



Global Compact Network
Portugal

ISO 26000 GUIDANCE ON SOCIAL RESPONSIBILITY

May 2012



- ▶ The objective of this presentation is to introduce the international standard ISO 26000 to all Global Compact Networks;
- ▶ GCNP also intends to share best practices linked to the organization's alignment with ISO 26000, in order to support them to face the challenges the standard presents.



- Title: Guidance on social responsibility
- Designation: ISO 26000
- Users: All kinds of organizations, (public and private sectors)
- Type of standard: Guidance standard. It is not intended for certification purposes.
- ▶ ISO 26000 Guidance on Social Responsibility was published on November of 2010.



- ▶ Clause 1: Scope
- ▶ Clause 2: Terms and definitions
- ▶ Clause 3: Understanding social responsibility (SR)
- ▶ Clause 4: Principles of SR
- ▶ Clause 5: Recognizing SR and engaging stakeholders
- ▶ Clause 6: Core Subjects
- ▶ Clause 7: Guidance on integrating SR throughout an organization
- ▶ Annex A: voluntary initiatives and tools for SR



- ▶ This International Standard is intended to assist organizations in contributing to sustainable development
- ▶ It is intended to promote common understanding in the field of social responsibility
- ▶ Applicable to all types of organizations
- ▶ This International Standard is not a management system standard. It is not intended or appropriate for certification purposes.



- ▶ **social responsibility**
- ▶ responsibility of an organization for the impacts of its decisions and activities on society and the environment, through transparent and ethical behaviour that
 - ▶ – contributes to sustainable development, including health and the welfare of society;
 - ▶ – takes into account the expectations of stakeholders;
 - ▶ – is in compliance with applicable law and consistent with international norms of behaviour; and
 - ▶ – is integrated throughout the organization and practised in its relationships

- ▶ NOTE 1 Activities include products, services and processes.
- ▶ NOTE 2 Relationships refer to an organization's activities within its **sphere of influence**



- ▶ Accountability
- ▶ Transparency
- ▶ Ethical behaviour
- ▶ Respect for stakeholder interests
- ▶ Respect for the rule of law
- ▶ Respect for international norms of behaviour
- ▶ Respect for human rights



- ▶ **Recognizing social responsibility**
 - ▶ Impacts, interests and expectations
 - ▶ Recognizing the core subjects and relevant issues of social responsibility
 - ▶ Social responsibility and an organization's sphere of influence
- ▶ **Stakeholder identification and engagement**
 - ▶ Stakeholder identification
 - ▶ Stakeholder engagement





Core Subject: **Organizational governance**

Core Subject : **Human Rights**

Issue 1: Due Diligence

Issue 2: Human rights risk situations

Issue 3: Avoidance of complicity

Issue 4: Resolving grievances

Issue 5: Discrimination and vulnerable groups

Issue 6: Civil and political rights

Issue 7: Economic, social and cultural rights

Issue 8: Fundamental principles and rights at work

37 issues

Core Subject : **LABOUR PRACTICES**

Issue 1: Employment and employment relationships

Issue 2: Conditions of work and social protection

Issue 3: Social dialogue

Issue 4: Health and safety at work

Issue 5: Human development and training in the workplace



Core Subject : **ENVIRONMENT**

Issue 1: Prevention of pollution

Issue 2: Sustainable resource use

Issue 3: Climate change mitigation and adaptation

Issue 4: Protection of the environment, biodiversity and restoration of natural habitats

Core Subject : **FAIR OPERATING PRACTICES**

Issue 1: Anti-corruption

Issue 2: Responsible political involvement

Issue 3: Fair competition

Issue 4: Promoting social responsibility in the value chain

Issue 5: Respect for property rights



Core Subject : **CONSUMER ISSUES**

Issue 1: Fair marketing, factual and unbiased information and fair contractual practices

