

# **PREPARE/RAC-CP Thematic Groups Workshop**

## **Standards on Social Responsibility**

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## Contents

- ISO 26000
- NP 4449

# ISO 26000



International  
Organization for  
Standardization

# ISO 26000

- International standard on SR
- Fits the strategy of ISO: market relevant, globally relevant, contribute to a sustainable world
- Development period: 2005 – 2010 (exp. publication)
- Guidance document, not intended for certification
- Not a management system standard
- ISO/TMB WG SR

# ISO 26000

## Highlights of ISO WG on SR

- ILO Memorandum of Understanding
- Balanced stakeholder representation in ISO/SR leadership and Task Groups
- Participation by organizations having significant impact on CSR and Sustainable Development (UN, OECD, GRI, SAI, AccountAbility, etc)
- Consensus decision-making on standard
- Stakeholder approach in process (new for ISO)
- Inclusivity (attempt to get developing countries involved with training sessions in Africa, etc.)
- Stakeholder Engagement to be throughout standard

# ISO 26000

## Who can develop ISO 26000?

- Experts from 6 stakeholder categories
  - Consumer
  - Government
  - Industry
  - Labor
  - NGOs
  - Service, support, research and others.

The membership in the ISO Working Group on SR is made up of experts from ISO members (National Standardization Bodies) and from Liaison organizations.

# ISO 26000

## Who is the participant to the WG on SR?

- ISO member countries (45 countries)
- international organizations (31 organizations)

90

40

- Participating at the national level
- Mirror committee  
a national committee to coordinate its input into the international process

# ISO / DIS 26000

- DIS = Draft International Standard
- Published for voting and commenting
  - 14 Sept 2009 – 14 Feb 2010



# ISO / DIS 26000 outline

Clause title	Clause number	Description of clause contents
Scope	Clause 1	Defines the content and scope of this International Standard and identifies certain limitations and exclusions.
Terms, definitions and abbreviated terms	Clause 2	Identifies and provides the definition of key terms that are of fundamental importance for understanding social responsibility and for using this International Standard.
Understanding social responsibility	Clause 3	Describes the important factors and conditions that have influenced the development of social responsibility and that continue to affect its nature and practice. It also describes the concept of social responsibility itself – what it means and how it applies to organizations. The clause includes guidance for small and medium-sized organizations on the use of this International Standard.
Principles of social responsibility	Clause 4	Introduces and explains the generic principles of social responsibility.
Recognizing social responsibility and engaging with stakeholders	Clause 5	Addresses two practices of social responsibility: an organization's recognition of its social responsibility, and its identification of and engagement with its stakeholders. It provides guidance on the relationship between an organization, its stakeholders and society, recognizing the core subjects and issues of social responsibility and an organization's sphere of influence.

# ISO / DIS 26000 outline (cont'd)

Clause title	Clause number	Description of clause contents
Guidance on social responsibility core subjects	Clause 6	Explains the core subjects and associated issues relating to social responsibility (see Table 2). For each core subject, information has been provided on its scope, its relationship to social responsibility, relevant principles and considerations, and related actions and expectations.
Guidance on integrating social responsibility throughout an organization	Clause 7	Provides guidance on putting social responsibility into practice in an organization. This includes guidance related to: understanding the social responsibility of an organization, integrating social responsibility throughout an organization, communication related to social responsibility, improving the credibility of an organization regarding social responsibility, reviewing progress and improving performance and evaluating voluntary initiatives for social responsibility.
Annex on voluntary initiatives and tools related to social responsibility	Annex A	Presents a non-exhaustive list of voluntary initiatives and tools related to social responsibility that address aspects of one or more core subjects or the integration of social responsibility throughout an organization.
Bibliography		Includes references to authoritative international instruments and ISO Standards that are referenced in the body of this International Standard as source material.
Index		Provides direction to references to topics, concepts and terms in this International Standard.

