



Stakeholder Dialogue

For an impactful business approach sustainability

Our Service Offer



About the Stakeholder Dialogue

Stakeholder Dialogue is the **best approach to directly influence your company's management, decision-making process, performance and accountability.**

Involving your company's direct and indirect stakeholders, such as customers, suppliers, distributors and peers, amongst others, allow you to develop and implement an impactful Corporate Sustainability and Responsibility (CSR) strategy.

During the process, your company will be able to build

a clear framework of action and successful reaction to change, strengthening its CSR and business approach, while improving its reputation amongst stakeholders.

Engaging stakeholders is also encouraged by the European Union's [Regulation on Non-financial Disclosure](#) and the [Non-binding Guidelines on non-financial reporting.](#)

Our Signature Approach



A PROVEN METHODOLOGY

With over 25 years of experience, CSR Europe can execute a Stakeholder Dialogue that meets **your company's core strategic needs.**



FACE-TO-FACE FEEDBACK

Instead of engaging stakeholders in virtual settings, CSR Europe will bring **selected key stakeholders to the table.**

With this approach, your company will be able to **engage in a two-way dialogue** that will not only enhance the quality and depth of feedback, but will also build trust and long-term relationships with key stakeholders that have an impact on your business.



THE POWER OF THE NETWORK

CSR Europe has insider access to experts and organisations relevant to your business, thanks to our **wide pan-european network of companies, national partner organisations**, institutions, such as the **European Commission** and experts from **national governments.**

The Service Delivery Process

CSR Europe delivers the Stakeholder Dialogue in **five-step process starting with an in-depth assessment of your company's strategy, priorities, and focus areas.**

The process takes **3 months to execute** and is followed by an **impact assessment 6 months after the delivery.**



STEP 1: SCOPING

Assess the company's requests and needs:

- Define and agree on scope, clear objectives and expected outcomes together with the company;
- Produce stakeholder proposal agreement and cost approval;
- Agree on format and agenda.



STEP 2: PREPARATION

- Content development (workshop sessions, speakers, moderation, and participant briefing);
- Stakeholder management (full stakeholder mapping, invitation, follow-up and securing participation, development of stakeholder participants' briefing pack).



STEP 3: IMPLEMENTATION

- Moderation and facilitation to ensure a constructive and discrete forum for dialogue;
- Logistics



STEP 4: EVALUATION AND FOLLOW UP

- Reporting on results and outcomes;
- Evaluation with stakeholders and company;
- Company advisory support on outcomes and next steps.



3 MONTHS



STEP 5: IMPACT MONITORING

- Follow-up from company to stakeholders, and definition of the next steps.



AFTER 6 MONTHS

They Trusted Us in Delivering Impact



Eleonora Giada Pessina,
Group Sustainability Officer,
Pirelli

"I think the value of CSR Europe lays on its open-door method of moderating high – level engagements, which is key to the success of the stakeholder dialogue. CSR Europe has a vast pool of experience in engaging stakeholders, and a great expertise in the field of raw materials sustainability, including natural rubber."



Hans Daems,
Group Public Affairs Officer,
Hitachi

"For Hitachi, the aim was to collect feedback on our sustainability strategy. More specifically on some choices we made in terms of the SDGs. The stakeholder dialogue was very fruitful and the stakeholders CSR Europe brought to the table gave Hitachi many useful suggestions and feedbacks."



Yves Nissim,
VP, Head of Transformation
& operation in CSR,
Orange

"The unique aspect of the Stakeholder Dialogue set up by CSR Europe is the wide variety of participants. They brought around the table a big set of actors, including corporate members, representatives of the civil society, observers, and experts from the European Commission. And above all, the conversation was completely open"





Responsible Business, Better Future.

For more Information:

[Stefan Crets](#)

Executive Director

About CSR Europe:

CSR Europe is the leading European business network for Corporate Sustainability and Responsibility. With our corporate members and National CSR organisations, we unite, inspire & support over 10,000 enterprises at local, European and global level.

We support businesses & industry sectors in their transformation and collaboration towards practical solutions and sustainable growth. We are for systemic change; therefore, following the SDGs, we want to co-build with the European leaders and stakeholders an overarching strategy for a Sustainable Europe 2030.
