IQNet SR 10

Social Responsibility Management Systems Requirements

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THE INTERNATIONAL CERTIFICATION NETWORK

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THE INTERNATIONAL CERTIFICATION NETWORK

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0. INTRODUCTION

0.1. General

This standard establishes the requirements for a social responsibility management system for organisations that are committed to the principles and recommendations relating to sustainability and social responsibility, in particular, those set out in the ISO 26000 International standard (see Annex B and C).

This standard has been established as a result of:

a) The awareness that sustainability, social responsibility and good governance are established concepts within the current economic, environmental and social debate, and the belief that they are useful concepts for the progress of society.

b) The usefulness of providing an instrument enabling organisations to move forward in the field of social responsibility and communicate their progress, and particularly among small and medium-sized enterprises (SMES) in proportion to their scale.

c) Demand from numerous organisations that utilize the services of certification bodies to improve in relation to a given objective –such as quality - to improve in relation to the environment or occupational health and safety–, and are willing to apply in the field of social responsibility management techniques that have proved effective in these fields. These organisations implement their policies and set their social responsibility objectives in markets and environments that are becoming increasingly sensitive to social responsibility issues. These are markets that organisations cannot ignore and whose demands they are called upon to meet, and that at the same time offer competitive advantages to those actors that best satisfy their expectations.

IQNet SR10 standard establishes a social responsibility management system based on the methodology of Continual Improvement known as Plan-Do-Check-Act (PDCA). The Continual Improvement cycle can be briefly described as:

- **Plan:** establish the objectives and requirements needed to deliver results in accordance with the organisation's social responsibility policy.

- **Do:** implement the requirements.

- **Check**: monitor and measure the requirements against the social responsibility policy, goals, objectives, and legal and other requirements, and report on the results.

- **Act:** take actions to continually improve the performance of the social responsibility management system.

The requirements for the social responsibility management system set out in this standard conform the elements of an instrument towards progress in sustainability and social responsibility management, compatible with other management systems based in ISO standards, for instance, ISO 9001 and ISO 14001.

This system contains auditable requirements that assure continual improvement of the social responsibility management systems; nevertheless, it does not set absolute requirements in relation to social responsibility, other than:

a) Legal duties applicable to an organisation.

b) The management system's requirements set out in this standard and any another requirement to which the organisation subscribes or establishes.

c) The organisation's own objectives.

This standard establishes certifiable requirements.

Note: Although ISO 26000 was used as a basis for this standard, its implementation and certification cannot be used by the organisation to claim conformity to ISO 26000.

0.2. Principles of social responsibility management systems

Actions taken in the realm of social responsibility management are based on a range of widely accepted general principles that apply, regardless of the nature of the activities, the size of the organisation, geographical location or other specific features, and which are additional to respect for universal rights and principles.

The organisation shall base their behaviour and conduct on the international recognised social responsibility principles. ISO 26000 provides guidance on the seven principles of social responsibility. These principles are:

a) accountability;

b) transparency;

c) ethical behaviour;

d) respect for stakeholders' interests;

e) respect for the rule of law;

f) respect for international norms of behaviour;

g) respect for human rights.

Note: For more information on these principles, see ISO *26000 Guidance on social responsibility*.

In addition, leading and operating an organisation successfully requires that it be managed in a systematic and transparent manner. Success can result from implementing and maintaining a management system designed to continually improve performance by addressing the needs of all the stakeholders.

In addition to the social responsibility principles outlined above, an organisation shall respect the following principles related to the management system:

a) Cross-disciplinary application

Social responsibility should integrate with the organisation's decision-making and actions as a whole, taking into account all its dimensions: social, economic and environmental.

b) Leadership

Leaders should establish and maintain the internal environment in which people can become involved in achieving the organisation's objectives.

c) Stakeholder approach

The organisation should be aware of and consider its stakeholders' needs and expectations, with reference to the specific features of its business. Stakeholders' involvement in social responsibility actions require that they engage in a shared commitment, although this need not mean that they must relinquish the legitimate defence of their interests.

d) Voluntary basis

The starting point of social responsibility must always be the organisation's voluntary engagement with stakeholders, society and the market, without reference to any kind of normative imposition as to the application of social responsibility.

e) Additionality

The organisation should voluntarily incorporate into its management and culture, practices that go beyond legal requirements and that cannot be treated as an alternative to legal compliance, or as a justification to ignore compliance.

f) Efficiency

Social responsibility should be managed on a basis of efficiency, consistent with the creation of added value and which helps the organisation to improve in the medium and long term.

g) Continual improvement

The organisation should make provision for the resources to be in place for continual improvement of the operation and outcomes of its social responsibility management system.

1. Scope

This standard establishes the requirements for a management system to:

- integrate sustainability and social responsibility within the organisation;

- contribute to sustainable development, taking into account stakeholders' needs and expectations, and

- show the organisation's ability to fulfil its requirements through ethical and transparent behaviour.

This standard is applicable to any organisation that wishes to:

- Establish, introduce, maintain and improve their sustainability and social responsibility management system.

- Ensure compliance with their social responsibility policy, code of conduct, objectives and the requirements established by the organisation with respect to its stakeholders.

Additional guidance information is provided in the annexes to support its implementation.

2. Normative references

The standards and specifications referenced below may be of assistance in implementing the various elements of social responsibility management system.

Quality Management

ISO 9000 *Quality management systems Fundamentals and vocabulary.*

ISO 9001 *Quality management systems Requirements.*

ISO 9004 *Quality management systems Guidelines to improve performance.*

Environmental management

ISO 14001 *Environmental management systems Requirements with guidance for use.*

ISO 14004 *Environmental management systems General Guidelines on principles, systems and support techniques.*

ISO 50001 *Energy management systems Requirements with guidance for use.*

Occupational risk prevention management

OHSAS 18001 *Occupational health and safety management systems Requirements.*

OHSAS 18002 *Occupational health and safety management systems Guidelines for the implementation of OHSAS 18001.*

Social Responsibility and Sustainability

ISO *26000 Guidance on social responsibility.*

SA 8000 *Social Accountability.*

GRI Guidance on sustainability reporting.

