Guidelines monitoring tool
ISCO 2023 monitoring

Beyond Chocolate

DISCO
DUTCH INITIATIVE ON SUSTAINABLE COCOA

Swiss Platform for Sustainable Cocoa

Forum Nachhaltiger Kakao
German Initiative on Sustainable Cocoa

FRISCO
French Initiative for a Sustainable Cocoa

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Dear reporting members,

We would like to thank you for committing to the annual monitoring of Beyond Chocolate, DISCO, GISCO and SWISSCO. Your reporting efforts are essential to our partnerships, helping to track progress towards our joint objectives, as well as raising transparency and accountability in the sector. As monitoring is an ongoing process which requires continuous improvement, we welcome your continuous feedback and contributions. Only jointly can we make our monitoring a success.

To reduce the reporting burden for all of you, the ISCOs have further harmonized their monitoring frameworks, have aligned monitoring cycles and have jointly developed an online monitoring tool. This means you will all be able to report at the same time in the same tool on largely the same data points. FRISCO has not yet joint the tool, but is closely involved in the harmonization process.
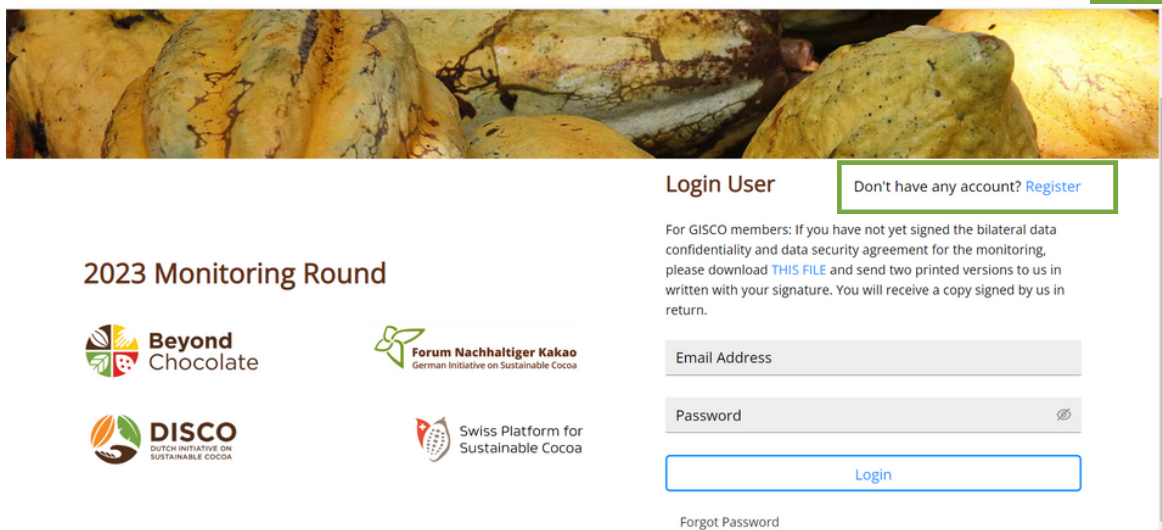
The 2023 monitoring round will run from April 3rd until April 30th. Please note that for Beyond Chocolate, DISCO and GISCO members annual reporting is mandatory. SWISSCO is piloting the monitoring tool on a voluntary basis.

In May, the ISCO secretariats will start cleaning the data and might come back to you with additional questions. Next, the secretariats will analyze the data in consultation with members. The Annual Reports of the different ISCOs as well as a joint ISCO report will be published in fall 2023. These reports will only use aggregated and anonymized data.

This document aims to support you in using the online monitoring tool to report on your progress. On the next pages, you can find instructions on how to use the tool supported with screenshots. In case anything is unclear, don't hesitate to reach out to the ISCO secretariats.

How to register and log-in

If you already registered in the tool the previous years, you can go to the website cocoamonitoring.net and log-in with your previously chosen password.

