



2006

The Triple Bottom Line Approach – Social Domain

1966



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TBL - Approach

- **Productivity** – organization and visual management of the workplace
- **Environment** - more rational use of resources and reduction of waste and emissions at the source
- **Social domain** – enhancement of labor standards, working conditions, health and safety, freedom of association, employees' involvement in decision-making



How to implement?

Situation assessment

Employees' satisfaction survey

Project input

Social domain seminar

Social domain reference material

Identification of potential areas of intervention

Establishment of priorities

Implementation of concrete measures

Impact review

Systematic improvement



What are the areas?

- **Working hours**
- **Wages and benefits**
- **Freedom of association**
- **Health and safety**
- **Discrimination and harassment**
- **Forced labour**
- **Communication employees- management**
- **Employees' satisfaction**



Health and safety

- **Risk assessment**
- **Training:**
 - ILO training material
 - Governmental Health and Safety Department
 - Case studies
- **H&S measures**
- **Support in identification of training needs**



Employees' satisfaction

- **Social Domain Questionnaire**

1. **Self-assessment tool, aimed at:**

- Raising awareness of employees on social domain
- Providing insight to management on priorities

2. **Contains 32 questions on social domain issues**

3. **Link with performance indicators (5 questions)**



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Social Performance Indicators:

Social performance indicators											
Indicator	Calculation	Data 01/2004- 12/2004	Data 01/2005- 04/2005	Initial data (05 2005)			Control data (11 2005)				
				Company level	Dept/ prod. line 1	Dept/ prod. line 2	Dept/ prod. line 3	Company level	Dept/ prod. line 1	Dept/ prod. line 2	Dept/ prod. line 3

- **Stability** (working days lost, labour turnover)
- **Wages / hours** (minimum salary, over-time)
- **Accidents / sickness** (accident incidence...)
- **Workplace** (level of heat, noise, dust)
- **Satisfaction** (questionnaire questions)

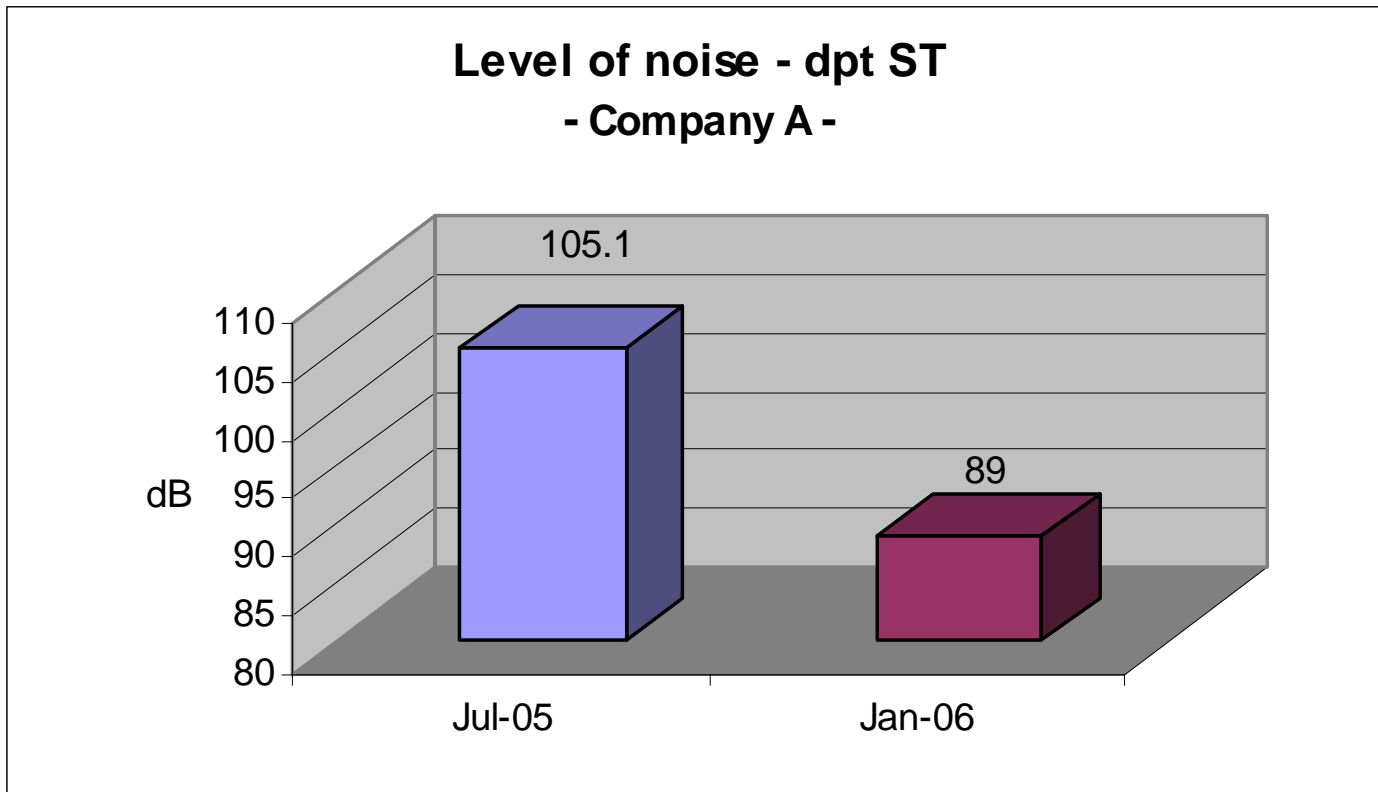
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Satisfaction indicators:

