- THE
- REPUTATIONS
- AGENCY

Ireland RepTrak Sustainability Index 2023

Sustainability in a Time of Uncertainty





Today's Agenda

1. Welcome & Key insights	Niamh Boyle CEO & Founder The Reputations Agency
2. The importance of measuring reputation	Rory O' Connell Senior Analyst The Reputations Agency
3. Insights from Leaders	Steve Tormey CEO Toyota Ireland
4. Putting the "E" into "ESG	Dr Jennifer Scott Managing Director The Reputations Agency
5. Insights from Leaders	Deirdre Ryan Director of Sustainability & Quality Assurance, Origin Green at Bord Bia
6. Ireland Sustainability Index 2023 - Top 100 Ranking	David O'Síocháin Director of Communications The Reputations Agency

- THEREPUTATIONS
- AGENCY

We are a strategic reputation, communications and public relations agency, established in 2004.

We partner with our clients to audit, build and activate brand, purpose and reputation strategies.

We have been the exclusive Irish Associate to The RepTrak Company since 2009 – the respected global thought leader in reputation with 25 offices worldwide.

We are part of WPP's Global Wunderman Thompson Network.

The correlation between **Sustainability, Reputation and Business Outcomes**



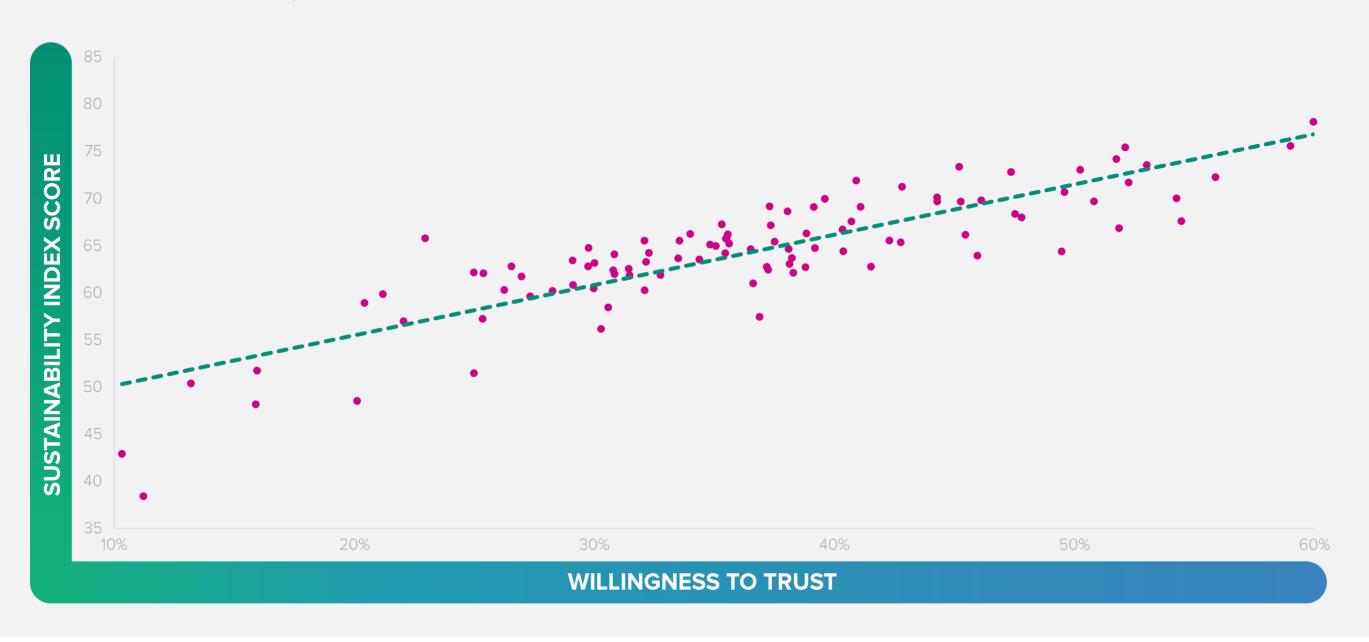
Correlation between Sustainability and Reputation

Ireland RepTrak® Sustainability Index 2023
Top 10 and Bottom 5



Correlation between Sustainability and Willingness to Trust

Ireland RepTrak® Sustainability Index 2023



Correlation between Sustainability and Willingness to Buy

Ireland RepTrak® Sustainability Index 2023



Correlation between Sustainability and Willingness to Work For

Ireland RepTrak® Sustainability Index 2023





Sustainability and Purpose



























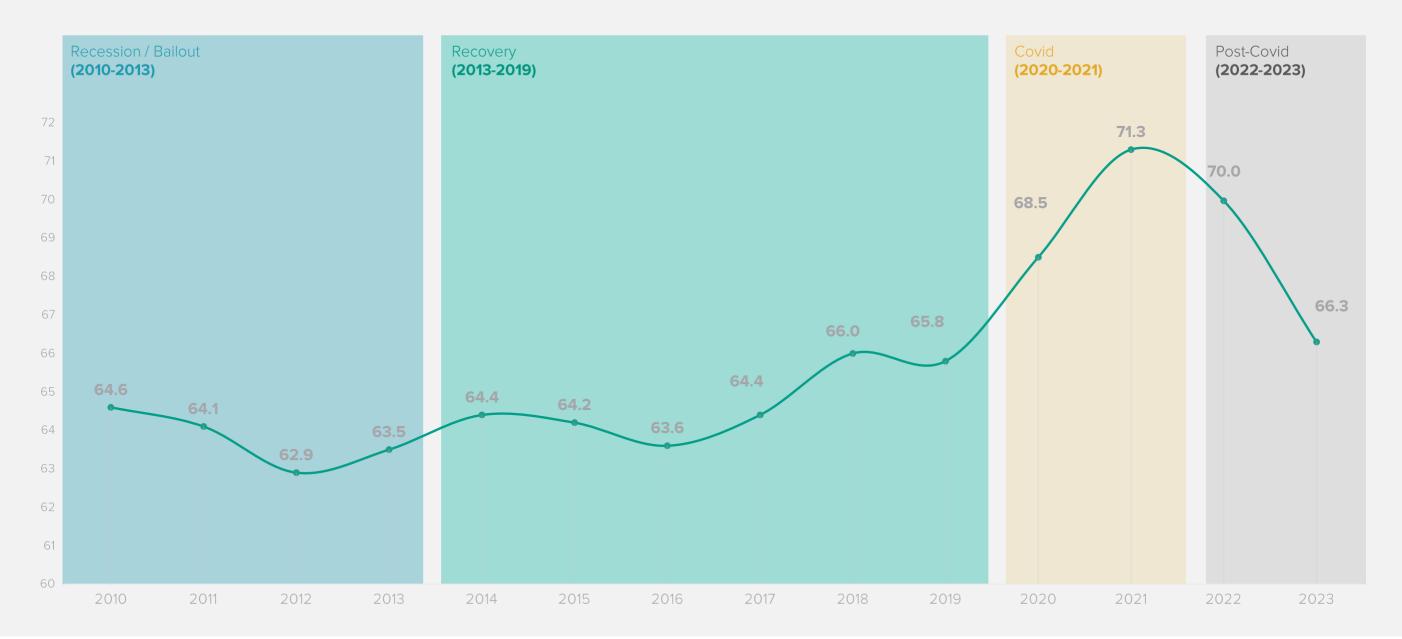


The State of Reputation in Ireland



Organisational Reputation in Ireland is in Decline Overall

3.7 point decline between Q1 2022 and Q1 2023, following a positive Covid-bump.

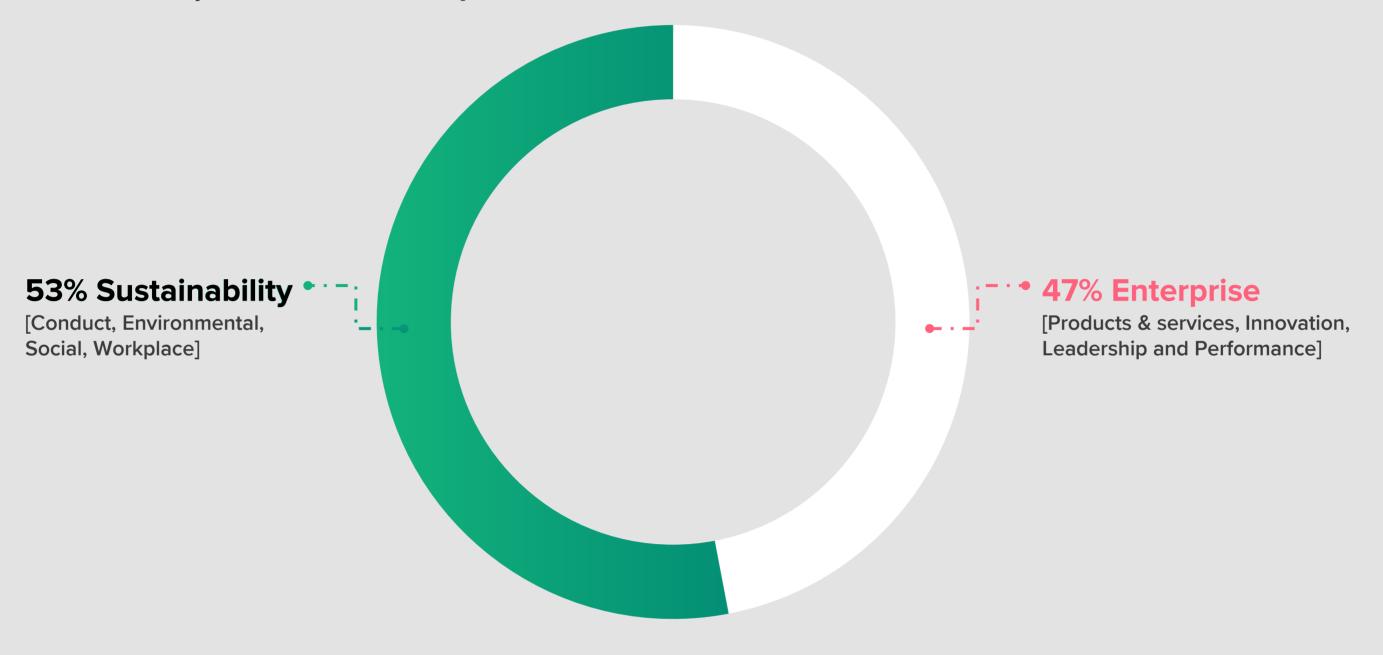


Ireland RepTrak® 2023 Sectoral Ranking

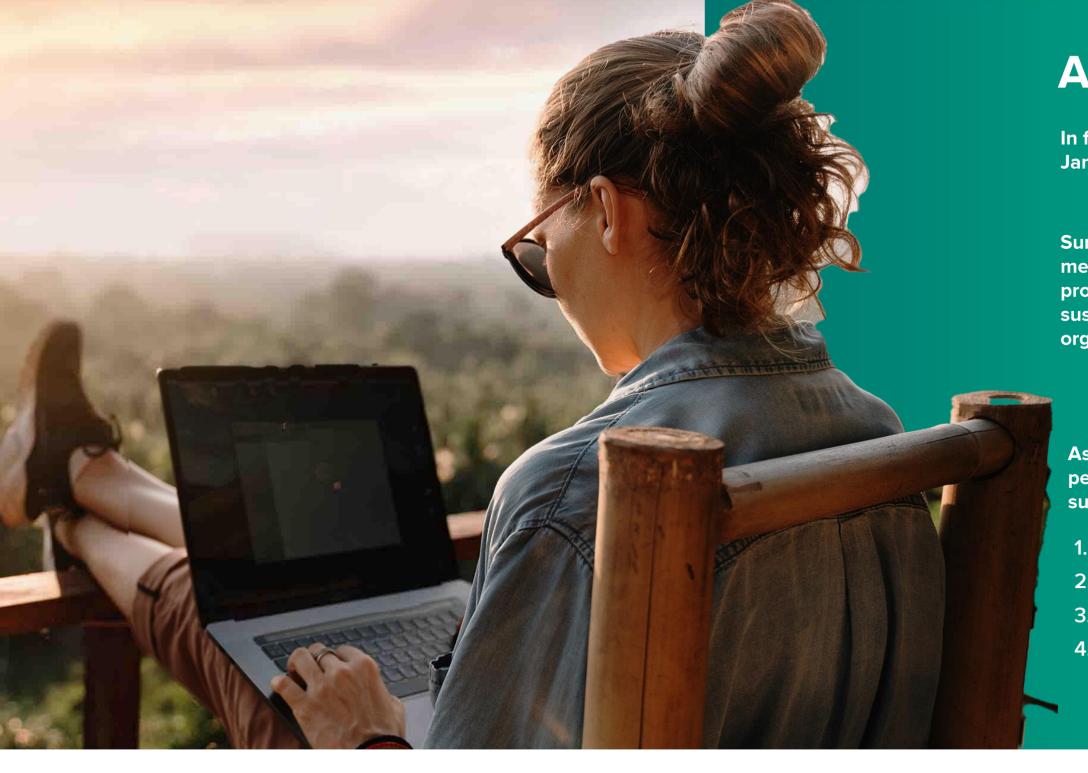
4.6	Automotive (4)	72.1
4.2	Retail - Food (7)	71.7
4.7	Healthcare (8)	71.4
2.4	Food & Beverage (7)	• 70.3
	Financial – Bank	68.3
4.7	Semi-State Commercial	68.1
4.2	Financial – Insurance	67.3
5.5	Public Service Bodies	65.5
0.9	Communications – Technology	65.2
2.5	Retail General	65.0
2.5	Professional Services	64.9
3.2	Airlines & Aerospace	63.2
6.5	Energy – Retail	62.1
4.2	Sporting Bodies	61.0
7.5	Infrastructure	60.5
3.3	Communications - Media	59.5

WEAK 40-59

Sustainability Drives **53% of Reputation**







Approach

In field:

January 2nd - February 28th 2023

Survey of 5,500 informed members of the public who provided their perceptions of the sustainability of 100 prominent organisations in Ireland.

