Indicators and scoring criteria for assessing timber and pulp producers and traders – July 2019

SPOTT uses a detailed framework of 131 indicators and scoring criteria to assess timber and pulp producers and traders on the public disclosure of their policies, operations and commitments to environmental, social and governance (ESG) best practice. This ensures a fair and consistent approach to assessing all companies on SPOTT. To gain points, a company must make the required information publicly available on its website; within its annual reports, sustainability reports, presentations or other public documents; on the websites of its parent company and/or subsidiaries (if applicable), or on specific third-party platforms (“External sources”).

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<th>Scoring criteria</th>
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| 1  | Sustainable forestry policy or commitment for all its operations | If only processor or trader assess indicator in relation to sourcing.  
**[1 point]** Yes: Has own policy on sustainable/responsible/ethical (or similar) forestry for all the company’s forestry operations (i.e. all forest products it produces, processes, purchases and/or trades), or clearly commits to the policy of its parent company or a buyer that covers all its operations. Can be standalone document or clear policies on sustainability. The policy should cover multiple dimensions of sustainability across the company’s operations covering both social and environmental issues.  
**[0.5 points]** Partial: If commits to the policy of its parent company or supplier, but does not clearly state that it applies to all the company’s operations; or has policy for its suppliers, but not clear that the policy applies to its own operations (i.e. all forest products it produces, purchases, processes and/or trades); or only has general commitments/policies.  
**[0 points]** No: If have no policy/commitment or only a statement that commits to sustainability or only has a corporate social responsibility (CSR) programme. |
| 2  | Sustainability policy or commitment applies to all sourcing | Disable if only processor/trader or has no suppliers including outgrower scheme or independent suppliers.  
**[1 point]** Yes: Specifies policy applies to outgrower scheme and independent suppliers or all suppliers. Max 0.5 points awarded if sustainability policy only partially meets assessment requirements (see indicator 1). Separate procurement policies only count if cover same topics as sustainability policy.  
**[0.5 points]** Partial: Does not specify/not clear policy applies to both outgrower scheme and independent suppliers. No points awarded if sustainability policy only partially meets assessment requirements (see indicator 1).  
**[0 points]** No: Does not meet requirements for this indicator.  
N.B.: A company’s sourcing policy may contain the requirements of its sustainability policy and so should be checked (if available). |
| 3  | High-level position of responsibility for sustainability | **[1 point]** Yes: Reports high-level position with sustainability responsibility excluding board members e.g. director of sustainability, chief sustainability officer, executive group.  
**[0.5 points]** Partial: Sustainability team or similar, but not clear which position has high-level responsibility.  
**[0 points]** No: Does not meet requirements for this indicator. |
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<td>4</td>
<td>One or more board members have responsibility for sustainability</td>
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<td><strong>Disable if company is not publicly listed.</strong></td>
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<td>☑️ [1 point] Yes: One or more members have responsibility for sustainability within the board of directors.</td>
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<td>✗ [0 points] No: Does not meet requirements for this indicator.</td>
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<td>5</td>
<td>Percentage or number of women board members</td>
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<td><strong>Disable if company is not publicly listed.</strong></td>
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<td>☑️ [1 point] Yes: Explicitly reports number or % of women board of directors’ members. Only calculate % by dividing by total number of board members if both numbers directly reported by company.</td>
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<td>☑️ [0.5 points] Partial: Data more than two years old; or if figure is unclear or difficult to calculate using available data (e.g. only photos of board members available).</td>
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<td>☒ [0 points] No: Not reported or data more than five years old or undated.</td>
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<td>6</td>
<td>Percentage or number of women in senior management team</td>
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<td>☑️ [1 point] Yes: Explicitly reports number or % of women in senior management team. Only calculate % by dividing by total number of senior management team if both numbers directly reported by company.</td>
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<td>☑️ [0.5 points] Partial: Data more than two years old; or if figure is unclear or difficult to calculate using available data (e.g. only photos of senior managers available).</td>
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<td>☒ [0 points] No: Not reported or data more than five years old or undated.</td>
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<td>7</td>
<td>Sustainability report published within last two years</td>
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<td>☑️ [1 point] Yes: Produced sustainability report or update within last two years. An integrated annual/sustainability report is acceptable if sufficiently detailed.</td>
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<td>☑️ [0.5 points] Partial: Report produced between two and three years ago.</td>
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<td>☒ [0 points] No: No report; or update more than two years ago; or report published more than three years ago; or limited detail in annual report.</td>
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<td>8</td>
<td>Member of multiple industry schemes or other external initiatives to improve forest management or transparency</td>
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<td><strong>[1 point] Yes:</strong> Mentions two or more.</td>
<td><strong>[0.5 points] Partial:</strong> Mentions one.</td>
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<td><strong>[0 points] No:</strong> None mentioned.</td>
<td>For example: FSC and/or PEFC membership (do not accept membership of other certification schemes); stepwise programmes for forest certification (e.g. RA SmartStep, TFT); WBcSD, CDP, GRI, UNGC, TFA 2020, HCS, HCVRN, WWF-GFTN, FFA, Natural Capital Coalition, ATIBT, Congo Basin Forest Partnership, European Coalition for Sustainable Tropical Timber (STTC) or others that are clearly focused on sustainability or transparency in relation to forestry and forest products (assessed on case-by-case basis).</td>
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<tr>
<th>9</th>
<th>Activities with government, NGOs or academic institutions to improve the sustainability of forest products</th>
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<td><strong>[1 point] Yes:</strong> Activities with governments/NGOs/academic institutions focused on achieving wider sustainability where the company is operating, such as jurisdictional approaches, community collaborations, specific projects, or strengthening of certification schemes.</td>
<td><strong>[0.5 points] Partial:</strong> Provides examples of activities with governments/NGOs, but no/very limited details given or not clearly focused on sustainability.</td>
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<td><strong>[0 points] No:</strong> Does not meet requirements for this indicator.</td>
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<th>10</th>
<th>Climate risks assessment available</th>
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<td><strong>[1 point] Yes:</strong> The company has conducted and published at least one assessment of climate-related risks including for example: actual and potential impacts of climate change; metrics, targets and processes used to assess or manage climate risks; responsibilities.</td>
<td><strong>[0.5 points] Partial:</strong> Only the summary of the risk assessment is available.</td>
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<td><strong>[0 points] No:</strong> No climate-related risks assessment or summary available.</td>
<td>N.B.: See further information and guidance on conducting climate risk assessments on the TCFD website (<a href="https://www.fsb-tcfd.org/publications/final-implementing-tcfd-recommendations/">https://www.fsb-tcfd.org/publications/final-implementing-tcfd-recommendations/</a>).</td>
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<th>11</th>
<th>Natural capital assessment available</th>
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<td><strong>Disable if only processor/trader.</strong></td>
<td><strong>[1 point] Yes:</strong> The company has conducted and published a natural capital assessment based on the Natural Capital Protocol.</td>
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<tr>
<td><strong>[0.5 points] Partial:</strong> The company has conducted and published a natural capital assessment but not following the Natural Capital Protocol.</td>
<td><strong>[0 points] No:</strong> No natural capital assessment available.</td>
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<tr>
<td>12</td>
<td>Lists countries and operations</td>
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<td>13</td>
<td>Total area of natural forest designated for wood/wood fibre production (ha)</td>
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<td>14</td>
<td>Total area of forest plantation (ha)</td>
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<td>15</td>
<td>Area of plantation/natural forest within outgrower schemes (ha)</td>
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<td>16</td>
<td>Unplanted (areas designated for future development as plantation forest) (ha)</td>
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| 17 | Conservation set-aside and/or HCV area (ha) | Disable if only processor/trader.  
**[1 point] Yes:** Area set aside for conservation and/or HCV area (sum if figures for both provided if clearly no overlap, otherwise use largest number only), and other areas such as peatlands, steep slopes, etc. If company reports 0 ha still award full points.  
**[0.5 points] Partial:** If data more than two years old; or data provided does not cover known scope of operations; or if figure is complicated to calculate; or if contradictory figures are published from same time period (i.e. same year).  
**[0 points] No:** No data; data more than five years old; or from an undated source; or figure provided aggregates area set aside by the company and its suppliers. |
| 18 | Area of Intact Forest Landscape (ha) | Disable if no IFL in company’s operational area or only processor/trader.  
**[1 point] Yes:** Area of Intact Forest Landscape (IFL) found within all operations.  
**[0.5 points] Partial:** If data more than two years old; or data provided does not cover all operations; or if highly contradictory figures are published from the same time period (i.e. same year).  
**[0 points] No:** No data; data more than five years old; or from an undated source; figure provided aggregates area controlled by the company and its suppliers. |
| 19 | Number of Forest Management Units (FMUs) | Disable if only processor/trader.  
