



Accreditation questionnaire guide

Overview

We're delighted you've decided to register with the Good Business Charter. We are really excited to have you join with us to promote a better and fairer way to conduct business.

The self-certification process takes the form of a series of questions requiring a Yes or No answer which should take you less than one hour to complete. Accreditation to the Good Business Charter requires you to meet each of the 10 components if you are a company or 9 if you are a charity.

In the majority of cases you will be asked if you are currently fulfilling a certain criterion for the Good Business Charter. If you answer 'No', you will be asked if you commit to do it going forwards. Our focus is on good intent in this regard. So a commitment going forwards means that within 3 months (or 12 months for tax) you will have started to put any changes required into motion. Some of the detail may take a few months to implement and we are definitely not expecting that to be fully in place within 3 months. Intent and commitment is the key.

For the detail on any component we would ask you to refer to the individual web page for that component (<https://goodbusinesscharter.com/our-10-components/>). Each of these pages explains what you are going to be asked in the questionnaire.

If you are concerned that you will not be able to answer these questions but believe that your business or charity practices follow the spirit of this component, please consult with us so that we can make a judgement on whether we believe you meet the requirements of the component. We are really keen to have organisations of all sizes and from all types of industries and sectors joining the Good Business Charter. These are standard questions and for some organisations there may be questions that are just not relevant or too onerous. We want to hear from you if you feel that is the case and we will take a sympathetic view.

Equally, organisations with a smaller number of employees may feel that the wording of the questions is rather technical for the way they operate. We do not want to exclude anyone behaving responsibly just because they feel this has not been designed with their organisation's size or industry in mind. We encourage you to apply the questions to your own unique setting and if in doubt, do contact us on info@goodbusinesscharter.com to explain the way in which you believe in your own way that you meet this component so that together we can consider whether it is sufficient or what else may be necessary to receive GBC accreditation.



For organisations with 51+ employees

Questions for GBC accreditation

Organisation with 51+ employees

1 Real Living Wage

- 1.1 Are you an accredited Living Wage Employer? Y (go to section 2)/N
- 1.2 Will you commit to contacting the Living Wage Foundation within three months of receiving GBC accreditation and to agreeing a timescale with them to pay directly employed staff and regularly contracted staff the real living wage?

2 Fairer hours and contracts

- 2.1 Do you offer or use zero or minimal hours contracts for directly employed or regularly contracted staff*?
- * with the exception where flexibility is part of the role and freely accepted by the employee
- N (go to section 3)/ Y
- 2.2 Do you commit to a fair approach to hours and contracts with respect to zero or minimal hours contracts?
- 2.3 Do you currently give at least two weeks' notice for scheduling of shifts and ensure there is no penalty for an employee who declines a shift added at short notice? Y (go to 2.5)/N
- 2.4 Do you commit going forwards to do so?
- 2.5 Do you currently still pay a shift if cancelled at less than two weeks' notice? Y (go to 2.7)/N
- 2.6 Do you commit going forwards to do so?
- 2.7 Do you allow an employee to request a contract with more fixed hours at any time without consequences? Y (go to 2.9)/N
- 2.8 Do you commit going forwards to do so?
- 2.9 Do you commit going forwards to review actual hours worked annually and initiate a supportive conversation with the employee with a view to providing a contract at or close to the hours actually being worked as soon as able?

3 Employee wellbeing

- 3.1 Do you have clear, fair and transparent policies that support and encourage employee well-being including a sickness policy which clearly outlines both employee and employer responsibilities and bans unreasonable penalties for legitimate sickness? Y (go to 3.3)/N
- 3.2 Do you commit going forwards to do so? Y/N
- 3.3 Do you promote access to impartial support and advice for employees with physical and mental health needs? Y (go to Section 4)/N
- 3.4 Do you commit going forwards to do so?

