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# Services Group Conclusions



# Industry Partnerships

Services Sector (+ others)

# General Themes

- Commercial or legislative threat is often first driver for partnerships, but then gathers momentum once benefits/results achieved. Takes time!
- Need to link corporate action on CSR to business performance. Business case and integration are still real issues.
- Need innovative ways to share tools, best practices, information on business case – within industry, cross industry, developed-developing countries
- Fatigue is real – let's do more walking/running
- How do you scale pilot initiatives to make mainstream?
- Need to be more inclusive, e.g., municipalities, developing countries, and consumers
- How to manage demands on emerging enterprises?
- What is the role for the service sector? Where is influence?

# Recommendations

- Knowledge transfer through innovative conferences and other learning forum (tools, books, etc.). Topics include:
  - Best practices on partnerships
  - How to push tools out into the businesses, especially SMEs
  - Implementation of global standards at local level given regional laws
  - Biodiversity, environmental elements of global compact
  - Measuring good partnerships, what does success look like?
- Be more inclusive in the dialogue, e.g., municipalities (ICLIE), consumers, developing countries
- Aim for international accounting standard that incorporates environmental and social performance
- Report on effect of reporting on company performance.
- Push companies to reward CEOs for environmental AND financial performance.
- Focus on tourism sector, especially Africa and Brasil, which will be exploding in years to come. Transfer existing knowledge to these regions (governments will not regulate sufficiently) AND bring in the consumer (campaign awareness, etc.)

# Energy and Climate

Services Sector (+ others)

# Themes

- The role of advertising – will not change consumer behaviour on its own. Must be supported by full communication strategy, education, legislation, etc.
- Changing behaviour takes time – Fair Trade movement is a 30-year old movement.
- Struggling to balance CO2 with multitude of other environmental legislation.
- Do you have to charge extra for sustainability??
- Good examples happening of linking finance to enviro performance – ABN Amro in Brasil.

# Recommendations

- Disseminate examples of real value creation through tackling climate change.
- Consider consumer campaigns, but make sure to link to policy initiative for effectiveness.
- Create multi-stakeholder dialogue in tourism community. Case studies, pilots.
- International donor community need to tie standards and training to funding and target SMEs.
- On buildings, identify ways to help industry provide a 'service' for rent, so that landlords/owners have incentive to reduce resource consumption.
- Zulu Chief + Waste Management CEO. Create emotional connections to information. Look at innovative ways to infuse ideas into decision makers.

# Supply chain management

Services Sector (+ others)

# General Themes

- Varying degrees of maturity on this topic (REAL value in knowledge sharing)
- Complexity and diversity of challenges
  - Sheer number of suppliers (past 1<sup>st</sup> tier)
  - Multitude of standards – how to streamline? (GeSi example – focusing on data collection vs. standards.)
- At core – need to get procurement and CSR groups working together (walk before run)
- How to get suppliers to ‘own’ the issues (CV analogy) – combination of carrots and sticks
- Industry collaborations are helpful, but present challenges, such as difference in corporate cultures/priorities, legal issues

# Recommendations for action

- Develop (disseminate existing) concrete tools for training suppliers.
- National Cleaner Production Centers – to bridge the gap between buyers in developed countries and suppliers in developing countries.
- UNEP could help to streamline proliferating standards, define what is important in set of principles and criteria. Could do this with associations in individual sectors.
- Standards organisations have to help with this too. GC and GRI collaboration drawing in Accountability, SustainAbility too. UNEP to facilitate, in accordance with international “guidance”.
- UNEP to build platform to improve performance of SMEs in particular (best practices, train the trainer).
- UNEP to act as dating agency to build collaborative partnerships. UNEP to help information and experience transfer between sectors with experience of supply chain management and those without.