



CORPORATE SOCIAL RESPONSIBILITY AND ETHICS WITH ISO 26000 TRAINING COURSE

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KUALA LUMPUR

5200 € (PER PERSON)

REF: #ISO8024_65786



COURSE INTRODUCTION / OVERVIEW:

This comprehensive training course provides a deep dive into the principles and practices of corporate social responsibility (CSR) and ethics, guided by the internationally recognized ISO 26000 standard. In an era where stakeholders demand greater transparency and accountability, understanding how to integrate social responsibility into an organization's core strategy is no longer optional, but essential for long-term success and sustainability. This course moves beyond theoretical concepts to offer practical guidance on implementing effective CSR initiatives that create value for both the business and society. As pioneering academic Archie B. Carroll outlined in his "Pyramid of Corporate Social Responsibility," organizations have economic, legal, ethical, and philanthropic responsibilities. This course, offered by BIG BEN Training Center, explores how to build upon this foundation using the ISO 26000 framework, which covers seven core subjects from human rights to fair operating practices. Participants will learn to navigate complex ethical dilemmas, engage stakeholders meaningfully, and contribute to sustainable development, ultimately enhancing their organization's reputation and resilience in a rapidly changing global landscape. This program is designed to empower professionals to lead their organizations towards a more responsible and ethical future.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Corporate Social Responsibility (CSR) Managers and Practitioners.
- Sustainability Officers and Consultants.
- Ethics and Compliance Officers.
- Human Resources Managers and Professionals.
- Public Relations and Corporate Communications Specialists.
- Supply Chain and Procurement Managers.
- Senior Management and Executive Leaders.
- Legal and Governance Professionals.
- Investors and Financial Analysts.
- Non-Profit and NGO Leaders.
- Quality and Environmental Management Professionals.

TARGET SECTORS AND INDUSTRIES:

- Manufacturing and Industrial Sectors.
- Financial Services, Banking, and Insurance.
- Information Technology and Telecommunications.

- Energy, Oil, and Gas Industries.
- Healthcare and Pharmaceutical Companies.
- Retail and Consumer Goods.
- Construction and Real Estate.
- Hospitality and Tourism.
- Governmental Agencies and Public Sector Bodies.
- Non-Governmental Organizations (NGOs) and Non-Profits.
- Consulting and Professional Services Firms.



TARGET ORGANIZATIONS DEPARTMENTS:

- Corporate Affairs and Social Responsibility Departments.
- Human Resources and Personnel Management.
- Legal, Compliance, and Governance Departments.
- Supply Chain and Procurement Management.
- Marketing, Communications, and Public Relations.
- Operations and Production Departments.
- Strategy and Corporate Planning.
- Investor Relations.
- Health, Safety, and Environment (HSE) Departments.
- Quality Assurance and Control.

COURSE OFFERINGS:

By the end of this course, the participants will have able to:

- Comprehend the seven core principles and subjects of social responsibility as defined by ISO 26000.
- Develop a strategic framework for integrating social responsibility into their organization's core operations.
- Identify and engage key stakeholders to understand their expectations and concerns.
- Analyze and address human rights, labor practices, and environmental issues within their value chain.
- Implement fair operating practices and promote ethical conduct throughout the organization.
- Design community involvement and development programs that create shared value.
- Evaluate and improve the organization's social responsibility performance.
- Communicate CSR efforts effectively to internal and external audiences.
- Navigate complex ethical dilemmas using established frameworks and principles.
- Align corporate strategies with the United Nations Sustainable Development Goals (SDGs).

COURSE METHODOLOGY:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can directly apply their learning to their professional roles. We believe that adult learning is most effective when it combines expert knowledge with hands-on experience. Therefore, this course moves beyond

traditional lectures to incorporate a rich blend of learning techniques. Sessions will feature in-depth presentations, real-world case studies of successful CSR implementation, and facilitated group discussions that encourage peer-to-peer learning and the sharing of diverse perspectives. Participants will work in teams on practical exercises and workshops, such as conducting a stakeholder analysis or drafting a basic CSR policy. Interactive activities, role-playing scenarios focused on ethical decision-making, and problem-solving sessions will be used to reinforce key concepts. Our expert instructors provide continuous feedback and guidance, creating a supportive learning environment where participants can confidently build their skills and knowledge in corporate social responsibility and ethics. The focus is on providing actionable tools and strategies that can be implemented immediately within any organization.



