



## CQE Training & Consultancy Plt (Reg No. : LLP 0003668 LGN)

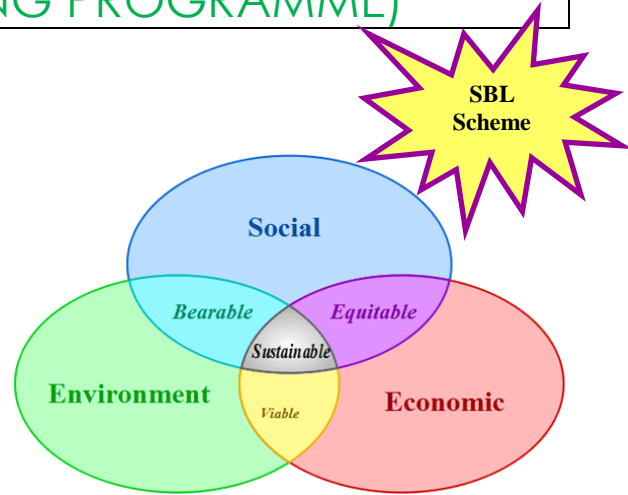
Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

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# ISO26000:2010 GUIDANCE ON CORPORATE SOCIAL RESPONSIBILITY (CSR) TRAINING (PUBLIC / IN-HOUSE TRAINING PROGRAMME)



## Introduction

The “**ISO 26000 International Guidance Standard for Social Responsibility**” was published on 1<sup>st</sup> of November 2010 by ISO after more than 5 years of drafting by a multi-stakeholder group of 450 Experts from 99 countries and 42 international liaison organizations.

The “**ISO 26000 International Guidance Standard for Social Responsibility**” outlines international recommendations for making your organization more socially responsible. It will guide you in building and delivering a long-term social responsibility strategy, whatever the nature of your business. ISO 26000 can help you address everything from working practices to environmental policies, sustainable development and the communities that your business organization impacted.

What is social responsibility? **Social responsibility** has become one of the most important factors to measure your organization’s performance and this is true of all sectors of society. Social responsibility is an organization’s legal and voluntary duty to consider its social and environmental impact of its decisions and activities. A **corporate responsibility strategy** outlines the ways that an organization contributes to sustainable development, engages with its stakeholders and behaves ethically.

The ISO26000 implementation will enable businesses to bring together best practice in terms of workforce, customers, neighbours fair trade and the important demands on our natural resources and our climate. Through the ISO26000 guidance process we have made an excellent input from customers, clients and society to ensure this is a practical and effective approach.

This course enables participants to learn about the best practices for implementing and managing a social responsibility program as proposed in ISO 26000:2010. The participant will learn the different core subjects and issues: human rights, labour practices, the environment, fair operating practices, consumer issues, community involvement and development. This training is fully compatible with SA8000 (Global social accountability standard by the Social Accountability International).



