

Introduction by  
Sir David Brown  
Chairman of The British Standards Institution

Dear Stakeholder

### **BSI Social Responsibility Code of Conduct**

It is with pleasure that I present to you, set out on the following pages, the BSI Social Responsibility Code of Conduct. This document encompasses and summarises a family of internal policies that govern and guide BSI's working practices and behaviours to ensure we operate in a socially responsible way.

Underpinning everything that every BSI employee does, wherever they do it, is the BSI Code of Business Ethics which sets the ethical values and high standards of integrity that apply to every aspect of the way we do business. Social Responsibility is an important part of this approach and our corporate values of Integrity, Continual Improvement and Inclusivity give focus to the way we act toward all our stakeholders, whether as members, customers, suppliers, a part of the local community close to a BSI office or part of the wider global community.

BSI sees Social Responsibility as an integral part of our business as well as the way we conduct our business. For example, BSI played an important role in the development of ISO 26000, the international standard on Social Responsibility, the principles of which we are embedding in our business globally.

We believe we can make a real difference in the world by helping to create a sustainable future for ourselves and our stakeholders through responsible business practices, positive stakeholder engagement and by limiting our impact on the environment.

Yours sincerely



**Sir David Brown**  
Chairman

## **Social Responsibility Code of Conduct**

### **Our Core Values**

We are a company that develops and delivers products and services in a truly inclusive way. We are committed to continual improvement and we work to attain the highest level of integrity. Our corporate values of Integrity, Continual Improvement and Inclusivity guide us in everything we do to ensure that we operate ethically and sustainably.

- **Integrity**

As a Royal Charter company, BSI is a completely independent organization, with no vested interests driving our agenda - so all parties can work confidently with us. At BSI, we act with impartiality, transparency and professionalism and employ rigorous and consistent standards in everything we do. We always aim to do the right thing and we are prepared to take difficult decisions to achieve this goal.

- **Continual Improvement**

We are a client-focused, performance minded organization, with a commitment to business improvement and innovation at its core. We help our clients embed a culture of continual improvement and be at the forefront of management best practice. We nurture expertise and excellence in how we operate and in the products and services we offer. We help our clients to perform better, innovate for their future growth, and create lasting value.

- **Inclusivity**

We work with leading experts to produce best-in-class products and services. We work with and for our clients to get the best results; we listen to what they say and respond to their needs. We think about our responsibilities to our colleagues, business partners, stakeholders and the wider community. We are respectful of the interests of others and the wider public interest.

With this Social Responsibility Code of Conduct, supported by our Group Compliance Framework, we demonstrate a strong commitment to the embedding of sustainable and ethical business practices in all areas of our organization. BSI's Social Responsibility Code of Conduct is not intended to provide an exhaustive list of expectations but, rather, to provide a foundation of principles and priorities which we work from and which we expect our business partners to work from. All our employees are expected to know the policies of our Compliance Framework and the legal requirements related to their work. BSI's Social Responsibility Code of Conduct rests on internationally accepted guidelines for Business Ethics, Human Rights and Labour Conditions as well as the Environment.

## 1. INTEGRITY

### Ethical Business Operations

#### 1.1 Anti-Bribery and Corruption

It is BSI Group policy to maintain the highest standards of ethics in all our business dealings worldwide. BSI is committed to conduct itself fairly, honestly and lawfully in all its business dealings and relationships globally. BSI is committed to countering bribery in all jurisdictions where we operate. BSI employees, agents and other representatives are prohibited from giving or receiving money or gifts which could be construed as bribes.

