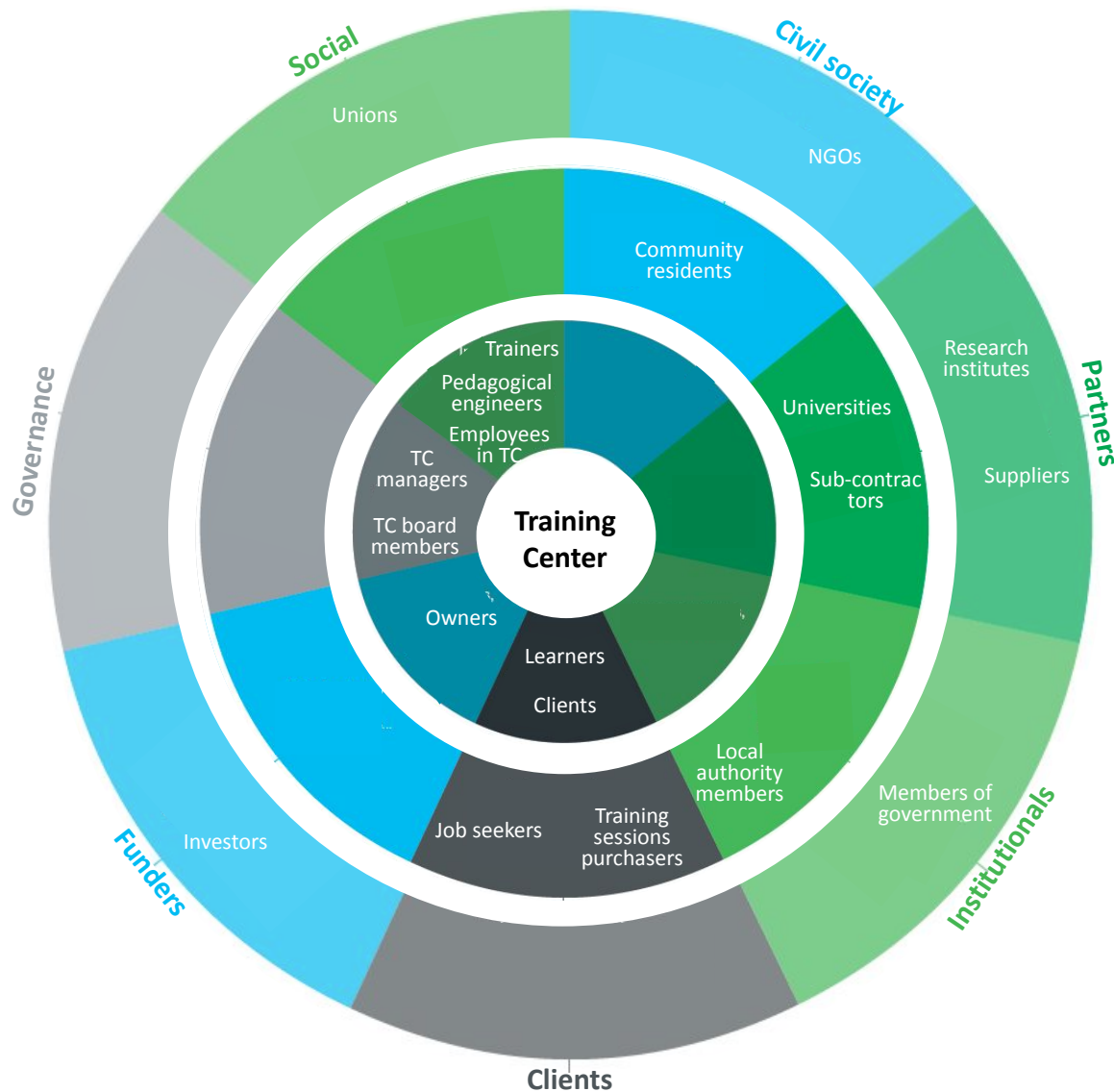# OUTPUT 1

## PRESENTATION OF MATERIALITY RESULTS FOR **BULGARIA**

- STAKEHOLDERS MAP

- MATERIALITY MATRIX

# OUTPUT 1

## PRESENTATION OF MATERIALITY RESULTS

- STAKEHOLDERS MAP

formethic
Agir pour une formation responsable

CSR in TC



**Training Center**

Social
- Unions

Civil society
- NGOs
- Community residents

Partners
- Research institutes
- Suppliers

Governance
- Trainers
- Pedagogical engineers
- Employees in TC
- TC managers
- TC board members
- Owners

