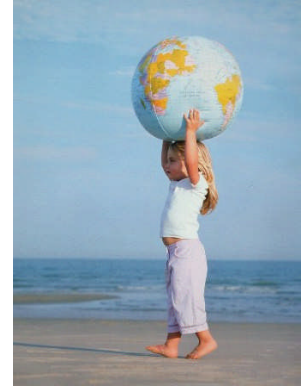


26k-User- Guide



26K-用户-指南

ISO 26000 Guidance on social responsibility

ISO 26000 社会责任指南

User Guide

用户指南

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Authors: Guido Gürtler, NORMAPME expert and ICC observer to ISO/TMB/WG SR, Working Group Social Responsibility, guido.quertler@t-online.de, and Claudia Graziani, SR practitioner, c.graziani@gmx.de

作者: Guido Gürtler, 针对 ISO/TMB/WG SR 社会责任工作组的 NORMAPME 专家和国际商会观察员, guido.quertler@t-online.de, 和 Claudia Graziani, 社会责任 (SR) 实践者, c.graziani@gmx.de

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Introduction 简介

This user guide's purpose: It aims at facilitating the understanding and the responsible, correct, and efficient use of ISO 26000 (contents, see attachment). The “26k-Issue-Tool” and other useful tools are offered. The application of such tools does not require the services of organization or external parties such as consultants, trainers or auditors. Included is a suggestion, in line with ISO's proposal, on how to communicate the successful use of ISO 26000.

本用户指南的目的：本指南旨在促进理解和负责的、正确的及有效的使用 ISO 26000（内容见附件），并提供了“26k-议题-工具”和其他有用的工具。这些工具的实际应用并不需要组织提供服务或由象咨询顾问，培训师或审计师等外部人员提供服务。与 ISO 的提议相符，本指南是对如何沟通 ISO 26000 的成功应用的一个建议。

By its general nature, this user guide is applicable to all types and sizes of organizations. More specific sector user guides are justified and may build on this general one.

由于它的一般性，该用户指南适用于各种类型和规模的组织。更具体的行业用户指南可以基于该一般性指南进行论证和建设。

Weblink: http://www.26k-estimation.com/html/chinese_iso_26000_user_guide.html#c-down-docs (2011-03) offers this user guide for download as Word document,

网络链接: http://www.26k-estimation.com/html/chinese_iso_26000_user_guide.html#c-down-docs (2011-03) 提供了下载 Word 文档形式的用户指南。

Weblink: http://www.26k-estimation.com/html/good_examples_correct_use_of_.html (2011-03) offers a very short set of slides on the correct use of ISO 26000.

网络链接: http://www.26k-estimation.com/html/good_examples_correct_use_of_.html (2011-03) 提供了一组简短的有关 ISO 26000 的正确使用的幻灯片。

Step 1: You need to purchase the ISO 26000 document

第 1 步：您需要购买 ISO 26000 文件

ISO Standards are sold by ISO member organizations and their publishing houses; their addresses are available at http://www.iso.org/iso/about/iso_members.htm (2010-10).

ISO 标准是由 ISO 成员组织及其出版社销售，他们的网址，显示于 http://www.iso.org/iso/about/iso_members.htm (2010-10)。

If you compare the listed pricing available on the national standardization bodies' websites you will notice great disparity by each national ISO member. The price of the same document may vary from around 200 Euros (or 300 USD) to only 18 Euros. It is important to note that the

documents being sold by ISO member bodies are exactly the same documents. There is no element of inferiority on account of a price difference.

