

Ediciones SM Chile Assessment (2016-11-09)

Version: Wholesale/Retail Track / 50-249 Employees / Emerging Market

Wed Mar 15 20:32:44 GMT 2017

As a wholly-owned subsidiary of Grupo SM, Ediciones SM Chile is required to make its full B Impact Assessment transparent. The PDF contains a completed B Impact Assessment that has been reviewed by B Lab with Ediciones SM Chile for its certification as a B Corporation. Answers to questions that would reveal sensitive information (e.g. that would advantage competitors or prejudice litigation) are covered as such:

Governance

Governance: Mission & Engagement

GV1.1 Select the description that best describes your business. [Not Weighted]

- ☐ Positive social/environmental impact is desirable but not a particular focus for our business.
- ☐ Social and environmental impact is frequently considered but it isn't a high priority.
- ☐ We consider social and environmental impact in some aspects of our business but infrequently.
- ☒ We consistently incorporate social and environmental impact into decision-making because we consider it important to the success and profitability of our business.
- ☐ We treat our social/environmental impact as a primary measure of success for our business and prioritize it even in cases where it may not drive profitability.

GV1.2 Please type or paste your mission statement here. [Not Weighted]

Contribuir al desarrollo de las personas y los pueblos por medio de la educación y la cultura.

GV1.2a Does your company have a corporate mission statement, and does it include any of the following? [Less Weighted]

- ☐ No written statement
- ☐ A written corporate mission statement that does not include a social or environmental commitment
- ☐ A general commitment to social and/or environmental responsibility and stewardship
- ☒ A commitment to a specific positive social impact (e.g. poverty alleviation, sustainable economic development)
- ☐ A commitment to a specific positive environmental impact (e.g. reducing waste to landfill with upcycled products)
- ☐ A commitment to serve a target in-need beneficiary group (e.g. low income customers, smallholder farmers)

GV1.3 Does your company have any of the following internal engagement practices that focus on the social or environmental mission of your company? [Equally Weighted]

- ☐ No social or environmental mission
- ☐ Company has a social or environmental mission, but there is no training of employees on that mission
- ☐ Only informal inclusion of the company's social and environmental goals in orientation, training or instruction, and/or performance evaluation
- ☒ All workers receive orientation, training, or instruction that explicitly covers the company's social and/or environmental mission and goals
- ☐ Managers' performance evaluation includes how the manager executed on the company's social or environmental mission and goals
- ☐ Non-managers' performance evaluation includes execution of company's social or environmental mission and goals

- GV1.5 Are there key performance indicators (KPIs) or metrics that your company tracks at least annually to determine if you are meeting your social or environmental objectives? [Equally Weighted]
- ☐ We don't track key social or environmental performance indicators
 - ☒ We measure KPIs/metrics or outputs that we have identified and defined in order to determine if we are achieving our social and environmental objectives
 - ☒ We measure social and environmental outcomes over time (e.g. 3rd-party studies, customer or household surveys, progress out of poverty index, etc.)
- GV1.8 Is the compensation of your CEO and those who directly report to the CEO tied to achieving specific social and environmental metrics or objectives? [Equally Weighted]
- ☒ No
 - ☐ Yes, CEO/President compensation
 - ☐ Yes, other senior management team member(s) compensation
- GV1.8a In the last year, how did the company solicit specific feedback from its external stakeholders (excluding employees and investors) regarding the company's social and environmental performance? [Less Weighted]
- ☐ No formal stakeholder engagement
 - ☒ Annual stakeholder meeting
 - ☐ Online stakeholder forum to provide/report social or environmental concerns or feedback
 - ☒ Meetings or other engagement mechanisms with local community members
 - ☐ Meetings or other engagement mechanisms with social or environmental advocacy groups
 - ☒ Community/environmental representation on an advisory board.
 - ☒ Third party or anonymous surveys about social/environmental performance
 - ☐ Other (please describe)

Governance: Corporate Accountability

- GV2.1a What is the company's highest level of corporate oversight? [Less Weighted]
- ☐ Owner/Manager only
 - ☐ Non-Fiduciary Advisory Board
 - ☒ Board of Directors or Equivalent
- GV2.3a Does your Board of Directors have written responsibility for the following issues? [Equally Weighted]
- ☒ Guiding corporate strategy, setting strategic goals and major plans of action
 - ☒ Approving annual budgets, overseeing major capital expenditures and general risk management
 - ☒ Overseeing executive compensation
 - ☒ Overseeing the company's social and environmental mission, with specific goals and targets (if no mission statement, do not select this option)
 - ☐ Other
 - ☐ None of the above
 - ☐ N/A - no Board of Directors or other governing body

GV2.3b Which of the following apply to your company's Board of Directors or equivalent governing body? [Equally Weighted]

- ☒ Meets at least twice annually
- ☐ Includes at least one independent member
- ☐ Includes at least 50% independent members
- ☒ Oversees executive compensation
- ☐ Has an Audit Committee with at least one independent member
- ☐ Has a Compensation Committee with at least one independent member
- ☐ Company is a cooperative and elects Board from membership
- ☐ None of the above
- ☐ N/A - no Board of Directors or equivalent

Governance: Ethics

GV3.1c Does the company maintain any of the following financial controls? [Equally Weighted]

- ☐ None
- ☒ IT systems have different password protection systems that are changed periodically with different access levels according to the position of the staff member accessing the data
- ☒ Fraud risk assessment is conducted at least annually and any internal control deficiencies identified are communicated to BoD and senior management
- ☒ Lines of financial reporting, responsibilities and limits for the authorization, approval and verification of disbursements are all documented in writing
- ☒ Financial control activities are documented and at a minimum cover controls around cash disbursement, accounts receivable, accounts payable, and inventory management

GV3.2 Does your company have one of the following policies regarding work conduct? [Less Weighted]

- ☐ None
- ☐ A written Code of Business Conduct that explicitly establishes behavioral expectations for the organization
- ☒ A written Code of Business Conduct that explicitly establishes behavioral expectations for the organization and that includes a statement against bribery and corruption.

GV3.4 Which of the following describes how your company instructs employees regarding your Code of Ethics about behavioral expectations, bribery and corruption? [Equally Weighted]

- ☐ No Code of Business Conduct (or equivalent policy) or training on the Code
- ☒ We instruct the Board of Directors on the Code at least annually
- ☒ We instruct all newly hired workers on the Code
- ☒ We instruct managers on the code on an on-going basis
- ☒ We instruct all non-managerial workers on the Code on an ongoing basis
- ☒ We communicate changes to the Code whenever it is updated
- ☐ Other (please describe)

GV3.7 Does the company have a written whistleblower policy? [Less Weighted]

- ☒ Yes ☐ No

GV3.9 Is there an annual conflict of interest questionnaire filled out by all board members and officers? [Less Weighted]

☐ Yes ☒ No ☐ N/A - No Board of Directors or equivalent

Governance: Transparency

GV4.1 During the last fiscal year, with which financial reporting standards did your company comply? [Heavily Weighted]

- ☒ IFRS (International Financial Reporting Standards, via the International Accounting Standards Board)
☐ GAAP (Generally Accepted Accounting Principles, via independent U.S. standards body)
☐ Local accounting standard (via local independent standard setting body)
☐ Other (describe)
☐ None of the above
☐ N/A - Our company is pre-revenue

GV4.2a If your company's financial statements were audited or reviewed, what type of individual or entity conducted that review? [Less Weighted]

- ☐ None/ Neither Audited nor Reviewed
☐ Locally-accredited auditing firm or CPA/CFA
☒ Internationally-accredited auditing firm or CPA/CFA

GV4.3 Does your company maintain financial data from last fiscal year that can be accessed or viewed by the following? [Equally Weighted]

