Social responsibility management system – Requirements
DS 49001 E

København
DS projekt: M267380
ICS: 03.100.01

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Social responsibility management system

Requirements
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Foreword

This Danish certifiable standard for social responsibility has been prepared by S-397, Committee for social responsibility, at Danish Standards Foundation and has status of a national standard.

This standard applies to all types and sizes of organisations and may be adapted to different geographic, cultural and social conditions.

This standard is structured similarly to ISO 9001 for quality management and ISO 14001 for environmental management based on the elements which the management system is to include. Requirements and content of the individual elements are based on the international ISO 26000, Guidance on social responsibility, meaning that this Danish standard can also be used as a reference document in relation to requirement standards and guides of other countries which also refer to ISO 26000.

Annex A of this standard contains examples of actions within the particular core subjects and issues based on similar listings of ISO 26000, however adapted to and supplemented in accordance with a Danish context. Furthermore, Annex B compares the titles of the various clauses of DS 49001 with the identical clauses of ISO 26000, ISO 9001, ISO 14001 and OHSAS 18001. However, an assessment of the degree of overlap requires a comparison of the concrete paragraphs. The last annex, Annex C, provides an overview of the 40 issues of social responsibility according to DS 49001 and the 37 issues of ISO 26000.

Danish enterprises and the Danish authorities as well as a number of stakeholder organisations have long expressed a desire to have a common Danish standard, which specifies the principles, issues and processes an organisation is to address in order to document that the organisation acts in a socially responsible manner. The objective of this standard is to make it easier to identify and work with the issues of social responsibility that are relevant and significant to an organisation and its stakeholders, and to address the issues in a systematic and efficient way.

Similar to ISO 26000, the Danish standard has been prepared in continuous dialogue with representatives from six stakeholder groups: enterprises, authorities, NGO's, consumer organisations, trade unions and other organisations, including universities, consultants etc. Consequently, it is to a great extent the stakeholders who have prepared the standard and defined the requirements of the standard. Similar to other management system standards, full agreement on the precise formulation of individual requirements has not been reached. Furthermore, a public hearing has been held according to Danish Standards procedures, and comments from the hearing have as far as possible been incorporated into the standard.

The standard does not specify requirements for the process of certification or accredited certification. Organisations requesting such requirements are referred to relevant certification bodies. See www.danak.dk for requirements for accredited certification of management system standards.

In addition to this requirement standard, Danish Standards Foundation has in collaboration with members of the S-397 standardization committee prepared a guidance on social responsibility, DS Guidance 49004. Organisations requesting to structure or adapt a management system so that it conforms to the requirements of DS 49001, may find guidance for this in DS Guidance 49004 (available only in Danish). The guidance also specifies advice and recommendations on certification. In addition, the Annex from ISO 26000 specifying examples of initiatives and methods within social responsibility has been included in an adapted Danish version.

This is the 1st edition of the Danish standard on social responsibility.
Introduction

An increasing number of all types of organisations are focused on achieving and demonstrating social responsibility in connection with their operations, goods and services. The influence of organisations on the surroundings has become an important part of an overall assessment of their performance, and today organisations are subject to increased attention from various stakeholders, consumers, workers and their trade unions, members, local communities, NGO’s, donors, investors, authorities and the public in a broad sense.

Performance on social responsibility (SR) has primarily been based on voluntary initiatives of the individual organisations, e.g. in a Danish context dealing with the inclusive labour market. In the meantime, legal requirements have appeared on a few areas, e.g. for large companies and government enterprises for reporting on social responsibility. Furthermore, international norms of human rights and basic labour practices etc. are typically incorporated in Danish legislation. Therefore, legal requirements and other requirements form a fundamental point of departure for organisations’ operations within social responsibility.

Today, many organisations have prepared and implemented policies and guidelines for social responsibility. Nevertheless, it is not always enough to ascertain that an organisation not alone meets but will continue to meet the requirements and expectations of society. In order to be efficient and reliable, the work with social responsibility will have to be carried out within a structured management system, which is integrated in the overall management activities of the organisation.

The purpose of this standard is to promote social responsibility within all types of organisations, and through this contribute to sustainable growth locally, regionally and globally, including combating poverty, securing health and social justice for all, meeting the needs of society, and demonstrating respect for the planet’s ecological limits and for the needs of future generations.

The structure of the standard is illustrated in figure 1 (on the next page).

This standard provides organisations with elements of an efficient social responsibility management system, which can be integrated with other management requirements and which help organisations meet their social responsibility objectives. Similar to other standards, it is not the purpose of this standard to be used for creating non-tariff trade barriers or to increase or change the legal obligations of an organisation.

