

## 企業影響力評估

類別：對環境造成較小負面影響的服務業；10-49 名員工

### 公司治理 Governance

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### 企業使命及社會參與 Mission & Engagement

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#### 主要影響等級（評分值：不計分）

請在下列選項中選出最符合貴公司情況的敘述。

- 產生社會與環境影響力固然很好，但並不是企業的特別考量
- 貴公司經常考慮企業業務產生的社會及環境影響力，但並非第一優先考量
- 在企業業務的某些部份考慮社會及環境影響力，但頻率不高
- 在企業決策中考慮社會及環境影響力，因為其與企業的成功與獲利能力息息相關
- 業視社會及環境影響力為成功的最重要標準，儘管某些時候並不能因此增加獲利

Level of Impact Focus Points Earned: 0 of 0

Select the description that best describes your business.

This is an unweighted question that will not impact your score and is asked only for research/benchmarking purposes.

- Positive social/environmental impact is desirable but not a particular focus for our business.
- Social and environmental impact is frequently considered but it isn't a high priority.
- We consider social and environmental impact in some aspects of our business but infrequently.
- We consistently incorporate social and environmental impact into decision-making because we consider it important to the success and profitability of our business.
- We treat our social/environmental impact as a primary measure of success for our business and prioritize it even in cases where it may not drive profitability.

## 使命宣言（評分值：不計分）

請陳述公司的使命宣言

Please type or paste your mission statement here.

## 使命宣言特徵（評分值：低）

貴公司是否擁有企業使命宣言？

請選出所有符合公司使命宣言的選項

- 無使命宣言
- 有企業使命宣言，但不包括社會及環境方面的承諾
- 有一個概括式的社會及環境責任承諾
- 承諾在某一社會領域產生積極影響(如減少貧窮、永續經濟發展)
- 承諾在某一環境領域產生積極影響(如生產可循環升級再造之產品以減少垃圾)
- 承諾服務有需要的特定受益群眾(如低收入顧客、小農)

Mission Statement Characteristics Points Earned: 0.1 of 0.4

Does your company have a corporate mission statement, and does it include any of the following? Please check all that apply.

- No written statement
- A written corporate mission statement that does not include a social or environmental commitment
- A general commitment to social and/or environmental responsibility and stewardship
- A commitment to a specific positive social impact (e.g. poverty alleviation, sustainable economic development)
- A commitment to a specific positive environmental impact (e.g. reducing waste to landfill with upcycled products)
- A commitment to serve a target beneficiary group in need (e.g. low income customers, smallholder farmers)

## 內部社會及環境參與度（評分值：中）

貴公司內部是否有以下針對社會及環境使命的政策？請選擇以下所有符合情況的選項。

- 無社會及環境使命
- 企業有社會及環境使命但是沒有針對員工進行培訓
- 企業僅對員工進行非正式的社會及環境目標指導、培訓與評估

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- 所有員工都接受了有關企業社會及環境使命的指導與培訓
- 對管理階層的績效評估包括他們對公司社會及環境使命的實踐
- 對非管理階層的員工績效評估包括他們對公司社會及環境使命的實踐

### Mission & Engagement

Does your company have any of the following internal engagement practices that focus on the social or environmental mission of your company? Check all that apply.

- No social or environmental mission
- No training on the company's social and environmental mission  Only informal inclusion in orientation, training and/or instruction
- Specific, formal training integrated into new employee and new manager training  Specific, formal training integrated into ongoing employee and manager training
- Workers articulate goals and achievements on social and environmental metrics as an individual or part of a workplace team
- All supervisors and managers receive training on how to communicate social and environmental goals to employees and implement accountability for results

貴公司員工訓練內容，是否包括永續原則與實務的指導？

- 是的，新進員工與經理人的訓練包含永續原則與實務的指導
- 是的，既有員工與經理人的訓練持續涵蓋永續原則與實務的指導
- 是的，大部分工作團隊均設有明確的永續目標與績效標準
- 是的，所有督導/經理的訓練，都包含如何與員工溝通永續議題，並且追蹤施行成效
- 否，我們很少重視永續議題，或者僅止於訓練提及

Do your employee training programs include instruction on sustainability principles and practices?

