



## THE ARAB CSR INDEX SCORING MANUAL

*Objective Quantification of Social Responsibility*

<https://sociality.dnci.net/csr>

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## Executive Summary

**Sociality** is a global directory and networking platform dedicated to *“Synergizing Social Responsibility Globally.”*

Building on standards such as the WANGO Code of Ethics and validated by regional subject-matter experts, Sociality empowers corporates and non-profits to benchmark, improve and publicly communicate their social-impact performance.

This manual explains how the Sociality **CSR Index** is calculated and how organizations can use their score to drive continuous improvement. It covers:

- **Assessment segmentation** for Small NGOs, Large NGOs and Corporations, ensuring every respondent follows a questionnaire proportional to its scale and resources.
- **Questionnaire architecture**—twelve thematic blocks that map directly to Environmental, Social and Governance (ESG) focus areas recognized by international scoring agencies.
- **Scoring logic** that converts raw answers into weighted section scores and finally into a single 0–100 CSR Index.
- **Evidence & verification protocols** that underpin data integrity, including document uploads and random audits.

The methodology aligns with the UN Sustainable Development Goals and has been endorsed by the Union of Arab Chambers and the League of Arab States.

By following the guidance in these pages, organizations can:

1. Measure and communicate their current sustainability maturity.
2. Identify priority gaps and actionable next steps.
3. Strengthen trust with investors, donors, regulators and the public.

The manual is reviewed annually; the present edition (v0.1, July 2025) supersedes all previous drafts

## 1. Introduction & Purpose

**Sociality** is a *global directory and networking platform* that connects corporations, NGOs and public bodies around a shared commitment to sustainable development and social impact. Guided by the mantra “Synergizing Social Responsibility Globally,” the platform offers standards, tools and accreditation pathways that help organizations turn good intentions into measurable progress.

Endorsed by the Union of Arab Chambers and the League of Arab States, Sociality was launched in Beirut as a regional answer to fragmented CSR efforts, aligning with the seventeen UN Sustainable Development Goals (SDGs) and fostering public-private collaboration across MENA and beyond. To underpin this mission, Sociality has developed international standards—rooted in the WANGO Code of Ethics and validated by official subject-matter experts—to raise NGO professionalism and donor confidence.

Central to the platform is the **CSR Index**, a 0-100 composite score that evaluates an organization’s Environmental, Social and Governance (ESG) performance across twelve thematic dimensions. The index allows corporates to benchmark themselves against peers, NGOs to demonstrate stewardship, and all stakeholders to speak a common language of impact.

### Purpose of this manual

- Provide a transparent, step-by-step explanation of the questionnaires, scoring logic and evidence requirements that produce the CSR Index.
- Equip respondents—*Small/Mid-size NGOs, Large NGOs and Corporations*—with clear guidance on how to interpret their results and plan improvements.
- Establish an auditable reference for partners, investors and regulators who rely on the integrity of Sociality’s methodology.
- Define roles, review cycles and update protocols to keep the CSR Index aligned with international best practice.

## Who should read it?

- CSR or Sustainability officers in companies of any size
- Executive directors and program managers in NGOs
- Donors, investors and rating agencies seeking due-diligence assurance
- Sociality platform developers and auditors maintaining the scoring engine

Future editions of this manual will be issued annually—or sooner if material changes to international standards occur—to ensure continuous alignment with SDG priorities and evolving stakeholder expectations.

## 2. Assessment Segmentation

*Defines the classification methodology that assigns each organization to the appropriate questionnaire segment.*

### 2.1 Why segmentation matters

Sociality welcomes “any Company, Organization, Institution, Association... regardless of their business size, scope of activity and geographical presence.”

Because a multinational corporation’s impact profile differs greatly from that of a community-based NGO, each respondent is first routed into a peer group. Segmentation

- aligns questions with what an entity can realistically measure and control,
- prevents bias (e.g., large corporates over-scoring on resources smaller NGOs lack), and
- lets the platform compare “like with like” before normalizing scores into the unified CSR Index.