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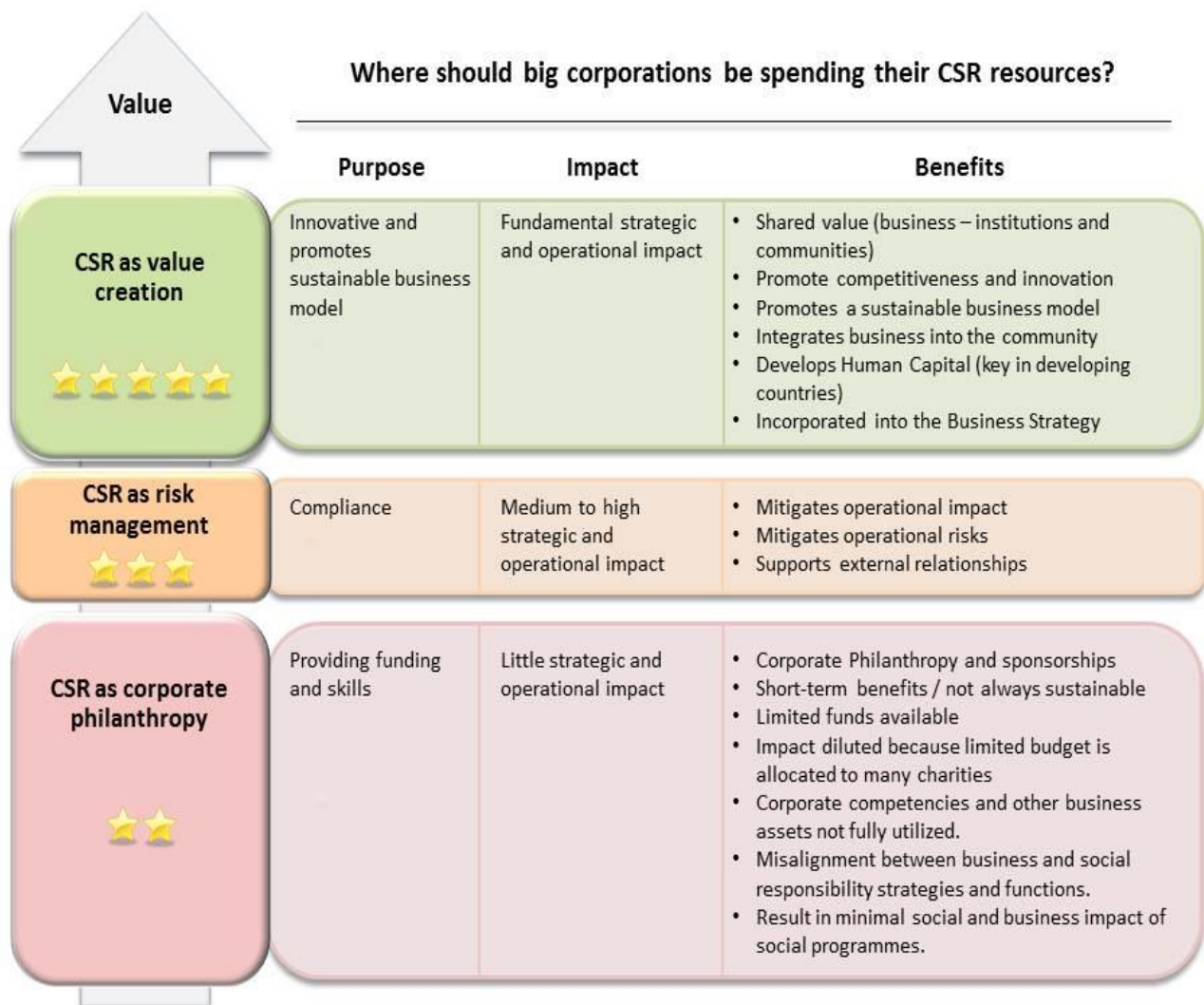
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## Learning Outcomes/Objectives

Also available as  
in-house programme

This training is designed to give you the relevant skills and knowledge to assess and report on the conformance and effective implementation of an ISO26000 management system. On training completion participants will be able to:-

- ✓ To understand the implementation of a social responsibility program in accordance with ISO26000
- ✓ To understand the relationship between a social responsibility program and the compliance with the requirements of different stakeholders of the organization
- ✓ To know the concepts, approaches, standards, methods and techniques allowing to effectively manage a social responsibility program
- ✓ To acquire the necessary expertise to contribute in implementing a social responsibility program as presented in ISO26000





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## COURSE CONTENTS

### Day 1 - Introduction to Corporate Social Responsibility concepts as defined by ISO 26000

- ✚ Registration - Attendance Sign In
- ✚ Introduction & Training Schedule Confirmation
- ✚ Learning Objectives/Outcomes
- ✚ Ice-breaker Session
- ✚ Normative, regulatory and legal framework related to organizations' social responsibility
- ✚ Fundamental principles of organizations' social responsibility
- ✚ Introduction to management systems and the process approach
- ✚ Presentation of ISO 26000 clauses and its six core subjects
- ✚ General requirements: presentation of the clauses 4 to 7 of ISO 26000
- ✚ Implementation phases of the ISO 26000 program
- ✚ Continual improvement of a social responsibility program
- ✚ Conducting an ISO 26000 audit

### Day 2 - Implementing controls in social responsibility according to ISO 26000

- ✚ Development of a social responsibility policy and objectives
- ✚ Human rights issues and best practices
- ✚ Labour practices issues and best practices
- ✚ The environment issues and best practices
- ✚ Fair operating practices issues and best practices
- ✚ Consumer issues and best practices
- ✚ Community involvement and development issues and best practices
  
- ✚ Annexes

## Who Should Attend

- ✚ Members of a social responsibility team
- ✚ Project managers or consultants wanting to prepare and to support an organization in the implementation of a social responsibility program
- ✚ Persons responsible for a social responsibility program or conformity in an organization
- ✚ Members of a social responsibility team
- ✚ Auditors



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## Duration

2 days

## Training Methodology

**T**he program would be conducted by using the following materials / aids :-

- ✓ Course Note
- ✓ LCD Presentation
- ✓ Group Activities / Workshop / Role Plays
- ✓ Lecturettes
- ✓ Live Audit





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