

UITP SUSTAINABLE DEVELOPMENT CHARTER & ISO2000

GAP ANALYSIS

The 'x' indicates that the UITP Sustainable Development Charter refers to at least one aspect or issue included in the corresponding ISO 26000 sub-clauses.

ISO 26000	CORE SUBJECTS							PRACTICES FOR INTEGRATING SOCIAL RESPONSIBILITY							
	6.2 OG	6.3 HR	6.4 Lab	6.5 Env	6.6 FOP	6.7 Con	6.8 CID	5.2	5.3	7.2	7.3	7.4	7.5	7.6	7.7
ISO 26000 sub-clauses index: 6.2 Organisational governance; 6.3 Human rights; 6.4 Labour practices; 6.5 The environment; 6.6 Fair operating practices; 6.7 Consumer issues; 6.8 Community involvement and development; 5.2 Recognizing social responsibility; 5.3 Stakeholder identification and engagement; 7.2 The relationship of an organisation's characteristics to social responsibility; 7.3 Understanding the social responsibility of an organisation; 7.4 Practices for integrating social responsibility throughout an organisation; 7.5 Communication on social responsibility; 7.6 Enhancing credibility regarding social responsibility; 7.7 Reviewing and improving an organisation's actions and practices related to social responsibility.															
UITP Sustainable Development Charter	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

ISO 26000			UITP Sustainable Development Charter
Clause title	Clause number	Description of clause contents	Outline description / requirement
Scope	Clause 1	Defines the scope of the International Standard and identifies certain limitations and exclusions.	The Charter provides a written definition of its scope and outlines the requirements expected from signatories; thereby outlining certain limitations and exclusions.
Terms and definitions	Clause 2	Identifies and provides the definition of key terms that are of fundamental importance for understanding social responsibility and for using this International Standard.	The Charter is supported by a set of guidelines which provides a definition of the key terms which are central to understanding sustainable development as well as the evaluation criteria and procedure to become a Charter signatory.
Understanding social responsibility	Clause 3	Describes the important factors and conditions that have influenced the development of social responsibility and that continue to affect its nature and	The Charter set out the central definition of sustainable development. Contained in the guidelines is information on the key trends that have influenced the development of sustainability within the political arena and in UITP.

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		practice. It also describes the concept of social responsibility itself - what it means and how it applies to organisations. The clause includes guidance for small and medium-sized organisations on the use of this International Standard.	The guidelines also provide further information on how sustainable development applies to public transport undertakings and includes guidance on how it can be used to complement existing business activities. The Charter does not offer guidance to different sizes of public transport undertakings.
Principles of social responsibility	Clause 4	Introduces and explains the principles of social responsibility: accountability, transparency, ethical behaviour, respect for the rule of law, respect for international norms of behaviour and respect for human rights.	The Charter recognises that organisations abide by the social, economic and environmental principles of sustainability and are embedded into their activities. The Charter does not include a description of these principles as it is up to each signatory to determine what they should be. The Charter does commit signatories and UITP to adopt responsible business considerations. These do not necessarily mean activities for commercial profit, but efficient, ethical and economically sound business practise. No further explanation is provided on what these should be as again it is up to each signatory to determine what these should be.
Recognizing social responsibility and engaging stakeholders	Clause 5	Addresses two practices of social responsibility: an organisation's recognition of its social responsibility (clause 5.2), and its identification of and engagement with its stakeholders (clause 5.3). It provides guidance on the relationship between an organisation, its stakeholders and society, on recognizing the core subjects and issues of social responsibility and on an organisation's sphere of influence	The Charter acknowledges the work that signatories have already done to recognise sustainable development in their respective organisation. It is in the very nature of public transport to address and engage with its stakeholders on a daily basis. As such, stakeholder engagement is a core feature of the Charter. By signing the Charter as a full signatory, the organisation will need to have demonstrated that policies and practises are in place to deal responsibly with its internal and external stakeholders. The organisation also agrees to commit to leadership on sustainable development through dialogue with all stakeholders. The Charter does not provide guidance on how this should be done.
Guidance on social	Clause 6	Explains the core subjects and associated issues relating to social responsibility. For	The Charter's Reporting Framework outlines core subjects and associated indicators relating to sustainable development of relevance

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responsibility core subjects		each core subject, information has been provided on its scope, its relationship to social responsibility, related principles and considerations, and related actions and expectations:	to the public transport sector. Each indicator includes a brief description of what it attempts to show in relation to sustainable development. It does not go into the same level of detail explaining related principles and considerations, and related actions and expectations. Below outlines how each core subject and indicator relates to its respective core clause and issue set out in ISO 26000. In doing so, it shows clear consistency between the two and offers additional guidance on how to report on all the cope topics covered by ISO 26000 as part of a comprehensive sustainability report via the Charter.
	6.2	Organisational Governance	Economic & Financial; Environment & Energy; Governance ECO17; ENV1; ENV2; GOV1; GOV2; GOV9; GOV10; GOV14; GOV18
	6.3	Human Rights:	Governance; Social & Society
		6.3.3: Due diligence	GOV5; GOV10
		6.3.4: Human rights risk situations	GOV10; GOV11
		6.3.5: Avoidance of complicity	GOV7; GOV9; GOV10
		6.3.6: Resolving grievances	SOC3
		6.3.7: Discrimination and vulnerable groups	SOC13; SOC14
		6.3.8: Civil and political rights	GOV11
		6.3.9: Economic, social and cultural rights	SOC13
	6.3.10: Fundamental principles and rights at work	SOC9; SOC10	
	6.4	Labour Practices:	Economic & Financial; Environment & Energy; Governance; Social & Society
		6.4.3: Employment and employment relationships	ECO15; ECO16; SOC2; SOC8; SOC9; SOC10; SOC13; SOC14
		6.4.4: Conditions of work and social protection	SOC4; SOC8; SOC11; SOC12; SOC18; GOV8
6.4.5: Social dialogue		SOC1	

