data collection/management systems been developed? Does the report clearly present key indicators and targets?
  - **Assurance and verification:** What type of assurance and verification are provided? What is the scope of assurance and verification? What are the feedback / results of the assurance and verification process?
- **Management structure** is assessed on the basis of three main criteria: Is there a board level CSR Committee (or equivalent) in place? Is there a dedicated CSR network in place? Has the company signed up to any best practice principles or external bodies?
- **Management systems** incorporate principles (governance level), policies (strategic level), procedure and guidance (executive level) and practise (operational level). For a selection of the company's core issues, Maplecroft reviews policy, programme and performance.
- **Certification** refers to the company's listing on sustainability indices, such as the FTSE4Good and Dow Jones; external certification such as SA8000 and ISO14001; and any external awards received during the reporting year.

## 7.2 Previous Ethical Insight report reviews

Ethical Insight includes a review of a company sustainability report in each fortnight's edition. These reviews, together with the original report, can be accessed from the Maplecroft website at <http://www.maplecroft.net>.

Previous Maplecroft reviews are as follows:

- ABN Amro Sustainability Report 2003 and 2005
- Alcan Corporate Sustainability Report 2004 and 2005
- Alcatel - Sustainable Development Report 2004
- Anglo American Report to Society 2004
- BAA Annual Report 2003/2004
- BAE Systems Corporate Responsibility Report 2003
- BBC Corporate Sustainability Report 2004
- BHP Billiton Sustainability Report 2005
- BP Sustainability Review 2004
- Cadbury Schweppes Corporate and Social Responsibility Report 2004
- Citigroup Citizenship Report Review 2004
- Coca-Cola's 2004 Citizenship Report
- Commerzbank Corporate Responsibility Report 2005
- Co-operative Group corporate responsibility report 2003
- Ford Sustainability Report 2004/05
- HSBC Corporate Social Responsibility Report 2004
- Hydro Corporate Social Responsibility Annual Report 2003
- Marks & Spencer Corporate Social Responsibility Report 2005
- Merck Corporate Responsibility Report 2005
- NEC Corporate Social Responsibility Report 2005
- Nike Corporate Responsibility Report 2004
- Rio Tinto Sustainable Development Review 2004 and 2005
- Royal Bank of Scotland's Corporate Responsibility Report 2004
- Royal Mail Corporate Responsibility Report 2004
- RWE Corporate Responsibility Report 2003
- Shell Foundation 'Enterprise solutions to poverty' Report 2005
- Standard Chartered 2004 Corporate Responsibility Report
- TPG annual report 2003
- TPG Corporate Sustainability Report 2004
- Unilever Social and Environmental Reports 2004
- Vodafone Corporate Social Responsibility Report 2003/04
- Volkswagen Sustainability Report 2005/06
- WestLB Sustainability Report 2005
- Westpac Stakeholder Impact Report 2004

### 7.3 Ethical Insight's sustainability reporting services

The Ethical Insight team at Maplecroft works with global organisations across all sectors, providing a range of specialist corporate responsibility advisory services. Further details about the wider range of Maplecroft services and the Maplecroft team are available at <http://www.maplecroft.net>.

In the area of sustainability reporting, we have considerable expertise in the full range of management systems that underlie effective social and environmental reporting, including auditing, indicators, monitoring, impact assessment and performance management. Maplecroft is also experienced in report writing, verification and assurance, having contributed substantively to several award winning reports.

The Ethical Insight team is also able to provide independent assurance and verification services of the highest standard, including in accordance with GRI and AA1000 criteria.

Maplecroft has developed a number of proprietary tools to assist companies in the reporting process. Specifically, we have developed the *Principles-plus multi-audit etool*, a practical and comprehensive auditing method that brings together a host of social and environmental standards, international best practice principles and instruments of corporate citizenship in a set of worksheets. The tool is designed to help companies assess their conformance with best practice requirements and identify the specific areas in which performance can be improved. A corrective action request form assists in the performance management process.

Maplecroft has also developed a *Human rights monitoring mechanism*, a straightforward electronic human rights survey, which can be used and adapted by companies to provide a detailed picture of human rights risk in its operations around the world. The survey assesses the human rights situation and management systems in place at the country level which, together with external country and issue specific human rights research, allow for a detailed analysis of the company's risk of complicity in human rights violations, and specific recommended action points.

The Ethical Insight team comprise fully trained and experienced SA8000 and ISO14001 auditors.

Please call us or email to discuss how our award winning Ethical Insight team might help:

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