3. Terms and definitions

3.1. Code of conduct

Document that defines the rules of conduct the organization expects employees, and people working under the organization control, to follow. The code of conduct usually includes a range of topics on employee activity. For instance: ethical behaviour, product safety, legal compliance and use of resources.

The code of conduct serves to guide the actions of the employees and other stakeholders consistent with the organization values.

The Code helps people to do the right thing and to play by the rules wherever the organization operates around the world.

3.2. Consumer

Individual member of the general public purchasing or using property, goods or services for private purposes.

[ISO 26000]

3.3. Customer

Organization or individual member of the general public purchasing property, goods or services for commercial, private or public purposes.

[ISO 26000]

3.4. Ethical behaviour

Behaviour that is in accordance with accepted principles of correct or good conduct in the context of a particular situation and is consistent with international norms of behaviour.

[ISO 26000]

3.5. Impact of an organisation

Positive or negative change to society, economy or the environment, wholly or partially resulting from an organisation's past and present decisions and actions.

[ISO 26000]

3.6. International norms of behaviour

Expectations of socially responsible organizational behaviour derived from customary international law, generally accepted principles of international law or intergovernmental agreements that are universally or near universally recognised.

[ISO 26000]

Note 1: the intergovernmental agreements include treaties and conventions.

Note 2: although customary international law, generally accepted principles of international law and intergovernmental agreements are primarily directed at States, they express goals and principles to which all organisations can aspire.

Note 3: international norms of behaviour evolve over time.

3.7. Organisation

Group of people and facilities with an established set of responsibilities, authorities, and relationships.

[ISO 9000:2005]

Examples: company, corporation, firm, business, charity, sole trader, association, or parts or combinations thereof.

Note 1: the arrangement is generally orderly.

Note 2: an organisation can be public or private.

3.8. Sphere of influence

Range/extent of political, contractual, economic or other relationships through which an organisation has the ability to affect the decisions or activities of individuals or organisations.

Note: the ability to influence does not imply, in itself, a responsibility to exercise influence.

3.9. Social responsibility

Responsibility of an organisation for the impacts that its decisions and activities on society and the environment, through transparent and ethical behaviour that:

  a) contributes to sustainable development, including society's health and welfare;

  b) takes into consideration stakeholders' expectations;

  c) complies with the applicable legislation and is consistent with international norms of behaviour, and

  d) is integrated throughout the organisation and is taken into account in all its relationships.

[ISO 26000]

Note 1: activities include products, services and processes.

Note 2: relationships refer to an organisation's activities within its sphere of influence.

3.10. Social responsibility management

Integration within an organisation's general management of ethical, social, and labour values, and of respect for human and environmental rights. Social responsibility management is chiefly based on policies, strategies, actions and procedures and on relations with the organisations' stakeholders.

3.11. Stakeholders

An individual or a group that has an interest in any decision or activity of the organisation.

[ISO 26000]

3.12. Supplier

Organization or person that provides a product or service.

[ISO 9000:2005]

Examples: producer, distributor, retailer or vendor of a product, or provider of a service or information.

Note 1: a provider can be internal or external to the organisation.

Note 2: in a contractual situation a supplier may also be called "contractor" or "subcontractor".

3.13. Sustainability

Ability to maintain long-term continuity of the environment and human activities in their economic, social, institutional and environmental aspects.

[ISO 26000]

3.14. Sustainable development

Development that meets the needs of the present generation without compromising the ability of future generations to meet their own needs.

Note: sustainable development refers to the integration of goals regarding a high quality of life, health and prosperity with social justice and maintaining the earth's capability to preserve life in all its diversity. These social, economic and environmental goals are interdependent and mutually reinforcing. Sustainable development can be seen as a way to express the broader expectations of society as a whole.

[ISO 26000]

3.15. Top management

Person or group of people who direct and control an organisation at the highest level.

3.16. Value Chain

Entire sequence of activities or parties that provide or receive value in the form of products or services.

[ISO 26000]

Note 1: parties that provide value are suppliers, outsourced workers, contractors, and others.

Note 2: parties who receive value are customers, consumers, other users.

4. Context of the organisation

4.1. Understanding the organisation and its context

The organisation shall determine the external and internal issues that affect its ability to achieve the expected outcomes with regards to the sustainability and social responsibility management system (see 6.2).

4.2. Understanding the needs and expectations of stakeholders (interested parties)

The organisation shall determine:

- stakeholders that are relevant to the sustainability and social responsibility management system;
- stakeholders' requirements (for example, their explicit or implicit needs and expectations, as well as obligatory requirements).

The organisation shall establish a methodology to identify stakeholders. The criteria used to identify stakeholders have to be documented. This information shall be reviewed and updated at planned intervals.

Stakeholders shall include among others the following:

a) Owners and shareholders.

b) Employees.

c) Customers, users and consumers.

d) Product suppliers, service providers and partners.

e) Governments, public administrations and regulatory agencies.

f) Community, society and social organisations.

g) Environment and organisations related to the environment.

4.3. Determining the scope of social responsibility management systems

The organisation shall establish the boundaries and applicability of the social responsibility management system to establish its scope.

When the scope has been established, the organisation shall consider:

- the external and internal issues referred to in 4.1, and
- the stakeholders and the requirements referred to in 4.2.;
- the interactions with others management systems.

The scope shall be available as documented information.

4.4. Social responsibility management systems

The organisation shall establish, implement, maintain and continually improve a social responsibility management system in accordance with the requirements of this International Standard.