如果你比较在各个国家标准化机构的网站上列出的价格，你会注意到各个 ISO 国家成员间的价格相差悬殊。相同的文件在价格上可以从大约 200 欧元（或 300 美元）到只有 18 欧元不等。值得注意的是，这些被 ISO 成员机构出售的文件是完全相同的文件。不存在由于价格的不同而造成（文件）的优劣。

TIP 1: Investigate ISO national member bodies' sales offers before buying the document. You may take advantage of looking at a collection of prices found, at http://www.26k-estimation.com/html/best_prices_for_iso_26000.html

提示 1： 购买文件之前先调查 ISO 各国家成员机构的售价。你可以利用下面的网页去查看价格汇总：

http://www.26k-estimation.com/html/best_prices_for_iso_26000.html

Step 2: ISO 26000 is not for certification, regulation or contracts **第 2 步：ISO 26000 不用于认证，监管或合同**

As a guidance document ISO 26000 is essentially different to “normal” standards: it does not contain requirements and therefore cannot be the basis for certification, measurement or conformity assessment.

作为一个指导性文件，ISO 26000 本质上不同于“普通”的标准：它不包含任何要求，因此不可以用作认证、衡量和符合性评价的依据。

Characteristics of the document

文件的特点

ISO 26000 is voluntary in use. It is a “guidance document” that offers orientation, advice, proposals, and recommendations; from this “offer” you may chose those parts which you consider most reasonable and effective to follow. It is an international “standard” only for one reason: being published by ISO and its member bodies. So, through the *publication format* it is an international standard but with regard to its content, it is a *guidance document*.

ISO 26000 是在自愿基础上使用的一个“指导性文件”，提供方向、意见、提案和建议；你可以从中选择那些你认为最合理和最有效遵循的部分。它之所以是一个国际“标准”仅仅是因为：它是由国际标准化组织（ISO）及其成员机构发布的。因此，从出版形式上说它是一个国际标准，但就其内容来说，它是一个指导性文件。

The ISO 26000 document explains its scope clearly:
ISO 26000 文件清楚地解释了它的范围：

“This International Standard is not a management system standard. It is not intended or appropriate for **certification** purposes or **regulatory** or **contractual** use. Any offer to certify, or claims to be certified, to ISO 26000 would be a misrepresentation of the intent and purpose and a **misuse** of this International Standard. As this International Standard does not contain requirements, any such certification would not be a demonstration of conformity with this International Standard.”

“这个国际标准不是管理体系标准。它无意且不适合用于**认证目的或监管或合同方面**的使用。针对 ISO 26000 提供任何认证，或要求得到认证，都是对其意图和宗旨的一个歪曲，是对该国际标准的滥用。由于这一国际标准不包含要求，任何此类认证都不会被看作是是对该国际标准的符合性的证明。”

Not to be used for certification

不得用于认证

It is important to realize that ISO 26000 is not for “*audits*” or “*certification*”. It is not a “*management system standard*” like ISO 9001 or ISO 14001. It is neither a “*guideline*” nor a “*standard*” which you would have to apply as a whole or to “*implement*”.

重要的是要认识到：ISO 26000 不用于 “*审计*”或“*认证*”，不是一个象 ISO 9001 或 ISO 14001 一样的“管理体系 标准”。它不是一个你不得不将其作为一个整体来应用或“*贯彻执行*”的“*准则*”或者“*标准*”。

Since certification is a business, there is the risk that some organizations (including sub-organizations of standards organizations) develop their own social responsibility standards containing requirements, so that they can be used for certification. If such standards are declared to be “based on” or “in line with” ISO 26000 (or using a similar wording) this is considered a break of faith because ISO 26000 has been deliberately developed as a *guidance standard without requirements*.

认证是一个行业，因而存在这样的风险：有些组织(包括一些标准化组织的下属机构)开发他们自己的包含要求的社会责任标准，使得它们可以被用来认证。如果这些标准被宣称为“依据”或“符合”ISO 26000 的（或使用类似的措辞），这将被认为是一种背弃信仰的行为，因为 ISO 26000 是被有意识地开发成为一个不含要求的*指导性标准*。

Certification of social responsibility would be counter-productive to its further enhancement and the required flexibility in taking most effective actions. Audits and certificates present only a photo shot, the picture of a status at a given moment, while SR is dynamic and effective SR actions are driven by changing priorities that follow actual demands.