4 Employee representation

- 4.1 Where trade unions are recognised in your organisation, do you agree to meet with them at least annually to discuss business performance and strategy and to attempt to ensure that issues that have been raised by them have been adequately addressed to the best of your ability? Y/N/ N/A
- 4.2 Where union representatives are present in the workforce, do you commit to regular engagement? Y/N/ N/A
- 4.3 Do you have a forum or similar mechanism where every employee can have input? Y (go to 4.5)/N
- 4.4 Do you commit going forwards to do so?
- 4.5 Are issues from the employee forum escalated to senior management? Y (go to 4.7)/ N
- 4.6 Do you commit going forwards to do so?
- 4.7 Do you circulate an annual or biennial employee satisfaction survey to which the results are reviewed by the board? Y (go to 4.9)/N
- 4.8 Do you commit going forwards to do so?
- 4.9 Do you have a mechanism for whistle-blowing that provides all employees with an opportunity to report to internal or external sources, anonymously if they prefer, matters of concern about a danger, risk, malpractice or wrongdoing that affects others, and ensure they are protected from reprisals? Y (go to section 5)
- 4.10 Do you agree going forwards to have a mechanism for whistle-blowing that provides all employees with an opportunity to report to internal or external sources, anonymously if they prefer, matters of concern about a danger, risk, malpractice or wrongdoing that affects others, and ensure they are protected from reprisals?

5 Diversity and inclusion

- 5.1 Do you assign time and money as is reasonably required to making your business an inclusive place to work and take steps to increase participation from underrepresented groups at all levels? Y (go to 5.3)/N
- 5.2 Do you commit going forwards to do so?
- 5.3 Do you ask employees in an annual or biennial employee satisfaction survey about whether they feel it is an inclusive workplace? Y (go to 5.5)/N
- 5.4 Do you commit going forwards to do so?
- 5.5 Do you collect at least every two years, voluntarily from your employees, diversity gender, ethnicity and disability data, explaining clearly how it will be used, and analyse this data against a baseline and sector trends? Y (go to 5.7)/N
- 5.6 Do you commit going forwards to do so?
- 5.7 Do you report to board level on gender, ethnicity and disability pay gaps and diversity data with an evidence-based plan to close any gaps that are published? Y (go to 5.9)/N
- 5.8 Do you commit going forwards to report to board level on gender, ethnicity and disability pay gaps and diversity data with an evidence-based plan to close any gaps that are published? If you are unable to analyse pay data, do you agree going forwards to analyse representation, hiring and leaving figures for gender, ethnic minority and disabled staff at least annually and report to board level on plans to address any issues that are revealed?
- 5.9 Do you put measures in place to encourage diversity at key stages of recruitment, selection and retention of employees? Y (go to 5.11)/N
- 5.10 Do you commit going forwards to do so?
- 5.11 Have you put in place measures to prevent harassment or victimisation in the workplace? Y (go to 5.13)/N
- 5.12 Do you commit going forwards to do so?
- 5.13 Do you communicate both externally and internally your commitment to diversity and inclusion? Y (go to 5.15)/N
- 5.14 Do you commit going forwards to do so?
- 5.15 Do you report your CEO pay ratio to your median employee annually with an explanation as to whether the ratio is consistent with the charity's wider policies on employee pay, reward and progression? If the ratio between CEO and media worker is above the sector average (where this data is available) do you commit to devising and implementing a plan for narrowing the gap? Y (go to Section 6)/N
- 5.16 Do you commit going forwards to do so?

6 Environmental responsibility

- 6.1 Are you committed to identifying your organisation's main direct and indirect environmental issues and minimising any potential negative impact by continually striving to improve environmental performance? Y (go to 6.3)/N
- 6.2 Do you commit going forwards to do so?
- 6.3 Do you comply with, and where possible exceed, all environmental legislation that relates to the organisation? Y (go to 6.5)/N
- 6.4 Do you commit going forwards to do so?
- 6.5 Do you set clear environmental objectives relevant to your organisation, including your organisation's approach to meeting the target of achieving net zero by 2050, and identify performance targets, which you monitor and review? Y (go to 6.7)/N
- 6.6 Do you commit going forwards to do so?
- 6.7 Do you encourage the development of good environmental practice by your employees, suppliers and customers? Y (go to section 8)/N
- 6.8 Do you commit going forwards to do so?

