#### THE SOCIAL AUDIT OF COOPERATIVES

#### THE SOCIAL AUDIT

Social Audit is the process whereby a cooperative can account for its social performance, report on and improve that performance. It assesses the social impact and ethical performance of the cooperative in relation to its vision, mission, goals, and Code of Social Responsibility.

It is also process to assess the cooperative's contribution for the upliftment of the status not only to its members' economic needs but also social needs and the community where it operates. The cooperative's actual performance and accomplishment are compared its vision, goals, and social responsibility as it relates to the impact not only to the community but to its regular members as the immediate beneficiary of the decisions and actions it promulgated, passed and implemented. Social Audit will serve as control mechanism to account for its social performance and evaluate its impact in the community taking into account the community development fund which shall be used for projects or activities that will benefit the community where the cooperative operates.

Social Audit validates the support of the cooperative to the 7<sup>th</sup> cooperative principles, i.e. the "Concern for Community" and determines whether the cooperative work for the community's sustainable development through policies approved by their members.

The audit focuses not only to the economic side of the cooperative but also the social aspect of the organization and appraises the cooperative performance as value-based organization usually participative, user and community oriented and non-profit but service organization and how its social responsibility for its members and the community as a whole was fulfilled.

#### THE SOCIAL AUDIT TOOL

The social audit tool is an instrument to identify, measure, assess and to report on their social performance. This will provide the user a framework on how to collect data and what data is to be collected.

Similar to financial and management audit, the Social Audit has a one year cycle. The audit steps are also comparable to activities carried out for financial audit.

Consideration of the various aspects of Social Audit is relevant. Verification of records and documents is crucial to get vital information.

The tool will also present the score of the cooperative's social performance, whether outstanding, very good, good, fair or poor. The score/rating should not be taken as the end of it. Any result thereof, shall be the major consideration for **improved social performance**, which is actually the first and foremost goal of Social Audit.

#### THE COMPONENTS OF THE SOCIAL AUDIT TOOL

Social Audit for cooperative shall look into the following components with their corresponding points:

## I. Organization

This is a measurement of cooperative's fulfilment of its vision, mission and goals, feedback mechanisms, code of good governance and ethical standards.

## II. Membership

Measurement on how the cooperative responded to the need of members, observed governance practices, considered provision for benefits of members, and involved members in the affairs of the cooperative.

## III. Staff/Employees

Assessment of the cooperative's fulfilment of the needs and welfare of the employees in terms of safety workplace and sanitation, including the provision for compensation and benefits.

## IV. Cooperation among Cooperatives

Measurement of the cooperative's affiliation/s and linkages to federations/unions and other cooperatives.

# V. Community and Nation

Determines the involvement of the cooperative and its contributions to the community and nation, in general.

# VI. Network Alliance and Linkages

Assessment on how the cooperative relates to other organization and its collaborative programs.



### **General Information:**

- A. Name of Cooperative as of the latest amendment:
- B. Present Address of Cooperative:C. Type of Cooperative:
- D. Re-registration Number:E. Vision / Mission & Goals

#### ORGANIZATION (15 points) I.

AREAS OF CONSIDERATION	MAXIMUM POINTS		RATING/ COMPUTATION/INSTR	POINTS	
A. Vision, Mission and Goals (4)					
1. Cooperative Vision, Mission and Goals (VMG)  1.1. Indicate the VISION Statement:  ———————————————————————————————————	4	1. 2. 3.	Indicate the Cooperative's VMG; Check if social responsibility of the cocclearly defined; Give rating:	perative is	
1.2. Indicate the MISSION Statement:			VMG Clearly define the social responsibilities of the coop	2	
			VMG is approved by the GA	2	
1.3. Indicate the <b>GOALS</b> :			Absence of a Vision, a Mission or a Goal	Less o.5 for absence of any	
1.4. Approval of the VMG by the General Assembly, specify date:					

