




ETHICS and CSR INSTRUMENTS IN THE FORESTRY SECTOR

Davide Pettenella







University of Padova - Italy

Teaching units

- Marketing development path
- Instruments of CSR
- Foundations of CSR
- Different level of commitments in CSR
- (Control systems)


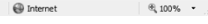

 Università di Padova
 Dipartimento Territorio e Sistemi Agroforestali


Davide Pettenella

Info Curriculum vitae Ricerche Pubblicazioni/ <i>Publications</i> Presentazioni/ <i>Papers</i> Didattica/ <i>Teaching</i> Tesi CSR sistema foresta-legno I miei links/ <i>My link</i>	Novità La CE ha finanziato, nell'ambito del Programma ERASMUS MUNDUS, il Master in Sustainable tropical forest development . Il corso (equivalente ad una Laurea magistrale), viene attivato dall'a. 2006-07, le iscrizioni vanno effettuate entro il 1° giugno di ogni anno. Visita il sito di SUTROFOR. Più informazioni sul corso (in italiano) Un corso analogo, ma relativo alle condizioni forestali europee (Sustainable Forest and Nature Management) viene attivato nell'a. 2007-08. Visita il sito di SUFONAMA.	Ultime presentazioni a convegni (recent papers presentation) Corporate Social Responsibility in the hardwood market: a case-study on the Italian wood working industry internationalization process, Quebec City (CAN), 21.9.2007 ( 1.9 MB) (in collab. con D.Florian) Prospettive economiche di impianti legnosi non frutticoli in relazione al mercato dei crediti di Carbonio, 21.9.2007 ( 2.1 MB) Public participation in the forestry sector: myths and realities in Italy, Trento, 13.9.2007 ( 274 KB) (in collab. con L.Secco) Relazioni tra politiche climatiche e tutela della biodiversità: quale ruolo del settore pubblico e della società civile? Roma, 12.9.2007 ( 933 KB) (in collab. con L.Giccarese) Natural expansion of forests on abandoned farmland: effects of changing economy on land use, Wageningen (NL), 9.7.2007 ( 547 KB) Bilancio finanziario ed economico negli investimenti con latifoglie di pregio - il Software VALE, Potenza, 22.6.2007 ( 141 KB) (in collab. con Daria Maso)
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www.tesaf.unipd.it/pettenella


<http://www.google.it> "pettenella"


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Info Curriculum vitae Ricerche Pubblicazioni/ <i>Publications</i> Presentazioni/ <i>Papers</i> Didattica/ Teaching Tesi CSR sistema foresta-legno I miei links/ <i>My link</i>	Attività didattica/Teaching activities Corsi/Modules <table border="1"> <tr> <td>CL triennale Scienze forestali e ambientali</td> <td>Economia ed estimo forestali</td> </tr> <tr> <td>CL specialistica Scienze forestali e ambientali</td> <td>Norme gestionali</td> </tr> <tr> <td>CL triennale Cooperazione allo sviluppo e Master Cooperazione allo sviluppo nelle aree rurali</td> <td>La valutazione</td> </tr> <tr> <td>Master SUTROFOR</td> <td>Ethics and CSR</td> </tr> </table>	CL triennale Scienze forestali e ambientali	Economia ed estimo forestali	CL specialistica Scienze forestali e ambientali	Norme gestionali	CL triennale Cooperazione allo sviluppo e Master Cooperazione allo sviluppo nelle aree rurali	La valutazione	Master SUTROFOR	Ethics and CSR
CL triennale Scienze forestali e ambientali	Economia ed estimo forestali								
CL specialistica Scienze forestali e ambientali	Norme gestionali								
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Info Curriculum vitae Ricerche Pubblicazioni/ <i>Publications</i> Presentazioni/ <i>Papers</i> Didattica/ Teaching Tesi CSR sistema foresta-legno I miei links/ <i>My link</i>	"Ethics and CSR in the forestry sector" Module structure Sections 1. Marketing development path Overheads: Ethics-CSR-1.pdf Readings: Ch. 1 in McIntosh M., D.Leipziger, K.Jones and G.Coleman, 1998. Corporate citizenship. Financial Times - Pitman Publishing, London. Web sites: EC, CSR 2. Instruments of CSR Overheads: Ethics-CSR-2.pdf (not yet available) Readings: Web sites: 3. Foundations of CSR Overheads: Ethics-CSR-3.pdf (not yet available) Readings: Web sites:
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Learning outcomes