- Yes, sustainability principles and practices are integrated into new employee and new manager training
- Yes, sustainability principles and practices are integrated into ongoing employee and management training
- Yes, majority of workplace teams articulate goals and achievements on sustainability metrics
- Yes, all supervisors and managers receive training on how to communicate sustainability issues to employees and implement accountability for results
- No, sustainability is seldom, if ever, used in training

○  
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## 社會及環境績效指標 (評分值：中)

貴公司是否至少每年執行一次對社會及環境關鍵績效指標(KPI)的評估(可多選)

- 沒有針對公司社會及環境的關鍵績效指標(KPI)評估
- 有針對公司社會及環境的關鍵績效指標(KPI)評估
- 有長期的公司社會及環境關鍵績效指標(KPI)評估(如：協力廠商影響力評估、脫貧指數、對受益人的影響之調查等等)

Are there key performance indicators (KPIs) or metrics that your company tracks at least annually to determine if you are meeting your social or environmental objectives?

- We don't track key social or environmental performance indicators
- We measure KPIs/metrics or outputs that we have identified and defined in order to determine if we are achieving our social and environmental objectives
- We measure social and environmental outcomes over time (examples: 3rd-party impact assessments, progress out of poverty indexing, beneficiary outcome surveys, etc.)

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## 利害關係人參與度 (評分值：中)

過去一年中，貴公司從外部利害關係人中(不包括公司員工與投資者)蒐集反饋公司社會及環境表現的管道有哪些？(可多選)

- 無正式利害關係人參與
- 與本地社區人士開會或其他交流方式
- 與社會/環境保護組織開會或其他交流方式
- 利害關係人網路論壇
- 有社會/環境表現的協力廠商或匿名調查報告
- 其他(請詳細描述)

In the last year, how did the company solicit specific feedback from its external stakeholders (excluding employees and investors) regarding the company's social and environmental performance?

- No formal stakeholder engagement
- Meetings or other engagement mechanisms with local community members

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- Meetings or other engagement mechanisms with social or environmental advocacy groups
- Online stakeholder forum to provide/report social or environmental concerns or feedback
- Third party or anonymous surveys
- Other (please describe)

## 治理結構（評估值：中） Governance Structures

貴公司的最高層監管單位是誰？

本問題的答案會影響評估問卷後續問題。

- 僅限所有者/管理者
- 董事會或同級別監管單位
- 承擔非受託義務的諮詢委員會

What is the company's highest level of corporate oversight?

The answer to this question affects questions you'll encounter further on in your assessment.

- Owner/Manager only
- Board of Directors or Equivalent
- Non-Fiduciary Advisory

## 治理單位特徵（評分值：中）

以下哪些選項適用於貴公司的董事會/同級別監管單位？（可多選）

- 董事會中至少包含一位獨立成員
- 董事會中至少包含一半的獨立成員
- 董事會每年至少開會兩次
- 監督高階主管薪資報酬
- 設有監管委員會，並至少包含一位獨立成員
- 設有薪酬委員會，並至少包含一位獨立成員
- 貴公司是合作社，從會員當中選舉產生董事會
- 上述均不符合貴公司情況
- 不適用-無董事會或同級別監管層

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Governing Body Characteristics Points Earned: 0.3 of 1.3

Which of the following apply to your company's Board of Directors or equivalent governing body? Please check all that apply.