7 Pay fair tax (public sector and charities, go to section 8)

- 7.1 Do you commit to pay your taxes where applicable and not engage in tax avoidance? We define tax avoidance as a deliberate attempt to get out of an obligation to pay tax by entering into a set of artificial arrangements which have little or no commercial purpose other than the reduction of a tax bill. For the avoidance of doubt, this does not include the use of tax reliefs or allowances that governments make available to companies, as long as the relief is claimed in a way which aligns with government policy intention.
- 7.2 Do you provide information on your website or in your company accounts about your company's approach to paying corporation tax? Y (go to 7.4)/ N
- 7.3 Do you commit within 12 months to provide information on your website or in your company accounts about your company's approach to paying corporation tax?
- 7.4 Do you commit to be transparent in your relationship with HMRC, providing all relevant information and to cooperate in resolving any disputes?

8 Commitment to customers

- 8.1 Do you clearly publish your commitment to customers on your website?
Y (go to 8.3) /N
- 8.2 Do you commit going forwards to do so?
- 8.3 Do you gather and monitor customer feedback, report the results to the board and look at ways to address concerns? Y (go to section 9)/N
- 8.4 Do you commit going forwards to do so?

9 Ethical sourcing

- 9.1 Do you already commit to the standards set out in the Ethical Trading Initiative Base Code where relevant to your organisation?
- 9.2 Do you commit going forwards to do so?

10 Prompt payment

- 10.1 Have you signed the government's Prompt Payment Code and commit to do your best to work towards paying all suppliers within 30 days?
Y (go to final section)/N
- 10.2 Do you commit going forwards to do so?

The Good Business Charter measures behaviour over ten important components but we believe decent behaviour by businesses shouldn't be limited to these. Accredited organisations are expected to adhere to the spirit of the Good Business Charter in their dealings with workers, customers and suppliers, in their approach to the environment and in their legal and financial compliance. In the event of an issue occurring regarding any of these then the Trustees' decision is final in deciding whether membership should be rescinded.



**For all organisations of 50 or less
employees including individuals/self
employed**

Questions for GBC accreditation

1 Real Living Wage

Do you pay your directly employed and regularly contracted staff the real living wage as defined by the Living Wage Foundation or have plans to work toward that goal?

2 Fairer hours and contracts

Do you only offer or use zero or minimal hours contracts when it is mutually beneficial and accepted by both you and the employee?

3 Employee wellbeing

Do you actively support and encourage employee well-being treating those with legitimate sickness in a fair and respectful manner and promote access to impartial support and advice for employees with physical and mental health needs (this can include signposting to NHS services or charities)?

4 Employee representation

Is there a way where every employee can make suggestions or raise issues with senior management? (If you recognise a trade union, do you commit to regular engagement?)

5 Diversity and inclusion

Do you put robust measures in place to encourage diversity at key stages of recruitment, selection and retention of employees? And have you put in place robust measures to prevent harassment or victimisation in the workplace with access to independent third-party support if necessary?

6 Environmental responsibility

Do you encourage the development of good environmental and net zero practice as an organisation and by your employees, suppliers and customers, seeking to minimise your impact and commit to improve it, depending on the size, sector and relevance of your organisation?

7 Pay fair tax (companies only)

Do you commit to pay your taxes where applicable, only use tax allowances for the purpose intended, and be transparent in your relationship with HMRC, providing all relevant information and to cooperate in resolving any disputes?

8 Commitment to customers

Do you have a clear commitment to customers and prioritise addressing and learning from customer feedback, seeking to put negative issues right?

9 Ethical sourcing

Do you commit to ethical sourcing of anything you purchase – such as by applying standards set out in the Ethical Trading Initiative Base Code where relevant?

10 Prompt payment

Are you committed to paying your suppliers promptly, and within at least 30 days?

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