



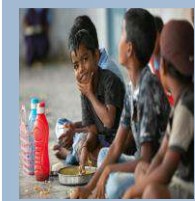
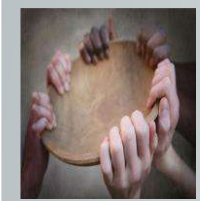
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ISO 26000:2010 Social Accountability.

What is ISO 26000:2010 Social Accountability?

ISO 26000:2010 *Guidance on social responsibility* is an international standard providing guidelines for social responsibility (SR, often CSR - *corporate social responsibility*). It was released by the International Organization for Standardization on 1 November 2010 and its goal is to contribute to global sustainable development by encouraging business and other organizations to practice social responsibility to improve their impacts on their workers, their natural environments and their communities.

Structure

The structure of ISO 26000 is as follows:

1. Scope
2. Terms and definitions
3. Understanding social responsibility
4. Principles of social responsibility
5. Recognizing social responsibility and engaging stakeholders
6. Guidance on social responsibility core subjects
7. Guidance on integrating social responsibility throughout an organization.

Voluntary Guidance Standard for All Organizations

ISO 26000 offers guidance on socially responsible behavior and possible actions. There are three ways in which it is different from the more widespread standards designed for companies to use to meet particular requirements for activities such as manufacturing, managing, accounting and reporting:

1. ISO 26000 is a voluntary guidance standard: it does not contain requirements such as those used when a standard is offered for "certification". There is a certain learning curve associated with using ISO 26000, because there is no specific external reward - certification - explicitly tied to ISO 26000. ISO recommends that users say, for example, that they have "used ISO 26000 as a guide to integrate social responsibility into our values and practices".
2. ISO 26000 is designed for use by all organizations, not only businesses and corporations. Organizations such as hospitals and schools, charities (not-for-profits), etc. are also included. ISO 26000 makes particular efforts to show that its flexibility means that it can be applied by small businesses and other groups as well. So far, many of the earliest users of ISO 26000 have been multi-national corporations, especially those based in Europe, and East Asia, particularly Japan.
3. ISO 26000 was developed through a multi-stakeholder process, meeting in eight Working Group Plenary Sessions between 2005 and 2010, with additional committee meetings and consultations on e-mail throughout the five-year process. Approximately five hundred delegates participated in this process, drawn from six stakeholder groups: Industry, Government, NGO (non-governmental organization), Labour, Consumer, and SSRO (Service, Support, Research and Others - primarily academics and consultants). Leadership of various task groups and committees was "twinned" between "developing" and "developed" countries, to ensure viewpoints from different economic and cultural contexts. Since ISO operates on a parliamentary procedure form based on consensus, the final agreed-on standard was the result of deliberation and negotiations; no one group was able to block it, but also no one group was able to achieve its objectives when others strongly disagreed. The goal was to make ISO 26000 accessible and usable by all organizations, in different countries, precisely because it reflects the goals and concerns of each and all of the stakeholder groups in its final compromise form.

Key Principles and Core Subjects of ISO 26000

The Seven Key Principles, advocated as the roots of socially responsible behavior, are:

- Accountability
- Transparency
- Ethical behavior
- Respect for stakeholder interests (stakeholders are individuals or groups who are affected by, or have the ability to impact, the organization's actions)
- Respect for the rule of law
- Respect for international norms of behavior
- Respect for human rights

The Seven Core Subjects, which every user of ISO 26000 should consider, are:

- Organizational governance
- Human rights

- Labor practices
- Environment
- Fair operating practices
- Consumer issues
- Community involvement and development

Many of the 84 pages of the standard are devoted to definitions, examples, and suggestions on how to identify and communicate with stakeholders, and how to identify and address specific issues in each Core Subject area.

To Obtain a Copy of ISO 26000

ISO 26000 is available for sale by National Standards Bodies in many countries. Prices are set by the different National Standards Bodies, and vary widely. ISO 26000 is available in many national and international languages, including Arabic, Bulgarian, Czech, Dutch, English, French, German, Indonesian, Italian, Japanese, Kazakh, Korean, Montenegrin, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Spanish, Swedish, Thai, Vietnamese. ISO 26000 is copyrighted by ISO. See the ISO webpage at <http://www.iso.org> for more information.

User Guides to ISO 26000

There is a growing number of user guides, many of which are significantly less expensive than the standard itself. Quality and applicability of these guides will vary widely. An assessment tool has been worked out e.g. by The Royal Norwegian Society for Development (*Norges Vel*), supported by the Asociația Pentru Implementarea Democratiei (AID -Romania). The ISO's International Workshop Agreement IWA 26:2017 provides guidance on "using ISO 26000:2010 in management systems".

Additional information and critiques

The ISO 26000 Scope states "This International Standard is not a management system standard. It is not intended or appropriate for certification purposes or regulatory or contractual use. Any offer to certify, or claims to be certified, to ISO 26000 would be a misrepresentation of the intent and purpose and a misuse of this International Standard. As this International Standard does not contain requirements, any such certification would not be a demonstration of conformity with this International Standard." This statement includes that ISO 26000 cannot be used as basis for audits, conformity tests and certificates, or for any other kind of compliance statements. It can however be used as a statement of intention by the CEO and this is seen as its main value.

