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Corporate Social Responsibility Management System Standard

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Corporate Social Responsibility Management System Standard

This standard was developed concurrently in Mandarin and English. If a conflict occurs between the English and Mandarin versions of this document, the English version will take precedence.

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Users of this publication are encouraged to participate in the development of future revisions.

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Corporate Social Responsibility Management System Standard

1 SCOPE

This standard specifies the requirements and best practice guidelines for an effective corporate social responsibility (CSR) management system to help an enterprise integrate CSR as a customer requirement into products and value chain activities, as well as to identify and manage CSR risks and opportunities through cooperation with customers and suppliers, so as to enhance the competitive advantages of the enterprise and its supply chain.

1.1 Purpose This standard helps an enterprise to continually improve its CSR performance through innovation (see 3.10) achieve the following intended outcomes of the CSR management system, which creates value for the enterprise, its customers, its suppliers and other stakeholders.

- a. Fulfillment of compliance obligations (see 3.8);
- b. Improvement of customer satisfaction (see 3.6);
- c. Control of business risks (see 3.9); and
- d. Enhancement of operational efficiency.

This standard is developed for and intended to be applicable to electronics manufacturing enterprises. Other enterprise may use it as a reference. This standard does not state specific criteria of CSR performance, nor does it add or change the responsibility or obligation the enterprise undertook before it adopts this standard.

An enterprise may use this standard in the following purpose:

- a. Establish a CSR management system to guide functional departments or branches to manage their CSR risks and opportunities;
- b. Self-evaluate and self-declare to demonstrate its CSR commitments to stakeholders such as customers, employees and investors;
- c. Seek confirmation from stakeholders such as customers or investors on their self-declaration;
- d. Guide suppliers or investee enterprises to establish their CSR management systems;
- e. Seek certification of its CSR management system by an external organization; and
- f. Use as a framework for industry cooperation and supply chain cooperation.

This standard may be used in whole or in part to systematically improve CSR management.

1.1.1 Background In the global electronics manufacturing industry, CSR has become a priority topic on the mainstream business agenda. An increasing number of customers and consumers require enterprises to demonstrate responsible business conduct and to provide responsible products and services. For such a purpose, the United Nations has issued the Guiding Principles on Business and Human Rights (UNGPR) and SDG Compass – The Guide for Business Action on the SDGs, the OECD has issued OECD Due Diligence Guidance for Responsible Business Conduct, and the EU has formulated Non-financial Reporting Directive (NFRD). Leading enterprises have proactively implemented CSR strategies and effectively enhanced their competitiveness.

This standard helps an enterprise to establish an effective management system, benchmark with industry best practices, and integrate CSR as a customer requirement into products and value chain activities including marketing, research and development, procurement, manufacturing, logistics, after-sales, facilities, human resources, finance, communication and other functional activities, as well as to achieve compliance assurance, customer satisfaction, risk control and efficiency enhancement through innovation.

Unlike other compliance or risk-control-oriented management system standards, this standard treats CSR as a business opportunity and encourages an enterprise to achieve cost leadership and/or differentiation competitive strategy through innovation.

1.1.2 Success Factors The success of a CSR management system depends on the integration of CSR as a customer requirement into competitive strategy by top management and achieving cost leadership and/or differentiation competitive strategy and increasing sales through innovation.

The success of a CSR management system requires leadership from top management and a hierarchical accountability mechanism of management at all levels, integrating CSR into business processes and daily operations to enhance operational efficiency.