- See checklist

Standard A, B,
... grades
conversion

Assessment



Name	Oral presentations		Total oral presentations	Active participation	Written test						Oral examination	Final mark	on the student's booklet	
	1st test	2nd test	25%	15%	30%						30%			
	very good	very good	30	30	27	29	28	30	30	30	29,0	30	29,7	30
	good	very good	29	28	28	30	28	27	30	30	28,8	28	28,5	29
	good	good	28	28	25	28	30	30	30	28	28,5	28	28,15	28
	no	good	27	26	30	29	28	30	30	29	29,3	28	27,85	29
	good	good	28	26	28	27	30	28	29	30	28,7	28	27,9	28
	good	very good	29	28	30	25	27	29	30	29	28,3	30	28,95	29
	no present	fair	24	26	30	28	27	24	28	28	27,2	28	25,85	28
	no present	no present	n.a.		30	30	30	30	30	30	30,0	30		30

Subjects for Master thesis

- Forest investments in DC (AF/RF, REDD projects: methodology, income generation and distribution, ...) **and related institutional financial arrangements** (with reference also to the civil society's initiative, e.g. C offset voluntary market)
- TEV evaluation of forest resources → PES (water, Carbon, biodiversity protection, ...)
- **Effects of illegal practices** (on forest resources, local community, companies, public authorities, consumers)
- **Impacts of policies to stop IL and corruption. Different government policies and international institutional frameworks** that may hinder or promote the international transfer of regulations, innovations and good practices
- **Production and trade analysis** (comparative studies, VA appropriation, trends, forecast exercise, industrial decentralization-delocalization, analysis of a single segment – e.g. bioenergy, ...)

Subjects for Master thesis

- NWFPs economics (value chain, marketing, income generation and distribution, ...)

NTFP systems could be analyzed:

- How do local conditions and opportunities affect NTFP use and management?
- Do particular kinds of cases have particular kinds of livelihood outcomes?
- How do NTFP production systems evolve under commercial conditions? (supply chain analysis, domestication, vertical and horizontal integration, market power concentration, ...)

Your proposals are welcome!

Master thesis: focus on...

- Map the present status of research, policies and field activities in the field
- Deepen the understanding of the internal and external drivers of innovation and of international, national and local decisions
- Clarify the data availability and the shortcomings of existing data sources
- Address the pros and cons of different measures and political options which have been or may be introduced
- Indicate the way forward, by identifying the gaps in research and the main questions which should be addressed



- **Marketing: development path**
- Instruments of CSR
- Foundations of CSR
- Different level of commitments in CSR
- Control systems

Contents

- From total marketing to social marketing
- Definition of social marketing
- Stakeholders: definition, how to classify them, how to analyze s. networks
- Corporate Social Responsibility
- From CSR to SR
- ISO 26000
- SR development: the driving forces and the actors

Why?



Development of marketing objectives

Just at the very beginning (till the '30s of last century) marketing was focused on **distribution and logistic** (how to deliver some products at the lowest cost)

With the **total marketing**, focus is put on the selling systems, on **mark-up**, on the **marketing mix** = the 4 Ps (by Jerome McCarthy):

- Price
- Products
- Place
- Promotion

Social marketing

*“Company’s decisions are taking into account the **long-term** interests not only of the internal but also of the **external, indirect stakeholders** ...”*

(Kotler, Armstrong, Saunders, Wong, 2001 mod.)

... in the light of ethical principles...

Marketing based on **ethical principles**:

- safety and health of workers, consumers, local population
- no discrimination, no social inequality
- right to information, transparency
- sustainable use of natural resources (precautionary principle)
- ...

There is no conflict (no trade-off) between ethics and economics (profit, value of the assets, ...)

How to evaluate the ethical performance of a company?

Triple bottom line (3Ps)

= the idea that the overall performance of a company should be measured based on its combined contribution to:

- economic prosperity (profit),
- environmental quality (place),
- and social capital (people).

Social capital: the stock of shared meaning and trust in a given community.

Social capital is a prerequisite for cooperation and organised human behaviour, including business. Social capital can be transformed, consumed or replenished, just as financial capital.

