

ISO Central Secretariat

1, rue de Varembé
Case postale 56
CH - 1211 Genève 20
Switzerland

Telephone + 41 22 749 01 11
Fax + 41 22 733 34 30
E-mail central@iso.org
Web www.iso.org

Organisation internationale de normalisation
International Organization for Standardization
Международная Организация по Стандартизации

**TO THE ISO MEMBER BODIES**

Your ref.
Our ref. STAND TMB

Date 2004-10-07

New work item proposal - Social responsibility

Dear Sir or Madam,

As you will be aware, over the last two years, ISO's potential involvement in the field of (corporate) social responsibility has been deliberated in an Advisory Group established by the Technical Management Board and these deliberations culminated in the international conference on social responsibility held in Stockholm in June 2004.

As a result, the Technical Management Board has now prepared a formal proposal that ISO undertake the preparation of an International Standard giving guidance on social responsibility and that proposal is attached herewith. Member bodies are invited to vote on the proposal and to return their votes to the TMB secretariat by no later than 7 January 2005.

Recognizing that ISO will be entering into a new area of standardization, in which it will need to engage new groups of stakeholders, the TMB has decided that, the work would be conducted in a working group directly under the responsibility of the TMB. In these circumstances, and recognizing that this will require some adaptation of ISO's normal working methods, the TMB has also developed a number of supporting documents which are also attached. The first of these provides an executive summary of how the ISO/IEC Directives will be applied to this work, while the second document provides more specific guidance on the operational details of the proposed working group. Finally, the TMB has also developed a series of suggestions for issues to be discussed by the working group at its first meeting and these are also attached for completeness.

We would in particular draw your attention to the fact that member bodies wishing to participate in this work are invited to nominate up to six experts to serve on the working group, one for each of the stakeholder categories (industry, government, labour, consumers, NGOs and others). However, the TMB recognizes that this may not always be possible and has agreed that member bodies should be left some flexibility in their choice of experts. It is nevertheless strongly recommended to appoint not more than two experts from the same stakeholder category. Your attention is also drawn to the fact that it is

./.

2004-10-07

Page 2



requested that short profiles be provided of the nominated experts (describing their background/experience in social responsibility, etc.). Since it is expected that the development work within the WG will be delegated to a number of task groups, the profiles will help the WG leadership in ensuring that the expertise in the task groups is appropriate for carrying out the tasks with which they are charged.

Yours faithfully,

A handwritten signature in black ink, appearing to read "M.A. Smith", with a long horizontal stroke extending to the right.

M.A. Smith
TMB Secretariat
Standards Department

Enclosures

cc. Vice-President (technical management)



NEW WORK ITEM PROPOSAL	
Date of presentation 2004-10-01	Reference number ISO/TMB N 26000
Proposer ISO/TMB	
Secretariat ISO/CS	

Proposal (to be completed by the proposer)

<p>Title of proposal (in the case of an amendment, revision or a new part of an existing document, show the reference number and current title)</p> <p>English title Guidance on social responsibility</p> <p>French title Lignes directrices pour la responsabilité sociale (if available)</p>	
<p>Scope of proposed project Please see Annex A</p>	
<p>Concerns known patented items (see ISO/IEC Directives Part 1 for important guidance) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", provide full information as annex</p>	
<p>Envisaged publication type (indicate one of the following, if possible) <input checked="" type="checkbox"/> International Standard <input type="checkbox"/> Technical Specification <input type="checkbox"/> Publicly Available Specification <input type="checkbox"/> Technical Report</p>	
<p>Purpose and justification (attach a separate page as annex, if necessary) Please see Annex B</p> <p>Target date for availability (date by which publication is considered to be necessary) Development track: 3 years</p>	
<p>Relevant documents to be considered Please see Annex C</p>	
<p>Relationship of project to activities of other international bodies Please see Annex D</p>	
<p>Liaison organizations Please see Annex E</p>	<p>Need for coordination with: <input type="checkbox"/> IEC <input type="checkbox"/> CEN <input type="checkbox"/> Other (please specify)</p>
<p>Preparatory work (at a minimum an outline should be included with the proposal) <input type="checkbox"/> A draft is attached <input type="checkbox"/> An outline is attached. It is possible to supply a draft by The proposer or the proposer's organization is prepared to undertake the preparatory work required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	
<p>Proposed Project Leader (name and address) Decision of TMB - SIS (Sweden) and ABNT (Brazil)</p>	<p>Name and signature of the Proposer (include contact information) Ziva Patir Vice-President (Technical management)</p>

Comments of the TC or SC Secretariat

Supplementary information relating to the proposal

- This proposal relates to a new ISO document;
- This proposal relates to the amendment/revision of an existing ISO document;
- This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;
- This proposal relates to the re-establishment of a cancelled project as an active project.