Assessing organisational performance against four sustainability categories:

- 1. Environmental Impact
- 2. Social Performance
- 3. Conduct
- 4. Workplace

Ireland RepTrak® Sustainability Index 2023

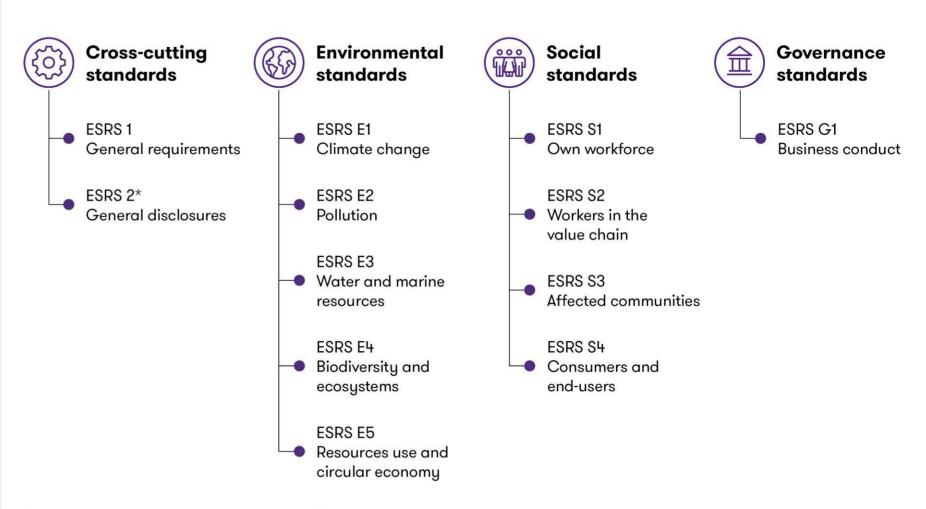
Enhancements in 2023



CSRD establishes FSRS reporting framework

The CSRD directs the European Financial Reporting Advisory Group (EFRAG) to establish a reporting framework called the **European** Sustainability Reporting Standards (ESRS).

The draft framework includes general, cross-cutting requirements applicable to all in-scope companies and topical disclosures that may or may not be material to a company. Here is a summary of the currently available draft standards.



^{*} Regardless of materiality assessment results, CSRD requires disclosures against this topic

Ireland RepTrak® Sustainability Index 2023

Areas of Investigation and Reputation Weighting



Ireland RepTrak® Sustainability Index 2023



Acts responsibly to protect the environment

Works to protect and restore biodiversity and ecosystems.

Works to reduce waste and reuse and recycle materials and water throughout its business operations.

Works to prevent and control any pollution to land, air, or water that may occur as a result of their business actions.

Maximises its energy efficiency and use of renewable energy.



Supports good causes.

Has a positive influence on society.

Improves the lives of people and their communities.

Makes a positive economic contribution to society and supports local communities.



Behaves ethically.

Is fair in the way it does business.

Open and transparent.

Manages its supply chain in a responsible and transparent manner.



Rewards employees fairly.

Demonstrates concern for the health and well-being of its employees.

Offers equal opportunities in the workplace.

Ireland RepTrak®
Sustainability Index 2023

Key Insights





Strategic Imperatives

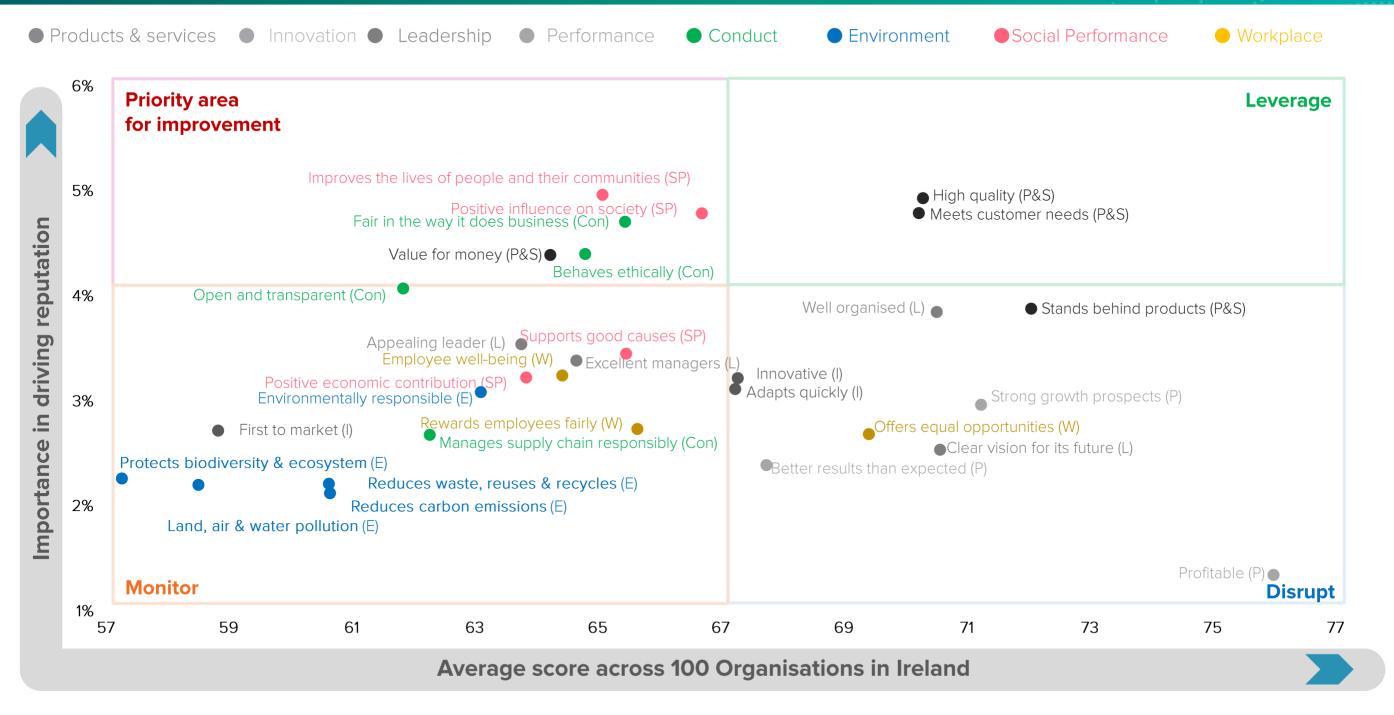
Mapping performance vs. importance shows areas of strength, vulnerabilities, and narratives to push.

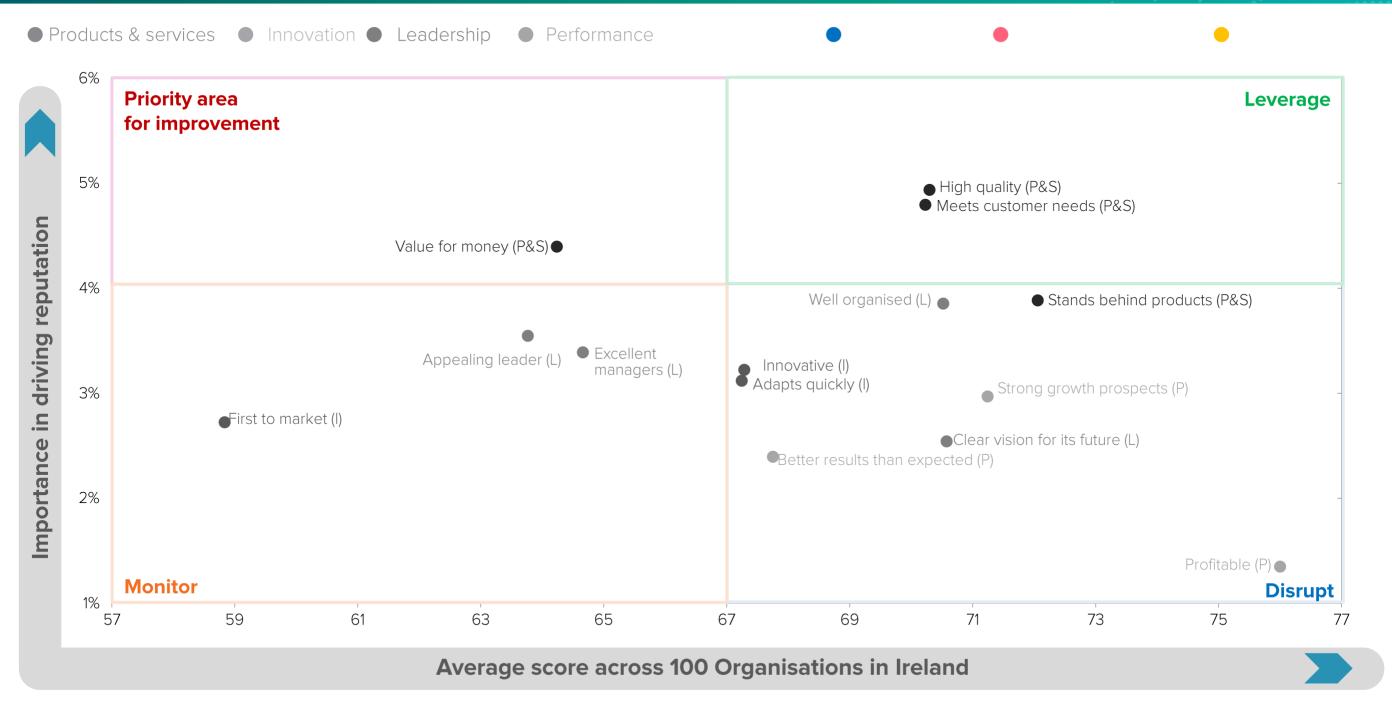
Priority area Leverage for improvement High importance and high performance, Perceived as important, but performance lags key strengths to promote and utilise Importance in driving reputation Strengths, but currently have low impact. How can we make these more important? Not important to people or areas of strength **Monitor Disrupt**