对社会责任进行认证将对其自身的进一步增强以及在采取最有效的行动需要的灵活性方面都产生反作用。审计和认证证书仅能呈现一张照片，并且仅仅能反映在某一特定时刻的状态的照片，而社会责任(SR)则是动态的，有效的 SR 行动是受根据实际需要不断改变优先级所驱动的。

TIP 2: Certification bodies should respect the scope of ISO 26000. If any such body disregards this, you should make their representatives aware of its correct use, and deny certification offers because they are misusing ISO 26000.

提示 2: 认证机构应尊重 ISO 26000 的使用范围。如果任何这类机构无视这一点，你应该让他们的代表，了解它的正确使用，并拒绝接受他们的认证服务，因为他们在滥用 ISO 26000。

TIP 3: According to the ISO 26000 definition, certification bodies are “organizations”: ask them how they apply ISO 26000 to their own organization and how they communicate about.

提示 3: 根据 ISO 26000 的定义，认证机构也是“组织”：质问认证机构他们是如何将 ISO 26000 运用到他们自己的组织的，以及他们如何对其沟通。

TIP 4: Disapprove of certification because it is counter-productive to the enhancement of social responsibility.

提示 4: 不同意认证，因为它对增强社会责任具有反作用。

Weblink: see <http://www.26k-estimation.com/html/non-certification.html> (2011-03)

网络链接:

见 <http://www.26k-estimation.com/html/non-certification.html> (2011-03)

参

Not to be used for regulatory purposes

不得用于监管目的

It can be observed that levels and details of national regulation differ significantly between countries. Some governments - particularly in countries with less developed economies and their society related law and regulation - may feel tempted to declare ISO 26000 national law or regulation. Since the wording of the ISO 26000 scope is unambiguous such use would be an evident case of misuse.

可以看出，不同国家之间在监管水平和细节上存在很大不同。特别是在那些欠发达经济体国家，其社会相关的法律法规的制定相对滞后，政府会感到诱惑将 ISO 26000 宣布为国家的法律或法规。ISO 26000 对其应用范围的措辞非常明确，因此如此使用 (ISO 26000) 将是一个明显的滥用情况。

TIP 5: If you become aware of a government’s tendency or activity, do not hesitate to inform them that ISO 26000 must not to be used for regulatory purposes.

提示 5: 如果你知道有一个政府有此倾向或者活动，不要犹豫，立即告诉他们 ISO 26000 必须不被用于监管目的。

Not to be used for contractual purposes

不得用于合同目的

ISO 26000 is directed at an individual organization's use. Its scope excludes contractual use. ISO 26000 must not be referenced in any kind of business-to-business or government-to-business contract. In consequence, making the ISO 26000 a requirement or an obligation in procurement, purchase contracts, terms of delivery or specifications, or in any other kind of contractual document, would be an evident case of misuse.

ISO 26000 是针对一个个别组织的使用。它的范围不包括为合同的目的。ISO 26000 不得被引用到任何类型的企业-企业或政府-企业间的合同。结果是, 将 ISO 26000 作为一个要求或一项义务用在采购、采购合同、交货条件或条款、或任何其他类型的合同文件中, 都会是一个明显的滥用情况。

TIP 6: If you become aware of a draft contract that intends to make the use of ISO 26000 in any way obligatory, do not hesitate to inform the originator that ISO 26000 is not intended to be applicable for contractual use.

提示 6: 如果你知道一个合同草案有意要将 ISO 26000 用作一项任何形式的责任义务, 请不要犹豫, 立即告知发起人: ISO 26000 不是用来为合同目的使用的。

Weblink: see http://www.26k-estimation.com/html/misconceptions_and_misuse.html (2011-03) on most frequent misconceptions (errors) and misuse (willful abuse).