- Includes at least 1 independent member
- Includes at least 50% independent members
- Meets at least twice annually
- Oversees executive compensation
- Has an Audit Committee with at least 1 independent member
- Has a Compensation Committee with at least 1 independent member
- Company is a cooperative and elects Board from membership
- None of the above N/A –
- No Board of Directors or equivalent

### 治理方責任（評分值：中）

貴公司董事會中針對以下專案是否有書面的責任說明書？（可多選）

- 引導企業策略，設置策略目標和主要行動計畫
- 准年度預算，監管主要的財務開支及風險管理
- 監管領導層薪酬
- 設立具體目標來監管企業的社會與環境使命（如貴公司無使命宣言，則不選此項）
- 其他
- 上述均不符合貴公司情況
- 不適用-無董事會或同級別監管階層

### Governing Responsibility

### 金融監管（評分值：高）

公司是否具有下列哪些金融管控措施？請勾選所有符合現況的選項。（可多選）

- 未將應收帳款和應付帳款職務區隔
- 書寫支票和簽署支票的權力分離
- 只有相關員工才有會計軟體系統的許可權

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- 只有相關員工才有信用卡和金融卡的許可權
- 存貨管理系統有定期管理或者第三方的審查
- IT 系統由定期更換的不同密碼系統保護，使用權限依照員工職務所需資料而定

Financial Controls Points Available: 1.3

Does the company maintain any of the following financial controls? Please check all that apply.

- None Segregation of Accounts Receivable and Accounts Payable duties
- Segregation of check writing and check signing privileges
- Limited access to accounting software systems to appropriate personnel
- Limited access to credit/ATM cards to appropriate personnel
- Inventory management system with routine management or third-party reviews
- IT systems have different password protection systems that are changed periodically with different access levels according to the position of the staff member accessing the data

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## 工作準則（評分值：中）

關於工作準則，哪一條政策對貴公司適用？（請只選擇一項）

- 無
- 有書面的商業行為準則，對機構的行為規範進行了明確規定
- 具有書面的商業行為準則，對行賄和腐敗進行了明確界定

## Work Ethics

## 檢舉者保護制度（評分值：中）

公司是否有書面的檢舉者保護制度？

- 是
- 否

Whistleblower Policy Points Available: 0.7

Does the company have a written whistleblower policy?

- Yes
- No

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## 財務報告標準（評分值：高）

在上一個會計年度中，貴公司符合以下哪些財務報告標準？（可多選）

- IFRS 國際財務報告準則（由國際會計標準委員會制定的財務報告標準）
- GAAP 美國通用會計準則（由獨立的美國標準設立機構制定的通用窺覷準則）
- 本地財務準則（由本地獨立標準機構制定的標準）
- 其他（請詳細描述）
- 不適用-貴公司尚未有收入
- 以上皆非

Financial Reporting Standards

## 財務審評/審計（評分值：低）

如果貴公司的財務報告經過審評或審計，該審評或審計由以下哪家機構/個人進行？

- 未經過稽核或審查
- 經國內認證的稽核公司或有執照的會計師/分析師
- 經國際認證的稽核公司或有執照的會計師/分析師

Financial Auditing

## 財務資料公開（評分值：中）

貴公司是否留有上個會計年度的財務資料？若有，以下哪些人可以查看？（薪酬數據不計入內）

（可多選）

- 所有管理者
- 非管理者
- 公眾（如在網上公開）
- 無

Financial Transparency

## 影響力報告（評分值：中）

貴公司是否將社會和/或環境績效資訊公開？若有，通過何種方式？

- 不公開社會/環境績效報告

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- 有具體可量化的社會/環境指標和結果，並對公眾公佈
- 公司設定公開目標，並分享進展
- 資訊每年都會共用/更新
- 資訊以正式報告形式發佈，可與往期報告資訊進行比較
- 資訊全面參照協力廠商標準（如 GRI 全球報告倡議組織標準或共益影響力評估）
- 由合作廠商證明所揭露的資訊有效
- 影響力報告的制定參照財務報告

Impact Reporting Points Available: 1.4

Does the company publicly share information on its social and/or environmental performance? If so, how?