- ☒ Shared with all managers
☐ Shared with all non-managers
☐ Shared publicly (e.g. posted on website)
☐ None

GV4.5b Does the company publicly share information on its social and/or environmental performance? If so, how? [Equally Weighted]

- ☐ No public reporting on social or environmental performance
☒ Specific quantifiable social and/or environmental indicators or outcomes are made public
☐ Company sets public targets and shares progress to those targets
☒ Information is shared/updated annually
☒ Information is presented in a formal report that allows comparison to previous time periods
☐ Information adheres to a comprehensive third party standard (ex. GRI or B Impact Assessment)
☐ A third party has validated the information shared
☐ Impact reporting is integrated with financial reporting

GV4.7a Is there a publicly-known mechanism through which customers can provide product feedback, ask questions or file complaints? [Less Weighted]

☒ Yes ☐ No

GV4.9 Is the product or service made or sold by your company covered by a warranty or a client protection policy for consumers? [Less Weighted]

☒ Yes ☐ No ☐ NA

Governance: Governance Metrics

GV5.1 On what date did your last fiscal year end? [Not Weighted]

12/31/2015

GV5.2 Reporting currency [Not Weighted]

☒ Chilean Peso - CLP

GV5.3 Total Earned Revenue

From the last fiscal year	12,235,647,000.00
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From the fiscal year before last	10,918,508,000.00
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GV5.4 EBIT (Earnings Before Interest & Taxes)

From the last fiscal year	2,236,352,793.00
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From the fiscal year before last	1,665,540,000.00
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GV5.5 Net Income

From the last fiscal year	1,779,174,793.00
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From the fiscal year before last	1,452,694,000.00
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GV5.6 Payments to government in the last fiscal year. [Not Weighted]

457,178,000.00

Workers

Workers: Worker Metrics

WR1.1 Are the majority of your employees paid on a fixed salary or a daily/hourly wage? [Not Weighted]

☒ Fixed Salary ☐ Daily/Hourly Wage

WR1.2 Number of Total Full-Time Workers

Current Total Full-Time Workers 163.00

Total Full-Time Workers 12 months ago 161.00

WR1.3 Number of Total Part-Time Workers

Current Total Part-Time Workers 0.00

Total Part-Time Workers 12 months ago 0.00

WR1.4 Number of Total Temporary Workers

Current Total Temporary Workers 37.00

Total Temporary Workers 12 months ago 25.00

Workers: Compensation & Wages

WR2.1 Total Wages (including bonuses) [Not Weighted]

451,702,233.00

WR2.2 What is the company's lowest wage calculated on an hourly basis? [Not Weighted]

350.00

WR2.5a During the last fiscal year, did all full-time and part-time workers receive an increase to their salary/wages (excluding bonuses) that at least meets the inflation rate in your country? [Less Weighted]

☐ Yes ☒ No

WR2.6 Subtracting for inflation increase, what was the average % increase in wage/salary paid to all full-time and part-time workers (excluding bonuses, commissions) in the last fiscal year? [Less Weighted]

☐ 0% ☐ 0.1-1.9% ☐ 2.0-4.9% ☒ 5%+

WR2.7 Which of the following are true about the company's bonus plan: [Less Weighted]

- ☐ Bonuses are given but there is no formal bonus plan
- ☒ Formal guidelines on the structure of the bonus plan (e.g. eligibility, profit/revenue target tied to the bonus pool, allocation criteria) are disseminated and accessible to all workers
- ☐ All full-time and part-time workers are eligible in the plan
- ☐ None of the above

WR2.8 Tell us how your bonus pool is distributed. [Not Weighted]

WR2.10 If you provide a non-cash bonus, describe what the bonus is and how you value it. [Not Weighted]

WR2.11 What % of full-time and part-time employees, excluding founders and executives, received a bonus in the last fiscal year? [Less Weighted]

- ☐ 0% ☐ 1-24% ☒ 25-49% ☐ 50-74% ☐ 75-99% ☐ 100%

WR2.12a What multiple is the highest compensated individual paid (inclusive of bonus) as compared to the lowest paid full-time worker? [Equally Weighted]

- ☒ >20x ☐ 16-20x ☐ 11-15x ☐ 6-10x ☐ 1-5x

Workers: Compensation & Wages (Salaried)

WR2.5.9a In the last fiscal year, the company's bonus plan for non-executives represented what % of the company's salary base? [Less Weighted]

- ☐ 0% ☐ <1% ☐ 1-5% ☒ 6-15% ☐ >15%

Workers: Benefits

WR3.1b Are any of the following benefits provided to employees to supplement government programs? [Equally Weighted]

- ☒ Disability coverage/ accident insurance
- ☒ Life insurance
- ☒ Financial services (credit or savings programs)
- ☒ Private dental insurance
- ☒ Private supplemental health insurance
- ☐ Other (describe)
- ☐ None of the above

WR3.3a What is the minimum paid secondary caregiver leave offered to full-time workers either through the company or the government? [Equally Weighted]

- ☐ None ☐ Up to 2 weeks ☐ 2 to 5 weeks ☒ 6+ weeks

WR3.4a How many hours per week must a part-time employee work in order to qualify for the previously-selected benefits? [Less Weighted]

- ☐ No benefits beyond what is provided under national law
- ☐ 30+ hours per week
- ☐ 25-30 hours per week
- ☐ 20-24 hours per week
- ☒ <20 hours per week
- ☐ N/A - No part-time workers

WR3.5a Which supplementary benefits are provided to a majority of non-managerial workers? [Equally Weighted]

- ☐ Free transportation or transit subsidy
- ☒ Free or subsidized meals
- ☒ Health benefits extend to immediate family (spouse and children)
- ☒ Child-care (On-site or subsidized)
- ☐ Access to local medical services/clinic (on-site or subsidized)
- ☐ Free or subsidized housing
- ☐ Other free or subsidized benefits (describe)
- ☐ None

Workers: Worker Benefits (Salaried)

WR3.5.6a How many paid days off (including holidays) do full-time employees receive annually? [Equally Weighted]

- ☐ 0-15 days
- ☐ 16-22 days
- ☒ 23-29 days
- ☐ 30-35 days
- ☐ 36+ work days

WR3.5.8a What is the minimum number of weeks salaried workers receive paid primary caregiver leave, either through the company or the government? [Equally Weighted]

- ☐ 0-5 weeks
- ☐ 6-11 weeks
- ☐ 12-17 weeks
- ☐ 18-23 weeks
- ☒ 24+ weeks

Workers: Training & Education

WR4.1 Which of the following is true of intern hiring practices? [Equally Weighted]

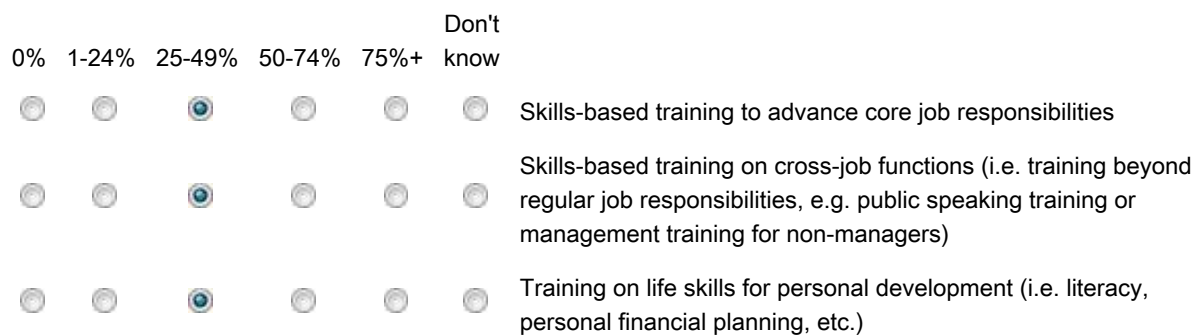
- ☐ There is a formalized policy/program outlining the objectives of internships or internship programs for participants
- ☒ Company partners with education institutions to provide internship opportunities
- ☐ Interns are paid a living wage
- ☐ Interns receive formal performance reviews
- ☐ Interns have a formal opportunity to provide feedback on experience
- ☒ Interns have been hired on as full time permanent employees in the past two years
- ☒ Intern tenures are restricted to not exceed 1 year if interns are not currently enrolled in school
- ☐ None of the above apply to my intern programs
- ☐ N/A - Company does not employ interns

WR4.1a During the last 12 months, what was the average amount of training that a newly hired worker received? [Equally Weighted]

- ☐ No training
- ☐ On-the-job training (1-day to 1 week)
- ☐ On-the-job training (1 week to 1 month)
- ☒ Apprenticeship/technical training (1 month+)
- ☐ N/A - No new hires during the last 12 months

Workers: Training & Education (Salaried)

WR4.2a Excluding newly hired workers, what % of full-time and part-time workers received the following types of formal training during the last 12 months?



