



# Consumer & Retail Audit Maturity

## Social performance self-assessment checklist



## **How resilient, responsible, and audit-ready are the social elements of your supply chain?**

With increasing consumer expectations and evolving regulatory demands, the ability to demonstrate transparency, fairness, and accountability across your supply chain has never been more critical. Use this quick self-assessment to gauge your current practices across key areas of ethical and responsible sourcing in the consumer and retail sector.

Your Consumer & Retail social audit maturity self-assessment checklist

SECTION 1: Governance & Ethical Oversight (10 questions)

	Yes	Partially / In Progress	No / Don't know
<div>1</div> <div>Do you have a documented ethical sourcing and human rights policy for your organization?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>2</div> <div>Are human rights, and social responsibility embedded into your corporate risk register?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>3</div> <div>Do you track performance indicators for social and ethical compliance internally?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>4</div> <div>Are senior leaders actively engaged in social responsibility or ESG governance?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>5</div> <div>Is your code of conduct communicated and enforced across the entire supply chain?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>6</div> <div>Are workers' rights (e.g. freedom of association, collective bargaining) part of your audit scope?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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SECTION 1: Governance & Ethical Oversight (10 questions)

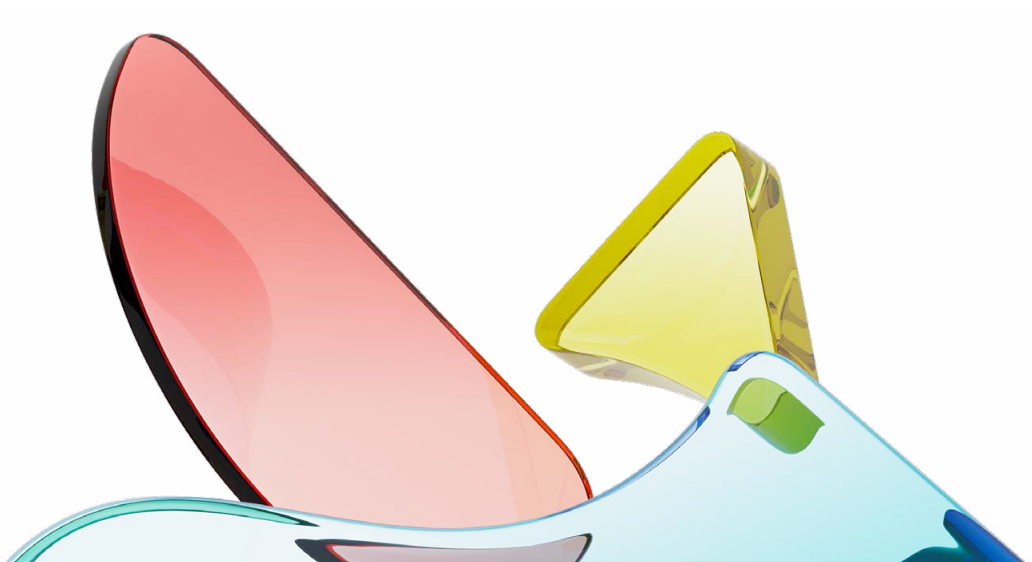
	Yes	Partially / In Progress	No / Don't know
<div>7</div> <div>Do you use second party audit/ assessments to assess ethical or labour risks?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>8</div> <div>Is subcontractor and agent activity within your supplier network routinely monitored?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>9</div> <div>Are you aligned with frameworks like ISO 20400 or SMETA for procurement and audits?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>10</div> <div>Do you report publicly on social or human rights performance (e.g., ESG reporting, sustainability reports)?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





SECTION 2: Supplier Management & Traceability (10 questions)

	Yes	Partially / In Progress	No / Don't know
<div>11</div> <div>Do you perform audits or assessments for high-risk suppliers?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>12</div> <div>Are corrective actions tracked and followed up with measurable improvements in case of mistakes or supplier breaches?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>13</div> <div>Do supplier contracts clearly define expectations around legal working hours, minimum wage, and safe conditions?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>14</div> <div>Are audits inclusive of temporary, subcontracted, or migrant workers across the value chain?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>15</div> <div>Is data on suppliers' working hours, pay, and employment terms collected and reviewed?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>16</div> <div>Are third-party factories and logistics providers included in audit programmes?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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SECTION 2: Supplier Management & Traceability (10 questions)