网络链接: 见 http://www.26k-estimation.com/html/misconceptions_and_misuse.html (2011-03) 最常见的误解 (错误) 和滥用 (故意误用)。

Step 3: You should study the ISO 26000 document carefully

第 3 步: 你应该认真研究 ISO 26000 文件

According to its Design Specification (N049) ISO 26000 is supposed to be an **easy to understand** and **easy to use** guidance document. Therefore, its use **does not require any consultancy services, audits or trainings** even though such offers are mushrooming. Participants could easily be charged several hundred Dollars. So-called "trainers" may be well acquainted with the text of ISO 26000. The problem is that they cannot have deep enough knowledge of your organization's internal particularities and external relations; furthermore, trainers (like auditors and certifiers) usually do not take any responsibility.

根据其设计规范 (N049) ISO 26000 应该是一个**容易理解**和**易于使用**的指导性文件。因此, 它的使用**不需要任何咨询服务, 审计或培训**, 尽管这种服务迅速发展。参加者可以很容易地被收取几百美元。所谓的“培训人员”可能是非常熟悉 ISO 26000 的文本, 问题是, 他们对您组织内部的特殊性和外部关系没有足够深入的了解; 此外, 培训人员 (如审计师和认证员), 通常不承担任何责任。

Anyway, **YOU** must study the document and it is worthwhile taking your time to learn what some 400 experts from all over the world have identified as social responsibility, and what has been agreed on. You will quickly find out that **Clause 6 is important for the use of ISO 26000:**

- **It gives guidance** (recommendations like “...an organization should...”)
- **It includes the 7 core subjects** organizational governance, human rights, labour practices, the environment, fair operating practices, consumer issues, and community involvement and development, and
- **It addresses several issues** on each **core subject**.

无论如何，你必须研究该文件（ISO 26000），因为它是由来自世界各地大约 400 名专家共同识别并达成共识的社会责任指南，是值得你花时间去学习的。你会很快发现，**第 6 条款对于 ISO 26000 的使用来说是重要的：**

- 它给的是**指导**（诸如“...一个组织应该...”的建议）
- 它包括**7 个核心主题**：组织治理，人权，劳工实践，环境，公平运营实践，消费者问题，以及社区参与和发展，以及
- 针对每个**核心主题**，它都涉及几个议题。

When further studying the different clauses you will also come across some **critical approaches** and concepts which found their way into the document.

进一步研究不同的条款时，你也将发现一些**关键的方法**和概念，它们也以自己的方式体现在文件中。

One is that ISO 26000 expresses too general a claim that “all core subjects are relevant for all organizations...” Since this is not realistic, the **26k-Issue-Tool** has been designed to help you find out the relevance of core subjects and issues for your organization, see Step 5.

一个是 ISO 26000 过于笼统地主张“全部 核心主题与 所有的组织都相关...”。这并不现实，因此本 **26K-议题-工具** 被设计来帮助你找出和你的组织有关的核心主题和议题，见第 5 步。

The next critical item is that the relations between ISO 26000 and applicable law need to be handled with care, because ISO 26000 does not explicitly say that applicable law prevails. For example, the core subject Labour Practices mentions International Labour Standards of ILO (International Labour Organization), but does not say explicitly that these international labour standards, having been transposed into national law, prevail over ISO 26000 guidance.

下一个关键问题，是要慎重处理 ISO 26000 与适用的法律之间的关系，因为 ISO 26000 并没有明确地说：以适用的法律为准。例如，核心主题**劳工实践**中提到 **ILO (国际劳工组织)** 发布的**国际劳工标准**，但并没有明确地说：这些已被纳入国家法律的国际劳工标准要胜于 ISO 26000 指南。

TIP 7: According to the different levels of national law and regulation several ISO 26000 issues may be covered by such law and regulation. Consult your association and identify those issues because ISO 26000 guidance basically is not relevant in such cases.