FACTOR SCORE

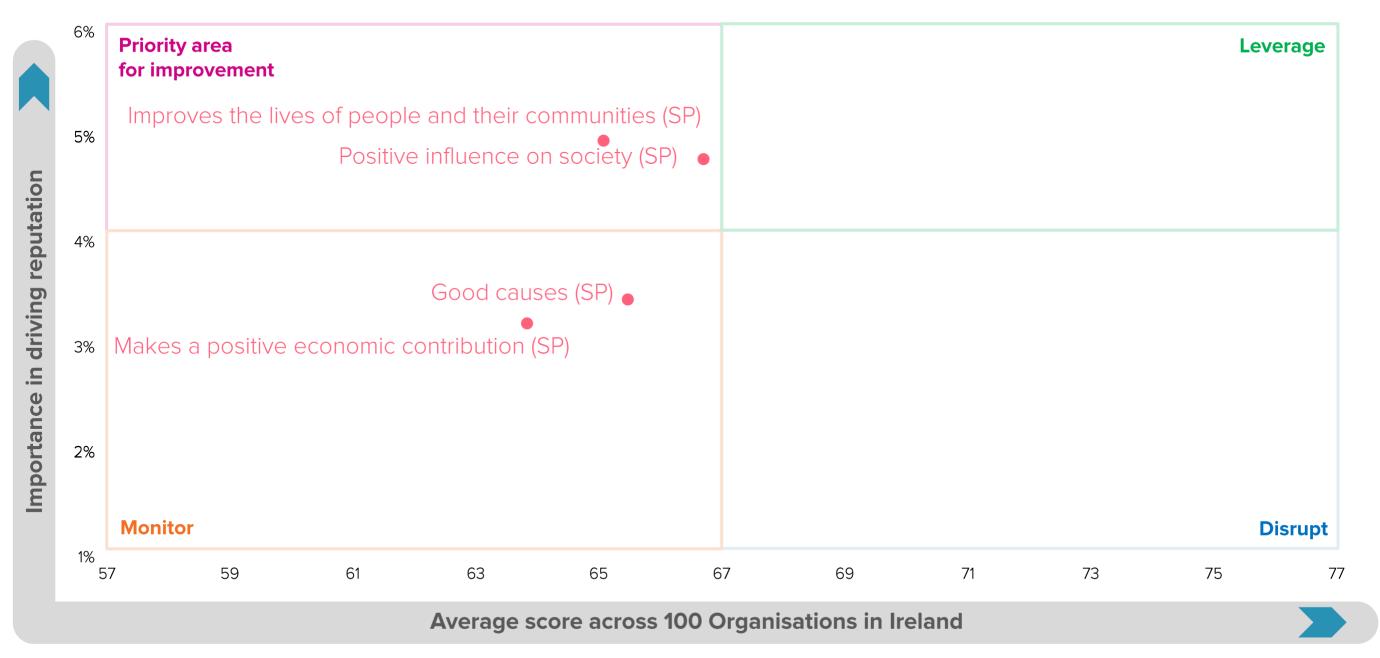


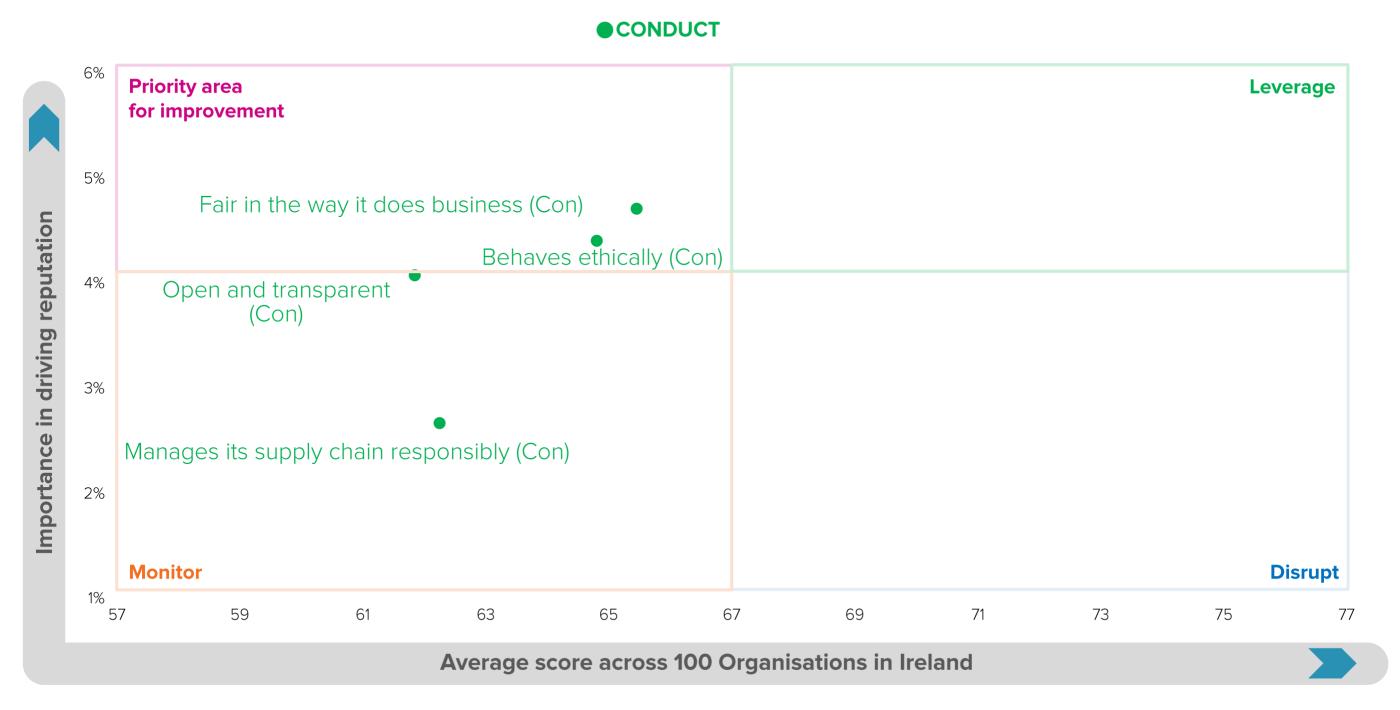
Strategic Imperatives for Organisations in Ireland in 2023



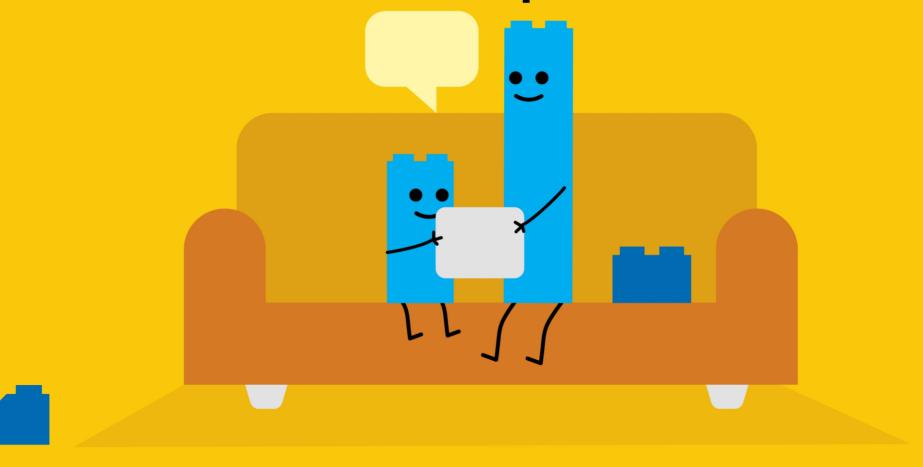








LEGO & Good Corporate Conduct





as part of their Build

To Give campaign



of our colleagues to help keep our promises during a year shaped by significant challenges. Children are our

role models and inspire us to make choices that make their future world better. This means not only

innovating LEGO play but also constantly striving to

have a positive impact on environment and society.

Niels B. Christiansen CEO, the LEGO group

26
WEEKS
paid family leave for all employees (hourly and salary)





GLOBAL RepTrak "Lego abandons its highestprofile effort to ditch oil-based plastics from its bricks after finding that its new material led to higher carbon emissions." Financial Times, 25th Sept 2023

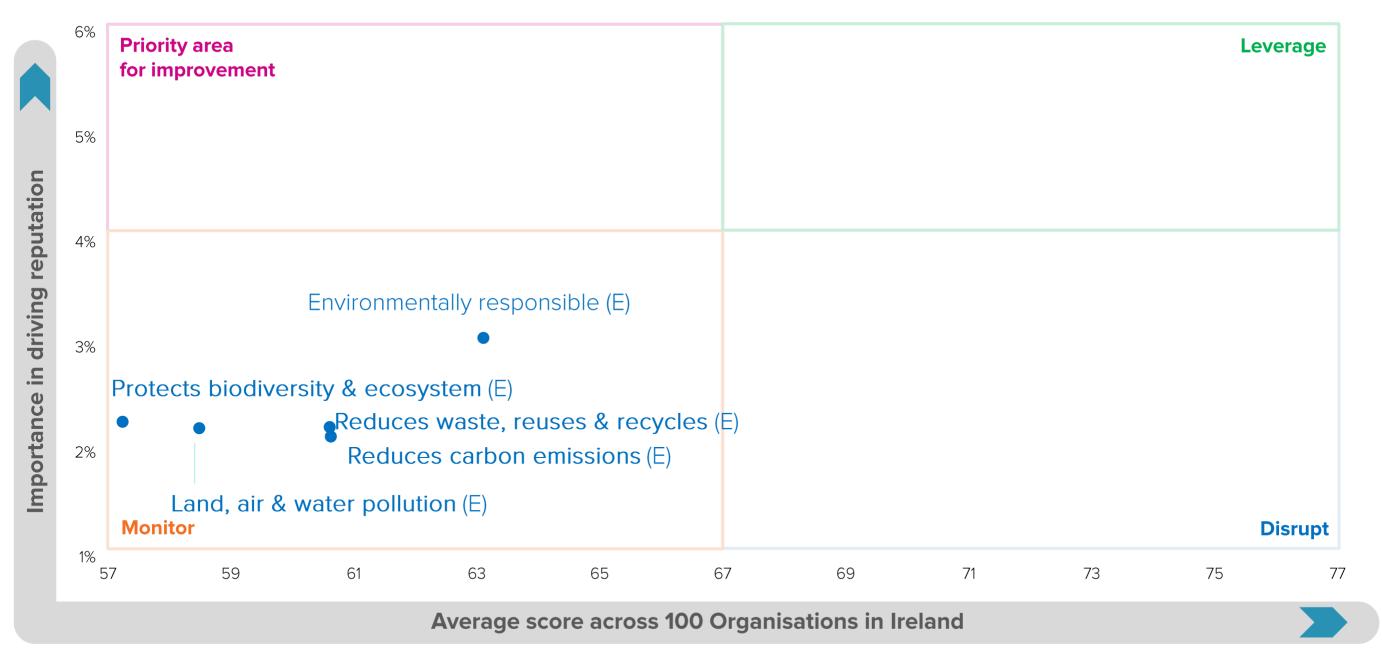
Good Corporate Conduct

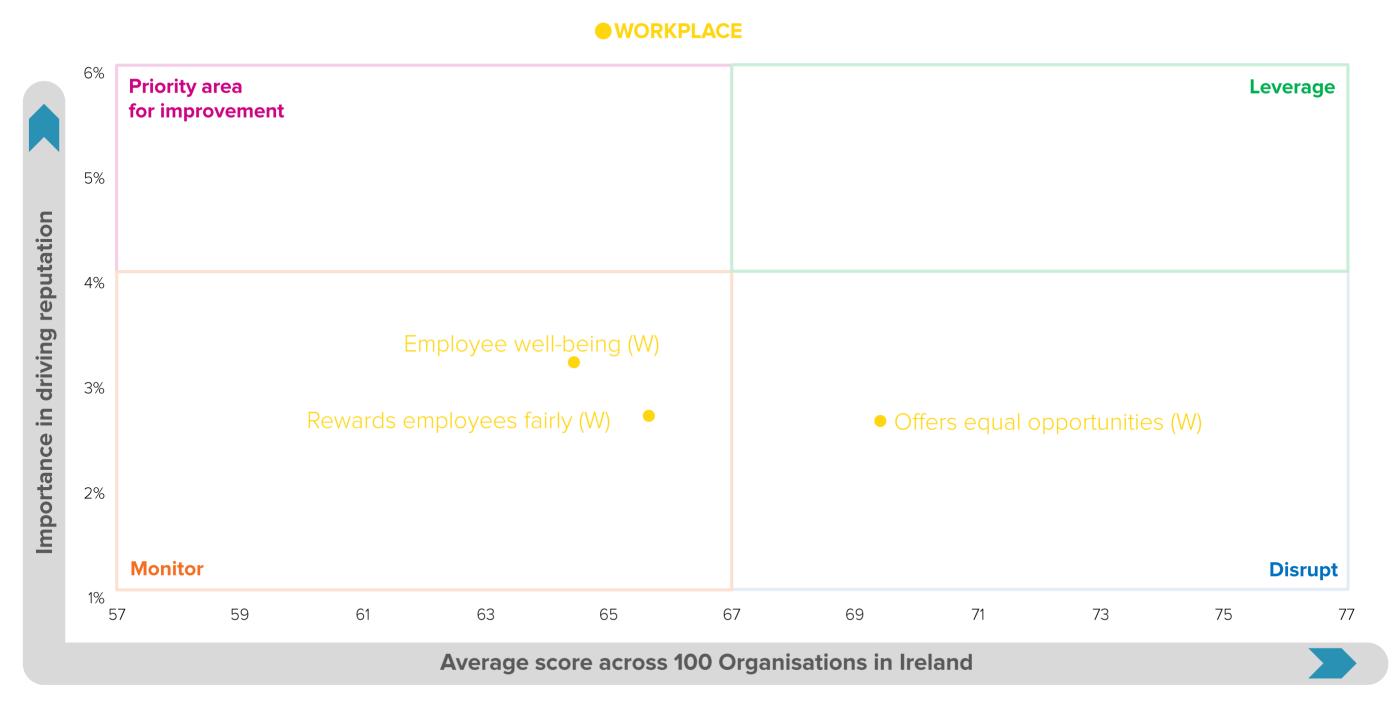
- Open & transparent
- Ethical
- Manages its supply chain in a responsible and transparent manner



