



Award for Best Belgian  
Sustainability Report

# Report of the jury Award for Best Belgian Sustainability Report Edition 2012

4 December 2012



## Content

|   |    |
|---|----|
| Introduction  | 3  |
| Historical background of the Award  | 4  |
| Jury composition  | 5  |
| Participants  | 6  |
| Selection process and criteria  | 7  |
| Trends and evolutions in sustainability reporting and specific comments of the Jury | 8  |
| Finalists and winners   | 12 |
| 1 Large enterprises   | 12 |
| 2 Small and medium-sized enterprises  | 14 |
| 3 Other organisations   | 16 |
| Some concluding comments by the Jury  | 18 |



## Introduction

The Institute of Registered Auditors (IBR-IRE), Business & Society Belgium and Kauri organise for the 14th time the Award for Best Belgian Sustainability Report. These three organisations have taken an active role in non-financial reporting for many years, each contributing within their specific field of expertise.

The Award 2012 is organised with the support of the Federal Public Planning Service for Sustainable Development (POD DO – SPP DD). The organisers would like to thank the POD DO – SPP DD, as well as the Union of Self-Employed Entrepreneurs (UNIZO), the Union of the Middle Classes (UCM), the Antwerp Management School (AMS), the Walloon Union of Companies (UWE), the Chamber of Commerce and Industry of Picarde Wallonia (CCI Wallonie), the Brussels Enterprises Commerce and Industry (Beci), the Chamber of Commerce and Industry of Eupen, Malmedy and Sankt Vith (IHK) and the Flemish network of enterprises (VOKA) for their cooperation and support to this initiative.

Every organisation that issues a sustainability report on its activities in Belgium and beyond – regardless of the size of the organisation or its industry – can participate in the Award. The report must communicate on the activities of a Belgian legal entity or on the Belgian activities of a foreign entity (head office in Belgium, activities in Belgium, chapter concerning Belgium in a global report, etc.). The organisation has to report on its economic, social and environmental activities and performance.

For the second time, the 2012 edition issues an Award for Best Belgian Sustainability Report for three distinct categories, namely, the category “large enterprises”, the category “small and medium-sized enterprises” and the category “other organisations” such as non-governmental organisations (NGOs), universities and schools, socio-economic organisations and governmental institutions.

The goals of the Award for Best Belgian Sustainability Report are:

- to stimulate organisations to report on their activities with regard to sustainable development and to propose guidelines on the best practices in this respect;
- for IBR-IRE in particular: to encourage external verification of non-financial information by a registered auditor member of IBR-IRE;
- for Kauri in particular: to increase organisations’ awareness of the use of sustainability reporting as a tool to help them engage in an open, transparent and effective dialogue with stakeholders;
- for Business & Society Belgium in particular: to boost integration of corporate social responsibility within companies and to reward transparent and relevant sustainability reporting.

## Historical background of the Award

Originally, only large entities took the initiative to communicate on their sustainability impact. Now, NGOs, small and medium-sized enterprises (SMEs), public sector as well as governmental organisations and federations are also convinced of the added value that this brings.

Over the last 13 years, the following organisations have received an award for their efforts in sustainability reporting:

- ARCELOR
- BIAC (Brussels Airport)
- C&A
- CBR (HeidelbergCement)
- DE DUURZAME DRUKKER
- DELHAIZE GROUP
- DEXIA
- ELECTRABEL (Tihange)
- BNP PARIBAS FORTIS
- INDAVER
- KBC GROUP
- OPNIEUW & CO
- SIDMAR
- TOYOTA MOTOR EUROPE
- UMICORE
- VOLVO CARS

The Award, originally intended to reward the best environmental report, evolved and now also takes into consideration the two other key pillars of sustainability, namely the social and environmental factors.



## Jury composition

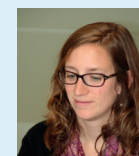
The Jury consists of representatives of the academic community, economic actors, representatives of the social profit world, as well as representation of the three organisers (IBR-IRE, Kauri and Business & Society Belgium).