Other:

Voting information

The ballot associated with this proposal comprises a vote on:

- Adoption of the proposal as a new project
- Adoption of the associated draft as a committee draft (CD) (see ISO Form 5, question 3.3.1)
- Adoption of the associated draft for submission for the enquiry vote (DIS or equivalent) (see ISO Form 5, question 3.3.2)

Other:

Annex(es) are included with this proposal (give details)

Date of circulation	Closing date for voting	Signature of the ISO/TMB Secretary
2004-10-07	2005-01-07	M.A. Smith Senior Adviser, Technical Policy Standards Department

Guidelines on the completion of a proposal for a new work item(see also the ISO/IEC Directives Part 1)

a) Title: Indicate the subject of the proposed new work item.

b) Scope: Give a clear indication of the coverage of the proposed new work item. Indicate, for example, if this is a proposal for a new document, or a proposed change (amendment/revision). It is often helpful to indicate what is not covered (exclusions).

c) Envisaged publication type: Details of the types of ISO deliverable available are given in the ISO/IEC Directives, Part 1 and/or the associated ISO Supplement.

d) Purpose and justification: Give details based on a critical study of the following elements wherever practicable. *Wherever possible reference should be made to information contained in the related TC Business Plan.*

1) The specific aims and reason for the standardization activity, with particular emphasis on the aspects of standardization to be covered, the problems it is expected to solve or the difficulties it is intended to overcome.

2) The main interests that might benefit from or be affected by the activity, such as industry, consumers, trade, governments, distributors.

3) Feasibility of the activity: Are there factors that could hinder the successful establishment or general application of the standard?

4) Timeliness of the standard to be produced: Is the technology reasonably stabilized? If not, how much time is likely to be available before advances in technology may render the proposed standard outdated? Is the proposed standard required as a basis for the future development of the technology in question?

5) Urgency of the activity, considering the needs of other fields or organizations. Indicate target date and, when a series of standards is proposed, suggest priorities.

6) The benefits to be gained by the implementation of the proposed standard; alternatively, the loss or disadvantage(s) if no standard is established within a reasonable time. Data such as product volume or value of trade should be included and quantified.

7) If the standardization activity is, or is likely to be, the subject of regulations or to require the harmonization of existing regulations, this should be indicated.

If a series of new work items is proposed having a common purpose and justification, a common proposal may be drafted including all elements to be clarified and enumerating the titles and scopes of each individual item.

e) Relevant documents: List any known relevant documents (such as standards and regulations), regardless of their source. When the proposer considers that an existing well-established document may be acceptable as a standard (with or without amendment), indicate this with appropriate justification and attach a copy to the proposal.

f) Cooperation and liaison: List relevant organizations or bodies with which cooperation and liaison should exist.

Annex A

Scope of the proposed project

1. Scope of the standard

The standard should

- assist organizations in addressing their social responsibilities while respecting cultural, societal, environmental and legal differences and economic development conditions;
- provide practical guidance related to
 - operationalizing social responsibility,
 - identifying and engaging with stakeholders, and
 - enhancing credibility of reports and claims made about social responsibility;
- emphasize performance results and improvement;
- increase confidence and satisfaction in organizations among their customers and other stakeholders;
- be consistent with and not in conflict with existing documents, international treaties and conventions and existing ISO standards;
- not be intended to reduce government's authority to address the social responsibility of organizations;
- promote common terminology in the social responsibility field; and
- broaden awareness of social responsibility.

2. Content of the standard

The contents of the standard should be easy to read and understand by non-specialists and the design specification should cover the following items (as a minimum):

- Provisional table of contents
- Identification of core elements of the standard
- Scope of the standard
- Preliminary definitions and/or concepts of the standard

Other issues to be considered when developing the design specification

- issues raised in the Working Report on Social Responsibility developed by the Advisory Group on Social Responsibility (AG)*;
- issues raised in the resolution of ISO Technical Management Board (TMB)*;
- issues raised in the Stockholm conference on SR*;
- issues raised in existing SR requirement and other related requirement documents
- other issues such as

* See at <http://www.iso.org/sr>

- a) regional differences (respect for culture and customs, awareness of differences in economic development conditions),
- b) performance improvement,
- c) identification of the critical issues,
- d) follow-up after the standard is published (establishing outreach system, promoting diffusion, support tools, web use, etc): This is a social responsibility of ISO.

