



# Our Social Responsibility Commitment

Enabling a resilient world



January 2018 V2

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# Foreword


As a global business improvement partner, we see how organizations are affected by global trends, including a growing population, rapid urbanization, climate change, competition for limited resources and increased digitization, which pose both threats and opportunities.

Responsibility to business and society has been a part of our role since our inception in 1901. BSI was the world's first National Standards Body and a founding member of the International Organization for Standardization (ISO). Many of the world's leading management systems standards started life as British Standards before becoming widely renowned international standards. We remain highly influential on the world stage today as we continue to develop standards to support Social Responsibility in response to stakeholder needs in areas such as dementia care, robot ethics, cyber security and the circular economy.

We are proud to be a Royal Charter company; an independent, not for distributed profit organization, working in the public interest and recognized as a leader in standards development, knowledge solutions, assurance and professional services, helping clients become more resilient. We pride ourselves on our ethical approach to everything that we do; our Code of Business Ethics and strong governance framework underpin this. The publication of the International Standard *BS ISO 26000 Guidance on Social Responsibility* in 2010 provided the impetus to create a more structured approach to Social Responsibility and to take a more strategic and long-term view.

We have seen progress in a number of areas over the years. In particular, since the publication of the first public edition of Our Social Responsibility Commitment in January 2016, we have undertaken another stakeholder engagement exercise to ensure that we continue to focus on what really matters. We have subsequently added Social Responsibility as a specific initiative in our strategic plan and created a new theme "enabling a resilient world" to align our Social Responsibility programme still further with our business strategy and purpose.

It gives me great pleasure to introduce the second edition of Our Social Responsibility Commitment. Developed by our colleagues and fully endorsed by the Board, it provides the framework to help us all make a truly positive impact, and to enable a resilient world.



**Sir David Brown**  
Chairman



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# About BSI

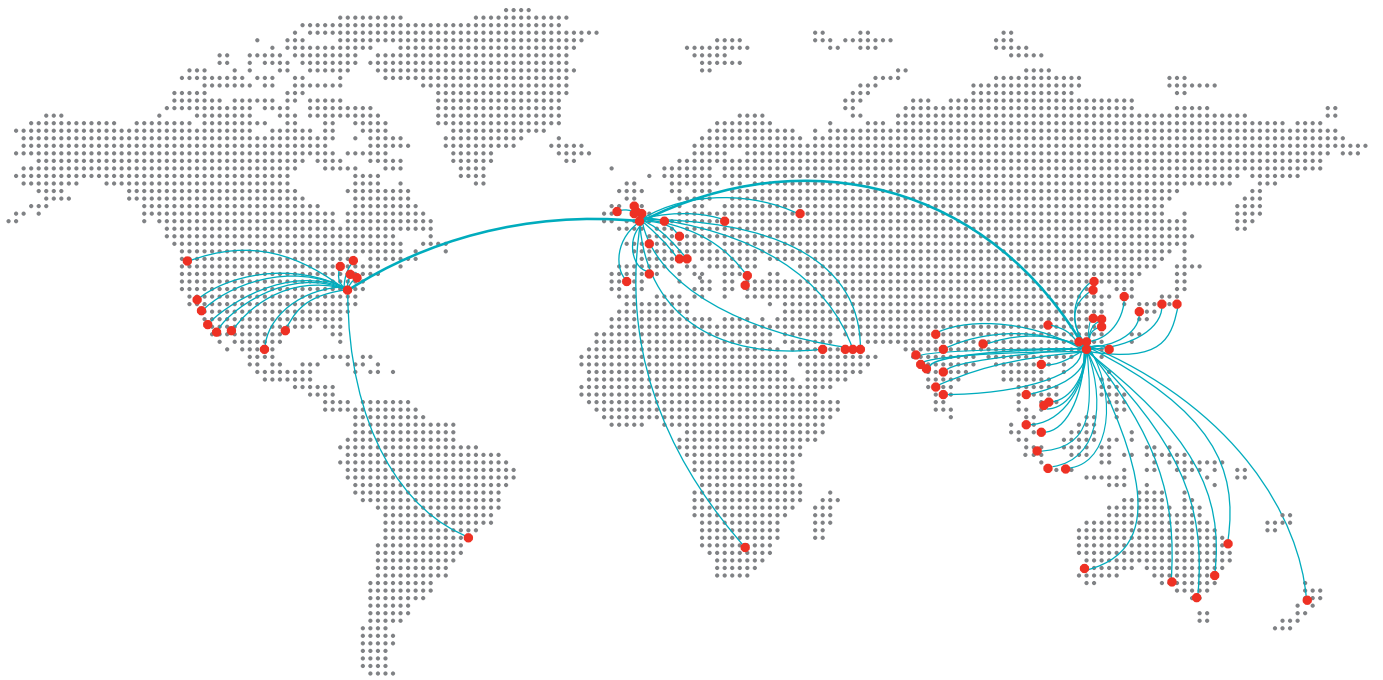
## BSI helps organizations all over the world make excellence a habit