If this is your first time using the tool, you will be required to register first. To register, please:
1. Go to cocoamonitoring.net , click on the blue 'register' button and fill out your name, mail address and organization. Accept the conditions and click on "register".
2. Click on the link in the confirmation mail you received. (Please contact your ISCO secretariat if your firewall settings have prevented you from receiving this mail.)
3. Wait for the ISCO secretariat(s) to do a security check. If someone else from your organization has already registered in the tool, they will receive a warning (additional security check).
4. Once you received the final confirmation mail, go to the homepage and log-in. The reporting can start now.

Each member account is linked to a stakeholder type and a combination of ISCOs. This means that you'll only have access to information and survey questions that apply to you.

> **!** Please do not share your log-in data with anyone, not even your colleagues. Each reporter should register in the tool separately for security reasons.

How to start reporting

When you log-in, you will see different tabs in the top menu. The 'survey' tab is where the reporting will happen. Once you have clicked the 'survey tab', you can start a new reporting by clicking on the 'start filling a new form' section in the top right corner.
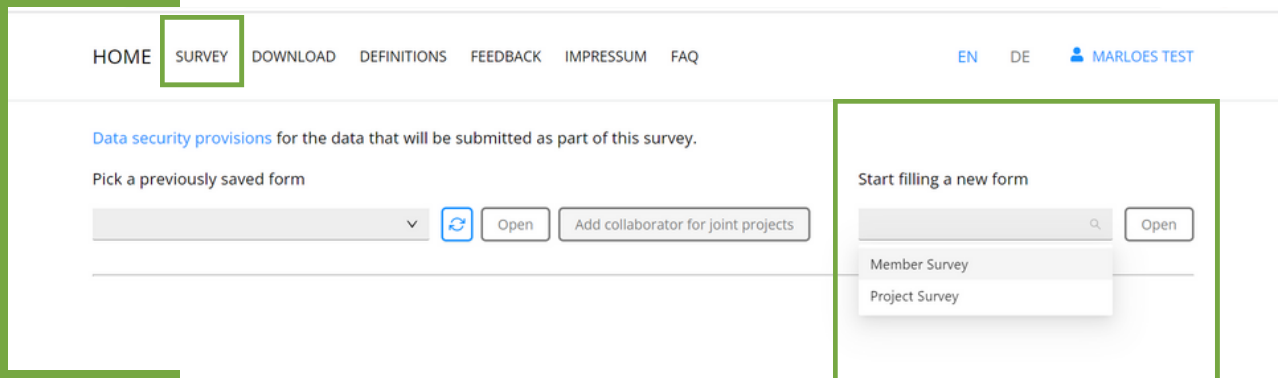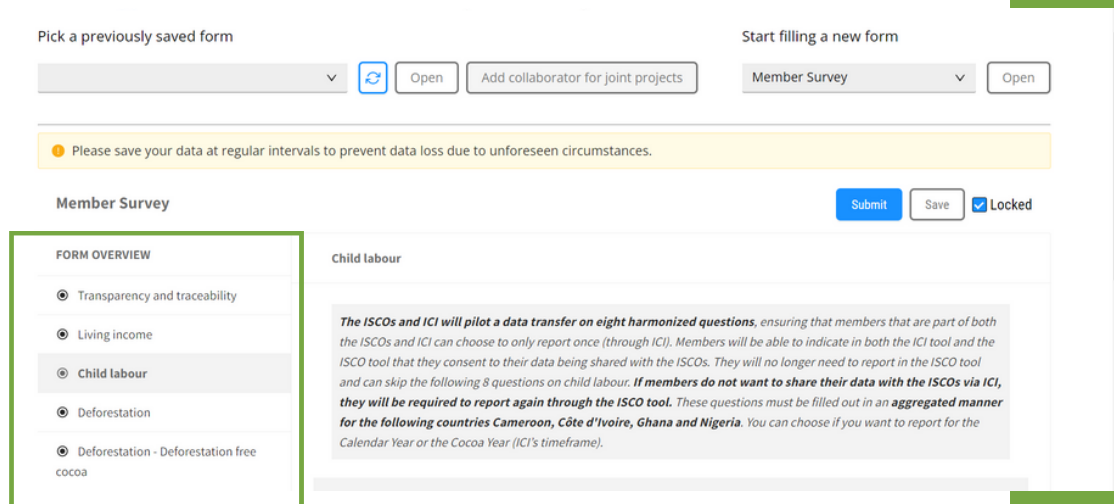

Members of SWISSCO, Beyond Chocolate and DISCO will only need to fill out one questionnaire, named 'member questionnaire'. Members that are (also) part of GISCO will need to fill out two questionnaires: the member questionnaire, and an additional project questionnaire.