5. Leadership

5.1. Leadership and commitment

Top management shall demonstrate leadership and commitment to the social responsibility management system:

- Ensuring that policies, the code of conduct and the objectives are established and that these are compatible with the organisation's strategic management.

- Ensuring the integration of the management system's requirements within the organisation's business procedures.

- Ensuring that the resources needed for the management system are available.

- Communicating the importance of effective management, in accordance with the requirements of the management system.

- Ensuring that the management system achieves the results expected.

- Leading and supporting individuals, to contribute to the effectiveness of the management system.

- Promoting continual improvement.

5.2. Policy

Top management shall establish a policy that:

a) is adapted to the organisation's purpose, stakeholders, impacts, geographical scope, activities and sphere of influence;

b) provides a reference framework for the establishment of the objectives;

c) includes a commitment to respect social responsibility principles, as per the ISO 26000 standard (accountability, transparency, ethical behaviour, respect for stakeholders' interests, observance of the principle of legality, observance of the international norms of behaviour and respect for human rights);

d) includes a commitment to comply with the applicable requirements, and

e) includes a commitment to continual improvement of the management system.

The policy shall:

- be available as documented information;

- be communicated within the organisation;

- be available to stakeholders;

- reference its statement of code of conduct, and

- be coherent with other organization policies.

5.3. Organization roles, responsibilities and authorities

Top management shall ensure that responsibilities and authority within the relevant positions are assigned and communicated within the organisation.

Top management shall assign responsibility and authority to:

a) ensure that the management system meets the requirements of this International Standard, and

b) report upon the performance of the management system to top management.

5.4. Code of Conduct

Top management shall establish a code of conduct that:

a) Establishes the organisation's values, supporting the principle of sustainability and social responsibility.

b) Serves as a guideline to actions and facilitates decision-making and improves professional conduct.

c) Provides a common model of action for ethical behaviour in relation to its purpose and activities and encourages the integration of sustainability and social responsibility throughout the organisation.

The code of conduct shall:

• be directed both to the members of the organisation, as well as all other stakeholders influenced by the organisation;

• be as objective as possible, and with clear criteria of interpretation and performance;

• be available and communicated to the stakeholders, and

• establish controls to ensure compliance with the code of conduct.

6. Planning

6.1. Actions to address the risks and opportunities

When planning the social responsibility management system, the organisation shall consider the issues referred to in 4.1, and the requirements referred to in 4.2, to determine the risks and opportunities that need to be addressed, in order to:

- ensure that the management system can achieve the results expected;
- prevent or reduce side effects, and
- achieve continual improvement.

The organisation shall plan:

a) actions to address the risks and opportunities, and

b) how to integrate and implement the actions within the management system procedures (see 8.1) evaluating the effectiveness of these measures (see 9.1).

6.2. Identification and evaluation of issues

The organisation shall identify and evaluate the relevance and materiality of issues that:

- have positive or negative impacts on the stakeholders and
- are of importance in order to reflect economic, environmental, and social impacts, as well as good organisational governance, and that affect the organisation's sustainability and social responsibility.

In addition to these sustainability and social responsibility issues that organisations can directly control, issues which can be influenced by organisations shall also be taken into account.

The criteria used for the evaluation of the relevance shall be documented and shall include feedback from the stakeholders, as well as identifying emerging issues. The results shall be documented, kept up-to-date and share with relevant stakeholders.

6.3. Objectives and planning to achieve them

The organisation shall establish the objectives for the relevant functions and levels. The organisation shall ensure that goals are established.

The objectives shall:

a) be consistent with the policy, the code of conduct and the results of the evaluation of issues;

b) be measurable;

c) take into account the applicable requirements;

d) be monitored;

e) be communicated, and

f) be updated, as appropriate.

The organisation shall store documented information on the objectives of the management system.

In planning to achieve the goals, the organisation shall establish:

    a) what will be done;

    b) what resources will be required;

    c) who will be responsible;

    d) the completion date, and

    e) how the results will be evaluated.

6.4. Legal and other requirements

The organisation shall establish, implement, maintain and periodically review a process to identify, as well as having access to, the current legal requirements and other requirements, to which the organization subscribes.

The organisation shall keep this information updated.

The organisation shall ensure that the applicable legal requirements and other requirements to which it subscribes are taken into account and complied when establishing, implementing and maintaining the management system.

7. Support

7.1. Resources

The organisation shall determine and provide the necessary resources to establish, implement, maintain and to ensure continual improvement of the sustainability and social responsibility management system.

Resources include human resources and specialised skills, the organisation's infrastructure and financial and technological resources.

7.2. Competence

The organisation shall determine the necessary competence regarding employees and ensure that these employees are competent, on the basis of appropriate academic education, training or experience.

When necessary, actions may be required to gain the necessary competence and assess the effectiveness of the actions taken, and maintain the appropriate documented information, as evidence of competence.

7.3. Awareness

People doing work under the organization control shall be aware of the organisation's policy, code of conduct and objectives, as well as their contribution to the effectiveness of the management system and the implications of failing to meet the requirements.

7.4. Communications

The organisation shall establish procedures for external and internal communication with stakeholders with the purpose of:

   a) being informed of their needs and expectations

   b) communicating the results obtained by the organisation;

   c) handling their enquiries and any other requests for information, and

   d) handling their complaints and claims.

The organization shall identify the most effective means of communication with stakeholders.

Appropriate records of these communications shall be kept.

7.5. Documented information

7.5.1. General

Social responsibility management systems shall include:

   a) the documented information required in this international standard; Including, among other social responsibility policy, objectives, code of conduct, stakeholders identification and issues identification and evaluation;

b) the documented information that the organisation has determined necessary for the effective functioning of the management system, and

c) the documents that the organisation has determined necessary to ensure effective planning, operating, and control of the procedures regarding matters of sustainability and significant social responsibility.