#### 1.2 Anti-Trust Laws and Fair Competition

BSI competes vigorously but honestly and fairly in its various markets in accordance with our Code of Business Ethics, this Social Responsibility Code of Conduct and competition laws applicable in the relevant jurisdictions. In particular BSI:

- prohibits practices which seek to increase sales other than through legitimate sales and marketing efforts;
- seeks to maintain the confidentiality of commercial and personal information in its charge;
- has a zero tolerance approach to bribery and corruption;
- will not favour any one customer or supplier over another, other than on strictly commercial grounds;
- will not engage in restrictive trade practices or other forms of anti-competitive behaviour;
- will not divulge confidential or proprietary information relating to BSI or its customers in their contacts with competitors; and
- will not seek to gain advantage by damaging the reputation or standing of our competitors or other third parties.

## 2. CONTINUAL IMPROVEMENT

### Environment and Engagement

#### 2.1 Environment

BSI is committed to sustainable and sound environmental practices, both in our own business and in our role as leaders and promoters of best practice. Where practical, we seek to exceed relevant legislative and regulatory requirements, which we see as a minimum starting point.

BSI endeavours to be aware of the environmental impact of our activities and seeks continuous improvement to minimize our environmental impact and to ensure the effective use of energy and other resources. We develop innovative standards which help protect the environment and support responsible environmental management.

As a minimum we expect our business partners to comply with relevant environmental protection legislation and regulation and we encourage them to add to that framework.

## **2.2 Supplier Engagement Process**

Being a good and responsible corporate citizen really matters to us. We make sure that everything we do is ethical and lawful and that we work in a socially and environmentally sustainable way. It is important to us that our suppliers feel the same way as we do, so we expect openness and transparency in our relationships with them. Transparency includes maintaining documentation necessary to demonstrate compliance with these principles which, in certain circumstances, must be shared with us.

Formal engagement with key suppliers and partners normally follows a due diligence process and contractual agreement. Credentials and criteria relating to Social Responsibility, and other areas of compliance, are referred to during the selection process. Activities of key suppliers and partners are subject to periodic review.

## **3. INCLUSIVITY**

### **Human Rights & Labour Conditions**

#### **3.1 Employment Relationships**

Our employees have easy to read contracts of employment which clearly set out remuneration and terms of employment.

BSI's contracts of employment provide for reasonable notice periods for employees who wish to leave the company.

#### **3.2 Freedom of Employment**

BSI does not condone the use of forced labour in any circumstances.

#### **3.3 Freedom of Association**

BSI recognizes the right of employees to form or join associations and to bargain collectively. Employees are not discriminated against, or treated unfavourably or differently because they carry out representative functions.

#### **3.4 Compensation**

Remuneration will always be in accordance with relevant legislation and comparable to industry standards.

#### **3.5 Child Labour**

BSI does not condone the use of child labour in any circumstances.

**3.6 Working Hours**

BSI will comply with relevant legislation and local practice on working hours, giving employees days off and resting times accordingly. Overtime is voluntary.

**3.7 Treating Employees with Respect and Dignity**

BSI endeavours to ensure that employees are never abused, harassed or intimidated and any disciplinary measures taken will be recorded. Employees have access to a written grievance and appeal procedure which is clear and easy to understand.

**3.8 Health and Safety**

BSI and its business partners will provide employees with a safe and healthy workplace that meets or exceeds relevant local standards and legal requirements.

**3.9 Diversity and Equal Opportunity**

BSI recognizes the importance and value of diversity to our business and we are an equal opportunity employer. We will not discriminate in hiring and employing workers on the basis of race, caste, social or ethnic origin, religion, nationality, age, gender, marital status, sexual orientation, disability, maternity, union membership or political affiliation. All employees, and those who seek to work with BSI, are expected to honour our non-discrimination principle.

**3.10 Local Community and Society**

BSI recognizes the importance of being a good corporate citizen, actively contributing locally and globally to important causes. Our charitable donations are governed by our Charitable Donations Policy which states that no donations in cash or kind may be made to any person or organization directly or indirectly linked to political or religious aims. The charitable donations policy also sets out that, when donations are made, no commercial benefits may be sought in exchange. We encourage our employees to engage actively in Social Responsibility activity consistent with our values. BSI does not make political donations and we have a policy to ensure that we act impartially when we engage with political organizations.