**[1 point] Yes:** States total number of FMUs or concessions controlled; or this is simple to establish with high certainty using available information.  
**[0.5 points] Partial:** If data more than two years old; or figure clearly does not represent all of company’s FMUs (e.g. provide number of FMUs in one country only); or figure otherwise unclear.  
**[0 points] No:** No data; data more than five years old; data from an undated source.  
**External sources:** FSC database [https://info.fsc.org/certificate.php](https://info.fsc.org/certificate.php); GFW managed forests [http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abab46_10](http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abab46_10); GFW wood fiber [http://data.globalforestwatch.org/datasets/00990a2a87624323ba9a6b3ca5c0bf1_9](http://data.globalforestwatch.org/datasets/00990a2a87624323ba9a6b3ca5c0bf1_9); OTP Forest management and harvest categories for RoC, Cameroon and DRC [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators); Forest Atlases for Congo basin countries [https://www.wri.org/our-work/project/forest-atlases/countries-forest-atlases](https://www.wri.org/our-work/project/forest-atlases/countries-forest-atlases) or other publicly available platform. |
| 20 | Maps of forest management units (FMUs) | Disable if only processor/trader. Information must be in one or two locations online, rather than spread over multiple places.  
**[1 point] Yes:** If have names and geo-referenced maps (e.g. shapefile or KML) for all FMUs and specifies that maps represent 100% of FMUs. Maps of concessions also acceptable.  
**[0.5 points] Partial:** If have both names and geo-referenced maps for some FMUs; or unclear if all FMUs; or if only have image file showing location of all/some FMUs; or data more than two years old.  
**[0 points] No:** Only names of all/some FMUs; or undated; or data more than five years old.  
**External sources:** FSC database [https://info.fsc.org/certificate.php](https://info.fsc.org/certificate.php); GFW managed forests [http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abab46_10](http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abab46_10); GFW wood fiber [http://data.globalforestwatch.org/datasets/00990a2a87624323ba9a6b3ca5c0bf1_9](http://data.globalforestwatch.org/datasets/00990a2a87624323ba9a6b3ca5c0bf1_9); OTP for RoC, Cameroon and DRC [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators); Forest Atlases for Congo basin countries [https://www.wri.org/our-work/project/forest-atlases/countries-forest-atlases](https://www.wri.org/our-work/project/forest-atlases/countries-forest-atlases) or other publicly available platform. |
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| **21** | Forest management plans available for all FMUs | Disable if only processor/trader. | ✔️ [1 point] Yes: Forest management plans (or summaries of them) available for all FMUs directly controlled.  
✔️ [0.5 points] Partial: Only a limited number of forest management plans publicly available (or unclear whether this is the case).  
❌ [0 points] No: Does not meet requirements for this indicator.  
External sources: FSC database [https://info.fsc.org/certificate.php](https://info.fsc.org/certificate.php); GFW managed forests [http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abb46_10](http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abb46_10); GFW wood fiber [http://data.globalforestwatch.org/datasets/00990a2a8762423ba9a0a6b3ca5c0bf1_9](http://data.globalforestwatch.org/datasets/00990a2a8762423ba9a0a6b3ca5c0bf1_9); OTP for RoC, Cameroon and DRC [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators); or other publicly available platform. |
| **22** | Monitoring of forest management plan implementation | Disable if only processor/trader. | ✔️ [1 point] Yes: Monitoring information available on the implementation of all FMPs (i.e. performance against management objectives). Information could be included in FSC audit reports. Indicators for monitoring should usually be included in the FMPs.  
✔️ [0.5 points] Partial: Monitoring information available does not detail performance against FMP objectives; or monitoring information available for just some FMPs.  
❌ [0 points] No: Does not meet requirements for this indicator.  
External source: FSC database [https://info.fsc.org/certificate.php](https://info.fsc.org/certificate.php); GFW managed forests [http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abb46_10](http://data.globalforestwatch.org/datasets/33451575fd3e440db27952ea456abb46_10); GFW wood fiber [http://data.globalforestwatch.org/datasets/00990a2a8762423ba9a0a6b3ca5c0bf1_9](http://data.globalforestwatch.org/datasets/00990a2a8762423ba9a0a6b3ca5c0bf1_9); OTP for RoC, Cameroon and DRC [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators); or other publicly available platform. |
| **23** | Company has provided valid legal documents to Open Timber Portal on use rights (at the time of SPOTT assessments) | Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader. | ✔️ [1 point] Yes: Company scores >50% within the use rights category on OTP.  
✔️ [0.5 points] Partial: Company scores >25% within the use rights category on OTP.  
❌ [0 points] No: Company scores <25% within the use rights category on OTP.  
| **24** | Company has provided valid legal documents to Open Timber Portal on forest management (at the time of SPOTT assessments) | Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader. | ✔️ [1 point] Yes: Company scores >50% within the forest management category on OTP.  
✔️ [0.5 points] Partial: Company scores >25% within the forest management category on OTP.  
❌ [0 points] No: Company scores <25% within the forest management category on OTP.  
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| 25 Company has provided valid legal documents to Open Timber Portal on timber harvesting (at the time of SPOTT assessments) | **Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader.**  
- ☑ [1 point] Yes: Company scores >50% within the timber harvesting category on OTP.  
- ☑ [0.5 points] Partial: Company scores >25% within the timber harvesting category on OTP.  
- ☒ [0 points] No: Company scores <25% within the timber harvesting category on OTP.  
**External source:** [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators). |
| 26 Number of company-owned pulp and paper mills                         | **Disable if company does not own pulp and paper mills.**  
- ☑ [1 point] Yes: Number of pulp and paper mills owned by company.  
- ☑ [0.5 points] Partial: If data more than two years old, or if information stated but may not be representative of company’s known scope of operations.  
- ☒ [0 points] No: No data; data more than five years old; or from an undated source. |
| 27 Maps or addresses of company-owned pulp and paper mills              | **Disable if company does not own pulp and paper mills.**  
- Cox [1 point] Yes: Names and coordinates; addresses (check that these can be used to generate location using GoogleMaps — all or if many mills test a sample); or names and geo-referenced maps for all mills.  
- ☑ [0.5 points] Partial: As above, but only for some mills; or no dated source indicating number of pulp and paper mills controlled (i.e. received zero points for 26); or static image showing location of all mills; or only names of mills; or unclear information provided on the above points.  
- ☒ [0 points] No: No data; or if static image file not at a local scale (i.e. cannot determine accurately where mills located) or text on image unreadable. |
| 28 Number of company-owned sawmills                                    | **Disable if company does not own sawmills.**  
- ☑ [1 point] Yes: Number of sawmills owned by company.  
- ☑ [0.5 points] Partial: If data more than two years old, or if information stated but may not be representative of company’s known scope of operations.  
- ☒ [0 points] No: Data more than five years old. |
| 29 Maps or addresses of company-owned sawmills                         | **Disable if company does not own sawmills.**  
- Cox [1 point] Yes: Names and coordinates; addresses (check that these can be used to generate location using GoogleMaps — all or if many mills test a sample); or names and geo-referenced maps for all mills.  
- ☑ [0.5 points] Partial: As above, but only for some mills; or no dated source indicating number of sawmills controlled (i.e. received zero points for 28); or static image showing location of all mills; or only names of mills; or unclear information provided on the above points.  
- ☒ [0 points] No: No data; or if static image file not at a local scale (i.e. cannot determine accurately where mills located) or text on image unreadable. |
| 30 Number of supplier mills                                            | **Disable if company has no suppliers, including outgrower scheme or independent suppliers.**  
- ☑ [1 point] Yes: Number of all supplier pulp and/or sawmills.  
- ☑ [0.5 points] Partial: Number clearly does not cover all operations (e.g. only covers one country); or data more than two years old.  
- ☒ [0 points] No: Data more than five years old. |
| 31 | Maps or addresses of supplier mills | Disable if a company has no suppliers, including outgrower scheme or independent suppliers.  
**1 point** Yes: Names and coordinates, or addresses capable of generating locations on GoogleMaps, or names and geo-referenced maps (shapefile, KML) for all supplier pulp and/or sawmills. Information matches number of saw and pulp and paper mills reported by company (dated).  
**0.5 points** Partial: As above, but only for some mills, or static image showing location of all mills, or unclear information provided on the above points; or no dated source indicating number of pulp and paper mills controlled (i.e. received zero points for 30).  
**0 points** No: No data, or undated, or static image file not at a local scale (i.e. cannot determine accurately where mill located), or text on image unreadable. |
| 32 | Procedures to trace raw materials to country of harvest | Disable if company has no suppliers, including outgrower scheme or independent suppliers.  
**1 point** Yes: Company has a process to trace raw materials to country of harvest and details of process available.  
**0.5 points** Partial: Statement that company has a process but no or limited details provided, or company has FSC or PEFC CoC certification.  
**0 points** No: Does not meet requirements for this indicator.  
N.B.: CoC certifications only count for the certified portion of all raw material and if company also sources non-certified material then the procedures should clearly include measures for non-certified material, or that the procedures of handling non-certified material are covered by a separate process. |
| 33 | Procedures to trace raw materials to FMU level | Disable if company has no suppliers, including outgrower scheme or independent suppliers.  
**1 point** Yes: Company has a process to trace raw materials to FMU level and details of process available.  
**0.5 points** Partial: Statement that company has a process but no or limited details provided, or company has FSC or PEFC CoC certification.  
**0 points** No: Does not meet requirements for this indicator.  
N.B.: CoC certifications only count for the certified portion of all raw material and if company also sources non-certified material then the procedures should clearly include measures for non-certified material, or that the procedures of handling non-certified material are covered by a separate process. |
| 34 | Percentage of supply traceable to country level (above 80%) | Disable if company has no suppliers, including outgrower scheme or independent suppliers. Data must be within last two years, if not zero points.  
Overall % of timber and pulp supply traceable to country of harvest.  
**2 points** Yes: 80-100%.  
**1.5 points** Partial: 60-79%.  
**1 point** Partial: 40-59%.  
**0.5 points** Partial: 20-39%.  
**0 points** No: 0-19%; or percentage figure cannot be calculated using available data.  
N.B.: CoC certifications count as traceability measure. |
### Deforestation and biodiversity