Supporting tools in the form of additional ISO documents shall only be developed after explicit approval by the TMB.

3. Application of the standard

The standard should be applicable by all types of organizations. (e.g. regardless of their size, location, the nature of their activities and products, and the culture, society and environment in which they carry out their activities.)

4 Type of standard

The document shall be an ISO standard providing guidance and shall not be intended for third-party certification.

The following wording would be appropriate: “This International Standard provides guidance to enable an organization to formulate SR systems taking into account communication of stakeholders. It is not intended for certification purpose, or regulatory or contractual use.”

Throughout the standard, the verb form “should” shall be used.

Only one standard shall be developed.

The document shall not be an interim document (such as IWA or PAS)

Annex B

Purpose and Justification

a) The specific aims and reasons for the standardization activity

Detailed information on conceptual issues related to SR, standardization of SR and ISO's capacity to address this subject was covered extensively in the Working Report on Social Responsibility of the ISO/TMB Advisory Group on SR. The AG's recommendations provide advice on pre-conditions as well as the scope of work and type of deliverables. Subsequently a broad range of stakeholders in the June 2004 ISO Conference on SR expressed a need for a guidance document on SR*

The proposed standard accordingly seeks to

- assist organizations in establishing, implementing, maintaining and improving social responsibility frameworks;
- support organizations in demonstrating their social responsibility through responsiveness and the effective engagement of all stakeholders including employees, which may enhance their confidence and satisfaction;
- facilitate credible communications on the organization's commitments and performance related to SR; and
- promote and maintain greater transparency and fairness in organizations.

The standard will be a tool for the sustainable development of organizations while respecting varying conditions related to laws and regulations, customs and culture, physical environment, and economic development.

b) The main interests that might benefit from or be affected by the activity

- Industry
- Government
- Labour
- Consumers
- Non-governmental organizations
- The general public

c) Feasibility of the activity

Issues that may affect the feasibility of this activity that require additional consideration by the ISO Working Group include

- applicability of the ISO Standard to all types and sizes of organizations (varying from local SMEs to multinational corporations);
- limitation on quantitative assessment of SR issues;
- regional differences relating to legal requirements, customs or cultural differences, physical environmental conditions and economic development;

* See at <http://www.iso.org/sr>

- limiting the proliferation of SR sector standards;
- while the objective is improved performance, the guidance will have to address both process and performance;
- the indication that ISO should address what is non-legal (leaving the legal issues to inter-governmental organizations) may not be helpful.

d) Timeliness of the standards to be developed

Given the market confusion that may be caused by the steadily increasing number of SR initiatives, an ISO International Standard may encourage organizations that know and have good experiences with the ISO “brand”, to operationalize their SR commitments. This document should be written in a manner flexible enough to support current initiatives, conventions and tools as well as future developments in this field, and in such a way that it does not stifle creativity within organizations as to how they address social responsibility.

e) Urgency of the activity

The need is urgent as expressed by stakeholders present at the June 2004 ISO conference in Stockholm. The target date for completion of this International Standard will be determined by the ISO Working Group , but should be within 3 years (i.e consistent with the normal, "default" standards development track).

f) The benefits expected from implementation of the standard

It is expected that the standard will

- facilitate the establishment, implementation, maintenance and improvement of social responsibility frameworks in organizations thus contributing to sustainable development;
- contribute to increasing the confidence and satisfaction in organizations among all stakeholders (including employees);
- increase awareness of SR through the creation of a single standard accepted by a broad range of stakeholders;
- foster greater awareness and wider observance of agreed sets of universal principles as expressed in United Nations conventions and declarations including the Global Compact principles and particularly the Universal Declaration of Human Rights, The International Labour Organization's Declarations on Fundamental Principles and Right at Work, The Rio Declaration on Environment and Development and The United Nations Convention Against Corruption.
- facilitate trade liberalization and remove trade barriers (implement open and fair trade);and
- compliment and avoid conflicts with other existing SR standards and requirements.