- No public reporting on social or environmental performance
- Specific quantifiable social and/or environmental indicators or outcomes are made public
- Company sets public targets and shares progress to those targets
- Information is shared/updated annually
- Information is presented in a formal report that allows comparison to previous time periods
- Information adheres to a comprehensive third party standard (ex. GRI or B Impact Assessment)
- A third party has validated the information shared
- Impact reporting is integrated with financial reporting

## 公眾回饋管道（評分值：低）

貴公司是否提供公眾所知的管道，讓消費者進行產品回饋、質詢及投訴？

- 否
- 是，設有消費者私下向公司提供意見回饋的管道
- 是，設有消費者可公開向公司提供意見回饋的管道

Public Feedback Channel Points Available: 0.7

Is there a publicly-known mechanism through which customers can provide product feedback, ask questions, or file complaints?

- No
- Yes, there is a mechanism for feedback to be sent only privately to company
- Yes, there is a mechanism where feedback is made transparent to the public

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## 顧客保障（評分值：低）

貴公司製造或提供的產品/服務是否有保固或客戶保護政策？（若貴公司提供諮詢服務，請選擇不適用）

- 是
- 否

Client Protection Warranty Points Available: 0.7

Is your product or service covered by a written consumer warranty or client protection policy?

- Yes
- No

## 上一會計年度（評分值：不記分）

貴公司上一會計年度的截止日期為哪天？

On what date did your last fiscal year end?

## 採用的幣別（評分值：不記分） Reporting currency

採用的幣別

## 去年營業收入（評分值：不記分）

上一會計年度總營業收入

該問題的回答會影響本問卷後續的評分計算，為保證計算的精確度，請準確回答。該問題的回答會影響本問卷的後續問題。

XXXXXXXXXX

Total Earned Revenue

This question will be used for scored calculation questions later in the assessment. Please complete for accurate scoring. The answer to this question affects questions you'll encounter further on in your assessment.

## 前年營業收入（評分值：不記分） Revenue Year Before Last

前年總營業收入：XXXXXXXX

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去年稅前利潤（評分值：不記分）

Earnings Before Interest & Taxes Last Year

去年 EBIT 稅前利潤：

Xxxxxxx

前年稅前利潤（評分值：不記分）

Earnings Before Interest & Taxes Year Before Last

前年 EBIT 稅前利潤：

Xxxxxxxxx

去年淨收入（評分值：不記分）

Net Income Last Year

去年淨收入：

Xxxxxxxxx

前年淨收入（評分值：不記分）

Net Income Year Before Last

前年淨收入：

Xxxxxxxxx

向政府支付費用（評分值：不記分）

上一會計年度向政府支付總額

若貴公司尚未開始盈利，請寫不適用

**Payment to the Government**

使命保障（評分值：非常高）

除使命宣言之外，貴公司是否採取過以下任何措施，確保即使公司所有權有所變更，法律上仍能保證社會/環境使命的可持續性？

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- 貴公司簽署了協定或董事會決議，或採用某一法律形式對員工、社區、環境進行保護。（如簽署共益企業條款但尚未採納利害關係人相關條款）
- 修訂公司治理文件，要求對員工、社區、環境進行保護（如公司設立相關章程）
- 有具體的法律實體/治理結構來保證使命的完成（如合作社）
- 有法律實體/治理結構來保證使命的完成，且要求考慮利害相關者權益（如共益性公司，或修訂合作社的治理文件以考量利害相關者權益）
- 其他 - 請詳細描述
- 以上皆非

Mission Lock Points Earned: 2.5 of 10

Separate from a mission statement, has your company done any of the following to legally ensure that its social or environmental mission will be maintained over time, regardless of company ownership?

- Signed a contract or board resolution to amend or adopt a legal form that requires consideration of employees, community, and the environment (i.e. Signed B Corp Term sheet but have not yet adopted stakeholder consideration)
- Amended corporate governing documents to require the consideration of employees, community and the environment (e.g. Amended Articles of Incorporation)
- Has a specific legal entity/governance structure that preserves mission (i.e. cooperative)
- Legal entity/governance structure preserves mission and requires stakeholder consideration (i.e. Benefit Corp or cooperative that has amended governing documents to include stakeholder consideration)
- Other - Please describe
- None of the above

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# 顧客

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## 顧客模式簡介

### 顧客影響業務模式簡介（分值：不計分）

您的產品/服務是否為您的顧客解決社會或經濟問題，或是否通過您的顧客解決社會或經濟問題？

對本問題的回答會影響您接下來在評估中遇到的問題。

- 是
- 否

Does your product/service address a social or economic problem for or through your customers?