Social Capital definitions

Study	Definition
Coleman (1988, p. 95)	"obligations and expectations, information channels, and social norms"
Coleman (1990, p. 304)	"social organization constitutes social capital, facilitating the achievement of goals that could not be achieved in its absence or could only be achieved at a higher cost"
Putnam (1993, p. 167)	"features of social organization, such as trust, norms and networks that can improve the efficiency of society"
Fukuyama (1997, p. 378-379)	"the existence of a certain set of informal rules or norms shared among members of a group that permits co-operation among them. The sharing of values and norms does not on itself produce social capital, because the norms may be wrong ones [...] The norms that produce social capital [...] must substantively include virtues like trust telling, the meeting of obligations and reciprocity"
Knack and Keefer (1997, p. 1251)	"Trust, co-operative norms, and associations within groups"
Narayan and Pritchett (1999, p. 872)	"the quantity and quality of associational life and the related social norms"
Putnam (2000, p. 19)	"connections among individuals – social networks and norms of reciprocity and trustworthiness that arise from them"
Ostrom (2000, p. 176)	"the shared knowledge, understandings, norms, rules and expectations about patterns of interactions that groups of individuals bring to a recurrent activity"
Paidam (2000, p. 635)	Three families: 1) "the ability of [an individual] to work voluntarily together with others of [a population]"; 2) "the quantity of trust [an individual] has in other members of [a population]"; 3) "the amount of benefits the individual can draw on his goodwill"
Whiteley (2000, p. 450)	"the willingness of citizens to trust others including members of their own family, fellow citizens, and people in general"
Woolcock (2001, p. 13)	"the norms and networks that facilitate collective action [...] it is important that any definition of social capital focus on the sources rather than consequences [...] this approach eliminates an entity such as 'trust' from the definition of social capital"
Lin (2001, p. 24-25)	"resources embedded in social networks and accessed and used by actors for actions. Thus the concept has two important components: 1) it represents resources embedded in social relations rather than individuals, and 2) access and use of such resources reside with the actors"
Bowles and Gintis (2002, p. 2)	"trust, concern for one's associates, a willingness to live by the norms of one's community and to punish those who do not"
Knack (2002, p. 42)	"common values, norms, informal networks, and associational memberships that affect the ability of individuals to work together to achieve common goals"
Sobel (2002, p. 139)	"circumstances in which individuals can use membership in groups and networks to achieve secure benefits"
Durlauf and Fafchamps (2004, p. 5)	"A feature that 'generates positive externalities for member of a group [...] that] are achieved through share trust, norms and values and their consequent effects on expectations and behavior [...] shared trust, norms and values arise from informal forms of organizations based on social networks and associations"
World Bank (2005)	"norms and networks that enable collective action"
Groot et al. (2006, p. 1)	"Social capital includes all factors that foster social relations and social cohesion"

Social capital typologies

Social capital	Link structure	Determinants	Impacts
Bonding	Among actors of the same group	Family, cultural, professional links	Strong identity, cooperation attitude, IK sharing
Bridging	Among actors of different groups	Links among actors with different socio-economic background but (occasionally) involved in the same activity	Mutual trust, less transaction costs (financial risks), knowledge sharing
Linking	Among private actors and public institutions	Links with political and public institutions	Good governance

Two key concepts related to social marketing:
stakeholding and inclusive society

- **Stakeholding** is a concept deriving from the staking of claims for land as Europeans dislodged native Americans and settled across America
- **Engaging stakeholders** through consultation and dialogue, is one way forward an inclusive society

Who are stakeholders?

Stakeholder definition

- A stakeholder is any group or individual who can affect or is affected by an organisation's impact or behaviour
- *“An increasingly globalized economy requires a redefinition of the concept of the stakeholder. The community, rather than the corporation, is the starting point in the definition of the stakeholder” (ECCR, ICCR, TCCR)*

The company's stakeholder categories

(from Lesourd & Schilizzi, 2001 mod.)

Company's organizational structure and physical location

	Internal	External	
Involvement in the business activity	Direct	Shareholders, investors, managers, employees	Customers, lenders, tax agencies
	Indirect	Consultants, suppliers, sub-contractors	(local) community, NGOs, media, professional organisations, general public

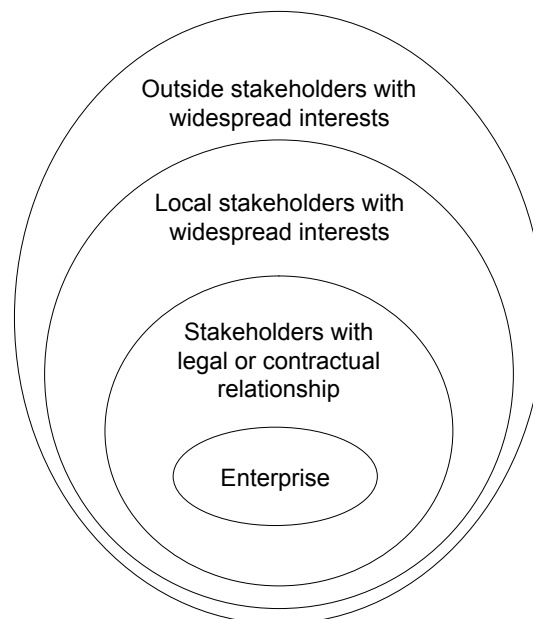
Another proposal for stakeholder classification

(from Wheeler and Sillanpp quoted by McIntosh at al., 1998)

