WHAT IS RILA RETAIL ADVISOR FOR ENVIRONMENTAL COMPLIANCE?
RILA Retail Advisor for Environmental Compliance is a platform that companies can use to evaluate their programs. It has benchmarking, reporting, tracking, and goal setting functions. RILA Retail Advisor for Environmental Compliance uses the collected data to provide tailored guidance to help retailers improve program performance.

WHAT DOES RILA RETAIL ADVISOR FOR ENVIRONMENTAL COMPLIANCE CONSIST OF?
The RILA Retail Advisor for Environmental Compliance currently consists of a questionnaire to assess an organization's program and provides guidance on program gaps or risks based on the data collected. For example, the system may suggest that a company with grocery may want to move their Essential Level Refrigeration Program to the Structured or even Optimized Levels to reduce regulatory risk, as well as improve environmental performance. Once you have completed your questionnaire, the RILA Retail Advisor for Environmental Compliance provides reports on your company's program levels, which can be shared internally to help spark conversations on the desired program levels, areas of potential risk, and goals for the future. Reports are also helpful for internal strategic planning and corporate reporting. The newest feature is the ability to benchmark against the aggregated data of retailers of similar store layout.

HOW CAN COMPANIES USE RILA RETAIL ADVISOR?
Companies have used RILA Retail Advisor to:
• Better understand their current environmental compliance program
• Identify program gaps and/or areas of risk
• Start internal discussions about the optimal program for the company
• Share reports with management to build understanding and support for program optimization
• Benchmark with peers
• Benchmark and track different parts of the company (e.g., regions, types of facilities, retail banners, etc.)

WHO CAN USE RILA RETAIL ADVISOR FOR ENVIRONMENTAL COMPLIANCE?
Only verified retailers will be able to use RILA Retail Advisor for Environmental Compliance to perform an assessment of their organization's environmental performance and compliance program and view the results and guidance.

WILL MY DATA BE SECURE AND CONFIDENTIAL?
Company information entered in RILA Retail Advisor for Environmental Compliance is stored in an encrypted, secure database on a cloud server. Entered data and detailed results are only available to the company and then, only to individuals given permission by that company's Organization Manager. Shared benchmarking reports will only show aggregate information and are scrubbed of any individual company names or data. RILA staff only have access to aggregated data and not to company-specific information. RILA may make some aggregated data public, but only in summary form without any identifying information.
HOW DOES RILA RETAIL ADVISOR FOR ENVIRONMENTAL COMPLIANCE HANDLE MORE COMPLEX ORGANIZATIONS, WHERE THERE MAY BE MORE THAN ONE ENVIRONMENTAL COMPLIANCE PROGRAM PER SUB-BRAND OR WHERE ITS IMPLEMENTATION IS DISTRIBUTED?

RILA Retail Advisor for Environmental Compliance allows users to set up more than one assessment for an organization. Users should name the assessment to reflect the scope of the compliance program that is covered by the assessment. For example, it may make sense to have one assessment called East Region and another called West Region. Users can also complete assessments for different sub-brands.

WHAT DO THE RESULTS (SCORES) FROM RILA RETAIL ADVISOR FOR ENVIRONMENTAL COMPLIANCE MEAN?

Using data from the questionnaire in a hierarchical scoring model, RILA Retail Advisor for Environmental Compliance produces an overall score and sub-scores for each Category, Dimension, and Title. Each score has a range between 1 and 100. Scores map to the following ranges:

- Essential: ≤70
- Structured: 71 to 85
- Optimized: 86-95
- Proactive: 96-100

WHAT IS THE COMPLIANCE LEADERSHIP MODEL (CLM)?

The Compliance Leadership Model (CLM) is a tool to help retailers evaluate and optimize their environmental compliance programs. It has been integrated into RILA Retail Advisor: Environmental Compliance and provides the framework for the RILA Retail Advisor Questionnaire.

WHAT DOES THE CLM CONSIST OF?

The CLM consists of 5 program dimensions with 4 possible levels. The dimensions are:

- Context of Compliance--the reach and structure of an organization’s compliance program---how the organization identifies and tracks obligations, understands environmental impacts, understands stakeholders, establishes responsibility, and the scope of the program;
- Leadership & Planning--how the organization manages their environmental compliance program including the level of involvement by top management, compliance policies, target and goal setting, and the communication of targets;
- Compliance Operations--compliance programs including standard operating procedures for specific regulatory areas such as air, water, waste, or hazardous materials transportation;
- Compliance Support Systems--support functions associated with compliance programs such as training, competence, communications, reporting, records, documentation, and emergency response; and
- Continual Improvement--the evaluation and continual improvement functions of a compliance program including inspections, audits, performance status, managing non-compliance, and top management review.

WHAT IS THE OPTIMUM LEVEL FOR A RETAILER?

The first or Essential Level often represents a new or relatively inactive environmental compliance program. Beyond that, the optimum level for any element depends on the organization’s specific operations, capacity, internal or external commitments, and corporate culture. For example, a retailer with gas stations has different regulatory risks than a retailer with a few storage tanks at distribution centers, and as a result probably would have programs at different levels.
WHAT IS THE CLM FRAMEWORK BASED ON?
The CLM is based on existing compliance frameworks, including ISO 14001:2015 Environmental Management Systems (EMS) and ISO 19600:2014 Compliance Management Systems – Guidelines. Both are widely used, internationally recognized standards. The CLM also reflects the U.S. Sentencing Commission Guidelines, Chapter Eight – Sentencing of Organizations, Section §8B2.1 Effective Compliance and Ethics Program to ensure that the CLM Essential Level meets the U.S. Sentencing Commission’s description of an effective program.

ARE THERE OTHER RESOURCES AVAILABLE?
Many RCC resources complement the CLM. The retail-specific RCC Environmental Management System (EMS) Guidance has detailed information on how to implement an EMS and includes checklists for gap analysis and spreadsheets to help with implementation. The EMS material is useful even for retailers who are not implementing a full EMS but are looking to implement best practices for certain elements of their program. Resources are organized by CLM dimension in the CLM Resource Library.