7.5.2. Creation and updating of information

The organisation shall ensure that all documents are duly identified, with regards to format and revised for approval of adequacy.

7.5.3. Control of documented information

The management system documented information shall be controlled.

The organisation shall establish methods and necessary controls to:

a) review and approve documents for adequacy prior to issue;

b) review and update as necessary and re-approve documents;

c) ensure that changes and the current revision status of documents are identified;

d) ensure that relevant versions of applicable documents are available at points of use;

e) ensure that documents remain legible and readily identifiable;

f) ensure that documents of external origin determined by the organisation to be necessary for the planning and operation of the environmental management system are identified and their distribution controlled, and

g) prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose.

8. Operation and stakeholders

8.1. Operational planning and control

The organisation shall identify all stakeholders affected by its activity and decision (see 4.2) and ensure that all relevant issues within the defined scope of the social responsibility management system have been identified (see 4.3).

The organization shall implement and control activities and process related with the stakeholders and relevant issues (see 6.2) in accordance with the social responsibility policy, code of conduct and objectives by:

- Establishing criteria to prevent, act, identify and improve the negative impact of the issues related to the stakeholders.

- Implementing and control the activities and process in accordance with the criteria established.

- Keeping documented information to have confidence that the activities have been carried out as planned.

The organization shall ensure that outsourced activities are controlled.

8.2. Owners and shareholders

The organisation shall comply with requirements with regards to the following issues:

8.2.1. Management effectiveness and efficiency

The organisation shall carry out efficient and effective management in order to maximize the return in a sustainable manner.

Objectives, goals and programmes must show the commitment of top management with social responsibility.

Note: Returns may be economic or otherwise, depending on the organisation's object.

8.2.2. Organisational governance

The organisation shall establish the necessary mechanisms and control systems to ensure that the persons governing the organisation carry out their duties honouring the commitments and the values laid down in the social responsibility policy and the code of conduct, as well as the values of honesty, rigour and loyalty towards the interests of owners, shareholders and investors, in a manner consistent with the interests of the remaining significant stakeholders.

Mechanisms and procedures shall be established to enable the organisation to account for the impacts of its decisions and activities on society and the environment. Those mechanisms must contemplate the manner to respond to the stakeholders affected by these impacts, in such a way that actions taken to prevent the repetition of negative impacts of an involuntary or unforeseeable nature should be included in these responses.

8.2.3. Informative transparency

The organisation shall undertake a public commitment to maintain rigorous, reliable and timely information, to the public in general and to stakeholders in particular. The information shall include among other questions:

- Information related to the organisation's social responsibility policy and code of conduct.

- Its objectives and the extent of their fulfilment.

- The relevant issues, including the known and probable impacts on stakeholders, on society and the environment arising from its decisions and activities.

This information shall be easily accessible and understandable to those stakeholders significantly affected by the activities and decisions adopted by the organisation.

8.2.4. Voting rights and representation

The organisation shall put in place the necessary mechanisms to ensure voting rights and rights to representation in a quick and efficient manner, and ensuring, wherever possible, that said mechanisms are used in good faith and to further the organisation's purpose.

Note: mechanisms such as electronic voting, support forums or groups may be used to exercise these rights.

8.3. Employees

The organisation shall comply with requirements with regards to the following issues:

8.3.1. Non-discrimination

The organisation shall respect and facilitate effective equality or opportunity and treatment, irrespective of race, gender, maternity/paternity, creed, political affiliation, personal relationship, nationality, social background, health, age, disability or other personal characteristics, and, specifically, shall exert no direct or indirect discrimination in occupational recruitment, training, progression and promotion, or infringe related rights.

In cases of persons and groups suffering objective disadvantages and effective absence of equality of opportunity, mechanisms shall be established to help render equality of opportunity effective.

In addition, the organisation shall establish training or other mechanisms that support equality of opportunity in promotion to positions within the organisation's governing bodies.

8.3.2. Right to privacy

The organisation shall ensure that its behaviour does not infringe employees' and their families' right to privacy. The organisation's practices shall secure the confidentiality its employees' personal data and provide the necessary channels to inform employees of the use that is made of their personal data.

8.3.3. Forced labour and child labour

The organisation shall establish mechanisms to ensure that neither forced labour, nor child labour shall be used either in the organisation, or in its value chain. Special attention shall be exercised on direct suppliers on whom the capacity to influence is higher, ensuring that forced labour and child labour are not permitted in any of the working places, including those located in other countries.

Note: "normal hours of work" refers to those approved by national laws, unless they contravene international norms of behaviour, and in particular the ILO Conventions and the United Nations Convention on the Rights of the Child.

8.3.4. Health and Safety

The organisation shall undertake risk prevention to ensure the health and safety of its employees by integrating preventive activities with the organisation and adopting the necessary measures (including the establishment, development and communication of relevant actions training activities aimed at preventing occupational accidents, work-related injuries and diseases by adapting job positions to people in accordance with applicable regulations.

The organisation shall, at least, consider the following requirements:

a) Identify and comply with all health and safety requirements.

b) Identify and evaluate health and safety risks inherent in its activities and working places.

c) Implement a health and safety program.

d) Provide the infrastructure and safety equipment, including the necessary Personal Protective Equipment (PPEs), for the prevention of occupational injuries, diseases and accidents.

e) Provide specific training and information health and safety.

f) Record and investigate all health and safety incidents and problems in order to eliminate or minimize them.

g) Have an Emergency Plan, when necessary.

8.3.5. Accessible work environments

The organisation shall design work environments and job positions considering universal accessibility criteria, so that they are accessible to the greatest number of people, in order to avoid discrimination on grounds of disability.