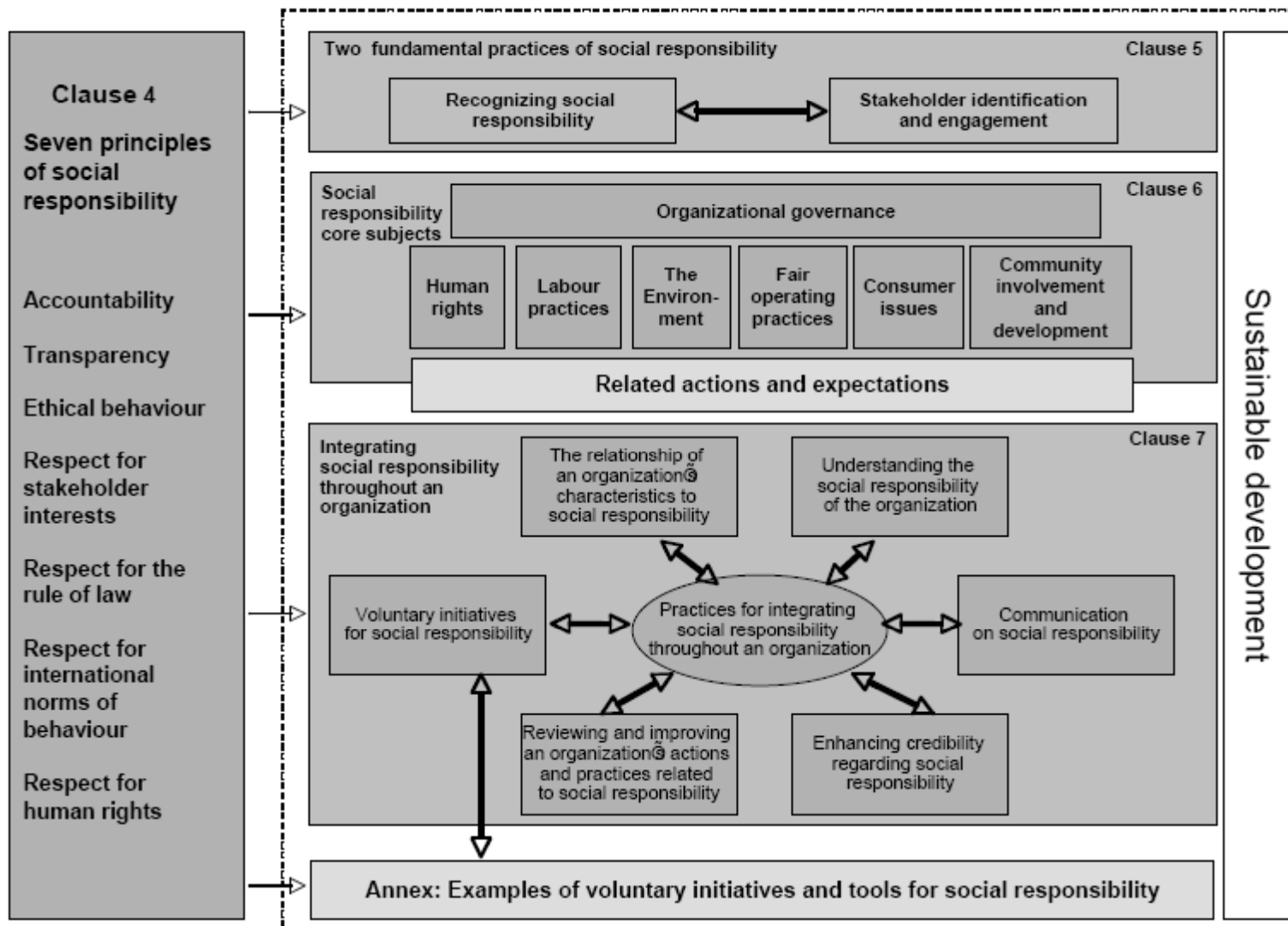
# ISO / DIS 26000

Core subjects and issues	Addressed in sub-clause
Core subject: Organizational governance	6.2
Core subject: Human rights	6.3
Issue 1: Due diligence	6.3.3
Issue 2: Human rights risk situations	6.3.4
Issue 3: Avoidance of complicity	6.3.5
Issue 4: Resolving grievances	6.3.6
Issue 5: Discrimination and vulnerable groups	6.3.7
Issue 6: Civil and political rights	6.3.8
Issue 7: Economic, social and cultural rights	6.3.9
Issue 8: Fundamental rights at work	6.3.10
Core subject: Labour Practices	6.4
Issue 1: Employment and employment relationships	6.4.3
Issue 2: Conditions of work and social protection	6.4.4
Issue 3: Social dialogue	6.4.5
Issue 4: Health and safety at work	6.4.6
Issue 5: Human development and training in the workplace	6.5