提示 7：根据国家法律法规的不同层次，ISO 26000 的有些议题可能已经被包括在相应的法律法规中。请咨询你所在的协会，识别出那些议题，因为在这种情况下 ISO 26000 指南基本上是无关系的。

Step 4: You decide whether ISO 26000 fits your needs and expectations

第 4 步：你决定 ISO 26000 是否适合你的需求和期望

After you have studied the guidance document you might be concerned as to whether it fits your needs and expectations and whether your organization falls within the scope. A starting point for your considerations should be that ISO 26000 is directed at all types and sizes of organizations, not at individuals. **The definition of “organization”** is, therefore, most important; it reads:

研究过指南文件后，你可能会担心它是否适合你的需求和期望，以及你的组织是否在其范围内。**你考虑的一个出发点应该是：**ISO 26000 是针对所有类型和规模的组织，而不是针对个人。因此，“组织”的定义是最重要的；组织是：

“2.12 – entity or group of people and facilities with an arrangement of responsibilities, authorities and relationships and identifiable objectives”.

“2.12 - 赋有责任、职权和关系安排以及可识别目标的实体或人员群体及设施”。

More precisely, and according to general understanding, an organization is characterized by **different levels of responsibility and repartition of responsibilities between these levels**; a good example of a definition reads:

更确切地说，并根据一般理解，一个组织的特点是具有不同层次的责任以及对这些不同层次间的责任再细分；一个好的定义的例子是：

“Social unit of people, systematically arranged and managed to meet a [need](#) or to pursue collective [goals](#) on a [continuing](#) basis. All organizations have a [management structure](#) that determines [relationships](#) between [functions](#) and [positions](#), and subdivides and delegates [roles](#), [responsibilities](#), and [authority](#) to carry out defined [tasks](#). Organizations are [open systems](#) in that they affect and are affected by the [environment](#) beyond their boundaries.”
(Source: <http://www.businessdictionary.com/definition/organization.html> (2010-10))

“(组织是)人的社会单元，被系统性地安排和管理，以持续不断地满足[需要](#)或追求集体[目标](#)。所有的组织都有一个[管理结构](#)，来确定各[职能](#)和位置之间的关系，并细分和委任[角色](#)，[责任](#)和[职权](#)以执行规定的[任务](#)。组织属开放系统，他们影响着周边的环境，并且也受其周边环境的影响。”
(来源：<http://www.businessdictionary.com/definition/organization.html> (2010-10))

Therefore, the conclusion is drawn: the smaller an entity is, the less it may meet the ISO 26000 definition of *organization*.

因此，得出结论：一个实体越小，它越不能满足 ISO 26000 的组织的定义。

TIP 8: Only YOU decide whether your entity is an organization as defined in ISO 26000.

提示 8：只有你决定是否你的实体是一个如 ISO 26000 所定义的组织。

Step 5: You can identify the relevance of issues, your possible activities and their impact

步骤 5：你可以识别议题的相关性、可能进行的活动及其影响

Taking into account the structure and the scope of ISO 26000, you may be irritated in attempting to decipher whether all or parts of the document are **relevant** for you. ISO 26000 expresses the general claim that “all core subjects are relevant for all organizations, but not all issues of a core subject.” This is not realistic, because:

考虑到 ISO 26000 的结构和范围，当你在试图辨别是文件的全部还是部分地与你(的组织)有关时，你可能会感到恼火。ISO 26000 表达它的一般性主张是“全部的核心主题与所有组织都相关，但并非指一个核心主题的所有议题”。这是不切实际的，因为：

TIP 9: Only YOU have the insight and can decide whether a core subject or its issues are relevant to your organization.

提示 9：只有你有洞察力，可以决定是否一个核心主题或其议题和你的组织有关。

The 26k-Issue-Tool

26K-议题-工具

The 26k-Issue-Tool supports you in selecting relevant issues. Answering just a few questions will help you in reaching the goal of responsible, consistent, thought-through and self-dependent use of ISO 26000. The important question is: To which degree can your organization really influence the status and the development of society if you engage in an issue?

本 26K-议题-工具帮助你选择相关议题。仅仅回答几个问题，就会帮助你做到负责的，始终如一，深思熟虑的以及自力更生的使用 ISO 26000。重要的问题是：如果你从事一个议题，你的组织可以在何种程度上真正影响社会的状况及其发展？

How to apply the 26k-Issue-Tool?