Source: Milne, R (2023) "Lego halts plans to make oil-free brick in a setback for sustainability". The Financial Times, 25th September 2023. Available at: https://www.ft.com/content/6cad1883-f87a-471d-9688-c1a3c5a0b7dc [Accessed 26th September 2023]

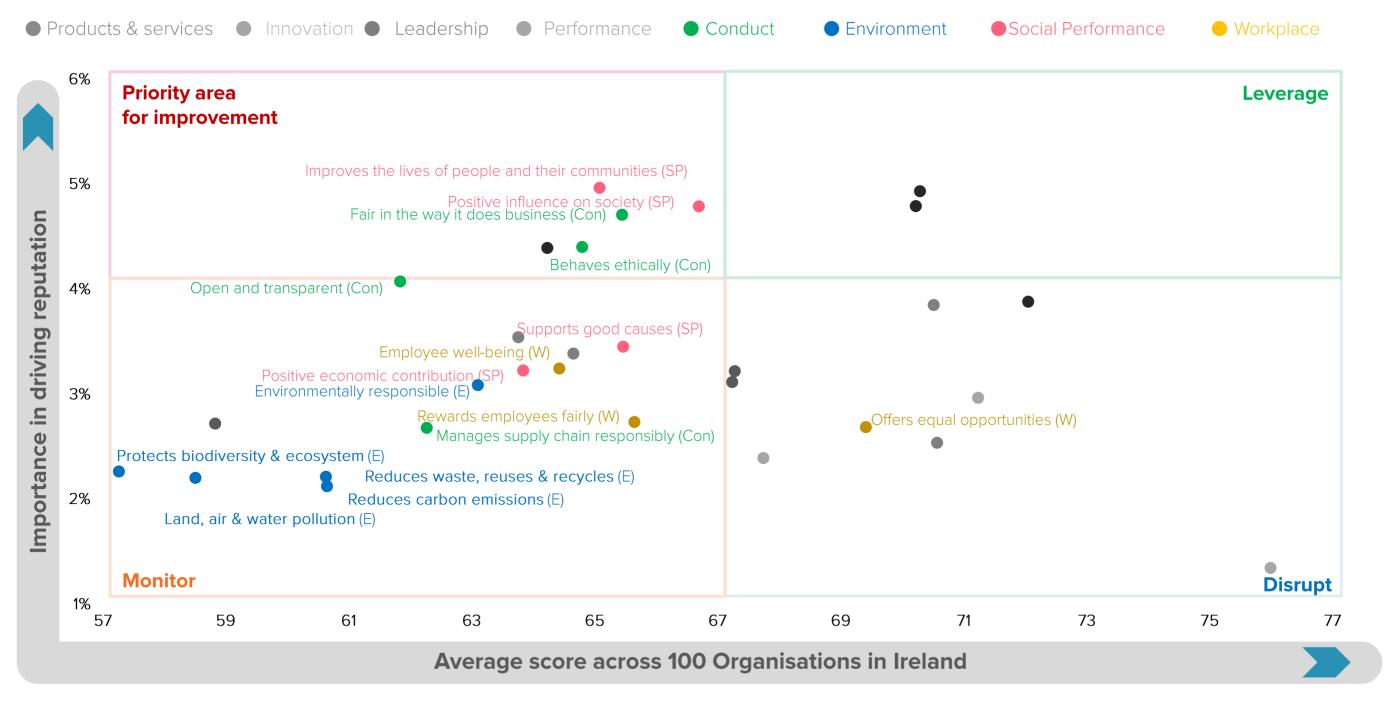








Strategic Imperatives for Organisations in Ireland in 2023



RepTrak

EXCELLENT 80+



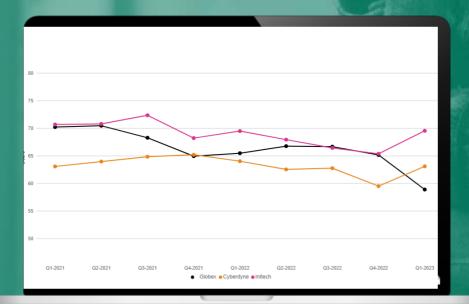
The RepTrak Platform
Complete Business
Intelligence System

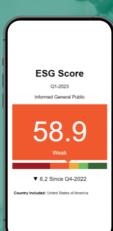
The RepTrak Platform Advantage

An always-on tool to track and build your company's reputation amongst key stakeholder groups.

Grounded in an extensive database and advanced statistical validation.

Instant access across all digital formats.







Company	Globex	Ę	Transp	Transportation Industry		Cyberdyne		
Driver	Score	Change	Score	Change	Score	Change	Score	Change
Products/Services	64.4	∇ 0.4	69.4	▽ 0.6	65.0	▼ 3.8	71.0	▼ 4.4
Performance	62.5	▼ 3.5	67.5	▼ 1.5	69.8	▽ 3.2	69.9	▽ 2.7
Workplace	62.1	▽ 2.0	65.8	▽ 0.4	63.5	▼ 3.8	69.5	▽ 1.7
Conduct	59.3	▽ 0.9	65.4	▼ 1.3	61.5	▼ 6.9	67.8	▼ 5.0
Citizenship	57.6	▽ 1.7	62.0	▼ 1.3	58.4	▼ 7.8	64.1	▼ 4.3
Leadership	57.0	▽ 2.7	65.5	▼ 1.0	62.7	▼ 7.2	68.2	▼ 5.8
Innovation	49.5	▼ 3.5	59.7	▽ 0.3	56.5	▼ 6.9	58.9	▼ 5.7

THE REPTRAK® MODEL COMPLETE BUSINESS INTELLIGENCE SYSTEM

1. REPTRAK® SCORE

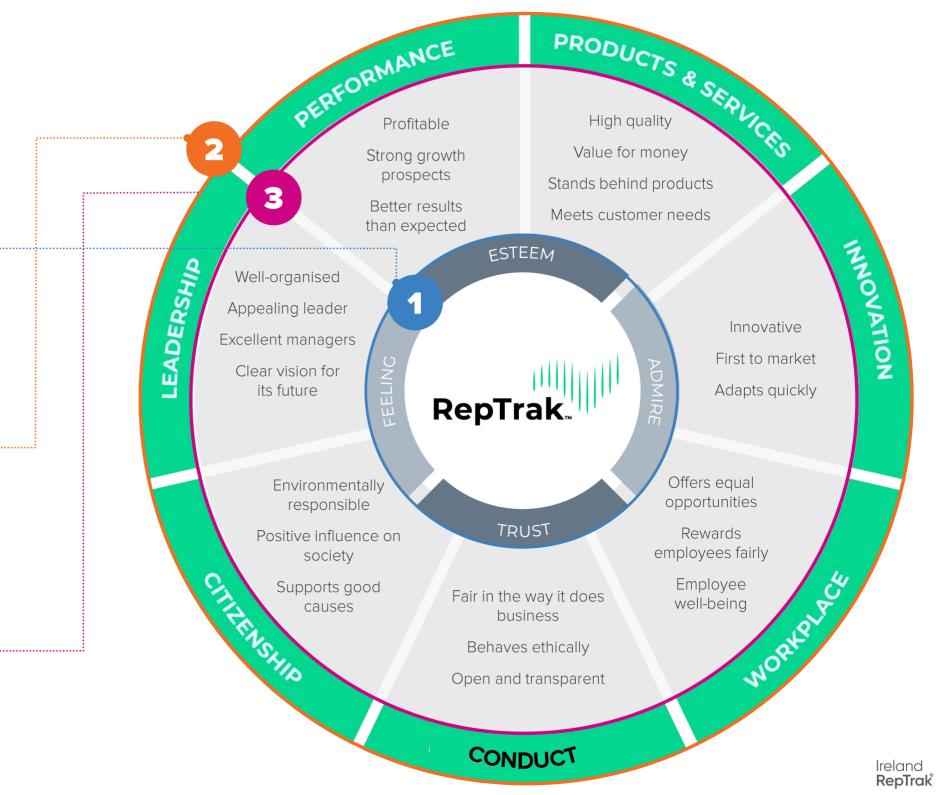
The emotional bond between your organisation and the public, based on esteem, admiration, trust, and good feeling.

2. DRIVERS

These seven rational drivers have proven to be the pillars of organisational reputation.

3. FACTORS

The 23 concrete and operational factors that underpin the seven drivers.



Think

What do stakeholders **think** about your company?

REPUTATION DRIVERS



Feel

How do your stakeholders **feel** about your company?

REPUTATION SCORE



Do

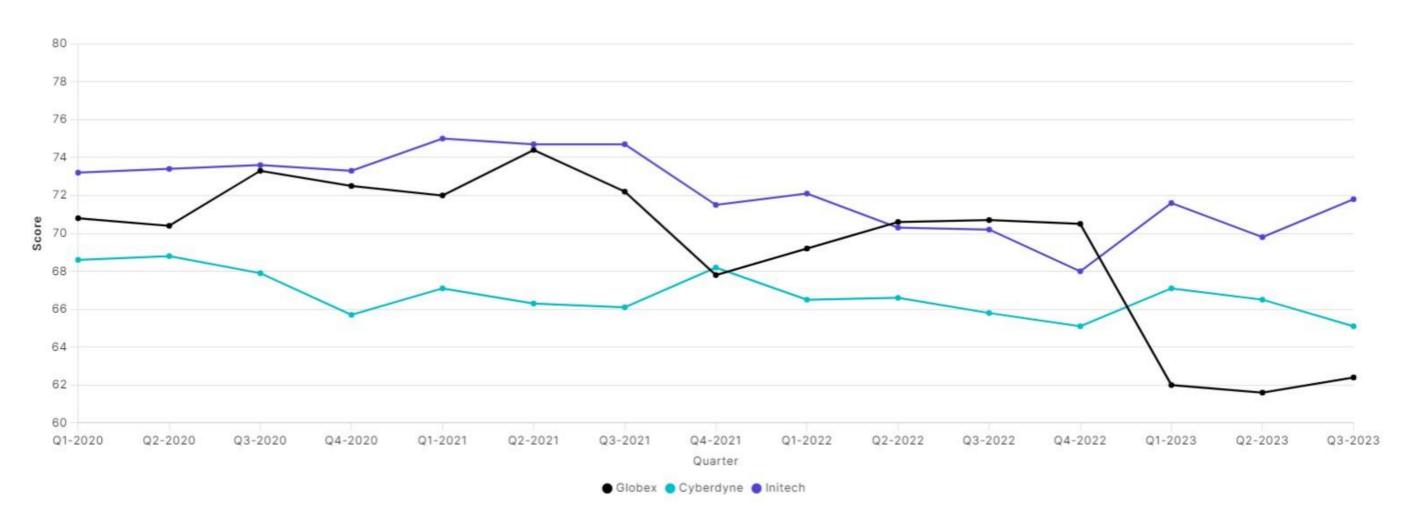
What resultant actions **do** your stakeholders take?