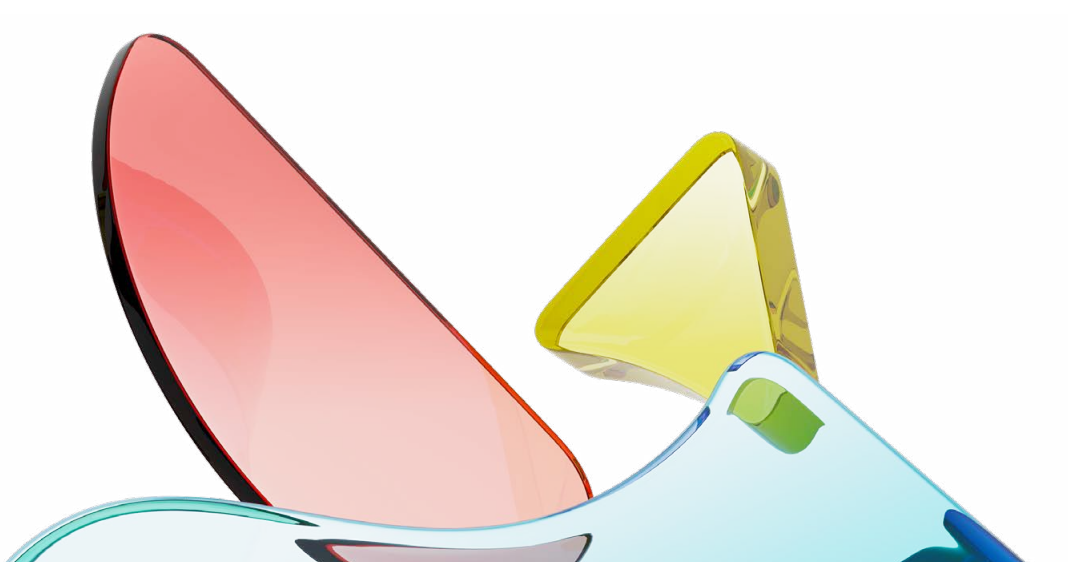
	Yes	Partially / In Progress	No / Don't know
<div>17</div> <div>Are worker grievance mechanisms available and functional across the supply chain?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>18</div> <div>Do you conduct training or onboarding for suppliers on social and labour expectations?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>19</div> <div>Is there a documented supplier code of conduct that includes labour and human rights?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>20</div> <div>Are risks around product integrity, traceability or counterfeit goods monitored and addressed?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Your Consumer & Retail social audit maturity self-assessment checklist

SECTION 3: Culture, Transparency & Consumer Trust (10 questions)

		Yes	Partially / In Progress	No / Don't know
21	Are employees trained on ethical conduct, supplier risk, or social compliance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Have you experienced any reputational risks from supply chain failures in the last 3 years?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Is human rights performance integrated into supplier KPIs or contracts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Are you leveraging any software or technology (e.g., audit platforms or dashboards) for supplier data?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Have you assessed exposure to AI or data ethics risks within consumer touchpoints?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Are grievance mechanisms available to all workers, including subcontractors, in a language they understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Your Consumer & Retail social audit maturity self-assessment checklist

SECTION 3: Culture, Transparency & Consumer Trust (10 questions)

	Yes	Partially / In Progress	No / Don't know
<div>27</div> <div>Do you regularly review the impact of social audit findings on brand reputation and stakeholder trust?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>28</div> <div>Are there feedback loops in place to capture insights from workers or site staff to improve future audits?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>29</div> <div>Do workers across all levels, including contracted and subcontracted, know how to raise grievances without fear of retaliation?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<div>30</div> <div>Are lessons from grievance records, workplace incidents, or complaints used to improve internal policies and drive cultural change?</div>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your score

(Max: 30 points)



## What do your scores suggest?

Score Range	Maturity Level	What It Indicates
0-10 points	Emerging	You're building awareness — it's time to establish core audit and sourcing structures.
10-20 points	Developing	Some practices are in place, but there's room to improve traceability and consistency.
20-30 points	Advanced	You're actively managing risks and embedding best practice — focus on continuous improvement.