The Excel sheet is an easy to use aid; it reproduces the core subjects and issues, and allows a check of effectiveness per issue and an estimation of the impact of your possible actions by seeking answers to the following questions:

- Is the core subject and its issues deemed relevant to your organization?
- What leverage effect has your organization on this issue?
- What kind of activities can your organization undertake on this issue?
- Have you ensured that planned activities are not in conflict with applicable law?
- What impact will your activities have?
- Which stakeholders do you involve in this issue?

如何运用本 26K-议题-工具?

该 Excel 工作表是一个易于使用的辅助工具；它再现了核心主题和议题，并通过对下列问题寻求答案从而允许你对议题的有效性逐一检查以及评估你可能采取的行动的影响：

- 该核心主题及其议题被认为与你的组织有关吗？
- 你的组织对该议题有杠杆作用吗？
- 你的组织对该议题可以开展什么样的活动？
- 你已确保计划的活动与适用的法律不冲突吗？
- 你的活动将产生什么影响？
- 你要促使哪些利益相关方参与该议题？

The 26k-Issue-Tool is to be processed line by line, i.e. “issue by issue”; and, if the answer in one box is not positive, the line is done and you continue with the next issue.

本 26K-议题-工具 是逐行进行处理的，即“逐一议题”进行处理；如果对一个问题的回答不是肯定的，那么该行就完成了，你继续进行下一议题。

What are the results? You have thoroughly analyzed the guidance your organization can reasonably follow and your deliberations are filed, e.g. for use as an update after an appropriate period of time, as input to your stakeholder dialogue, or in liaison with your other partners. You have identified possible activities where ISO 26000 guidance can be effectively applied. You may have further identified issues where you wish to engage in depth with specific stakeholders or where you need to know more about the real impacts of your activities.

结果是什么？ 你已经深入分析了你的组织可以合理地遵循的指南，并且你的审议结果也已归档，例如用于一段适当时间后的更新时使用，用于与利益相关方的对话的基础，或用于与其他合作伙伴的联络。你已经识别出可以有效应用 ISO 26000 指南的可能的活动。你可能已经进一步识别出一些你想促使具体的利益相关方深入参与的议题，或一些你需要对所开展的实际影响做进一步了解的议题。

TIP 10: Do not be surprised if not all issues of a core subject are deemed relevant for your organization.

提示 10： 对于一个核心主题来说，如果并不是其所有的议题都被认为与你的组织相关，请不要感到惊讶。

TIP 11: Do not be too happy with the analysis because an ISO document cannot cover all possibilities of how to enhance socially responsible behavior; please feel encouraged to look for additional options and means that could be positively applied in your unique situation and meet an actual societal need.

提示 11： 对这个分析不要过于高兴，因为一个 ISO 文件不能涵盖如何增强社会负责的行为的所有可能性；请感到鼓舞去寻找另外的可积极地适用于你所处的特定环境和满足实际的社会需要的选择和方法。

TIP 12: Use the findings of your 26k-Issue-Tool application as input for your stakeholder dialogue.

提示 12： 使用本 26k-议题-工具的检查结果作为你与利益相关方的对话的基础。

Weblink: the 26k-Issue-Tool is available at http://www.26k-estimation.com/html/chinese_iso_26000_user_guide.html#c-down-docs

网络链接： 26k-议题-工具的下载地址见 http://www.26k-estimation.com/html/chinese_iso_26000_user_guide.html#c-down-docs

There are also other recognized management tools - free for use – like the “EFQM Framework for CSR and Excellence Model” – which offer a non-prescriptive assessment framework that you could use for your organization regardless of size, sector or maturity.

还有其他公认的管理工具-免费使用的-像“用于企业社会责任（CSR）和卓越模式的 EFQM 框架”-它们提供了非指定的评估框架，你可以将其用于你的组织，不用考虑你的组织规模大小，所在行业或成熟程度，。

TIP 13: Feel encouraged using the EFQM model (and others) and making your own estimation of the potential added value of ISO 26000; use this information for your stakeholder dialogue and communication.