Annex C
Relevant documents to be considered (non-exhaustive)

Name of Standard or Initiative	Sponsoring Organization
ISO 14000 Management System Standards	International Standards Organization
British Standard 8800 on Occupational Health and Safety Management Systems	British Standards Institution
SIGMA Project on Sustainability -- Integrated Guidelines for Management	British Standards Institution; Forum for the Future; AccountAbility
OHSAS 18001 Specifications and Guidance for Occupational Health and Safety Management Systems	
Draft SII 1000 Standard on Social Responsibility and Community Involvement	Standards Institution of Israel
Standard on Corporate Social Responsibility	Standards Australia
Draft Standard on Ethical Financial Instruments PNE 165001	Spanish Standards Organization (AENOR)
Draft Standard on Management System on Ethics PNE 165010	Spanish Standards Organization (AENOR)
Guidelines on Corporate Social Responsibility (SD 21000)	French Association for Standardization (AFNOR)

Name of Standard or Initiative	Sponsoring Organization
Draft Standard on Fair Trading	French Association for Standardization (AFNOR)
Draft Management System for Social Responsibility and Integrity	Mexican Association for Standardization (IMNC)
Code of Labor Practice	ICFTU
BNQ Certification Protocol NQ 9700-950 on Corporate Social Responsibility	Bureau de Normalisation du Quebec, Canada
CSR management System	Det Norsle Veritas (DNV)
Guidelines for Multinational Enterprises	Organization for Economic Cooperation and Development
Convention on Combating Bribery of Foreign Public Officials in International Business Transactions,	Organization for Economic Cooperation and Development

Name of Standard or Initiative	Sponsoring Organization
Global Compact	United Nations
International Bill of Human Rights	United Nations
Universal Declaration of Human Rights	United Nations
Convention on the Rights of the Child	United Nations
International Covenant on Civil and Political Rights	United Nations
International Covenant on Economic, Cultural and Social Rights	United Nations
Core Conventions on Labor Standards (Conventions No. 29, 87, 98, 100, 105, 111, 131, 138, 155, 182)	International Labor Organization
Conventions No. 107 and 169 on Indigenous Peoples	International Labor Organization
Declaration on Fundamental Principles and Rights at Work	International Labor Organization
Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy	International Labor Organization
Guidelines on Occupational Safety and Health Management Systems	International Labor Organization
Business Code of Conduct	Asian-Pacific Economic Cooperation

Name of Standard or Initiative	Sponsoring Organization
Voluntary Principles on Security and Human Rights (Extractive and Energy Industries)	U.K. and U.S. Governments
U.S. Model Business Practices	U.S. Department of Commerce
Green Paper on Promoting a European Framework for Corporate Social Responsibility	European Union
Eco-Management and Audit Scheme (EMAS)	European Union
Ethical Conduct Resolutions	European Union
European Convention on Human Rights	European Union
Eco-Label Scheme	European Union
International Environmental Conventions (Pollution from Ships; Transboundary Air Pollution; Transboundary Movement of Hazardous Wastes; Montreal Protocol; Kyoto Protocol; Biological Diversity; Desertification; Climate Change)	

Name of Standard or Initiative	Sponsoring Organization
National Laws on human rights, workplace and employee aspects, unfair business practices, organizational governance, environmental aspects, marketplace and consumer aspects, community aspects, and social development aspects	
The CERES Principles	Coalition of Environmentally Responsible Economies (CERES)
Nordic Partnership	Danish division of World Wide Fund for Nature
Voluntary Codes: The Regulatory Norms of a Globalized Economy?	Schulich School of Business, York University
Q-Res project,	University of Castellanza (Italy)
Ethos CSR indicators	Ethos Institute for Corporate Social Responsibility
Model code of conduct	Workers Rights Consortium

Name of Standard or Initiative	Sponsoring Organization
Global Reporting Initiative (GRI) Sustainability Reporting Guidelines	Global Reporting Initiative
Domini 400 Social Responsibility Index	
Dow Jones Sustainability Group Indexes	SAM Indexes GmbH
Calvert Social Index	The Calvert Group
FTSE4Good Index	
Consumer Charter for Global Business	Consumers International
Social Accountability 8000	Social Accountability International
The Business Principles for Countering Bribery	Transparency International and Social Accountability International.
AccountAbility 1000	Institute of Social and Ethical AccountAbility
Bench Marks for Measuring Business Performance	Interfaith Center for Corporate Responsibility
Global Sullivan Principles of Social Responsibility	Reverend Leon Sullivan
Ethics Compliance Management System Standard 2000	Reitaku University (Japan) Business Ethics and Compliance Research Center

Name of Standard or Initiative	Sponsoring Organization
Fairtrade Labels	Fairtrade Labelling Organization
Charter Agreement on Labor Practices	Fair Labor Association
The Base Code	Ethical Trading Initiative
Sunshine Standards for Corporate Reporting to Stakeholders	The Stakeholder Alliance
Human Rights Guidelines for Companies	Amnesty International
Designing a CSR Structure	Business For Social Responsibility
Human rights from the perspective of business and industry - a checklist	Confederation of Norwegian Business and Industry
Corporate actors in Zones of Conflict - responsible engagement	Confederation of Norwegian Business and Industry
The Worldwide Responsible Apparel Production (WRAP) program	The Worldwide Responsible Apparel Production
Standard - Investors in People.	Investors in people.
GoodCorporation,	GoodCorporation, ltd
Code of Labour Practices for the Apparel Industry Including Sportswear	Clean Clothes Campaign