WR4.5.3a What % of full-time workers have participated in external professional development opportunities or lifelong learning opportunities in the past fiscal year? [Equally Weighted]

- ☐ None
- ☐ 1-24%
- ☐ 25-49%
- ☒ 50-74%
- ☐ 75%+

Workers: Worker Ownership

WR5.1 What % of all full-time employees (including founders and executives) own stocks, stock equivalents and stock options, or participate in an ESOP or other qualified ownership plans in the company? [Equally Weighted]

- ☒ 0%
- ☐ 1-24%
- ☐ 25-49%
- ☐ 50-74%
- ☐ 75-99%
- ☐ 100%
- ☐ N/A

WR5.3 What % of the company is owned by non-executive, non-founder, full-time workers? [Equally Weighted]

- ☒ 0%
- ☐ 1-24%
- ☐ 25-49%
- ☐ 50%+
- ☐ N/A

Workers: Management & Worker Communication

WR6.2 Please describe your formal, written evaluation process for providing feedback to all workers on their performance here.
[Not Weighted]

Tenemos implementado un sistema de evaluación de desempeño basado en los valores corporativos, lo que permite identificar las brechas entre cada uno de ellos, luego cada jefe entrega feedback a su colaborador y determinan juntos un plan de desarrollo.

WR6.4 Does the company do any of the following regarding worker satisfaction / engagement? [Equally Weighted]

- ☒ Company conducts anonymous surveys at least biannually
- ☐ Company separates survey results by gender and/or by other underrepresented groups
- ☒ Company shares results with employees
- ☐ None of the above

WR6.5 What percent of your employees are 'Satisfied' or 'Engaged'? [Equally Weighted]

- ☐ N/A
- ☐ <65%
- ☐ 65-80%
- ☒ 81-90%
- ☐ >90%

WR6.6 Which of the following is included in your company's termination policy? [Equally Weighted]

- ☒ No required written notice prior to termination
- ☐ Written notice of worker performance only
- ☐ Written notice of worker performance and a stated probationary period
- ☐ N/A--no written termination policy

WR6.7 Has the company identified one of the following designated agents to mediate complaints / issues between workers or workers and management? [Equally Weighted]

- ☐ Informally-designated worker who passes information to other workers
- ☐ Union representative
- ☒ Human Resources-designated representative
- ☐ Employee Representative mutually-designated by company management and employees
- ☐ 3rd party Ombudsman
- ☒ Other (describe)
- ☐ None of the above

Other: Comité Paritario Answer(s): Se crea formalmente un comité cuyo representante es elegido por los trabajadores, mediante votaciones internas. También incluye representantes de la empresa elegidos por la gerencia.

Workers: Management & Worker Communication (Salaried)

WR6.5.1bIs there a written performance review for any of the following workers? [Equally Weighted]

- ☐ No written performance review
- ☒ Managers
- ☒ Full-time non-managerial workers
- ☐ Part-time non-managerial workers
- ☐ Temporary workers

Workers: Human Rights & Labor Policy

WR8.1 Does your company have a written employee handbook that workers have access to and includes the following information? [Less Weighted]

- ☐ No written employee handbook
- ☒ A non-discrimination statement
- ☒ An anti-harassment policy
- ☒ Statement on work hours
- ☒ Pay and performance issues
- ☒ Policies on benefits, training and leave
- ☒ Grievance resolution
- ☒ Disciplinary procedures and possible sanctions
- ☐ Statement regarding workers' right to bargain collectively and freedom of association
- ☒ Prohibition of child labor and forced/compulsory labor

WR8.2 If you have a written non-discrimination policy, which of the following are covered in hiring and in the workplace? [Less Weighted]

- ☐ No written policy
- ☒ Gender
- ☒ Race
- ☒ Color
- ☒ Disability
- ☒ Political opinion
- ☒ Sexual orientation
- ☒ Age
- ☒ Religion
- ☒ HIV status

WR8.3a Have your company's human rights and labor practices been certified or reviewed by an independent third party during the last 12 months? [Equally Weighted]

- ☐ Yes ☒ No

Workers: Occupational Health & Safety

WR9.1 Which of the following are true of your occupational health and safety policies? [Less Weighted]

- ☒ There are written policies and practices to minimize on-the-job employee accidents and injuries
- ☒ Injury/accident/lost /absentee days are measured and transparent
- ☒ A worker health and safety committee helps monitor and advise on health and safety programs.
- ☐ None of the above

WR9.3 Does your company have a formal safety and health program to engage with workers that includes the following: [Equally Weighted]

- ☐ None - no formal safety and health program
- ☒ Annual safety and health training for all workers, including at least one emergency drill per year
- ☒ Injury/accident/illness/lost days data is recorded and made transparent for all workers
- ☒ Formal safety reporting system for employees to submit their safety concerns
- ☒ A safety position, safety committee or safety program representative reporting to senior level position (Vice-President or higher)

WR9.5a If your company uses any hazardous or dangerous materials on-site, check all that apply. [Equally Weighted]

- ☐ All workers who are in contact with hazardous materials receive initial and on-going (2x per year) training for proper storage, handling, and disposal of materials
- ☐ All workers who handle hazardous materials are required to wear protective gear, including clothing, eye and foot protection
- ☐ All workers are made aware of all health risks associated with handling hazardous materials
- ☐ We monitor the health of all workers who work with hazardous materials and provide them with annual health check-ups
- ☐ Other (describe)
- ☐ None
- ☒ N/A

Other: no manejamos materiales peligrosos o tóxicos.

WR9.6a Does your company do any of the following with regard to equipment or machinery used by workers? [Equally Weighted]

- ☒ All workers who use equipment receive initial and ongoing training on proper operation and emergency shut-off of the machinery
- ☒ All workers are required to wear appropriate protective gear, including clothing, eye and foot protection, when working with machinery
- ☒ The company regularly inspects whether correct protective gear and operation of machinery is being followed by workers
- ☒ Machinery is checked at least once per year for necessary maintenance issues
- ☒ Signs regarding hazards and proper use of equipment are posted on or near equipment in the local language
- ☐ Other (describe)
- ☐ None
- ☐ N/A

Community

Community: Job Creation

CM2.1 Number of net full-time and part-time jobs that have been added to your company's payroll. Enter 0 if none or if your company has no workers.