### Our purpose

BSI is the business standards company that helps organizations all over the world make excellence a habit. For more than a century we have been challenging mediocrity and complacency to help embed excellence into the way people and products work. We help organizations become more resilient by enabling them to perform better, manage risk and grow sustainably through embedding a culture of best practice.

### Where we operate

- BSI operates globally from over 80 offices in more than 30 countries.
- Our clients range from high-profile brands to small, local companies in over 180 countries worldwide.



# Our vision

Our vision is to be the global business improvement partner of choice

## Our values

Our corporate values of integrity, continual improvement and inclusivity underpin everything that we do.

### Integrity

As a Royal Charter company BSI is an independent organization with no vested interests driving our agenda. We act with impartiality, transparency and professionalism and employ rigorous and consistent standards in everything we do.

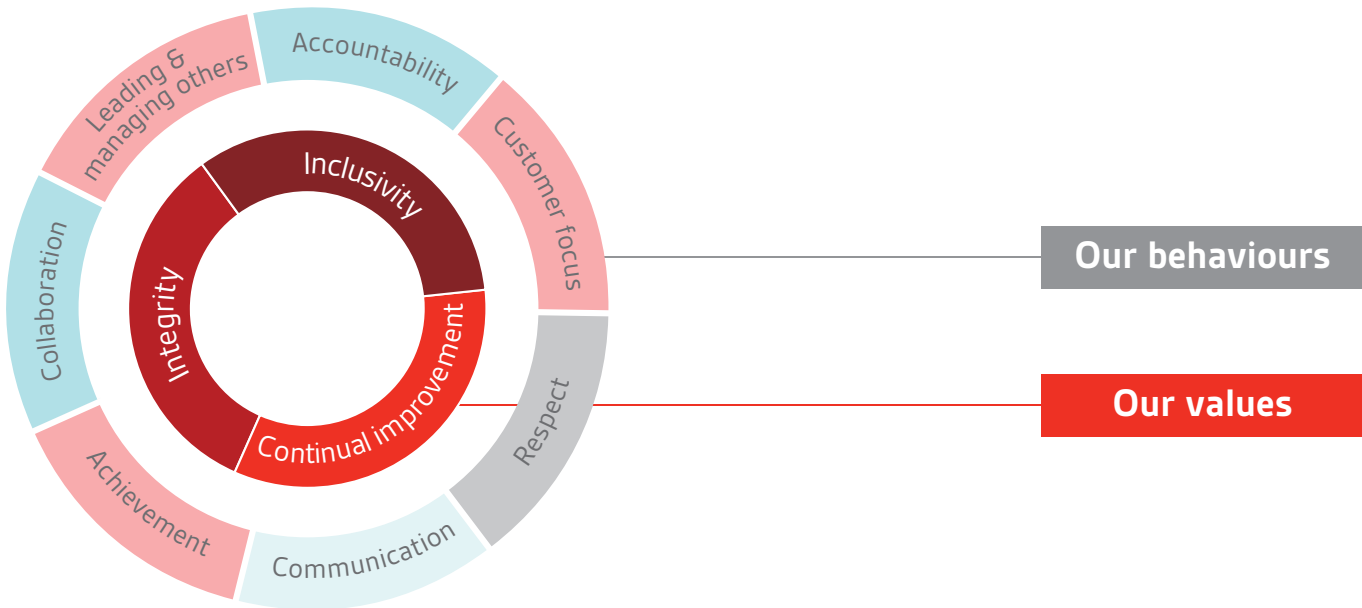
Our goal is to do the right thing, even when that means making difficult decisions. This approach is set out in our Code of Ethics. We always remember that the trust placed in BSI is a reflection of the integrity we demonstrate.

