



# **Accreditation questionnaire guide**

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

## 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 or not-for-profit, as the tax component is not relevant for you.

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/not-for-profit 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](mailto: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.

# Questions for GBC accreditation

## 1 Living Wage

Do you pay everyone on your payroll (regardless of contract type) the real living wage as defined by the Living Wage Foundation and currently pay or have plans in place, which include achievable actions, to work toward paying your regularly contracted employees the real living wage? (currently £12.60 outside London, £13.85 in London)

## 2 Fairer hours and contracts

Do your contracts without guaranteed hours or minimal hours ensure at least two weeks' notice of shifts (except for emergencies) and full payment for cancelled shifts with less than two weeks' notice, and do employees understand their rights, face no penalties for declining shifts or requesting more fixed hours and have annual meetings to review actual hours worked for potential adjustments to their contracts? (If this does not apply enter N/A.)

## 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 and inclusion 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 clearly publish your commitment to customers (beneficiaries if not-for-profit) on your website (or other platform) and prioritise addressing and learning from customer feedback, seeking to put negative issues right?

### **9 Ethical sourcing**

Do you commit to a process of ethical sourcing – including 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?

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.

## Additional Information

Before you commence the questions you will be asked to complete your organisation profile with basic information including company number, registered address, contact details and number of employees.

If you are a sole trader, you are welcome to apply for accreditation. We ask that you answer the employee questions as a commitment if you were to recruit employees in the future.

- 1** Give examples of how you actively support and encourage employee wellbeing.
- 2** How do your employees make suggestions and raise concerns?
- 3** What measures do you have in place to encourage diversity and inclusion?
- 4** Give examples of how you measure and minimise your environmental impact and any relevant links to published information on your website.
- 5** Please provide a link to where you communicate your commitment to customers (beneficiaries if not-for-profit) on your website (or other platform), and tell us how you encourage and handle feedback from them.
- 6** What processes do you have in place when sourcing supplies?
- 7** If you use contracts with no guaranteed hours or minimal hours contracts, please state how many people were moved to fixed hour contracts this year. (If this does not apply enter N/A.)
- 8** How do you plan to communicate, or how have you already communicated, your accreditation to both your colleagues and other stakeholders?

## Requirements

When submitting your application, you will be required to agree to the terms of the licence to use our logo, should you be successful in achieving accreditation.

Your accreditation is only finalised once you have passed our background checks and displayed your logo in a permanent, prominent position on your website (or alternative if you do not have a website). This is an important part of our process, which promotes internally and externally your commitment to the components of the Good Business Charter.