

GAP ANALYSIS:

ANALYSIS OF COMPLIANCE WITH ISO 26000 STANDARD

CORPORATE SOCIAL RESPONSIBILITY

Report for:

Electrotécnica Arteche Hermanos, S.L.

LRQA reference: SGI6019301/0001

Assessment dates: 04 de Febrero de 2014

Assessment location: Mungia (Vizcaya)

Assessment criteria: ISO 26.000. 2012

Assessment team:



Belén Parra (LA)

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Attachments

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1. Executive report

Assessment outcome:

Following the requirements of **Electrotécnica Arteche Hermanos S.L.**, the independent third party LRQA has evaluated the compliance level of this company to the values and fundamental subject matters of Corporate Social Responsibility established by the ISO 26000 – 2012 standard. The main purpose of the analysis was to obtain the actual diagnosis of the company in this field, and to establish an action plan on the identified improvement areas.

The scope of the analysis has been the “Social responsibility practices exercised by Electrotécnica Arteche Hermanos S.L. in Mungia, Derio Bidea 28, 48.100 (Vizcaya), Spain”

For this purpose, a pre-established schedule has been completed, taking into consideration the relevant data of the company to limit the context of his Corporate Social Responsibility, including:

- Identification and involvement of the interest groups
- Alignment of the company with the Corporate Social Responsibility values
- Tools used by the company to determine the importance and later prioritization of the main subjects, and also,
- The recognition and integration of the Corporate Social Responsibility practices in the management systems implemented in Electrotécnica Arteche Hermanos S.L.

As a result of this analysis, it could be concluded that **Electrotécnica Arteche Hermanos S.L.** shows important evidences of the social responsibility compromise established in the Managing Director's statement. The main strong points could be grouped as follows,

Labor practices:

- Equitable protection of the health and safety of the workers
- Established management tools to control the effectiveness of the process as required by OHSAS 18001 standard
- Annual audits carried out by an independent certification body since 2012
- Conciliation measures that balance the professional life of the workers with personal licenses exceeding the current legislation. These are included in the social framework agreement of the company showing a mature and co-responsible social dialogue

Environmental protection:

- Implemented measures to progressively remove, reduce or minimize the impact to the environment
- Established management tools to control the effectiveness of the process as required by ISO 14001 standard
- Annual audits carried out by an independent certification body since 2003

Customers' protection:

- Complete, accurate, understandable and comparable information is provided about all the products or services, complying with the requirements mentioned in clause 7.2 of ISO 9001:2008 standard
- Annual audits carried out by an independent certification body since 1994

Human Rights respect:

- Adhered to the Worldwide Agreement of the Ten Principles of the United Nations
- Suppliers that intend to sign the same compromise and to contractually confirm their compliance with international ethical behavior standards

Fair operating practices:

- Analysis of the legal risks (including corruption and bribery) has been completed. This analysis allows the establishment of the necessary preventive actions

Electrotécnica Arteche Hermanos S.L. is currently in the first stage of adopting the ISO 26000 - 2012 standard as a reference to implement the Corporate Social Responsibility in the company. In order to comply with the mentioned standard, some improvement areas have been detected and must be addressed,

- Complete the identification of target groups, communication channels and their engagement with the process
- Complete the identification of the needs, values and priorities of the actions and expectations of the main subjects
- Complete the integration of the Corporate Social Responsibility in the tools that are already in place for Quality Management, Environmental Management and Health and Safety Management