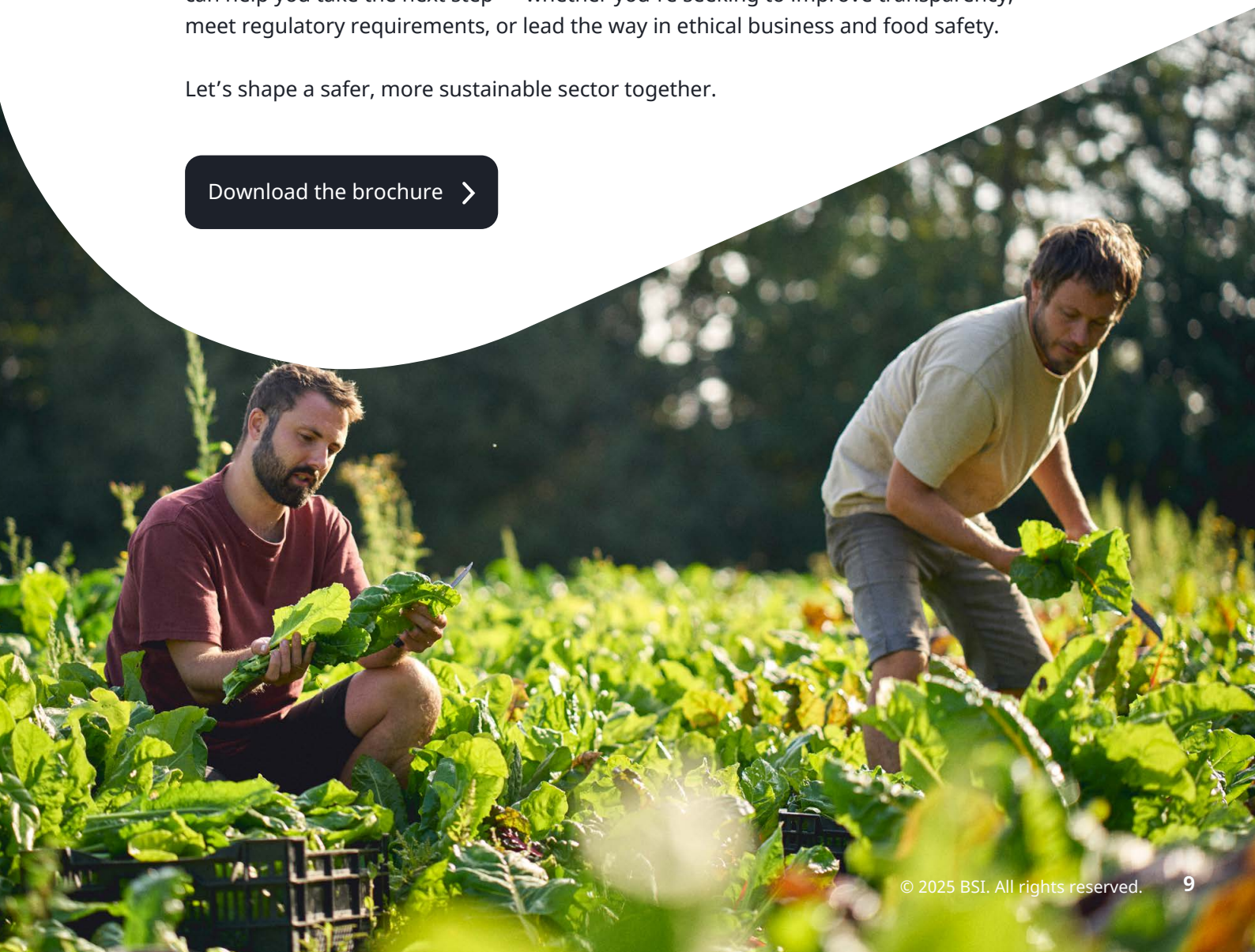
## What's Next?