8.3.6. Association and bargaining

The organisation shall respect employees' right to freedom of association, as well as the right to collective bargaining. The organisation shall ensure that discriminatory measures are not established against staff representatives or trade union members, and shall respect the normal performance of their activity.

8.3.7. Employment, work conditions and wages

The organisation shall define a recruitment policy in accordance with current legislation, including all elements giving rise to social protection (illness and accident insurance, retirement, unemployment insurance, etc.), showing the organisation's commitment to stability and quality in the workplace.

The organisation shall establish a wage policy that supports a decent standard of living. In addition, the organisation shall maintain the necessary mechanisms to inform employees of their wages, other pay components, and of any changes to wages.

The organisation shall also provide decent working conditions with regard to working hours, weekly rest and holiday periods. The organisation shall comply with national laws, the agreements adopted by collective bargaining at the industry/company level, when applicable, and the ILO standards, both in regular work and overtime. Overtime shall be compensated in accordance with legal requirements and voluntary agreements.

8.3.8. Training, employability and career development

The organisation shall assist employees in the acquisition and updating of knowledge and skills which may improve their career prospects and productivity and the organisation's competitiveness. Insofar as possible, the organisation shall establish instruments in support of professional advancement within the organisation itself.

8.3.9. Work-life balance

The organisation shall address its employees' expectations and needs to achieve a suitable balance between their private and work lives, while endeavouring to ensure that these measures do not detract from the organisation's competitiveness.

Taking account of the intrinsic characteristics of the organisation's activities and strategy, the organisation shall consider implementing measures related to people management, work organisation and career advancement, adopting space and time flexibility schemes, having regard to employees' personal family care situations.

8.3.10. Respect for employee dignity

The organisation shall encourage respect for human dignity and undertake actions against behaviour involving direct attacks on human dignity, especially those which fall within the domains of sexual harassment, workplace violence or moral harassment.

8.4. Customers, users and consumers

The organisation shall comply with requirements with regards to the following issues:

8.4.1. Promotions and advertising

When marketing products and services, the organisation shall use promotions and advertising that respect human dignity, health and safety, that are not misleading, nor incite illegal or dangerous behaviour contrary to the principles of sustainability and social responsibility included in this standard.

8.4.2. Contracts

The organisation shall draft and perform contracts in accordance with the principles of transparency, honesty, trust and good faith. In addition, the organisation shall avoid abusing any potential dominant position.

The organisation shall provide clear, accurate and complete information to customers, users and consumers regarding:

a) The characteristics of the goods and services (for example: source, composition, etc.).

b) Prices, quotations, time frames, warranties, insurance and taxes.

The organisation shall honour the terms and conditions agreed with customers, users and consumers, including the delivery and after sales service, as well as conditions not expressly agreed, but required for the specified or intended use, if known.

8.4.3. Confidentiality and privacy

The organisation shall establish mechanisms to preserve confidentiality in relations with customers and respect for the privacy of their data.

8.4.4. Honesty

The organisation shall take appropriate measures to ensure that relations with customers, users and consumers exclude corrupt practices, extortion or bribery that compromise the objectivity and independence of the parties.

8.4.5. Customer service and after-sales service

The organisation shall establish procedures to address and resolve, as appropriate, customer's suggestions, complaints and claims. Procedures shall define responsibilities, including an acknowledgement of receipt, and set a specific time frame for response. Furthermore, the organisation shall disclose the existence of these procedures, as well as the means to access them.

8.4.6. Quality and safety goods and services

The organisation shall offer goods and services that comply with legal requirements, and shall consider criteria of quality, safety, environmental respect and reliability. If appropriate, all information relating to the universal design of the product or service is be included.

8.5. Product suppliers, service providers and partners

The organisation shall comply with requirements with regards to the following issues:

8.5.1. Support of the principles of social responsibility in the supply chain

The organisation shall establish mechanisms to promote the principles and requirements of social responsibility in its supply chain, especially direct suppliers, upon whom its influence is stronger.

8.5.2. Execution and performance of contracts

The organisation shall draft and perform contracts in accordance with the principles of transparency, honesty, trust and good faith, with a special focus on direct suppliers. Contracts shall be performed in accordance with their terms. Abuse of dominant positions shall be avoided, including matters relating to financial guarantees and terms of payment.

The organisation shall develop and to consider criteria based on sustainability and social responsibility when selecting suppliers, promoting the application of socially responsible practices through the organisation's value chain.

8.5.3. Confidentiality and privacy

The organisation shall establish mechanisms to preserve confidentiality in relations with suppliers and respect for the privacy of their data.

8.5.4. Honesty

The organisation shall take appropriate measures to ensure that relations with the suppliers exclude corrupt practices, extortion, or bribery that compromise the objectivity and independence of parties, so that suppliers' ownership rights (e.g., intellectual property) are respected.

8.6. Governments, public authorities and regulatory bodies

The organisation shall comply with requirements with regards to the following issues:

8.6.1. Cooperation and transparency

The organisation shall maintain relationships of transparency and cooperation with the various public authorities and regulatory bodies.

8.6.2. Non-interference

The organisation shall refrain from any improper interference in the political arena. In the event of political involvement, the organisation shall clearly and transparently establish the conditions under which the organisation, through its executives and employees may undertake such involvement.

8.6.3. Tax Obligations

The organisation shall comply with its tax obligations in all territories in which it operates.

8.6.4. Honesty

The organisation shall take appropriate measures to avoid practices of corruption and bribery in relations with the government and/or political authorities and which compromise the objectivity and independence of the parties.

8.7. Community, society and social organizations

The organisation shall comply with requirements with regards to the following issues:

8.7.1. Commitment

The organisation shall contribute to the sustainable development of the community and the environment in which it operates through its own activities and through further actions, within its possibility.

8.7.2. Promotion of local development

The organisation shall strive to foster growth and generate wealth so as to improve the environment in which it operates, taking account of local development through policies that promote and reinforce local recruitment at all levels, wherever possible, as well as using local supplier, the type of product/service allowing.