Harry Everaerts  
→ IBR-IRE



David Leyssens  
→ KAURI



Oriane De Vroey  
→ B&S Belgium

### PRESIDENT

Mr Harry Everaerts

→ REGISTERED AUDITOR, MEMBER OF THE IBR-IRE  
WITH AN ADVISORY VOTE

### JURY MEMBERS

Mrs Halina Bletek

→ DUURZAME DRUKKER

Mr Marc Daelman

→ IBR-IRE

Mr Ignace De Beelde

→ GHENT UNIVERSITY

Mrs Oriane De Vroey

→ BUSINESS & SOCIETY BELGIUM

Mrs Patricia Everaert

→ GHENT UNIVERSITY

Mrs Brigitte Hudlot

→ ICHEC-ENTREPRISES

Mr Paul Jacquet de Haveskercke

→ DURABILIS

Mr Patrick Kenis

→ ANTWERP MANAGEMENT SCHOOL

Mrs Patricia Kindt

→ IBR-IRE

Mr David Leyssens

→ KAURI

Mr Fernand Maillard

→ IBR-IRE

Mr Herwig Peeters

→ FORUM ETHIBEL

Mr Jean-Marie Postiaux

→ WWF BELGIUM

Mr Antony Samson

→ UNIZO

Mr Dieter Vander Beke

→ POD DO/SPP DD

Mr Luc Van Liedekerke

→ UNIVERSITY OF ANTWERP

Meeting of the Jury 2012



# 2012

## Participants

The Jury would like to thank  
all organisations and enterprises  
that participated in the 2012 edition  
of the Award for Best Belgian  
Sustainability Report.

### LARGES ENTERPRISES<sup>1</sup>

|   |
|---|
| ✓ Arcadis                                     |
| ✓ Belgacom                                    |
| ✓ bpost                                       |
| ✓ Brouwerijen Alken-Maes                      |
| ✓ C&A België/Luxemburg                        |
| ✓ Coca Cola Belgium                           |
| ✓ Delhaize Group                              |
| ✓ Durabilis                                   |
| ✓ Electrabel                                  |
| ✓ Ferrero International                       |
| ✓ Indaver                                     |
| ✓ Institute of Tropical Medicine              |
| ✓ KBC Group                                   |
| ✓ Lyreco Belgium                              |
| ✓ NMBS  |
| ✓ Nyxstar                                     |
| ✓ Randstad Belgium                            |
| ✓ Rosy Blue Business Alliance                 |
| ✓ Sita Belgium                                |
| ✓ Solvay SA, Crisis & SD communication entity |

|                   |
|-------------------|
| ✓ Spadel          |
| ✓ Telenet         |
| ✓ Toyota          |
| ✓ Triodos Bank    |
| ✓ UCB SA          |
| ✓ Umicore         |
| ✓ Van Gansewinkel |

### SMALL AND MEDIUM-SIZED ENTERPRISES<sup>2</sup>

|  |
|--|
| ✓ Befimmo SCA                          |
| ✓ Bopro                                |
| ✓ CAP Conseil                          |
| ✓ Cayman                               |
| ✓ Close the Cap                        |
| ✓ Cofinimmo                            |
| ✓ Ethical Property Europe              |
| ✓ Nuhma (Het Limburgse Klimaatbedrijf) |
| ✓ Thalys                               |
| ✓ Van Os-Sonnevelt                     |
| ✓ Weleda Benelux SE                    |