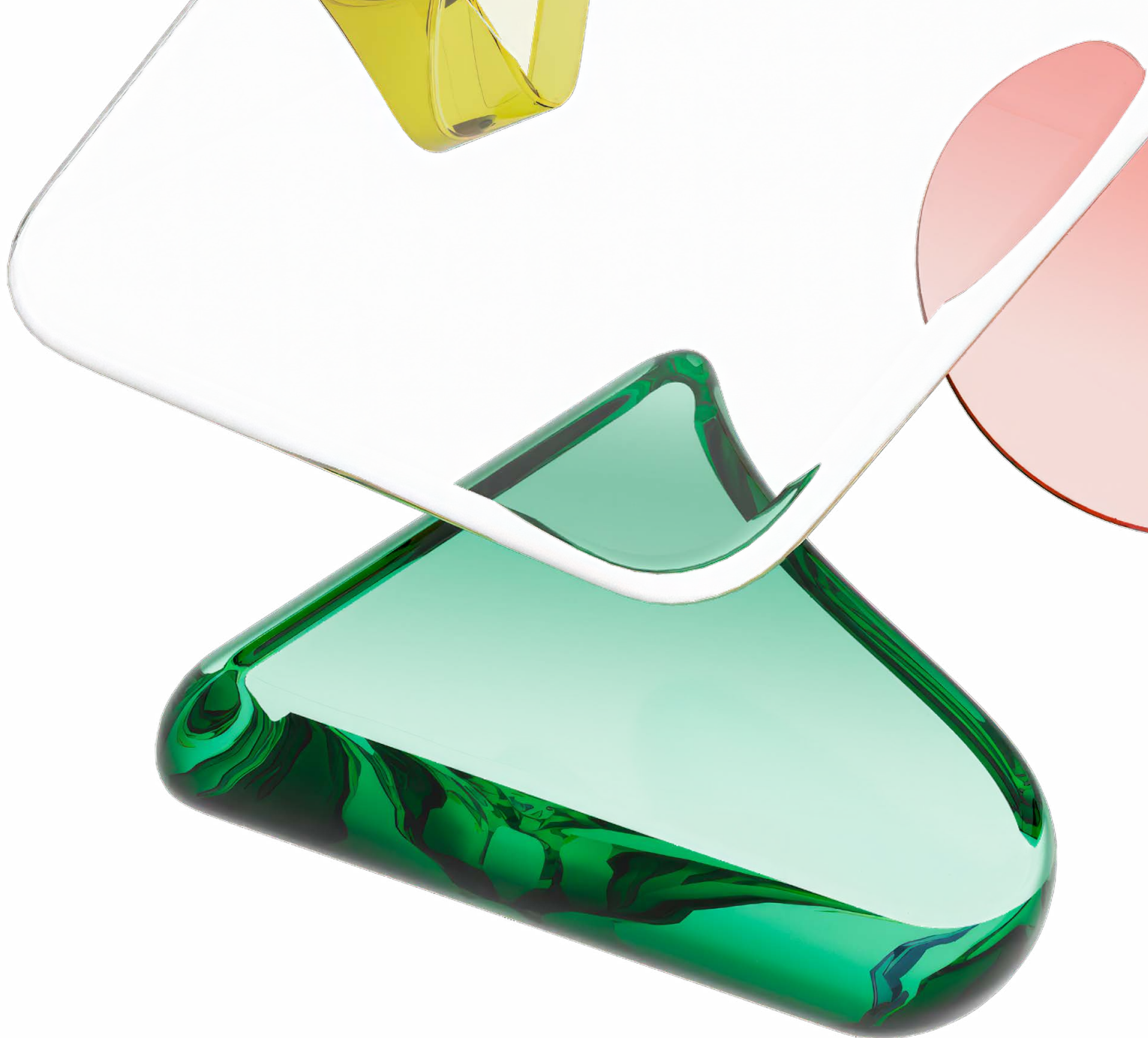
Wherever you land on the maturity spectrum, there's opportunity to improve, align with global standards, and build trust with your stakeholders.

Download our brochure to explore how BSI's internal and supplier audit programmes can help you take the next step — whether you're seeking to improve transparency, meet regulatory requirements, or lead the way in ethical business and food safety.

Let's shape a safer, more sustainable sector together.

[Download the brochure >](#)





Your partner  
in progress