- Universities
- Sub-contractors

Institutionals
- Members of government
- Local authority members

Funders
- Investors

Clients
- Learners
- Clients
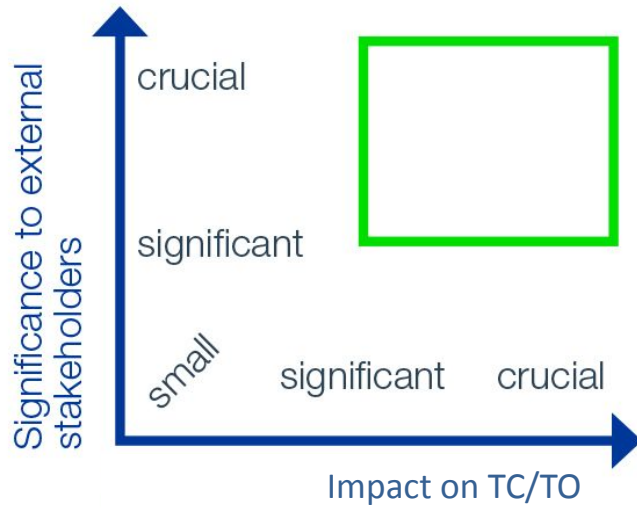- Job seekers
- Training sessions purchasers