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| 36 | Commitment to zero conversion of natural forest | If only processor or trader assess indicator in relation to sourcing.  
**[1 point]** Yes: Specifies clear zero/no conversion/deforestation commitment. State in explanation if time-bound.  
**[0.5 points]** Partial: Only specifies no net deforestation. State in explanation if time-bound.  
**[0 points]** No: No commitment.  
**N.B.:** No net conversion/deforestation: acknowledges that some forest loss could be offset by forest restoration such as through purchasing offsets or mitigation banking. Commitments made through outside initiatives are acceptable, but must meet the requirements of the protocol (e.g. NY Declaration on Forests does not rule out a no net deforestation approach). |
| 37 | Zero conversion commitment applies to all sourcing | Disable if only processor/trader or company has no suppliers including outgrower scheme or independent suppliers.  
**[1 point]** Yes: Commitment applies to all suppliers. Max 0.5 points awarded if zero conversion policy only partially meets assessment requirements (see above question).  
**[0.5 points]** Partial: Commitment only applies to some suppliers. No points awarded if zero conversion policy only partially meets assessment requirements (see above question).  
**[0 points]** No: Does not meet requirements for this indicator. |
| 38 | Commitment to minimise the impact of logging roads | Disable if only plantation-based production or only processor/trader.  
**[1 point]** Yes: Clear commitment to minimise the impact of logging roads (e.g. road planning, access controls, barriers, closure after logging operations).  
**[0.5 points]** Partial: Case study on minimising the impact of logging roads, but no commitment; or commitment clearly does not cover all operations (e.g. only covers one country or mentioned in one audit report).  
**[0 points]** No: Does not meet requirements for this indicator. |
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| 39 | Commitment to protect forest areas from illegal activities.                | (Yes) 1 point: Commitment to protect forest areas from unauthorised or illegal resource use, settlement and other illegal activities.  
|   | (Partial) 0.5 points: Commitment to protect forest areas from certain forms of illegal activities (e.g. illegal logging, harvesting of NTFPs, mining, recreation, trapping, hunting, drug trafficking); or commitment clearly does not cover all operations (e.g. only covers one country or only mentioned in one audit report).  
|   | (No) 0 points: Does not meet requirements for this indicator.              |                                   |   |
| 40 | Evidence of monitoring deforestation                                      | (Yes) 1 point: Follows FAO guidelines on monitoring deforestation (i.e. spatial monitoring method and time frame).  
|   | (Partial) 0.5 points: If methodology and/or time frame is unclear; or monitoring clearly does not cover company’s full operational area.  
|   | (No) 0 points: Does not meet requirements for this indicator.             |                                   |   |
| 41 | Amount of deforestation recorded                                           | (Yes) 1 point: Follows FAO guidelines on monitoring deforestation (i.e. spatial monitoring method and time frame).  
|   | (Partial) 0.5 points: If methodology and/or time frame is unclear; or monitoring clearly does not cover company’s full operational area.  
|   | (No) 0 points: Does not meet requirements for this indicator.             |                                   |   |
| 42 | Commitment to biodiversity conservation                                    | If only processor or trader assess indicator in relation to sourcing.  
|   | (Yes) 1 point: Commitment to conservation of biodiversity or species or wildlife (beyond mentioning HCVs).  
|   | (No) 0 points: If only mentions biodiversity in relation to inside HCVs.  |                                   |   |
| 43 | Examples of species and/or habitat conservation management                 | (Yes) 1 point: Multiple examples/evidence of species and/or habitat conservation management in company's set-aside areas or in surrounding landscape.  
|   | (Partial) 0.5 points: Only mentions one example of species and/or habitat management.  
|   | (No) 0 points: Does not meet requirements for this indicator.             |                                   |   |
| 44 | Implementing a landscape-level approach to biodiversity conservation.      | (Yes) 1 point: Clearly implementing landscape level approach with a focus on biodiversity conservation (or similar).  
|   | (Partial) 0.5 points: Vague statement about recognising the importance of a landscape approach or simple statement about creating corridors for species.  
|   | (No) 0 points: Data over five years old or undated.                       |                                   |   |
|   | FAO definition: Dealing with large-scale processes in an integrated and multidisciplinary manner, combining natural resources management with environmental and livelihood considerations.  
<p>|   | Examples: Jurisdictional approaches, working with multiple stakeholders in the landscape on conservation and social development. |                                   |   |</p>
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</table>
| 45  | Identified species of conservation concern referencing international or national system of species classification | Disable if only processor/trader.  
✔️ [1 point] Yes: Company has identified species of conservation concern (i.e. rare, threatened, endangered), referencing an appropriate system of classification (e.g. IUCN Red List; national red list, CITES).  
✗ [0 points] No: Does not meet requirements for this indicator.  

| 46  | Commitment to sustainably manage the use of non-timber forest products (NTFPs)                | Disable if only plantation-based operations or only processor/trader.  
✔️ [1 point] Yes: Commitment to sustainably manage and control hunting, fishing, trapping and collecting, whilst recognising the subsistence needs and customary rights of local communities and indigenous peoples.  
✗ [0.5 points] Partial: Commitment does not refer to the needs and/or rights of local communities and indigenous peoples.  
✗ [0 points] No: Does not meet requirements for this indicator.  

| 47  | Commitment to not use genetically modified organisms                                         | Disable if only natural forest-based production.  
✔️ [1 point] Yes: Commitment to not use/process/trade genetically modified organisms (GMOs) or transgenic species.  
✗ [0 points] No: No commitment; or commitment allows the use/process/trade of GMOs in some circumstances.  

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**High Conservation Value (HCV), High Carbon Stock (HCS) and impact assessments**

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<tr>
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</table>
| 48  | Commitment to conduct High Conservation Value (HCV) assessments                               | If only processor or trader assess indicator in relation to sourcing.  
✔️ [1 point] Yes: Commitment to conduct HCV assessments.  
✗ [0.5 points] Partial: Commitment clearly does not cover all operations (e.g. only covers one country or only mentioned in one audit report).  
✗ [0 points] No: Does not meet requirements for this indicator.  

| 49  | HCV commitment applies to all sourcing                                                       | Disable if only processor/trader or company has no suppliers including outgrower scheme or independent suppliers.  
✔️ [1 point] Yes: Commitment applies to all suppliers (both outgrower and independent if has both; either if just one). Max 0.5 points awarded if HCV policy only partially meets assessment requirements (see above question).  
✗ [0.5 points] Partial: Commitment only applies to outgrower scheme suppliers or independent suppliers (if has both). No points awarded if HCV policy only partially meets assessment requirements (see above question).  
✗ [0 points] No: Does not meet requirements for this indicator.  


|   | Commitment to only use licensed High Conservation Value (HCV) assessors accredited by the HCV Resource Network’s Assessor Licensing Scheme (ALS) | Disable if only processor/trader.  
- **[1 point] Yes:** If commits to use HCV ALS licensed assessors for all HCV assessments.  
- **[0.5 points] Partial:** Specifies use of HCVRN assessors but not clearly ALS; specifies use of HCV ALS licensed assessors but only in limited circumstances.  
- **[0 points] No:** Does not meet requirements for this indicator. |
|---|---|---|
|   | High Conservation Value (HCV) assessments available | Disable if only processor/trader.  
- **[1 point] Yes:** HCV assessment reports or summaries freely available online.  
- **[0.5 points] Partial:** HCV assessments clearly cover only a limited portion of company operations (e.g. one specific geography the company is known to operate in); or clearly don't cover all ongoing activities (e.g. new plantation development); or HCV assessments submitted to HCVRN for review but not yet available.  
- **[0 points] No:** If none available or available only on request.  
**External sources:** HCVRN webpage: [https://www.hcvnetwork.org/als/publicsummaries](https://www.hcvnetwork.org/als/publicsummaries); OTP Impact assessment category for RoC, Cameroon and DRC [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators). |
|   | High Conservation Value (HCV) management and monitoring plans available | Disable if only processor/trader.  
- **[1 point] Yes:** HCV management and monitoring plans or summaries available (either as standalone documents or within HCV assessment reports).  
- **[0.5 points] Partial:** HCV management and monitoring plans or summaries only available for some parts of the company’s operations.  
- **[0 points] No:** If none available or available only on request.  
**External source:** Open Timber Portal [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators). |
|   | Commitment to the High Carbon Stock (HCS) Approach | Disable if only natural forest-based operations or only sources from natural forests. If only processor or trader assess indicator in relation to sourcing.  
- **[1 point] Yes:** Commitment to apply the HCS Approach, as defined by the HCS Approach Toolkit.  
- **[0.5 points] Partial:** Commitment clearly does not cover all operations (e.g. only covers one country or only mentioned in one audit report); or if not clearly using the HCS Approach, but another high carbon stock assessment methodology.  
- **[0 points] No:** Does not meet requirements for this indicator. |
|   | High Carbon Stock (HCS) assessments available | Disable if only natural forest-based operations or company confirms no expansion of plantation area since April 2015, or only processor/trader.  
- **[1 point] Yes:** Any HCS assessment report or summary publicly available, either using the HCS Approach or another high carbon stock method.  
- **[0 points] No:** If none available; or states has done HCS assessments, but no documents or summaries available.  
### Commitment to conduct social and environmental impact assessments (SEIAs)