In addition, the organisation shall carry out its activities in such a way as to benefit both the organisation and the community, in terms of employment and welfare.

8.7.3. Investment in the community and in society

The organisation shall respect the heritage and culture, as well as the ways of life of the communities affected by the activity of the organisation.

The organisation shall promote and undertake initiatives and programmes for the community and society in order to improve social issues of community life and contribute to sustainable development.

8.8. Environment

The organisation shall comply with requirements with regards to the following issues:

8.8.1. Prevention of pollution, climate change, and efficient use of resources

The organisation shall identify and assess the environmental issues of its activity for appropriate management thereof.

The organisation shall take measures to avoid or minimize its effect on climate change and to optimize the use of materials, fuels, electric energy, water and other resources.

8.8.2. Conservation and restoration of ecosystems and biodiversity

The organisation shall prevent in its sphere of influence negative impacts upon ecosystems, which may result in loss, decrease or extinction of species and natural habitats, physical alterations to the marine environment, loss of biodiversity or non sustainable use of the wildlife (including over-fishing, over-hunting or the elimination of species in danger of extinction).

In addition, the organisation shall promote initiatives, or actions that have a positive impact on ecosystems and biodiversity.

8.8.3. Respect for animal life

The organisation shall uphold special diligence in complying to applicable legislation and regulations regarding welfare, handling and care of animals.

8.9. Competitors

The organization shall define business policies and strategies that preclude practices involving unfair competition. Specifically, the organization shall:

  a) Respect competitors' property rights (tangible and intangible) and not resort to unethical practices such as industrial espionage.

  b) Abstain from promoting or entering into agreements that illegally or improperly restrict competition (price agreements and market sharing).

9. Performance evaluation

9.1. Monitoring, measurement, analysis and evaluation

The organisation shall determine:

- What is to be monitored and what measured.

- The methods of monitoring, measurement, analysis and evaluation to ensure valid results.

- When to carry out the monitoring and the measurement.

- When to analyse and to evaluate the monitoring and measurement findings.

The organisation shall keep the appropriate documented information as evidence of the findings.

The organisation shall evaluate performance, effectiveness and efficiency of the sustainability and social responsibility management system.

9.2. Stakeholders' expectations

As one of the measurements of the performance of the social responsibility management system, the organisation shall periodically monitor information relating to the perception of the relevant stakeholders.

The methods used to obtain and use this information are to be determined and documented.

9.3. Internal Audit

The organisation shall conduct internal audits at scheduled intervals, to determine whether the management system:

- Conforms to the organisation's requirements for the management system and the requirements of this International Standard.

- Is effectively implemented and maintained.

- Is effective to comply with the organisation's policy, code of conduct, goals and objectives.

The organisation shall:

a) plan, establish, implement and maintain an audit programme, including the frequency, the methods, responsibilities, planning requirements, and the audit report. The audit programme shall take into account the importance of the procedures involved and the results of previous audits;

b) define the criteria and the scope of each audit;

c) select the auditors and conduct audits to ensure objectivity and impartiality of the audit process;

d) ensure that the results of the audits are reported to the relevant management, and

e) keep the documented information as evidence of implementation of the audit programme and the final results.

9.4. Management review

Top management shall review the management system at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

The management review shall include:

a) follow-up actions from previous management reviews;

b) changes that might affect the social responsibility management system;

c) the degree of fulfilment of objectives, goals and programmes;

d) information relating to the performance of the social responsibility management system, including information on stakeholders and relevant issues;

e) the results of the assessments of compliance with the code of conduct, legal requirements and other requirements which the organisation subscribes;

f) communications to stakeholders and feedback, including complaints and claims;

g) results of internal and external audits;

h) the situation regarding corrective actions, and

i) opportunities for continual improvement.

The outputs from the management review shall include decisions related to opportunities for continual improvement and any need for change in the management system.

The organisation shall retain documented information as evidence of the results of the management reviews.

10. Improvement

10.1. Non-conformity and corrective action

When a non-conformity arises the organisation shall:

a) identify the non-conformity;

b) take actions to control and correct the non-conformity and to mitigate its impacts;

c) evaluate the need for actions to prevent non-conformity and implement appropriate actions designed to avoid their occurrence;

d) implement any required action;

e) review the effectiveness of the corrective share taken;

f) make changes to the management system, if necessary, and

g) recommend an action.

The organisation shall keep the appropriate documented information as evidence of

• the nature of the non-conformities and any subsequent action taken, and

• the results of any corrective action.

10.2. Continual improvement

The organisation shall take actions (see 6.3) to continually improve the suitability and effectiveness of the social responsibility management system.

Annex A (informative)
Guidance and recommendations

A.0. General

The information in this annex is for guidance purpose.

The IQNet SR10 standard is compatible with:

- Other management systems based in ISO standards, for instance, ISO 9001 and ISO 14001.

- International guidance documents used for reporting in sustainability and social responsibility, for instance GRI.

- Other documents such as SA 8000 social accountability specification, Sedex Smeta requirements, BSCI, etc.

A. 1. Understanding the needs and expectations of stakeholders (interested parties)

The use of map and graphics could be useful for the stakeholder's identification

In small organizations could be enough to identify as minimum the next stakeholders:

a) Owners and shareholders.

b) Employees.

c) Customers, users and consumers.

d) Product suppliers, service providers and partners.

e) Governments, public administrations and regulatory agencies.

f) Community, society and social organisations.

g) Environment and organisations related to the environment.

It is recommended to establish a list or map of stakeholders with as much detail as possible.

Some examples:

- Employees: temporary and long contract employees, managers, top management, workers representatives, etc.

- Suppliers and partners: raw material suppliers, service providers, etc.

