

Corporate Responsibility Index
Community Module - Feedback Report 2008

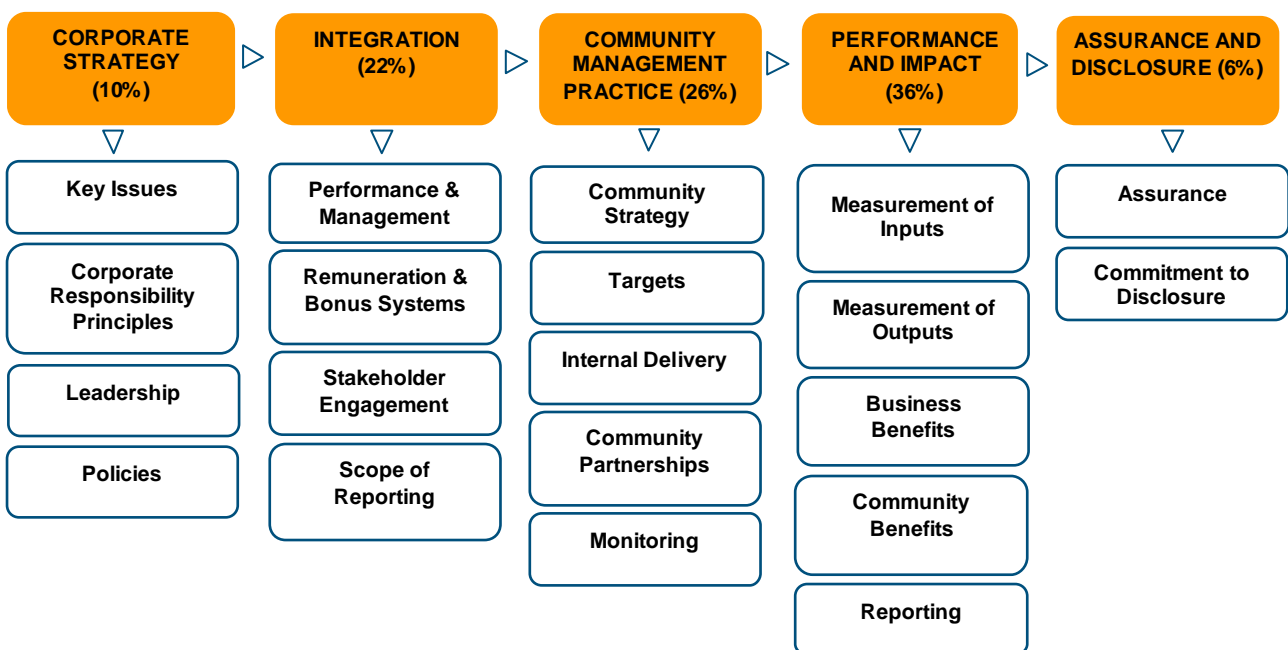
Accenture (Aus)

The Community Module assesses the extent to which **corporate community strategy** is **integrated** into business practice throughout an organisation. It provides a benchmark for companies to evaluate their **management practices** in the community area of corporate responsibility and evaluates the performance and **the business and community benefits of community investment.**

**Accenture (Aus)
Confidential Feedback Report 2008**

St James Ethics Centre, proudly supported by PricewaterhouseCoopers, is pleased to provide you with a copy of your confidential feedback report for the Corporate Responsibility Index - Community Module (CR Index) 2008. In 2008 a total 125 companies participated in the Index through Business in the Community (UK) and St James Ethics Centre (Australia/New Zealand). Thirty eight companies participated in the Australia/New Zealand CR Index including six global participants, eight private participants and three module participants (two Community Module). This report compares your company's performance against your peers and other Index participants who have completed the Community Investment Social Impact Area of the full CRI. Of the 125 participants, 85 companies completed the Community Investment section of the CR Index including 26 Australia/New Zealand participants.