### Inclusivity

BSI's culture of inclusivity is based around respect for others, communication and transparency. We work closely with our clients to provide them with the products and services they need and also consider our wider responsibilities to colleagues, business partners, the wider community, the environment and sustainable development. We are fully aware of, and embrace, the benefits of diversity.

### Continual improvement

BSI is a business improvement organization with a commitment to best practice and innovation. We help our clients embed a culture of excellence and continual improvement and we aim to lead by example. We are committed to continually improving our skills and business practices and challenge ourselves to listen, learn and innovate to build upon our expertise and professionalism.



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# Our Social Responsibility programme

## Enabling a resilient world

### Our commitment

Being socially responsible is about being accountable for the impacts of our decisions and activities on society and the environment through transparent and ethical behaviour. A socially responsible business is a more resilient business and contributes to sustainable development.

At BSI, we are committed to ensure that Social Responsibility is an intrinsic element of our business so that we make decisions and act today to enable a better, more resilient, world for present and future generations.

### Our shared responsibility

Embedding Social Responsibility in everything we do requires the active support of our colleagues and business partners. It is a strategic imperative championed at Board level and supported by resource throughout the Group.

Our network of Social Responsibility Champions receives support from their respective Managing Directors, our Group Executive and the Social Responsibility Committee of the Board. Together we ensure that our approach to Social Responsibility continues to align with our overall business strategy and purpose.

### Our approach

We use *BS ISO 26000: 2010 Guidance on Social Responsibility* to steer us, as well as our corporate values and Excellence Behaviours. We continue to work with, and seek input from, our colleagues and external stakeholders to ensure we remain focused on what really matters.

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Our efforts focus on four priority areas, where we believe we can make a difference:



**Our business**



**Our people**



**Our communities**



**Our environment**

We have set specific aims and goals for each of these priorities.

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# Our Social Responsibility programme

Our approach is shaped by the BS ISO 26000 guiding principles:

## Accountability

We hold ourselves accountable for our impact on society, the environment and the economy. It is our policy to implement appropriate and relevant standards. Our internal audit programme ensures we stay true to our word.

## Transparency

We aim to be open about our decisions and activities that have an impact on society, the environment and the economy. We make Our Social Responsibility Commitment and annual reports available to all via our website.

## Ethical behaviour

We aim to act ethically in everything that we do. We have robust governance structures in place to ensure we act ethically. Our Code of Business Ethics, Excellence Behaviours and values define how we act.

## Respect for the rule of law

We respect the rule of the law and have processes in place to ensure that we identify and comply with all applicable laws and regulations in all jurisdictions that we operate in as a minimum.

## Respect for international norms of behaviour

We respect international norms of behaviour, while adhering to the principle of respect for the rule of law. Where the law or its implementation does not provide for adequate environmental safeguards, we strive to respect, as a minimum, international norms of behaviour.

