Training Report

Developing the ESGN Ecosystem with Benchmarking of Food and Agriculture Sector

Assessor Training Certificate Course on Benchmarking of Food and Agriculture sector using WBA Toolkit

Conducted by
Confederation of Indian Industry (CII) and Food Future Foundation (FFF)

Supported by
World Benchmarking Alliance and The Food Foundation UK

27-28 July 2023

Supported by

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1. Background

The First UN Food System Summit involving all stakeholders was organized by CII's Food and Agriculture Centre of Excellence (FACE) and Food Future Foundation (FFF) in September 2021. Subsequently a round of the Indian benchmarking exercise for the Food and Agriculture sector, based on the World Benchmarking Alliance (WBA) toolkit was carried out in the Food and Agri sector companies in India in 2022. The findings of the exercise identified the need for strengthening the Environmental, Social, Governance and Nutrition Ecosystem (ESGN) in the country. Moving forward, CII-FACE in partnership with Food Future Foundation and supported collaboratively by The Food Foundation UK and World Benchmarking Alliance planned to develop the ESGN ecosystem in India through a set of comprehensive Capacity Building interventions comprising a 3-pronged approach:

1. Orient ESGN Professionals and core team members of the Industry on the WBA Benchmarking Toolkit for the Food and Agri Sector through Sensitization Workshops
2. Develop a cadre of trained Professionals for conducting Internal and External Assessments in organizations in order to stimulate improvement actions through Assessor Training Workshop
3. Disseminate Benchmarking Food System Transformation in Food and Agri Sector.

In this regard, two online Sensitization Workshops on the Benchmarking Toolkit for the Food and Agriculture Sector were organized earlier on 31st January and 14th February 2023. As a way forward, with the objective of generating a pool of Assessors, a 2-day '**Assessor Training Certificate Course on Benchmarking of Food and Agriculture sector using WBA Toolkit'** was conducted in a physical format on 27-28 July 2023 towards building capacity on the Benchmarking Toolkit for enabling Food Systems Transformation.

2. Training Objectives

The 2 Day Assessor Training Workshop was designed to help participants with the following:

✓ Obtain an overview of Benchmarking Measurement areas and Indicators of the World Benchmarking Alliance (WBA) Toolkit
✓ Discuss Implementation insights.
✓ Practice the assessments.

3. Overview and Coverage of Program

Strategically, the 2-Day in-person and interactive Assessor Training was designed to share experience and implementation best practices towards enhancing the knowledge and understanding of participants for all the indicators of four measurement areas i.e., Environmental, Nutritional, Social and Governance through classroom exercises and through insights and knowledge sharing by Faculty selected from the pool of industry

participants from previous Sensitization programs. Also, a few soft skills required as an Assessor were also highlighted.

The training methodology was interactive as the trainers ensured that knowledge was not only disseminated but accurately perceived and understood by the participants through case studies of companies and in order to ensure this, trainers engaged participants in discussions and kept the forum open for feedback, queries and suggestions. Also, exercises were designed to ensure that the knowledge and assessments are done precisely to follow WBA Toolkit. These discussions and interactive sessions were supported through various best practices examples, WBA Methodology report as pre read material and sample power point presentations for completing individual/group assignments on standardized templates.

The Course coverage was planned to accommodate all 45 indicators of the WBA Toolkit through a combination of tutor led knowledge sessions and skill development syndicate exercises followed by presentation from participants. These presentations were augmented with feedback from faculty and sharing of global best practices by the team of faculty members. The sessions covered insights on the significance, interpretation and applicability of the pre-defined indicators. The knowledge session on scoring methodology was aimed at objective scoring of each indicator.

Coverage

Day 1:

a. **Session I:**
   Introduction to Overview of Food System Transformation, Workshop, Objectives, Context Setting by Dr Indrani Ghose

b. **Session II:**
   i. **An Introduction to WBA and the Food and Agriculture benchmark**

   (Recordings)- Mr Duncan Williamson briefly introduced WBA and Food and Agriculture Benchmarking and shared the vision and mission of WBA along with efforts put in by WBA across the globe for strengthening ESG ecosystem in Food and Agriculture sector.

   ii. **Part 1 By Faculty- Interpretations & Significance of Measurement areas and Pre-defined Indicators of WBA Benchmarking tool comprising Governance and Strategy, Environment, Nutrition, Social Inclusion.**

   (Recordings) Mr Duncan shared his insights on interpreting 8 different indicators of WBA benchmarking tool. The session was very interactive, and participants interacted with faculty effectively to improve their understanding of the subject.