Last 12 months:	2.00
Prior 12 months:	14.00

CM2.2b What % of full-time and part-time jobs were newly created at your company during the last 12 months? [Equally Weighted]

☐ 0% (Has not grown on a net basis) ☒ 1-14% ☐ 15-24% ☐ 25%+

CM2.3a What % of positions above entry level have been filled through internal promotion during the last 12 months? [Equally Weighted]

☐ 0% ☒ 1-24% ☐ 25-49% ☐ 50%+

CM2.4 Number of full-time and part-time workers that departed/left the company during the last 12 months. [Not Weighted]
33.00

CM2.4a What % of full-time and part-time workers have left the company during the last 12 months? [Equally Weighted]

☒ >10% ☐ 5-10% ☐ 2.5-4.9% ☐ 0-2.4%

Community: Diversity & Inclusion

CM3.1 Number of total full-time and part-time female employees. [Not Weighted]
148.00

CM3.2 What % of non-managerial full-time and part-time employees are women or from chronically-underemployed communities?

0%	1-9%	10-24%	25-39%	40-49%	50%+	Don't know	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Women
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Chronically-underemployed

CM3.8 What % of the company is owned by:

0%	1-9%	10-24%	25-39%	40-49%	50%+	Don't know	
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Women and/or individuals from chronically-underemployed communities
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Non-profit organization

CM3.3 What % of management (both full-time and part-time workers) are women, from chronically-underemployed communities or expatriates?

0%	1-9%	10-24%	25-39%	40-49%	50%+	Don't know	
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Women
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Chronically-underemployed
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Expatriates

CM3.9 Optional unweighted metrics: Approximately what % of the company's ownership is held by the following groups?

Women	0%
Individuals from chronically underemployed communities	0%

CM3.10 What % of the members of your Board of Directors (or equivalent) are women or individuals from chronically underemployed communities? [Equally Weighted]

☐ 0%
☐ 1-9%
☒ 10-24%
☐ 25-39%
☐ 40-49%
☐ 50%+
☐ N/A - No board of directors or equivalent
☐ Don't know

CM3.11 What % of your Significant Suppliers are majority owned by women or individuals from underrepresented populations? [Equally Weighted]

☐ 0%
 ☐ 1-9%
 ☐ 10-19%
 ☐ 20-29%
 ☐ 30%+
 ☒ Don't Know

CM3.12 Does the company provide specific content in worker training on inclusion and diversity issues related to any of the following specific underrepresented groups? [Equally Weighted]

- ☐ Gender inclusiveness
- ☐ Minorities
- ☐ LGBT community
- ☐ Individuals with disabilities
- ☐ Other underrepresented groups (please describe)
- ☒ None of the Above

Community: Civic Engagement & Giving

CM4.1a Does your company have a formal corporate citizenship program (with allocated resources) in place that includes the following: [Equally Weighted]

- ☐ Statement on the intended social or environmental impact of company's charitable contributions
- ☒ Cash and in-kind donations (excluding political causes)
- ☐ Volunteer and pro bono service
- ☒ Formal donations commitment (e.g. 1% for the planet)
- ☒ Matching individual workers' charitable donations
- ☐ Allowing workers and/or customers to select charities to receive company's donations
- ☐ Other (please describe)
- ☐ None of the above

CM4.2 Does your company have membership or a civic partnership with any of the following types of organizations? [Less Weighted]

- ☐ None
- ☐ Business or Trade Associations
- ☒ Chamber of Commerce
- ☒ Governmental Institutions
- ☒ Local academic institutions
- ☒ Cooperatives
- ☐ Other (describe)

CM4.2b Are full-time employees granted in writing any of the following options for volunteer service? [Equally Weighted]

- ☐ Non-paid time off
- ☐ Paid time off
- ☐ 20 hours or more a year of paid time off
- ☐ Workers offered incentives for volunteerism (office parties, competitions with prizes, etc.)
- ☒ Do not offer paid or unpaid time off

CM4.3 What % of employees took paid time off for volunteer service last year? [Equally Weighted]

- ☒ 0% ☐ 1-24% ☐ 25-49% ☐ 50-74% ☐ >75% ☐ Don't know

CM4.4a Does your company monitor and record volunteer hours of company workers? [Less Weighted]

- ☒ We do not currently monitor and record our hours contributed
- ☐ Our company monitors and records hours contributed (no increase targets)
- ☐ Our company monitors hours contributed and has specific increase targets
- ☐ Our company monitors hours contributed and has met specific increase targets during the reporting period

CM4.4b Number of hours volunteered by full-time and part-time employees of the organization during the last fiscal year. [Not Weighted]

- ☒ Not tracked / unknown

CM4.5b What was the % of per capita worker volunteer, community service, or pro bono time donated in the reporting period? [Equally Weighted]

- ☐ 0%
- ☐ 0.1-0.5% of time
- ☐ 0.6-1% of time
- ☐ 1.1-2% of time
- ☐ >2% of time
- ☒ Don't know / not monitored

CM4.7 Total amount (in currency terms) donated to registered charities in the last fiscal year. [Not Weighted]

40,710,699.00

CM4.8b What was the equivalent % of revenue donated to charity during the last fiscal year? [Most Heavily Weighted]

- ☐ No donations last FY
- ☐ Less than 0.1% of revenues
- ☒ 0.1-0.4% of revenues
- ☐ 0.5-0.9% of revenues
- ☐ 1-1.9% of revenues
- ☐ 2%+ of revenues
- ☐ Don't know

CM4.11 Has your company worked with policymakers and/or stakeholders (including competitors) to develop or advocate for increased adoption of social and environmental standards or voluntary practices in your industry in the past two years? [Less Weighted]

- ☐ Yes, company has offered support in name and/or signed petitions
- ☐ Yes, company has provided active staff time or financial support
- ☐ Yes, company has directly introduced, testified, made recommendations or provided expertise to advance standards
- ☐ Yes, company has worked with other industry players on a cooperative initiative
- ☐ Yes, and efforts resulted in a specific institutional, industry or regulatory reform
- ☐ Other (please describe)
- ☒ None of the above

Community: Local Involvement

CM5.2 Does your company have the following written local purchasing or hiring policies in place? [Equally Weighted]

- ☐ No written local purchasing strategy in place
- ☐ Written preference at each facility to purchase from local suppliers
- ☒ Ready-to-use lists of preferred local suppliers/vendors for specific facilities
- ☐ Written preference for hiring and recruiting local managers with equitable compensation
- ☐ Preference for hiring and recruiting local staff (management and non-management) with training for employees
- ☐ Incentives for staff to live within 40 km of local company facility
- ☐ Other (please describe)

CM5.3a What % of your company's expenses (excluding labor) was spent with independent suppliers local to the company's headquarters or relevant production facilities? [Equally Weighted]

- ☐ <20% ☐ 20-39% ☐ 40-59% ☒ 60%+ ☐ Don't know

CM5.6 Do a majority of your customers live locally to your company's headquarters or production facilities? [Equally Weighted]

- ☐ Yes ☒ No

Community: Suppliers, Distributors & Product

CM6.1 Please select the types of companies that represent your Significant Suppliers: [Not Weighted]

- ☒ Product Manufacturers
- ☐ Professional Service Firms (Consulting, Legal, Accounting)
- ☐ Independent Contractors
- ☒ Marketing/Advertising
- ☒ Office Supplies
- ☐ Benefits Providers
- ☒ Technology
- ☐ Raw materials
- ☐ Farms
- ☒ Other

CM6.2 Does your company screen and/or evaluate Significant Suppliers for social and environmental impact? [Not Weighted]

- ☒ Yes ☐ No

CM6.4 What is the social and environmental screen that is used for a majority of your company's Significant Suppliers: [Equally Weighted]

- ☒ No formal screening process in place
- ☐ Screened for negative practices or regulatory non-compliance (e.g. no child labor)
- ☐ Screened for positive practices (e.g. environmentally-friendly manufacturing process; excellent labor practices, etc)