### OTHER ORGANISATIONS

|   |
|---|
| ✓ Antwerpse Havengemeenschap                    |
| ✓ AZ Sint-Blasius                               |
| ✓ BSCI  |
| ✓ BTC Belgisch Ontwikkelingsagentschap          |
| ✓ Cucina  |
| ✓ Eco Innovation AISBL                          |
| ✓ Essenscia                                     |
| ✓ Febelfin                                      |
| ✓ FEVIA   |
| ✓ HEC-Ecole de Gestion de l'Université de Liège |
| ✓ Hogeschool-Universiteit Brussel               |
| ✓ OVAM  |
| ✓ Politiezone Sint-Pieters-Leeuw                |
| ✓ PROTOS  |
| ✓ Recupel                                       |
| ✓ SPF Sécurité Sociale                          |
| ✓ TMVW  |
| ✓ TRIAS   |
| ✓ Voka Kamer van Koophandel Oost-Vlaanderen vzw |
| ✓ Vredeseilanden vzw                            |

The number of participating reports (58) has grown steadily over the years and increased by 8% compared to 2011 and by 176% since 2008.

| 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 |
|------|------|------|------|------|------|------|
| 17   | 18   | 21   | 43   | 44   | 54   | 58   |

1/ > 250 employees  
2/ < 250 employees



## Selection process and criteria

The selection criteria are based on the Global Reporting Initiative (GRI) guidelines. The criteria are specified below, including how much weight the Jury attaches to each of them in the selection and deliberation processes.

In order to facilitate the Jury's task, the evaluation of the reports has been conducted in two phases this year.

During the first phase, the 58 received reports have been distributed among the Jury members, so that each report could be read and evaluated by two or three Jury members from different sectors (academic world, economic and social sectors and registered auditors). Consequently, each Jury member has evaluated between 10 and 11 reports using the criteria specified below.

On the basis of this first assessment and after discussions and deliberations, the Jury members have short-listed the reports that achieved the highest ratings in each category (seven large enterprises, two SMEs and four other organisations).

During the second phase, the Jury members read as such all 13 reports coming out of the first phase of the Jury process and re-evaluated them on basis of the same criteria as those of the first phase, namely:

### REPORT CONTENT

7 criteria

|   |  |      |
|---|--|------|
| 1 | SENIOR MANAGEMENT STATEMENT  | 5 %  |
| 2 | REPORTING AND ACCOUNTING POLICIES  | 5 %  |
| 3 | PROFILE OF REPORTING ORGANIZATION  | 5 %  |
| 4 | EXECUTIVE SUMMARY AND KEY INDICATORS                                     | 5 %  |
| 5 | VISION AND STRATEGY  | 5 %  |
| 6 | POLICIES, ORGANISATION, MANAGEMENT SYSTEMS AND STAKEHOLDER RELATIONSHIPS | 5 %  |
| 7 | PERFORMANCE  | 5 %  |
|   |  | 35 % |

### REPORT PRINCIPLE

8 criteria

|             |                    |      |
|-------------|--------------------|------|
| PRINCIPLE 1 | RELEVANCE          | 5 %  |
| PRINCIPLE 2 | RELIABILITY        | 5 %  |
| PRINCIPLE 3 | CLARITY            | 5 %  |
| PRINCIPLE 4 | COMPARABILITY      | 5 %  |
| PRINCIPLE 5 | TIMELINESS         | 5 %  |
| PRINCIPLE 6 | COMPLETENESS       | 5 %  |
| PRINCIPLE 7 | VERIFIABILITY      | 5 %  |
| PRINCIPLE 8 | OVERALL IMPRESSION | 30 % |
|             |                    | 65 % |

These principles are drawn from the Code of Participation of the 2012 edition, that is available on the website:

[www.bestbelgiansustainabilityreport.be](http://www.bestbelgiansustainabilityreport.be).

The outcome of the evaluations of the Jury members for this second phase was discussed in a second meeting of the Jury. In this meeting and after intense and interesting discussions and deliberations, the finalists and winners were chosen.



# Trends and evolutions in sustainability reporting and specific comments of the Jury

## Integrated reporting

There is no doubt that the future of corporate reporting lies in the integration of financial and non-financial (social and environmental) strategy and the related results. Integrated reporting is the key that allows enterprises to make more sustainable decisions and the investors and other stakeholders to understand how an organisation operates efficiently and, within the boundaries of materiality setting, to get a more complete picture of the organisation.