Name of Standard or Initiative	Sponsoring Organization
Storebrand's programme for CSR	Storebrand Investments
EcoValue environmental/sustainability rating reports	Innovest
Standard for payment facilitating	Trace
Oekom-Quality standard	Oekom
Sustainability and CSR	Five Winds International
Sustainability Tool	GEMI
Global Sustainability Models	Future500
Business Conduct Management System Standard	U.S. Ethics Officer Association
Principles for Business	CAUX Roundtable
Business Charter for Sustainable Development	International Chamber of Commerce
Business in Society; Making a Positive and Reponsible Contribution	International Chamber of Commerce
Sustainable Forestry Principles and Criteria	Forest Stewardship Council
International Code of Ethics for Canadian Businesses	Insert names of companies; Canadian Minister of Foreign Affairs

Name of Standard or Initiative	Sponsoring Organization
Keidanren Charter for Good Corporate Behavior	Japan Business Federation
American Apparel Manufacturers Association Code	American Apparel Manufacturers Association
Exploring Pathways to a Sustainable Enterprise: Sustainable Development Planner	Global Environmental Management Initiative
The Values Management System Principles and Constituents for Sustainability Management	Centre for Business Ethics
Winning with Integrity - A Guide to Social Responsibility	Business in the Community, U.K.
Model Code of Conduct	World Federation of Sporting Goods Industry
Standards of Corporate Social Responsibility	Social Venture Network
Standard for Sustainable Fishing	Marine Stewardship Council
Responsible Care	American Chemistry Council
Rules of Conduct to Combat Extortion and Bribery	International Chamber of Commerce

Annex D

Relationship of project to activities of other international bodies

As a result of the report and recommendations of the ISO/TMB Advisory Group on Social Responsibility and the general consensus of the 21 & 22 June 2004 ISO Conference on Social Responsibility, the ISO/TMB adopted Resolution 35/2004*, which stated in part that the ISO/TMB:

- recognizes the role of governments and inter-governmental organizations to set social obligations or expectations,
- recognizes the instruments adopted by global inter-governmental organizations (such as the United Nations Universal Declaration of Human Rights, international labor conventions and other instruments adopted by ILO and relevant UN conventions), but also that there is scope for private voluntary initiatives in the field of SR,
- concurs that the scope of any ISO activity on social responsibility needs to be narrowed so as to avoid addressing issues that can only be resolved through political processes,
- recognizes that, due to the complexity and fast-evolving nature of the subject, it is not feasible to harmonize substantive social responsibility commitments,

Therefore, it is necessary to consider the activities of other bodies that have developed or are developing SR standards, norms, guidelines and tools. United Nations (Global Compact) and other inter-governmental organizations, e.g ILO, OECD, UNHCR and UNEP, would need to be included in the process, in view of the fact that they already have or are developing international standards. With respect to the wide range of existing nongovernmental international SR initiatives such as the Global Reporting Initiative (GRI), the Forest Stewardship Council (FSC), the Fair Labor Association (FLA), these may also need to be considered as their standards could be affected by the introduction of an ISO deliverable. Some of these initiatives might also have expertise of use to ISO. In the end, an ISO SR deliverable should be compatible with and/or complementary to these other initiatives and preferably add value.

* See at <http://www.iso.org/sr>

Annex E

Potential liaison organizations

Category	
Industry	<ul style="list-style-type: none"> ▪ International Chamber of Commerce (ICC) ▪ International Federation of Consulting Engineers (FIDIC) ▪ International Council of Chemical Associations (ICCA) ▪ International Council on Mining and Metals ▪ International Federation of Standards Users (IFAN) ▪ International Organisation of Employers (IOE) ▪ World Business Council for Sustainable Development (WBCSD) ▪ World Economic Forum
Labour	<ul style="list-style-type: none"> ▪ International Confederation of Free Trade Unions (ICFTU) ▪ Trade Union Advisory Committee to the OECD (TUAC) ▪
Government	<ul style="list-style-type: none"> ▪ European Commission ▪ International Labour Organization (ILO) ▪ Organisation for Economic Co-operation and Development (OECD) ▪ UNCSD ▪ UNCTAD ▪ UNDP ▪ UNEP ▪ UN Global Compact ▪ UNHCR ▪ UNIDO ▪ World Bank ▪ WTO
Consumer	<ul style="list-style-type: none"> ▪ Consumer International
NGOs	<ul style="list-style-type: none"> ▪ African Institute of Corporate Citizenship ▪ Amnesty International, ▪ Centre for Corporate Social Responsibility ▪ Human Rights Watch ▪ International Institute for Environmental and Development (IIED) ▪ International Institute for Sustainable Development (IISD) ▪ International Social and Environmental Accreditation and Labelling (ISEAL) Alliance ▪ IUCN- The world Conservation Union ▪ WWF International
Others	<ul style="list-style-type: none"> ▪ Business for Social Responsibility (BSR) ▪ Caux Round Table ▪ Global Environmental Management Initiative (GEMI) ▪ Global Reporting Initiative ▪ Institute of Social and Ethical Accountability ▪ Social Accountability International (SAI)