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		6.4.6: Health and safety at work	SOC7; SOC9; SOC16; SOC17
		6.4.7: Human development and training in the workplace	ENV21; SOC8
	6.5	Environment:	Environment & Energy; Governance
		6.5.3: Prevention of pollution	ENV1; ENV2; ENV9; ENV11; ENV12; ENV14; ENV17; ENV18; ENV19
		6.5.4: Sustainable resource use	ENV3; ENV4; ENV5; ENV6; ENV13; ENV15; ENV16; ENV21; GOV13; GOV15; GOV16
		6.5.5: Climate change mitigation and adaptation	ENV5; ENV7; ENV8
		6.5.6: Protection of the environment, biodiversity and restoration of natural habitats	ENV1; ENV2; ENV14
	6.6	Fair Operating Practices:	Economic & Financial; Governance
		6.6.3: Anti-corruption	ECO19; GOV3; GOV5; GOV12
		6.6.4: Responsible political involvement	GOV12
		6.6.5: Fair competition	GOV12
		6.6.6: Promoting social responsibility in the value chain	ECO12; GOV11; GOV13; GOV16
		6.6.7: Respect for property rights	GOV13
	6.7	Consumer Issues:	Economic & Financial; Environment & Energy; Governance; Social & Society
		6.7.3: Fair marketing, factual and unbiased information and fair contractual practices	GOV4; GOV11; GOV13;
		6.7.4: Protecting consumers' health and safety	ENV10; ENV11; ENV12
		6.7.5: Sustainable consumption	ECO12; ENV15; ENV16; ENV17; ENV18
		6.7.6: Consumer service, support, and complaint and dispute resolution	ECO18; SOC3
		6.7.7: Consumer data protection and	While there is no directly comparable indicator, but almost all operators

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		privacy	have a set of bye laws regarding operations delineating responsibilities and liabilities.
		6.7.8: Access to essential services	ECO15; SOC4
		6.7.9: Education and awareness	SOC1; GOV2; GOV4
	6.8	Community Involvement and Development:	Economic & Financial; Environment & Energy; Governance; Social & Society
		6.8.3: Community involvement	ECO13; SOC15; GOV6
		6.8.4: Education and culture	SOC20
		6.8.5: Employment creation and skills development	ECO16; ECO17
		6.8.6: Technology development and access	ENV17; ENV20
		6.8.7: Wealth and income creation	ECO1; ECO2; ECO3; ECO4; ECO5; ECO6; ECO11; ECO19; ECO20; SOC5
		6.8.8: Health	ENV9; ENV10; ENV11; ENV12
6.8.9: Social investment	ECO1; ECO3; ECO5; ECO7; ECO8; ECO9; ECO13; ECO15; ECO20; GOV17:1; SOC17:2		
Guidance on integrating social responsibility throughout an organisation	Clause 7	Provides guidance on putting social responsibility into practice in an organisation. This includes guidance related to: the relationship of an organisation's characteristics to social responsibility (clause 7.2); understanding the social responsibility of an organisation (clause 7.3), practices for integrating social responsibility throughout an organisation (clause 7.4), communication on social responsibility (clause 7.5), enhancing credibility regarding social	<p>The Charter does not do provide guidance on putting sustainability in place in an organisation, it recognises and rewards organisations that have already done so.</p> <p>Full Charter signatories will have fulfilled the following actions:</p> <ul style="list-style-type: none"> • Social, environmental and economic principles of sustainability are recognised as a strategic objective in their organisation • A system is in place for regular reporting, internal and/or external, on the implementation of sustainable development principles within the organisation and its activities. <p>They will also have a policy for furthering the introduction of sustainable practices into their business and fostering leadership on sustainable development through dialogue and exchange of best practices with all</p>

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		responsibility (clause 7.6); reviewing progress and improving performance (clause 7.7) and evaluating voluntary initiatives for social responsibility (clause 7.8).	<p>stakeholders.</p> <p>Through the Charter's reporting framework, full signatories are required to report on those issues which address key audiences / stakeholders (both internal and external) concerns and allows users to understand sustainability better, by highlighting real or potential impacts and show progress.</p> <p>It does not recommend third party verification of data, as a means of enhancing the credibility of reports, but it recognises that an organisation is actively monitoring and implementing sustainability within the organisation and its activities - thereby providing assurance through the UITP certification process.</p> <p>The principle of continuous improvement is a core tenant of the reporting framework, in that it encourages the assessment of progress and the identification of best practice to help drive performance.</p>