c. **Session III: Group Exercise Part A- Development of Slide deck for ESG indicators, covering total of 12 indicators.**
   Participants were explained on how to complete the group exercise. In this session participants were divided into 6 groups with each group having 3 participants. All groups were provided with 2 indicators and requested for developing a slide deck in a standard and uniform format. In this session total 12 indicators were covered.

d. **Session IV: Part 2 By Faculty- Interpretations & Significance of Measurement areas and Pre-defined Indicators of WBA Benchmarking tool comprising Governance and Strategy, Environment, Nutrition, Social Inclusion.**
With faculty Dr Nimish Shah and Dr Narendra Shah, this session covered 6 more indicators.

e. **Session V: Group Exercise Part B- Development of Slide deck for ESG indicators, covering another 12 indicators- Total 24 indicators covered by participants.**
Same as session III. Another 12 indicators covered by participants and hence total 24 indicators were covered by participants and developed slide deck.

f. **Session VI:** Part 3 By Faculty where 6 more indicators of WBA toolkit were covered hence total 20 indicators were covered by Faculty Ms Trupti Bhat and Mr Rajesh K.

g. **Session VII: Syndicate exercise- Presentations by participants and Feedback by WBA**
In this session initially participants were explained on timeframe for each presentation and who will present what. All the participants had to present in 5 mins for each indicator followed by interactive feedback by WBA team. WBA team shared global best practices on each indicator presented and appreciated the efforts to include a few examples and linkages to national initiatives shared by participants.

Day 2:

a. **Session I: Review of Day 1** by faculty Dr Indrani Ghose

b. **Session II: Scoring methodology.**
Faculty Mr Pawan Kumar Pareek explained the methodology of scoring while assessing any organization for ESG indicators.

c. **Session III & IV: Syndicate Exercise 2 (E02)- Group exercise: Analyse the given case study and develop a Power Point slide deck on response to questions based on case study.**

In this session initially participants were explained about the exercise (objective and what to do) by faculty Mr Pawan K Pareek. All the groups had to analyse on given case study and based on the analysis had to attempt the questionnaire. Eventually group had to present in 5 mins for each case study followed by interactive feedback by faculty. Faculty shared their insights on each case study presented and appreciated the efforts to include a few examples and linkages to SDGs and national initiatives shared by participants.

d. **Session V: Training on Assessor Attributes,** by faculty Dr Indrani Ghose

e. **Session VI: Syndicate Exercise 3 (E03):** "Identify indicators relevant to your business, set goals and targets for each, prepare an action plan with timelines. Report results and status against targets set by Team. Provide scores based on the report. Develop a slide deck on entire exercise and present"

f. **Session VII: Syndicate exercise 3 (E03)- Presentations by participants and Feedback by Faculty.**

g. **Session VIII: Refinement and Submissions of E03 PowerPoint Presentations, submission of Part A and B presentations and submissions of overall feedback on the training program.**

In this session participants were provided with 30 mins to refine their exercises basis the improved understanding developed during the session through insights and global best practices shared by resource persons. Refined versions of PowerPoint slide deck were then shared by participants through email.

4. Venue and Date

Session was convened in-person at Andhra Association, New Delhi on 27-28 July 2023.

5. Resource persons

Mr. Duncan Williamson, Faculty, The Food Foundation, UK (Recordings of Sensitization sessions)

Dr Indrani Ghose, Strategic Advisor, CII-FACE

Dr Nimish Shah, Chairman, CII Expert Group on Food Safety & Quality and General Manager Regulatory Affairs Hindustan Unilever Limited

Mr. Pawan Kumar Pareek, Counsellor- FSQ, CII-FACE

Dr Narendra Shah P&T Lead (Manesar unit) Perfetti Van Melle India Pvt Ltd.

Ms Trupti Bhat, Lead Food Safety HSEF-NHQ, Reliance Retail Ltd.

Mr Rajesh K. Chief Quality and Sustainability Officer, Licious.

6. Participants' profile

The participant profile comprised of a mix of Senior and Middle Level Quality, Food Safety and ESG Professionals from industry, Certification body Auditors, Independent Consultants and Assessors of the CII Food Safety Awards. These participants were from the Industry, Auditing and Assessment domain who had implementation / assessment experience. 18 participants and the above-mentioned faculty members attended the sessions. Details of the participants are enclosed as Annex 1.