- CM6.5 When monitoring and evaluating the on-going social and environmental performance of the majority of Significant Suppliers, which of the following apply? [Equally Weighted]
- ☒ No formal supplier monitoring and evaluation process
 - ☐ Significant Suppliers are evaluated based on company's own criteria
 - ☐ Significant Suppliers are evaluated based on specific social and environmental performance standards that are best-in-class for your industry (ISO, SA8000, etc)
 - ☐ Company visits a majority of Significant Suppliers on-site
- CM6.6a What is the average tenure of your relationships with Significant Suppliers? [Equally Weighted]
- ☐ Less than 12 months
 - ☐ 13-36 months
 - ☐ 37-60 months
 - ☒ 61+ months
 - ☐ Don't know
- CM6.7 Is the payment of a fair wage to workers for a majority of Significant Suppliers verified or certified? [Equally Weighted]
- ☒ Neither verified nor certified
 - ☐ Verified by the company
 - ☐ Certified as part of a product or production process certification or certified by another third-party
 - ☐ Other (describe)
- CM6.8 Does your company have a formal Code of Conduct policy or contract that specifically holds the suppliers, distributors or retailers that your company works with accountable for social and environmental performance? [Equally Weighted]
- ☒ Yes ☐ No
- CM6.16 Which of the following describe your relationships with all your company's independent contractors? [Equally Weighted]
- ☐ Formal routine process for independent contractors to receive post-project/contract performance feedback
 - ☐ Formal routine process for independent contractors to communicate post-project or post-contract feedback to the company
 - ☐ Independent contractors are verified to either work on a time-bound basis, or else split their time with work for other clients. Contractors not meeting either criteria have been offered employment.
 - ☐ Independent contractors are paid a living wage (when calculated as hourly wage when living wage data is available)
 - ☒ We have independent contractors, but have not engaged in any of these practices
 - ☐ N/A - We haven't used independent contractors in the last year
- CM6.24 During the last fiscal year, what % of your Significant Suppliers (on currency basis) had internationally-recognized product certifications? [Equally Weighted]
- ☐ 0% ☐ 1-24% ☐ 25-49% ☐ 50-74% ☒ 75%+ ☐ Don't know

CM6.25a During the last fiscal year, what % of revenues are generated from products that have a certification that assesses the product or production process for the product (including certifications related to social and environmental performance)? [Equally Weighted]

- ☐ 0%
- ☐ 1-9%
- ☐ 10-24%
- ☐ 25-74%
- ☒ 75-99%
- ☐ 100%
- ☐ Don't know
- ☐ N/A

CM6.26a Does your company have a tracking system in place for all products to manage quality assurance issues? [Equally Weighted]

- ☒ Yes
- ☐ No
- ☐ NA

Environment

Environment: Environment Introduction

EN1.27 What kind of facilities does your business primarily operate in? [Not Weighted]

- ☐ Company owned office space
- ☒ Leased office space
- ☐ Co-working Space
- ☐ Virtual/ Home Offices

Environment: Land, Office, Plant

EN2.1a What % of the square footage or metric of all company facilities is located in previously constructed buildings? [Equally Weighted]

- ☐ 0% ☐ 1-24% ☐ 25-49% ☐ 50-74% ☐ 75-99% ☒ 100%

EN2.2a Which best describes a majority of the company's offices and plant facilities' environmental efficiency? [Equally Weighted]

- ☐ Buildings employ energy saving strategies (e.g. energy use monitoring, efficient appliances and lighting, renewable energy use)
- ☐ Buildings use systems for increasing water efficiency (e.g. water efficient appliances, fixtures, and landscaping)
- ☒ Buildings use systems to monitor and improve air quality (e.g. increased ventilation)
- ☐ Building construction and/or operations make use of sustainable materials (e.g. reclaimed products)
- ☐ New building sites are chosen based on sustainability considerations (e.g. minimizing impact on ecosystems and waterways)
- ☐ Buildings are LEED certified or LEED equivalent certified
- ☐ Other (describe)
- ☐ None

EN2.3a Does your company have any of the following recycle/reduce/reuse programs? [Equally Weighted]

- ☐ Company recycles and reuses materials on premises, with clearly-marked bins for use
- ☒ A written recycle/reduce/reuse policy that is posted at plant facilities with clearly-marked bins
- ☐ Other (describe)
- ☐ None

- EN2.4 What % of new equipment purchased (by total cost) during the last 24 months was energy efficient or otherwise environmentally-preferred? [Less Weighted]
- ☐ 0% (no equipment)
 - ☒ <50% (some equipment)
 - ☐ 50%+ (majority of equipment)
 - ☐ 100% (all equipment)
 - ☐ N/A - No new equipment purchased
- EN2.6a Does your company have an environmental management system that includes any of the following? [Equally Weighted]
- ☒ No environmental management system
 - ☐ Policy statement documenting the company's commitment to the environment
 - ☐ Internal or external assessment undertaken of the environmental impact of your company's business activities
 - ☐ Stated objectives and targets exist for environmental aspects of your company operations
 - ☐ Programming designed, with allocated resources, to achieve these targets
 - ☐ Periodic compliance and auditing to evaluate impact of activities
 - ☐ Other (describe)
- EN2.7 Has your company gone through an environmental review or audit during the last 24 months? [Equally Weighted]
- ☒ No
 - ☐ Internal Review
 - ☐ 3rd party-conducted review
 - ☐ 3rd party-conducted audit
 - ☐ Other (describe)
- EN2.14a Which of the following are true of how your company encourages good environmental stewardship in how employees manage their virtual offices? [Heavily Weighted]
- ☐ N/A
 - ☐ There is a written policy encouraging environmentally preferred products and practices in employee virtual offices (recycling, etc.)
 - ☒ Company shares resources with employees regarding environmental stewardship in home offices (i.e. energy efficiency, recycling, etc.)
 - ☐ Policy in place for the safe disposal of e-waste and other hazardous materials purchased for employee home offices.
 - ☐ Employees are provided with a list of environmentally preferred vendors for office supplies
 - ☐ None of the above

Environment: Inputs

- EN3.1 During the last fiscal year, what % of your products sold had a product certification that assesses the environmental impacts of the product/production process for that product? [Equally Weighted]
- ☐ 0%
 - ☐ 1-24%
 - ☐ 25-49%
 - ☐ 50-74%
 - ☒ 75%+
 - ☐ N/A
- EN3.1a Does your company monitor, record and/or report its energy usage? [Equally Weighted]
- ☐ We do not currently monitor and record usage
 - ☒ We monitor and record usage (no reduction targets)
 - ☐ We monitor and record usage, and have specific reduction targets
 - ☐ We monitor usage and have met specific reduction targets during the last fiscal year
- EN3.1b Does your company monitor, record and/or report its water usage? [Equally Weighted]
- ☐ We do not currently monitor and record our usage
 - ☒ We monitor and record usage (no reduction targets)
 - ☐ We monitor and record usage, and have specific reduction targets
 - ☐ We monitor usage and have met specific reduction targets during the last fiscal year
- EN3.2 Has your company conducted any of the following during the last 24 months with regard to a majority of the products you manufacture or sell: [Equally Weighted]
- ☐ Periodic Life Cycle Assessment
 - ☐ Cradle-to-Cradle certification
 - ☐ Product has been source reduced
 - ☐ Product has gone through toxicity reduction exercise
 - ☒ None
 - ☐ N/A My revenue is generated from a service
- EN3.4a What is the % of recycled, biodegradable, or environmentally-preferred/sustainable materials in the product (including packaging)? [Equally Weighted]
- ☐ 0%
 - ☐ 1-24%
 - ☐ 25-49%
 - ☐ 50-74%
 - ☐ 75%+
 - ☒ Don't know
 - ☐ N/A - Company does not sell a physical product

EN3.5a Has your company implemented any of the following water conservation methods at your corporate office or plant facilities? [Equally Weighted]

- ☐ Low-flow faucets/taps, toilets/urinals, showerheads
- ☐ Water recycling/reuse during the production process
- ☐ Harvest rainwater
- ☐ Other (describe)
- ☒ None of the above

EN3.8 From what sources does your company get its electricity? [Equally Weighted]

- ☐ Diesel-generators
- ☐ Municipal power grid (sources unknown/not renewable)
- ☐ Municipal power grid (at least 10% of municipal power is generated from renewable sources such as solar, wind or small-scale hydropower)
- ☐ Bio-fuel or other clean/renewable based generators
- ☐ Renewable energy sources (including on-site renewable)
- ☒ Other (describe)

Other: A través de la compra de energía a la empresa de distribución de energía eléctrica de Chile.