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</table>
| 55 | Commitment to conduct social and environmental impact assessments (SEIAs) | If only processor or trader assess indicator in relation to sourcing.  
  🟢 [1 point] Yes: Commitment to conduct SEIAs (or both EIA and SIAs). Local equivalents are acceptable: e.g. AMDALs as EIA in Indonesia.  
  🟠 [0.5 points] Partial: Commitment clearly does not cover all operations (e.g. only covers one country or only mentioned in one audit report); or only mentions EIA or SIA.  
  🟥 [0 points] No: Does not meet requirements for this indicator. |

### Social and environmental impact assessments (SEIAs) available

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</table>
| 56 | Social and environmental impact assessments (SEIAs) available             | Disable if only trader.  
  🟢 [1 point] Yes: At least one SEIA assessment (full report or summary) publicly available. All SEIA assessments made publicly available have associated management and monitoring plans (full plans or summaries).  
  🟠 [0.5 points] Partial: SEIA assessments (full report or summary) have been made publicly available, but do not have management and monitoring plans; only SIAs or EIAs have been made publicly available.  
  🟥 [0 points] No: If none available; or only states has done SEIA assessments, but no documents or summaries available.  
  N.B.: FMP and HCS assessment reports can include SEIA summaries.  

### Company has provided valid legal documents to Open Timber Portal on impact assessments (at the time of SPOTT assessments)

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</table>
| 57 | Company has provided valid legal documents to Open Timber Portal on impact assessments (at the time of SPOTT assessments) | Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader.  
  🟢 [1 point] Yes: Company scores >50% within the impact assessments category on OTP.  
  🟠 [0.5 points] Partial: Company scores >25% within the impact assessments category on OTP.  
  🟥 [0 points] No: Company scores <25% within the impact assessments category on OTP.  
  **External source:** [http://www.opentimberportal.org/operators](http://www.opentimberportal.org/operators). |

### Soils, fire and greenhouse gas (GHG) emissions

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<tr>
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</table>
| 58 | Commitment to best management practices for soils and/or peat            | Disable if only processor/trader.  
  🟢 [1 point] Yes: Commitment to best management practices (BMPs) for soils and peat (or only soils if states no peat). For example, not degrading, reducing compaction, no erosion, or conserving soils. Must be a full commitment to best practice, not only a limited selection of practices (e.g. a simple statement on preventing erosion).  
  🟠 [0.5 points] Partial: Only mentions BMPs for soils, but has landbank on peat; or only mentions BMP for peat and has landbank on mineral soil.  
  🟥 [0 points] No: No or only covers a limited selection of practices. |
<table>
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<tr>
<th>Indicator</th>
<th>Description</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| 59 Commitment to reduced impact logging | Disable if only plantation-based operations or processor/trader. | ✓ [1 point] Yes: Commitment to use reduced impact logging (RIL) techniques. Must be a full commitment to best practice, not limited number of techniques.  
✗ [0.5 points] Partial: Vague statement about using reduced impact logging techniques; reduced impact logging case study but no policy; or commitment clearly does not cover all operations (e.g. only covers one country, or in one audit report).  
✗ [0 points] No: No or only covers a limited selection of practices.  
N.B.: Example RIL techniques include: planning roads and skid trails to minimise disturbance; planning of log landings to reduce unnecessary openings and soil disturbance; low skid trail density; heli-logging; cutting of vines prior to harvesting; limiting the amount of stand basal area removed; conducting logging operations only under favourable conditions, e.g. dry soils. |
| 60 Commitment to no planting on peat of any depth | Disable if only natural forest-based operations or company confirms that it has no operations on peatland. If only processor or trader assess indicator in relation to sourcing. | ✓ [1 point] Yes: Clear commitment to no planting on peat for all depths or all peatlands.  
✗ [0.5 points] Partial: Only certain depths or commitment clearly does not cover all operations (e.g. only covers one country, or in one audit report); or commitment doesn't apply to all types of peatland (e.g. excludes non-forested).  
✗ [0 points] No: Does not meet requirements for this indicator. |
| 61 Commitment on peatland planting applies to all sourcing | Disable if only natural forest-based production; or only processor/trader or if has no suppliers including outgrower scheme or independent suppliers; or if company confirms suppliers have no landbank on peat. | ✓ [1 point] Yes: Commitment applies to outgrower scheme and independent suppliers (if has both). Max 0.5 points awarded if peat policy only partially meets assessment requirements (see above question).  
✗ [0.5 points] Partial: Commitment only applies to outgrower scheme suppliers or independent suppliers (if has both). No points awarded if peat policy only partially meets assessment requirements (see above question).  
✗ [0 points] No: Does not meet requirements for this indicator. |
| 62 Landbank or planted area on peat (ha) | Disable if company confirms that it has no operations on peatland or only processor/trader. | ✓ [1 point] Yes: Reports total area that is peatland.  
✗ [0.5 points] Partial: If data more than two years old; or approximate or unclear figure provided.  
✗ [0 points] No: No data or if data more than five years old or undated. |
| 63 Evidence of best management practices for soils and/or peat | Disable if company only processor/trader. | ✓ [1 point] Yes: Evidence of implementation of BMPs for soils and peat (or only soils if states no peat). For example: reduced/low impact timber extraction; nutrient recycling; no planting on marginal or fragile soils; reducing erosion through terracing or ground cover; management of water levels; training courses/workshops.  
✗ [0.5 points] Partial: Only shows evidence of soil management, but has landbank on peat; or only shows evidence of peat management.  
✗ [0 points] No: Does not meet requirements for this indicator. |
|   | Commitment to zero burning | Disable if only natural forest-based production. If only processor or trader assess indicator in relation to sourcing.  
Yes: Clear commitment to no or zero burning.  
Partial: Commitment clearly does not cover all operations (e.g. only covers one country, or in one audit report); or only a commitment to limit the use of fire.  
No: Does not meet requirements for this indicator. |
|---|---|---|
|   | Commitment to zero burning applies to all sourcing | Disable if only natural forest-based production or only processor/trader or has no suppliers including outgrower scheme or independent suppliers.  
Yes: Commitment applies to outgrower scheme and independent suppliers (if has both). Max 0.5 points awarded if zero burning policy only partially meets assessment requirements (see above question).  
Partial: Commitment only applies to outgrower scheme suppliers or independent suppliers (if has both). No points awarded if zero burning policy only partially meets assessment requirements (see above question).  
No: Does not meet requirements for this indicator. |
|   | Evidence of management and monitoring fires | Disable if company only processor/trader.  
Yes: Evidence of at least one monitoring and one management activity related to forest landbank. May also undertake other activities that show evidence of fire management and monitoring. For example: system for monitoring hotspots/fires; area monitored for hotspots/fires; how manages/deals with reported fires; measures to prevent fires (where ecologically appropriate).  
Partial: Only one type of activity mentioned, or data is over two years old.  
No: No evidence or evidence only relates to company facilities (e.g. mills), or data is over five years old. |
|   | Details/number of hotspots/fires in FMUs controlled by the company | Disable if company only processor/trader.  
Yes: Total number of hotspots/fires or details on all hotspots/fires over specified time frame within FMUs controlled by the company.  
Partial: Only reports limited information on fires/hotspots within FMUs controlled by the company (e.g. covers a limited area), or data more than one year old.  
No: No data or data more than two years old or undated. |
|   | Time-bound commitment to reduce GHG emissions intensity | Disable if company only trader.  
Yes: Time-bound commitment to reduce GHG intensity by specific time frame (i.e. by X% by YYYY) or target already met.  
Partial: Commitment but not time-bound; commitment clearly does not cover all operations (e.g. only covers one country, or in one audit report). GHG target, but does not report on intensity specifically.  
No: No target, just vague commitment to reduce general emissions or GHG emissions. |
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<th>Disable if company is only producer or trader.</th>
<th>Scoring criteria</th>
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<tbody>
<tr>
<td>69</td>
<td>Progress towards reducing GHG emission intensity</td>
<td>Yes: Met/maintaining commitment or progressing towards commitment on GHG intensity.</td>
<td>1 point Yes: Met/maintaining commitment or progressing towards commitment on GHG intensity.</td>
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<td>0.5 points Partial: Reports GHG intensity but no target in place (i.e. scores 0 points for commitment indicator); reports progress but not meeting commitment or commitment does not cover all timber and pulp operations; reports progress for another form of GHG data (e.g. overall emissions); data is more than two years old.</td>
<td>N.B.: GRI definition of GHG intensity: GHG emissions intensity expresses the GHG emissions per unit of activity, output, or any other organisation-specific metric — e.g. product emission intensity (such as metric tons of CO2 emissions per unit produced).</td>
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<td>No: Not reported or data more than five years old.</td>
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<tr>
<td>70</td>
<td>Reports GHG emissions from land use change</td>
<td>Yes: Reports land use change emission figures.</td>
<td>1 point Yes: Reports land use change emission figures.</td>
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<td></td>
<td>0.5 points Partial: Not clear whether the data provided covers just forestry operations or whole operations; or data is more than two years old.</td>
<td>0 points No: No data or if data more than five years old.</td>
</tr>
<tr>
<td>71</td>
<td>Methodology used to calculate GHG emissions</td>
<td>Yes: State methodology used (e.g. WRI/WBCSD GHG Protocol).</td>
<td>1 point Yes: State methodology used (e.g. WRI/WBCSD GHG Protocol).</td>
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<td></td>
<td></td>
<td>0 points No: Does not meet requirements for this indicator.</td>
<td>0 points No: Does not meet requirements for this indicator.</td>
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### Water, chemical and waste management

