



# Rejection Protocol

# Good Business Charter Rejection Protocol

We reserve the right to reject an application or accredited organisation for the following:

- concerns over the legitimacy of the organisation applying
- failure to meet the 10 components
- the standard of components not being upheld,
- a stagnant application
- failure to complete renewal processes and/or pay fees promptly

We also reserve the right to remove GBC accreditation if the behaviour of an accredited organisation is found to be not within the spirit of the GBC or there are legitimate concerns that the organisation may not be genuine. The GBC does not seek to judge the 'morality' of the type of business, as long as it is operating within UK law. In exceptional circumstances the GBC's Ethics Committee will review applications which meet the criteria but may nonetheless not warrant accreditation.

As it currently stands, we won't ban an organisation from re-applying if their application is rejected, but will enforce a 6-month cooldown until they can re-apply e.g., if an organisation's application is rejected on 25th February 2024, they can resubmit their application for approval on 25th August 2024.

## **Concerns over the legitimacy of the organisation applying**

We reserve the right to reject an organisation if we have legitimate doubts about their organisation or the authority of the person making the application. This includes, but is not limited to, a website that is not functioning, an email address that does not use the domain name of the website, or a lack of information about what the organisation does.

If the official completing the application does not hold a key post within the organisation, we will seek confirmation from someone with an appropriate level of seniority to ensure the organisation is fully on board with the application. We consider there is a particular risk of this happening where a marketing executive or consultancy is the one completing the application. We would normally expect the Director, Head of HR or Head of Sustainability to be the post-holders to complete the GBC application.

## **Failure to meet the 10 components**

We reserve the right to reject an organisation for not fulfilling our component requirements on submission of their accreditation.

For organisations with 50 or less employees, this is done automatically on the accreditation centre, if any 'NO' answers are present.

For organisations with 51+ employees, this is done on a case-to-case basis. An organisation's application can be manually rejected if insufficient evidence is presented at submission or three months after they have been accredited, where they have made a commitment to put something in place within three months, or on renewal.

Communication begins between the GBC team and the organisation if a 'NO' answer is submitted, where an organisation can be approved with a commitment to implement changes to turn the

original 'NO' to a 'YES'. If an organisation answers 'YES' to a question that is then found to be false in our checks, they will be contacted and can be rejected or be asked to change their response from a 'NO' to a 'YES'. For example, answering 'YES' to the question: "Are you an accredited Living Wage Employer with the Living Wage Foundation?", when they are not accredited with the LWF.

### **The standards of components not being upheld**

We reserve the right to reject an application if we receive a whistle-blowing report through our '[Reporting your concerns](#)' form on our website, or through other direct contact, and we find the report to be true and in breach of our 10 components.

We reserve the right to reject an organisation if we have personal experience of them breaching one of the 10 components. For example, if we cannot contact them, or if they are late on an invoice, they are in breach of components 8 (Commitment to customers) or 10 (Prompt payment to suppliers). We understand there are occasions where this is due to outdated contact information, so we will reject organisations based on this at our own discretion.

### **A stagnant application**

If an application is sat in 'In Progress' on the accreditation centre and has remained there for 3 months after we have contacted an organisation regarding a check for accreditation, we reserve the right to reject the application.

### **Failure to complete renewal process and/or pay fees promptly**

On annual renewal, accredited organisations will be required to recommit to the GBC components through the Accreditation Centre. They will be invoiced and GBC terms are 30 days, in line with the guidance on prompt payment to small suppliers. Organisations that fail to complete the renewal confirmation or pay their invoice will be rejected. The Good Business Foundation will seek to ensure that automated emails prompting an organisation to renew, and invoices sent out by email, have reached the intended party before a decision is taken on rejecting them.

**Throughout all of these conditions, we reserve the right to waive the 6-month cooldown, or the renewal fee for special cases at our discretion.**

### **Example scenarios**

#### **Before approval**

- An organisation has applied with an inappropriate email address
- An organisation has applied with insufficient details available online on what they do
- An organisation has been approved, but then dissolved and someone from the organisation has applied with a new organisation
- An organisation fails to respond to requests for further information on their application

#### **After approval**

- We have received a whistleblowing report against an organisation for breaching one of the 10 components which they cannot adequately defend
- An organisation with 51+ employees informs the GBC that they cannot commit to a component they committed to fulfilling on application.
- An organisation is not contactable and does not reply to any of our communications or responds to requests to speak or meet

- An organisation that has committed to contact the Living Wage Foundation and/or the Prompt Payment Code, and inform us, within three months does not follow through without good reason

### **At renewal**

- An organisation fails to pay their fee or give a good reason as to why they cannot pay the fee within 30 days
- An organisation is not contactable and does not reply to any of our communications or responds to requests to speak or meet
- Background searches at renewal identify relevant issues about the organisation
- An organisation never complied with the requirement to put our logo on their website.
- An organisation does not provide the GBC with information requested to demonstrate that they are now fully committed to a component that was still to be developed at the time of accreditation