# OUTPUT 1

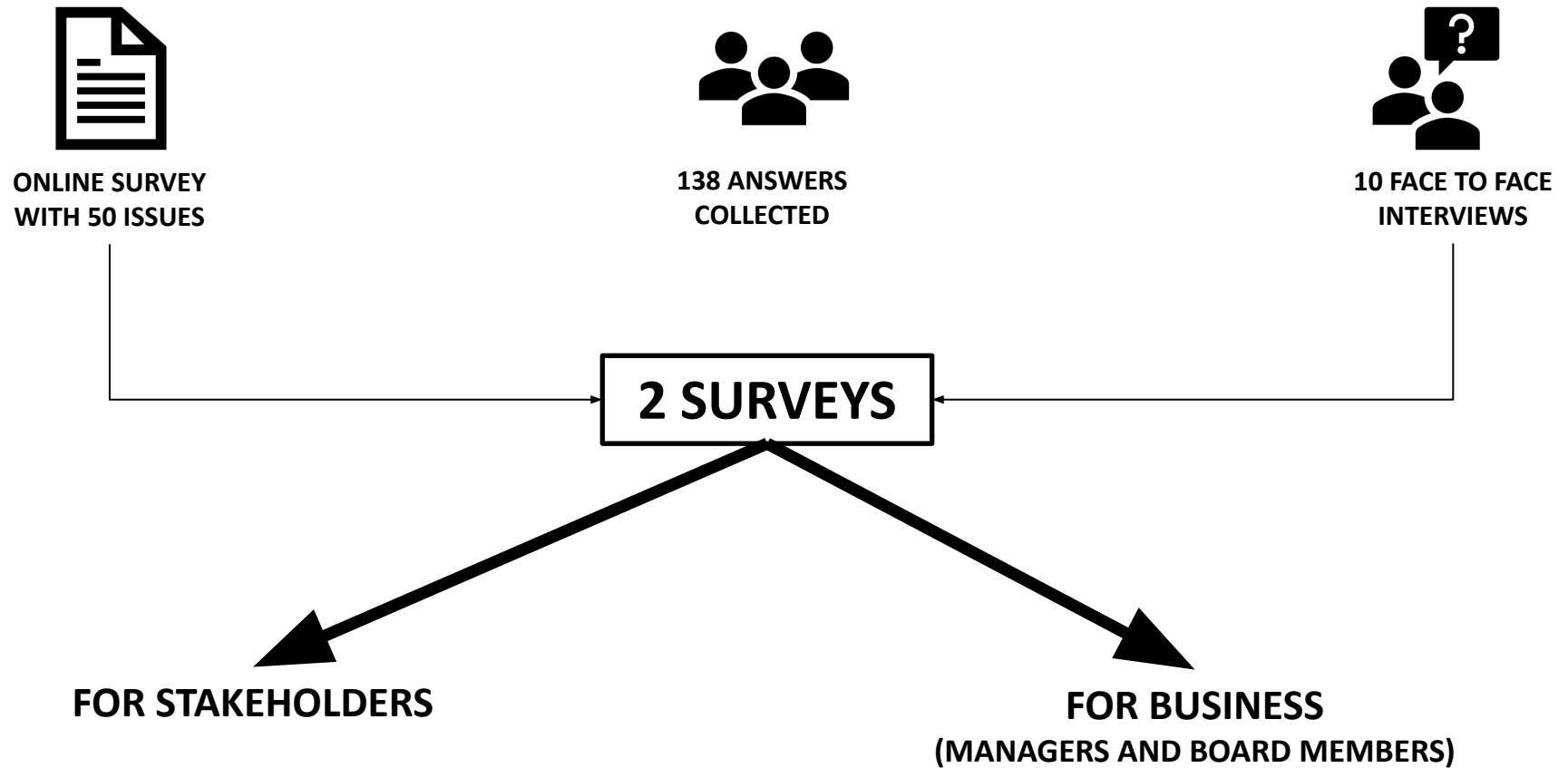## PRESENTATION OF MATERIALITY RESULTS
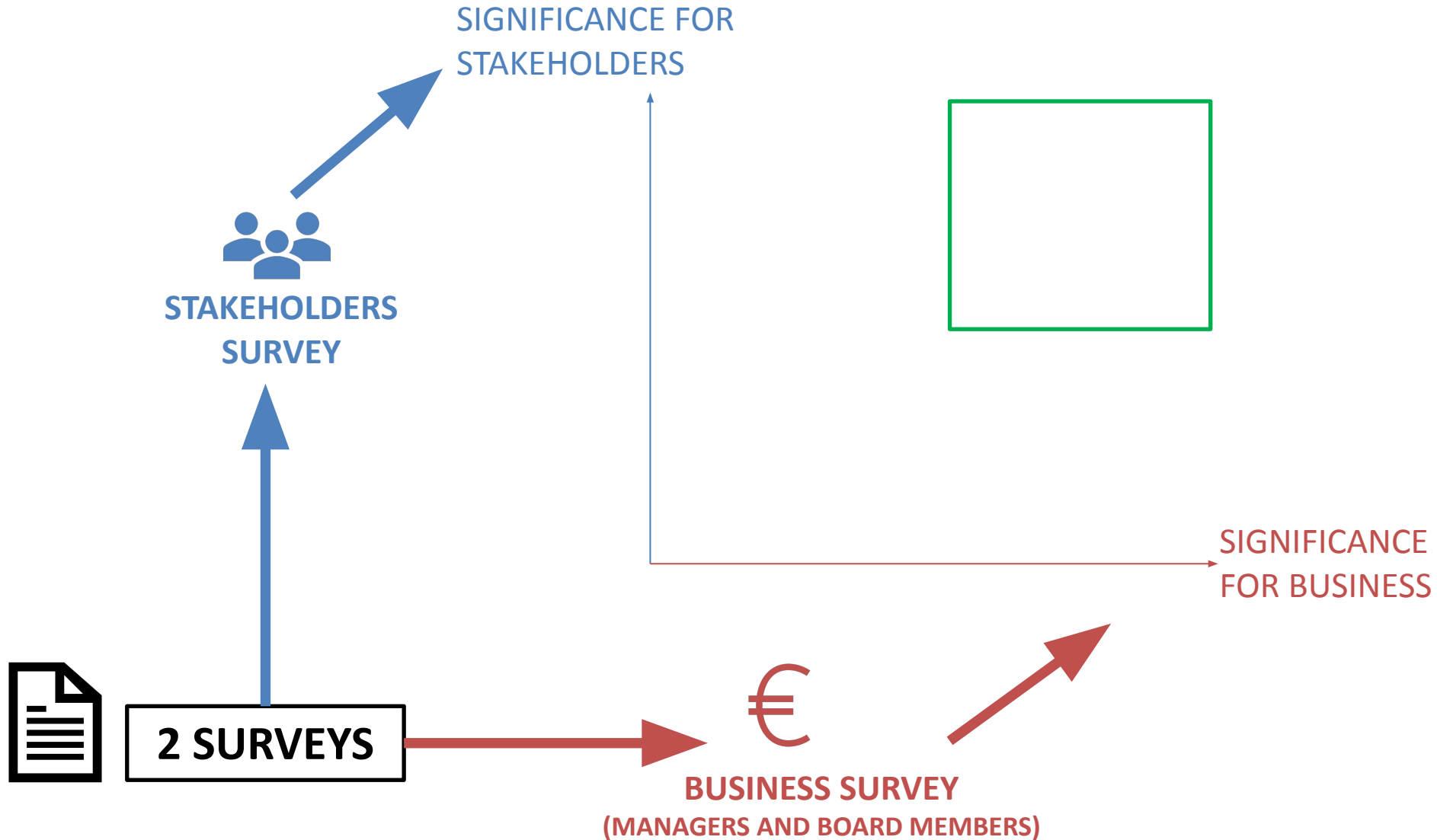
- MATERIALITY MATRIX