Note - This listing should not be regarded as complete and comprehensive and may be added to as appropriate.

Operating procedures of the SR working group – Executive summary

Taking into account the report and recommendations of the TMB's Advisory Group on Social responsibility, which were echoed during the international conference on Social responsibility (SR) held in Stockholm in June 2004, the Technical Management Board (TMB) decided that this work would be best conducted in a working group directly under the responsibility of the TMB. This mechanism was considered to be the most appropriate method of ensuring that all stakeholders can participate as individual experts on an equal basis in the working group, whilst it was also recognized that the generally desired outcome was for an International Standard providing guidance on SR. This implies that the normal ISO approval processes for International Standards will be applied. The purpose of this executive summary is to explain some provisions of the general operating procedures for the working group and for the development process of the proposed International Standard.

At its meeting in Geneva in September 2004, the TMB, which had issued a call to all ISO member bodies to make offers for twinned (developed country-developing country) leadership of the working group, assigned this responsibility to the ISO member bodies for Brazil (ABNT) and Sweden (SIS). At that same meeting, it finalized the documentation to be issued to the ISO member bodies (principally a formal proposal for new work as well as the attached supporting documentation concerning the organization of the work).

Consistent with the normal ISO procedure for approval of new work, the new work item proposal will be issued to all ISO member bodies for voting during a period of three months and the normal acceptance criteria for new work (approval by a majority of the members voting and a commitment by at least five members to participate actively in the work) will be applied. Simultaneously, in order to strive towards a balance of stakeholders, member bodies will be encouraged to the extent possible to nominate up to six experts, one for each of six defined stakeholder categories. Member bodies nominating experts will be recorded as P-members for the purpose of voting at later stages of the process.

Also simultaneously, invitations will be issued to a number of international organizations to nominate up to two experts to serve on the working group. Such organizations will be considered to be in D-liaison with the working group, as defined in the ISO/IEC Directives.. Other interested international or broadly-based regional organizations may apply at any time for a D-liaison and these will be considered case by case by the TMB, again in accordance with the ISO/IEC Directives. The TMB's overall aim will be to ensure an appropriate balance of stakeholder representation within the working group.

It will be the responsibility of ABNT-SIS to organize and convene the first meeting of the working group. In accordance with the normal ISO working methods, the working group will be charged with developing a draft standard that represents a consensus of the views of the experts participating in the working group.

At the same time, it is expected that the member bodies which nominate experts will also establish national mirror committees and that these mirror committees will establish national positions on the successive drafts developed by the working group.

The ultimate aim, obviously, is that the consensus reached in the working group is validated through the member body votes on the draft International Standard (DIS). Therefore, while the participants in the working group will contribute as individual experts, and will not be expected to represent the national consensus position, they will nevertheless need to bear in mind national positions on issues that emerge in the working group.

In particular, at an appropriate moment, the working group may wish to validate its emerging consensus against the national consensus positions by requesting that a draft be issued as a committee draft (CD). In such a case, the P-members mentioned above will be invited to vote and comment on the CD and the D-liaison organizations will be invited simultaneously to submit their own comments.

It will be for the leadership of the working group to judge when consensus has been reached and whether there is a strong likelihood that voting on a DIS would be successful. At that stage, the final draft will be submitted to the Central Secretariat for issue as a DIS. The usual voting period and acceptance criteria as specified in the ISO/IEC Directives will apply.

Although approval is determined by ISO member body votes, it is also expected that the provision in the Directives to seek full and formal backing of liaison organizations on DIS, be explicitly implemented in this particular case.

Assuming that the outcome of the DIS ballot is positive, the leadership of the working group will need to decide on how best to address any comments received, according to their number and nature, but it is likely that these would need to be reviewed in the working group itself. The intent at this stage is to establish the text of the final draft International Standard (FDIS) and a report of voting indicating all comments received and the actions taken on them (and in particular the justifications for rejection of any comments).