Understanding the links between financial results and sustainability impacts is increasingly connected to long and short-term business success. Long term nowadays involves Corporate Social Responsibility (CSR) or corporate sustainable development.

The Jury is satisfied that more and more organisations and enterprises that operate in Belgium or that report on their activities in Belgium take the step towards a sustainability report integrated or combined with the annual report. This trend towards integration reflects a real willingness on the part of organisations and enterprises to



include sustainable development in their strategic vision. This strategic vision constitutes the essential foundation of a high quality sustainability report.

Initiatives at global level aim at developing financial standards in this area, like the *International Integrated Reporting Committee (IIRC)*, whose purpose is to create a generally accepted Integrated Reporting Framework. The process to establish this internationally accepted Framework is at its beginning with IIRC, and has already attracted important players in the corporate reporting field, such as standard setters, regulators, major audit firms, accounting consultants, large companies, financial market institutions, international governmental organisations and NGOs.

Integrated reporting as proposed by the IIRC is a form of corporate reporting that provides a clear and concise representation of how an organization demonstrates sound management and creates and maintains its value, now and in the future. An integrated report is one that could bring together material information about an organization's strategy, governance, performance and prospects in a way that reflects the commercial, social and environmental context within which it operates.



Some of the characteristics for a comprehensive and sustainable integration are the following:

-  board members are fully engaged: in order to last, sustainability needs to be embraced by the Board of Directors. Their role extends beyond endorsing a corporate strategy tied explicitly to sustainability, to one where sustainability is a routine part of the decision-making process;
-  the CEO and top management show a strong commitment: once the CEO embraces sustainability, this issue is further integrated into the core management decision-making processes;
-  sustainability goals are inextricably tied to strategic goals;
-  ambitious goals set with a clear accountability;
-  the link between the remuneration of the management and the Board of Directors and the non-financial performance indicators.

In that respect, the reports of **Umicore**, **Bopro** and **Vredeseilanden** are good examples of reports integrated or combined with the annual report, at the Belgian level. Their reports are commented below.

Special mention should also be made of the report of **Randstad Belgium**, that shows the actual progress that has been achieved in recent years and a marked tendency towards integrated reporting. The Jury encourages Randstad Belgium to continue to have ambitious objectives and to include its sustainability report in the financial report. The Jury especially appreciated the evolution of internal and external commitment of the stakeholders in order to achieve the company's materiality matrix, as well as the summary of the indicators and the results

achieved. However, the failure to use GRI criteria makes comparison with peers difficult and an executive summary would facilitate reading.

## Increasingly changing role of the CFO

More and more, investors, customers, suppliers, governments and other stakeholders show an increasing need to draw links between an organisation's financial performance and its environmental and social impact. Because of this increasing interconnection of what is called the triple bottom line (social, environmental and economic factors (including corporate governance)), chief financial officers are now more and more involved in the management of a company's sustainability commitment.

As the triple bottom line elements, also sometimes referred to as the environmental, social and governance (ESG) criteria, are integrated in investment considerations of the analysts, it can be noted that enterprises and organisations are increasingly viewing their environmental and social initiatives as having a direct contribution to their overall economic performance. This means that the CFO's and the other "market facing executives" will more and more have to familiarize themselves with the main sustainability issues of their organisation.



The international trends indicate that the CFO can play a significant role. Here are five steps that CFO's can take to respond to the growing importance of non-financial information in organisations:

- 🌱 stimulate actively sustainability programmes and reporting;
- 🌱 ensure that the sustainability team does not operate in a vacuum;
- 🌱 encourage on-going dialogue with the stakeholders to ensure transparency;
- 🌱 make the C-suite and the Board of Directors aware of the business case;
- 🌱 consider non-financial measures to include in evaluation of management performance.