## DEFINITION

Materiality defines what can have a significant impact on a business, its activities and its ability to create financial and non-financial value for itself and its stakeholders. At the crossroads of business and sustainable development, an analysis of materiality must:
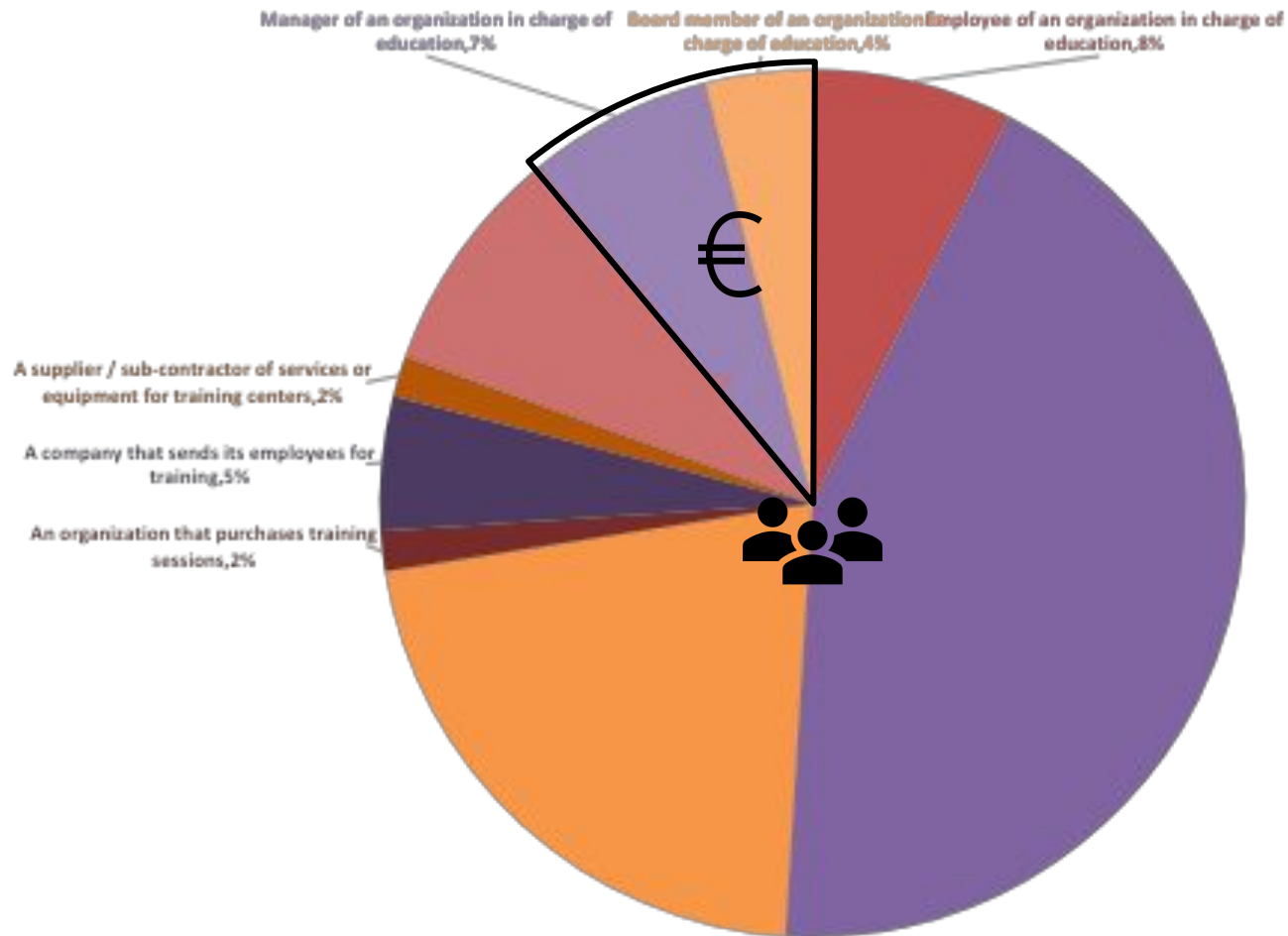
- Identify important and relevant issues that may impact on company performance
- Prioritize them according to their potential impact on the company and its ecosystem