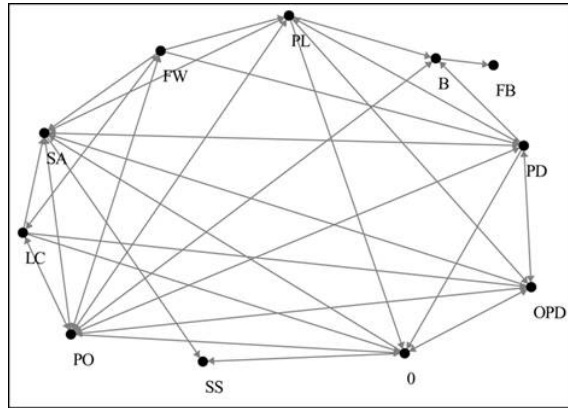
	Primary	Secondary
Social	Shareholders, investors, managers, employees, Customers Suppliers and other business partners Local communities	Government and regulators, civic institutions, the media and academia, competitors
Non-social	The natural environment, future generations Non-human species	Environmental pressure groups, animal welfare organizations

A third proposal for stakeholder classification

(from Hinna, 1976 mod.)

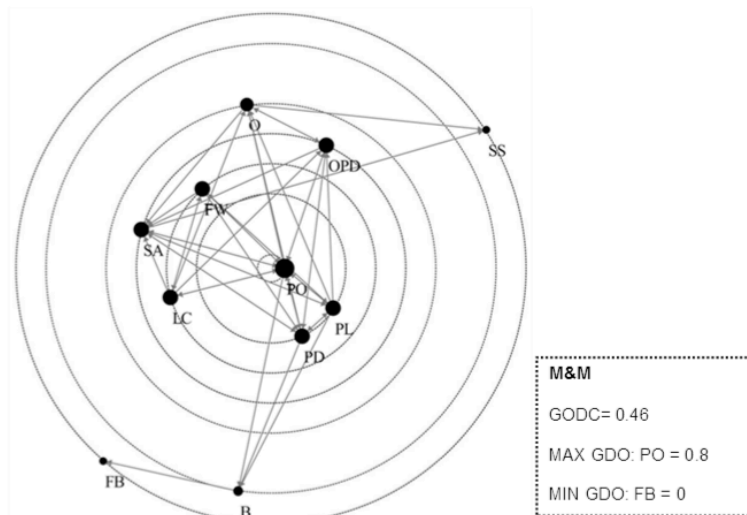


After stakeholders identification, stakeholders' relations can be defined/analyzed



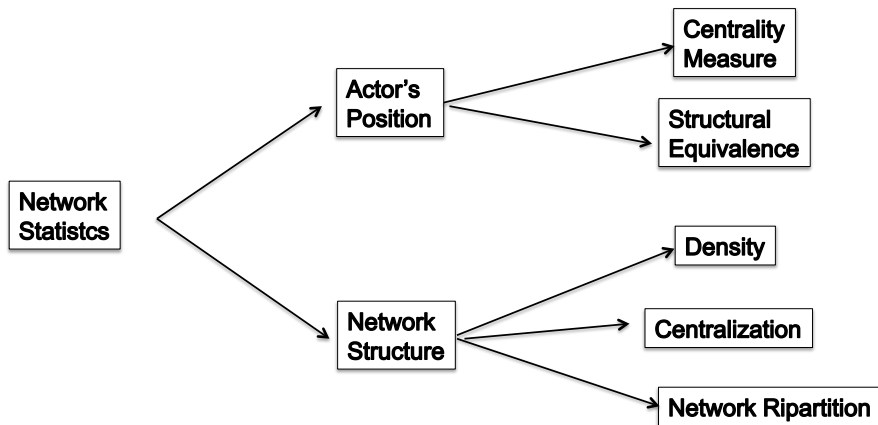
Social Network Analysis graphic random representation for M&M and Belgica REDD Projects. Nodes represent stakeholder, while the arrows represent the flux of documents and information (Brotto's thesis, 2009)

Radial | Layout for the Out-Degree Centrality of M&M and Belgica REDD project actors. Stakeholders located closer to the radius centre have higher Out-Degree centrality.



Source: Brotto's thesis, 2009

Social Network Analysis: indicators



Source: Chiesi (1999)

Tools

Granovetter M. (1983), *The strength of weak ties: A network theory revisited*, Sociological Theory, Vol.1, 201-233.

Hanneman Robert and Riddle Mark (2005), *Introduction to social network methods*
→ <http://www.faculty.ucr.edu/~hanneman/>

Moreno J. (1934), *Who shall survive?* New York: Beacon Press

Scott John (2000), *Social Network Analysis: A Handbook*.

Wasserman Stanley and Faust Katherine (1994), *Social Network Analysis, Methods and Applications (Structural Analysis in the Social Sciences)*

Social Networking in plain english:
http://www.youtube.com/watch?v=6a_KF7TYKVc

http://www.insna.org/

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Robins, Gary
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Logic, Inc.

Featured Bibliographic References

Nordlund, C. (2010). International trade in fuel commodities: a network approach. Homborg, A. & Jorgenson, A., (Eds.), *Global trade and environmental justice: new approaches to political ecology* (ed.).