7. Outcome

The overall outcome consisted of

i. Provision of a Platform for participants to share learnings with other ESG professionals and the industry.
ii. Creating a pool of Assessors from and for Indian Industry professionals.
iii. Inputs captured on interpretation of the Indicators and Indian and Global best practices which would be utilised for the next phase of Capacity building. Moving forward best practices seminars will be convened for wider dissemination.
iv. The Evaluation process for participants helped us to develop the skills and promote

interest and involvement of participants which would well support the initiative.

8. Training Evaluation (Impact Assessment-Classroom Performance)
Post -Training Assessment of the Participants:

- Each participant was assigned with 3 exercises in a group . Participants developed the slide deck in the given format. These were refined based on comprehensive inputs captured during the session and submitted at the end of the session.
- Each participant was also evaluated basis their performance in group exercises and presentations during the course.
- Evaluation of these exercises were carried out as a post program activity and participants were certified for successful completion of "**Assessor Training Certificate Course on Benchmarking of Food and Agriculture sector using WBA Toolkit**".
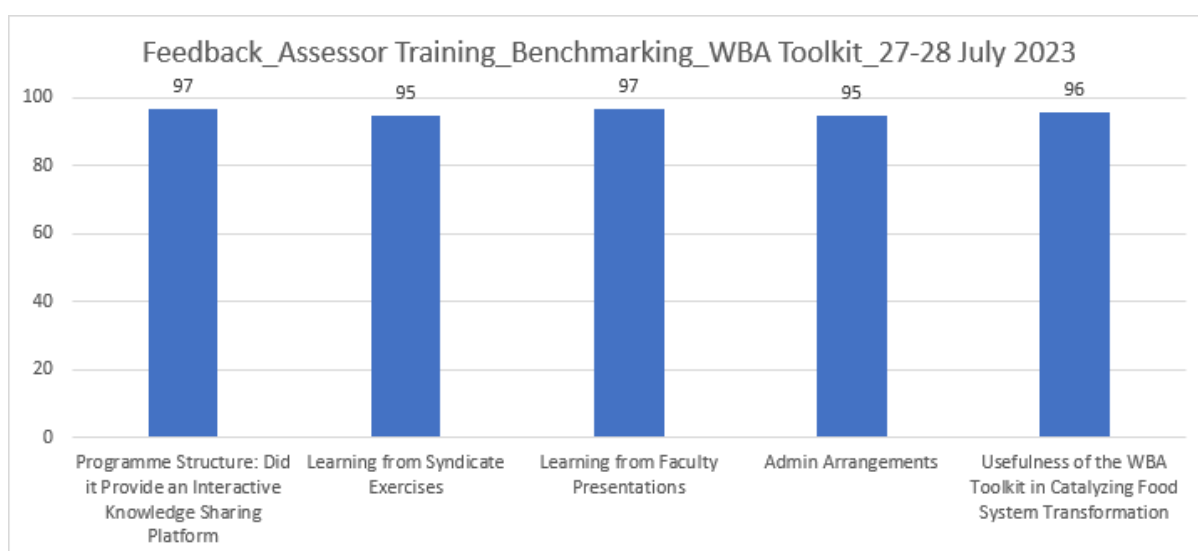
Program structure appended as Annex II

9. Feedback by Participants

Participants provided their feedback on MS form and submitted. They ranked on the rating of 1 to 5, 5 being the best (Maximum) on following five parameters:

1) Program Structure
2) Learning from Syndicate excises
3) Learning from Faculty presentations
4) Admin arrangements
5) Usefulness of WBA Toolkit in catalysing Food Systems transformation

The scores ranged from 95-97% in each parameter with an average of 97%. Pls see below the graphical representation of Average score for all 5 parameters:

Feedback_Assessor Training_Benchmarking_WBA Toolkit_27-28 July 2023

10. Way Forward 2024

Best in Class Practices Seminar on Benchmarking Food Systems Transformation in Food and Agri Sector will be organised for wider dissemination of the benchmarking process

using the WBA Toolkit.