## Sector approach

The growing participation of not only large enterprises, but also SMEs and other types of organisations (NGOs, schools, etc.), in the Award for Best Belgian Sustainability Report proves that sustainability concerns all entities, regardless of their size or industry.

In this context, the Jury would like to emphasise the development of sector reports the last few years and the particular difficulty of this undertaking. As a matter of fact, it is a real challenge to compile in one report all the information of a sector and it is all the more difficult to provide objectives when dealing with a federation, for instance. The Jury encourages organisations to further develop cooperation between key actors within a sector, since this can only lead to an innovative and successful approach.

In this area, the Jury made a special reference to the report of **Essencia**. It provides a good overall picture of the chemical industry sector and the strategy concerning stakeholders commitment, even if a summary of achievements and objectives of the sector would have been helpful. The Jury also made

a special mention of the report of **Fevia**, that was appreciated because it pushes the Belgian food industry sector towards more sustainability. The strategic approach of sustainability and the materiality exercise of this report are also worth emphasizing. On the other hand, it would have been interesting if Fevia had explained what it wants to achieve with the strategic indicators. Another mention must be made of **Febelfin** which is currently finalizing its first sustainability report.

## Academic world

The Jury was also enthusiastic about the report of the **Hogeschool-Universiteit Brussel (HUB)**, in the education sector this time. It was impressed by the whole set of figures that are not easy to gather in this sector, mainly for technical reasons. This is the first wave of integration of sustainability in education. The stakeholders' approach and the materiality exercise have also been greatly appreciated by the Jury. The Jury hopes that this report will help the HUB to further integrate sustainable development in its strategy and to generate sustainable development commitments that go beyond the economic faculty. The Jury encourages the other educational institutions to follow HUB's example and to adopt the same approach!

## Readability versus ICT developments

The Jury wishes to draw the attention of the organisations and enterprises to the need to provide readable and easily accessible information to all. Today, there is a great temptation to resort to original and interactive graphic layouts and visually driven. However, the Jury believes that it should not be overlooked that the success of sustainability reporting relies more on content than on form. Even if form can greatly improve readability of reports, it can also lead to a reverse effect when organisation loses sight of the main objective of reporting.

The main objective of sustainability reporting must remain the presentation of clear and relevant information on how the enterprise focuses on relevant social, economic and environmental factors. It is not a matter of publishing this information for commercial or marketing purposes. In this sense, it is important to properly identify in advance the target audience of the report and to assess if financial and human investment for drafting such a report is really appropriate in relation to the sector or size of the company or organisation.

As regards readability, the reading of the reports could be improved by including an executive summary.

The Jury considers that **Umicore** and **Delhaize** are examples of readability and accessibility of information that are also using innovative technologies. These technologies do not make reading difficult, but, on the contrary, stimulate the reader's curiosity.



## Importance of external verification

The Jury observes that some reports are subject to external verification. Even if this external audit of non-financial information is not yet mandatory, this effort should be continued and extended to all sustainability reports in a similar way as the certification of the organisations' financial statements. The majority of the Jury therefore encourages the organisations to entrust this verification either to an external expert, or to a group of independent stakeholders or to a registered auditor member of the IBR-IRE, who uses generally accepted professional standards. The Jury stresses the importance of a high quality certification and the fact that when external audit is performed, it is also important to communicate the contents of the audit activities to clarify to stakeholders what this verification exactly means.

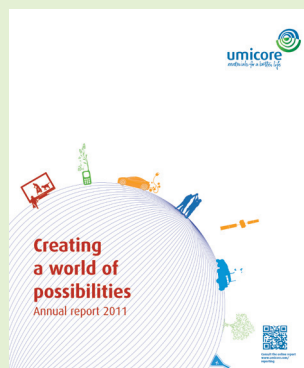
In times when economy is slowly recovering with difficulty from a deep crisis, restoring the confidence of all stakeholders should be an utmost priority. In this respect, an independent verification of the environmental and social data highlighted in an annual report or in a sustainability report is not superfluous since it enhances the credibility of reports and the reliability of reported information.