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<td>72</td>
<td>Time-bound commitment to improve water quality (BOD and COD)</td>
<td>Yes: Time-bound commitment to improve both BOD and COD; or to be within legal limits; or already met target within two years.</td>
<td>1 point Yes: Time-bound commitment to improve both BOD and COD; or to be within legal limits; or already met target within two years.</td>
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<td>0.5 points Partial: Commitment only refers to a limited subset of company operations (i.e. some mills); or limited set of water quality measures (i.e. only either BOD or COD); or BOD and COD commitment to improve water quality but this is not time-bound, or target met over two years.</td>
<td>0 points No: Does not meet requirements for this indicator.</td>
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<td></td>
<td></td>
<td>No: Does not meet requirements for this indicator.</td>
<td></td>
</tr>
<tr>
<td>73</td>
<td>Progress towards commitment on water quality (BOD and COD)</td>
<td>Yes: Met/maintaining commitment or progressing towards commitment targets on water quality for both BOD and COD; or company reports that BOD and COD are within specified legal limits.</td>
<td>1 point Yes: Met/maintaining commitment or progressing towards commitment targets on water quality for both BOD and COD; or company reports that BOD and COD are within specified legal limits.</td>
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<td>0.5 points Partial: Reporting progress on water quality, but not meeting/progressing towards commitment targets for both BOD and COD; or only reports figures for BOD or COD; or reports improving figures on water quality, but has no commitment in place (i.e. scores 0 points for commitment indicator); or data more than two years old.</td>
<td>0 points No: No figures reported; or reports water quality figures, but water quality not shown to be improving; or only states within legal limits but does not specify what those limits are; or data more than five years old.</td>
</tr>
</tbody>
</table>
| 74 | Commitment to protect natural waterways through buffer zones | Disable if company only processor/trader.  
✔️ [1 point] Yes: Commitment to have buffer or riparian zones in place to protect natural waterways; or that waterways will be avoided and protected during all harvesting (natural forest-based operations only).  
⚡️ [0.5 points] Partial: Commitment to buffer or riparian zone protection clearly does not cover all operations or unclear whether this is the case.  
🚫 [0 points] No: Does not meet requirements for this indicator. |
|---|---|---|
| 75 | Evidence of treatment of pulp and paper mill effluent | Disable if no pulp and paper mills or only trader.  
✔️ [1 point] Yes: Treats wastewater from pulp and paper mills (does not just discharge into waterways without treatment).  
⚡️ [0.5 points] Partial: If mentions treatment of wastewater, but does not mention pulp and paper production explicitly.  
🚫 [0 points] No: Does not meet requirements for this indicator. |
| 76 | Evidence of sawmill run-off containment and wastewater treatment | Disable if no sawmills or only trader.  
✔️ [1 point] Yes: Treats wastewater from sawmills and controls run-off from log yards.  
⚡️ [0.5 points] Partial: Mentions only treatment of wastewater or control of run-off.  
🚫 [0 points] No: Does not meet requirements for this indicator.  
N.B.: Examples of treatment and control include: use of impervious surfaces, sealed joints, and spill containment curbs to prevent leaching; recycling of irrigation water; separation of floatable solids such as wood fines using Dissolved Air Floatation (DAF); filtration for separation of filterable solids; flow and load equalisation; sedimentation for suspended solids reduction using clarifiers; biological treatment, typically aerobic treatment. |
| 77 | Time-bound commitment to improve water use intensity | Disable if no pulp and paper mills or only trader.  
✔️ [1 point] Yes: Time-bound commitment to improve water use intensity (or efficiency) (i.e. water use per tonne of product) across all mills; or already met target.  
⚡️ [0.5 points] Partial: Commitment clearly refers to only a limited subset of company operations (i.e. some mills); or commitment in place but not time-bound; or does not refer to water use intensity.  
🚫 [0 points] No: No commitment or only general commitment on water use |
| 78 | Progress towards commitment on water use intensity | Disable if no pulp and paper mills or only trader.  
✔️ [1 point] Yes: Met/maintaining commitment or progressing towards commitment on water use intensity (i.e. water use per tonne of product).  
⚡️ [0.5 points] Partial: Reporting progress or figures on water use, but not as water use intensity; or not meeting commitment; or has no commitment in place (i.e. scores 0 points for commitment indicator); or data more than two years old.  
🚫 [0 points] No: Reports water use figures, but not clearly improving water use; data more than five years old. |
| 79 | Commitment to eliminate chlorine and chlorine compounds for bleaching | Disable if doesn’t own pulp and paper mills or only trader.  
✔️ [1 point] Yes: Time-bound commitment to eliminate chlorine and chlorine compounds for bleaching in paper production; or statement that this has already been achieved.  
⚡️ [0.5 points] Partial: Commitment to eliminate chlorine and chlorine compounds for bleaching in paper production but commitment is not time-bound.  
🚫 [0 points] No: No commitment.  
N.B.: Elemental Chlorine Free (ECF) technology is not acceptable; only Total Chlorine Free (TCF) technology. |
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<th>Description</th>
<th>Possible Scores</th>
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</table>
| 80 Commitment to minimise the use of chemicals, including pesticides and chemical fertilisers | Disable if company only processor/trader.  
**Yes:** Commitment to minimise, reduce or limit the use of chemicals/toxins, mentioning both (chemical) fertilisers and pesticides (if both used).  
**Partial:** If only generally mentions reducing chemical use; or commitment only covers pesticides or fertilisers (if both used); or commitment clearly does not cover all operations (e.g. only covers one country or only mentioned in one audit report).  
**No:** Does not meet requirements for this indicator. | [1 point] Yes, [0.5 points] Partial, [0 points] No |
| 81 No use of World Health Organisation (WHO) Class 1A and 1B pesticides  | Disable if company only processor/trader.  
**Yes:** Does not use or only uses in emergency/exceptional circumstances (e.g. has a Pesticide Derogation from the FSC).  
**Partial:** Time-bound plan for phasing out.  
**No:** No or general statement on phasing out and no time-bound plan. | [1 point] Yes, [0.5 points] Partial, [0 points] No |
| 82 No use of chemicals listed under the Stockholm Convention and Rotterdam Convention | Disable if company only processor/trader.  
**Yes:** Does not use or only uses in emergency/exceptional circumstances (e.g. has a Pesticide Derogation from the FSC).  
**Partial:** Time-bound plan for phasing out; or only mention one of the conventions.  
**No:** No or general statement on phasing out and no time-bound plan. | [1 point] Yes, [0.5 points] Partial, [0 points] No |
| 83 Integrated Pest Management (IPM) approach                             | Disable if company only processor/trader.  
**Yes:** Clearly has an integrated pest management (IPM) approach — e.g. clear statement about the use of IPM or provides evidence of using natural pest control, figures showing reduction in chemical pesticide use, etc.  
**Partial:** Mentions IPM, but unclear if implementing this; simply describes what IPM is.  
**No:** Does not meet requirements for this indicator. | [1 point] Yes, [0.5 points] Partial, [0 points] No |
| 84 Chemical usage per ha or list of chemicals used                       | Disable if company only processor/trader.  
**Yes:** Chemical usage figures per ha (e.g. fertiliser use or toxicity level); or list of chemicals used in timber and pulp operations.  
**Partial:** Chemical usage figures only for some parts of company, or unclear what figures relate to.  
**No:** No data or if data more than five years old. | [1 point] Yes, [0.5 points] Partial, [0 points] No |
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| 85 | Commitment to human rights, referencing the UN Declaration on Human Rights or UN Guiding Principles on Business and Human Rights          | ✅️ [1 point] Yes: Commits to the UN Declaration on Human Rights or UN Guiding Principles on Business and Human Rights (also known as the UN Ruggie Principles or Ruggie Framework of “Protect, Respect and Remedy”); or commits to human rights principles as part of being UN Global Compact member.  
❗️ [0.5 points] Partial: Commits to respect human rights, but does not reference the UN Declaration of Human Rights or equivalent; or company only commits to human rights in relation to its employees.  
❌ [0 points] No: Does not meet requirements for this indicator. |
| 86 | Commitment to human rights applies to all sourcing                                                                                         | Disable if company has no suppliers including outgrower scheme or no independent suppliers.  
✅️ [1 point] Yes: Commitment applies to outgrower scheme and independent suppliers (if has both, or only to one if only has one). Max 0.5 points awarded if human rights policy only partially meets assessment requirements (see above question).  
❗️ [0.5 points] Partial: Commitment only applies to outgrower scheme suppliers or independent suppliers (if has both). No points awarded if human rights policy only partially meets assessment requirements (see above question).  
❌ [0 points] No: Does not meet requirements for this indicator. |
| 87 | Commitment to respect indigenous and local communities’ rights                                                                         | If only trader assess indicator in relation to sourcing.  
✅️ [1 point] Yes: Commits to the UN Declaration on the Rights of Indigenous Peoples or ILO Indigenous and Tribal Peoples Convention (no. 169).  
❗️ [0.5 points] Partial: Commits to local communities’ and/or indigenous rights, but does not reference the UN Declaration/ILO; or only mentions local communities’ and indigenous rights in relation to land tenure or FPIC.  
❌ [0 points] No: Does not meet requirements for this indicator. |
| 88 | Commitment to respect legal and customary property rights                                                                               | If only trader assess indicator in relation to sourcing.  
✅️ [1 point] Yes: Commitment/respect for legal and customary (or traditional) land tenure (or property) rights; or for ownership and access/use land rights.  
❗️ [0.5 points] Partial: Only commits to customary/traditional/use land rights; or only legal land rights; or only mentions in relation to FPIC.  
❌ [0 points] No: Only mentions legal land ownership. |
| 89 | Commitment to free, prior and informed consent (FPIC)                                                                                   | If only processor or trader assess indicator in relation to sourcing.  
✅️ [1 point] Yes: Commitment that FPIC is respected.  
❗️ [0.5 points] Partial: Commitment clearly does not cover all operations (e.g. only covers one country or only mentioned in one audit report).  
❌ [0 points] No: Does not meet requirements for this indicator. |
| 90 | FPIC commitment applies to independent suppliers                                                                                       | Disable if only processor/trader or has no independent suppliers.  
✅️ [1 point] Yes: FPIC commitment applies to independent suppliers or all suppliers.  
❗️ [0.5 points] Partial: If only has partial commitment for indicator above or unclear commitment.  
❌ [0 points] No: Does not meet requirements for this indicator. |
| 91 | Details of free, prior and informed consent (FPIC) process available | Disable if company only processor/trader.  
Requires:  
[1 point] Yes: Flowchart or series of steps taken or description of methodology setting out in detail how FPIC principle is operationalised.  
[0.5 points] Partial: Process available but limited detail, or only a case study of how FPIC implemented.  
[0 points] No: Does not meet requirements for this indicator.  
N.B.: HCS assessment reports include FPIC, HCV and SEIA summaries.  
External sources: HCS Approach website [http://highcarbonstock.org/registered-hcs-assessments/](http://highcarbonstock.org/registered-hcs-assessments/), other NGO/consultancy websites (e.g. TFT, Daemeter). |
|---|---|---|
| 92 | Examples of local stakeholder engagement to prevent conflicts | Disable if only a trader.  
Requires:  
[1 point] Yes: If multiple examples/evidence of local stakeholder engagement or activities beyond FPIC (e.g. permanent staff with responsibility, drop in days)  
[0.5 points] Partial: Only mentions one example of local stakeholder engagement activities.  
[0 points] No: Does not meet requirements for this indicator.  
External sources: HCS Approach website [http://highcarbonstock.org/registered-hcs-assessments/](http://highcarbonstock.org/registered-hcs-assessments/), other NGO/consultancy websites (e.g. TFT, Daemeter). |
| 93 | Details of process for addressing land conflicts available | Disable if company only processor/trader.  
Requires:  
[1 point] Yes: Reports that has process for addressing land conflicts, such as land conflict resolution process, or similar.  
[0.5 points] Partial: Reports that has land conflict process, but very limited detail; or that has conflict process, but unclear if covers land conflicts.  
[0 points] No: Does not meet requirements for this indicator.  
External sources: HCS Approach website [http://highcarbonstock.org/registered-hcs-assessments/](http://highcarbonstock.org/registered-hcs-assessments/), other NGO/consultancy websites (e.g. TFT, Daemeter). |
| 94 | Commitment to support the inclusion of women across forestry operations, including addressing barriers faced | Disable if only processor/trader.  
Requires:  
[1 point] Yes: Commitment to support the inclusion of women across forestry operations, including addressing barriers faced, for example: access and control over forest resources, land, technology, financial resources, training, and information.  
[0.5 points] Partial: Commitment but no details of types of support provided; or commitment clearly does not cover all operations (e.g. only covers one country, or in one audit report); or details on support provided but no commitment.  
[0 points] No: Does not meet requirements for this indicator.  
External sources: HCS Approach website [http://highcarbonstock.org/registered-hcs-assessments/](http://highcarbonstock.org/registered-hcs-assessments/), other NGO/consultancy websites (e.g. TFT, Daemeter). |
| 95 | Commitment to provide essential community services and facilities | Disable if only a trader.  
Requires:  
[1 point] Yes: Commitment to provide essential community services and facilities. Company provides at least one example of how facilities and/or services have been provided to communities.  
[0.5 points] Partial: Commitment in place, but no examples; or examples but no commitment. Commitment clearly only covers company’s own workers.  
[0 points] No: Does not meet requirements for this indicator.  
N.B.: Examples of community services and facilities include: schools built and/or maintained; medical centres built and/or maintained; access to vaccines and medication; access to clean, drinkable water; access to electricity; housing provided and/or maintained; other buildings provided, as agreed with the local communities.  
External sources: HCS Approach website [http://highcarbonstock.org/registered-hcs-assessments/](http://highcarbonstock.org/registered-hcs-assessments/), other NGO/consultancy websites (e.g. TFT, Daemeter). |
| 96 | Company has provided valid legal documents to Open Timber Portal on population rights (at the time of SPOTT assessments) | **Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader.**