The answer to this question affects questions you'll encounter further on in your assessment.

- Yes
- No

### 產品/服務的正面影響（分值：不計分）

#### Positive Impact of Product/Service

您如何描述您的產品/服務為顧客創造的正面影響？

How would you describe the positive outcome for customers created by your product/service?

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### 有益的產品類型（分值：不計分）

#### Beneficial Product Type

根據以上定義，以下哪一項最接近您為您的顧客帶來的結果及/或解決的問題？

每個產品系列只能選擇一項最相關的選項。本題將引導您回答與您自己產生的影響類型相關的一系列問題。對本問題的回答會影響您接下來在評估中遇到的問題。

- 為個人提供其之前無法獲得的、滿足基本需求的產品/服務（例如，為貧困的農村社區提供電力和乾淨的飲用水、廉價住房專案、廢棄物和衛生系統或處置）

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- 改善或維持健康狀況（例如，醫療設備、醫療服務及醫藥、預防性保健服務或產品、健康生活產品、體育運動產品、有處方箋的眼鏡）
- 提升教育或技能發展（例如，學校、教材、家教服務、職涯領導力培訓、教具、遊戲軟體）
- 為服務匱乏 (underserved) 社群增加經濟機會（例如，為服務匱乏社群提供理財服務、保險服務或福利諮詢、連接產品與市場的新機制）
- 提供理念導向或服務匱乏的企業更多營運支持或資金（例如，影響力投資或募資平臺、非盈利性質的會計服務）
- 提高一般企業或其他機構的社會和/或環境影響力（例如，永續諮詢服務）
- 提升藝術、媒體或文化的可獲得性（例如，獨立媒體、手工製作、攝影、資訊服務）
- 以上皆非

Which of the following most closely matches the outcome and/or problem solved for your customers as defined above?

Only select the ONE most relevant option for each product line. This will guide you to a series of questions specific to the type of impact you indicate you are creating. The answer to this question affects questions you'll encounter further on in your assessment.

- Access to products/services that fulfill basic human needs for individuals without prior access (e.g. providers of electricity or clean drinking water to rural poor communities, affordable housing projects, waste and sanitation systems or disposal)
- Improved or Maintained Health/Wellness (e.g. medical equipment, medical services and medicines, preventative health services or products, healthy living products, exercise and sporting products, prescription eyeglasses)
- Improved Education or Skills Development (e.g. schools, textbooks, tutoring services, career leadership training, education tools, games and software)
- Increased economic opportunity for underserved groups (e.g. financial or insurance services or benefits consulting for the underserved, new mechanisms to connect products to market)
- Increased operational success or capital for purpose driven or underserved enterprises (e.g. impact investing or fundraising platforms, non-profit accounting services)
- Increased social and/or environmental impact for businesses or other organizations (e.g. sustainability consulting)

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- Increased Access to Arts, Media, or Culture (e.g. independent media, artisanal crafts, photography, information services)
- None of the above

## 個人客戶總和（分值：不計分）

### Total Customer Individuals

客戶總數

個人

## 組織機構客戶總和（分值：不計分）

### Total Customer Organizations

客戶總數

組織機構：

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## 對服務匱乏族群的影響（分值：不計分）

### Impact on Underserved Populations

不論是以直接說明的方式，還是通過其他服務匱乏族群的支援機構，您的產品/服務是否有益於服務匱乏群體？

- 是
- 否

Does your product/service benefit underserved populations, either directly or by supporting organizations that directly serve them?

- Yes
- No

## 服務匱乏受益人概況（分值：不計分）

### Underserved Beneficiaries Overview

描述您產品或服務的受益人或終端使用者，並說明您如何將這些人定位為服務匱乏的人。

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Describe the beneficiaries or end-users of your products or services and how you characterize them as underserved.