Core subjects and issues	Addressed in sub-clause
Core subject: The environment	6.5.3
Issue 1: Prevention of pollution	6.5.4
Issue 2: Sustainable resource use	6.5.5
Issue 3: Climate change mitigation and adaptation	6.5.6
Issue 4: Protection and restoration of the natural environment	6.5.7
Core subject: Fair operating practices	6.6
Issue 1: Anti-corruption	6.6.3
Issue 2: Responsible political involvement	6.6.4
Issue 3: Fair competition	6.6.5
Issue 4: Promoting social responsibility in the sphere of influence	6.6.6
Issue 5: Respect for property rights	6.6.7
Core subject: Consumer issues	6.7
Issue 1: Fair marketing, information and contractual practices	6.7.3
Issue 2: Protecting consumers' health and safety	6.7.4
Issue 3: Sustainable consumption	6.7.5
Issue 4: Consumer service, support, and dispute resolution	6.7.6
Issue 5: Consumer data protection and privacy	6.7.7
Issue 6: Access to essential services	6.7.8
Issue 7: Education and awareness	6.7.9

# ISO / DIS 26000

Core subjects and issues	Addressed in sub-clause
Core subject: Community involvement and development	6.8
Issue 1: Community involvement	6.8.3
Issue 2: Education and culture	6.8.4
Issue 3: Employment creation and skills development	6.8.5
Issue 4: Technology development	6.8.6
Issue 5: Wealth and income creation	6.8.7
Issue 6: Health	6.8.8
Issue 7: Social investment	6.8.9





ORGANIZATION INITIATIVE OR TOOL (Listed by organization in alphabetical order under each section)	The "X" mark indicates that the initiative/tool refers to at least one aspect or issue included in the corresponding sub-clause. <i>It is not a sign of compatibility with, or endorsement by, ISO 26000</i>															Additional information  (includes brief objective description of the initiative/tool; stakeholder participation in its governance; its target audience and conditions for access; whether if it is for certification or not; and a website for further information)
	CORE SUBJECTS*							PRACTICES FOR INTEGRATING SOCIAL RESPONSIBILITY*								
	6.2 OG	6.3 HR	6.4 Lab	6.5 Env	6.6 FOP	6.7 Con	6.8 CID	5.2	5.3	7.2	7.3	7.4	7.5	7.6	7.7	
*ISO 26000 sub-clauses index: 6.2 Organizational governance; 6.3 Human rights; 6.4 Labour practices; 6.5 Environment; 6.6 Fair operating practices; 6.7 Consumer issues; 6.8 Community involvement and development; 5.2 Recognizing social responsibility; 5.3 Stakeholder identification and engagement; 7.2 The relationship of an organization's characteristics to social responsibility; 7.3 Understanding the social responsibility of an organization; 7.4 Practices for integrating social responsibility throughout an organization; 7.5 Communication on social responsibility; 7.6 Enhancing credibility regarding social responsibility; 7.7 Reviewing and improving an organization's actions and practices related to social responsibility.																
Section 2: MULTI-STAKEHOLDER INITIATIVES (Initiatives or tools developed or are administered through multi-stakeholder processes)																
AccountAbility The AA1000 Series	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	Membership-based organization open to all organizations and individuals. Membership fees. Focus is on assurance of sustainability and social responsibility reports and on stakeholder engagement. Has developed three standards intended for use by any organization: <ul style="list-style-type: none"><li>• AA1000APS - provides general principles of accountability</li><li>• AA1000AS - provides requirements for conducting sustainability assurance</li><li>• AA1000SES - provides a framework for stakeholder engagement</li></ul> <a href="http://www.accountability21.net">www.accountability21.net</a>
Amnesty International Human Rights Principles for Companies		X										X		X		Membership organization open to individuals that seek to promote respect for human rights. A source for information on respect for human rights in specific countries. Publication "Human Rights Principles for Companies" includes a checklist. <a href="http://www.amnesty.org">www.amnesty.org</a>
Business Social Compliance Initiative (BSCI)		X	X	X	X		X	X	X		X					Industry initiative that focuses on labour practices in the supply chains of mainly large retail companies. Most members are retailers and marketing companies who pay membership fees and agree to audit suppliers against a code of conduct. The initiative certifies the auditors. <a href="http://www.bsci-eu.org">www.bsci-eu.org</a>

