

The Queen's Awards for Enterprise

Declaration of Corporate Responsibility

- " The Queen's Awards for Enterprise are extremely prestigious awards. We take care to ensure that they are awarded only to business units, which are responsible corporate citizens.
- " We should be grateful if you would provide a Declaration (overleaf) that your business unit's conduct is responsible in the various fields of good practice indicated. These relate to the wider economic, social and environmental impacts of business activity. We seek this Declaration only from applicants who are judged initially to have a chance of winning an Award. We shall be able to consider your application further only if your business unit is able to provide a satisfactory Declaration.
- " You may find it helpful to read the Notes for Guidance before completing the Declaration Form. They contain questions suggesting the sort of material to be covered, but these are neither exhaustive nor fully applicable in every case. For example, smaller business units may not have sufficient managerial resources to obtain accreditation to standards or codes of conduct, and may not have enough purchasing power to be able to influence the conduct of major suppliers. They may nevertheless have their own ways of managing which are just as responsible as those of larger business units. They may also act as a responsible corporate citizen in their local community. If you are making the Declaration on behalf of such a business unit, you need not feel that you are at a disadvantage in relation to other larger units. You should simply provide a brief description of your practices in the areas of interest, so far as you are able, and make the Declaration.
- " It is quite possible that a particular issue covered in the Notes for Guidance may not be relevant to your business unit (for example, because you have no employees overseas). If you consider this to be so, you can simply disregard this issue.
- " In addition, we actively encourage applicants to provide us with a brief account of any positive initiatives taken in the fields of good practice listed. You are not obliged to provide us with evidence of such initiatives, but anything you are able to provide which substantiates success in these fields can only count in favour of your application and might be decisive if it is a borderline case.
- " If any of the matters included in the Declaration, or evidence of initiatives, are covered in your Annual Report or other published material, please attach the appropriate extracts, highlighting the relevant parts. If not, please cover the matter in the text of your statements in the Declaration or attach a short summary. Any such summary, or continuation of the text in your Declaration, should not exceed one sheet for any given heading.

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Please outline the effects of the activities and practices of your business unit under the headings set out below. If you have already provided relevant information in your application, please refer to that information and give any additional information under the relevant heading(s) below. The accompanying Notes for Guidance suggest some questions you might consider in doing so.

Impact on Society

Environmental Impact

Relations with Suppliers, Partners and Contractors

Relations with Employees

Relations with Customers

Declaration

I am not aware of any matter in these or any other fields which might cast doubt upon the worthiness of this business unit to receive a Queen's Award.

Name.....

Position e.g. Proprietor/Director/Company Secretary.....

Signature..... Date.....

Notes for Guidance

Impact on Society

How does your business unit try to ensure a beneficial impact of all of your business practices and activities? For example: -

- Does your business unit adhere to any code of conduct or standards covering any aspect of corporate citizenship? What issues are covered?

What activities do you undertake to foster good relations with local communities? For example: -

- Do you work with local communities to address relevant issues?
- How do you encourage staff to volunteer for local community activities?
- Do you publicise in the community any business objectives, principles or mission statement? *If so please attach, giving the relevant extracts only if they are included in larger publications.*
- How do you evaluate the social impact of your business activities on the local communities? Do you use auditors?
- How do you report on these activities in the community?

Do you have operations in third world or developing countries? If so, are you satisfied that these are conducted with proper regard for the current and future welfare of the people employed there?

Environmental Impact

Are environmental considerations integrated into your management philosophy and systems? For example: -

- Do you undertake environmental impact assessments of major capital projects? Do you use auditors to check your assessments?
- Do you have a stated energy efficiency strategy? *If so please attach.*
- Do you have a stated recycling policy? *If so please attach.*

Is efficient use of resources integrated into the design and production of your products, or the performance of your services?

What environmental improvements have you made in design and production of products, performance of services, energy efficiency and waste recovery?

Relations with Suppliers, Partners and Contractors

What criteria do you use to select major suppliers, partners or contractors?

Does your dialogue with them extend to wider economic, social and environmental factors? For example: -

- Do you assess their social and environmental performance?
- Do you encourage the spread of best practice by them or require them to meet your own standards?

Have you succeeded in influencing any major supplier to improve its performance as a corporate citizen? If so, how?

Relations with Employees

What arrangements exist in your business unit to promote employee involvement and communication?

Do you comply with any codes of conduct or standards towards your employees in the UK and/or overseas?

How do you assess staff performance?

What incentives do you offer to staff?

Do you have a health and safety policy/training strategy/a staff welfare policy/a whistleblowing policy/an equal opportunities policy? *If so, please attach. If not, please outline briefly your practices in these fields.*

Has your business unit applied for or received accreditation to any quality regimes for human resource management, such as Investors in People? *If so, please give details.*

What improvements have you made in employees' terms and conditions?

Relations with Customers

What proportion of your sales consists of repeat purchases by existing customers?

Is this a meaningful indicator of customer satisfaction in the case of your business unit and its products or services?

What other arrangements have you put in place for measuring customer satisfaction in relation to the various aspects of your business performance, which impact on customers?

What have been the results?

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