- The Member Questionnaire: aims to get a better view of the overall progress the member is making within his/her supply chain. The questionnaire is applicable to all ISCOs.
- The Project Questionnaire (applicable only for GISCO members): enquires after the progress members are making within a certain sustainability project/program. Members are asked to report individually for Côte d'Ivoire and Ghana and can choose between aggregate or individual reporting for other countries. Each member should report on all their relevant projects.
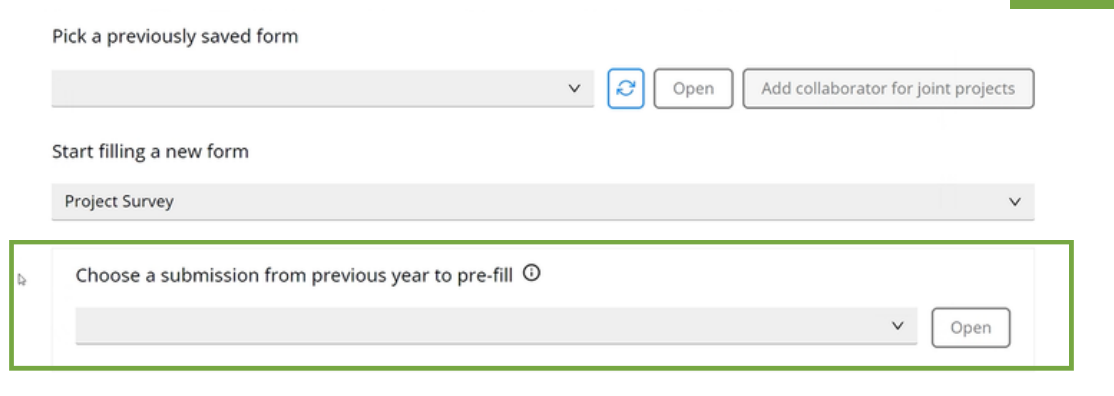

From this year on, GISCO will ask some questions in the membership questionnaire only every two years. This means that those members that are not directly involved in a cocoa supply chain, and who are not trading or processing cocoa do not need to fill out a membership questionnaire this year. If this applies to you, you will see a message to this effect when you click on the membership questionnaire. If you are involved in a project, please fill out the project questionnaire.
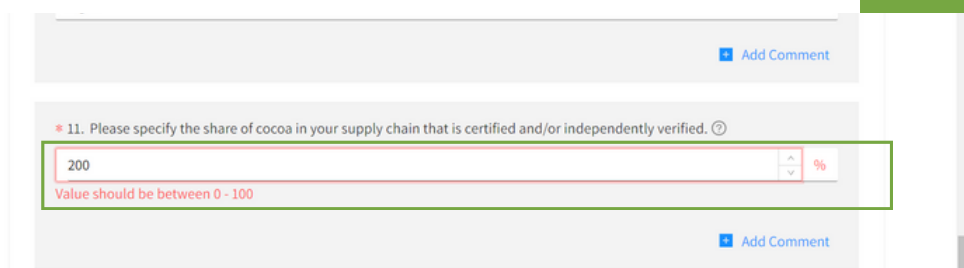
Once you have opened a questionnaire, a first question will appear. You can click on the button 'next' to move to a next question or you can jump between questions by clicking the question groups on the left of the screen. Each question group indicates a theme under which several questions are gathered.

