



WORLD COB CSR 2011.3 International Standard



CHAPTER A

Labor
Relationship



CHAPTER B

Social
Relationship



CHAPTER C

Enviromental
Responsibility



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Foreword

The purpose of the World Confederation of Businesses (WORLDCOB) as an organization is to promote, recognize and support businesses and businesspeople from around the world in their growth and in their commercial relationships, in the firm conviction that they are the driving force behind the economic development of all countries and the source of social development in society.

The basic framework of this standard is consistent with the Ten Principles of the United Nations Global Compact, to which WORLDCOB subscribes.

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- 1) MPBM, Co. dba World Confederation of Businesses (WORLDCOB) is a corporation registered in Texas, USA.
 - 2) The British Standards Institution (BSI) is The United Kingdom National Standards Body. (www.bsigroup.com)



(0) Introduction

WORLD COB, as an organization, is committed to helping companies develop within a framework of sustainability and social consciousness, considering both the economic results and environmental and socio-cultural rights. We believe that businesspeople are natural leaders with the ability to exercise a special influence on society and their surroundings. For this reason, as an organization, we strive to provide them with the tools that will allow them to fulfill their potential as social forces, establishing strategies aimed at changing the world for the better.

We not only audit the compliance with a set of standards; we walk through the entire process of the company to ensure a culture of corporate social responsibility (CSR).

Before starting the auditing process, WORLD COB requires that:

1. The organization complies with law, is up-to-date on its taxes and obligations, as well as complies with all applicable labor, environmental and other norms. Compliance with these areas is the minimum any organization should do in order to function legally and ethically. As part of CSR, the organization must voluntarily go beyond the requirements established by law, motivated by ethical and moral principles.
2. The organization has an explicit commitment to stand up against corruption in all its forms, including extortion and bribery, as they are unlawful activities which stand in opposition to corporate social responsibility.

(I) Scope

This Private Standard specifies the requirements for all organizations that wish to be certified by WORLD COB with regard to their observance of a culture of ethical values, implementation of a corporate social responsibility policy and use of a system to manage such policy.

It covers the areas of corporate social responsibility inside and outside of the workplace such as:

- Corporate social responsibility policy
- Structure of the corporate social responsibility system
- Labor
- Occupational health and safety policies
- Professional training and education
- Social situations outside of the organization
- Environment.

It does not cover corruption; however, the standard demands a written and formal commitment against it from the certifying company.

(II) Terms and definitions

For the purposes of this standard, the terms and definitions from ISO 26000:2010, Guidance on corporate social responsibility apply.

(III) Requirements

1 Policy

Requirement (1.1)

The organization shall establish, draft and maintain records, in any accessible and reliable form, of a corporate social responsibility policy (CSRP).

The CSRP shall be consistent with the organization's values, mission and vision and drafted with the broad-based participation of its workers and considering other stakeholders' expectations.

Requirement (1.2)

The CSRP shall be a publicly available (published) document establishing the organization's commitments, objectives, and means for maintaining a management system that meets corporate social responsibility criteria.

Requirement (1.3)

The organization shall establish a code of conduct (COC), maintaining it in document form and ensuring that it is publicly available (published). For WORLD COB, the code of conduct shall contain behavioral standards for all members of the organization, including confidentiality and respect, as well as mechanisms for resolving those cases not contemplated therein.

2 System

Requirement (2.1)

A department responsible for all matters related to corporate social responsibility shall be formed, preferably within the organizational structure, based on the company's size and scope.

Requirement (2.2)

A responsible party, preferably at senior management level, shall be appointed to guide and supervise CSR mana-

gement. The organization shall always be up-to-date on the applicable laws, under the responsibility of the CSR personnel appointed.

Requirement (2.3)

A periodic meeting schedule shall be set for the management and the responsible party or parties in order to assess the functioning of the CSR management system. At these meetings, minutes shall be drafted noting down those in attendance, the issues addressed, and the resolutions adopted.

Requirement (2.4)

Resources shall be identified, allocated and recorded for this area, or criteria shall be established for the allocation thereof, depending on the scale of the organization.

Requirement (2.5)

An Executive Committee shall be established to see to all cases for which no procedure has been defined, as well as regulating the manner in which such extraordinary decisions shall be made.

Requirement (2.6)

A report shall be submitted listing all the stakeholders and the scopes of influence of the organization.

Requirement (2.7)

Communication shall be established with stakeholders in order to understand their expectations of the organization.

Inside the organization - Chapter A

3 Labor

Requirement (3.1)

The organization shall strictly comply with the legal obligations and national standards of the sector with regard to hours worked and holidays. The work week, not including overtime, shall be defined by law and shall not exceed 48 hours. At least one day off shall be granted for each continuous period of 6 days worked. The exceptions to this rule shall apply if there is a collective bargaining agreement in place. Employee contracts and payment terms shall be in writing and shall be clear to the worker.

The organization shall comply with the following principles of the UN Global Compact Labor Standards:

(3.1.1) Principle 3 of the UN Compact: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

(3.1.2) Principle 4 of the UN Compact: Businesses should uphold the elimination of all forms of forced and compulsory labor.

(3.1.3) Principle 5 of the UN Compact: Businesses should uphold the effective abolition of child labor.

(3.1.4) Principle 6 of the UN Compact: Businesses should uphold the elimination of discrimination in respect of employment and occupation.

Requirement (3.2)

There shall be instances of recorded dialog between the management and the workers, as well as means established to learn about the workers' opinions regarding the organization and their level of personal satisfaction.

4 Occupational health and safety policies

Requirement (4.1)

The organization shall provide a workplace that promotes health and safety, adopting measures to prevent potential accidents and injuries to the worker. The organization shall document a safety and prevention policy or manual in case of occupational accidents or diseases.