If unanimous approval of the DIS is obtained, the document may proceed directly to publication. Otherwise, as is usual, the FDIS will be issued for voting, together with the report of voting on the DIS, in accordance with the ISO/IEC Directives, again seeking the full and formal backing of liaison organizations, and with the usual acceptance criteria applying. If approved, the FDIS, subject to any editorial corrections, will be published as an International Standard. The planned overall development timeframe is in accordance with ISO's 36-month standards development track.



Operational details of the Working Group on Social responsibility*

1 Management of the working group

1.1 General

The Working Group on Social Responsibility (WG) should be managed effectively and efficiently. The WG may request the Technical Management Board (ISO/TMB) for special amendments, exceptions or exemptions from the ISO/IEC Directives where there is a WG consensus that such an exception/exemption is warranted. Each request shall be accompanied by the rationale.

1.2 Project management

The WG will adopt project management methods. The WG Secretary in consultation with the Chair will be responsible for the management of all aspects of the project, including the monitoring of progress against agreed target dates.

1.3 Funding

The WG should appoint a Vice-Chair in charge of establishing a funding mechanism in consultation with ISO/CS and with the involvement of other appropriate organizations in order to encourage developing countries and other underfunded interests to participate.

1.4 Twinning arrangements

The work should be conducted under twinned leadership both at WG level, and where appropriate at subgroup level. Twinning arrangements may include funding support for the developing country partner as well as assistance in carrying out leadership roles within the WG and its subgroups.

1.5 Meetings

The WG will determine the schedule of its meetings and those of its subgroups. The schedules of WG and subgroup meetings shall be coordinated taking into account the resource burdens on all members (and especially those from developing countries) of attending meetings. The names and affiliations (but not contact details) of all experts attending WG or subgroup meetings shall be documented and be publicly available.

1.6 Open and transparent communications

The WG should set up a system to ensure the openness and transparency of the WG's activities to people inside and outside of ISO. All WG documentation shall be available to the WG membership (including ISO member bodies having nominated experts). The WG may also determine which of its documents to make public and the time at which they should be made available. From the DIS stage, the draft standard will be subject to the usual ISO copyright.

*Agreed by the TMB on 13-14 September 2004.

The WG secretary shall be responsible for the maintenance of a WG website. The WG may determine the types of documentation to be posted to it and the creation of a discussion forum on the WG website to allow the general public to submit comments, using the ISO commenting template, on the document developed by the WG. Such comments should be submitted to the relevant ISO member body or D-liaison organization. The website is also to be used for disseminating best practices in the field of SR.

The WG secretary may delegate the administrative task for maintaining the website to another appropriate party, as part of the project management responsibilities. The WG secretary is ultimately responsible for ensuring that the site is properly maintained and where necessary improved.

1.7 Reporting to TMB

The WG shall regularly report on its activities to the TMB.

2 WG participation and membership

2.1 General

The WG is made up of experts nominated by ISO member bodies that wish to actively participate, by internal ISO/IEC committee liaisons, and external liaisons (international and broadly-based regional organizations). ISO member bodies will be considered to be P-members for subsequent voting purposes.

Each expert appointed by an ISO member body or an external liaison organization acts in a personal capacity consistent with his or her stakeholder category and not necessarily as the official representative of the body that appointed him or her. However, it is recommended that experts keep close contact with their appointing body in order to inform them about the progress of the work and of various opinions in the working group at the earliest possible stage. Profiles of experts indicating their knowledge and experience related to SR shall be submitted to the WG secretary when they are nominated. These profiles will be used in particular to ensure appropriate knowledge and experience is available to any task groups that are formed.

2.2 ISO member bodies

ISO member bodies may nominate a maximum of 6 experts to serve on the WG. It is desirable that a balanced representation of industry, government, consumer, labour, non-governmental organizations (NGOs) and other interests should be ensured.

ISO member bodies nominating experts should establish a well-balanced national mirror committee comprising a balance of all national interests and stakeholder categories.

2.3 Internal liaisons

The WG should identify internal (ISO Committee) liaisons and invite them to participate in the WG's activities.

A maximum of 2 representatives of internal liaisons may participate on the behalf of their committees and should not participate in an individual or personal capacity.

2.4 External liaisons (D-liaisons)

Category D liaison is open to any relevant international or broadly-based regional organization that wishes to participate in this work. Each candidate for category D liaison will provide a profile of the organization, its purpose, its activities, necessity of its participation in ISO's SR standard development work, and its intended contribution to such work. Requests for category D liaison should be submitted to the TMB Secretary.