This standard specifies requirements for a social responsibility management system so that organisations are able to develop and implement a policy and objectives, which are based on respect for international norms of behaviour. At the same time, Danish legal requirements have been taken into account, and guidance is given for how organisations can go beyond the fulfilment of legal requirements. The success of the system depends on commitment from all levels and functions of the organisation, and especially from the top management. Such a system provides organisations with the ability to prepare a policy for social responsibility, define objectives and processes to meet obligations of the policy, initiate the necessary efforts to improve performance and to demonstrate that the system complies with the requirements of this standard.

The various sections often include lists, which in this Danish standard are alphabetised consecutively in the section in question. This makes it easier for users of this standard to refer to concrete items of the lists. This alphabetisation is not to be read as a prioritisation of the bullets of the lists in question.

It is important to distinguish between these requirements, which have been specified for the social responsibility management system of an organisation to form the basis of certification and/or self-declaration, and the non-certifiable guidance DS Guidance 49004, of which the purpose is to provide basic assistance for an organisation when establishing, implementing or preparing a management system for social responsibility.
Benefits from working systematically with social responsibility

By addressing central issues related to social responsibilities and integrating them into decisions and activities, an organisation may obtain a number of benefits, including:

– well-informed decisions based on better insight into expectations of society, opportunities connected to social responsibility as well as insight into any risks when not assuming social responsibility;
– improved risk management of the organisation;
– improved image of the organisation and increased confidence from the public;
– strengthened relations to stakeholders and avoided or limited potential conflicts concerning activities and products of the organisation;
– strengthened health and safety of the employees and improved ability of the organisation to recruit, engage and retain its employees;
– cost reductions through increased productivity and resource efficiency, decreased water and energy consumption, less waste, recovery of valuable by-products and increased availability of raw materials;
– competitive advantages by access to new markets and innovation opportunities;
– strengthened ability to document efforts related to social responsibility.
**Good management**

The most effective means of integrating social responsibility throughout the organisation is through the overall management system which is to be applied to make and carry out decisions so as to achieve the overall objectives of the organisation.

Views and actions of the management as well as the organisation’s aims, desires, values, ethics and strategy chart the overall course of the organisation. The condition to make social responsibility a central and effective part of the operations of an organisation is to reflect social responsibility in all these aspects of the management and operations of an organisation. This is done by integrating social responsibility in the policies, strategies and activities of the organisation.

A socially responsible organisation should relate to the context it is part of the location(s) where its operations take place. The organisation should systematically examine and assess any potential and actual influence on each of the issues of social responsibility included in this standard, both in relation to its own activities and within its sphere of influence. When for example the organisation makes decisions about new activities, any possible impact on its surroundings should be taken into account. Consequently, the organisation should clarify how it can minimise possible negative impacts from its operations in the best way, and increase the positive impacts from its conduct in relation to society and the environment.

**Structure of the management system**

This standard is based on the methodology known as “Plan-Do-Check-Act” (PDCA), see Figure 2.

PDCA can briefly be described as follows:

- **Plan:** Establish the objectives and processes necessary to deliver results in accordance with the organisation’s policies (planning) – corresponds to clauses 3, 4 and 5, which explain what is meant by social responsibility, responsibility of the management and planning activities in this standard.

- **Do:** Implement the processes (implementing) – Corresponds to clause 6 of the standard, which addresses implementation and operation of processes etc. related to social responsibility.

- **Check:** Monitor and measure processes against policies, objectives, legal requirements and other requirements and report the results (check) – corresponds to clause 7 of the standard, which includes both monitoring and improvements.

- **Act:** Take actions to continually improve performance of the management system.

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**Figure 2 – Management system model of the standard**
Many organisations control their operations by using a system of procedures, process descriptions or similar, which may for example take point of departure in the requirements of this standard or in the structure of activities selected by the organisation. The latter is addressed “process orientation”. This standard promotes application of process orientation. PDCA can be applied on all processes in the organisation so that they are planned, implemented, checked and corrected for the purposes of achieving continuous improvement of performance related to policies and objectives and targets within social responsibility.

This standard only specifies requirements which, as a rule, can be audited objectively. Organisations requesting more general guidance on management systems for social responsibility are referred to DS Guidance 49004 (in Danish only).

This standard does not lay down any specific performance requirements on the core subjects and issues beside the obligation to comply with applicable legal requirements and other requirements to which the organisation is committed, and for continuous improvement of the functions of the management system and the efforts related to issues within social responsibility. Consequently, two organisations carrying out similar activities but whose efforts related to social responsibility are different can both be fulfilling the requirements of this standard.