BUSINESS OUTCOMES

Recommend Products	40%
Say Positive	41%
Benefit Of Doubt	31%
Trust To Do The Right Thing	34%
Buy	40%
Invest	28%
Work For	25%

Company V	Score	Change	Comparison
Cyberdyne	65.1	▼ -1.4	leading
Globex	62.4	△ 0.8	
Initech	71.8	▲ 2.0	leading
Companies: Clohov Cyho	rdyna Initach	Time Period: 0	22-2022 Country: United States of America Stakeholder: Informed Congral Bublic

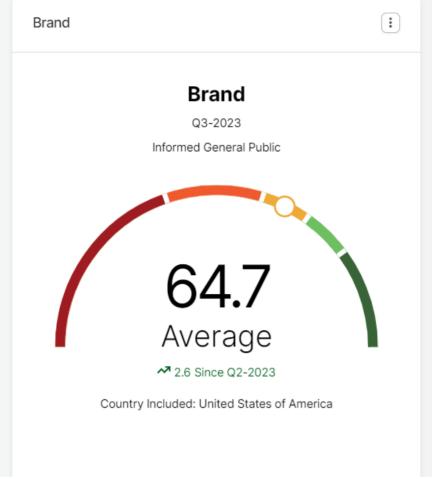
Companies: Globex, Cyberdyne, Initech Time Period: Q3-2023 Country: United States of America Stakeholder: Informed General Public

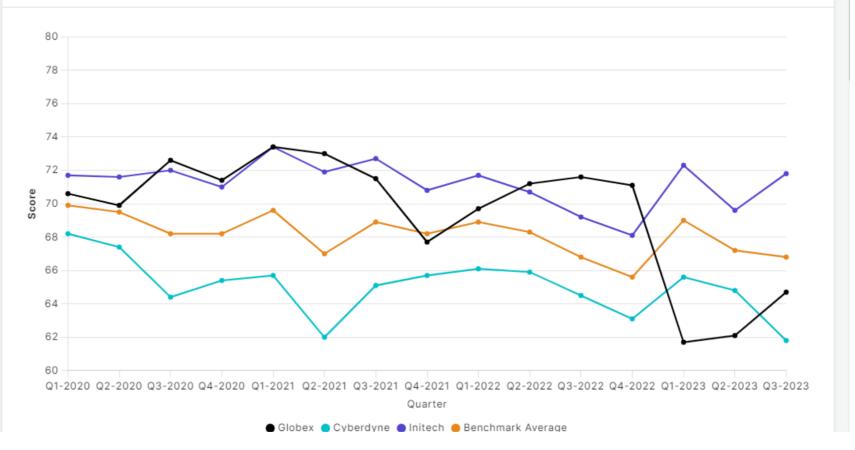


Company	Globex	(Cybero	dyne	Initech		
Driver	Score	ore Change		Change	Score	Change	
Performance	68.1	4.4	66.4	▽ 2.0	70.2	△ 0.8	
Products/Services	65.7	△ 1.0	63.8	▼ 2.6	72.9	△ 1.1	
Workplace	63.2	△ 1.6	61.4	▼ 3.7	69.5	▲ 2.5	
Conduct	62.7	▲ 2.1	60.5	▼ 2.9	68.7	△ 0.9	
Leadership	62.0	▲ 3.2	62.2	▼ 3.0	68.8	△ 0.1	
Citizenship	60.5	▲ 2.6	57.7	▼ 4.1	66.0	△ 0.9	
Innovation	57.0	▲ 3.3	56.9	▽ 1.9	63.1	△ 1.9	

	Company	Globex		Cyberdyne		Initech	
Factor	Driver	Score	Change	Score	Change	Score	Change
Profitable	Performance	74.0	△ 3.3	75.4	▽ 0.6	72.4	▽ 0.1
Stands behind products and services	Products/Services	67.3	△ 1.6	64.6	▽ 2.8	72.8	0.0
Good value products and services	Products/Services	67.3	△ 0.1	62.2	∇ 0.2	70.3	△ 1.0
Strong prospects for growth	Performance	66.2	△ 2.8	65.7	▽ 2.7	72.0	△ 1.6
Clear vision for future	Leadership	65.9	△ 3.2	67.4	∇ 0.8	69.8	△ 0.3
Meets customer needs	Products/Services	65.4	△ 1.7	65.1	∇ 3.6	74.9	△ 0.4
Equal opportunities workplace	Workplace	65.1	▽ 2.0	66.6	▽ 1.3	72.7	△ 1.9
Fair in doing business	Conduct	64.1	△ 2.9	62.8	▽ 2.6	69.2	△ 0.6
Ethical	Conduct	63.8	△ 0.8	60.4	▽ 3.9	70.8	△ 1.9
Exceeds financial expectations	Performance	63.8	▲ 6.8	58.3	▽ 2.4	66.3	△ 0.8
Well organized	Leadership	63.5	▲ 3.8	63.8	▼ 4.7	73.0	△ 1.7
High quality products and services	Products/Services	62.7	△ 0.5	63.3	▽ 3.9	73.4	△ 3.0
Concerned for employee well-being	Workplace	62.1	△ 3.7	59.0	∇ 4.7	68.5	△ 2.2
Positive influence on society	Citizenship	61.5	△ 0.9	60.7	▽ 3.4	70.3	▲ 4.5
Innovative	Innovation	61.5	△ 2.3	62.3	▽ 1.4	67.3	△ 2.2
Supports good causes	Citizenship	60.8	△ 3.1	58.2	∇ 4.5	64.2	▽ 2.0
Rewards employees fairly	Workplace	60.6	△ 2.0	58.7	∇ 4.8	67.5	△ 3.6
Adapts quickly to change	Innovation	60.3	▲ 4.8	59.5	▽ 2.1	66.6	△ 0.9
Open and transparent	Conduct	59.8	△ 2.5	58.0	▽ 2.4	65.9	▽ 0.2
Strong and appealing leader	Leadership	59.6	△ 2.1	60.4	▽ 2.0	65.2	▽ 1.8
Environmentally conscious	Citizenship	58.4	△ 3.3	54.8	∇ 4.4	63.5	∇ 0.4
Excellent managers	Leadership	57.8	△ 2.6	57.9	∇ 3.8	66.7	▽ 0.4
First to market with new products and services	Innovation	49.4	△ 3.1	48.8	▽ 2.6	55.6	△ 2.8





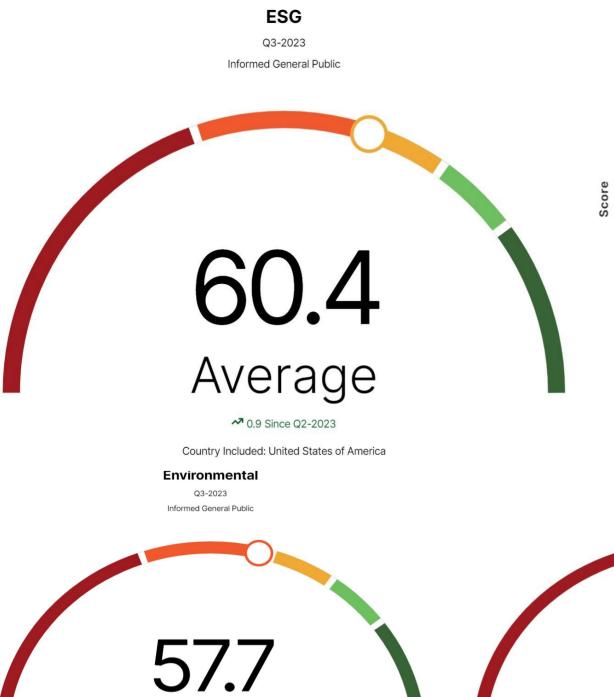


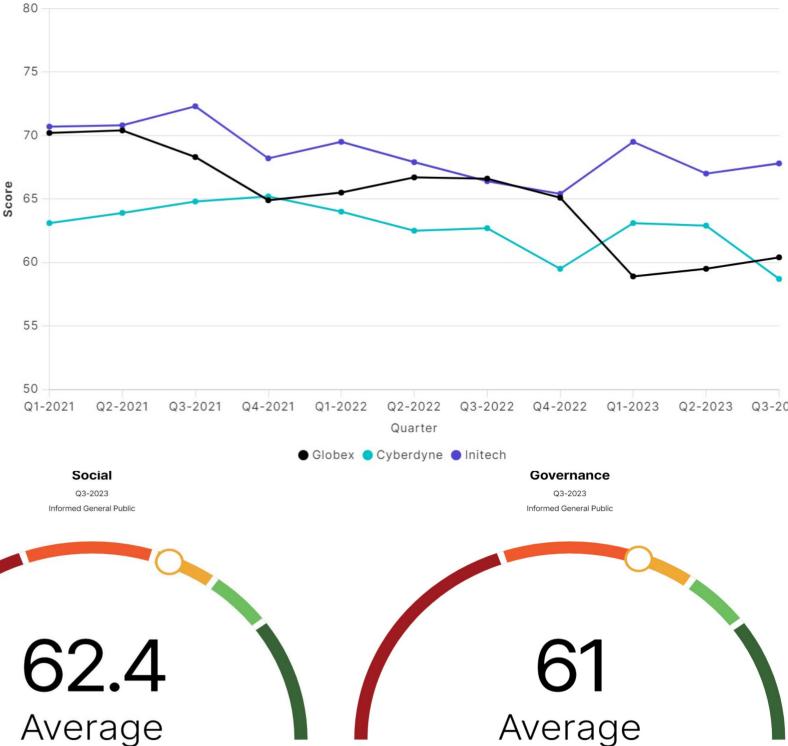
Brand Expressiveness 💙	Globex	Cyberdyne	Initech	
Communicates often	23%	18%	24%	
Consistent experience	37%	33%	44%	
Genuine about what it says	35%	28%	41%	
Stands out from the crowd	33%	24%	35%	
Welcomes open discussion	16%	12%	20%	

Brand Score Over Time

6 :

Personality 💙	Globex	Cyberdyne	Initech
aggressive	9%	7%	7%
oring	6%	3%	3%
aring	29%	21%	37%
onfident	34%	40%	47%
reative	24%	13%	23%
nvironmentally-conscious	12%	6%	25%
citing	18%	16%	29%
iendly	58%	48%	66%
reedy	11%	17%	2%
ard-working	42%	44%	52%
telligent	23%	33%	35%
аzy	6%	5%	1%
odern	33%	37%	43%
one of the above	6%	7%	3%
ogressive	27%	22%	30%
ech-savvy	18%	22%	24%





~ 0.9 Since Q2-2023

✓ 0.3 Since Q2-2023

Weak

Country Included: United States of America

The RepTrak Platform

Insights

On-demand Reputation data on your organisation and your benchmarks

- Direct online access to the latest data
- Global gold standard reputation and business impact measurement
- Reputation, brand, ESG, leading indicator business outcome insights, and more
- Benchmarked against your competitors, partners, or exemplars
- Continuous year-round tracking
- Updated monthly