### 2.2 Core segments

Segment	Eligibility gate	Questionnaire	Typical evidence
<b>Segment A</b> Small / Mid-size NGOs	NGO and (head-count ≤ 49 and budget < USD 1 M)	Small NGOs Questionnaire	Project reports, donor agreements, safeguarding policy
<b>Segment B</b> Large NGOs & Foundations	NGO and (head-count ≥ 50 or budget ≥ USD 1 M)	Large NGOs Questionnaire	Audited accounts, impact evaluations, governance charter
<b>Segment C</b> Corporations	Company (any size or revenue)	Corporate CSR Questionnaire	Sustainability report, audited financials, HSE & ethics policies

### 2.3 Segmentation workflow

1. **Registration form** collects legal status, head-count and turnover/budget.
2. **Rule engine** assigns one of the three segments using the gates in Table 2-2 and delivers the appropriate questionnaire on the user dashboard.

### 3. Edge cases

- Mixed models (e.g., social enterprise with an NGO arm) choose their dominant legal/financial structure; QA team can override.
- Rapid-growth entities crossing a threshold within the current fiscal year are moved to the higher segment.

4. **Annual review** re-validates segmentation during profile renewal.

## 2.4 Rationale behind each questionnaire

- **Corporate sets (CORP)** emphasize supply-chain, governance, employee welfare and environmental stewardship.
- **NGO sets (NGO-L / NGO-S)** focus on program impact, fundraising accountability and transparency—priorities highlighted by Sociality’s NGO standards.

## 2.5 Ensuring consistency across segments

- All questionnaires share a common SDG-aligned backbone so results can roll up into a single index.
- Weightings are normalized during scoring to avoid penalizing smaller entities for scale.

## 2.6 Version control & custodianship

Document	Current version	Custodian	Next review
<i>Corporate Questionnaire</i>	V2.0	CSR Methodology Lead	2Q-26
<i>Large NGO Questionnaire</i>	v2.0	NGO Standards Team	2Q-26
<i>Small NGO Questionnaire</i>	v2.0	NGO Standards Team	2Q-26



### 3. Questionnaire Architecture

*Provides a structured overview of the questionnaire blocks and their alignment with CSR thematic pillars.*

#### 3.1 Portfolio-at-a-Glance

Version (v2)	Intended Audience	# Questions	Thematic Pillars Covered
<b>Corporate</b>	All for-profit companies (micro to listed)	<b>55</b>	All 12 pillars
<b>Large NGO</b>	NGOs ≥ 50 staff or ≥ USD 1m budget	<b>55</b>	11 pillars (omits Supply-chain)
<b>Small NGO</b>	NGOs < 50 staff and < USD 1m budget	<b>46</b>	10 pillars (merges Gov-Strategy)

#### 3.2 Thematic Pillars & Block Order

#	Pillar	Rationale	Typical Evidence
1	<b>Governance &amp; Strategy</b>	Strategic clarity, board oversight	Charter, CSR policy
2	<b>Ethics &amp; Transparency</b>	Anti-corruption, disclosures	Code of ethics, annual report
3	<b>Stakeholder Engagement</b>	Dialogue, grievance mechanisms	Maps, logs
4	<b>Economic / Socio-economic Contribution</b>	Local jobs, inclusive growth	Impact metrics
5	<b>Human-rights, Labor &amp; DEI</b>	Fair pay, diversity, rights	HR stats, policies
6	<b>Health &amp; Safety</b>	Staff / beneficiary safety	HSE certs, accident log
7	<b>Community Investment &amp; Impact</b>	Philanthropy, volunteering	Project list, impact data
8	<b>Environment &amp; Climate</b>	Footprint, biodiversity	Carbon report, permits
9	<b>Resource-Use Efficiency</b>	Energy, water, materials (Corporate only)	Dashboards

10	<b>Supply-chain Responsibility</b>	Ethical procurement (Corporate only)	Supplier code, audits
11	<b>Innovation &amp; SDG Alignment</b>	SDG mapping, R&D	SDG matrix, R&D spend
12	<b>Monitoring, Reporting &amp; Improvement</b>	KPIs, ISO links	CSR dashboard, ISO 9001

### 3.3 How Questionnaire Scores Feed the CSR Index

- The questionnaire contributes up to 80 points of the final CSR Index.
- A separate Donation Score (up to 20 points) is added afterwards (Section 4.5).
- Formula preview: Final CSR Score = Questions Score (0–80) + Donation Score (0–20).

