



**Meeting of Corporate Social Responsibility Stakeholder Forum  
19<sup>th</sup> September 2017,  
Bank of Ireland Head Office, 40 Mespil Road, Dublin 4**

**Final Minutes**

**Chair:** Catherine Heaney, DHR Communications  
Attendance and Apologies at Appendix A

**1. Welcome and Opening Comments**

The meeting was opened by the Chairperson, Catherine Heaney who welcomed attendees and thanked Bank of Ireland for hosting the meeting. She asked attendees if they wished to host a meeting that they should contact the Department of Business, Enterprise & Innovation (DBEI) secretariat.

She thanked Eadaoin Collins, DBEI for her dedicated work to CSR and welcomed Céline McHugh, DBEI who will be replacing Eadaoin as the new Principal Officer in DBEI with CSR responsibility.

**2. Forum Host**

The Chair advised the forum that the company hosting the forum meeting will be given an opportunity to communicate their CSR programme to the forum. As Bank of Ireland hosted this meeting, Audrey Nolan spoke on their behalf.

**3. Discussion on Working Group outcomes:**

The Chair asked each Working Group Chairperson to give an overview of the key outcomes from their recent meetings.

***Working Group 1 – CSR Ambassadors & Communications***

Catherine Curran, DBEI reported on the Working Group's outcomes on behalf of its chair Audrey Nolan, Bank of Ireland. The Working Group met on 15<sup>th</sup> September 2017.

An overview of the key issues raised were

- Members of Group agreed to be ambassadors and tasked to recruit another champion within own company;
- It was agreed that the CSR message needs to be simple, tailored and to include SME's; and
- Look at reactivating online communications e.g. twitter and video content and develop plan.

***Working Group 2 – Supporting National Policy and other Programmes***

Catherine Curran, DBEI reported on the Working Group's outcomes on behalf of its chair Celine McHugh, DBEI. The Working Group met on 11<sup>th</sup> September 2017.

An overview of the key issues raised were

- Recognition that there are numerous policies and programmes that fall under the four dimensions of CSR/Responsible Business Practices, but are not branded as such;
- CSR Plan appendix needs to be reviewed and updated; and
- Chairperson intends to engage with Joint Oireachtas Committee.

**Working Group 3 – Practical Tools and Supports**

The Chair of the Working Group, Lorraine Corcoran, Afanite, reported on the Working Group's outcomes. The Working Group met on 8<sup>th</sup> September 2017.

An overview of the key issues raised were

- To identify what is best practice and any awards system must be robust and meet CSR needs;
- How can it be measured and what are the metrics; and
- Action 13 – It was felt that this Action was not appropriate to WG 3.

Microsoft Mentoring programme was discussed and Forum was advised that other companies can be added. However, the running of the programme doesn't fall to a specific Working Group but could be communicated or championed by Forum members.

**Working Group 4 – Environment and Community Dimension and the SDGs**

The Chair of the Working Group, Bernadette Phelan, Business in the Community Ireland (BITCI), reported on the Working Group's outcomes. The Working Group met on 18<sup>th</sup> September 2017.

An overview of the key issues raised were

- Map out what is already available, review successful campaigns and/or initiatives;
- Understanding SDG. How to make SDGs relevant to SMEs as well as large corporates; and
- Set metrics and impact.

**Actions:**

Each Working Group to agree their Terms of Reference and priority work for 2017/2018  
Copy of Working Group minutes to be sent to each member of the relevant Working Group.  
Bring in expertise to meetings, when required.

**4. CSR Baseline Study 2017**

Dr Sinead Hanafin, Research Matters gave an overview of the CSR Baseline Study 2017, its key findings and areas to work on.

Due to the limited time the Chair suggested that the Study be looked at more closely both individually and by each Working Group.

**Actions:**

Members to receive a copy of the Study.

**5. News Item**

Catherine Curran, DBEI advised the group of an Electric Vehicles Grant for Business which is now available. More information can be found on [www.seai.ie/grants/electric-vehicle-grants/](http://www.seai.ie/grants/electric-vehicle-grants/) and/or the September issue of the CSR ezine (online newsletter) which will be uploaded shortly on the csrhub.ie.

**6. Date of Next Meeting**

The next meeting of the CSR Forum is scheduled for **Tuesday 28<sup>th</sup> November at 11am** in Hotel Doolin, Doolin, Co Clare.

## APPENDIX A

### In Attendance:

Aisling O'Sullivan	<i>Accenture</i>	Amy Slevin	<i>LIDL</i>
Anne Murphy	<i>IBEC</i>	Andrew Mullins	<i>Bord Bia (Origin Green)</i>
Bernadette Phelan	<i>BITCI</i>	Biddy O'Neill	<i>D/Health &amp; Children</i>
Breda O'Sullivan	<i>IDA Ireland</i>	Caitriona Bracken	<i>D/Employment Affairs &amp; Social Protection</i>
Catherine Curran	<i>D/Business, Enterprise &amp; Innovation</i>	Claire McEvilly	<i>Danone</i>
David Joyce	<i>ICTU</i>	David O'Flynn	<i>Dawn Meats</i>
David Roche	<i>Pramerica Systems Ltd</i>	Deirdre Kennedy	<i>IBM Ireland</i>
Deirdre Ryan	<i>LIDL</i>	Prof Sheila Killian	<i>Kemmy Business School UL</i>
Gerry Fitzpatrick	<i>Deloitte Ireland</i>	Les Carberry	<i>D/Communication, Climate Action &amp; Environment</i>
Helen Keane-MacDonough	<i>D/Business, Enterprise &amp; Innovation</i>	Lorraine Corcoran	<i>AFanite</i>
Lorraine McCann	<i>Ernst &amp; Young</i>	Maria McKeown	<i>NSAI</i>
Miriam O'Keeffe	<i>American Chambers</i>	Natalie Hodgess	<i>Vodafone</i>
Neil Menzies	<i>Transdev</i>	Neil McDonnell	<i>ISME</i>
Sandra Mullen	<i>D/Business, Enterprise &amp; Innovation</i>	Sarah Freeman	<i>Chambers Ireland</i>
Seonaid O'Murchadha	<i>ISME</i>	Sinead Hanafin	<i>Research Matters</i>
Sinead Hickey	<i>Abbott</i>	Lorraine Fitzgerald	<i>Bank of Ireland</i>
Andrew Hetherington	<i>Business to Arts</i>		

### Apologies:

Alexa Toomey	<i>Enterprise Ireland</i>	Kenneth Daly	<i>Marks &amp; Spencer</i>
Deirdre Kearney	<i>D/Rural &amp; Community Development</i>	Martina Feeney	<i>D/Foreign Affairs &amp; Trade</i>
Elizabeth Dore	<i>Ulster Bank</i>	Mia McCarthy	<i>Bord Na Mona</i>
Jennie King	<i>Etsy</i>	Paul Rogers	<i>Northside Partnership</i>
Karen Lynch	<i>D/Foreign Affairs &amp; Trade</i>	Prof Andy Prothero	<i>Smurfit Business School, UCD</i>
Kathleen Gavin	<i>D/Education &amp; Skills</i>	Stephen Hopkins	<i>American Chambers</i>
Celine McHugh	<i>D/Business, Enterprise &amp; Innovation</i>	Karina Howley	<i>KPMG</i>
Anne Cooney	<i>ESB</i>		