The significance of the material issues presented in the matrix is significant or crucial

**ONLINE SURVEY
WITH 50 ISSUES**

**138 ANSWERS
COLLECTED**

**10 FACE TO FACE
INTERVIEWS**

**2 SURVEYS**

**FOR STAKEHOLDERS**

**FOR BUSINESS**
**(MANAGERS AND BOARD MEMBERS)**

SIGNIFICANCE FOR STAKEHOLDERS

STAKEHOLDERS SURVEY

SIGNIFICANCE FOR BUSINESS

2 SURVEYS

BUSINESS SURVEY
(MANAGERS AND BOARD MEMBERS)

Manager of an organization in charge of education,7%

Board member of an organization in charge of education,4%

Employee of an organization in charge of education,8%

A supplier / sub-contractor of services or equipment for training centers,2%

A company that sends its employees for training,5%

An organization that purchases training sessions,2%

formethic
Agir pour une formation responsable

WORKERS

GOVERNANCE AND ECONOMY

TRAINEES

PARTNERS

ENVIRONMENT

and prevent corruption
ners, employees and staff)
training programs
employees for professional development
the development of training programs
rs allowing: health (physical and mental), safety at work, wellbeing, and self-fulfilment
approaches, methods and materials promoting the dissemination and access to knowledge
ters
ices on the training sector
ms and access for all
ork conditions for its employees
nd/or impact of training sessions
pedagogical innovation
ation into the company and in its sphere of influence
nities for learners (from admission to vocational integration)
il
n and pedagogical engineering
e Development / Corporate Social Responsibility and integration into courses and training sessions
l and temporary workers or sub-contractors as it is done with permanent employees
plinary Sustainable Development /Corporate Social Responsibility research at territorial, national, international level
ocal associations, developing countries, etc.
ical safety of learners
employees
ponsibility /Sustainable Development approach into all activities of the institution (purchasing, pedagogy, HR, public action, etc.)
education choices/possibilities
ment of sustainable and responsible skills and practices for training centers' employees
environment
utcomes for learners
f training centers and actions to improve the behavior of staff and learners
respected within the supply chain
ly travel management and travel incentive policy for employees and learners
ironmental impact
upply
ion and consumption, and contribute to the awareness of trainees, trainers, etc.
nto classical groups of trainees
ion/ behavior / professional practices
ocial and environmental impact
recycle
mption
raining sessions and activities
, origin, age, gender, disability ...) into the company
nt system (DMS)