- **[1 point] Yes:** Company scores >50% within the population rights category on OTP.
- **[0.5 points] Partial:** Company scores >25% within the population rights category on OTP.
- **[0 points] No:** Company scores <25% within the population rights category on OTP.

| 97 | Commitment to respect all workers’ rights | **[1 point] Yes:** Commitment to respect workers’ or labour rights and specifies all workers, including direct, indirect, migrant, temporary, casual, etc.

- **[0.5 points] Partial:** If only mentions workers’ rights without specifying scope of the commitment (i.e. whether it covers all types of employee).
- **[0 points] No:** Does not meet requirements for this indicator. |
| 98 | Reference to Fundamental ILO Conventions | **[1 point] Yes:** Refers to all Fundamental ILO Conventions either by stating commits to all Fundamental or Core ILO Conventions; referring to ILO number; or referring to the same language as the title (i.e. states “freedom of association”); or states it commits to the ILO’s Declaration on Fundamental Principles and Rights at Work; or commits to Free and Fair Labour Principles.

- **[0.5 points] Partial:** Refers to four or more ILO Conventions.
- **[0 points] No:** Refers to fewer than four ILO conventions.

**N.B.:** Eight Fundamental ILO Conventions: Freedom of Association (No. 87); Right to Organise and Collective Bargaining (No. 98); No Forced Labour (No. 29 & No. 105); Minimum Age (No. 138); Worst Forms of Child Labour (No. 182); Equal Remuneration (No. 100); No Discrimination (No. 111). |
| 99 | Commitment to eliminate gender related discrimination with regards to employment and occupation | **[1 point] Yes:** Commitment to prevent employment and occupation-related discrimination based on gender.

- **[0.5 points] Partial:** Commitment clearly does not cover all employees or operations (e.g. only covers one country, or in one audit report).
- **[0 points] No:** Does not meet requirements for this indicator. |
| 100 | Company has provided valid legal documents to Open Timber Portal on labour regulations (at the time of SPOTT assessments) | **Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader.**

- **[1 point] Yes:** Company scores >50% within the labour regulations category on OTP.
- **[0.5 points] Partial:** Company scores >25% within the labour regulations category on OTP.
- **[0 points] No:** Company scores <25% within the labour regulations category on OTP. |
| 101 | Percentage or number of temporary employees | **Disable if only trader or has no temporary employees.**

- **[1 point] Yes:** Across all operations or for timber and pulp operations, if specified. May also be called casual, contract or seasonal employees.

- **[0.5 points] Partial:** Data more than two years old.