			ARE	AS OF CONSIDER	RATION	MAXIMUM POINTS	RATING/ COMPUTATION/INSTRUCTION	POINTS
В.	Code	of Governa	ance and E	thical Standards		3	Give one (1) point for every yes answer.	
					YES OR NO			
				Code of Governanc				
				uct & Ethical Stand				
			ie key play in its deve	ers of the coopera	tive			
		involved	in its deve	iopment?				
C.	Feed	lback mech	anism					
	1. With approved policy on feedback mechanism			hanism	1	If the answer is YES, 1		
	YES ( ) NO ( )							
	2. Presence of Mechanisms to gather feedbacks:			dbacks:	3	Give 1 point for every positive answer.		
				YES OR NO	If yes, indicate tools/ instruments			
		Mem						
		Offic						
		Staff Othe						
		perso						
		1 1	tution					
	3.	Feedbacks	acted upo	on	·	4		
							Get the number of feedbacks received and acted upon;	
		No. o	of feedback	ks received			2. Divide the number of feedbacks acted upon over the	
		No. o	of feedbacl	ks acted upon			number of feedbacks received and multiply by 100 to get the percentage;	
							Feedbacks acted upon	
							Feedbacks received	
							90% - 100% are acted upon 4	
							70% - 89% are acted upon 2	
							50% - 69% are acted upon 1	
							Below 50% are acted upon o	

# II. MEMBERSHIP (35 points)

AREAS OF CONSIDERATION	MAXIMUM POINTS	RATING/ COMPUTATION/INSTRUCTION	POINTS
A. Asset Building (12 points)			
Economic Participation of members (2)			
1.1. Number of members who patronize the services of the cooperative	2	For single purpose:	
For Single Purpose:		No. of members who patronized	
Number of members who patronized the cooperative service  Total number of members Percentage  For Multi-Purpose:  Number of cooperative services Number of members' patronage per service of cooperative  Total number of members		the service of the cooperative	
Average Percentage		Average No. of members who patronized the service of the cooperative	

	ncrease in the number apital	of Existing members with additional share	1.5	Get the Increase:  No. of members of with additional share, current -
	YEAR	No. of Existing Members with Additional Share		No. of members with additional share, previous  Increasing – 1.5 points
	Current Year			Status quo — 1 point
	Previous Year			Declining – o point/
	Increase/decrease			
2.2.Incre	ease in the amount of sha	re capital	1.5	
	YEAR	Amount of Share Capital		1. Get the point/s:
	Current Year			Increasing – 1.5 points
	Previous Year			Status quo – 1 point
	Increase/decrease			Declining – o point
2.3. In	ncrease in number of Exis	ting members with increased deposits	1.5	1. Get the Increase:
	YEAR	No. of Existing Members with Increased Deposits		No. of members with increased deposits, current year - No. of members with increased deposits, previous year
	Current Year	·		Increasing – 1.5 points
		<del>                                     </del>	1	I
	Previous Year			Status quo – 1 point
	Previous Year Increase/decrease			Status quo – 1 point  Declining – 0 point
2.4. In		deposits	1.5	
2.4. In	Increase/decrease	deposits  Amount of Deposits	1.5	Declining – o point  1. Get the point/s:
2.4. ln	Increase/decrease	<u> </u>	1.5	Declining – o point

3.		conomic Gro	wth (4) ives of the mem	hers.		4	Survey at least 5% - 10% of Members in Good Standing     but in no case it should be less than 30 individual     respondents identified through random sampling. If
	3.1 Opint	ment of the f	ives of the mem	ibers.		4	members are less than 30, conduct survey to all
			% Increase	% Decrease	% No change		members.
	Inco	me					2. Tabulate and analyze data;
	Live	lihood					
	Savi	ings					3. Give points:
	Asse						
							Increase in income 1
		•		•			Increase in Livelihood 1
							Increase in Savings 1
							Increase in Assets 1
A.	Members go	overnance (1	o points)				
1.	Information	n facilities, pl	ease check:			2	1. Count and give points:
	Navvalatta			1			3 or moreinformation 2
	Newslette		-11	D -t-			3 or moreinformation 2 facilities
			elephone, fax, C				
			s, brochure, etc				Below 3 information 1
		ocial Netwo	rk, etc				facilities
		hip Meeting					
	Others, sp	pecify					
	_						
	-						

2. Members participation, please indicate the number and percentage

	ACTIVITIES	No. OF MEMBERS PARTICIPATED
1	Members participated in the election of officers and approval of Development Plan & Budget during GA	
2	Members attended membership meeting/ consultation/forum	
3	Members participated in membership events (e.g. tree planting, medical mission, etc)	