0.00   0.50   1.00   1.50   2.00   2.50   3.00   3.50   4.00   4.50

FOCUS ON PRIORITY ISSUES : **TOP 10**
**STAKEHOLDERS AND BUSINESS POINT OF VIEW**

WORKERS

GOVERNANCE AND ECONOMY

TRAINEES

PARTNERS

ENVIRONMENT
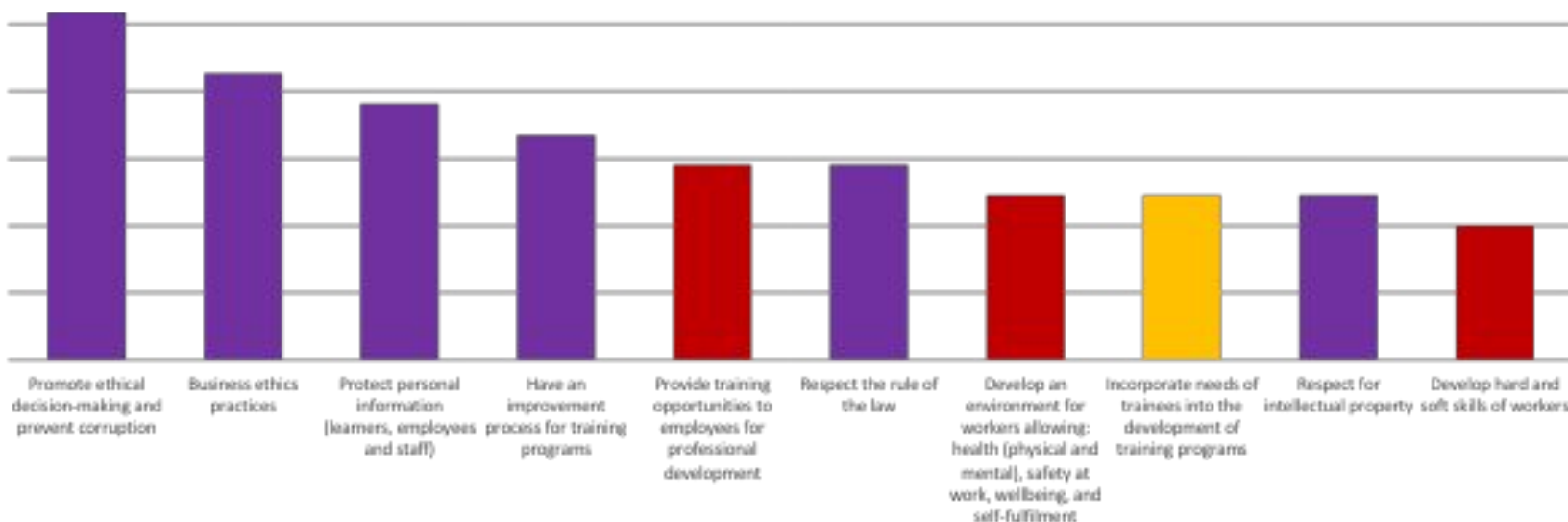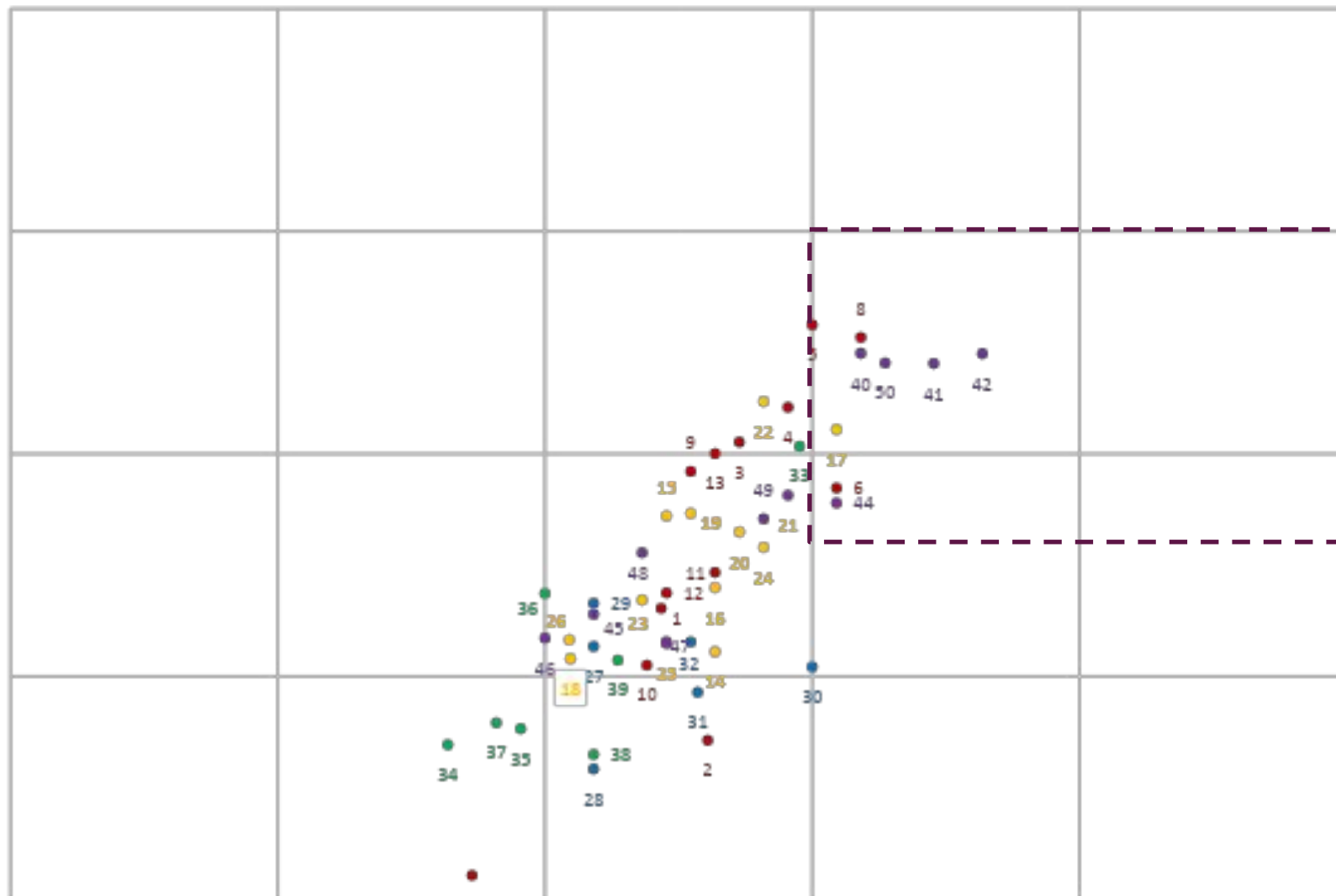
**STAKEHOLDERS**