Butts, C. T. (2003). Network Inference, Error, and Informant (in)Accuracy: A Bayesian Approach. *Social Networks*, 25 (2), 103-140

This Week Calendar

Nothing this Week

INSNA proudly announces the election of two of our members, **H. Russell (Russ) Bernard** and **Larissa A. Lomnitz** to The National Academy of Sciences.

Click Here for more information.

Recent INSNA News

November 11, 2010	Scheduled Website Maintenance	0 comments
November 02, 2010	sunbelt deadline extended until nov. 5	0 comments
October 29, 2010	Scheduled Website Maintenance	0 comments
October 29, 2010	Sunbelt XXXI Abstract Submission Extension	0 comments
October 25, 2010	Sunbelt XXXI Abstract Deadline Final Call	0 comments



Sunbelt XXXI
St. Pete Beach, FL, USA
TradeWinds Resort

Click Here for More Information

February 08 - February 13, 2011 - Trade Winds Beach Resort

Latest Job Postings

November, 2010	Associate or Full Professor, Organizational Studies, Vanderbilt University
October, 2010	Pre- or postdoctoral research fellow to study collaborations in science
October, 2010	Professor of Sociology

CONNECTIONS

Volume 30 Issue 1 - 2010

Cover

Leadership Insularity: A New Measure of Connectivity Between Central Nodes Networks

Arbesman, Samuel
Christakis, Nicholas, A.

We combine two foci of interest with respect to community identification and node centrality and create a novel metric termed "leadership insularity." By determining the most highly connected nodes w...

A Measure of Centrality for Dense Networks with Valued Ties

Barnett, George, A.

This paper presents a new measure of centrality, scalar products centrality that is appropriate for dense networks in which link strength is measured with real numbers rather than by a simple dichotomy...

Network Topology Effects on Correlation between Centrality Measures

McCulloch, Ian

Centrality measures are often used to describe influential nodes in a network. When these measures are highly correlated they may be redundant and when they are uncorrelated they provide unique insight...

Reproductive Health Policy and Interstate Influence

Finer, Lawrence, B.

This paper compares two models of interstate influence: the proximity model (which posits that states are more influenced by nearby states than

Indirect external stakeholders: an example

(Source: S.Baffoni)



A test

- Select an organisation operating in the forest and wood industry sector among the following list:
 - StoraEnso
 - International Paper
 - WWF International
 - Georgia Pacific
 - Alpi (Alpilegno.com)
 - Panto
- Select one of the three schemes for stakeholders classification
- Look at the web site of the company to define the main stakeholders selected by the company in its communication efforts.
- Discuss the issue

Social marketing

→ Corporate Social Responsibility (CSR)

European Commission definition of CSR:

“CSR is a concept whereby companies integrate social and environmental concerns in their business operations and in their interactions with their stakeholders on a voluntary basis”

CSR = operations & interactions (following the EC's definition of CSR)

Internal Operations

- Production & end-products
- Processes
- Economic responsibility to owners

External Operations

- Wood procurement
- Supply chain management

Internal Interactions

- Human resources
- Organizational culture & communication

External Interactions

- Customers
- Forest owners
- Local community
- Society at large

The World Business Council for Sustainable Development definition (Lord Holme and Richard Watts - "Making Good Business Sense")

"Corporate Social Responsibility is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large."

Other terms for CSR include: corporate responsibility, corporate citizenship, responsible business and corporate social opportunity.

Several other definitions

- A businessman's obligation desired by society (Bowen, 1953)
- Legal, ethical, economic and philanthropic responsibilities to society (Carroll, 1999)
- Responsibilities to financial performance, social and environmental record (Confederation of British Industry, 2001)
- Responsibilities of making economic profits, looking for self-development, protecting public's benefits and contributing to social development (Gao, 1994)
- The responsibilities firms should have to the shareholders, consumers and government agencies (Li, 1995)
- CSR are the ethic responsibilities firms have to the society (Zhengand Pan, 2003)

The screenshot shows the 'Enterprise and Industry' section of the European Commission website, specifically the 'Corporate Social Responsibility' page. The page layout includes a header with the logo and navigation links, a main content area with a 'corporate social responsibility' logo and a welcome message, and several sidebars with 'Quick links', 'Main topics', 'News highlights', and 'Forthcoming events'. A quote from the Commission is also visible at the bottom of the main content area.

Enterprise and Industry
 European Commission > Enterprise and Industry > Policy Areas > CSR

Corporate Social Responsibility

Welcome to the Corporate Social Responsibility (CSR) web-pages of the European Commission's Directorate-General for Enterprise and Industry. We hope that these pages will give you a good insight into what CSR is, why it is important, and what the European Commission is doing to promote it.