## 4. Evidence & Verification

*Specifies the documentation requirements, validation procedures, and data-security controls that underpin score integrity.*

### 4.1 What counts as “evidence”?

Evidence is any document, dataset or third-party attestation that substantiates the answers given in the questionnaire.

Typical formats: PDF, DOCX, XLSX, PNG/JPG scans, or URL links to public registers.

Pillar (see Table 3.2)	Examples of Acceptable Evidence
Governance & Strategy	Board charter, strategic plan, meeting minutes
Ethics & Transparency	Code of ethics, whistle-blowing log, audited annual report
Stakeholder Engagement	Stakeholder map, grievance-mechanism log
Economic & Socio-economic	Payroll report, local-supplier spend analysis
Human-rights, Labor & DEI	Equal-pay audit, diversity dashboard
Health & Safety	HSE certificate, accident register
Community Investment & Impact	Impact report, list of beneficiaries
Environment & Climate	Carbon footprint study, ISO 14001 certificate
Resource-Use Efficiency	Energy-consumption dashboard (corporates)
Supply-chain Responsibility	Supplier code of conduct, audit report (corporates)
Innovation & SDG Alignment	SDG mapping matrix, R&D budget
Monitoring, Reporting & Improvement	CSR dashboard screenshot, ISO 9001 certificate

### 4.2 Verification workflow

#### 1. Automated checks (real-time)

- File type, size, virus scan, duplicate detection.
- Text search for keywords (e.g., “Auditor’s opinion”, “SDG 13”) to flag likely mis-uploads.

## 2. Desk review (within 5 business days)

- CSR analyst confirms the document matches the question and date range.
- Obvious mismatches (e.g., marketing brochure instead of audited accounts) are rejected; respondent receives an e-mail alert.

## 3. Random audit (quarterly sample, 10 % of new submissions)

- Analyst cross-checks evidence against external sources (registries, tax filings, certification bodies).
- Discrepancies trigger a score reversal and, if material, public flag until resolved.

## 4. Donation verification

- Bank statements or official receipts are required for the donation amount used in Section 4.
- Only donations made within the reporting year to registered charities or NGOs qualify.

## 5. Appeals process

- Organizations have 14 days to contest a rejection; an independent reviewer issues a final decision.

## 4.3 Data security & privacy

Measure	Detail
<b>Encryption</b>	All uploads stored encrypted-at-rest (AES-256) and in transit (TLS 1.3).
<b>Access control</b>	Only the assigned CSR analyst and audit supervisors can view evidence.
<b>Retention</b>	Documents kept for 7 years or as required by local law; donors' banking proof is purged after financial verification.
<b>GDPR / local compliance</b>	Data subjects may request deletion or redaction of personal data at any time.

## 4.4 Version control & updates

Activity	Frequency	Owner
Review evidence checklist	Annual	CSR Methodology Lead
Update upload-size limits	Semi-annual	DevOps
Refresh verification SOP	Annual, or upon regulatory change	QA & Legal
Conduct skills training for analysts	Twice per year	HR / Sustainability Academy

## 4.5 Key take-aways for respondents

- **Plan ahead:** Gather audited statements, policies, and impact reports before starting the survey to finish in one sitting.
- **Expect follow-up:** A random audit or clarifications e-mail is normal and helps maintain index integrity.
- **Protect sensitive data:** Remove personal identifiers not needed for verification (e.g., redact employee IDs).

## 5. Index Interpretation

Explains the performance bands, associated incentives, and recommended improvement pathways.