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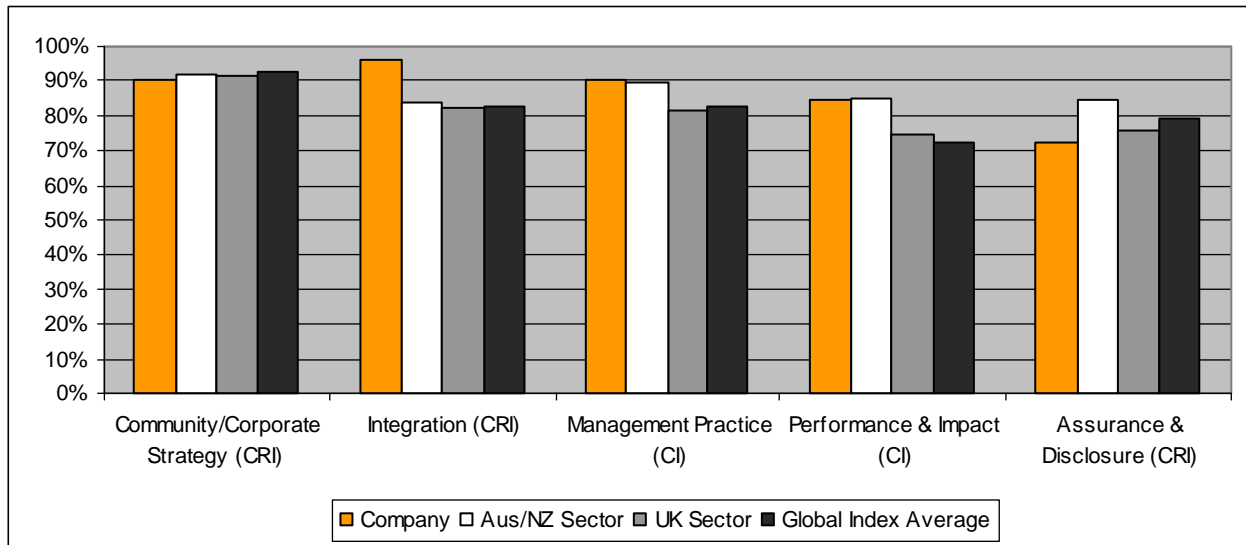


Company Name:	Accenture (Aus)
Company Results 2008:	Index Score - 89.47% Index Band - Silver
Australia / New Zealand Sector:	Accountants & Consultants
Companies within this sector:	Minter Ellison Lawyers PricewaterhouseCoopers Henry Davis York Lawyers
UK Global Sector:	Accountants & Consultants
Companies within this sector:	BDO Stoy Hayward Business In The Community Capgemini (UK&I) CSC Deloitte LLP DLA Piper UK LLP Eversheds Irwin Mitchell Linklaters Mott MacDonald TATA Consultancy Services