- Community, society and social organizations: NGOs, schools, universities, neighbours, etc.

A.2. Identification and evaluation of issues

A synonym terms for relevance are: materiality, importance or significance.

The requirements detailed in chapter 8 should be taken into account in the identification of issues.

Many issues affect several stakeholders. Such as honesty, confidentiality of information, accessibility, etc.

The methodology to identification and evaluation of issues should be take into account the relevance of the issue for the stakeholder and the relevance for the organization strategy.

Sometimes a risk assessment methodology could be used to identify the relevant issues.

A.3. Code of conduct

The information included in the code of conduct should be coherent with the organization stakeholders and the relevance and materiality of issues.

A.4. Legal and other requirements

In countries where the legislation does not contemplate the minimum conditions necessary for environmental, social and economic protection, organisations shall aim at complying with international good practices unless these contradict national legislation.

A.5. Communication and report

The organisation should, at suitable intervals, report on its performance on social responsibility. This can be undertaken in various manners: including meetings with stakeholders informing of the organisation's activities related to social responsibility.

The SR10 management systems implantation facilitates the use and report of social responsibility and sustainability reports.

SR10 standard is compatible with guidance document used to report about social responsibility and sustainability. For instance Global Reporting Initiative.

A.6. Monitoring, measurement, analysis and evaluation

It is highly recommended to establish key performance indicators (KPIs) to undertake the monitoring, measurement, analysis and evaluation.

Annex B (informative)
International reference documents

The following is a non-exhaustive list of international documents that may be relevant to social responsibility:

- 10 Principles of the Global Compact (UN, 1999).

- Community Charter of Fundamental Social Rights for Workers (9 December 1989).

- The Earth Charter.

- Charter of Fundamental Rights of the European Union.

- The ILO Code of Practice on HIV/AIDS and the world of work.

- Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment (1984).

- Convention on the Rights of Persons with Disabilities (2006).

- Convention on Combating Bribery of Foreign Public Officials in International Business Transactions, adopted in the context of the OECD (1997).

- Convention on the Rights of the Child (1989).

- ILO Hours of Work (Industry) Convention (No. 1) and Recommendation 116 (reduction of hours of work).

- ILO Convention No. 102 (Social Security - minimum standards).

- ILO Convention No. 131 (Minimum Wage Fixing).

- ILO Convention No. 135 (Workers' Representatives).

- ILO Convention No. 138 and Recommendation No. 146 (Minimum Age).

- ILO Convention No. 155 and Recommendation No. 164 (Occupational Health and Safety).

- ILO Convention No. 159 (Vocational Rehabilitation and Employment of Disabled Persons).

- ILO Convention No. 169 (Indigenous and Tribal People).

- ILO Convention No. 177 (Work at Home).

- ILO Convention No. 182 (Worst Forms of Child Labour).

- ILO Convention No. 183 (Maternity Proptection).

- ILO Conventions 29 (Forced Labour) and 105 (Abolition of Forced Labour).

- ILO Convention 87 (Freedom of Association and Protection of the Right of Association).

- ILO Convention 98 (Right of Association and Collective Bargaining).

- ILO Conventions No. 100 (Equal Remuneration) and No. 111 (Discrimination in Respect of Employment and Occupation).

- ILO Declaration on Fundamental Principles and Rights at Work (1998).

- Millennium Declaration.

- Declaration on the Right and the Responsibility of Individuals, Groups and Organs of Society to Promote and Protect Universally Recognized Human Rights and Fundamental Freedoms (1998).

- UN Standard Rules on Equalisation of Opportunites for Disabled Persons.

Annex C (informative)
Correspondence between ISO 26000 and IQNet SR 10

ISO 26000		IQNet SR 10:2015	
Clause	Title	Clause	Title
4	**Principles of the social responsibility**	**0.2**	Principles of social responsibility management
5	**Recognizing social responsibility and engaging stakeholders**	**4.1**	Understanding the organisation and its context
		4.2	Commitment to the stakeholders' needs and expectations
		5.1	Leadership and commitment
		5.2	Policy
6	**Guidance on key areas of social responsibility**	**4.1**	Understanding the organisation and its context
		6.2	Identification and evaluation of issues
	Core subjects/ issues		**Requirements**
6.2	**Organisational governance**	**4.4**	Social responsibility management system
		5.2	Policy
		6.3	Planning
		6.4	Legal and other requirements
		8.2	Owners and shareholder
6.3	**Core subjects: Human rights**	**0.2**	Principles of social responsibility management systems
		8.3	Employees
		8.5	Products suppliers, service providers and partners
		8.7	Community and society
6.3.3	Issue 1: Due diligence	**5.2**	Policy
		9.4	Management review

ISO 26000			IQNet SR 10:2015	
Clause	**Title**	**Clause**	**Title**	
6.3.4	Issue 2: Human risk situations	**5.2**	Policy	
		9.4	Management review	
6.3.5	Issue 3: Avoidance of complicity	**8.6.2**	Non-interference	
		8.4.4	Honesty	
		8.5.4	Honesty	
		8.6.4	Honesty	
6.3.6	Issue 4: Resolving claims	**7.4**	Communication	
		8.4.5	Customer service and after-sales service	
		9.2	Stakeholders' expectations	
6.3.7	Issue 5: Discrimination and vulnerable groups	**8.3.1**	Non-discrimination	
		8.3.4	Child Labour	
		8.3.6	Accessible environments	
		8.6.3	Investment in the community and in society	
6.3.8	Issue 6: Civil and political rights	**8.3.2**	Right to privacy	
		8.3.7	Association and bargaining	
6.3.9	Issue 7: Economic, social and cultural rights	**8.3.8**	Work conditions and wages	
		8.3.9	Employment Agreement	
		8.3.10	Training, employability and career advancement	
6.3.10	Issue 8: Principles and fundamental rights in the workplace	**0.2**	Principles of social responsibility management systems	
		8.3	Employees	
6.4	**Core subjects: Labour practices**	**0.2**	Principles of social responsibility management systems	
		8.3	Employees	
		8.5	Product suppliers, service providers and partners	
		8.7	Community and society	