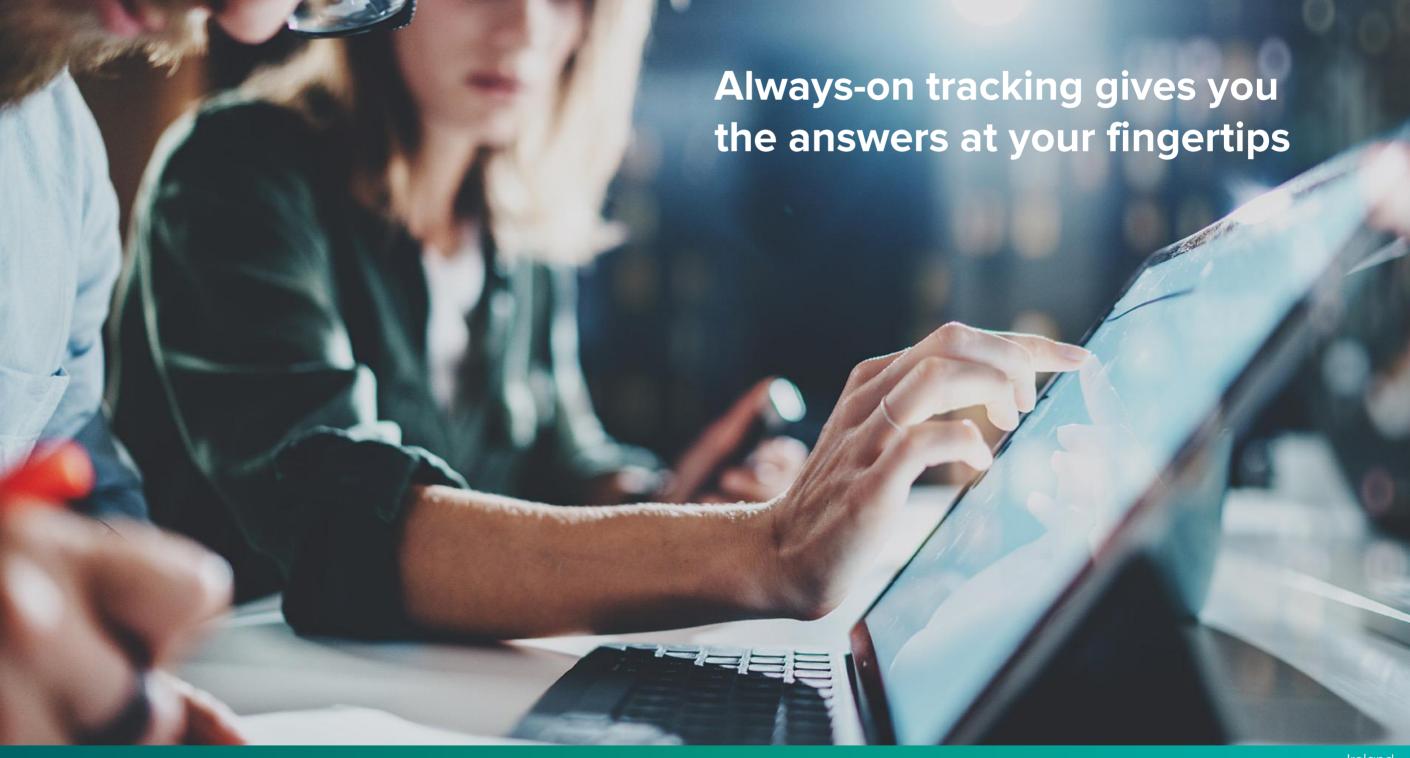
Advisory

Strategic guidance from your Reputation Management experts

- Long-term strategic partner committed to your success
- Providing expert perspective on your reputational position
- Strategy meetings with meaningful, unbiased, and actionable recommendations to defend and build Reputational capital
- Client support and training
- The latest Global thought leadership from The RepTrak Company in your Inbox

RepTrak Platform Package Subscription Options

Intro	Activation	Acceleration	Expansion
Track the basics of your reputation and brand. This plan is built for teams comfortable navigating reputation reporting with minimal guidance	Establish reputation as a business KPI with baseline insights. Leverage a library of reports to connect the dots between changes overtime.	Integrate reputation with corporate strategy for data-intensive executives, board members, and communications teams.	Best-in-class Advisory & insights. This plan is built for teams leading the way or looking for radical change in corporate reputation.
Insights	Insights	Insights	Insights
Platform access	All Intro features plus:		All Acceleration
One competitor/peer benchmark	Two competitor /peer benchmarks	All Activation features plus:	features plus: • Two executive workshops
Annual Advisory session	Two Advisory sessions,	Media monitoring	Four Advisory
Reputation monitoring	annually	Three Advisory sessions,	sessions, annually
Brand monitoring	ESG monitoring	annually	Campaign effectiveness reporting
Reputation management team	Special data requests Distform file expert	Campaign awareness reporting	Bi-annual segmentation analysis
And more	Platform file exportAnd more	Demographic reporting	Stakeholder expansions
	• And more	API access	And more
		And more	



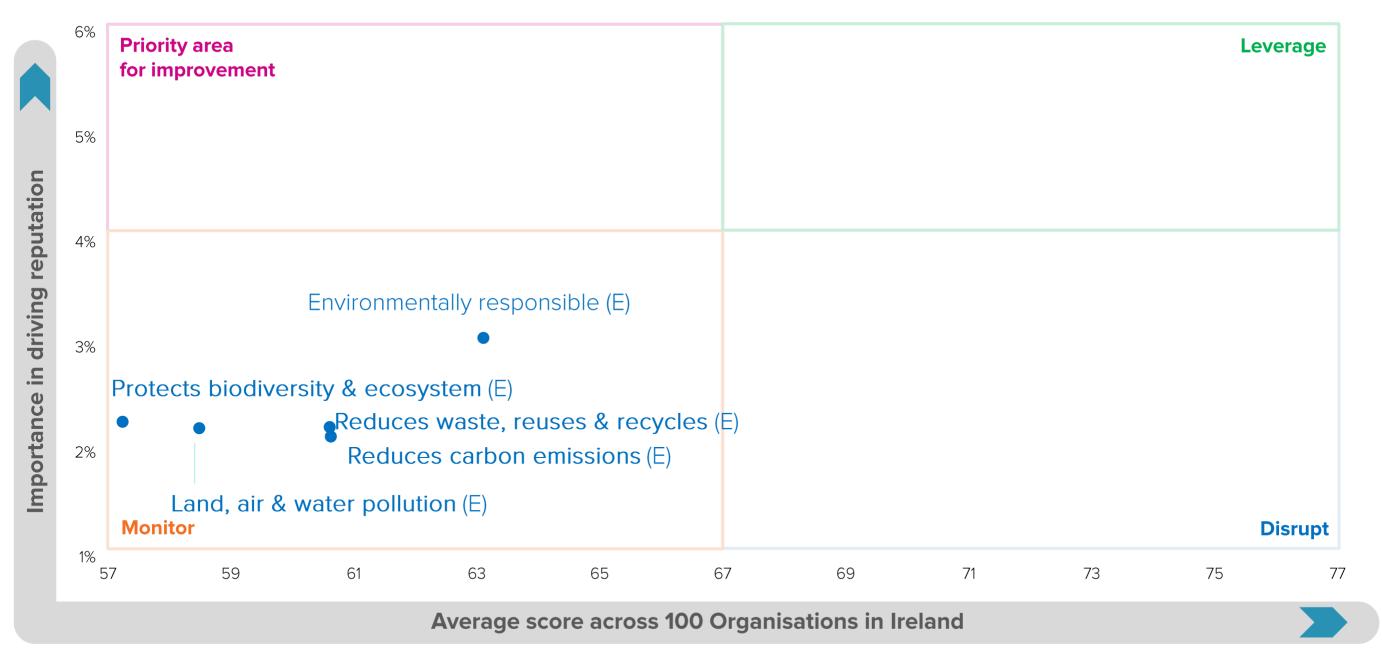


Putting the 'E' in ESG



Strategic Imperatives for Irish Organisations in 2023





Putting the 'E' in ESG

1

Concern about the environment is rising steadily among the public.

2

Environmental issues are becoming more personal.

3

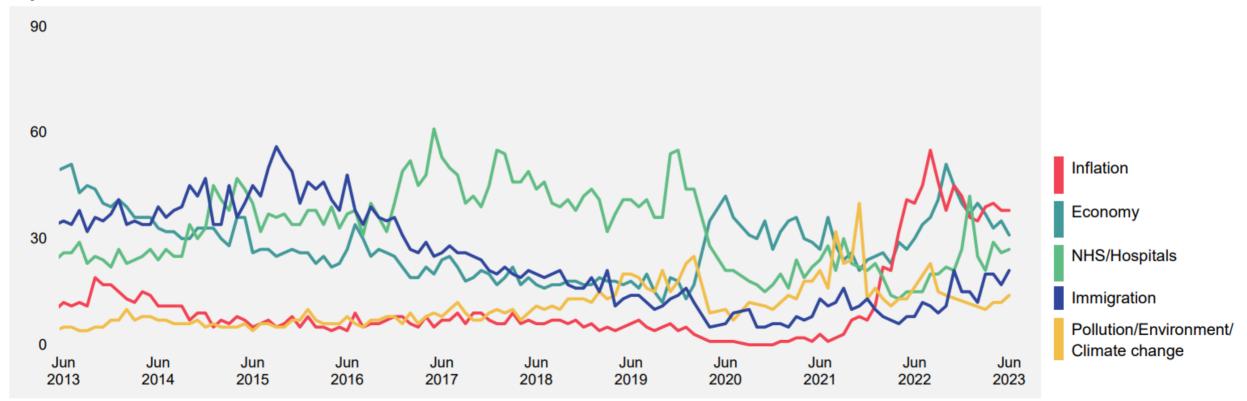
Business accountability for the environment is rising.

Environmental Concern is Increasing in Importance Among the Public

Top five concerns for June 2023: trend data

What do you see as the most/other important issues facing Britain today?

Top mentions %



Base: representative sample of c.1,000 British adults age 18+ each month, interviewed face-to-face in home

Source: Ipsos Issues Index

KEY METRICS

Public Concern Over Environmental Issues

TOTAL (2023)

ANNUALIZED GROWTH 2018-23



Environmental Issues are Increasingly Becoming Seen as Social Performance Issues by the Public

Rising concern that climate change will cause personal harm

% who are **very concerned** that global climate change will harm them personally at some point in their lifetime

	2015	2021	Change
	%	%	
Germany	18	37	▲ 19
UK	19	37	▲ 1 8
Australia	18	34	▲ 16
South Korea	32	45	▲ 13
Spain	36	46	10
Canada	27	34	▲7
France	35	41	▲6
Italy	37	42	▲ 5
U.S.	30	27	▼ 3
Japan	34	26	▼ 8
MEDIAN	31	37	

Note: Statistically significant differences in **bold**. Only countries surveyed in both 2015 and 2021 shown.

Source: Spring 2021 Global Attitudes Survey. Q31.

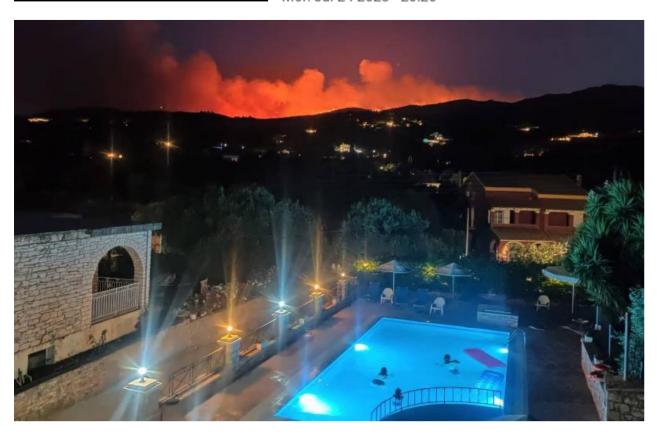
"In Response to Climate Change, Citizens in Advanced Economies Are Willing To Alter How They Live and Work"

PEW RESEARCH CENTER

Greenwood, S. (2022, March 22). Climate change concerns make many around the world willing to alter how they live and work | Pew Research Center. Pew Research Center's Global Attitudes Project. https://www.pewresearch.org/global/2021/09/14/in-response-to-climate-change-citizens-in-advanced-economies-are-willing-to-alter-how-they-live-and-work/

