



### **ISO 26000:2010 Social Responsibility**

*“Corporate social responsibility is not a trend, it's a commitment. With ISO 26000:2010, we turn that commitment into a standard, making a positive impact on society and the environment. Let's be a responsible and sustainable business, one step at a time.”*



*Logo registered to Sancert.*

ISO 26000:2010 is an international social responsibility standard. It provides guidance for organisations on how to operate in a socially responsible manner and consider the impact of their decisions and activities on society and the environment.

To implement ISO 26000:2010, an organisation must assess its social and environmental impact, develop a social responsibility policy and objectives, implement and monitor actions to improve its social and environmental performance, and engage with stakeholders to understand and respond to their needs and expectations.

#### **The benefits of implementing ISO 26000:2010 include:**

- Improved social responsibility by taking into account the impact of an organisation's decisions and activities on society and the environment.
- Increased customer and stakeholder confidence in the organisation's commitment to social responsibility.
- Better alignment of the organisation's values and practices with social and environmental responsibility.
- Enhanced reputation and credibility with customers, stakeholders, and regulators.
- Improved risk management by considering the social and environmental risks and impacts of an organisation's decisions and activities.

ISO 26000:2010 certification is a third-party endorsement that a company has implemented and is following the ISO 26000:2010 social responsibility



standard. The certification process involves an audit by an accredited certification body such as **Sancert** to verify that the organisation's quality management system meets the requirements of the standard.

**When implementing this standard, the following key points should be considered:**

1. *Stakeholder engagement- This involves engaging with stakeholders to understand their expectations and needs, and to build trust and transparency.*
2. *Governance- This involves establishing a governance structure that provides leadership, direction, and management of the social responsibility program.*
3. *Human rights- This involves ensuring that the organisation's activities do not negatively impact human rights, and that the organisation is proactive in promoting and respecting human rights.*
4. *Labour practices- This involves ensuring that the organisation's practices are in line with international labour standards, and that workers are treated fairly and ethically.*
5. *The environment- This involves ensuring that the organisation's activities are environmentally sustainable, and that the organisation is proactive in protecting the environment.*
6. *Fair operating practices- This involves ensuring that the organisation operates in a manner that is fair, transparent, and ethical, and that it avoids exploitation and corruption.*
7. *Consumer issues- This involves ensuring that the organisation's activities do not negatively impact consumers, and that the organisation is proactive in protecting consumer interests.*
8. *Community involvement and development- This involves ensuring that the organisation's activities are aligned with community interests, and that the organisation is proactive in supporting community development.*
9. *Continuous improvement- This involves continuously improving the social responsibility program by monitoring performance, learning from experiences, and making necessary adjustments.*

*It is important to note that these key points are interrelated and should be integrated into the overall social responsibility program to ensure its*



*effectiveness. Additionally, the standard should be applied in a way that is consistent with the organisation's culture, structure, and operations.*