



IAOP/ISG Global Outsourcing Social Responsibility Impact Award (GOSRIA)

Scoring & Methodology for IAOP/ISG Global Outsourcing Social Responsibility Impact Award Jointly awarded by IAOP/ISG

ISG has partnered with IAOP to help develop a jointly sponsored award for excellence in CSR activities, which was first presented at the 2012 ISG Sourcing Industry Conference in May, 2012. IAOP and ISG will present this award annually at The IAOP Outsourcing World Summit® starting in 2015.

IAOP has a standing CSR committee which is comprised of IAOP professional members. Those CSR committee members, who are not providers or advisors and excepting anyone who has a conflict, form the judging group for the CSR award. They, as representatives of IAOP, are responsible for reviewing all of the CSR data from the annual Global Outsourcing 100 service provider applications, determining the award “winner,” and creating the award guidelines that will be published and promoted for current and future use.

This committee has come up with a set of objective criteria that will be applied to the CSR information provided in the Global Outsourcing 100 application, and will be used to select a “best” service provider in the CSR space.

Scoring Methodology Process

- 1) IAOP already has an elaborate application process in place for providers and advisors of outsourcing services in the Global Outsourcing 100® program. Two of the application questions put to providers are about their CSR activities. The first question asked to all applicants is:

From the following list of global social and environmental standards, please identify which ones, if any, that your company has implemented or is certified to implement (Please check all that apply).

- The UN Global Compact
- The Global Reporting Initiative
- The Carbon Disclosure Project
- The ISO standards 14001
- The ISO Standard 26000

- The ISO standard 50001
- OHSAS 18001
- SA 80000
- LEED
- National Voluntary Guidelines (India)

Companies will receive 5 points for each of the above standards that they have checked off, with a maximum number of 50 points for this section. This calculation will be applied to all applicant companies to come up with an initial point score.

- 2) The second question is asked as one of the main judging categories of the application. ISO26000 is the globally-recognized guidance standard for CSR, so the scoring should be related to that standard. This gives the evaluation strong credibility. The question reads as follows:

Part III, Judging Category IV: Corporate Social Responsibility (CSR) as shown through corporate programs and outcomes that address such topics as community involvement and development, labor practices, human rights, fair operating practices, environmental impacts, consumer issues, and organizational governance.

14a.) Please describe your company's approach to Corporate Social Responsibility in Outsourcing

14b.) Does your organization publish a Corporate Social Responsibility or Sustainability report?

14c.) If Yes, what is the URL of the report(s)?

Please provide in the boxes below a description of your company's activities in each CSR category. If a category does not apply, please leave it blank. The categories are: Community Involvement and Development; Labor Practices; Human Rights; Fair Operating Practices; Environmental Impacts; Consumer Issues; Organizational Governance. Please provide an independent reference source (web address, publication and date, etc.) for validation of each category described. These areas are based on the ISO 26000 in Social Responsibility that provides guidance on how businesses and organizations can operate in a socially responsible way. For more information and examples of what these areas include please go to

<http://www.iso.org/iso/home/standards/iso26000.htm> The categories are:

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- Community Involvement and Development
- Labor Practices
- Human Rights
- Fair Operating Practices
- Environmental Impacts
- Consumer Issues
- Organizational Governance

- 3) An IAOP staff person reviews all of the text submissions to indicate which categories each company may participate in. For each of the above categories that a company

participates in at *any level*, it will receive 10 points, with a total of 70 points for this section. Companies will then be ranked based on the number of points they have accumulated. The top 10-15 scoring companies will be considered finalists and submitted to the CSR Committee judging panel.

- 4) The judging panel will apply each of the above criteria to the top 10 submissions, with a range of 1 through 5, with 0 being that the company did not comply at all, and 1-5 being from "Minimally Compliant" to "Fully Compliant." The top five categories will receive full weighting and the secondary two, half weighting. These scores will once again be aggregated. Companies are also asked to describe their company approach to Corporate Social Responsibility in Outsourcing, and for the URL of a CSR or Sustainability report if they publish one. These scores, and their reply to the questions, will determine the single winner.

ISG will not have any influence in the judging, but will rely on the IAOP/CSR judging panel to select the award winner. The CSR Judging Panel, selected each year, will be made up of members who are with non-service provider companies. Total scores from #'s 1, 3 and 4 will be aggregated to come up with the single top scoring company. Judges may apply additional input based on the companies overall CSR submission or their personal knowledge of the companies CSR activities, in order to agree on the final award winner.

Additionally, ISG presents a monetary donation to a not-for-profit designated by the winning service provider. The service provider that accepts the award will receive a complimentary conference ticket and hotel (no airfare).

Both the provider and the non-profit client will share responsibility for the final CSR write up/case study

For 2015, the CSR Subcommittee Judging Panel is:

Bill Hefley, COP, University of Pittsburgh and ITSqc, LLC
Ron Babin, COP, Ryerson University
Tim Hopper, Microsoft
Mary D. Lewis, Sprint

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