### 5.1 Final CSR Score — Classification, Benefits & Recognition

Classification	Score range	Benefits (high-impact highlights)	Recognition & Awards
<b>Platinum: Sustainability Leader</b>	90 – 100	<ul style="list-style-type: none"> <li>• Priority access to sustainability grants &amp; impact-investment deals</li> <li>• Exclusive partnership offers with top CSR-focused organizations</li> <li>• Recognition in government / regulatory sustainability reports</li> <li>• Access to 3 invitation-only summits per year</li> <li>• Full “Gold, Silver &amp; Bronze” benefit bundle</li> <li>• Automated CSR compliance report &amp; live leaderboard presence</li> </ul>	<ul style="list-style-type: none"> <li>• <i>CSR Award</i> — top 5 companies (per organizational category) at the annual conference</li> <li>• <i>CSR Loyalty Bonus</i> for multi-year donors</li> <li>• “<i>Rising Star</i>” award for most-improved score</li> <li>• Digital “Platinum” badge</li> <li>• 10–15 % discount on ClinAcademy e-courses &amp; QSI platform</li> <li>• Access to tailored support and advisory services provided by the Sociality team, calibrated to your current CSR score.</li> </ul>
<b>Gold: Advanced CSR Performer</b>	80 – 89	<ul style="list-style-type: none"> <li>• Eligibility for dedicated CSR-project funding</li> <li>• Benchmarking report vs. industry peers</li> <li>• Access to 2 exclusive summits per year</li> <li>• Automated CSR compliance report</li> <li>• Silver-level benefits included</li> </ul>	<ul style="list-style-type: none"> <li>• <i>CSR Award</i> — top 5 in category</li> <li>• Digital “Gold” badge</li> <li>• 10–15 % ClinAcademy &amp; QSI discounts</li> <li>• <i>CSR Loyalty Bonus &amp; Rising Star</i> eligibility</li> <li>• Access to tailored support and advisory services provided by the Sociality team, calibrated to your current CSR score.</li> </ul>

<b>Silver: Proactive CSR Contributor</b>	70 – 79	<ul style="list-style-type: none"> <li>• Invitation to CSR networking events</li> <li>• CSR performance report with improvement insights</li> <li>• Access to 1 exclusive summit per year</li> <li>• Automated CSR compliance report</li> <li>• Bronze-level benefits included</li> </ul>	<ul style="list-style-type: none"> <li>• Digital “Silver” badge</li> <li>• <i>CSR Loyalty Bonus</i> for repeat donors</li> <li>• Access to tailored support and advisory services provided by the Sociality team, calibrated to your current CSR score.</li> </ul>
<b>Bronze: Emerging CSR Performer</b>	60 – 69	<ul style="list-style-type: none"> <li>• Participation in CSR awareness workshops</li> <li>• Access to CSR best-practice guidelines</li> <li>• Company listed as participant in the CSR Index</li> </ul>	<ul style="list-style-type: none"> <li>• Digital “Bronze” badge</li> <li>• Access to tailored support and advisory services provided by the Sociality team, calibrated to your current CSR score.</li> </ul>
<b>Basic: CSR Awareness Stage</b>	50 – 59	—	<ul style="list-style-type: none"> <li>• Digital participation badge</li> <li>• Access to tailored support and advisory services provided by the Sociality team, calibrated to your current CSR score.</li> </ul>
<b>Needs CSR Improvement</b>	0 – 49	—	<ul style="list-style-type: none"> <li>• Digital participation badge</li> <li>• Access to tailored support and advisory services provided by the Sociality team, calibrated to your current CSR score.</li> </ul>

\*Platform sign-up available at: <https://sociality.dnci.net/csr>

## 5.2 How to read your score

To understand your results effectively, follow these steps:

1. **Locate your position within the classification:** Consult the table above to determine which category you fall into (Platinum, Gold, Silver, etc.) based on your total score.
2. **Analyze the dashboard:** Use the heat maps on the dashboard to identify the pillars that are boosting your scores or dragging them down.
3. **Review documentation comments:** Red notifications highlight areas where evidence is missing or where uploaded files have been rejected.
4. **Compare with peers:** Enable filters on the leaderboard by sector or geographic region to benchmark your performance against similar organizations.