Each organization once approved as D-liaison may nominate a maximum of 2 representatives to serve on the WG.

2.5 Observers and the media

An ISO member body that wishes to follow the work as an observer will be able to receive the working documents and to have the right to submit comments and attend meetings.

The WG should follow the ISO media policy provided in *ISO/IEC Directive Part1 Annex SO, 9*.

“...When members of the press express interest in a particular ISO meeting, appropriate arrangements should be made to hold press conferences and briefings outside the meeting sessions...”

2.6 ISO staff and ISO/TMB engagement

A TMB member will be free to attend meetings of the WG and any subgroups created by the WG as an observer. ISO Central Secretariat shall assign a member of ISO staff to serve as the Technical Programme Manager (TPM) for the WG. This TPM shall be responsible for monitoring and facilitating the work of the WG, providing guidance on the ISO/IEC Directives as necessary.

3 Proposed Schedule

The WG should set a target date, within 3 years from the approval of NWIP, for publication of the International Standard, and the milestones for all stages of development.



TMB suggestions for consideration by the WG

1 Characteristics of the standard

-Simplicity (easy to read, easy to understand by non-specialists)

- written in plain language that is understandable and usable by those who are not specialists in standardization and/or SR.

-Identification of core elements of SR

- Identification of core elements which are the main issues to be considered by an organization in order to implement SR
- Common understanding of SR (descriptions, definitions, terminology)
- Identification of the terminology to be defined in the standard
- Communication process and methods for performance improvement
- Identification of indicators for performance improvement

-Relationship with existing SR documents

- Aim at consistency or compatibility with existing SR requirements and other requirements such as environmental and quality requirements, and avoidance of duplication of standards

2 Structure of the WG

The discussions in the working group will probably identify many elements or sections that will need to be included in the International Standard. In order to effectively manage the standard's development therefore, it is recommended that the WG take a modular approach using subgroups to draft text for different elements or sections and then integrate them into one document through an editing committee.

1) Chair's Coordination group (Advisory group)

A group having advisory functions may be established to assist the chair and the secretary in tasks concerning coordination, planning and steering of the WG's work or other specific tasks of an advisory nature.

2) Editing committee

It is recommended that WG establishes an editing committee for the purpose of reviewing and editing the documents including committee drafts (CD), enquiry drafts (DIS) and final draft International Standards (FDIS) and for ensuring their conformity to Part 2 of the ISO/IEC Directives.

3) Task Groups (Ad-hoc groups)

Task Groups may be established under the WG in order to improve the efficiency of the work to be done. Each Task Group should manage its own meetings. The composition of any Task Group shall be determined by the WG.

A Task Group leader who is to be appointed by the WG chair may assign a secretary to provide secretariat support.

Each Task Group may adopt twinning arrangements.

All groups should be established with balanced representation of stakeholder groups, as well as of developing and developed countries, as appropriate.

4) Other groups

The WG should appoint a vice-chair to be responsible for funding and stakeholder engagement issues.

In addition, a virtual review group could be established of senior leadership people in corporations and international organizations who would provide, for the benefit of the WG's information and consideration, perspectives on higher-level or macro trends and strategic directions for SR.

3 Funding

The TMB suggests the following voluntary funding system:

- Allotments of contributions to developing countries from international organizations like the World Bank, UNDP, UNIDO and other donor organizations.
- Encouragement of ISO member bodies to seek autonomous funds provision from national governments and other organizations.
- ISO member bodies are invited to consider funding experts having limited resources from their own resources.
- Sponsor logo formulas (with logos on meeting pamphlets and signs) will be permitted.

4 Issues to be discussed and be decided at the first meeting of the WG on SR

Although it is the responsibility of Chair and Secretary to consider the issues to be discussed at each stage, the WG is to be requested to discuss and decide the following items at the first meeting of WG (by the first quarter of 2005).

- a design specification (an overview of the proposed contents of the standard)
- Terms of reference of the WG
- the target date for publication of the International Standard with an associated project plan
- the structure of the WG (e.g. establishment of Task Groups)
- the allocation of work to any Task Groups
- the working procedures to be used over and above those covered in the ISO/IEC Directives
- how the content will meet the AG recommendations and prerequisites as well as TMB resolution 35/2004
- how to deal with public interest, for example through the website (while respecting ISO copyright)

Also, it is recommended to

- give information to the WG members on their roles and responsibilities, and
- give basic information about ISO (its principles and consensus-based working methods).