1. Get the result per item using the following denominator:

	ACTIVITIES/	DENOMINATOR
	NUMERATOR	
1	a. Number of Members	Total No. of
	voted in the Election	members in good
	b. Number of members	standing (MIGS)
	participated in the	
	Approval of	
	Development Plan &	
	Budget during GA/	
	Representative	
	Assembly	
2	Number of Members	Target member as
	attended membership	indicated in the
	meeting/ consultation/	Plans or programs.
	forum	In the absence
		thereof, use the
		total number of
		existing members
3	Number of Members	Target member as
	participated in	indicated in the
	membership events (e.g.	Plans or programs.
	tree planting, medical	In the absence
	mission, etc)	thereof, use the
		total number of
		existing members

- 2. Get the average.
- 3. Get the rating

50%-100% of the average membership participated	2
25- below 50% of the average membership participated	1
Below 25% of the average membership participated	0

3. Members Feedback	1. Survey at least 5% - 10% of l	
3.1. Members' perception in airing their ideas, feedbacks, and opinion  Check	but in no case it should be les respondents identified throu members are less than 30, co members.	gh random sampling. If
Easy Difficult	2. Tabulate and analyze	
	3. Get the rating:	
3.2. Members' satisfaction on the action made on their feedbacks	90% - 100% answered easy 70% - 89% answered easy 50% - 69% answered easy Below 50% answered easy	2 1.5 1 0
Check Satisfied Not Satisfied	4. Survey at least 5% - 10% of I but in no case it should be les respondents identified throu members are less than 30, comembers.	s than 30 individual gh random sampling. If
	5. Tabulate and analyze.	
	6. Get the rating:	
	90% - 100% are satisfied 70% - 89% are satisfied 50% - 69% are satisfied Below 50% are satisfied	2 1.5 1 0
3.3. Members' Satisfaction on services  Check Satisfied Not Satisfied	2 1. Survey at least 5% - 10% of I but in no case it should be les respondents identified throu members are less than 30, co members.	s than 30 individual gh random sampling. If
	2. Tabulate and analyze	
	3. Get the rating:	
	90% - 100% are satisfied 70% - 89% are satisfied 50% - 69% are satisfied Below 50% are satisfied	2 1.5 1 0

B. Members' Benefits (3)  1. Presence and pe social benefit pro  MEMBERS' BENI PROGRAM  Group insurance  Medical & health assistance benefit  Educational Assistan  Burial assistance/aic  Others, specify  -	rcentage of memogram/s  EFIT YES OR NO*	BENE	efitting from the mem 6 OF MEMBERS :FITTING FROM THE PROGRAMS**	nbers'	1* 2**	<ol> <li>Determine the activities/ programs and indicate if yes or no.</li> <li>With available members' social benefit programs, give 1 point.</li> <li>On the percentage of members benefitting from program/s:         <ul> <li>20% - above</li> <li>2 10% to below 20%</li> <li>3 Below 10%</li> </ul> </li> </ol>
-						
<ol> <li>Provision of education to members (5)</li> <li>Presence of continuing education program that contribute to human development of members(values, principles, ethics, practices, citizenship, livelihood/skills training)</li> <li>YES ()</li> <li>NO ()</li> </ol>					1	If YES, full points.
1.2. Implementa	tion of educatior	n program	(4)		2*	For the number of trainings conducted:*
CONTINUING EDUCATION/ TRAINING PROGRAM	No. OF TRAIN CONDUCTE Per Target/ Plan		No. OF MEMBERS ATTENDED** Per Target/ Actual			<ol> <li>Get the training conducted/attended by the cooperative, target and actual number of training;</li> <li>Compute and get the rating:</li> </ol>
Values Education				_		6 – above trainings
Cooperative Principles & Practices						6 – above trainings 2 4 - 5 trainings 1.5
Citizenship						2 - 3 trainings 1
Ethics						o -1 trainings o
Entrepreneurial skills						
Livelihood					1.1.	
Leadership Training					2**	For the number of members attended the training:*
Financial Literary						

2. Leadership Development Program (5)  2.1. Presence of leadership program for cooperative officers	1	Get the sum of the average members attended per training indicated above. Denominator of each indicator is the number of members per target/ plan  For Large cooperative:  50% - 100% 2 30% - 49% 1 Below 30% 0.5  For Medium Cooperatives: 30% - 100% 2 15% - 29% 1 Below 15% 0.5  For Small & Micro Cooperatives: 20% - 100% 2 10% - 19% 1 below 10% 0.5	
YES ( ) NO ( )  2.2. Implementation of program for cooperative officers	2	Identify the programs for leadership development;	
LEADERSHIP DEVELOPMENT PROGRAM IMPLEMENTED Executive retreats/reflection session Succession planning Immersion Leadership Session Others specify		2. Count and give rating;  3 – above programs - 2 1 – 2 programs - 1	
2.3. Mandatory Trainings for cooperative officers Conducted/ Attended  MANDATORY TRAININGS No. OF OFFICERS CONDUCTED/ ATTENDED TRAINED	2	<ol> <li>Identify the mandatory trainings attended/conducted;</li> <li>Count and give rating;</li> <li>3 – above programs - 2</li> <li>1 – 2 programs - 1</li> </ol>	