# ISO 26000

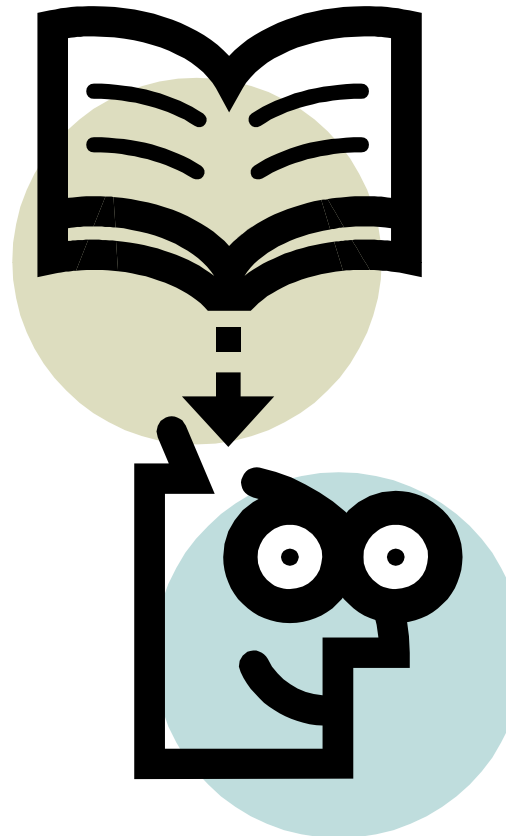
## More Information

- Information of ISO/TMB/WG on Social Responsibility  
<http://www.iso.org/sr>
- Information of Working Documents of the WG  
<http://www.iso.org/wgsr>
- Information of ISO  
<http://www.iso.org>



# ISO / DIS 26000

- 100 pages long...