'There's a wildfire outside my balcony' - climate chaos hits tourism in Greece

THE IRISH TIMES Mon Jul 24 2023 - 20:20



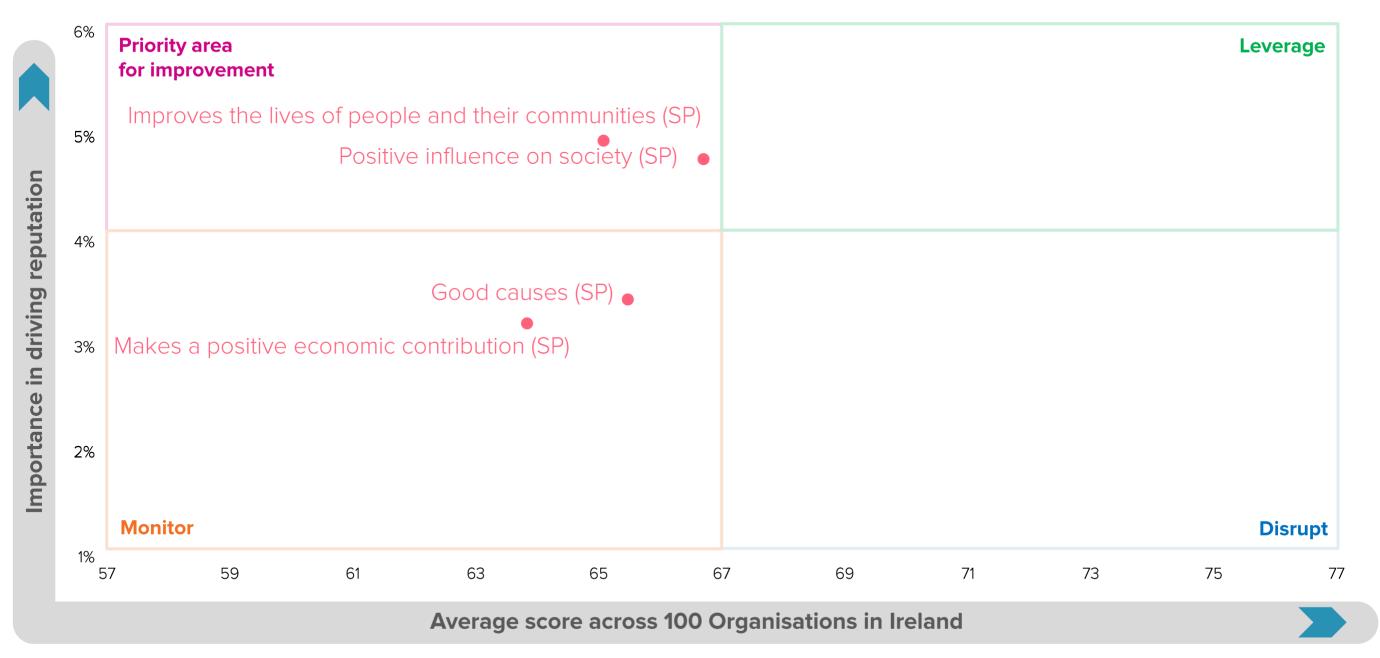


NYC's JFK Airport slammed with 8 inches of rain Friday, setting new daily record



Strategic Imperatives for Irish Organisations in 2023





Business Accountability is Likely to Rise



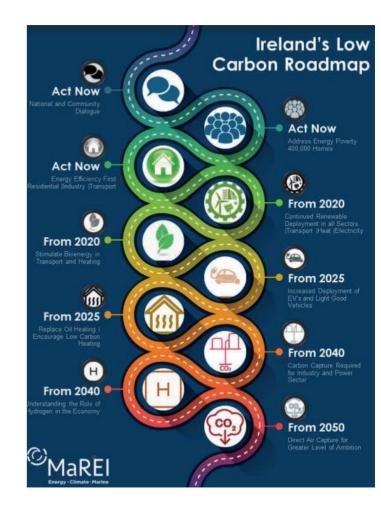
ECONOMIST IMPACT

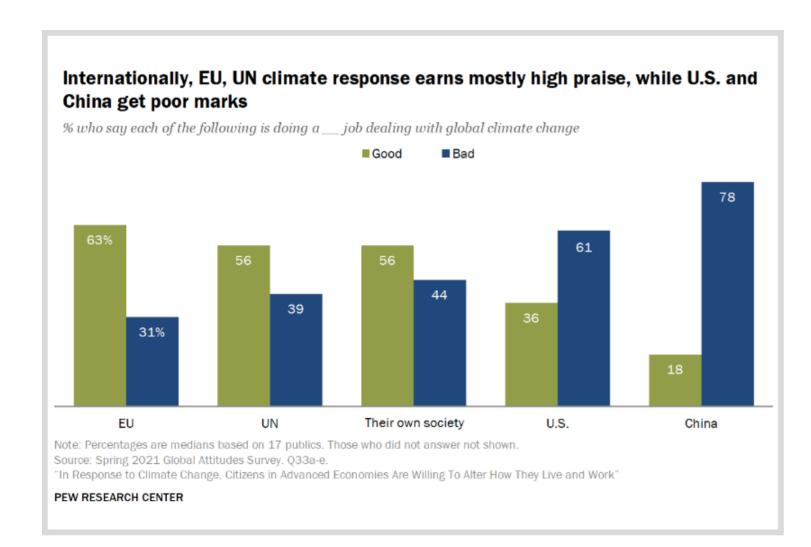
Just 100 companies burned—or enabled others to burn—enough fossil fuel to cause over 70% of worldwide emissions from 1988 to 2017.











Greenwood, S. (2022, March 22). Climate change concerns make many around the world willing to alter how they live and work | Pew Research Center. Pew Research Center's Global Attitudes Project.

https://www.pewresearch.org/global/2021/09/14/in-response-to-climate-change-citizens-in-advanced-economies-are-willing-to-alter-how-they-live-and-work/

Majorities praise the EU's response to global climate change

% who say the EU is doing a ___ job dealing with global climate change

		Very bad	Somewha bad	t Somewhat good	Very good	
Canada	24%	5%	19%	60%	10%	70 %
U.S.	32	8	24	56	6	62
Spain	29	10	19	59	11	70
Greece	30	10	20	60	8	68
UK	30	9	21	59	6	65
Italy	35	13	22	57	7	64
Sweden	38	5	33	57	4	61
France	41 1	2	29	52	6	58
Belgium	43 9	9	34	51	4	55
Netherlands	46 10		36	49	2	51
Germany	47 11		36	41	8	49
Australia	24	5	19	63	9	72
Singapore	27	5	22	59	12	71
New Zealand	31	7	24	60	4	64
South Korea	31	3	28	53	10	63
Japan	23	2	21	51	10	61
Taiwan	24	3	21	53	6	59

Note: Those who did not answer not shown.

Source: Spring 2021 Global Attitudes Survey. Q33e.

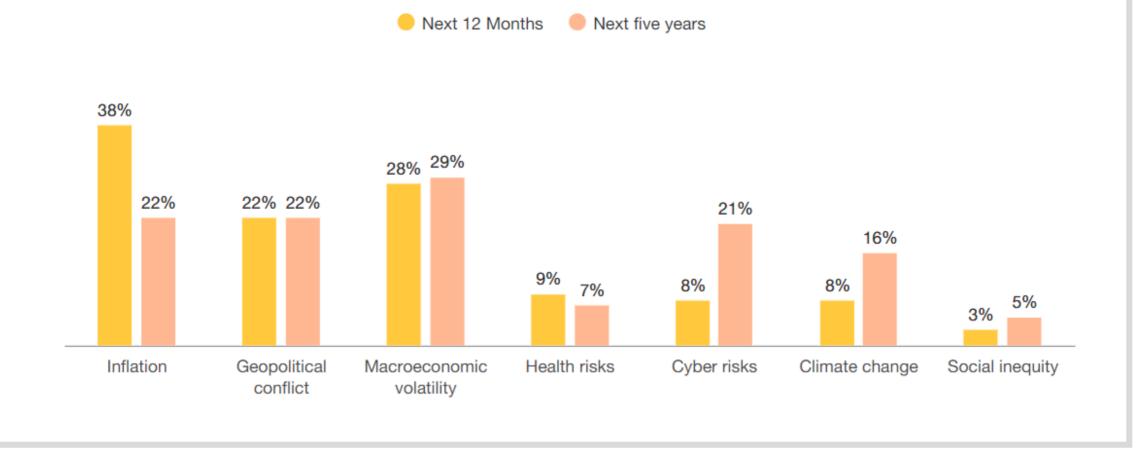
"In Response to Climate Change, Citizens in Advanced Economies Are Willing To Alter How They Live and Work"

PEW RESEARCH CENTER

Inflation and macroeconomic volatility stand out more prominently than other key threats in the next 12 months than over the next five years



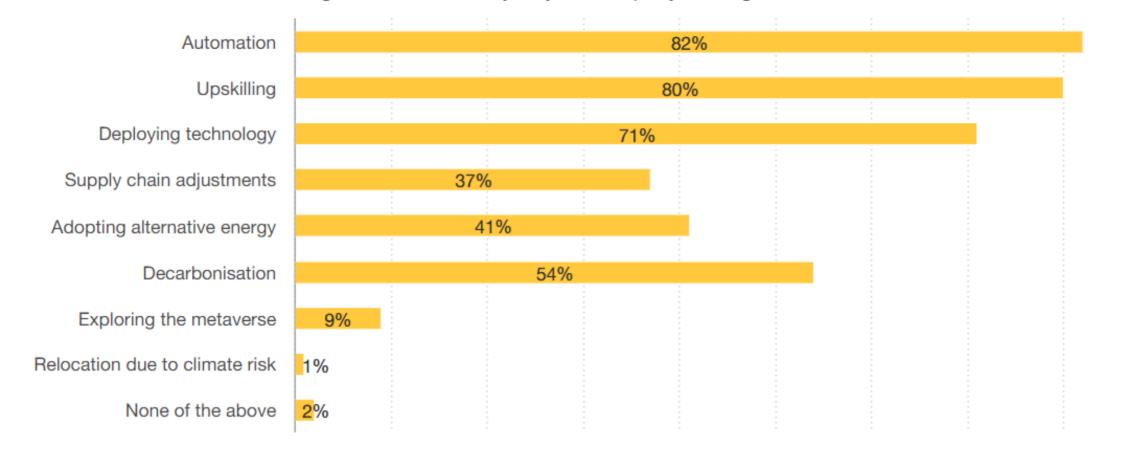
Question: how exposed do you believe your company will be to the following key threats in: (a) the next 12 months? (b) the next five years? (Showing only 'highly exposed' and 'extremely exposed' responses)



Irish CEOs continue to invest in automation, upskilling, technology and more

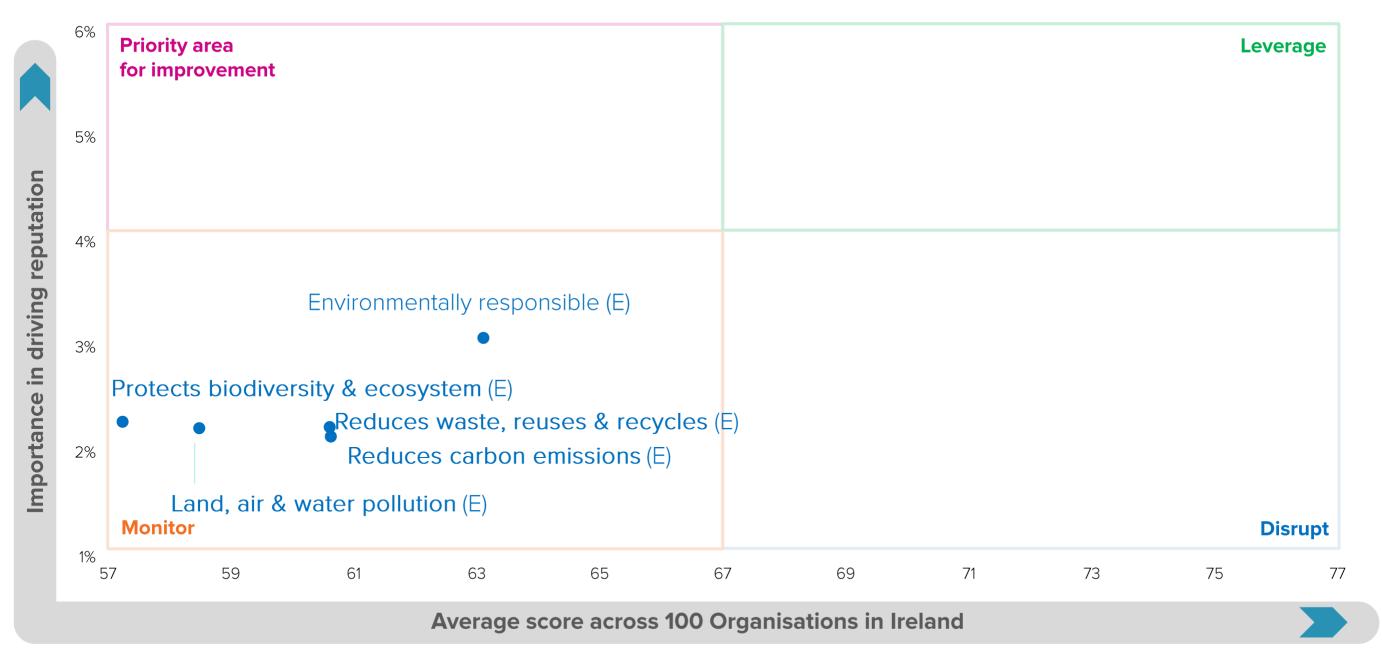


Question: which of the following investments, if any, is your company making in the next 12 months?



Strategic Imperatives for Irish Organisations in 2023





Putting the 'E' in ESG

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Environmental issues are becoming more personal.