## III. STAFF/EMPLOYEES (10 points)

			AREAS OF CONSIDERATION	MAXIMUM POINTS	RATING/ COMPUTATION	POINTS
A.	Com	pensati	on and Benefits (4) points			
	1.	Compe	nsation (2)			
		1.1.	Standard Salary prevailing within the locality, specify:	1	The coop follow the standardized Salary Scale , give full points.	
		1.2.	Other labor standards (i.e. PAGIBIG, SSS, Retirement, Philhealth)	1	The cooperative is compliant to other labor standards as provided, give 1 point.	
	2. Benefits (2)					
		2.1.	Monetary benefits for staff/employees, specify: (e.g. Leave credit (convertible to cash), performance bonus, nth month pay, etc)	1	The cooperative provide monetary incentives/benefits to employees/staff, give full points, 1.	
		2.2.	Non-monetary benefits for staff/employees, specify: (e.g. HMO, rice subsidy, uniform, etc)	1	The cooperative provide non-monetary incentives/benefits to employees/staff, give full points, 1.	

B. Emp	loyees Support Program (3)						
1.	Presence of the following support program:		3	1.	Get the number of support programs and give rating;		
	SUPPORT PROGRAMS	CHECK			3 – up programs	3	
	Employee Development Committee/Council				2 programs	2	
	Insurance Protection program				1 program	1	
	Grievance mechanism						
	Awards and recognition						
	Continuing Education program (scholarship,						
	seminar, trainings, etc)						
	Social, cultural & sports programs						
	Others, specify						
	-						
	-						
Work Environment (3)     Presence of adequate logistical support and conducive working environment		3	1.	Identify and check important elements available in the workplace;			
	ELEMENTS	CHECK		2.	Count and give rating;		
	Properly ventilated working area				<i>3 3.</i>		
	Appropriate equipment and devices are available to perform work				4 – up elements are present 2 – 3 elements are present	3 2	
	Design of office equipment and devices to fit the users				1 element is present	1	
	Basic facilities to address employees						
	necessity are available (e.g. comfort rooms,						
	pantry, health & maternal clinic, etc)						
	Health & safety working space						
	Others, specify:						
	-						

## IV. COOPERATION AMONG COOPERATIVES (10 POINTS)

AREAS OF CONSIDERA	TION	MAXIMUM POINTS	RATING/ COMPUTATION	POINTS
A. Membership and affiliation (4 points)  2. Affiliation and participation  1.1. Federation:  1.2. Union:  2. Support Services (projects/activities) to fed		1 1	If affiliated to a federation or union, give full points.	
patronage of their core business:  2.1. Financial, specify:		1 1	With financial support service/s - 1 With non-financial support service/s - 1	
B. CETF due to federation / union (2)  Amount allocated for the audit period  Amount remitted for the audit period		2	Full payment of CETF 2 Partial payment of CETF 1 Non-payment of CETF 0	
C. Cooperative Alliance/linkage/network (4 point  1. Inter-cooperative Partnership	5)		Business Partnership *  3 - above business partnership 2 2 business partnership 1	
NAME OF BUSINESS COOPERATIVE PARTNERSH (specify)*		2*	1 business partnership 0.5  Non-Business Partnership **	
e.g. Joint venture marketing cooperative proc rice trading, etc	e, e.g. Mentoring, coaching, cliniquing	2**	3 - above non-business partnership 2 2 non-business partnership 1 1 non-business partnership 0.5	