NP 4469



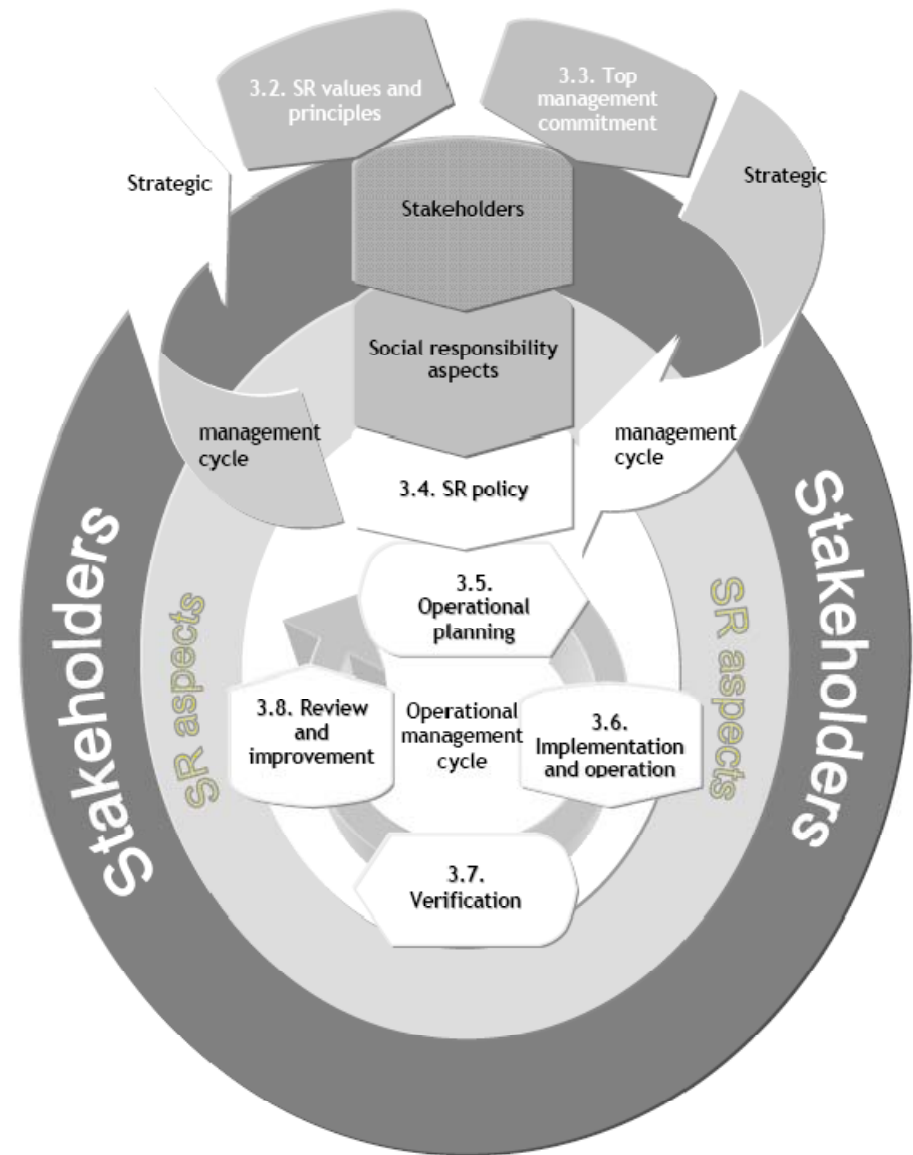
# National Standards on SR

- ISO / DIS 26000: *This International Standard is not intended to prevent the development of national standards that are more specific, more demanding, or of a different type.*
- Austria, Australia, Brasil, France (SD), Israel, Mexico, Portugal (Ethics, SR), UK (SD)
- Denmark

# NP 4469

- NP 4469-1:2008 – specification standard intended for certification, based on a management system
- NP 4469-2:2009 – guidance standard helping to interpret part 1

NP 4469-1:2008



# NP 4469-1:2008

- The SR **policy** shall, a.o., be consistent with the SR **principles** the organization adopts and include a commitment of **engagement of stakeholders**;
- The standard requires **the adoption and communication** of organizational **values**, at the discretion of the organization;
- As for the SR principles, a minimum of **10 principles** are to be observed;
- The **identification of stakeholders** shall be performed according to a set of pre-established **criteria**; amongst the identified stakeholders, the organization shall determine the **significant** ones, which are the ones that shall be engaged in the SR management system;
- The organizations are required to identify and assess the significance of its **SR aspects**. For information, one of the **annexes** of the standards provides examples of aspects organized according to the **7 categories** as in 26000;

# NP 4469-1:2008

- The standard entails requirements for the **qualification and selection of the most relevant suppliers**, according to their ability to comply with the SR principles, as well as for the awareness raising of all suppliers in general;
- On what concerns **external communication**, the NP 4469-1 standard requires that periodically relevant information concerning the SR management system is provided to the stakeholders, as well as the organizational values, the significant stakeholders and their engagement process, the significant SR aspects, the ongoing programmes, objectives and indicators, and finally, the SR performance and its evolution;
- In line with the adopted SR definition, **legal compliance is the minimum** level playing field from which continuous improvement objectives are to be set.

# NP 4469-1:2008



1st certified company: SERVILUSA

Funding programme at national level

At least 3 certification bodies certify SRMS according to NP 4469

*Sustained opposition* by BCSD PT