- **[0 points] No:** Not reported or data more than five years old or undated. |
<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Yes</th>
<th>Partial</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>102 Percentage or number of women employees</td>
<td>[1 point] Yes: Across all operations or for timber and pulp operations, if specified. [0.5 points] Partial: Data more than two years old; figure clearly does not cover all employees (e.g. is only reported for operations in one country); or if figure is difficult to calculate using available data (e.g. not simple addition or subtraction of clearly related figures). [0 points] No: Not reported or data more than five years old or undated.</td>
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<tr>
<td>103 Payment of minimum wage</td>
<td>[1 point] Yes: Evidence that all workers are paid the minimum wage (e.g. using ratio of entry level wage to local minimum wage in line with GRI reporting). [0.5 points] Partial: Company states that a minimum wage is paid to all workers, but no evidence provided; or states minimum wage paid or that pays legal minimum wage, but this is not paid to all workers (e.g. temporary workers paid less); or commitment and evidence only cover part of the company’s operations; or data more than two years old. [0 points] No: No data or if data more than five years old or undated.</td>
<td>![ ]</td>
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<tr>
<td>104 Reporting of salary by gender</td>
<td>[1 point] Yes: The company reports salary by gender (e.g. the ratio of the basic salary and/or remuneration of women to men in line with GRI reporting). [0.5 points] Partial: If unclear what the provided data relates to; or data clearly does not cover all employees (e.g. is only reported for operations in one country or does not include temporary employees); or data more than two years old. [0 points] No: No data, or data more than five years old.</td>
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<tr>
<td>105 Commitment to address occupational health and safety, referencing the ILO Code of Practice on Safety and Health in Forestry Work</td>
<td>[1 point] Yes: Commitment to address health and safety at work or similar for all workers, referencing the ILO Code of Practice on Safety and Health in Forestry Work. Traders do not need to reference the ILO Code for full points. [0.5 points] Partial: Commitment does not cover all employees; or does not reference ILO Code of Practice on Safety and Health in Forestry Work. [0 points] No: Does not meet requirements for this indicator.</td>
<td>![ ]</td>
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<tr>
<td>106 Time lost due to work-based injuries</td>
<td>Disable if trader does not have physical possession of traded product. [1 point] Yes: For whole company or for timber and pulp operations (i.e. FMUs, processing facilities, etc.). Acceptable metrics include lost time accident rate, lost days rate, accident frequency rate or equivalent. [0.5 points] Partial: If unclear what the provided data relates to; or data more than two years old; or data clearly does not cover all employees (e.g. is only reported for operations in one country). [0 points] No: No data; or over five years old; or undated; or data does not cover forestry operations.</td>
<td>![ ]</td>
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<tr>
<td>107 Number of fatalities as a result of work-based accidents</td>
<td>Disable if trader does not have physical possession of traded product. [1 point] Yes: For whole company or for timber and pulp operations (FMUs, processing facilities etc.). [0.5 points] Partial: If unclear what the provided data relates to; or data more than two years old; or data clearly does not cover all employees (e.g. is only reported for operations in one country or does not include temporary employees) [0 points] No: No data or over five years old, or doesn't cover timber and pulp operations (e.g. only rubber operations).</td>
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<tr>
<td>ID</td>
<td>Indicator</td>
<td>Scoring criteria</td>
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</tbody>
</table>
| 108| Provision of personal protective equipment and related training            | **Disable if trader does not have physical possession of traded product.**  

[1 point] Yes: Evidence that company provides personal protective equipment (PPE) and related training to all employees involved in timber and pulp or trading operations.  

[0.5 points] Partial: Only evidence of PPE or training; or data clearly does not cover all employees (e.g. is only reported for operations in one country or does not include temporary employees); or data more than two years old.  

[0 points] No: No evidence or data is over five years old, or undated.  

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<tr>
<th>ID</th>
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</table>
| 109| Time-bound plan for achieving 100% third-party legality verification of FMUs or achieved | **Disable if company only processor/trader.**  

[1 point] Yes: If target within 10 years or already met.  

[0.5 points] Partial: Commitment in place to increase the % of FMUs that are verified in legal compliance by a third party, but not to 100% (i.e. an incremental target); or if target already met but unclear by which verification system. Target must be within 10 years. Incremental targets that have already been achieved do not count.  

[0 points] No: If target over 10 years, or no target.  

**Examples of legality verification systems:** FSC, PEFC, SVLK, Rainforest Alliance Timber Legality Verification, NEPCon LegalSource, or other SFM standard that provides legality verification  

<table>
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<tr>
<th>ID</th>
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</table>
| 110| Time-bound plan to source only wood/wood fibre that is in legal compliance verified by a third party | **Disable if company is only producer or has no independent or outgrower scheme suppliers.**  

[1 point] Yes: If target within 10 years or already met.  

[0.5 points] Partial: Commitment in place to increase the % amount of wood or wood fibre sourced that is verified in legal compliance by a third party, but not to 100% (i.e. an incremental target), or if target already met but unclear by which verification system. Target must be within 10 years. Incremental targets that have already been achieved do not count.  

[0 points] No: If target over 10 years or no target.  

**Examples of legality verification systems:** FSC, PEFC, SVLK, Rainforest Alliance Timber Legality Verification, NEPCon LegalSource, or other SFM standard that provides legality verification
<table>
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<tr>
<th>Indicator ID</th>
<th>Description</th>
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<tbody>
<tr>
<td>111</td>
<td>Percentage area (ha) verified as being in legal compliance by a third party</td>
</tr>
<tr>
<td>112</td>
<td>Percentage of all wood/wood fibre supply traded/processed verified as being in legal compliance by a third party</td>
</tr>
<tr>
<td>113</td>
<td>Time-bound plan for achieving 100% FSC FM certification of FMUs or achieved 100% FSC certification of FMUs</td>
</tr>
<tr>
<td>114</td>
<td>Commitment to source only wood/wood fibre that meets FSC Controlled Wood requirements</td>
</tr>
</tbody>
</table>

**Indicator 111: Percentage area (ha) verified as being in legal compliance by a third party**

- **Disable if company only processor/trader.**
- Indicator refers to landbank directly controlled (i.e. excluding independent smallholders and outgrower schemes). Award points based on % of landbank verified as being in mandatory (e.g. SVLK) or voluntary (e.g. Rainforest Alliance Timber Legality Verification, NEPCon LegalSource) legal compliance (VLC) by a third party — including percentage certified under FSC or PEFC (or other SFM standard that provides legality verification):
  - [1 point] Yes: 75%-100%.
  - [0.5 points] Partial: 50-74%.
  - [0 points] No: 0-49%; or not third party verified; or report verified legal origin (VLO) only; or if verification system is unclear; or not reported in terms of percentage of FMU area; or percentage cannot be accurately calculated using available figures, or data over five years old.

**N.B.:** If multiple schemes used total percentages (if clearly exclusive of each other); or use % figure for the largest amount verified (if cannot determine whether schemes overlap).

**Indicator 112: Percentage of all wood/wood fibre supply traded/processed verified as being in legal compliance by a third party**

- **Disable if company is only producer or has no independent or outgrower scheme suppliers.**
- Award points based on % of supply verified as being in mandatory (e.g. SVLK) or voluntary (e.g. Rainforest Alliance Timber Legality Verification, NEPCon LegalSource) legal compliance (VLC) by a third party — including percentage certified under FSC or PEFC (or other SFM standard that provides legality verification):
  - [1 point] Yes: 75%-100%.
  - [0.5 points] Partial: 50-74%.
  - [0 points] No: 0-49%; or not third party verified; or report VLO only; or if verification system is unclear; or not reported in terms of percentage of wood/wood fibre supply; or percentage cannot be accurately calculated using available figures or data is over five years old.

**N.B.:** If multiple schemes used total percentages (if clearly exclusive of each other); or use % figure for the largest amount verified (if cannot determine whether schemes overlap).

**Indicator 113: Time-bound plan for achieving 100% FSC FM certification of FMUs or achieved 100% FSC certification of FMUs**

- **Disable if company only processor/trader.** Target can refer to all FMUs directly controlled or all those eligible for FSC FM certification given 1994 cut-off.
  - [1 point] Yes: If target within 10 years or already met.
  - [0.5 points] Partial: Commitment in place to increase the FSC FM certification of FMUs, but not to 100% (i.e. an incremental target). Target must be within 10 years. Incremental targets that have already been achieved do not count.
  - [0 points] No: If target over 10 years.

**Indicator 114: Commitment to source only wood/wood fibre that meets FSC Controlled Wood requirements**

- **Disable if company is only producer or has no independent or outgrower scheme suppliers.**
  - [1 point] Yes: Commitment to only source wood/wood fibre that meets FSC Controlled Wood requirements (or mentions all requirements individually). Award point automatically if all wood/wood fibre sourced is FSC certified (see indicator 117).
  - [0 points] No: Does not meet requirements for this indicator.

**N.B.:** PEFC certified material is not currently considered to meet the requirements of FSC Controlled Wood. (FSC categories of unacceptable material: harvested illegally; harvested in violation of traditional and civil rights; harvested from forests with a high conservation value that is threatened by management activities; harvested from forests being converted to plantations or non-forest use; wood from forests in which genetically modified trees are planted.)
| 115 | **Percentage area (ha)**<br>FSC FM certified | Disable if company only processor/trader.<br>Indicator refers to landbank directly controlled (i.e. excluding independent smallholders and outgrower schemes). Award different points based on %:<br>✅ [2 points] Yes: 75%-100%.<br>🛑 [1.5 points] Partial: 50-74%.<br>🛑 [1 point] Partial: 25-49%.<br>🛑 [0.5 points] Partial: 1-24% or data more than two years old.<br>❎ [0 points] No: 0%; or no data or data over five years old; or percentage figure cannot be calculated using available data; or if it is not clear whether figure quoted refers only to operations directly controlled or includes that of independent suppliers.<br>If company is disassociated from the FSC still assess against indicator.<br>N.B.: Acceptable certificates must have FM or FM/COC codes. CW codes are not acceptable — these refer to forests assessed against the FSC Controlled Wood Standard. |
| 116 | **Percentage of wood/wood fibre supply from outgrower scheme and/or independent suppliers that is FSC FM certified** | Disable if company is only producer or has neither outgrower scheme nor independent suppliers.<br>Both 100% FSC FM certified and FSC Mix acceptable. Award different points based on %:<br>✅ [2 points] Yes: 75%-100%.<br>🛑 [1.5 points] Partial: 50-74%.<br>🛑 [1 point] Partial: 25-49%.<br>🛑 [0.5 points] Partial: 1-24% or data more than two years old.<br>❎ [0 points] No: 0% or no data or data more than five years old; or percentage figure cannot be calculated using available data. |
| 117 | **Percentage of all wood/wood fibre supply traded/processed that is FSC certified (above 75%)** | Disable if only producer or has no independent or outgrower scheme suppliers.<br>Award different points based on %:<br>✅ [2 points] Yes: 75%-100%.<br>🛑 [1.5 points] Partial: 50-74%.<br>🛑 [1 point] Partial: 25-49%.<br>🛑 [0.5 points] Partial: 1-24%.<br>❎ [0 points] No: 0%. |
**Indicator:** Percentage area (ha) PEFC certified (excluding FSC certified area)

Disable if company is only processor/trader or does not operate in a country with a PEFC-endorsed SFM standard; or if company has 100% FSC certification of its landbank; or a time-bound plan for achieving 100% FSC certification.