SATISFACTION		July-05	Jan-06
Level of satisfaction		2.9	3.5
with working hours arrangement (Q 2)	Scale 1-5	3.5	4.2
with opportunities to represent point of view (freedom of association) (Q13)	Scale 1-5	2.2	2.8
with protection of health and safety (Q21)	Scale 1-5	1.7	3.2
with working atmosphere with colleagues and supervisors (Q24)	Scale 1-5	3.3	3.5
with work in general (Q31)	Scale 1-5	3.9	3.9
Evolution of the level of satisfaction			1.21

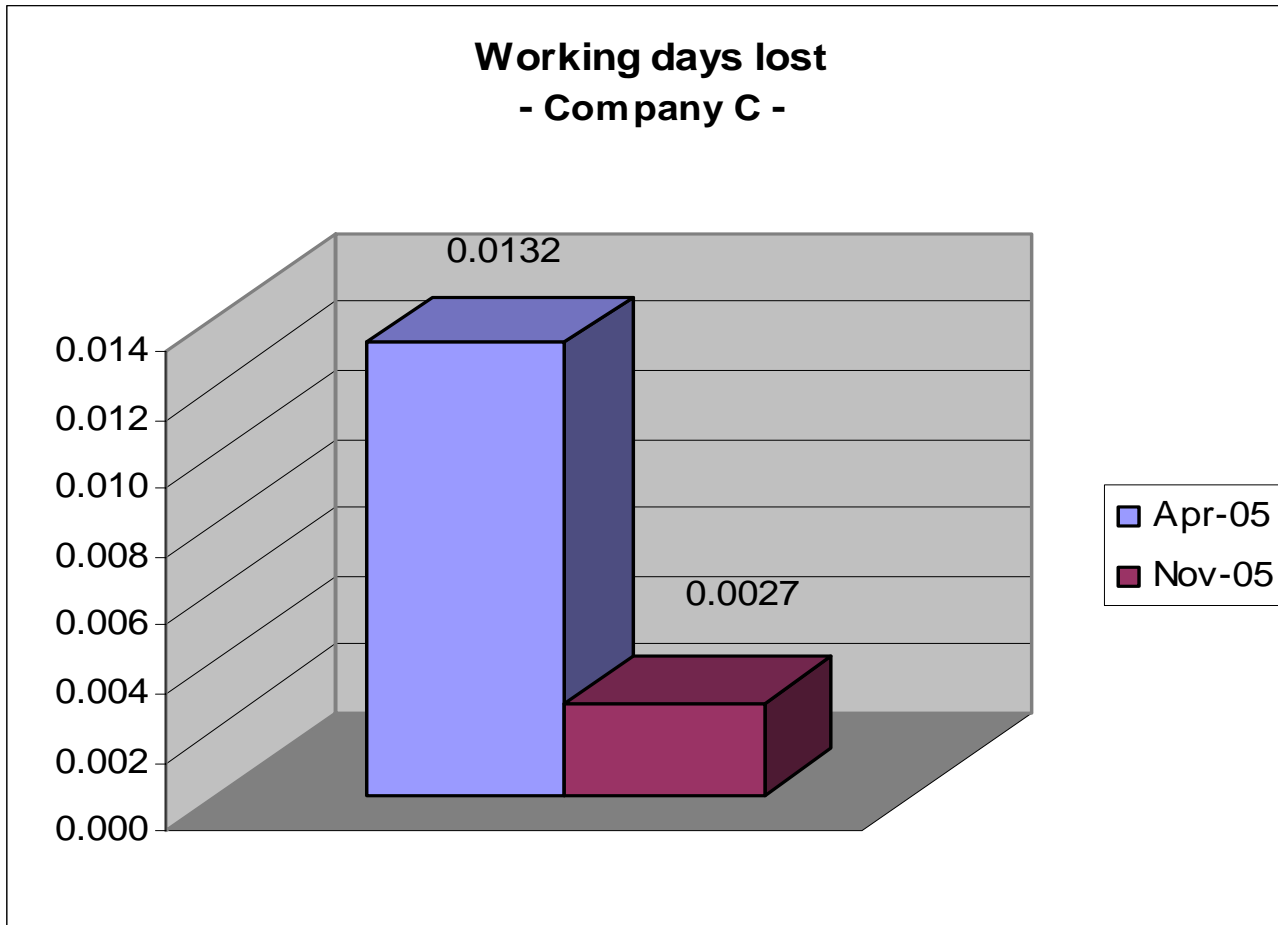


Results – Company A (Croatia)





Results – Company C (Croatia)





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THANK YOU !

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