



Minutes Global Compact Peer Review CSR reports

**4 November 2008
TNT - Hoofddorp**



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1 Introduction

The Global Compact Peer feedback has been organised for the first time in 2007. The purpose of this meeting is to offer an opportunity to ask questions and exchange feedback on our CSR reports and/or websites, with a focus on Global Compact principles.

Three reports were reviewed on 4 November 2008 being:

- Reed Elsevier;
- Nuon;
- TNT.

The main learnings can be found in section 5 of this report.

2 Agenda

The agenda for the meeting covered the following areas:

1. Opening by Andre van Heemstra, Chairman Dutch Network UN Global Compact (GC NL)
2. Introduction to the agenda by Rob Rijk, Manager Group CSR Reporting, member Steering Group UN (GC NL)
3. Global Compact Principles and COP (Communication on Progress) by Bram Rutgers van der Loeff , Adviseur Global Compact Nederland
4. Workshop of Review Sustainability Reports in 3 separate groups
 - Reed Elsevier
 - Nuon
 - TNT
5. Plenary feedback and discussion
6. Close meeting

3 Attendees

The following 24 persons attended the Peer Feedback meeting on 4 November 2008.

Name	Company
André van Rooijen	World Forum
Andre van Heemstra	Global Compact
Birgitta Kramer	PricewaterhouseCoopers
Bouwe Taverne	Rabobank
Bram Rutgers van der Loeff	VNO-NCW
Chantal van Schaik	TNT
Frédérique Pelger	KLM
Gieljan Beijen	NUON
Hans Nooter	Alliander
Hay van Knippenberg	Océ
Irenka van den Hout	Thieme GrafiMedia Groep
Jacqueline van Zundert	DSM
Linda van Wijngaarden	World Forum
Marcel Dekker	Thieme GrafiMedia Groep

Michiel Middendorf	World Forum
Monique Pennings	ING Group
Niseth van der Meulen	RAI
Rob Rijk	TNT
Sarah Dyson	Reed Elsevier Group
Shira Tabachnikoff	Reed Elsevier Group
Tjeerd Olie	University of Groningen
Ton Rennen	Triodos
Willemijn van der Werf	KLM
Willemijne Langereis	ING Group

4 Criteria for review

The criteria for reviewing the CSR reports were based on last year's review with some additional criteria such as the mentioning of sustainable supply chain management and a focus on economic, social and environmental aspects.

Criteria 2007	Criteria 2008
Look and feel	Format and layout
Easy to read, understand	Reader friendliness
"Personal Touch"	Organisational Profile
Pictures and Graphs	Logical order/structure
	Link and balance between pictures, graphs and text
Structure	Tables, graphs and figures
Use of references/website	Clear tables and graphs
	Clear scope of figures
Content	Content
Key performance Indicators/ targets	Key messages and KPIs
Improvements mentioned	Strategy and vision
	Definitions
Stakeholder feedback	Role of Stakeholders
	Economic, social and environmental aspects
	Transparency
	Sustainable supply chain and responsibility
	Focus
	Compliance
GRI guidelines	GRI guidelines
UN GC principles	UN Global compact principles
	Verification
Areas of improvement	Areas for improvement

5 Main learnings

In general the three reports show a great commitment to corporate sustainability and demonstrate that companies are all aware of the importance of disclosing important issues relating to the Global Compact Principles of Human Rights, Labour, Environment and anti-corruption. For all three reports it is evident that a huge effort is undertaken to collect data and to show tangible results.

The main learnings that the attendees can take away from the peer feedback are listed below:

1. Define the target group and ensure the report is written to the right audience.
2. "less is more". In general the reports are more readable if the amount of text is limited and not too many different topics and examples are included in the report.
3. Key messages and focus should be very clear and evident for the readers of the reports. What is the company aiming for and what are the main areas of concern?
4. The structure of the report should be very clear from the beginning as well as the structure of the company.
5. Strategy and vision.
6. By using the GRI index it is also easy to refer to the related COP aspects.

Verification	Assurance report is clear. Unclear if it refers to the KPIs.
Areas of improvement	<ul style="list-style-type: none"> • Impressive amount of data. Show it in a more digestible way. • What is done with the figures/data? F.e with the data on p. 20 (results from stakeholder dialogues) • Juicier introduction with highlights of the last year