提示13： 感到鼓舞去使用EFQM模型（和其他工具），对ISO 26000的潜在附加值自己去做评估；将此信息用于与你的利益相关方的对话与沟通。

Weblink: <http://www.efqm.org/en/PdfResources/teaser-frameworkCSR180609.pdf> (this shows the structure but not the complete document; 2010-10)

网络链接： <http://www.efqm.org/en/PdfResources/teaser-frameworkCSR180609.pdf>（这里显示的是结构，而不是完整的文件; 2010-10）

It seems worthwhile mentioning initiatives of industry associations, governments, and international organizations, some with regional or national focus. Either you may be able to join as a member, or make use of them as platforms for the exchange of practical experiences. You find some of them listed in Annex A to ISO 26000.

看起来值得提到工业协会，政府和国际组织的倡议，有些是具有地区或国家关注的重点。你或者可以加入成为会员，或者利用它们作为实践经验的交流平台。在 ISO 26000 的附件 A 中你可以找到其中一些机构。

Additionally you may be aware that social responsibility guidance is also offered by the trade or industry association you are member of. This is worthwhile to check because specific issues of your field of activity and location may be addressed in a more tightly focused way.

此外，你可能知道，你作为会员所在的贸易或工业协会也提供社会责任指南。这也是值得去核对的，因为你的活动领域和所在地的具体议题，可能以一个更密切关注的方式被阐述。

TIP 14: It is recommended that you compare ISO 26000 with associations' **codes of ethics or codes of conduct** (they are often much shorter documents and cover the ISO 26000 main issues in a similar way) and decide on that basis which "code" or "standard" to follow.

提示 14: 建议你将 ISO 26000 与各协会的 **伦理守则**或**行为守则**进行比较（他们往往是更加简短的文件，而且以相似的方式涵盖 ISO 26000 的主要议题），并在此基础上决定去遵循哪个“守则”或“标准”。

TIP 15: The smaller your organization the more useful is it to consult the association where your organization is a member of, and conduct the analysis as well as the stakeholder dialogue jointly with representatives of the association and/or other association members. You could also jointly establish platforms to exchange best practices and experiences.

提示 15: 你的组织越小，那么去咨询你的组织所加入的协会就越有用，和协会的代表和/或其他会员一起开展分析工作以及与利益相关方的对话。你们还可以共同创建平台，以交流最佳做法和经验。

TIP 16: Search on the Internet for alternative offers which may better meet your expectations and feel free to use more focused initiatives and consider ISO 26000 as a good complementary offer. Add a related remark to your ISO 26000 communication.

提示 16: 在互联网上搜索可能更好地满足你的期望的替代方案，随意使用更有针对性的倡议，把 ISO 26000 看作是一个良好的互补。为你的 ISO 26000 的沟通添加一个相关的备注。

Step 6: You can communicate your responsible use of ISO 26000

第六步：你可以沟通你对 ISO 26000 的负责任的使用

Your organization certainly already has long-term relationships to your stakeholders or may detect new possibilities to communicate by using the *26k-Issue-Tool*.

你的组织肯定已经与其利益相关方建立了长期关系，要不然可以通过使用本 **26K-议题-工具**去发现新的沟通的可能性，

While communicating your responsible use of ISO 26000 is good practice, consideration for proportionality is necessary. The demands on resources inherent to the reporting required of an organization need to reflect the size of that organization. Therefore, for example, a one page report should be acceptable in general, and particularly from SMOs. You may wish to include the identified action items into your communication.

对于你负责任的使用 ISO 26000 进行沟通是个好做法，然而考虑适度均衡性还是必要的。一个组织进行报告需要有资源，这些资源需要反映该组织的规模大小。因此，比如一份一页的报告，通常来说应该是可以接受的，特别是来自那些中小型组织（SMOs）。你会期望将你已识别的行动项目包含在你的沟通中。

The ISO WG SR Task Group 2 on “Communication” published the following note on the question how an organization can refer to its use of ISO 26000, in its December 2009 Newsletter:

ISO WG SR（社会责任工作组）关于“沟通”的任务组 2 在其 2009 年 12 月的时事通讯上针对组织如何引用 ISO 26000 这一问题，发表了以下须知：

“ISO 26000 is a voluntary International Standard providing guidance on social responsibility. Organizations of all types are encouraged to acknowledge their support and use of ISO 26000 as follows:

“ ISO 26000 是一个提供社会责任指南的自愿性的国际标准，鼓励所有类型的组织按照如下方式承认他们支持和使用 ISO 26000:

“Organization” recognizes ISO 26000 as a reference document that provides guidance on social responsibility.

