

Resolution process in case of not meeting expectations

The General Meeting decides on the following process in case of not meeting the expectations (see resolution 3) regarding participation in the monitoring (point 3 of the expectations). With regard to the elaboration of the individual roadmaps, the process is designed accordingly.

Step 1	Reminder email with proposal for extended deadline and reference to offer of support. In addition, it is pointed out that participation in the monitoring is expected from all members.
Step 2 (in case of non-reaction to step 1)	Reminder call with proposal for extended deadline (max. 3 weeks extension) and indication of possible consequences.
Step 3 (after missed extended deadline or not meeting the criteria for fulfilled participation, see above.)	Offer to talk to the Secretariat in order to understand the reasons and to establish commitment for the next monitoring round (including offer of support). - If there are plausible ¹ reasons and commitment for the next monitoring run: further steps are not necessary for the time being.
Step 4 (If the offer of dialogue was not accepted)	Written information with Executive Board in cc that expectations were not met and accordingly the Executive Board will discuss membership further.
Step 5	<ul style="list-style-type: none"> • If an interview has been conducted and/or the member has given reasons for non-participation, the Executive Board shall decide on the recognition of the reasons. • A member cannot apply for exemption from monitoring for two years in a row. • If an offer of a meeting has not been accepted and there are no plausible reasons for non-participation, the member is in significant conflict with the Initiative's interests. • Board decision regarding further action or possible exclusion from the association

¹ Plausible reasons include:

- Change in personnel of the person responsible for the monitoring/roadmaps (usually the sustainability officer) within 3 months before the start of the monitoring round/roadmap progress report
- Staff absence of the person responsible for monitoring/the roadmaps due to illness in the weeks before or during the data entry period
- Frequent staff absences in the company in the weeks before or during the data collection period
- Non-receipt of email requests (due to office error, firewall or similar)
- Internal restructuring in progress at the time of the data collection period or completed shortly before (4 weeks before or less)
- Announced end of membership in GISCO
- Business model of the member justifies a (temporary) non-participation in the roadmap process / monitoring (e.g., service provider with currently no direct link to the supply chain; NGO with specific focus on limited content activities)

Reasons not accepted as plausible reasons:

- Company does not carry out data collection activities
- No time or capacity in general (except for the above mentioned limitations in specific cases)
- New membership