Overall Summary

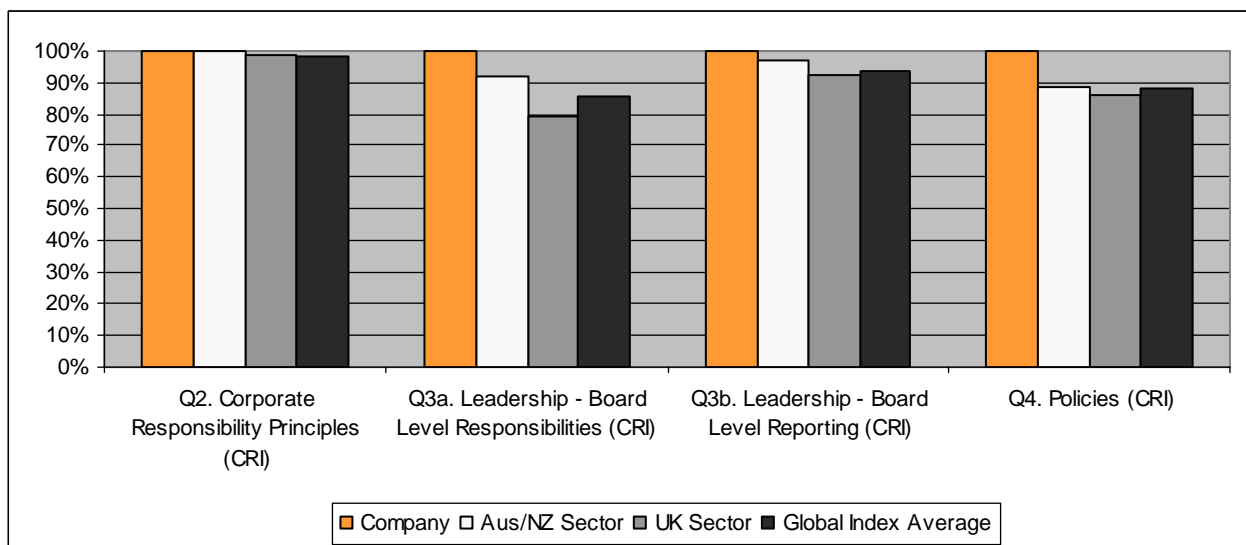
The following graph provides a summary of your performance in each main components of the Community Module (CR Index). Your performance is examined in more detail in the following pages. Please refer to the Index survey for further details of each element within the chart. For reference, each chart is normalised to 100%.

Where question references state (CRI) the Sector and Index averages are indirect benchmarks with relevant full CRI questions on broad corporate responsibility. Where (CI) is stated the Sector and Index averages are direct benchmarks with full CRI questions on community. For example the Community Management practice and Performance & Impact section questions are a direct benchmark with the full CRI, whereas Corporate Strategy and Integration are indirect benchmark of similar questions on corporate responsibility.



Section 1 – Corporate Strategy

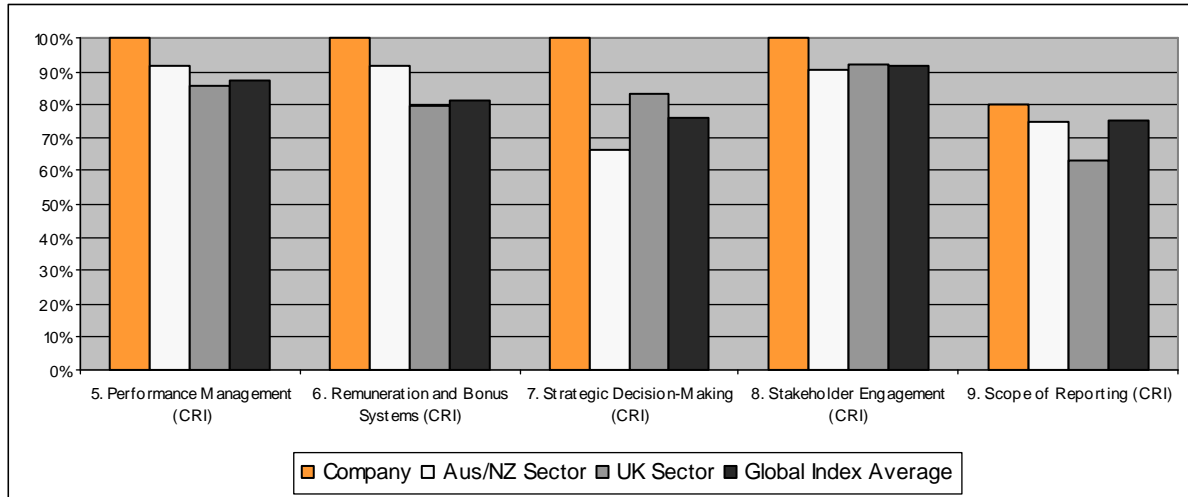
This section rewards companies for placing community principles and values at the core of their business strategy. It asks whether there is a process in place to identify key community risks and opportunities, and whether these are addressed by appropriate policies. Companies must be able to demonstrate leadership and commitment at the highest level in the organisation including internal reporting to the board.