“本组织”认可ISO 26000做为提供社会责任指南的一个参考文件。

and /or 和/或

“Organization” has used ISO 26000 as a guide to integrate social responsibility into our values and practices.”

“本组织”已经使用 ISO 26000 作为指导，将社会责任融入我们的价值观和实践。

A more practical text that could be individually amended reads:

一个更实用的文本，可以单独修改如下：

ISO 26000 Guidance on Social Responsibility
Communication on its application
ISO 26000 社会责任指南
针对应用的沟通

We hereby state that our organization is well acquainted with ISO 26000, its content, and how it may be used to prioritize and to work with social responsibility.

我们特此声明，本组织熟悉掌握ISO 26000的内容，以及如何用它去区分社会责任的优先次序和从事社会责任方面的具体工作。

We recognize ISO 26000 as a reference document that provides guidance on social responsibility. We have used ISO 26000 as a guide to integrate social responsibility into our values and practices.

我们认可ISO 26000作为提供社会责任指南的一个参考文件。我们已经使用ISO 26000作为指导，将社会责任融入我们的价值观和实践。

More details are given on <our website> and/or in <our report>. For any further information please contact the undersigned.

详情载于<我们的网页>和/或<我们的报告>。如需任何进一步的信息，请联系以下签字人。

Date and place.....	Signature(s).....	Address
日期和地点... ..	签名. 地址

By communicating this way, and signing with **your signature**, it is evident that **you take the self-instilled responsibility seriously**. Anyone interested, be it customers, authorities, stakeholders or even the public at large can expect your communication to be well-founded and correct and will highly appreciate this. It will be of a higher value than any statement by any party external to your organization since they usually do not assume any responsibility in cases of differing interpretations or any other economic or law-related difficulties.

通过这种方式沟通，并署下**你的签名**，显而易见的是，**你认真地承担自我注入的责任**。任何感兴趣的各方，无论是客户、当局、利益相关方以至于社会公众都会认为你的沟通将是有依据的和正确的，他们会高度赞赏这种方式。这将比任何外部一方所给的声明具有更高的价值，因为他们一般不会对有异议或者其它任何经济或法律相关的困难承担任何责任。

TIP 17: Practice this ISO-recommended type of communication and use it towards your customers, suppliers, governments or any other stakeholders.

提示 17: 实际使用这个 ISO 推荐的方式，去向你的客户、供应商，政府或任何其它利益相关方沟通。

TIP 18: Accept this type of communication from your partners.

提示 18: 接受来自于你的合作伙伴的该种方式的沟通。

Weblink: The ISO reference for this communication is FAQ number 9 at http://isotc.iso.org/livelink/livelink/fetch/2000/2122/830949/3934883/3935096/07_gen_info/faq.html (2010-10). The full Newsletter is available at http://www.26k-estimation.com/html/how_to_use_iso_26000.html#down-docs (2010-10). The proposed communication can be downloaded from this link, too, as a Word document.

网络链接: 有关沟通的 ISO 参考文件是常见问题编号 9, 见 http://isotc.iso.org/livelink/livelink/fetch/2000/2122/830949/3934883/3935096/07_gen_info/faq.html (2010-10)。完整的通讯可见于 http://www.26k-estimation.com/html/how_to_use_iso_26000.html#down-docs (2010-10)。建议的一个 Word 文档格式的沟通文件可以从该链接下载, 。

Attachment ISO 26000, contents

附件 ISO 26000, 内容

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