EN3.9 During the last fiscal year, what % of energy used by your company came from low-impact renewable sources? [Equally Weighted]

- ☐ 0%
 ☒ 1-9%
 ☐ 10-24%
 ☐ 25-49%
 ☐ 50%+

Environment: Outputs

EN4.1 Please select the option that best describe how you monitor and record the following outputs. Select N/A only if your company has no physical plant (for greenhouse gas emissions).

We do not currently monitor and record our emissions	Our company monitors and records emissions (no reduction targets)	Our company monitors emissions and has specific reduction targets	Our company monitors emissions and has met specific reduction targets during the last FY	Eliminated emissions of this by-product entirely	N/A
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					Scopes 1 and 2 greenhouse gas (GHG) emissions

EN4.1a How does your company dispose of a majority of non-hazardous waste/garbage? [Equally Weighted]

- ☐ Incinerate/burn/on-site disposal (uncertified)
- ☐ 3rd party garbage collection, no certification for disposal
- ☒ Municipal garbage collection
- ☐ Composting garbage
- ☐ Private 3rd party disposal (that had been certified and can provide documentation for responsible disposal)
- ☐ On-site disposal that is compliant with internationally-accepted methods (3rd party reviewed or audited)
- ☐ Waste is separated and recycled/reused for company's own production or donated/provided to other facilities
- ☒ Other (describe)

Other: el papel de los libros no utilizados, se van a SOREPA, Sociedad Recuperadora de Papel, empresa de reciclaje en Santiago.

Por otro lado reciclamos el papel utilizado en la oficina y lo donamos a una Fundación.

EN4.2b During the last fiscal year, what % of non-reusable hazardous waste was disposed of responsibly, with a documented 3rd party? [Equally Weighted]

- ☐ <90%
- ☐ 90-99%
- ☒ 100%
- ☐ N/A
- ☐ Don't know

EN4.3b If your company uses any hazardous materials on site, check all of the procedures that your company follows. [Equally Weighted]

- ☐ Written procedures for safe storage, use and disposal of each hazardous material available in the national language(s) of work
- ☐ All hazardous materials are kept in sealed containers in a locked storeroom located in a separate area from regular business activities
- ☐ All containers with hazardous materials are labeled, with instructions for proper storage, use and disposal
- ☐ None of these procedures
- ☒ N/A

EN4.9 Has your company purchased any of the following types of carbon credits during the last fiscal year? [Less Weighted]

- ☐ Voluntary Carbon Credits
- ☐ Certified Carbon Credits
- ☒ None

Environment: Transportation, Distribution & Suppliers

EN5.1a Do any of your company's significant suppliers monitor and report on the following? [Heavily Weighted]

- ☒ Use of renewable energy at their facilities
- ☒ Water recycling on-site or use a close-loop or other water recovery system
- ☒ Waste production
- ☒ Proper disposal of hazardous materials and provide documentation of such disposal
- ☒ Implementation of programs to reduce waste production or divert waste from landfills
- ☐ Have implemented programs to reduce GHG emissions, ozone depleting, toxic air and toxic water emissions
- ☐ Other (describe)
- ☐ None

EN5.2a During the last fiscal year, what % of your company's Costs of Goods Sold (less labor expenses) were procured from significant suppliers who monitor and report on any of the previously selected factors? [Equally Weighted]

☐ 0% ☐ 1-19% ☐ 20-39% ☐ 40-50% ☒ >50%

EN5.3 Has your company implemented an environmentally-efficient shipping or distribution policy? [Less Weighted]

☐ Yes ☒ No

EN5.3 What % of the following was spent with suppliers located within 200 miles (or 322 km) of where the end product was used during the last fiscal year?

0% 1-9% 10-19% 20-29% 30%+ Don't know

☐ ☐ ☐ ☐ ☒ ☐

Cost of Goods Sold (excluding labor)

☐ ☐ ☐ ☐ ☐ ☒

Raw materials (in currency terms) grown or harvested

EN5.4a Has your company adopted any of the following techniques for minimizing the transportation-related environmental impact of its distribution and supply chain? [Equally Weighted]

- ☐ Utilize clean or low-emission vehicles (including hybrid, LPG, and electric) to transport and distribute product
- ☐ Utilize strategic planning software to minimize fuel usage and shipping footprint
- ☐ Train drivers and handlers in fuel efficient techniques
- ☐ Utilize freight/shipping methods with lower environmental impacts (i.e. - avoiding air shipment)
- ☒ Other (describe)
- ☐ None

Other: Operador Logistico externo (TNT) utiliza tecnologia para disminuir los impactos ambientales en la distribución

Impact Business Models

Impact Business Models: Mission Locked

IBM1.2 Separate from a mission statement, has your company done any of the following to legally ensure that its social or environmental mission will be maintained over time, regardless of company ownership? [Equally Weighted]

- ☒ Signed a contract or board resolution to amend or adopt a legal form that requires consideration of employees, community, and the environment (i.e. Signed B Corp Term sheet but have not yet adopted stakeholder consideration)
- ☐ Amended corporate governing documents to require the consideration of employees, community and the environment (e.g. Amended Articles of Incorporation)
- ☐ Has a specific legal entity/governance structure that preserves mission (i.e. cooperative)
- ☐ Legal entity/governance structure preserves mission and requires stakeholder consideration (i.e. Benefit Corp or cooperative that has amended governing documents to include stakeholder consideration)
- ☐ Other - Please describe
- ☐ None of the above

Impact Business Models: Worker Business Models Introduction

IBM2.2 Is your company structured to benefit its employees in the following way? [Not Weighted]

- ☐ Ownership structures that provide significant equity (>40%) and empowerment to all employees (i.e. employee-owned companies/cooperative)
- ☒ No

Impact Business Models: Customer Models Introduction

IBM15.1a Does your product/service address a social or economic problem for or through your customers? [Not Weighted]

- ☒ Yes ☐ No

Impact Business Models: Customer Products & Services Introduction

IBM16.2 How would you describe the positive outcome for customers created by your product/service? [Not Weighted]

SM es un proyecto cultural y educativo, con dos áreas de educación plenamente integradas: la labor editorial de las empresas que forman el Grupo SM, dedicadas a la elaboración de materiales educativos, y la labor social de la Fundación SM, que destina los beneficios del grupo editorial a hacer llegar la docencia y la cultura a los sectores más desfavorecidos de la sociedad.