Issue 2: Protecting consumers' health and safety

Issue 3: Sustainable consumption

Issue 4: Consumer service, support, and complaint and dispute resolution

Issue 5: Consumer data protection and privacy

Issue 6: Access to essential services

Issue 7: Education and awareness

Core Subject : **COMUNITY INVOLVEMENT AND DEVELOPMENT**

Issue 1: Community involvement

Issue 2: Education and culture

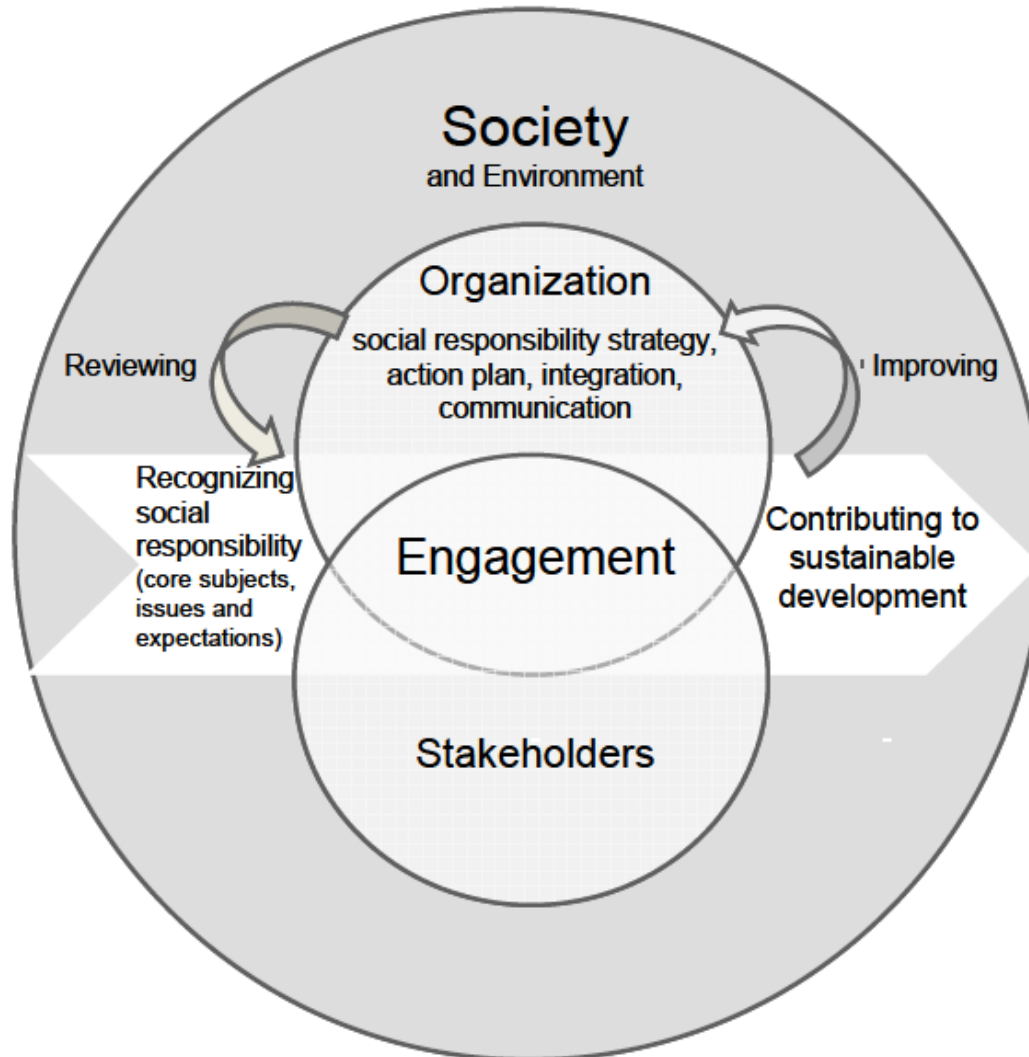
Issue 3: Employment creation and skills development

Issue 4: Technology development and access

Issue 5: Wealth and income creation

Issue 6: Health

Issue 7: Social investment





- ▶ **The relationship of an organization's characteristics to social responsibility**
- ▶ **Understanding the social responsibility of an organization**
 - ▶ Due diligence
 - ▶ Determining relevance and significance of core subjects and issues to an organization
 - ▶ An organization's sphere of influence
 - ▶ Establishing priorities for addressing issues
- ▶ **Practices for integrating social responsibility throughout an organization**
 - ▶ Raising awareness and building competency for social responsibility
 - ▶ Setting the direction of an organization for social responsibility
 - ▶ Building social responsibility into an organization's governance, systems and procedures



- ▶ **Communication on social responsibility**
 - ▶ The role of communication in social responsibility
 - ▶ Characteristics of information relating to social responsibility
 - ▶ Types of communication on social responsibility
 - ▶ Stakeholder dialogue on communication about social responsibility

- ▶ **Enhancing credibility regarding social responsibility**
 - ▶ Methods of enhancing credibility
 - ▶ Enhancing the credibility of reports and claims about social responsibility
 - ▶ Resolving conflicts or disagreements between an organization and its stakeholders



- ▶ **Reviewing and improving an organization's actions and practices related to social responsibility**
 - ▶ Monitoring activities on social responsibility
 - ▶ Reviewing an organization's progress and performance on social responsibility
 - ▶ Enhancing the reliability of data and information collection and management
 - ▶ Improving performance

- ▶ **Voluntary initiatives for social responsibility**



- ▶ For more information on this presentation, please contact:

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