Project aim

There is a range of many different opinions as to the right approach to ethical and socially responsible behavior by businesses, ranging from strict legislation at one end to complete freedom at the other. ISO 26000 is looking for a golden middle way that promotes respect and responsibility based on known reference documents without stifling creativity and development. ISO (established 1947 to promote international trade by developing manufacturing standards) is now composed of 162 members, each of which is a National Standards Board of a particular country. ISO's expansion into the field of Social Responsibility (Corporate Social Responsibility) was driven by many factors, including a recognition that the pace of global development calls for increasing actions by organizations, including businesses, to reduce their harmful impacts on people and communities, and increase their positive impacts.

Development leadership

ISO chose the Swedish Standards Institute (SIS) and the Brazilian Association of Technical Standards (ABNT) to provide the joint leadership of the ISO Working Group on Social Responsibility (WG SR). The WG SR was given the task of drafting an International Standard for social responsibility that was published in 2010 as ISO 26000.

Target: wide range

The need for organizations in both public and private sectors to behave in a socially responsible way is becoming a generalized requirement of society. It is shared by the stakeholder groups that participated in the WG SR to develop ISO 26000: industry, government, labour, consumers, nongovernmental organizations, and others, in addition to geographical and gender-based balance. A Memorandum of Understanding was developed between the ISO Group and the United Nations Global Compact in order to both develop and promote the ISO 26000 as the go to Standard for CSR. Unfortunately the United Nations Global Compact did not fulfill its commitment under that MOU nor subsequent commitments to bring the ISO 26000 to the other 90 UN agencies.

List of International Organization for Standardization standards

This is a list of published International Organization for Standardization (ISO) standards and other deliverables. For a complete and up-to-date list of all the ISO standards, see the ISO catalogue.

The standards are protected by copyright and most of them must be purchased. However, about 300 of the standards produced by ISO and IEC's Joint Technical Committee 1 (JTC 1) have been made freely and publicly available.



ISO Brand

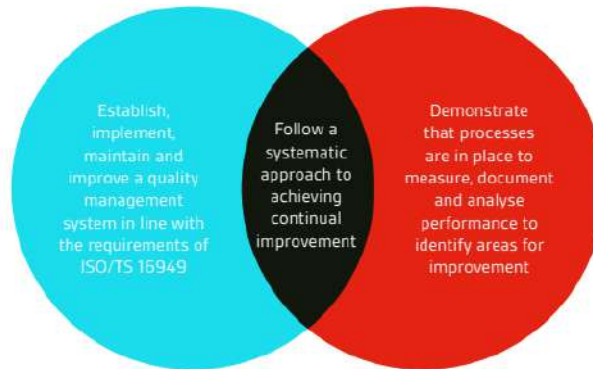
This is a dynamic list and may never be able to satisfy particular standards for completeness. You can help by adding missing items with reliable sources.

Which of the ISO standard provide guidelines for management system?

ISO 27001: Information Security Management System

ISO 27001 is the standard for an Information Security Management System (ISMS). The basic objective of the standard is to provide a model for establishing and maintaining an effective IT information management system based on the process approach.

The principal requirements of the standard are illustrated below:



The next few pages of the guide takes you through the Plan-Do-Check-Act (PDCA) methodology, common in all ISO management systems and how DCS can help and support you on your ISO/TS 16949 journey.

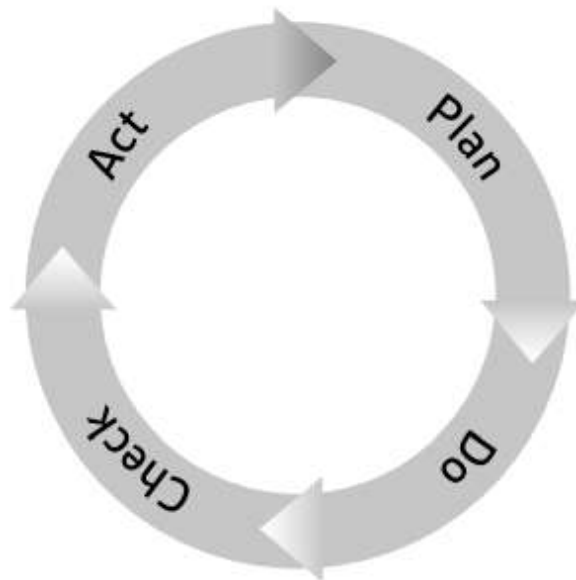
Understanding the principles of continual improvement

Act

Correct and improve your plans to meet and exceed your planned results

Check

Measure and monitor your actual results against your planned objectives



Plan

Establish objectives and draft your plans (analyse your organization's current systems, establish overall objectives, set interim targets for review and develop plans to achieve them)

Do

Implement your plans within a structured management framework