Indicator refers to landbank directly controlled (i.e. excluding independent smallholders and outgrower schemes).

- **[2 points]** Yes: 75-100% of non-FSC certified FMUs certified by a PEFC-endorsed SFM standard.
- **[1.5 points]** Partial: 50-74%.
- **[1 point]** Partial: 25-49%.
- **[0.5 points]** Partial: 1-24% or data more than two years old.


### Smallholders and suppliers

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<tr>
<th>ID</th>
<th>Indicator</th>
<th>Scoring criteria</th>
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</table>
| 118 | Percentage area (ha) PEFC certified (excluding FSC certified area) | Disable if company is only processor/trader or does not operate in a country with a PEFC-endorsed SFM standard; or if company has 100% FSC certification of its landbank; or a time-bound plan for achieving 100% FSC certification. Indicator refers to landbank directly controlled (i.e. excluding independent smallholders and outgrower schemes).  
- **[2 points]** Yes: 75-100% of non-FSC certified FMUs certified by a PEFC-endorsed SFM standard.  
- **[1.5 points]** Partial: 50-74%.  
- **[1 point]** Partial: 25-49%.  
- **[0.5 points]** Partial: 1-24% or data more than two years old.  
- **[0 points]** No: 0% or no data or data over five years old; or percentage figure cannot be calculated using available data; or if it not clear whether figure quoted refers only to operations directly controlled or includes that of independent suppliers. (List of endorsed national standards: [https://www.pefc.org/standards/national-standards/endorsed-national-standards](https://www.pefc.org/standards/national-standards/endorsed-national-standards))  

| 119 | Programme to support outgrower scheme smallholders | Disable if no outgrower scheme smallholders or only trader.  
- **[1 point]** Yes: Has programme to support outgrower scheme smallholders and provides details of types of support.  
- **[0.5 points]** Partial: Has programme to support outgrower scheme smallholders.  
- **[0 points]** No: Does not meet requirements for this indicator.  

**NB:** Example activities include: yields and productivity, health and safety training, good forestry practices, financial management, increasing access to inputs and markets, cooperative development, securing land tenure, certification, etc. |
| 120 | Percentage of outgrower scheme smallholders involved in programme | Disable if no outgrower scheme smallholders or only trader.  
- **[1 point]** Yes: Clearly state number or percentage of smallholders supporting.  
- **[0.5 points]** Partial: Provides some details on numbers of smallholders, but unclear how many supported directly; or figures are over two years old.  
- **[0 points]** No: No data; data more than five years old; or from an undated source.  

**External source:** TFT Transparency Hub. |
| 121 | Process used to prioritise, assess and/or engage suppliers on compliance with company's policy and/or legal requirements | Disable if no independent or outgrower suppliers.  
- **[1 point]** Yes: Describes the tools or method that the company uses to prioritise, assess and/or engage suppliers on legal or policy compliance (e.g. risk assessments, monitoring, details of engagement process etc.).  
- **[0.5 points]** Partial: If only describes ensuring compliance with some parts of legal or policy requirements (i.e. only refers to human rights compliance).  
- **[0 points]** No: Does not meet requirements for this indicator. |
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<tr>
<th>ID</th>
<th>Indicator</th>
<th>Scoring criteria</th>
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<tbody>
<tr>
<td>122</td>
<td>The company has a Due Diligence System (DDS)</td>
<td>Disable if not trader.</td>
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<tr>
<td></td>
<td>[1 point] Yes: Evidence of a DDS which clearly includes the three key elements of a DDS: information gathering, risk assessment and risk mitigation. Could also include information on defined product scope, identified department and positions for policy implementation and internal control and auditing system.</td>
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<td></td>
<td>[0.5 points] Partial: Commitment or statement that company has a DDS but no or limited details are given; or DDS does not cover all three key elements.</td>
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<tr>
<td></td>
<td>[0 points] No: Does not meet requirements for this indicator.</td>
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<td></td>
<td>N.B.: DDS can be proved by membership of a monitored Responsible Purchasing Policy system (such as through a Monitoring Organisation or trade federation or other service providers, e.g. European Timber Trade Federation, Bureau Veritas Certification, NEPCon, Control Union Certifications BV, SGS, Soil Association Woodmark).</td>
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</tr>
<tr>
<td>123</td>
<td>Suspension or exclusion criteria for suppliers</td>
<td>Disable if company has no suppliers including outgrower scheme or independent suppliers.</td>
</tr>
<tr>
<td></td>
<td>[1 point] Yes: If clearly states criteria by which suppliers are excluded, such as steps that will be taken and time frames for action.</td>
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<tr>
<td></td>
<td>[0 points] No: Does not meet requirements for this indicator.</td>
<td></td>
</tr>
<tr>
<td>124</td>
<td>Percentage of suppliers assessed and/or engaged on compliance with company requirements</td>
<td>Disable if company has no suppliers including outgrower scheme or independent suppliers.</td>
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<tr>
<td></td>
<td>[1 point] Yes: Clearly provides figure on number or percentage of suppliers assessed/engaged.</td>
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<td>[0.5 points] Partial: Unclear figures; or information only relates to one part of company’s operations (i.e. only one country it operates in); or figures are over two years old.</td>
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<tr>
<td></td>
<td>[0 points] No: No data; data more than five years old; or from an undated source.</td>
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**Governance and grievances**

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<tr>
<th>ID</th>
<th>Indicator</th>
<th>Scoring criteria</th>
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</thead>
<tbody>
<tr>
<td>125</td>
<td>Commitment to ethical conduct and prohibition of corruption</td>
<td>[1 point] Yes: Commitment to both (1) ethical/fair conduct and (2) prohibition of corruption (such as bribery and fraud).</td>
</tr>
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<td></td>
<td></td>
<td>[0.5 points] Partial: Only mentions one; or it is unclear if the commitment covers both ethical/fair conduct and prohibition of corruption.</td>
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<td></td>
<td>[0 points] No: Does not meet requirements for this indicator.</td>
</tr>
<tr>
<td>126</td>
<td>Company has provided valid legal documents to Open Timber Portal on legal registration (at the time of SPOTT assessments)</td>
<td>Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[1 point] Yes: Company scores &gt;50% within the legal registration category on OTP.</td>
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<tr>
<td></td>
<td></td>
<td>[0.5 points] Partial: Company scores &gt;25% within the legal registration category on OTP.</td>
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<td></td>
<td></td>
<td>[0 points] No: Company scores &lt;25% within the legal registration category on OTP.</td>
</tr>
<tr>
<td>127</td>
<td>Disclosure of the company’s approach to tax and payments to governments</td>
<td>![1 point] Yes: Company disclosed its management approach to tax/payments to governments including having a publicly available tax strategy/policy and a governance body/executive level position which is responsible for the tax strategy/policy and its review. ![0.5 points] Partial: Company only disclosed a tax strategy; or information on who is responsible for the strategy and its review; or the strategy only clearly covers parts of the company's operations (e.g. only in one country or one subsidiary). ![0 points] No: Does not meet requirements for this indicator.</td>
</tr>
<tr>
<td>128</td>
<td>Company has provided valid legal documents to Open Timber Portal on taxes, fees and royalties (at the time of SPOTT assessments)</td>
<td>Disable if company does not operate in RoC, Cameroon or DRC or only processor/trader. ![1 point] Yes: Company scores &gt;50% within the taxes, fees and royalties category on OTP. ![0.5 points] Partial: Company scores &gt;25% within the taxes, fees and royalties category on OTP. ![0 points] No: Company scores &lt;25% within the taxes, fees and royalties category on OTP. External source: <a href="http://www.opentimberportal.org/operators">http://www.opentimberportal.org/operators</a>.</td>
</tr>
<tr>
<td>129</td>
<td>Whistleblowing procedure</td>
<td>![1 point] Yes: Flowchart or clear description of steps taken, including how whistleblowers are protected. ![0.5 points] Partial: If only states that it allows for whistleblowing. ![0 points] No: Does not meet requirements for this indicator.</td>
</tr>
<tr>
<td>130</td>
<td>Own grievance or complaints system open to all stakeholders</td>
<td>![1 point] Yes: Company clearly has its own grievance/complaints system. This should be accessible to both internal and external stakeholders. ![0.5 points] Partial: If only mentions it has grievance system, but no other details, or only system for certain issues or in relation to only certain policies; or only accessible to internal or external stakeholders. ![0 points] No: Does not meet requirements for this indicator.</td>
</tr>
<tr>
<td>131</td>
<td>Details of grievances disclosed</td>
<td>Details of grievances disclosed, if anonymity not requested, including the following details: date; issue; complainant category; actions taken; status. ![2 points] Yes: All details disclosed. ![1 point] Partial: Three or four details. ![0.5 points] Partial: One or two details. ![0 points] No: None or only provide a summary table on number and type of grievances.</td>
</tr>
</tbody>
</table>