Quick links

- ▶ European report: getting more SMEs to engage in CSR
- ▶ Supporting CSR amongst SMEs: one-page case studies
- ▶ Commission Communication on CSR, March 2006
- ▶ Interview with Vice-President Verheugen (European Agenda), March 2008
- ▶ Latest version of the E-newsletter on CSR and SMEs
- ▶ European award for responsible entrepreneurship 2008: apply now

Main topics

- ▶ Key Policy Documents
- ▶ CSR and SMEs
- ▶ CSR and Competitiveness
- ▶ European Multistakeholder Forum on CSR
- ▶ European Alliance for CSR
- ▶ CSR Policies of EU Member States (webpages of the Directorate-General for Employment and Social Affairs)
- ▶ Speeches and articles

What is CSR?

Our definition of CSR is :
 "A concept whereby companies integrate social and environmental concerns in their business operations and in their interaction with their stakeholders on a voluntary basis."
 Amongst other things, this definition helps to emphasise that:

"Voluntary business initiatives, in the form of corporate social responsibility (CSR) practices, can play a key role in contributing to sustainable development while enhancing Europe's innovative potential and competitiveness."
 Working Together for Growth and Jobs: a new start for the Lisbon Strategy, European Commission COM/2005/24

http://ec.europa.eu/enterprise/csr/index_en.htm

“Corporate”

“A corporation is group of persons acting as an individual, whether for business or elsewhere” (McIntosh et al., 1998)

This means that CSR applies to organization such as International Paper, the Malaysian forest administration and Greenpeace.

From CSR
to “Social and Environmental Responsibility”
or “Social Responsibility”

An enlarged view of the actors involved: not only companies but also:

- Private organizations also from the civil society (NGOs)
- Public institutions

“The essential characteristic of SR is the willingness of an organization to incorporate social and environmental considerations in its decision-making and be accountable for the impacts of its decisions and activities on society and the environment.

This implies both transparent and ethical behaviour that contributes to sustainable development, takes into account the interests of stakeholders, is in compliance with applicable law and consistent with international norms of behaviour, and is integrated throughout the organization and practised in its relationships”

(ISO 26000)

SR holistic approach

- SR = not only deal with “how”, “where”, “when”, “which effects” production may have, but also “**what**” we need to produce
- If an organization is not properly considering the nature and use of his product or service, it runs the risk of **ethical short circuits** ...

... the OTAN *environmentally friendly* military fields camps or compounds

Environmental aspects of military compounds

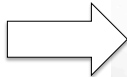
This will be the topic of a CCMS workshop jointly organised by Austria and the Netherlands that will take place in Vienna, Austria, from 9 to 11 May 2006. Belgium, Canada, Croatia, the Czech Republic, Denmark, France, Germany, Greece, Italy, Lithuania, Romania, the UK and the US have indicated their interest in participating in this event. The main aim of this workshop is to discuss experiences regarding different environmental concerns that need to be taken into account while building or operating

military field camps or compounds. Participants will consider the materials, methods and techniques used during the lifecycle of compounds, and their impact on drinking water facilities, wastewater treatment, waste management, storage of dangerous substances, soil protection and energy supply. Experts on the design, construction and daily operations of military compounds as well as on equipment such as wastewater treatment plants and waste incinerators will be invited. These experts are likely to be from the engi-

neering, logistic and environmental branches of ministries of defence. It is hoped that the experts establish a network for future information sharing. Moreover, there is the possibility that a short-term project or a pilot study could result from this workshop.



Photo kindly provided by Hans Bollen



Fonte: OTAN Bulletin, 2006

ISO 26000: 2010

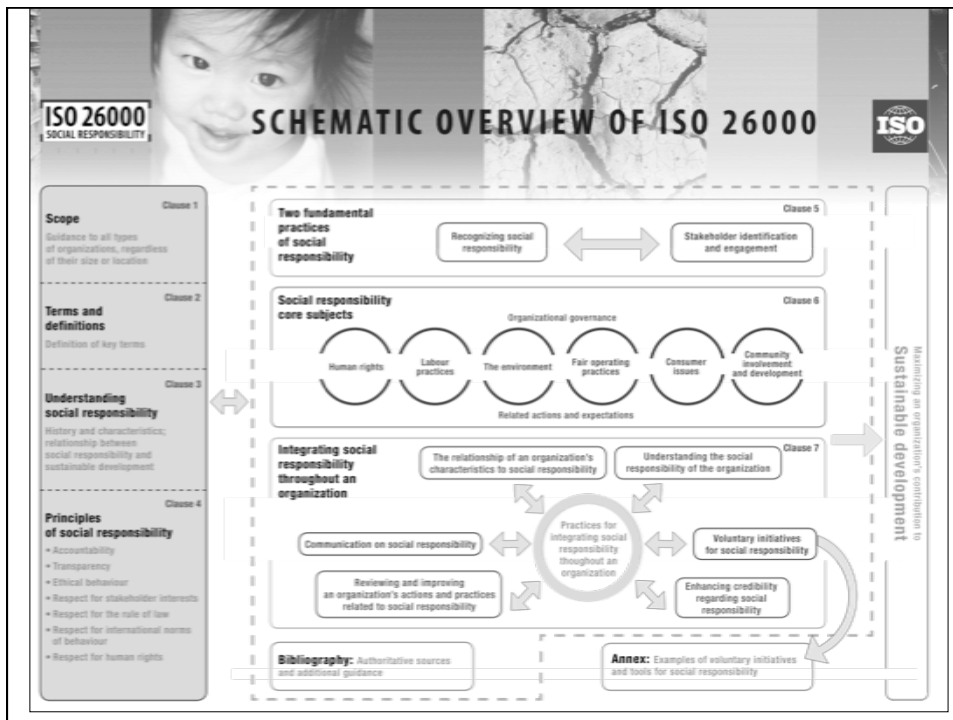
A recently approved standard for any organization involved in a SR