IBM16.3b Which of the following most closely matches the outcome and/or problem solved for your customers as defined above?
[Not Weighted]

- ☐ Access to products/services that fulfill basic human needs for individuals without prior access (e.g. providers of electricity or clean drinking water to rural poor communities, affordable housing projects, waste and sanitation systems or disposal)
- ☐ Improved or Maintained Health/Wellness (e.g. medical equipment, medical services and medicines, preventative health services or products, healthy living products, exercise and sporting products, prescription eyeglasses)
- ☒ Improved Education or Skills Development (e.g. schools, textbooks, tutoring services, career leadership training, education tools, games and software)
- ☐ Increased economic opportunity for underserved groups (e.g. financial or insurance services or benefits consulting for the underserved, new mechanisms to connect products to market)
- ☐ Increased operational success or capital for purpose driven or underserved enterprises (e.g. impact investing or fundraising platforms, non-profit accounting services)
- ☐ Increased social and/or environmental impact for businesses or other organizations (e.g. sustainability consulting)
- ☐ Increased Access to Arts, Media, or Culture (e.g. independent media, artisanal crafts, photography, information services)
- ☐ Improves market access through physical or technological infrastructure (e.g. mobile telecommunications, business technologies or software, roads, bridges, railways, ports, building and construction materials not previously available)
- ☐ None of the above

Impact Business Models: Education

IBM37.1 Please tell us more about how your product or service promotes education or professional development and advancement. [Not Weighted]

A través de la creación de textos escolares y servicios educativos destinados a apoyar a las escuelas de Chile, orientados por la innovación, cercanía y responsabilidad social. A través de la implementación de un proceso de mejoramiento educativo centrado en los aprendizajes mediante un acompañamiento integral, que considera capacitaciones, recursos educativos, evaluaciones, entre otros.

IBM37.2 Which of the following product or service descriptions best fit your company? [Not Weighted]

- ☐ Products/services offer or promote access to general knowledge (e.g. books, generalized information)
- ☐ Products/services *support* education and education/professional development initiatives (e.g. educational toys and creative problem-solving games)
- ☒ Products/services provide ongoing professional development and advancement of knowledge (e.g. training programs for professionals, service learning, textbooks, specialized research or scientific journals)
- ☐ Products/ services provide essential educational credentials and academic development (primary or secondary school, accredited trade schools and career training, etc.)
- ☐ These descriptions do not apply to our company's product/service (Skip the remainder of this section)

IBM137.3 How many customers/clients/beneficiaries were served through the provision of the previous products or services during the last 12 months? Please provide figures that are as accurate as possible. Estimates within +/- 5% acceptable. Do not double count.

Individuals

Households

Communities

Businesses/Non-Profits

Governments

IBM37.6 What % of your total revenues last fiscal year from the previous products or services? [Not Weighted]
88%

IBM37.7 This is a calculated question based on your previous answers: "What were your total revenues last fiscal year from educational products or services?" and "Total revenue from the last fiscal year" [Not Weighted]
88%

IBM37.8 This is a calculated question based on your previous answers: "Which of the following product or service descriptions best fit your company?" and "What % of your revenues last fiscal year were educational products or services?" [6x]
88%

IBM37.13 How do you verify that your product contributes to the outcome previously selected? [Least Weighted]

- ☐ We have a track record of successful verified positive outcomes and have created case studies based on these.
- ☐ There is secondary research that supports the link between our type of product and the stated outcome.
- ☒ We conduct our own direct research to track the outcomes produced for all our customers, such as impact-related surveys
- ☐ We have third party certifications or verifications that verify the efficacy of our product/service in delivering outcomes
- ☐ We have performed, commissioned, or partnered with scientifically designed impact or outcome assessments to systematically learn about our product's impact
- ☐ Our product is too early stage to have research or studies that link our product to positive outcomes
- ☐ We cannot provide verification of our outcomes at this time.

IBM37.14 If direct research on your product/service has been performed, did the results confirm that a desired outcome is being achieved? [Least Weighted]

☒ Yes ☐ No ☐ NA

IBM37.18 Does your company also measure and manage the negative or unintended outcomes generated by this business model? [Least Weighted]

☒ Yes ☐ No

Impact Business Models: Serving In Need Populations

IBM59.1 Does your product/service benefit underserved populations, either directly or by supporting organizations that directly serve them? [Not Weighted]

☐ Yes ☒ No

IBM59.3 If your beneficiaries are underserved individuals, which of the following underserved populations do they belong to? If you serve organizations that serve the underserved, which of the following populations are your client's beneficiaries? [Not Weighted]

- ☐ Low income, poor, or very poor
- ☐ Other populations underserved in your product/service category, which can include minorities, veterans, disabled individuals
- ☒ Individuals who are not underserved in your product/service category (do not continue)

IBM59.4 Which of the following best describes how your product/service benefits underserved populations previously described? [Not Weighted]

- ☐ My product/service helps the financial viability of purpose-driven enterprises, which in turn allows them to continue to serve their underserved target population (ex. marketing or accounting services for a social service agency)
- ☐ My product/service directly helps purpose driven enterprises improve positive impact for their underserved beneficiaries, but is not designed specifically for that underserved population (e.g. teaching curriculum sold to low income schools)
- ☐ My product/service directly helps purpose driven enterprises improve positive impact for their underserved beneficiaries, and is specifically designed to benefit that underserved population (e.g. teacher training/curriculum specifically designed to address challenges of teaching low income students)
- ☒ My product/service is directly used by the previous underserved populations (e.g. products marketed to or designed for the underserved)

IBM159.5 If relevant, select which of the following impoverished communities your company serves:

	Urban	Rural	Peri-urban
Low Income			
Poor			
Very poor			

IBM59.7 Which of the following statements are true about your in-need customers/ clients? [Not Weighted]

- ☐ Most customers/clients continue with us year by year and latest figures for the year roughly reflect the total number of beneficiaries to date
- ☐ Customers/clients we reach each year are in addition to previous customers/clients and total number served should be calculated by adding together the numbers for each year
- ☒ Don't know - we don't sell direct to customers/clients

IBM59.14 Which of the following products/services attributes assist in targeting the previously selected underserved communities: [Least Weighted]

- ☐ Product/service is accompanied by a zero-interest or below-market financing option (directly from company or through finance partner) with small repayment amounts to provide the poor access to purchase
- ☐ Company utilizes a cross-subsidization model whereby higher pricing for middle and high-income clients facilitates offering lower/subsidized pricing for low income clients/customers
- ☐ Product/service pricing model includes transparent pricing for all customers
- ☐ Vendor provides training on safe use and/or maintenance of the product/service
- ☒ These product/service attributes do not apply to our company (Skip the remainder of this section)

Impact Business Models: Community Business Models Introduction

IBM4.1b Is your company structured to benefit community stakeholders in any of the following ways? [Not Weighted]

- ☐ A producer-owned cooperative structure in which suppliers share control and benefits of company operations (e.g. farmer cooperative, artisanal cooperative)
- ☐ Purchasing fair/direct trade to improve livelihoods for underserved groups in your supply chain
- ☐ A micro-distribution or micro-franchising model that provides economic opportunities to underserved groups
- ☒ A formal standing commitment to donate a significant portion of sales/profits/ownership to charitable causes (>2% sales, >20% profits/ownership)
- ☐ Providing high quality jobs and/or professional development for individuals with chronic barriers to employment (workforce development programs)
- ☐ Our company was created as a result of a government privatization scheme (within the past 5 years) or to produce a product in and for the local economy that previously had only been available through import (import substitution model)
- ☐ None of the above

Impact Business Models: Designed to Give

IBM13.1b Are any of the following true regarding your charitable giving structure? [Most Heavily Weighted]

- ☒ 20% or more of my company is owned by a non-profit organization
- ☐ We are formally committed to donate more than 20% of profits to charity each year.
- ☐ We are formally committed to donate the equivalent of 2% of revenues or more to charitable partners each year (including in kind product donations).
- ☐ We are formally committed to donate the equivalent of 5% or more of our time through pro-bono services
- ☐ We have created and provide the majority of funding for a non-profit foundation, of which at least 10% of company profits (or 2% of sales) are donated each year
- ☐ None of the above (please skip the rest of this section)

IBM13.2 How much was donated during the last fiscal year? [Not Weighted]

- ☒ Not tracked / unknown

IBM13.3a Based on the previous structures and commitments in place, what is the equivalent % of company revenues that were donated or distributed to non-profit partners in the last fiscal year? [Most Heavily Weighted]