Requirement (4.2)

The organization shall conduct processes to identify risks related to all job roles as well as establishing methods of prevention.

Requirement (4.3)

The organization shall train personnel on safety and risks in the workplace. The organization's training program shall be regular and up-to-date.

Requirement (4.4)

Finances shall be allocated to health and safety training in the annual budget.

Requirement (4.5)

The organization shall provide personnel with access to clean facilities and restrooms, as well as drinking water.

Requirement (4.6)

In case of an injury occurred in relation to or during work, the company shall have the equipment to provide first aid and help the worker receive prompt medical treatment.

Requirement (4.7)

The organization shall provide, at its own expense, all personal protective equipment for its employees.

5 Professional training and education

Requirement (5.1)

The organization shall promote the personal and professional development of its employees which shall include annual planning for training activities. Reports or records shall be kept of the activities performed.

Outside the organization - Chapter B

6 Family

Requirement (6.1)

As part of its framework of respect for its employees and their private life, the organization shall take employees' work-life balance into consideration. The family responsibilities of the employees shall be respected, setting a reasonable work schedule and providing maternity or paternity leave.

Requirement (6.2)

Where possible, the organization will offer facilities such as daycare, dining halls and other facilities, in an effort to improve their employees' family situation. Where this is not possible, the organization shall justify why not.

Requirement (6.3)

Where possible, the organization will promote social activities with the employees and their family and will offer or extend benefits, beyond those required by the law, e.g. discounts, gifts, dental care, access to education, special programs and other activities. Where this is not possible, the organization shall justify why not.

Requirement (6.4)

Reports or records shall be kept of all family-related activities performed, the level of participation, results and the resources allocated for such purpose.

7 Consumers

Requirement (7.1)

The consumer shall have access to relevant information on the product or service.

Requirement (7.2)

The information on contraindications, privacy issues or any risks that may come with the products or services shall be clear and transparent to the user.

Requirement (7.3)

The organization shall have post-sales service, warranties and customer service.

If defects are discovered in the design and/or manufacture of a product after the distribution of services or goods, the organization shall inform its clients and take measures to repair, compensate or replace them.

The organization shall determine a specific means for obtaining consumer feedback.

Requirement (7.4)

The organization shall provide customer service training to its personnel.

Requirement (7.5)

All marketing shall be responsible and aligned with the CSRP.

Requirement (7.6)

There shall be personnel in charge of receiving, evaluating and resolving customer claims or complaints, keeping records thereof.

8 Suppliers

Requirement (8.1)

Suppliers shall be selected taking into account the CSRP, attempting to ensure that the supplier's conduct and production or services are consistent with the policy. The organization shall keep records of the suppliers who have been provided with copies of the policy.

Requirement (8.2)

The organization shall require that suppliers comply with the applicable national law and are up-to-date on their

taxes and obligations, and that they comply with labor, environmental and all other applicable laws. Records shall be kept of the evaluations undergone by the suppliers for such purpose.

9 Community

Requirement (9.1)

The organization shall assess and document the repercussions its activities have on the communities in which it operates and shall adopt timely measures to ensure a positive impact. Dialogue and communication should be established with the employees and the community stakeholders to learn about the community's needs.

Requirement (9.2)

When possible, the organization should generate alliances with public or private organizations to carry out actions in favor of the community.

Requirement (9.3)

When possible, the organization should promote volunteer work and the participation of employees in activities supporting the community.

Requirement (9.4)

A record shall be kept of all activities carried out for and with the community. The results of these actions should be periodically evaluated, reporting the level of participation and the results obtained.

Requirement (9.5)

The organization shall maintain the upkeep of all facilities on the workplace grounds.

Requirement (9.6)

The company shall help conserve and protect cultural heritage, especially in cases where the organization's operations may have an impact on it.

Environment - Chapter C

10 Incorporating the environment into CSR policy

Requirement (10.1)

There shall be an explicit environmental policy in the CSRP.

This shall be aimed at identifying, preventing and improving the environmental performance of the organization in an effort to ensure sustainable development.

Requirement (10.2)

The environmental impact of the company's activities shall be evaluated, in order to:

- a) avoid projects or activities that may result in adverse environmental impacts;
- b) prevent any action that may affect an environmental resource or attribute;
- c) limit the degree, extent, magnitude, or duration of the adverse environmental impact;
- d) rectify actions that have provoked negative impacts, repairing and remediating the resource affected;
- e) compensate an environmental loss in one place, with the creation or protection of the same type of resource somewhere else.

The organization should keep records of the evaluation of (10.2).

Requirement (10.3)

Responsible parties shall be appointed for environmental matters: evaluation, monitoring, updating of standards and all the related issues.

Requirement (10.4)

Personnel shall be trained on environmental issues.

Requirement (10.5)

Financial resources shall be allocated in the annual budget, in accordance with the scale of the company, to mitigate environmental impact and risk.

Requirement (10.6)

Efforts shall be made to ensure continuous improvement in the efficient consumption of electricity, water and other resources as well as promoting the use of less-polluting technologies.

Requirement (10.7)

The organization shall have a system in place for waste management. Hazardous waste shall be disposed of following legal regulations. Recycling shall occur whenever possible.



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2PRAIS01 EN – GENERAL PROCEDURE ON-SITE AUDIT CERTIFICATION On-site audit certification (CSR Manual WORLD COB)

2PRAIS02 EN – ON-SITE AUDIT PROCEDURE (CSR Manual WORLD COB)

FRAMEWORK FOR THIS STANDARD

The Ten Principles of the United Nations Global Compact (UNGC)



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