



Creating value. Managing impact.

WaterAid CSR Report

WaterAid participated in the 2017 Annual Review of the State of CSR in Australia and New Zealand by completing a survey of employee perceptions of the organisation's CSR management capabilities. This report contains WaterAid's results. It can be used to pinpoint opportunities for improvement and to benchmark progress over time.

CSR management capabilities represent the four most important capabilities needed by organisations to recognise, understand and implement good CSR practice.

Respondents

17 respondents 54% response rate



The 2017 overall results are based on 1215 individuals across 240 companies operating in Australia and New Zealand.

CSR Management Capabilities

WaterAid: 86%

Healthcare and Community industry average: 73%

Sustainable Development Goals

Top 3 SDGs WaterAid is planning to address:



1. Gender Equality



2. Clean Water and Sanitation



3. Good Health and Well-Being

Top 3 SDGs WaterAid is finding most difficult to address:



1. Clean Water and Sanitation



2. No Poverty



3. Reduced Inequalities

Definitions

Management Capabilities are the 'how' aspects of CSR; the intangible integrators of organisation process and performance. There are four management capabilities:

Stakeholder engagement:

People in our organisation understand the linkages and interdependencies between us and our stakeholders that contribute to long-term prosperity. Our staff or members routinely consider stakeholder needs in business decisions.

Integrating stakeholder values:

Managers are able to effectively detect and transmit value-pertinent information about stakeholders to all parts of the organisation to assist in business decision-making.

Social accountability:

Our people believe that our organisation is accountable to stakeholders for the firm's social impacts and we effectively report our social performance, even when the news is not all good.

Stakeholder dialogue:

We respect our partners in dialogue by displaying empathy, honesty and non-manipulative intent, and encourage equal control over and initiative in the communication process.



A closer look into WaterAid's CSR management capabilities

Stakeholder engagement



Integrating stakeholder values

I have made use of information about stakeholder values in assessing and formulating responses to social issues that affect our organisation

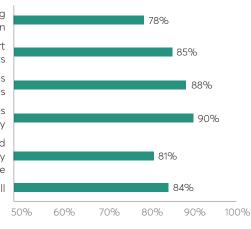
When analysing issues facing our company, senior people in our part of the business explicitly address the role of values in their assessments

Senior people in my area of the business frequently put forward recommendations for programs based on aligning our organisation with stakeholder values

Senior people in my area of the business readily understand social values that affect our company

The recommendations that come from senior people about changes required to manage our company's social environment are generally viewed by executives as being both warranted and acceptable

acceptable Overall



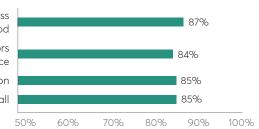
Social accountability

Our organisation reports publicly on the social impact of our business even when the story we have to tell is not good

In our organisation, managers have key performance indicators related to social performance

Stakeholder evaluations of our performance carry a lot of weight in this organisation $% \left(1\right) =\left(1\right) \left(1\right) \left($

Overall



Stakeholder dialogue

Stakeholders and senior people in my area of the organisation contribute equally to deciding what items will be on the agenda for discussion

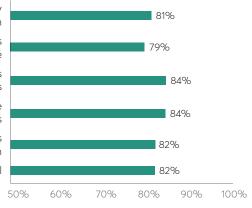
In my area of the organisation, senior people and our stakeholders agree about the best way for us to have dialogue

My area of the organisation has clearly understood processes for having dialogue with our stakeholders

In my area of the organisation, we are able to establish an open dialogue with our stakeholders

Senior people in my area of the organisation treat stakeholders as equal partners in dialogue about issues of mutual concern

Overall



Scores may not add up to 100, as they are rounded to the nearest whole number.