Please note that for the GISCO project questionnaire, a function was added which allows you to pre-load the data that was submitted in the previous year. This should make the reporting easier.
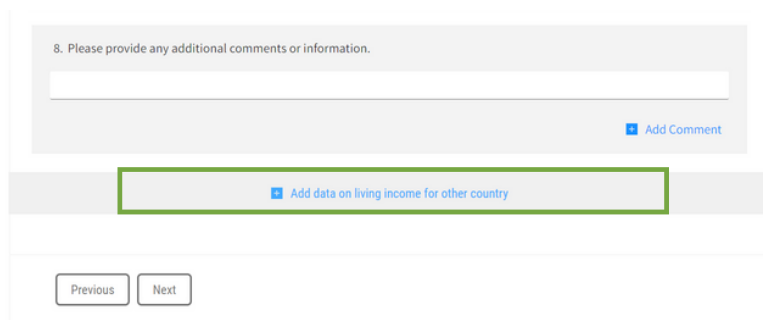

You will get an error message when you try to submit a number that is by definition incorrect This is for example the case when you include a percentage that goes higher than 100%. You need to correct the mistake before you can submit the data.

How to use repeat groups

Some sections of the questionnaires are designed to let you report separately on more than one occurrence. Such sections have a 'Repeat Group +' button displayed at the bottom of the page. Each repeat group allows you to report on, for example, one country at a time. To report on additional occurrences you can add repeat groups by clicking the blue Repeat Group + button.
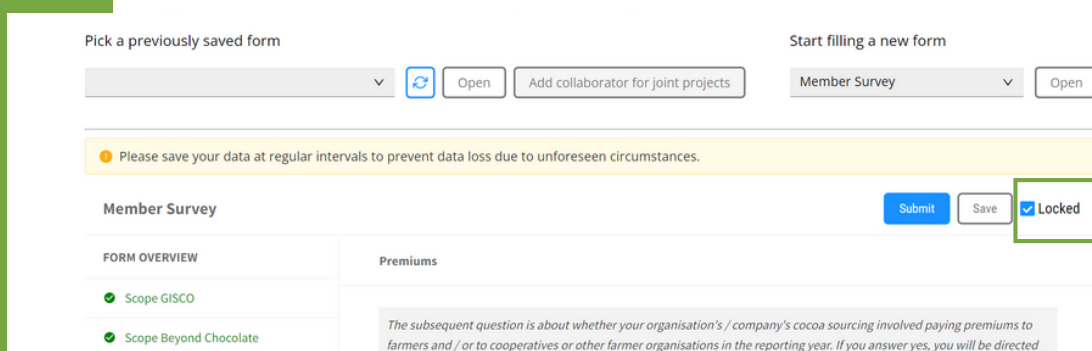

How to work in the tool with colleagues

Each person within your organization/company that wants to contribute to the reporting needs to register. Please do not share your personal log-in details.

The monitoring tool does not allow multiple people to work on the same questionnaire simultaneously. When you are working on a specific questionnaire, it is best to block this questionnaire so colleagues cannot work on it simultaneously and override your data. You can block a questionnaire by clicking "locked" at the top right of the screen. Do not forget to unblock the questionnaire when you are done working on it.

How to work in the tool with partner organizations/companies

This function is only applicable to the project questionnaire (GISCO only). In case you are implementing a project/program with another organization/company and you would like them to provide input, please save the questionnaire and then click the button "add collaborator for joint project". You will then be able to select the partners organization. They will receive a notification.

How to save and submit questionnaires

You can save your reporting by clicking the 'save' button on the right top side of the screen. Please note that questionnaires are not automatically saved and progress will be lost if not saved. Once you have saved a questionnaire, you will be able to log-in at any time during the reporting period and continue working on that questionnaire. Saved questionnaires can be found under the 'pick a previously saved form' tab.


Once you have completed all questions, you can click the blue submit button at the top right of the screen.

You will receive a confirmation via mail once you have submitted your reporting. Once submitted, you can no longer access the questionnaire through the tool, but can reach out the program management in case needed.

