



# **Accreditation questionnaire guide**

**For companies of 0-9 employees**

## Overview

We're delighted you've decided to register with the Good Business Charter. We are really excited to have you join with us to promote a better and fairer way to conduct business.

The self-certification process takes the form of a series of questions requiring a Yes or No answer which should take you less than one hour to complete. Accreditation to the Good Business Charter requires you to meet each of the 10 components if you are a company or 9 if you are a charity.

In the majority of cases you will be asked if you are currently fulfilling a certain criterion for the Good Business Charter. If you answer 'No', you will be asked if you commit to do it going forwards. Our focus is on good intent in this regard. So a commitment going forwards means that within 3 months (or 12 months for tax) you will have started to put any changes required into motion. Some of the detail may take a few months to implement and we are definitely not expecting that to be fully in place within 3 months. Intent and commitment is the key.

For the detail on any component we would ask you to refer to the individual web page for that component (<https://goodbusinesscharter.com/our-10-components/>). Each of these pages explains what you are going to be asked in the questionnaire.

If you are concerned that you will not be able to answer these questions but believe that your business or charity practices follow the spirit of this component, please consult with us so that we can make a judgment on whether we believe you meet the requirements of the component. We are really keen to have organisations of all sizes and from all types of industries and sectors joining the Good Business Charter. These are standard questions and for some organisations there may be questions that are just not relevant or too onerous. We want to hear from you if you feel that is the case and we will take a sympathetic view.

Equally, organisations with a smaller number of employees may feel that the wording of the questions is rather technical for the way they operate. We do not want to exclude anyone behaving responsibly just because they feel this has not been designed with their organisation's size or industry in mind. We encourage you to apply the questions to your own unique setting and if in doubt, do contact us on [info@goodbusinesscharter.com](mailto:info@goodbusinesscharter.com) to explain the way in which you believe in your own way that you meet this component so that together we can consider whether it is sufficient or what else may be necessary to receive GBC accreditation.

## Questions for GBC accreditation

### Company 0-9 employees

These are standardised questions for any size of company. Where there are few employees we accept that ways of ensuring employee representation and diversity may be less structured than we set out here. The key is that what you do have in place embraces the spirit of the GBC.

#### 1 Real Living Wage

- 1.1 Are you an accredited Living Wage Employer? Y (go to section 2)/N
- 1.2 Will you commit to contacting the Living Wage Foundation within three months of receiving GBC accreditation and to agreeing a timescale with them to pay directly employed staff and regularly contracted staff the real living wage?

#### 2 Fairer hours and contracts

- 2.1 Do you offer or use zero or minimal hours contracts with directly employed or regularly contracted staff\*?  
  
\* with the exception where flexibility is part of the role and freely accepted by the employee  
  
N (go to section 3)/ Y
- 2.2 Do you commit to a fair approach to hours and contracts with respect to zero or minimal hours contracts?
- 2.3 Do you currently give at least two weeks' notice for scheduling of shifts and ensure there is no penalty for an employee who declines a shift added at short notice? Y (go to 2.5)/N
- 2.4 Do you commit going forwards to do so?
- 2.5 Do you currently still pay a shift if canceled at less than two weeks' notice? Y (go to 2.7)/N
- 2.6 Do you commit going forwards to do so?
- 2.7 Do you allow an employee to request a contract with more fixed hours at any time without consequences? Y (go to 2.9)/N
- 2.8 Do you commit going forwards to do so?
- 2.9 Do you commit going forwards to review actual hours worked annually and initiate a supportive conversation with the employee with a view to providing a contract at or close to the hours actually being worked as soon as able?

## 3 Employee wellbeing

- 3.1 Do you have clear, fair and transparent policies that support and encourage employee well-being including a sickness policy which clearly outlines both employee and employer responsibilities and bans unreasonable penalties for legitimate sickness? Y (go to 3.3)/N
- 3.2 Do you commit going forwards to do so? Y/N
- 3.3 Do you promote access to impartial support and advice for employees with physical and mental health needs? Y (go to Section 4)/N
- 3.4 Do you commit going forwards to do so?