3

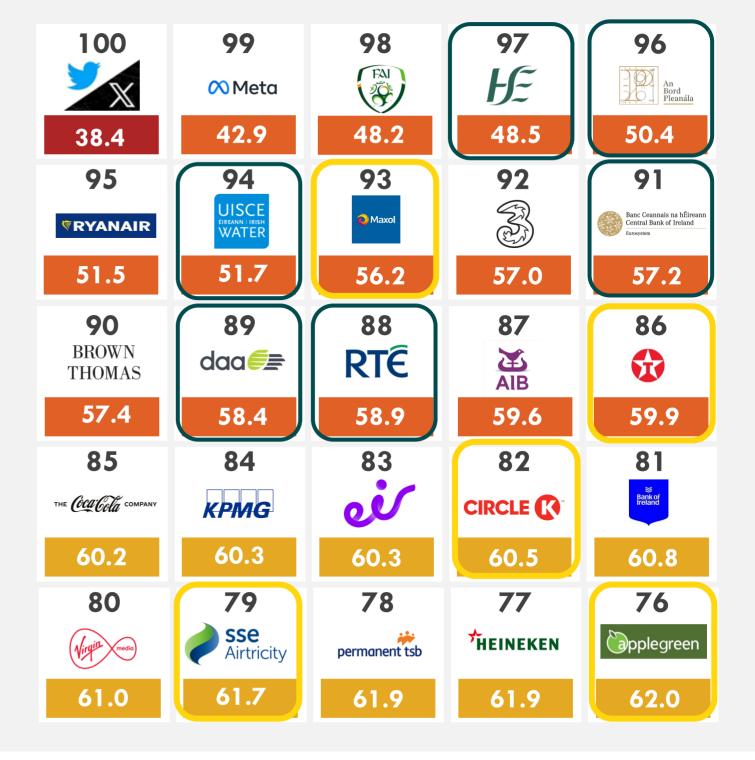
Business accountability for the environment is rising.



Sustainability Index 2023 **Top 100 Ranking**

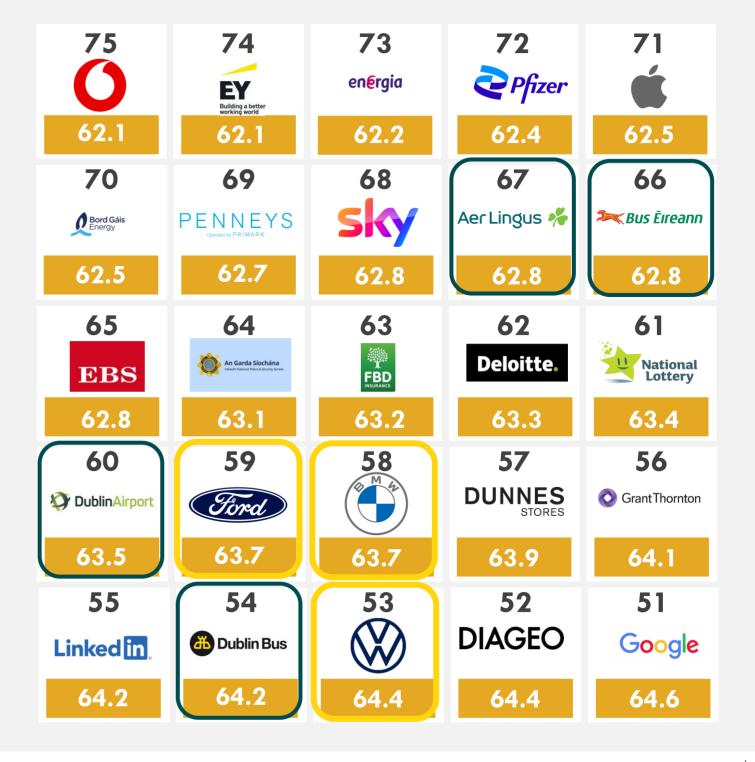
Overall Sustainability Score

Ranked 100 - 76



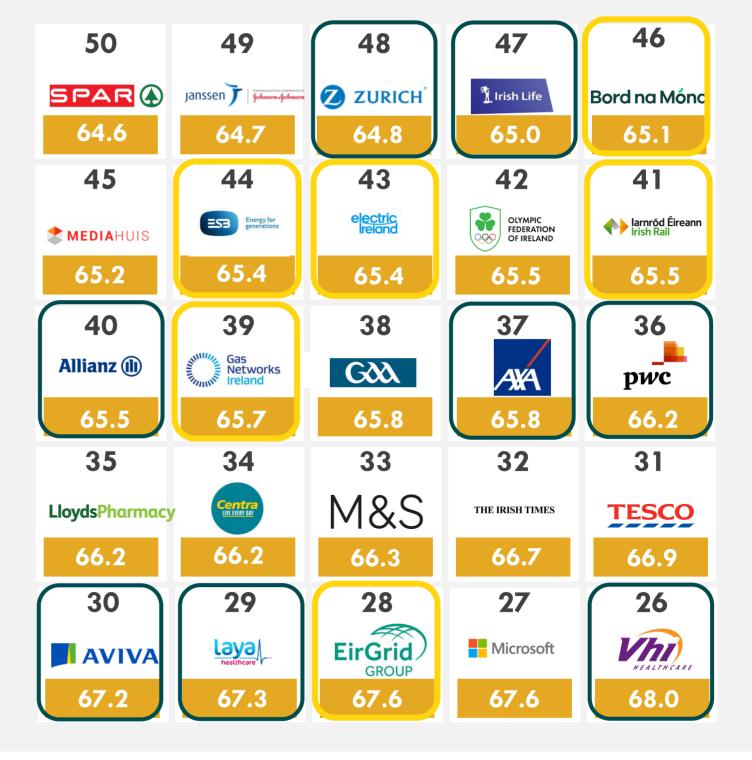
Overall Sustainability Score

Ranked 75 - 51



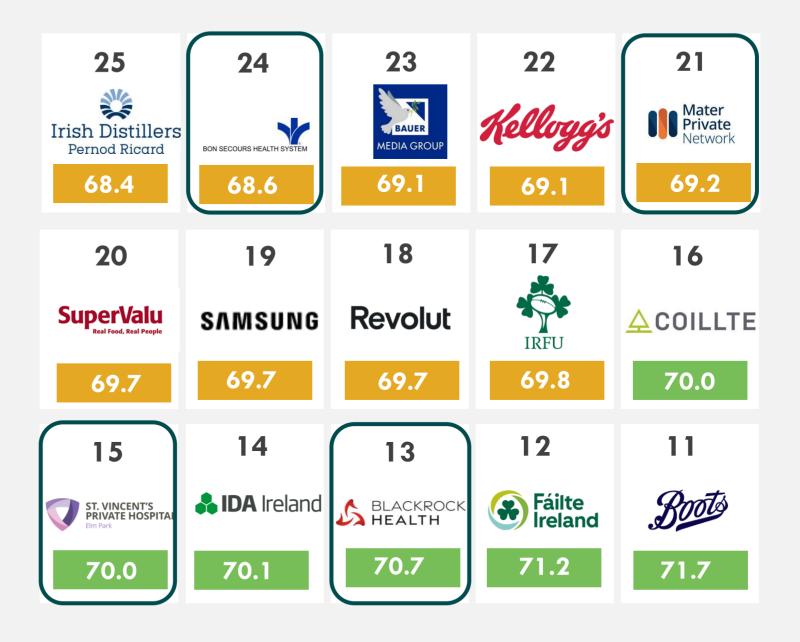
Overall Sustainability Score

Ranked 50 - 26



Overall Sustainability Score

Ranked 25 - 11



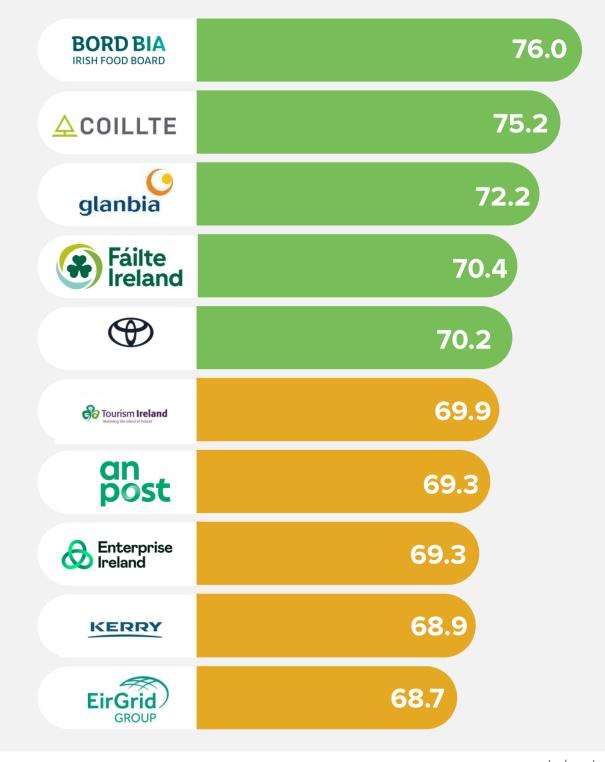
The leaders within





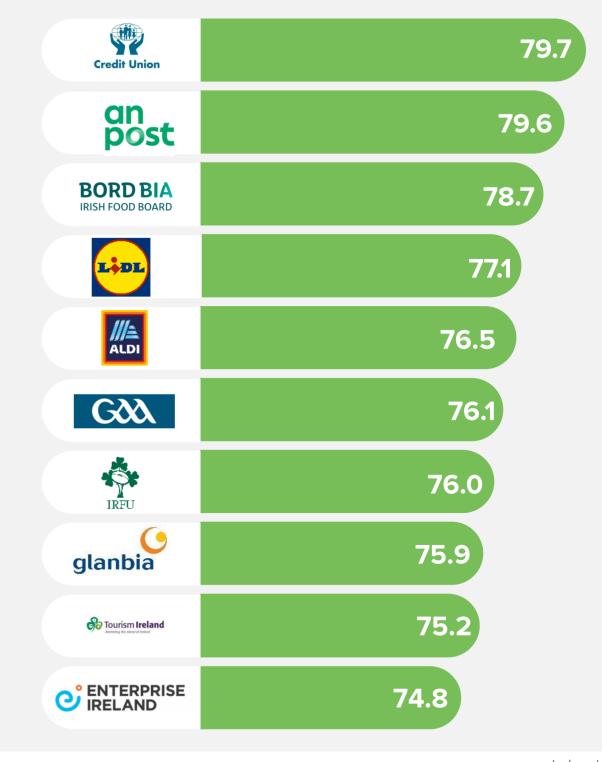
The leaders within





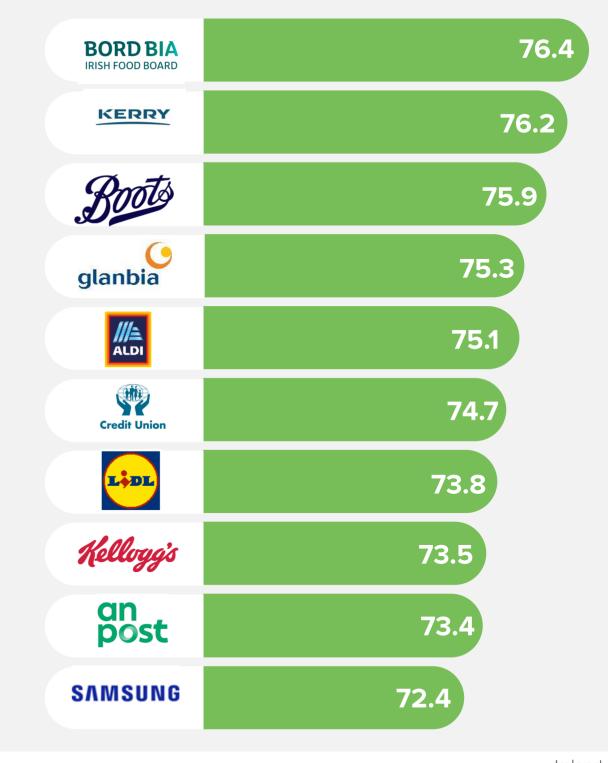
The leaders within





The leaders within





Overall Sustainability Score

Ranked 10 - 4















POOR 0-39

WEAK 40-59

AVERAGE 60-69

STRONG 70-79

EXCELLENT 80+

3rd



75.4









2nd

an post

75.6









Ireland RepTrak® Sustainability Index 2023 **Overall Winner**



78.1





In conjunction with

WEBINAR



Origin Green IRELAND

BORD BIA















Thank you