How to download your data

You are able to download your data in pdf format both during the monitoring as well as after you have submitted. You can click the "download" tab at the top of the screen and then "request a download". Once the secretariats have approved this request, you will receive the download.
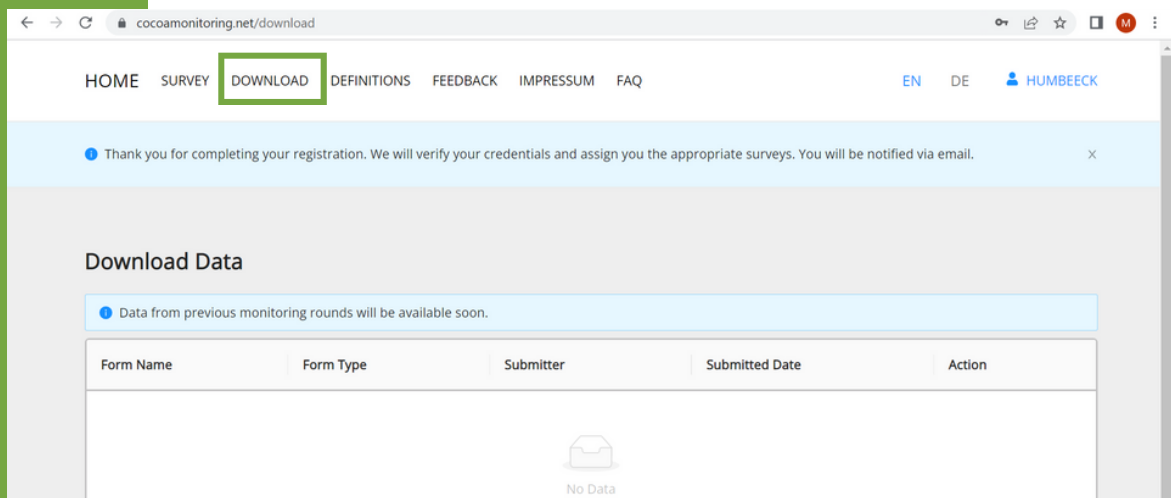
What if I don't understand a specific term

Beyond Chocolate, GISCO, DISCO and SWISSCO have harmonized definitions and have uploaded these in the tool. If you click the "definition" tab in the top menu, you will find a list of definitions of the terms used in the questionnaires in alphabetical order.
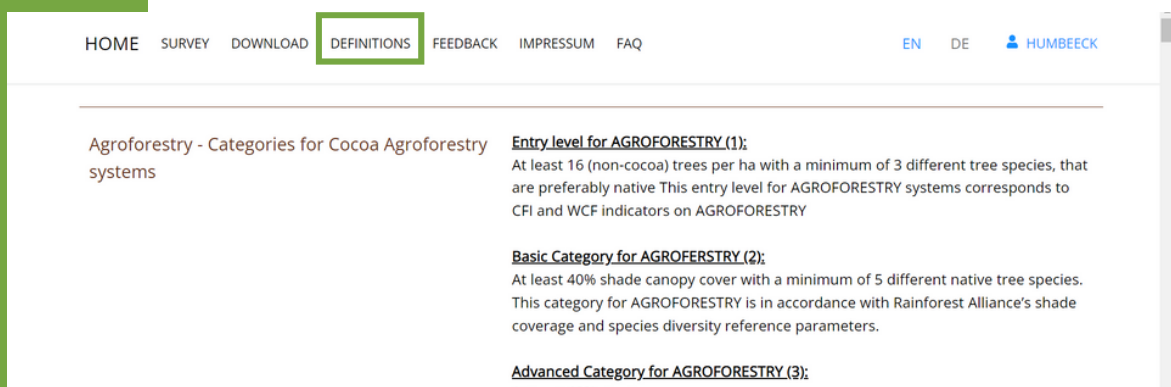
How to give feedback