The screenshot shows the ISO 26000 - Social responsibility page. The main content area features a video player with the title "ISO 26000 project overview" and a description: "This section provides answers to questions such as: How did the project come about? How does ISO 26000 relate to existing SR work? Who developed ISO 26000?". Below the video is a section titled "Discovering ISO 26000" with a description: "This section gives a resume of the contents of ISO 26000, providing a basic understanding of the standard and what it can help organizations to achieve." The right sidebar contains sections for "ISO & SR on YouTube", "Related standards" (listing ISO 26000), "Related information" (listing Participation and Perspectives on ISO 26000), and "Related links" (listing a video on links between ISO 26000 and ISO 26121).

7 principles
7 core actions

No requirements:
not for certification

http://www.iso.org/iso/iso_catalogue/management_standards/social_responsibility.htm



→ 7 Principles of SR (ISO 26000)

- Accountability
- Transparency
- Ethical behaviour
- Respect for stakeholder interests
- Respect for the rule of law
- Respect for international norms of behaviour
- Respect for human rights

Law compliance

Issues related to core subjects

Core subject: Organizational governance

Core subject: Human rights

- Issue 1: Due diligence
- Issue 2: Human rights risk situations
- Issue 3: Avoidance of complicity
- Issue 4: Resolving grievances
- Issue 5: Discrimination and vulnerable groups
- Issue 6: Civil and political rights
- Issue 7: Economic, social and cultural rights
- Issue 8: Fundamental rights at work

Core subject: Labour Practices

- Issue 1: Employment and employment relationships
- Issue 2: Conditions of work and social protection
- Issue 3: Social dialogue
- Issue 4: Health and safety at work
- Issue 5: Human development and training in the workplace

Issues related to core subjects

Core subject: The environment

- Issue 1: Prevention of pollution
- Issue 2: Sustainable resource use
- Issue 3: Climate change mitigation and adaptation
- Issue 4: Protection and restoration of the natural environment

Core subject: Fair operating practices

- Issue 1: Anti–corruption
- Issue 2: Responsible political involvement
- Issue 3: Fair competition
- Issue 4: Promoting social responsibility in the sphere of influence
- Issue 5: Respect for property rights

Issues related to core subjects

Core subject: Consumer issues

Issue 1: Fair marketing, information and contractual practices

Issue 2: Protecting consumers' health and safety

Issue 3: Sustainable consumption

Issue 4: Consumer service, support, and dispute resolution

Issue 5: Consumer data protection and privacy

Issue 6: Access to essential services

Issue 7: Education and awareness

Core subject: Community involvement and development

Issue 1: Community involvement

Issue 2: Education and culture

Issue 3: Employment creation and skills development

Issue 4: Technology development

Issue 5: Wealth and income creation

Issue 6: Health

Issue 7: Social investment

From theory to the practices for integrating social responsibility (ISO 26000 mod.)

- Recognizing SR
- Stakeholder identification and engagement
- The relationship of an organization's characteristics to SR
- Practices for integrating SR throughout an organization
- Communication on SR
- Enhancing credibility regarding SR
- Reviewing and improving an organization's actions and practices related to SR



Deming cycle
(PDCA:
Plan, Do, Check, Act)

SR: Why social and environmental aspects are a matter of concern for many organizations?