Elements of a management system according to this standard may be adapted to or integrated in other management systems. An organisation may adapt one or more existing management system(s) in order to establish a management system for social responsibility that conforms to the requirements of this standard. It is, however, important to keep in mind that the various elements of the management system can be applied differently, depending on the intended purpose and the involved stakeholders. The organisation itself defines a scope for the management system in connection with its activities (including processes) and products (including services), including also any geographical scope. The organisation should, nevertheless, be aware that assessment of the relevance and significance of issues also comprises the value chains of the organisation.

The level of detail and complexity of the management system, the extent of documentation and the resources allocated for it depend on a number of factors, including scope of the system, size of the organisation and type of its activities, goods and services. This may especially apply to small and medium-sized organisations (SMO).

**External auditing and certification**

Organisations interested in ensuring conformity with the requirements of the standard may have this verified by an independent, external stakeholder in form of a third party verification and declaration (typically from a certification body) on the basis of an external audit. If the organisation wants to communicate externally that it meets the requirements of the standard, this shall be documented through an independent, external audit. The external auditor shall be able to document the necessary qualifications regarding DS 49001, achieved through participation in relevant, qualifying courses or similar training.

As part of the management system the organisation shall carry out an internal audit, and the results from this will form part of the basis for an external audit. Other management system standards also provide the possibility of self-declaration of conformity with the requirements of the standard, but this is not recommended in this standard. The standard does not specify specific requirements for performance in the various core subjects but only so-called process requirements – requirements on implementation of a number of activities and actions as well as continuous improvement of the performance. It is up to the individual organisations to specify any requirements for the performance within the various issues, and if necessary to let these be part of the basis for an external audit and certification.

For a number of management system standards, national and international guidelines have been prepared for accredited certification. Such a framework has not been provided for certification according to DS 49001. Nevertheless, a guide to this can be accessed in DS Guidance 49004.
1 Scope

1.1 General

This standard specifies requirements and provides guidance for all types of organisations, regardless of their size and location, on:

a) concepts, terms and definitions related to social responsibility;
b) background, trends and characteristics of social responsibility;
c) principles and practices relating to social responsibility;
d) core subjects relating to social responsibility;
e) integration, implementation and promotion of socially responsible behaviour throughout the organisation and its sphere of influence;
f) identification and engagement of stakeholders;
g) communication (internally and externally) of requirements, expectations and performance related to social responsibility — and in this way contribution to a sustainable development;
h) reporting on social responsibility.

1.2 Application

This standard requires that an organisation initiates activities which go beyond compliance with legal requirements and other requirements that are the result of arrangements, agreements etc., to which the organisation has committed. This way, organisations recognise that fulfilment of rules and regulations not exclusively corresponds to social responsibility.

This standard is intended to promote common understanding in the field of social responsibility. It may be used together with other documents and initiatives regarding social responsibility.

When applying this standard, social, environmental and organisational diversity as well as different economic conditions may be taken into account, however still provided that national legislation and international norms are met.

This standard is a management system standard and can be used for certification of conformity with the requirements of the standard.


2 Terms and definitions

For the purposes of this standard, the following terms and definitions apply:

2.1 nonconformity

non-fulfilment of a requirement
[Adapted from DS/EN ISO 14001:2004, 3.15]

2.2 employee

individual in a relationship recognized as an employment relationship in national law or practice
NOTE – Employee is a narrower term than worker.

2.3 accountability

requirement for the organisation (2.30) to be accountable for its decisions and activities towards the controlling interests of the organisation (2.30), legal authorities and in a broader sense its stakeholders (2.16)

2.4 worker

person who performs work, wether an employee (2.2) or someone who is self-employed

2.5 sustainable development

development that meets the needs of the present without compromising the ability of future generations to meet their own needs
NOTE – Sustainable development is about integrating the overall goals of a high quality of life, health and prosperity with social justice and maintaining the earth's capacity to support life in all its diversity. These social, economic and environmental goals are interdependent and mutually reinforcing. Sustainable development can be treated as a way of expressing the broader expectations of society as a whole.

2.6 document

information and its supporting medium
NOTE 1 – The medium may be paper, magnetic, electronic or optic disc, photography, video podcast or test piece, or a combination hereof.
[Adapted from DS/EN ISO 9000:2006 (2. edition), 3.7.2]

2.7 due diligence

comprehensive, proactive effort to identify actual and potential negative social, environmental and economic impacts of an organisation's (2.30) decisions and activities over the entire life cycle of a project or organisational activity, with the aim of avoiding and mitigating such impacts