ANNEX I

List of Certified Assessors of ESGN Benchmarking for Food and Agriculture with WBA Toolkit

S/No	Name of the Participants	Organization
1	Indrani Ghose	Confederation of Indian Industry
2	Pawan Kumar Pareek	Confederation of Indian Industry
3	SIDHISHWARR N RINDHE	VISTA PROCESSED FOODS PVT. LTD.
4	Ram Prasad N	Licious
5	Trupti Bhat	Reliance Retail Limited
6	Sam Thomas John	CII - FACE
7	Atul Joshi	Patanjali
8	Yashi Shrivastava	Yari QualiTech
9	Harshala	Consultant
10	Rajesh K	Licious
11	Ramasubramanian.S	QGTCS
12	Mohinder Kumar Salooja	IGNOU
13	Narendra Singh Shah, PhD.	Perfetti Van Melle India Pvt. Ltd.
14	Tarun Gupta	Food and Agriculture Centre of Excellence
15	Ajay Minocha	Consultant
16	Shikha Bhardwaaj	Mother Dairy
17	Kalpam Chauhan	Mother Dairy
18	Nidhi Kanagat	NSF
19	Basau Khator	Country Delight
20	Nisha	Yari QualiTech

ANNEX II

Program

Day 1

Timings (IST)	Topic	Faculty
0930 -0945	Opening remarks and Context setting	**Dr Indrani Ghose** Strategic Advisor- Food Safety and Quality CII-FACE
0945 - 1030	An Introduction to WBA Tool kit **Part 1**- Interpretations & Significance of Measurement areas and Pre-defined Indicators.	**Mr Duncan Williamson (recorded version)**
1030 - 1045 Tea Break		
1045 - 1130	**Part A**- Interpretations & Significance of Measurement areas and Pre-defined Indicators	
	Briefing to Participants	Mr Pawan K Pareek Counsellor- CII FACE
	Syndicate / Group Discussion/Exercise by Participants	Participants
1130 - 1220	**Part 2**- Interpretations & Significance of Measurement areas and Pre-defined Indicators.	**Dr Nimish Shah (recorded version)** Chairman, CII Expert Group on Food Safety & Quality and General Manager Regulatory Affairs Hindustan Unilever Limited **Dr Narendra Shah** P&T Lead (Manesar unit) Perfetti Van Melle India Pvt Ltd.
1220 - 1300	**Part B**- Interpretations & Significance of Measurement areas and Pre-defined Indicators.	
	Syndicate / Group Discussion/Exercise by Participants	Participants
1300 - 1345 Lunch Break		
1345 - 1445	**Part 3**- Interpretations & Significance of Measurement areas and Pre-defined Indicators.	**Ms Trupti Bhat** Lead Food Safety HSEF-NHQ Reliance Retail Ltd **Mr Rajesh K**

		Chief Quality and Sustainability Officer
		Licious
1445 - 1545	Presentations on Part A contd…	Participants
1545 - 1600 Tea Break		
1600 - 1700	Presentations on Part A contd…	Participants
1700 - 1715	Interactive Feedback	Faculty (Dr Narendra Shah, Ms Trupti Bhat and Mr Rajesh K) and participants
	Refinement of Individual PowerPoint Presentations for submission on Day 2	Participants

Day 2

Timings (IST)	Topic	Faculty
0930 - 0945	Review of Day 1	Dr Indrani Ghose, CII-FACE
0945 - 1015	Scoring methodology	Mr Pawan K Pareek
1015 - 1100	Part A Presentations (Contd…)	Participants
1100 - 1115 Tea Break		
1115 - 1200	**E02: Group exercise: Analyse the given case study and develop a Power Point slide deck on response to questions based on case study.**	
	Debriefing	Mr Pawan K Pareek
	Analysis, scoring and PowerPoint development	Participants
1200 - 1245	Presentations on case studies	Participants
	Interactive Feedback by faculty	Faculty (Dr Narendra Shah, Ms Trupti Bhat and Mr Rajesh K) and Participants
1245 - 1300	Assessor Attribute	Dr Indrani Ghose
1300 - 1345 Lunch Break		

1345 - 1515	**E03 A-** Identify indicators relevant to your business, set goals and targets for each, prepare an action plan with timelines. (1 indicator around each measurement area) Report results and status against targets set by Team Provide scores based on the report. Develop a slide deck on entire exercise and present	Participants' briefing by Mr Pawan K Pareek Syndicate exercise by participants
1515 - 1530 Tea Break		
1530 - 1645	Presentations on E03	Participants
	Interactive Feedback	Faculty (Dr Narendra Shah, Ms Trupti Bhat and Mr Rajesh K) and participants
1645 - 1700	Refinement and Submission of E03 PowerPoint Presentations and submission of Part A and B presentations	Participants
1700 - 1715	Overall feedback	Faculty (Dr Narendra Shah, Ms Trupti Bhat and Mr Rajesh K)
1715 – 1720	Feedback form submission	Participants
1720 - 1730	Vote of Thanks and Photo Op	Dr Indrani Ghose