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## 服務匱乏受益人類型（分值：不計分）

### Underserved Beneficiary Types

如果您的受益人是服務匱乏的個人，那麼這群人屬於以下哪種服務匱乏群體？如果您為說明服務匱乏群體的組織機構提供服務，那麼您客戶的受益人屬於以下哪種群體？

選擇最準確地反應大多數服務匱乏受益人的選項。對本問題的回答會影響您接下來在評估中遇到的問題。

- 低收入，貧窮或非常貧窮
- 您的產品/服務類別中的其他服務匱乏群體，可以是少數民族、退伍軍人、失能人士
- 您的產品/服務類別中不包含服務匱乏的個人（請勿繼續）

If your beneficiaries are underserved individuals, which of the following underserved populations do they belong to? If you serve organizations that serve the underserved, which of the following populations are your client's beneficiaries?

Select the option that most accurately reflects the majority of underserved beneficiaries. The answer to this question affects questions you'll encounter further on in your assessment.

- Low income, poor, or very poor
- Other populations underserved in your product/service category, which can include minorities, veterans, disabled individuals
- Individuals who are not underserved in your product/service category (do not continue)

## 描述對服務匱乏群體的影響（分值：不計分）

### Impact on Underserved Populations Description

以下哪個選項最能描述您的產品/服務如何利益上述服務匱乏群體？

對本問題的回答會影響您接下來在評估中遇到的問題。

- 我的產品/服務有益於理念導向企業的財務能力，使之得以持續服務於匱乏服務的目標人群（例如，為社會公益機構提供行銷或會計服務）



- 我的產品/服務直接協助理念導向企業提升對服務匱乏受益人的積極影響，但不專門針對上述服務匱乏群體（例如，向低收入學校售出的教學課程）
- 我的產品/服務即直接協助理念導向企業提升企業對服務匱乏受益人的積極影響，也專門為上述服務匱乏群體而設計（例如，專門用於解決低收入學生教學難題的教師培訓/課程）
- 上述服務匱乏群體直接使用我的產品/服務（例如：為服務匱乏群體推廣或為該人群設計的產品）

Which of the following best describes how your product/service benefits underserved populations previously described?

The answer to this question affects questions you'll encounter further on in your assessment.

- My product/service helps the financial viability of purpose-driven enterprises, which in turn allows them to continue to serve their underserved target population (ex. marketing or accounting services for a social service agency)
- My product/service directly helps purpose driven enterprises improve positive impact for their underserved beneficiaries, but is not designed specifically for that underserved population (e.g. teaching curriculum sold to low income schools)
- My product/service directly helps purpose driven enterprises improve positive impact for their underserved beneficiaries, and is specifically designed to benefit that underserved population (e.g. teacher training/curriculum specifically designed to address challenges of teaching low income students)
- My product/service is directly used by the previous underserved populations (e.g. products marketed to or designed for the underserved)

## 服務低收入群體（分值：不計分）

### Low-Income Communities Served

如果相關，選擇您的公司為以下哪個貧困群體提供服務：

低收入

- 城市  農村  城市邊緣

If relevant, select which of the following impoverished communities your company serves:

Low Income

- Urban  
 Rural  
 Peri-urban

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## 服務貧困群體（分值：不計分）

### Poor Communities Served

如果相關，選擇您的公司為以下哪個貧困群體提供服務：

貧困

城市  農村  城市邊緣

If relevant, select which of the following impoverished communities your company serves:

Poor

Urban

Rural

Peri-urban

如果相關，選擇您的公司為以下哪個貧困群體提供服務：

非常貧困

- 城市  農村  城市邊緣

Very Poor Communities Served

If relevant, select which of the following impoverished communities your company serves:

Very poor

- Urban  
 Rural  
 Peri-urban

## 服務匱乏群體的人口統計資料（分值：不計分）

如果相關，選擇您的產品/服務針對以下哪個受益人群？

不是所有的受益人群都是服務匱乏群體。

- 幼兒（小於 5 歲）  
 兒童與青少年（5 歲或 5 歲以上，小於 18 歲）  
 成人  
 長者/老年人  
 失能人士  
 少數民族/不屬於以上類別的人群  
 女性  
 孕婦  
 其他具有風險的人群  
 以上都不是

## Underserved Client Demographics

If relevant, which of the following beneficiary groups is your product/service targeting?