Protect personal information (learners, employees and staff)

Promote ethical decision-making and prevent corruption

Develop hard and soft skills of workers

Respect the rule of the law

Provide training opportunities to employees for professional development

Business ethics practices

Have an improvement process for training programs

Fair and transparent tariffs

Develop skills in pedagogical design and pedagogical engineering

Create a pleasant and attractive work conditions for its employees

**BUSINESS**

Promote ethical decision-making and prevent corruption

Business ethics practices

Protect personal information (learners, employees and staff)

Have an improvement process for training programs

Provide training opportunities to employees for professional development

Respect the rule of the law

Develop an environment for workers allowing: health (physical and mental), safety at work, wellbeing, and self-fulfilment

Incorporate needs of trainees into the development of training programs

Respect for intellectual property

Develop hard and soft skills of workers

MATERIALITY MATRIX
50 ISSUES

WORKERS

GOVERNANCE AND ECONOMY

TRAINEES

PARTNERS

ENVIRONMENT

IMPORTANCE FOR STAKEHOLERS

IMPORTANCE FOR BUSINESS

# MATERIALITY MATRIX

## PRESENTATION OF THE 50 ISSUES

WORKERS  GOVERNANCE AND ECONOMY  TRAINEES  PARTNERS  ENVIRONMENT

1 : Create and manage inclusive work environment

2 : Respect Human Rights for seasonal and temporary workers or sub-contractors as it is done with permanent employees

3 : Fight against any sorts of discrimination into the company and in its sphere of influence

4 : Create a pleasant and attractive work conditions for its employees

5 : Develop hard and soft skills of workers

6 : Develop an environment for workers allowing: health (physical and mental), safety at work, wellbeing, and self-fulfillment

7 : Develop/maintain diversity (social, origin, age, gender, disability …) into the company

8 : Provide training opportunities to employees for professional development

9 : Provide performance feedback to employees

10 : Engage and empower workers

11 : Learning to learn about Sustainable Development / Corporate Social Responsibility and integration into courses and training sessions

12 : Promote and support the development of sustainable and responsible skills and practices for training centers' employees

13 : Develop skills in pedagogical design and pedagogical engineering

14 : Facilitate access to education for all

15 : Help people make informed about education choices/possibilities

16 : Promote a policy of equal opportunities for learners (from admission to vocational integration)

17 : Incorporate needs of trainees into the development of training programs

18 : Integrate people with disabilities into classical groups of trainees

19 : Ensure the physical and psychological safety of learners

20 : Develop and promote sustainable pedagogical innovation

21 : Develop adapted e-learning programs and access for all

22 : Fair and transparent tariffs

23 : Track and measure longer-term outcomes for learners

24 : Assess learners' satisfaction

25 : Deal with complaints

26 : Educate in a sustainable consumption/ behavior / professional practices

27 : Be an actor of sustainable production and consumption, and contribute to the awareness of trainees, trainers, etc.

28 : Support local economy and local supply

29 : Create a positive social and/or environmental impact

30 : Develop and support pedagogical approaches, methods and materials promoting the dissemination and access to knowledge

31 : Participate and promote interdisciplinary Sustainable Development /Corporate Social Responsibility research at territorial, national, international level

32 : Develop partnerships with NGOs, local associations, developing countries, etc.