## Winners and finalists

### ① Large enterprises



Winner



Umicore was selected as the best sustainability report within the category “large enterprises”. In this category, it is one of the first Belgian companies to establish a truly integrated report. This report is therefore, according to the Jury, a very good example of a clear, solid and informative integrated report.

The Jury congratulates Umicore on the progress made over the years, in terms of both performance and communication. The accessibility and readability of the report for all audiences are also strong points that must be highlighted.

Although this is a fairly extensive report, the choice of an online format made by Umicore allows the reader to select chapters on the website and to create his own customized report. This method provides the reader with access to numerous details that help him understand Umicore’s level of commitment. Moreover, the report provides a wide range of links to raw data in Excel spreadsheets, which might be very useful, especially for investors. This modern presentation reflects a very successful innovative approach.

The Jury was particularly impressed with the materiality exercise established by the company and with the relevance of the criteria used and the explanation of the selection process of the relevant issues, even if the interaction with the stakeholders could be further improved. The integrated approach offers added value in the strategic vision of Umicore.

The Jury also appreciated Umicore’s independent assurance approach and report which covers all the sustainability indicators (social and environmental report) incorporated in the annual report, without any selectivity or omission. Based upon a materiality check, all these indicators are considered important and the same assurance approach and scrutiny applies therefore.

The Jury wants to congratulate Umicore on its “Best Belgian Sustainability Report” in the category “large enterprises” and on being a model in sustainability integrated in large companies.

[www.umicore.com/reporting](http://www.umicore.com/reporting)



### ① Large enterprises



Finalist

**DELHAIZE GROUP**



Delhaize Group already won the Award last year and the Jury has observed innovative changes in this year’s report, in particular in its concern about its customers’ health and its plans until 2020. The Jury wishes to point out that the company is increasingly involved in the responsibility of what its customers do with its products. In addition, the report is a progress report, which shows on-going and upcoming developments.

<http://www.delhaize.com/en/Home/2011sustainabilityreport.pdf>

This year, Delhaize Group breaks new ground by its vision and the consistency in its approach to sustainability. The Jury particularly appreciated:

- the clarity and relevance of the report regarding challenges of the sector;
- the readability of language and format of the report, which makes it accessible for all audiences. The online format used by Delhaize Group allows the reader to have access to additional information on topics for which they show a greater interest;
- the numerous explanations of how indicators have been selected;
- the summary outlining clearly past and present objectives, as well as achievements, while using performance indicators related to materiality. This shows changes in performance indicators, which allows a year-by-year comparison through the use of GRI indicators;
- the use of assurance by an auditor concerning certain indicators;
- the links with the strategy and the long-term objectives, until 2012 and beyond;
- the structure of the report in the light of key issues, selected through consultation with stakeholders and employees.

The Jury encourages Delhaize Group to provide links to more performance indicators and to consider assurance on more indicators instead of a selective approach. An executive summary could also further improve the readability of the report.





## Winners and finalists

### ② Small and medium-sized enterprises



Winner



The Jury has recognised Bopro's report as the best sustainability report within the category "small and medium-sized enterprises". It is a clear integrated report with a good link between strategic goals and long-term ambitions. The report makes use of the GRI criteria.

The Jury appreciated:

- 🌿 that some difficult issues are addressed in an open and transparent manner, like, for example, losses and decrease in client satisfaction;
- 🌿 the external verification.

For the next report, the Jury suggests improving consultation with external stakeholders through formalisation, in order to reinforce materiality.