Beyond Chocolate, SWISSCO, DISCO and GISCO want to continuously improve both the monitoring system, as well as the reporting tool. Feedback from members on how to do so is highly valued. During the reporting itself, you will be able to directly give feedback via th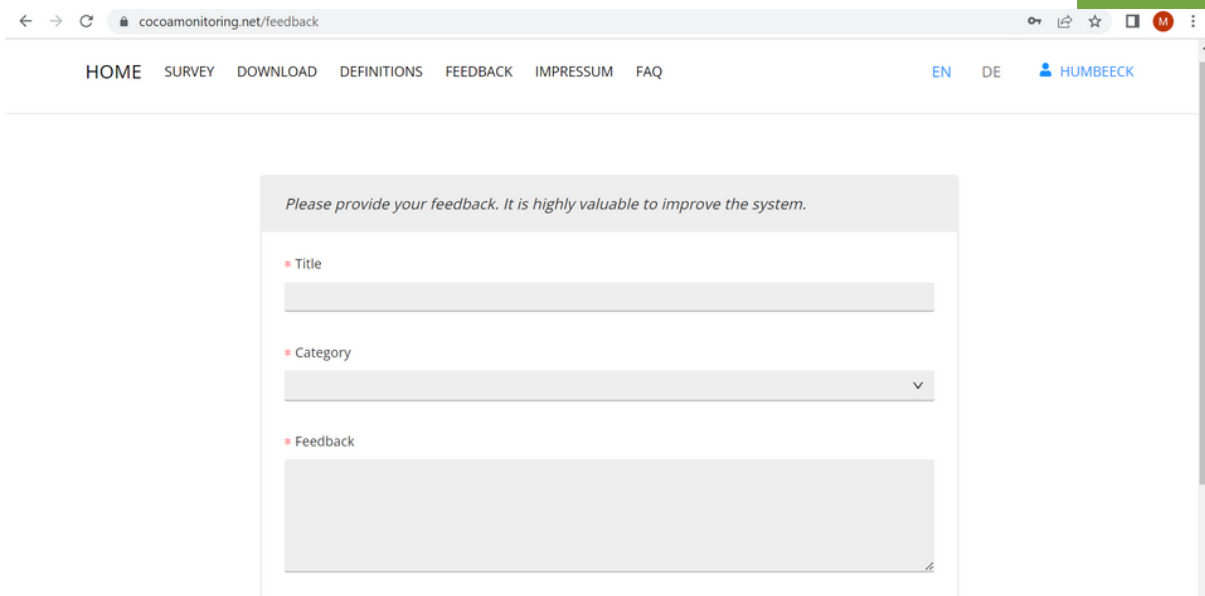e feedback form in the tool itself. Questions and feedback can concern technical aspects, questions on indicators, questions on the reporting process,...

Most frequently asked questions will be shared with all reporting members in the 'FAQ' tab. Make sure to check this tab first when you have a question.
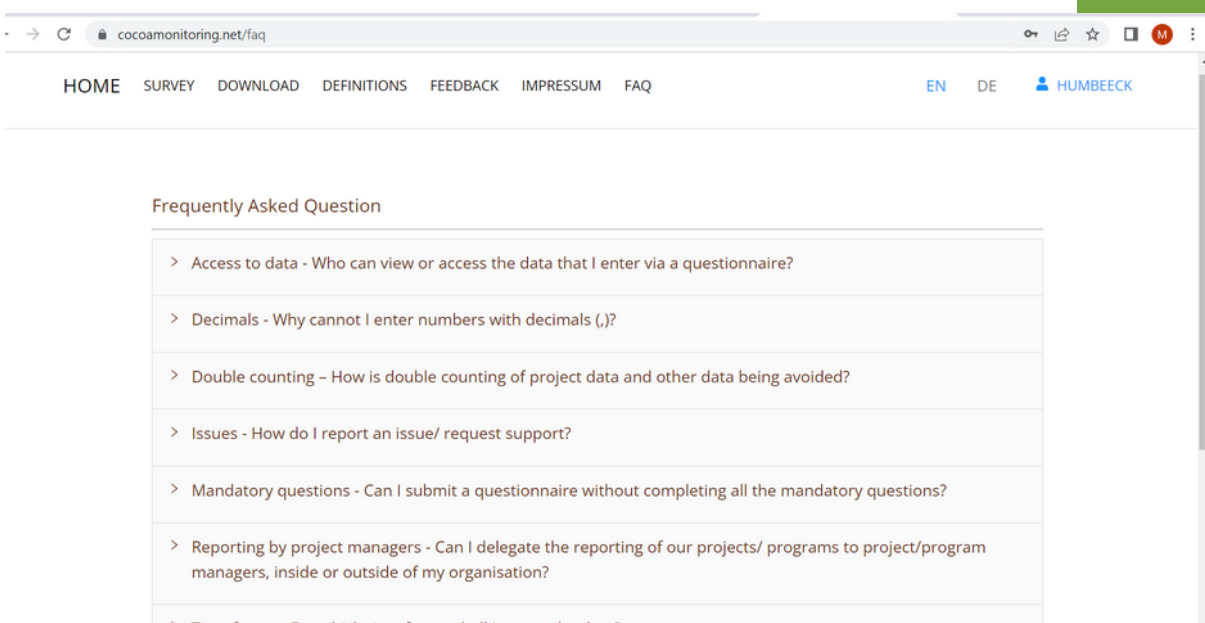
What will happen to my Data?