## 4 Employee representation

- 4.1 Do you have regular one-to-one meetings with each of your employees and/or encourage direct contact with the senior leader? Y (go to 4.5)/N
- 4.2 Do you commit going forwards to do so?
- 4.3 Are issues from employees escalated to senior management? Y (go to 4.7)/ N
- 4.4 Do you commit going forwards to do so?
- 4.5 Do you circulate an annual or biennial employee satisfaction survey to which the results are reviewed by the senior leaders? Y (go to section 5)/N
- 4.6 Do you commit going forwards to do so?

## 5 Diversity and inclusion

- 5.1 Do you ask employees in an annual or biennial employee satisfaction survey about whether they feel it is an inclusive workplace? Y (go to 5.5)/N
- 5.2 Do you commit going forwards to do so?
- 5.3 Do you put measures in place to encourage diversity at key stages of recruitment, selection and retention of employees? Y (go to 5.11)/N
- 5.4 Do you commit going forwards to do so?
- 5.5 Have you put in place measures to prevent harassment or victimisation in the workplace? Y (go to 5.13)/N
- 5.6 Do you commit going forwards to do so?
- 5.7 Do you communicate both externally and internally your commitment to diversity and inclusion? Y (go to 5.15)/N
- 5.8 Do you commit going forwards to do so?

## 6 Environmental responsibility

- 6.1 Are you committed to identifying your company's main direct and indirect environmental issues and minimising any potential negative impact by continually striving to improve environmental performance? Y (go to 6.3)/N
- 6.2 Do you commit going forwards to do so?
- 6.3 Do you comply with, and where possible exceed, all environmental legislation that relates to the company? Y (go to 6.5)/N
- 6.4 Do you commit going forwards to do so?
- 6.5 Do you encourage the development of good environmental practice by your employees, suppliers and customers? Y (go to section 7)/N
- 6.6 Do you commit going forwards to do so?

## 7 Pay fair tax

- 7.1 Are you fully accredited by the Fair Tax Mark? Y (go to section 8) / N
- 7.2 Do you commit to pay your taxes and not engage in tax avoidance? We define tax avoidance as a deliberate attempt to get out of an obligation to pay tax by entering into a set of artificial arrangements which have little or no commercial purpose other than the reduction of a tax bill. For the avoidance of doubt, this does not include the use of tax reliefs or allowances that governments make available to companies, as long as the relief is claimed in a way which aligns with government policy intention.
- 7.3 Do you provide a one-line policy on your website or in your company accounts about your company's approach to paying corporation tax? Y (go to 7.5) / N
- 7.4 Do you commit within 12 months to provide information on your website or in your company accounts about your company's approach to paying corporation tax?
- 7.5 Do you commit to be transparent in your relationship with HMRC, providing all relevant information and to cooperate in resolving any disputes?
- 7.6 Do you agree to provide appropriate excerpts from your company's accounts to verify this information if required?

## 8 Commitment to customers

- 8.1 Do you have a written commitment to customers either on your website or in other published material? Y (go to 8.3) /N
- 8.2 Do you commit going forwards to do so?

- 8.3 Do you gather and monitor customer feedback, report the results to senior leaders and look at ways to address concerns? Y (go to section 9)/N
- 8.4 Do you commit going forwards to do so?

## 9 Ethical sourcing

- 9.1 Do you already commit to the standards set out in the Ethical Trading Initiative Base Code where relevant to your organisation?
- 9.2 Do you commit going forwards to do so?

## 10 Prompt payment

- 10.1 Have you signed the government's Prompt Payment Code?  
Y (go to final section)/N
- 10.2 Do you agree to sign the government's Prompt Payment Code within three months?