## 5.3 Improvement pathways

If your current band is...	First three high-impact actions
<b>Needs CSR Improvement</b> (0 – 49)	<ol style="list-style-type: none"> <li>1. Draft a basic CSR/ESG policy and get leadership sign-off.</li> <li>2. Appoint a focal person for data collection and stakeholder dialogue.</li> <li>3. Identify one quick-win community or environmental project and track simple metrics.</li> </ol>
<b>Basic — CSR Awareness Stage</b> (50 – 59)	<ol style="list-style-type: none"> <li>1. Formalize mission &amp; strategy documents; publish on website.</li> <li>2. Conduct a gap-analysis against the 12 pillars and prioritize top three gaps.</li> <li>3. Set at least one measurable target per gap (e.g., “reduce single-use plastics by 20 %”).</li> </ol>
<b>Bronze — Emerging CSR Performer</b> (60 – 69)	<ol style="list-style-type: none"> <li>1. Establish an internal CSR steering committee that meets quarterly.</li> <li>2. Begin collecting evidence for key policies (code of ethics, HSE procedures).</li> <li>3. Launch staff awareness workshops and document participation.</li> </ol>
<b>Silver — Proactive CSR Contributor</b> (70 – 79)	<ol style="list-style-type: none"> <li>1. Commission or update a materiality assessment to align with SDGs.</li> <li>2. Integrate CSR KPIs into the management dashboard and board packs.</li> <li>3. Engage suppliers or partners in joint CSR initiatives to expand impact scope.</li> </ol>
<b>Gold — Advanced CSR Performer</b> (80 – 89)	<ol style="list-style-type: none"> <li>1. Pursue a recognized external certification (e.g., ISO 14001 or SA8000).</li> <li>2. Expand third-party audits to supply-chain tiers 1 &amp; 2.</li> <li>3. Publish a <b>GRI</b>-aligned sustainability report and obtain limited assurance.</li> </ol>
<b>Platinum — Sustainability Leader</b> (90 – 100)	<ol style="list-style-type: none"> <li>1. Pilot an innovative SDG solution (e.g., circular-economy model) and share open data.</li> <li>2. Mentor lower-band peers via the Sociality Hub and regional summits.</li> <li>3. Advocate for policy improvements and participate in multi-stakeholder standard-setting.</li> </ol>



## 5.4 Re-assessment & badge validity

Item	Rule
<b>Assessment window</b>	Scores remain valid for 12 months.
<b>Early refresh</b>	Organizations may request a new assessment after implementing material improvements or donating ≥ USD 1 million extra.
<b>Badge display</b>	Digital badges auto-update when a score changes; outdated badges must be removed from public channels within 30 days.

## 5.5 Public communication guidelines

- **Do:** quote the full numeric score and band (e.g., “Sociality CSR Index: 72 / 100 – **Silver** — **Proactive CSR Contributor**”).
- **Do:** link to your public profile for transparency.
- **Don’t:** compare scores outside your peer group without context.
- **Don’t:** claim certification—Sociality provides ratings, not legal accreditation.

## 6. Glossary

*Lists the abbreviations and technical terms employed throughout the manual for rapid reference.*

Acronym	Meaning / Role in this manual
CSR	Corporate Social Responsibility – a company’s environmental, social and governance obligations.
CSR Index	The composite 0–100 score produced by the Sociality methodology.
ESG	Environmental, Social & Governance factors that underpin responsible business.
SDG	Sustainable Development Goal – one of 17 UN global goals (2030 Agenda).
KPI	Key Performance Indicator – a measurable value that shows progress toward a target.
NGO	Non-Governmental Organization – non-profit entity independent of governments.
QMS	Quality Management System – ISO 9001/2015 or equivalent.
WANGO	World Association of Non-Governmental Organizations; its Code of Ethics informs Sociality’s NGO standards.
UAC	Union of Arab Chambers; regional partner endorsing the CSR Index
GRI	Global Reporting Initiative — international framework and standards for sustainability reporting and ESG disclosure.

## 7. Revision History

*This table summarizes all public changes to the Sociality CSR Methodology Manual.*

Version	Date (YYYY-MM)	Public file name	Key changes
<b>v0.1</b>	2025-07	<b>CSR_Manual_v0.1_EN.pdf</b> <b>CSR_Manual_v0.1_AR.pdf</b>	First public release.
<b>v0.2</b>	2025-07	<b>CSR_Manual_v0.2_EN.pdf</b> <b>CSR_Manual_v0.2_AR.pdf</b>	<ul style="list-style-type: none"> <li>• Minor wording &amp; layout fixes.</li> <li>• No changes to scoring logic or benefits.</li> </ul>