# V. COMMUNITY AND NATION (25 POINTS)

AREAS OF CONSIDERATION		MAXIMUM POINTS	RATING/ COMPUTATION	POINTS
A. Contribution to national and community development programs (15 points)  1. Presence of approved Projects/programs:				
Peace and Order  Eradicate extreme poverty and hunger (livelihood program for non members)  Achieve universal primary education (donations to school construction, of books, DEPED's program)  Promote gender equality and empower women  Culture, Tradition and History (patriotism, love of country, etc)  Sports Program  Public Issues  Reduce child mortality  Improve maternal health  Health and sanitation  Combat HIV/AIDS, malaria and other diseases  Ensure environmental sustainability (disaster & risk reduction program; tree planting; river and coastal clean up; etc)  Develop a global partnership for development (e.g. internationally funded program)  Youth Development Program  Others, specify	WITH APPROVED PROGRAM/S (specify)	8	1. Identify the approved program/s as part of its contribution to the national and community development programs  2. Count the programs and give rating:  For Large/Medium Cooperatives  8 - above approved projects/ 6-7 approved projects/ programs 6 4-5 approved projects/ programs 2 1 approved programs 1  For Micro & Small Cooperative 5 - above approved projects/ 5 - above approved projects/ 4 approved projects/ programs 6 3 approved projects/ programs 2 approved projects/ programs 4 approved projects/ programs 5 approved projects/ programs 6 approved projects/ programs 7 approved projects/ programs 9 approved projects/ programs	
2. Programs implemented:  PROGRAMS NUMBER OF NON- IMPLEMENTED FOR MEMBER MDG BENEFICIARIES	RESOURCES APPLIED	7	100% implemented       7         80%-99% implemented       5         60% - 79% implemented       3         40% - 59% implemented       2         below 40%       1	

B. Responsiveness to Gender, Elderly, Youth and Person with Special Needs (PWSN)		
1. Plans and programs		
1.1. Presence of approved policy	2	If the answer is YES, full points
YES ( ) NO ( )		
Specify policy:		
1.2. Program implemented, specify:	4	Give 1 point for the program implemented for every social sector
C. Community Outreach		Get the quotient.
Number of members over working population in the area of operation  Total number of members	4	<u>Total No. of members</u> Working population
Total number of working population in the area of operation		Note: working population (issued by NEDA)
		2. Get the rating:
		30% above 4 20% to below 30% 3
		10% to below 20% 2 Below 10% 1

# VI. NETWORK, ALLIANCES AND LINKAGES (5 POINTS)

AREAS OF CONSIDERATION		MAXIMUM POINTS	RATING/ COMPUTATION	POINTS	
A. Collaborative pr	ograms/projects (3)				
1. Organization	Organizations/institutions with existing programs/ projects, please check		1.5	Presence of collaborative programs/projects in any of the given possible partners, give full points.	
CHECK	TYPE OF INSTITUTION	NAME OF INSTITUTION/ ORGANIZATION/ PERSON			
	Non-government organization (NGO)				
	Private Voluntary Organization (PVO)				
	Cooperative Development Council (CDC)				
	Local Government Units (LGUs)				
	Government Organization (GOs)				
	Business Organizations				
	Individual				
	Others				
<ol><li>Implementa specify</li></ol>	ation of programs/projects in re	elation to the above collaboratio	n,		
PART	NER ORGANIZATION	SPECIFIC PROGRAM/S	1.5	2 - above programs/projects 1.5	
				At least 1 program/project 1	
			_	No program/project o	
	_				

B. Accre	ditation/ Recognition				
Accreditation with local planning bodies			2	Cooperative is accredited in any local planning bodies, give full points	
	LEVEL	AREA		·	
	Barangay				
	Municipal/City				
	Provincial				
	Regional				
	National				
	·	·			
TOTAL SCORES/POINTS			100		
TOTAL SCORES/POINTS			100		

### QUANTITATIVE RATING

For MEDIUM & LARGE COOPERATIVES For MICRO & SMALL COOPERATIVES

90 - 100 points : Outstanding 75 - above points : Outstanding

80 - below 90 points : Very Satisfactory 65-below 75 points : Very Satisfactory

70 – below 80 points : Satisfactory 50–below 65 points : Satisfactory

6o – below 7o points : Fair 35–below 5o points : Fair

below 60 points : Poor below 35 points : Poor

### SUMMARY OF POINTS

AREAS OF CONSIDERATION	MAXIMUM POINTS	COOPERATIVE'S POINTS
ORGANIZATION	15 POINTS	
MEMBERSHIP	35 POINTS	
STAFF/EMPLOYEES	10 POINTS	
COOPERATION AMONG COOPERATIVES	10 POINTS	
COMMUNITY AND NATION	25 POINTS	
NETWORK ALLIANCES AND LINKAGES	5 POINTS	
TOTAL POINTS	100	