Not all beneficiary populations are themselves under-served groups.

- Young children (younger than 5 years old)  
 Children and adolescents (5 years of age or older but younger than 18)

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- Adults
- Elderly/older adults
- Persons with disabilities
- Minority/previously excluded populations
- Women
- Pregnant women
- Other at risk populations
- None of the above

### 追蹤服務匱乏的客戶（分值：不計分）

關於需要幫助的顧客/客戶，以下哪種敘述符合實際情況？

- 大多數顧客/客戶每年都與我們合作，年度最新的資料大致反應目前受益人的總數
- 除了以前的顧客/客戶外，我們每年都接觸其他顧客/客戶，所以我們所服務的顧客/客戶的總數應當是每年的數字相加的總和
- 不知道——我們不向顧客/客戶直接銷售

### Underserved Client Tracking

Which of the following statements are true about your in-need customers/ clients?

- Most customers/clients continue with us year by year and latest figures for the year roughly reflect the total number of beneficiaries to date
- Customers/clients we reach each year are in addition to previous customers/clients and total number served should be calculated by adding together the numbers for each year
- Don't know - we don't sell direct to customers/clients

### 通過服務需要幫助的人群獲得的收入（分值：不計分）

向以上選擇的受益人群或非營利機構銷售而獲得的收入是多少？

### Revenue from Serving In Need Populations

How much revenue is generated through sale to the previously selected beneficiary group(s) or nonprofit(s)?

## 需要幫助的顧客百分比（分值：不計分）

您產品或服務的顧客/最終受益人中，有多少百分比來自以上確定的服務匱乏群體？如果您為理念導向型企業提供服務，那麼請回答您上一財務年度有多少百分比的收入，來自您為以上選擇的服務匱乏群體所提供的服務？對本問題的回答會影響您接下來在評估中遇到的問題。

### % of Customers In-need

What % of customers/end beneficiaries of your product or service are from an underserved population identified previously? If you serve purpose driven enterprises, please respond with the % of your revenues generated from services provided that benefited the previously selected underserved in the last fiscal year.

The answer to this question affects questions you'll encounter further on in your assessment.

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## 服務需要幫助的個人（分值：不計分）

在過去 12 個月內，有多少服務過的顧客/客戶屬於以上選擇的服務匱乏群體？不要重複計算個人與家庭。估計時允許存在+/-5%內的誤差。

---

個人

### In-Need Individuals Served

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable.

## 服務匱乏家庭（分值：不計分）

### Underserved Households

在過去 12 個月內，有多少服務過的顧客/客戶屬於以上選擇的服務匱乏群體？不要重複計算個人與家庭。估計時允許存在+/-5%內的誤差。

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家庭

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable.

## 服務需要幫助的社區（分值：不計分）

在過去 12 個月內，有多少服務過的顧客/客戶屬於以上選擇的服務匱乏群體？不要重複計算個人與家庭。估計時允許存在+/-5%內的誤差。

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社區

### In-Need Communities Served

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable.

### 服務需要幫助的公司/非營利組織（分值：不計分）

在過去 12 個月內，有多少服務過的顧客/客戶屬於以上選擇的服務匱乏群體？不要重複計算個人與家庭。估計時允許存在+/-5%內的誤差。

公司/非營利組織

### In-need Organizations Served

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable.

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### 服務匱乏的政府機構（分值：不計分）

#### Underserved Government Entities

在過去 12 個月內，有多少服務過的顧客/客戶屬於以上選擇的服務匱乏群體？不要重複計算個人與家庭。誤差為+/- 5%的估計都可接受

政府

How many customers/clients served qualify in the previously selected underserved populations during the last 12 months? Do not duplicate individuals and households. Estimates within +/- 5% are acceptable.