COURSE AGENDA (COURSE UNITS):

UNIT ONE: FOUNDATIONS OF SOCIAL RESPONSIBILITY AND ISO 26000

- Understanding the evolution of Corporate Social Responsibility (CSR).
- Introduction to the ISO 26000 guidance standard.
- The seven principles of social responsibility: accountability, transparency, and ethical behavior.
- Exploring the other principles: respect for stakeholder interests, the rule of law, international norms, and human rights.
- The business case for social responsibility and sustainable development.
- Distinguishing ISO 26000 from certifiable management system standards.
- The relationship between CSR, corporate governance, and business ethics.

UNIT TWO: CORE SUBJECTS: GOVERNANCE, HUMAN RIGHTS, AND LABOR PRACTICES

- Organizational Governance: processes and structures for ethical decision-making.
- Human Rights: due diligence, risk situations, and avoiding complicity.
- Resolving grievances and addressing discrimination and vulnerable groups.
- Civil, political, economic, social, and cultural rights in the business context.
- Labor Practices: employment relationships and conditions of work.
- Social protection, health and safety at work, and social dialogue.
- Human development and training in the workplace.

UNIT THREE: CORE SUBJECTS: ENVIRONMENT, FAIR PRACTICES, AND CONSUMER ISSUES

- The Environment: pollution prevention and sustainable resource use.
- Climate change mitigation and adaptation strategies.
- Protection of the environment, biodiversity, and restoration of natural habitats.
- Fair Operating Practices: anti-corruption and responsible political involvement.
- Fair competition and promoting social responsibility in the value chain.
- Respect for property rights.
- Consumer Issues: fair marketing, factual information, and fair contractual practices.

UNIT FOUR: COMMUNITY INVOLVEMENT AND INTEGRATING SOCIAL RESPONSIBILITY

- Community Involvement and Development: education, culture, and wealth creation.
- Health promotion and social investment in the community.
- Recognizing the interdependence of an organization and its stakeholders.
- Conducting a comprehensive stakeholder identification and management process.
- Integrating social responsibility throughout an organization.
- Raising awareness and building competence for social responsibility.
- Setting direction and establishing a CSR communication strategy.



UNIT FIVE: MONITORING, REPORTING, AND LEADING WITH CORPORATE ETHICS

- Monitoring and measuring social responsibility performance.
- Enhancing credibility through effective reporting and claims.
- Introduction to global reporting frameworks (e.g., GRI, SASB).
- Voluntary initiatives and tools for social responsibility.
- The role of leadership in fostering an ethical corporate culture.
- Practical frameworks for resolving ethical dilemmas in business.
- Developing a personal action plan for leading CSR initiatives.

FAQ:

QUALIFICATIONS REQUIRED FOR REGISTERING TO THIS COURSE?

There are no requirements.

HOW LONG IS EACH DAILY SESSION, AND WHAT IS THE TOTAL NUMBER OF TRAINING HOURS FOR THE COURSE?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

SOMETHING TO THINK ABOUT:

Beyond compliance and reporting, how can an organization genuinely embed a culture of social responsibility that influences every decision, from the boardroom to the frontline?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This training course distinguishes itself by providing a deeply integrated approach that holistically combines the structural guidance of ISO 26000 with the foundational principles of corporate ethics. While many courses focus on one aspect or the other, this program is built on the understanding that sustainable social responsibility cannot exist without a robust ethical culture. We move beyond a simple review of the ISO 26000 clauses to explore the practical "how-to" of implementation, focusing on strategy development, stakeholder engagement, and performance measurement. The curriculum is enriched with contemporary case studies that illustrate both successes and failures, offering invaluable lessons in navigating complex, real-world challenges. Furthermore, the course places a strong emphasis on leadership and

decision-making, equipping participants with frameworks to address ethical dilemmas and champion CSR initiatives within their organizations. Rather than just teaching compliance, our goal is to cultivate a mindset of proactive responsibility, enabling participants to build authentic, impactful and resilient CSR programs that create lasting value for their organizations and society.