## Respect for human rights

We respect human rights and where possible, promote the rights set out in the International Bill of Human Rights.

## Respect for stakeholder interests

We aim to be inclusive and actively identify and engage with key stakeholders in the development of our organizational commitment, corporate planning and direction. We seek input from a broad range of people, regardless of race, caste, social or national or ethnic origin, language, belonging to an indigenous people, citizenship, economic grounds, religion, age, disability, gender identity or expression, marital status, pregnancy, maternity, paternity, caring responsibilities, sexual orientation, union membership or political affiliation or other opinion. We respect, consider and respond to the interests of our stakeholders, as well as the broader expectations of society and to sustainable development.

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## Aims of our priority areas



### Our business

Continually integrate Social Responsibility into the way we carry out our day-to-day business, and encourage our stakeholders to do the same.



### Our people

Create a supportive culture where every person feels enabled to be the best that they can be.



### Our communities

Contribute positively to the communities within which we work.



### Our environment

Minimize our negative impacts on the environment and improve our environmental performance.



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# Our priority areas



## Our business

Social Responsibility is an integral part of our business and we seek to lead by example. As a business improvement organization, we also enable our clients to enhance and fulfil their Social Responsibility and sustainable development objectives.

**Aim:** continually integrate Social Responsibility into the way we carry out our day-to-day business, and encourage our stakeholders to do the same.

### Goals

#### Products and services

- Encourage colleagues to consider social, ethical and environmental issues and opportunities in the development and delivery of our products and services
- Further the offering of Social Responsibility and sustainable development products and services
- Adopt relevant and appropriate standards to enable our own resilience

#### Value chain

- Take a risk-based approach to the sourcing of products and services to help ensure that they are produced and delivered in a socially, ethically and environmentally responsible way
- Continue to communicate our commitment to Social Responsibility, and work with our business partners to minimize negative impacts on communities and the environment



## Our people

BSI is a successful and growing enterprise that values the contribution being made every single day by our people.

**Aim:** create a supportive culture where every person feels enabled to be the best that they can be.

### Goals

#### Learning and development

- Engage our colleagues in relevant development opportunities to further their careers
- Provide and promote opportunities for our colleagues to improve their physical, social and emotional well-being
- Be a great place to work

#### Diversity and inclusion

- Create an inclusive culture where people feel they belong and are valued
- Create a workforce that reflects the local diversity of the communities in which we operate

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# Our priority areas



## Our communities

At BSI we work in partnership with our local communities and we encourage our colleagues to play an active role.

**Aim:** contribute positively to the communities within which we work.

### Goals

#### Volunteering and educational outreach

- Encourage colleagues to engage in volunteering projects
- Share our knowledge, skills and experience with students in education

#### Charitable giving

- Maintain an active policy of charitable donations, financial or otherwise, either directly or in support of colleague-led initiatives



## Our environment

We recognize the importance of good environmental stewardship and managing our impacts.

**Aim:** minimize our negative impacts on the environment and improve our environmental performance.

### Goals

#### Energy

- Develop and enhance existing initiatives to support our colleagues to reduce energy consumption and greenhouse gas emissions

#### Resource management

- Prevent waste and, where prevention is not possible, reduce, reuse, recycle and minimize any negative environmental impacts of disposal

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# Measuring success and continual improvement

Social responsibility requires the adoption of excellent habits and best practice



Social Responsibility is a journey that is achieved over time and for the long term. It requires the adoption of excellent habits and best practice.

We will continue to monitor the success of our programme. Our achievements and lessons learned will be shared internally and externally as part of our reporting processes. As best practice evolves, we will review our approach and learn from our own and others' experience.

We welcome feedback to ensure that we focus on what really matters and that we continually improve our performance as we work with our clients to shape resilience in their organizations, enabling a better, more resilient, world for present and future generations.

Please send any feedback to [socialresponsibility@bsigroup.com](mailto:socialresponsibility@bsigroup.com)