Data Confidentiality

Your data are safe! We ensure our members that member-specific data will never be made publicly available. Any publication of results will happen in an aggregated way and will be shared for feedback before publication.

Once all partners have reported, the Beyond Chocolate, DISCO, GISCO and SWISSCO secretariats will start cleaning and analyzing the data. The following people will have access to the data:

- A limited number of Beyond Chocolate, DISCO, SWISSCO and/or GISCO staff, listed in the Data Security Provisions and having signed corresponding nondisclosure declarations, will have access to individual questionnaire data, as needed to check the validity and consistency of data and/or check whether the conclusions from analysis on anonymized and/or aggregated data makes sense. Please note that only the platform secretariat a member is reporting to will have access to the data. This means that in case you are only reporting for Beyond Chocolate, GISCO staff will not see your data.

- Authorized staff of C-Lever.org who will be responsible for the data analysis and aggregation (Not for data reported to SWISSCO)

- Authorized staff of AKVO, being the contracted IT service provider / data processors for the system. Their role is limited to intervening when IT issues occur and providing data processing support. AKVO is contractually withheld to share data. Find the Akvo Privacy Policy here.

All information on data security provisions can be found in the tool itself. You can access this information by clicking the link which appears in the pop-up when you log-in.
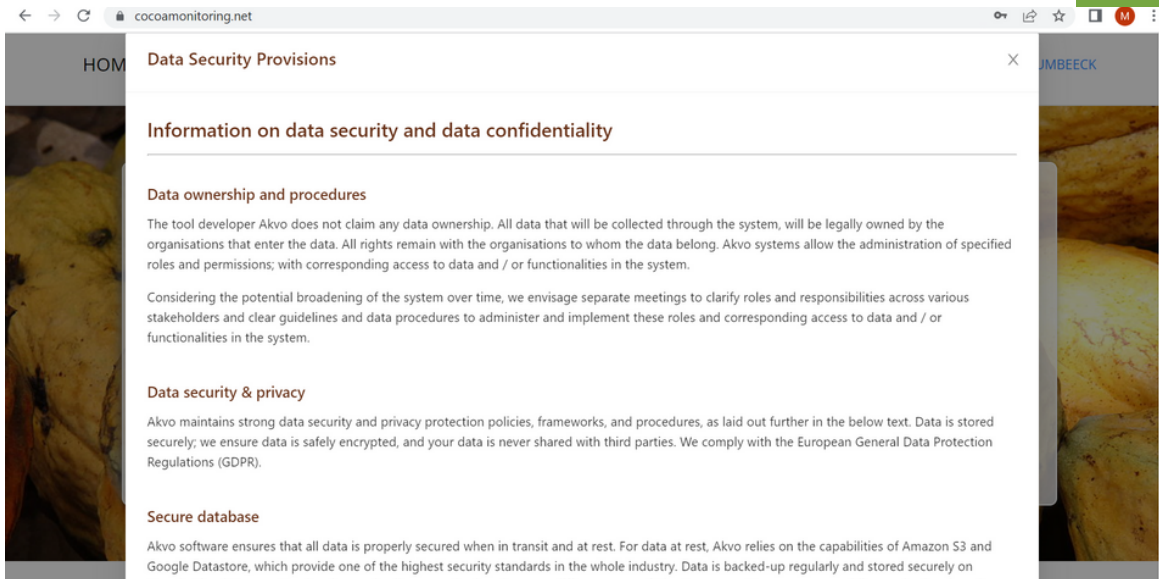
Publication monitoring reports

The aggregated monitoring results will be analyzed by the ISCO secretariats in consultation with its members. Each ISCO will publish its own monitoring report. These reports will be used by the boards and SteerCo's of the ISCOs to identify points for improvement and action points.

Next to these individual reports in 2023, the ISCOs will for the first time publish a joint monitoring report based on the reported data.

For more Information and questions, please contact

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