- ☒ 0-1.9% revenues
- ☐ 2-2.9% revenues
- ☐ 3-3.9% revenues
- ☐ 4-4.9% revenues
- ☐ 5%+ revenues

IBM13.4 Does your company do any of the following? [Less Weighted]

- ☐ Play a leadership role with recipient charitable organizations (e.g. board or advisory board participation)
- ☐ Use a 3rd party screen to ensure that recipient organizations meet specific guidelines to qualify for donations
- ☐ Use a 3rd party screen to ensure that recipient organizations are efficiently allocating resources (i.e. Guidestar, Charity Navigator)
- ☐ Company screens charitable partners based on their own criteria
- ☒ None of the above

IBM13.6 Has your company defined the outcomes (separate from the outputs) it seeks through your donations? [Least Weighted]

- ☐ Yes ☒ No

IBM13.9 Does your company also measure and manage the negative or unintended outcomes generated by this business model? [Least Weighted]

- ☐ Yes ☒ No

IBM13.10 Is there something different or innovative about the company's approach to charitable-giving that has changed the industry? Is this something replicable, unique at the time it was created, and that has been emulated by other organizations? [Not Weighted]

Los recursos obtenidos de la operacion normal de SM provienen del sector educativo y estos se retornan a este mismo sector a través de proyectos educativos y sociales. ☒ N/A

Disclosure Questionnaire

Disclosure Questionnaire: Disclosure Industries

DQ1.1 Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.

Yes No

- ☐ ☒ Any product or activity deemed illegal under host country laws or regulations or international conventions and agreements
- ☐ ☒ Alcohol (excluding beer and wine)
- ☐ ☒ Commercial logging and logging equipment
- ☐ ☒ Firearms, weapons or munitions
- ☐ ☒ Genetically modified organisms
- ☐ ☒ Fossil fuel-based oil or coal utility
- ☐ ☒ Ozone depleting substances subject to international phase-out
- ☐ ☒ Persistent organic pollutants (POPs) that are banned or scheduled to be phased out of production
- ☐ ☒ Pesticides/herbicides subject to international phase-out or bans
- ☐ ☒ Pharmaceuticals subject to international phase-outs or bans
- ☐ ☒ Radioactive materials
- ☐ ☒ Tobacco
- ☐ ☒ Unbonded asbestos fibers
- ☐ ☒ Wildlife or wildlife products regulated under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES)

DQ1.2 If you selected "Yes" previously, please provide a detailed explanation of the company's involvement here. [Not Weighted]

Disclosure Questionnaire: Disclosure Practices

DQ2.1 Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "True." If false, select "False."

True	False	Yes	No
<input type="radio"/>	<input checked="" type="radio"/>		
		Company is not formally registered in accordance with domestic regulations	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company has reduced or minimized taxes through the use of corporate shells or structural means	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not transparently report corporate financials to government	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company facilities are located adjacent to or in sensitive ecosystems	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not provide clean drinking water to employees at all times	
<input type="radio"/>	<input checked="" type="radio"/>		
		A portion of workers, contractors, subcontractors or day-workers are paid below minimum wage	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not have a signed contract of employment with each worker	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company employs workers under the age of 15 (or other minimum work age covered by the International Labour Organization Convention No. 138) and/or company does not keep personnel records that include evidence of the date of birth of each	
<input type="radio"/>	<input checked="" type="radio"/>		
		Overtime work for hourly workers is compulsory	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company does not provide payslips or equivalent to all workers to show how wages are calculated and any deductions made	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company uses workers who are prisoners	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company prohibits workers from freely associating and bargaining collectively for the terms of one's employment	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company prohibits workers from freely leaving the site during non-working hours or at the end of their shift	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company keeps workers' original Id Cards/Passports	
<input type="radio"/>	<input checked="" type="radio"/>		
		Animal testing is conducted	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company exploitatively operates in conflict zones	
<input type="radio"/>	<input checked="" type="radio"/>		
		Company employs individuals on zero-hour contracts	

DQ2.2 If you selected "True" previously, please provide a detailed explanation of the company's engagement in these practices here. [Not Weighted]

Disclosure Questionnaire: Disclosure Outcomes

DQ3.1 Please indicate if the following statements are true regarding if the company has experienced any of the following in the past 5 years. Check all that apply. If the statement is true, select "True." If false, select "False."

True	False		Yes	No
<input type="radio"/>	<input checked="" type="radio"/>	Company has had an operational or on-the-job fatality		
<input type="radio"/>	<input checked="" type="radio"/>	Company sites have experienced accidental discharges to air, land or water of hazardous substances		
<input type="radio"/>	<input checked="" type="radio"/>	Construction or operation of company facilities resulted in physical resettlement or economic displacement involving 5,000 or more people near your facility		
<input type="radio"/>	<input checked="" type="radio"/>	Material recalls due to quality control issues		
<input type="radio"/>	<input checked="" type="radio"/>	Material litigation or arbitration against company		
<input type="radio"/>	<input checked="" type="radio"/>	Company has filed for bankruptcy		
<input type="radio"/>	<input checked="" type="radio"/>	Company has had material breaches of individual's confidential information		

DQ3.2 If you selected "True" previously, please provide a detailed explanation of the company's experience related to the previous statement here. [Not Weighted]

Disclosure Questionnaire: Disclosure Penalties

DQ4.1 Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.

Yes	No	
<input type="radio"/>	<input checked="" type="radio"/>	Diversity and equal opportunity
<input type="radio"/>	<input checked="" type="radio"/>	Employee safety or workplace conditions
<input type="radio"/>	<input checked="" type="radio"/>	Environmental issues
<input type="radio"/>	<input checked="" type="radio"/>	Financial reporting
<input type="radio"/>	<input checked="" type="radio"/>	Geographic operations or international affairs
<input type="radio"/>	<input checked="" type="radio"/>	Investments or Loans
<input type="radio"/>	<input checked="" type="radio"/>	Labor issues (internal and supply chain)
<input type="radio"/>	<input checked="" type="radio"/>	Marketing
<input type="radio"/>	<input checked="" type="radio"/>	Political contributions
<input type="radio"/>	<input checked="" type="radio"/>	Product safety
<input type="radio"/>	<input checked="" type="radio"/>	Taxes
<input type="radio"/>	<input checked="" type="radio"/>	Animal welfare
<input type="radio"/>	<input checked="" type="radio"/>	Bribery, fraud or corruption

DQ4.2 If you selected "Yes" previously, please provide a detailed explanation of the complaint/fine/sanction here. [Not Weighted]

Disclosure Questionnaire: Supplier Disclosure

DQ5.1 Please indicate if any of the following statements are true regarding your company's significant suppliers.

True	False	Don't Know	
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Significant Suppliers employ workers under the age of 15 (or other minimum work age covered by the International Labour Organization Convention No. 138)
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Significant suppliers use any workers who are prisoners
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Significant Suppliers have had an operational or on-the-job fatality
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Significant Suppliers' sites have experienced accidental discharges to air, land or water of hazardous substances
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Construction or operation of Significant Suppliers' facilities resulted in physical resettlement or economic displacement involving 5,000 or more people near their facility
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Construction or operation of Significant Suppliers involved large scale land acquisition
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Construction or operation of Significant Suppliers involved large scale land conversion and/or degradation
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Construction or operation of Significant Suppliers involved the construction or refurbishment of dams
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Significant Suppliers have had material fines or sanctions in the last five years regarding the issues indicated in DQ4.1
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Significant Suppliers exploitatively operate in conflict zones

Disclosure Questionnaire: Other Disclosures

DQ6.1 Are there any other sensitive aspects of the business that are necessary to disclose? [Not Weighted]