

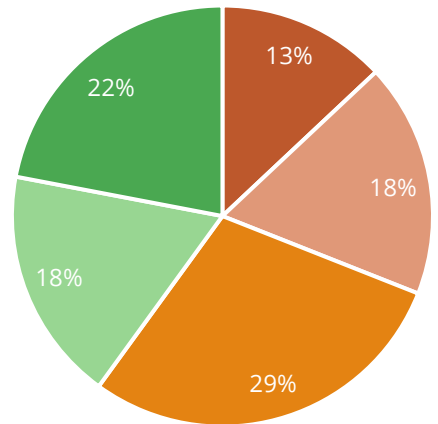
# Stakeholder Engagement among the 100 largest companies in Switzerland

An analysis of how the 100 largest Swiss companies report on the integration of stakeholder engagement in their business activities

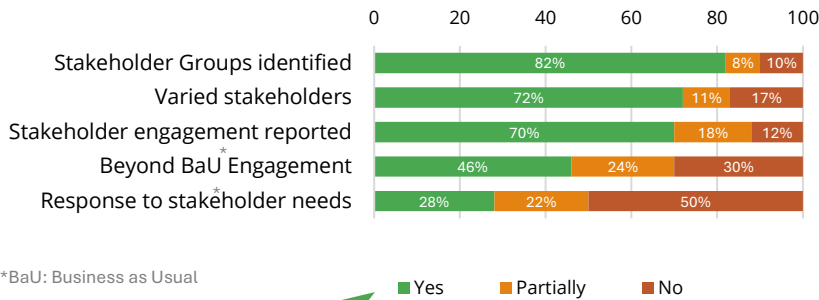
**Stakeholder engagement** is the process of identifying, communicating with, and actively involving individuals, groups, or organizations that are affected by or can influence a company's activities, decisions, and performance. In the context of sustainable development, stakeholder engagement is critical for addressing ESG concerns. Effective engagement fosters transparency, builds trust, mitigates risks, and aligns corporate strategies with societal expectations. By collaborating with stakeholders, companies enhance resilience, drive innovation, and contribute to sustainability goals.

## Overall score

How did the companies integrate and report on Stakeholder Engagement based on 5 questions?



## Fulfilment of stakeholder engagement criteria



## Assessment results

Most companies (82%) identify and report on their stakeholders - 72% do so with sufficient variety. While many (70%) report on stakeholder engagement activities, less than half (46%) go beyond business-as-usual practices, which include customer surveys or annual meetings. The biggest opportunity for improvement lies in disclosing how companies address the needs and interests of their stakeholder.

Based on the criteria assessment, companies receive an overall score. About one third (31%) of analyzed reports have no or little disclosure on stakeholder engagement, almost half (47%) provide partial or most information. 22% stand out for demonstrating strong stakeholder engagement. On average, Swiss companies fulfil 60% of the criteria.

## Best practice example

Advanced reports disclose important stakeholders, their needs and how the company responds to them.

Snippet from SIGs annual report →

How we engage	Key factors and concerns	Our response
<b>Customers</b> <ul style="list-style-type: none"> <li>Customer questionnaires</li> <li>Regular interactions with customers through sales and service</li> <li>Dedicated meetings and workshops on sustainability topics</li> <li>Workshops, including to develop new products and support existing initiatives</li> </ul>	Customers want us to meet their requirements on a broad range of environmental and social issues, help them comply with regulations related to packaging, and support progress towards their sustainability goals, such as helping them reduce the life cycle carbon footprint of their products, and ensure transparency of responsibly sourced products and materials, recyclability of products, recycling infrastructure, and incentives for renewable and recycled materials usage. High on our customers agenda: as well as meeting working consumer needs, including for nutritious and sustainable food and drinks.	We engage closely with customers to understand and respond to their needs. We use established industry platforms, such as SDC's and Foodtalk, to demonstrate compliance with customer requirements, and we support their goals through product innovation. We commission independent, publicly reviewed, risk-oriented lifecycle assessments of our packaging solutions and provide customers with customized product carbon emission calculations on request. We also help customers promote the sustainability of their products' packaging and report their use of responsibly sourced materials through our FSC and All-Origins and on-pack labels, as well as the use of payments (linked to forest based renewable materials via Independent SDC PLUS certification). This year, we continued to partner with customers on local recycling initiatives, including through our recycling program in food and beverages with food products provided by customers as materials for recycling and a 100% recycled glass bottle. However... We actively seek to secure partnerships with customers that provide nutritious food and drink, and we helped them to develop and launch initiatives on products, the year, including plant-based alternatives to milk and the world's first long life plastic-free drink. See here →
<b>Employees</b> <ul style="list-style-type: none"> <li>Annual global employee survey</li> <li>SIG's Internal social app</li> <li>Regular day-to-day dialogue</li> <li>Formal reports</li> <li>Consultation with employee representatives</li> <li>Townhall meetings</li> <li>Recognition schemes</li> <li>Future Day</li> <li>Community engagement programs</li> <li>Health and safety committees</li> </ul>	Our global employee engagement survey results indicated overall engagement remained strong in 2023. We implemented the industry benchmark in all categories, most significantly in relation to learning and development, diversity, equity, and inclusion, inclusion, and employee trust (total). Including on social and environmental questions, we hope we've been successful. But there is room for improvement in relation to engagement, collaboration, and physical working conditions.	We shared employee survey results with managers and employees at global and local levels, and created action plans to address specific concerns. This year, these focused on initiatives to empower leaders, better manage wellbeing and workload, and improve engagement. We launched the SIG's internal social media app to foster a sense of community across SIG, which helps colleagues in different parts of the business share their stories and learn from each other. We hosted activities throughout the year to engage employees, including through collaborations to mark SIG's 100th anniversary and our global SIG Future Day with the help of our future champions, see here... We expanded the SIG Bravo Awards to offer further non-monetary recognition in seven categories, further awards were launched at a regional level and we established initiatives that enable colleagues to recognize each other for outstanding efforts. 60% of employees agreed that significant actions have been taken to address priorities identified in the last survey, up from 60% in 2022. See here please →