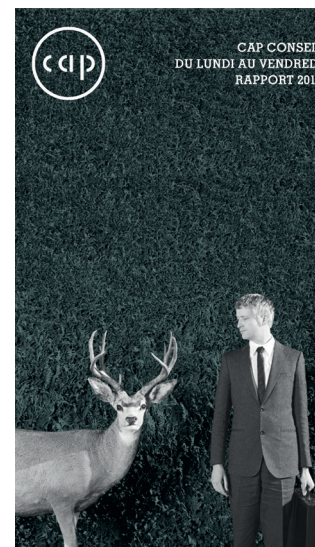
[www.bopro.be/nl/csr/csr\\_report\\_2010-2011.asp](http://www.bopro.be/nl/csr/csr_report_2010-2011.asp)



### ② Small and medium-sized enterprises



Finalist



The Jury found Cap Conseil's report dynamic and original. The concept of a report in hard copy is innovative and pleasant to read.

The Jury particularly appreciated:

- 🌿 the highly interesting dialogue with the stakeholders, which demonstrates a real strategic thinking;
- 🌿 the use of quality tools such as the GRI criteria, ISO 26000 and AA 1000;
- 🌿 the materiality matrix.

The Jury considers that the report could include more information on data collection and that the performance indicators should show the evolution compared to previous years and future goals. Although the report is dynamic and original, the Jury noted that the digital format used by Cap Conseil is still difficult to read and lacks structure.

The Jury congratulates Cap Conseil for this first original and concise report.



[www.capconseil.be/a-propos/notre-rapport-gri/](http://www.capconseil.be/a-propos/notre-rapport-gri/)



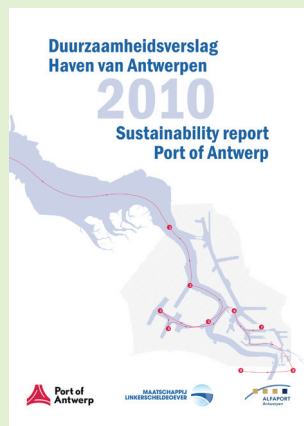


## Winners and finalists

### ③ Other organisations



Winner



The Jury recognised the report of Antwerpse Havengemeenschap as the best sustainability report within the category “other organisations”.

The Jury has been impressed by Antwerpse Havengemeenschap's first report and considers it as a real example for the port sector, mainly because it shows that it is possible to achieve a very ambitious goal, namely that of engaging in a cooperation with many economic actors by establishing a report that reflects their mutual sustainable development challenges.

The Jury points out the fact that the report:

- met the challenge of being established in partnership with several organisations and demonstrates therefore a unique approach;
- addresses all important issues and reflects a real commitment;
- makes use of the GRI criteria;
- reflects a real dialogue with the stakeholders to determine its content;
- is very comprehensive and specifies key performance indicators (KPIs) (materiality of the indicators);
- provides good data information.

The Jury appreciates the fact that the report has been subject to external assurance.

However, the Jury advises Antwerpse Havengemeenschap to add in the next reports a summary with the performance indicators and information on their contents, as well as deadlines for the action plan.



[www.sustainableportofantwerp.com/en](http://www.sustainableportofantwerp.com/en)



### ③ Other organisations



Finalist



The Jury wishes to emphasise the strengths of the report, that is constantly improving:

- the impact of the organisation's activities on a social, economic and ecological level is well reflected in the report;
- this year, the report refers to GRI's NGO Sector Supplement, which is a real progress compared to last year;
- the seven groups of stakeholders are very well described and an internal consultation on the strategy and the vision regarding CSR has been held in a clear way;
- the analysis of the agricultural chain with CSR factors as indicators has been appreciated and the performance indicators are clearly mentioned;
- the organisation's profile is clear, as well as the formulated targets;
- the approach is consistent.

The Jury regrets that Vredeseilanden has not included an executive summary that allows the reader to retrieve quickly the achievements and objectives, as it did last year. Such a summary also allows for a pleasing transition to the GRI indicators. The Jury also regrets that the report contains no comments on the CSR consequences in the countries where the money is used. The Jury believes that a materiality matrix combined with an external consultation of the stakeholders at all levels could facilitate the understanding of their role. Finally, the Jury encourages the NGO to obtain an assurance statement from a third party.