33 : Promote environmental best practices on the training sector

34 : Have an environmental management system (EMS)

35 : Reduce and optimize energy consumption

36 : Reduce the quantity of waste and recycle

37 : Reduce environment footprint of training sessions and activities

38 : Implement environmentally friendly travel management and travel incentive policy for employees and learners

39 : Implement energy management of training centers and actions to improve the behavior of staff and learners

40 : Respect the rule of the law

41 : Business ethics practices

42 : Promote ethical decision-making and prevent corruption

43 : Protect personal information (learners, employees and staff)

44 : Respect for intellectual property

45 : Make sure that Human Rights are respected within the supply chain

46 : Evaluate significant suppliers for social and environmental impact

47 : Integrate the Corporate Social Responsibility /Sustainable Development approach into all activities of the institution (purchasing, pedagogy, HR, public action, etc.)

48 : Develop social innovation

49 : Assess the quality, effectiveness and/or impact of training sessions

50 : Have an improvement process for training programs

# MATERIALITY MATRIX

## ZOOM ON THE PRIORITY ISSUES

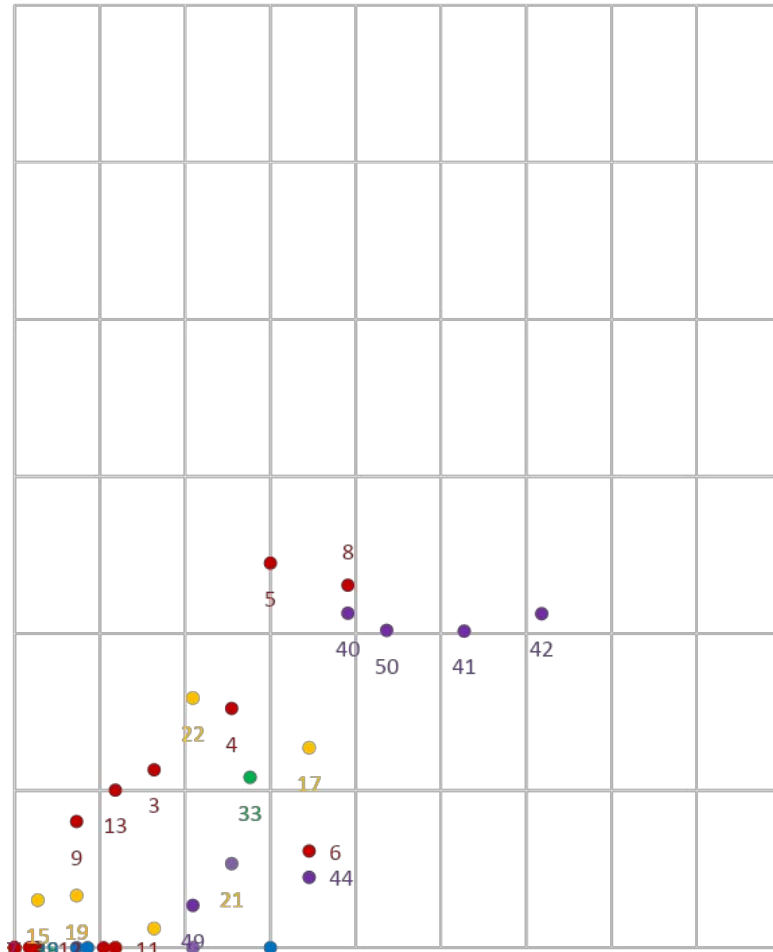**WORKERS**  **GOVERNANCE AND ECONOMY**  **TRAINEES**  **PARTNERS**  **ENVIRONMENT**

IMPORTANCE FOR STAKEHOLERS

IMPORTANCE FOR BUSINESS €

3 : Fight against any sorts of discrimination into the company and in its sphere of influence

4 : Create a pleasant and attractive work conditions for its employees

5 : Develop hard and soft skills of workers

6 : Develop an environment for workers allowing: health (physical and mental), safety at work, wellbeing, and self-fulfillment

8 : Provide training opportunities to employees for professional development

9 : Provide performance feedback to employees

13 : Develop skills in pedagogical design and pedagogical engineering

15 : Help people make informed about education choices/possibilities

17 : Incorporate needs of trainees into the development of training programs

19 : Ensure the physical and psychological safety of learners

20 : Develop and promote sustainable pedagogical innovation

21 : Develop adapted e-learning programs and access for all

22 : Fair and transparent tariffs

33 : Promote environmental best practices on the training sector

40 : Respect the rule of the law

41 : Business ethics practices

42 : Promote ethical decision-making and prevent corruption

44 : Respect for intellectual property

49 : Assess the quality, effectiveness and/or impact of training sessions

50 : Have an improvement process for training programs