ISO 26000		IQNet SR 10:2015	
Clause	**Title**	**Clause**	**Title**
6.4.3	Issue 1: Employment and employment relationships	**8.3.9**	Employment Agreement
6.4.4	Issue 2: Work conditions and social protection	**8.3.6**	Association and bargaining
		8.3.7	Work conditions and wages
		8.3.9	Reconciliation of personal and family life with work
		8.3.10	Respect for employee dignity
6.4.5	Issue 3: Social dialogue	**7.4**	Communication
		8.3.6	Association and bargaining
		9.2	Stakeholders' expectations
6.4.6	Issue 4: Health and Safety at work	**8.3.4**	Health and Safety
6.4.7	Issue 5: Human development and training in the workplace	**8.3.8**	Training, employability and career advancement
6.5	**Core subjects: The environment**	**8.8**	Environment
6.5.3	Issue 1: Prevention of pollution	**8.8.1**	Pollution and climate change prevention, and efficient use of resources
6.5.4	Issue 2: Sustainable use of the resources	**8.8.1**	Pollution and climate change prevention, and efficient use of resources
6.5.5	Issue 3: Climate change mitigation and adaptation	**8.8.1**	Pollution and climate change prevention, and efficient use of resources
6.5.6	Issue 4: Protection of the environment, biodiversity and restoration of natural habitats	**8.8.2**	Conservation and Restoration of ecosystems and biodiversity
6.6	**Core subjects: Fair operating practices**	**8.2.2**	Organisational governance
		8.4.4	Honesty
		8.5.4	Honesty
		8.6.4	Honesty
		8.8	Competitors
		8.6	Government

ISO 26000		IQNet SR 10:2015	
Clause	**Title**	**Clause**	**Title**
6.6.3	Issue 1: Anti-corruption	**8.4.4**	Honesty
		8.5.4	Honesty
		8.6.4	Honesty
6.6.4	Issue 2: Responsible political invovlement	**8.2**	Owners and shareholders
		8.6	Government
6.6.5	Issue 3: Fair Competition	**8.9**	Competitors
6.6.6	Issue 4: Promoting responsibility in the value chain	**8.5.1**	Support of the principles of the social responsibility in the supply chain
6.6.7	Issue 5: Respect for the rights of ownership	**8.5.4**	Honesty
		8.9	Competitors
		0.2	General principles of social responsibility management systems
6.7	**Core subjects: Consumer issues**	**8.4**	Customers, users and consumers
6.7.3	Issue 1: Fair marketing. Factual and unbiased information and fair contractual practices	**8.4.1**	Promotions and advertising
6.7.4	Issue 2: Protecting consumers' health and safety	**8.4.6**	Quality and safety goods and services
6.7.5	Issue 3: Sustainable Consumption	**8.4.1**	Promotions and advertising
		8.4.6	Quality and safety goods and services
6.7.6	Issue 4: Customer services, support and resolution of complaint and disputes	**8.4.5**	Customer service and after-sales service
6.7.7	Issue 5: Consumer data protection and privacy	**8.4.3**	Confidentiality and privacy
6.7.8	Issue 6: Access to essential services	**8.7.1**	Commitment
		8.7.2	Promotion of local development
6.7.9	Issue 7: Education and awareness	**7.4**	Communication

ISO 26000		IQNet SR 10:2015	
Clause	**Title**	**Clause**	**Title**
6.8	**Core subjects: Community involvment and development**	**8.7**	Community and society
		8.7.1	Commitment
6.8.3	Issue 1: Community involvement	**8.7.2**	Promotion of local development
6.8.4	Issue 2: Education and culture	**8.7.2**	Promotion of local development
6.8.5	Issue 3: Creation of employment and development of skills	**8.7.2**	Promotion of local development
6.8.6	Issue 4: Development and access to technology	**8.5**	Product suppliers, service providers and partners
6.8.7	Issue 5: Generation of wealth and income	**8.7.2**	Promotion of local development
		8.8.3	Respect for animal life
6.8.8	Issue 6: Health	**7.4**	Communication
		8.3.4	Health and Safety
6.8.9	Issue 7: Social investment	**8.7.2**	Promotion of local development
		8.7.3	Investment in the community and in society
7	**Guidance on integrating sustainability and social responsibility within the organisation**		
7.1	**General**	**4**	Context of the organization
7.2	**The relationship of the organisation's characteristics with social responsibility**	**4**	Context of the organization
7.3	**Understanding the social responsibility of an organisation**	**4.1**	Understanding the organisation and its context
		4.2	Understanding the needs and expectations of stakeholders
		5.2	Policy
7.4	**Practices for integrating social responsibility throughout the organisation**	**4.1**	Understanding the organisation and its context

ISO 26000		IQNet SR 10:2015	
Clause	**Title**	**Clause**	**Title**
7.4.1	Raising awareness and building competency for social responsibility	**7**	Support
7.4.2	Establishing the organisation's course in relation to social responsibility	**5.1**	Leadership and Commitment
		6.3	Planning
7.4.3	Incorporation social responsibility into the organisation's governance, systems and procedures	**6.3**	Planning
		4.1	Understanding the organisation and its context
7.5	**Communication on social responsibility**	**7.4**	Communication
		8.2.3	Informative transparency
7.6	**Enhancing credibility regarding social responsibility**	**5.1**	Leadership and Commitment
		9.2	Stakeholders' expectations
7.7	**Revision and improvement of the organisation's actions and practices related to social responsibility**	**9**	Performance evaluation
		9.4	Management review