The report of Vredeseilanden has been assessed consistently by the Jury members, who were pleasantly surprised in comparison with last year's report. The report provides a lot of information and is more systematic and readable than last year.



[www.vredeseilanden.be/jaarverslag](http://www.vredeseilanden.be/jaarverslag)



## Some concluding comments by the Jury



The year-on-year increase of entities that take part in the Award for Best Belgian Sustainability Report proves that sustainable development now forms an integral part of an organisation's business strategy.

The Jury members congratulate all the entities and encourage them to persevere in establishing quality sustainability reports that are more and more integrated. Some enterprises have already acquired a maturity in sustainability reporting and others are on their way to establishing high quality reports.

As in previous years, the Jury however notes that some reports do not strictly comply with the criteria for being considered within the assessment process. In other words, the report is not sufficiently relevant to the Belgian activities of the organisation or enterprise. This aspect is reflected in the Jury's assessment and in the final results. The Jury wishes to reiterate that, in order to participate, the report of organisation or enterprise must concern Belgian activities (head office in Belgium, activities in Belgium, chapter concerning Belgium in a global report, etc.). Even though this is a commendable effort, the report should be a genuine sustainability report that goes beyond a succinct statement only on some aspects of social responsibility such as, for instance, subjects relating to security or social factors.

The Jury encourages the entities reporting electronically to pay special attention to the readability of the document, especially if it is an interactive electronic version. Access to PDF document, either in addition to an interactive version or as unique way, strongly facilitate readability for all public.

The Jury would like to stress once again the growing development of integrated or combined reporting and is very proud of the participation of some Belgian entities in this area, such as **Umicore**, **Bopro** and **Vredeseilanden**. The Jury congratulates them in particular on their efforts in this respect.



The Jury members would also like to congratulate the organisations that prepared a CSR report for the first time this year like: **Antwerpse Havengemeenschap**, **Bopro**, **bpost**, **Cap Conseil**, **Cayman**, **Cunina**, **Ethical Property Europe**, **Fevia**, **Instituut voor Tropische Geneeskunde**, **Nuhma (Het Limburgse Klimaatbedrijf)**, **Recupel**, **SPF Sécurité Sociale**, **Thalys**, **Van Os-Sonnevelt**, and **Voka Kamer van Koophandel Oost-Vlaanderen vzw**. The Jury hopes that other organisations will follow the path of these entities.

The Jury members further want to express their appreciation of organisations that perform a leadership role in reporting in their sector, such as **Essencia** and **Fevia**, each of them being truly inspirational for others in their area of expertise.

The Jury is also pleased to note that the reporting entities which develop a sustainability report are increasingly doing so in conformity with the GRI standards. Although the Jury is aware of the high level of quality with respect to the content, it would like to encourage participants to keep on striving for further improvement of their reports, particularly in the following areas:

- sector comparison;
- (better) linking the management statement with the remainder of the report;
- more transparent identification and definition of key stakeholders (i.e. selection process, interaction and link with the issues addressed in the report);
- materiality improvement.





IBR-IRE

**BUSINESS & SOCIETY BELGIUM**  
BELGIAN BUSINESS NETWORK FOR CORPORATE SOCIAL RESPONSIBILITY



Award for Best Belgian  
Sustainability Report

More information of the Award and the participating  
reports can be found on:

[www.bestbelgiansustainabilityreport.be](http://www.bestbelgiansustainabilityreport.be)

## PARTNERS

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## ON-LINE INFORMATION ON SUSTAINABILITY REPORTING

**GRI-Global Reporting Standard Initiative**

[www.globalreporting.org](http://www.globalreporting.org)

**AccountAbility – AA 1000**

[www.accountability.org](http://www.accountability.org)

**Duurzaamheidsverslaggeving**

[www.duurzaamheidsverslaggeving.be](http://www.duurzaamheidsverslaggeving.be)

**International Integrated Reporting Committee**

[www.theiirc.org](http://www.theiirc.org)

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