Section 2 – Integration

This section rewards companies that implement their community strategy throughout their business. Integration includes internal communication to and involvement of employees so they understand the key community issues for the company. To achieve a high score in this section companies will have demonstrated that they:

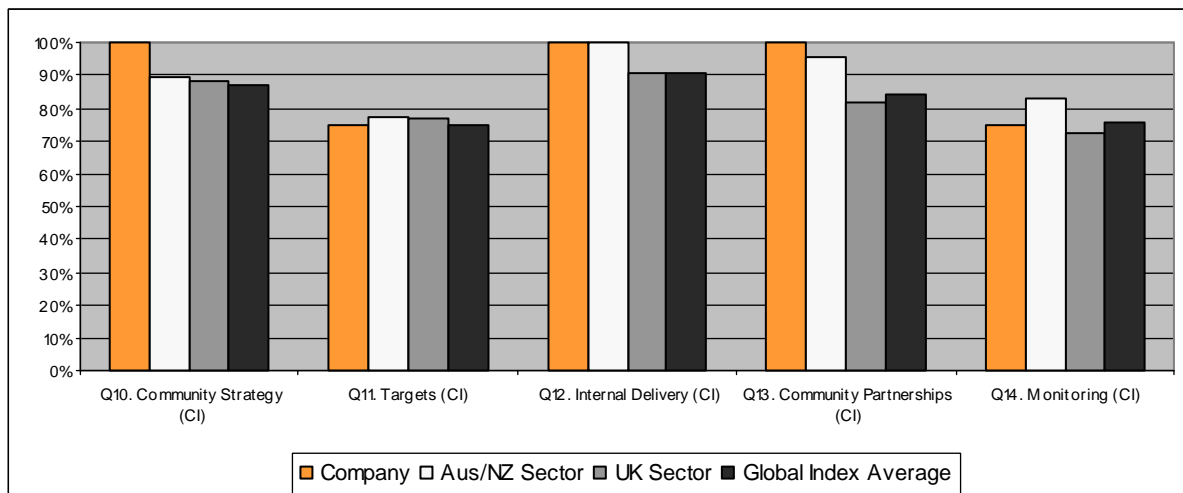
- build community related performance criteria into appraisal and remuneration systems
- demonstrate how community issues are incorporated into strategic decision making
- engage with and have acted on feedback from community stakeholder consultation
- report beyond descriptive or key performance data



Section 3 – Community Management Practice

Section 3 assesses whether a company has developed management practices to address community issues key to the business. This section looks at how your company identifies its community issues. It then seeks to identify how your company embeds its approach to community investment in business practices. Leading companies are able to demonstrate:

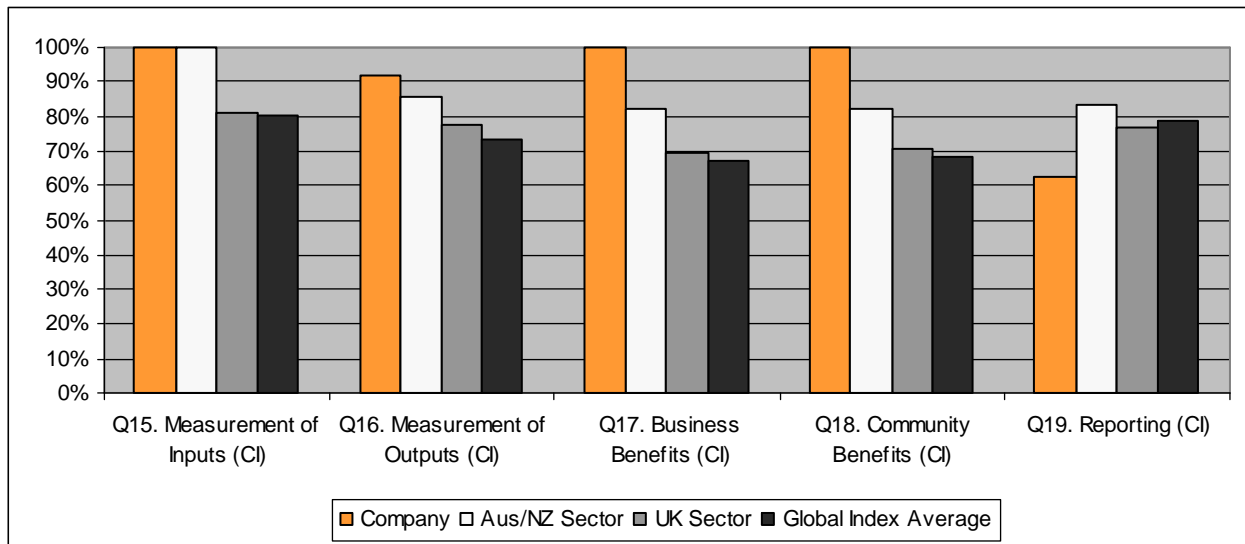
- a formal review process for identifying community issues
- a process for stakeholder consultation and engagement
- objectives and targets to drive continuous improvement
- the extent to which the activities mentioned above cover the breadth of the business operations
- clear responsibilities defined at all management levels
- effective communication to share knowledge with employees on community related activities
- enable employees to achieve the company's community objectives and targets
- establish strategic partnerships to deliver your community objectives
- monitoring systems to assess and report progress
- key issues, targets and performance reported publicly



Section 4 – Performance & Impact: Community Investment

This section looks at how companies approach and understand the performance and impact of their community investment strategies. It covers measurement of community investment, and internal and external communications on community investment. Companies that achieve high scores in this section;

- measure their community investment broken down by cash, employee time, gifts in kind and management costs
- centrally measure the community and business benefit of their community programs
- publicly report on their inputs, outputs and targets, and show progress over time



Notable Points and Opportunities for Improvement

The following high-level observations have been made by PricewaterhouseCoopers as a result of completing its validation procedures in relation to Accenture's 2008 Corporate Responsibility Index (CRI) submission:

Notable points

Accenture has demonstrated through its response to the CRI that it has:

- For a number of questions provided examples across other CR areas, such as environment. Accenture should consider upgrading to the full CRI next year as they appear to have programs beyond the community area.
- Commenced the process of implementing a comprehensive procurement strategy which will involve assessing its suppliers across broad CR areas (e.g. ethical, social, environmental, diversity and health and safety).

Opportunities for Improvement:

Based on its CRI response and compared to the requirements of the CRI, Accenture could improve both its CRI response and its overall CR performance by:

- Developing a policy which stipulates that all Board members will be assessed and remunerated against community (CR) objectives. Accenture commented on the difficulty of obtaining formal documentation to confirm statements made due to the confidential nature of such information. (Q5, Q6)
- Taking part in the London Benchmarking Group process, or alternatively, engage a third party consultant to evaluate the effectiveness of Accenture's Corporate Citizenship Strategy. (Q14)
- Clarifying the processes and systems used to centrally collate the measurement of outputs of community investment programs. (Q16)
- Including a table (as an example) in next year's Corporate Citizenship Review (or on the Accenture web site) to clearly disclose targets and performance improvements across community activities. (Q19)

The Community Module is developed and maintained by **Business in the Community in the UK**. It has been licensed as part of the Corporate Responsibility Index to **St James Ethics Centre** for use in Australia and New Zealand, supported by PricewaterhouseCoopers.

For further information please contact the **Corporate Responsibility Index Team @ St James Ethics Centre**
 ph: +61 2 9299 9566 email: cr-index@ethics.org.au visit: www.corporate-responsibility.com.au (Australia/NZ) or www.bitc.org.uk