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### 客戶追蹤方法（分值：不計分）

#### Client Tracking Methods

請簡要描述您如何追蹤您的顧客/客戶/受益人資料。

Please provide a brief description of how you track your customer/client/beneficiary figures.

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### 協助服務匱乏群體更容易獲得產品/服務（分值：高）

以下哪種產品/服務的屬性有助於為以上選擇的服務匱乏群體提供服務：

- 零利率或低於市場融資選擇（直接來自公司或通過融資夥伴）且還款金額小的產品/服務，使貧困人口有能力購買
- 公司採用交叉補貼模式，對中高收入客戶採用較高定價，進而為低收入客戶/顧客提供較低/補貼定價。
- 產品/服務定價模型包括對所有顧客都採用透明定價
- 供應商提供產品/服務的安全使用和/或維護相關培訓
- 這些產品/服務屬性不適用於我公司（跳過本節其餘問題）

### Increasing Accessibility for Underserved Groups

Which of the following products/services attributes assist in targeting the previously selected underserved communities:

- Product/service is accompanied by a zero-interest or below-market financing option (directly from company or through finance partner) with small repayment amounts to provide the poor access to purchase
- Company utilizes a cross-subsidization model whereby higher pricing for middle and high-income clients facilitates offering lower/subsidized pricing for low income clients/customers
- Product/service pricing model includes transparent pricing for all customers
- Vendor provides training on safe use and/or maintenance of the product/service
- These product/service attributes do not apply to our company (Skip the remainder of this section)

### 增加產品/服務取得的創新實務（分值：不計分）

請描述以上勾選的創新技術、分銷或定價模型。

### Innovative Practices to Increase Accessibility

Use the field below to describe any innovative technology, distribution or pricing models selected previously.

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## 服務貧困客戶（分值：不計分）

如果相關，過去 12 個月內有多少服務過的顧客/客戶，屬於貧困或非常貧困且收入低於每天 2 美元的人群？請勿重複計算（例如，如果您回答有 5 個家庭，那麼不要再回答這 5 個家庭中的個體數量。）估計時允許存在+/-5%內的誤差。

服務的個人數

### Poor Clients Served

If relevant, how many customers/clients served in the last 12 months qualify as poor or very poor, with incomes below \$2/day? Do not double-count (e.g. if you report 5 households, do not also report the number of individuals in those 5 households). Estimates within +/- 5% acceptable

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## 服務低收入家庭（分值：不計分）

如果相關，過去 12 個月內有多少服務過的顧客/客戶屬於貧困或非常貧困且收入低於每天 2 美元的人群？請勿重複計算（例如，如果您回答有 5 個家庭，那麼不要再回答這 5 個家庭中的個體數量。）估計時允許存在+/-5%內的誤差。

服務的家庭數

### Low-Income Households Served

If relevant, how many customers/clients served in the last 12 months qualify as poor or very poor, with incomes below \$2/day? Do not double-count (e.g. if you report 5 households, do not also report the number of individuals in those 5 households). Estimates within +/- 5% acceptable

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## 貧困或非常貧困受益人百分比（分值：非常高）

顧客/受益人有多少百分比屬於貧困或非常貧困且收入低於每天 2 美元的人群？

估計時允許存在+/-5%內的誤差。參考說明內容中的貨幣轉換器取得本地貨幣價值。

### Percent of Beneficiaries Poor or Very Poor

What % of customers/beneficiaries qualify as poor or very poor with incomes below \$2.00 per day? Estimates within +/- 5% are acceptable. See currency converter in help text to get local currency terms.



## 說明金字塔底層的收益產品（分值：不計分）

有多少收入來自向收入低於每天 2 美元的客戶/顧客銷售產品？

### Revenue Products Benefiting Bottom of Pyramid

How much revenue is generated through sale to clients/customers that live on less than \$2/day?