The driving forces

- **Growing difficulties for National Governments in regulating the financial markets** and monitoring and influencing the activities of TNCs
- **Policy failures** in promoting natural resources sustainable management and in regulating the economy (e.g. Enron in USA, prima rate financial crises in US, Cirio and Parmalat in Italy, ...):
decreasing role of command and control instruments
→ voluntary tools

- **“Rolling back the frontiers of the state”**:
rehetoric of the Thatcher/Reagan era –
deregulation & privatization: lead to transfer of
environmental & social decisions from state to
corporate sphere (G.Heal, 2008)
- A growing role of civil society in decision making
processes: **from “government” to a
“governance” approach** (share responsibility)
- Most western companies now **operate or
source in LDCs**, where social & environmental
legislation is non-existent or un-enforced
(G.Heal, 2008)

A growing awareness about environmental and social problems: deforestation, loss of biodiversity, climate changes, food security, desertification, civil and labour rights, ...



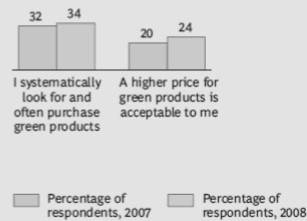
- Consumers increasingly interested in **provenance** of what they buy

Exhibit 1. Despite the Economic Downturn, Consumers Still Care About Green Products

Because the forces driving the green movement haven't changed...

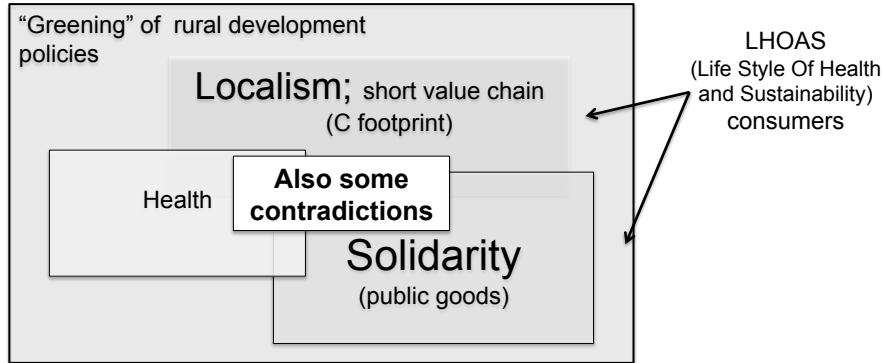
- 1 Energy prices are still volatile
- 2 Concerns about product and food safety are still high
- 3 Governments remain interested in environmental issues
- 4 There's a more compelling business case than ever for reducing costs
- 5 The environment is not getting any cleaner on its own

...consumer demand for green products is still rising



Source: BCG/Lightspeed Research survey, October 2007 and October 2008.
 Note: Data are from a survey of more than 2,000 European adults with an annual income equivalent to \$35,000 or more.

New trends in marketing of products and services from rural areas



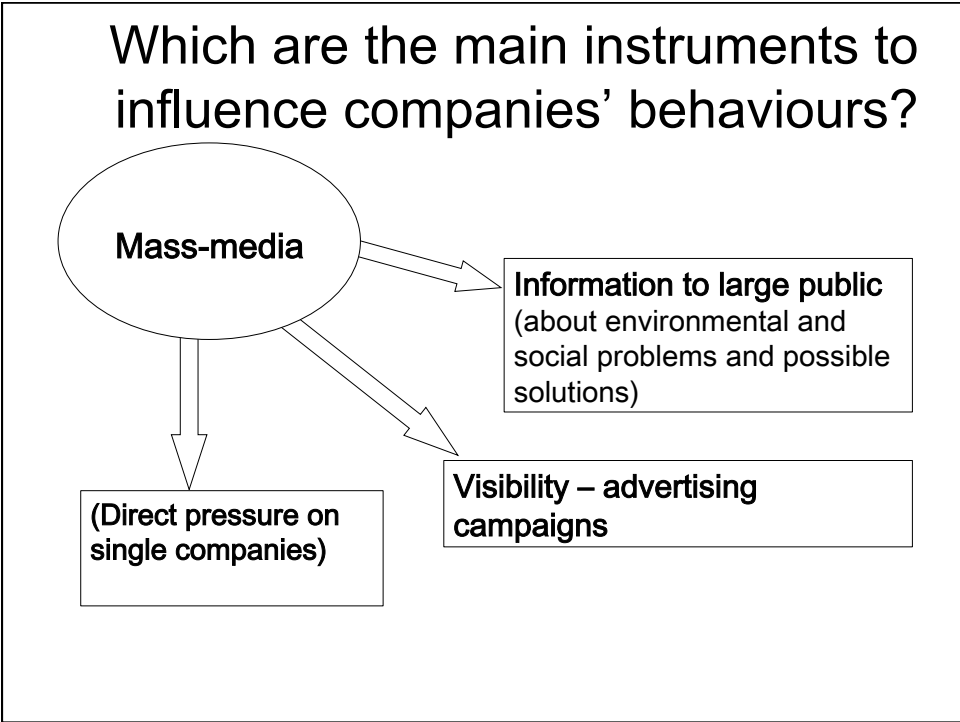
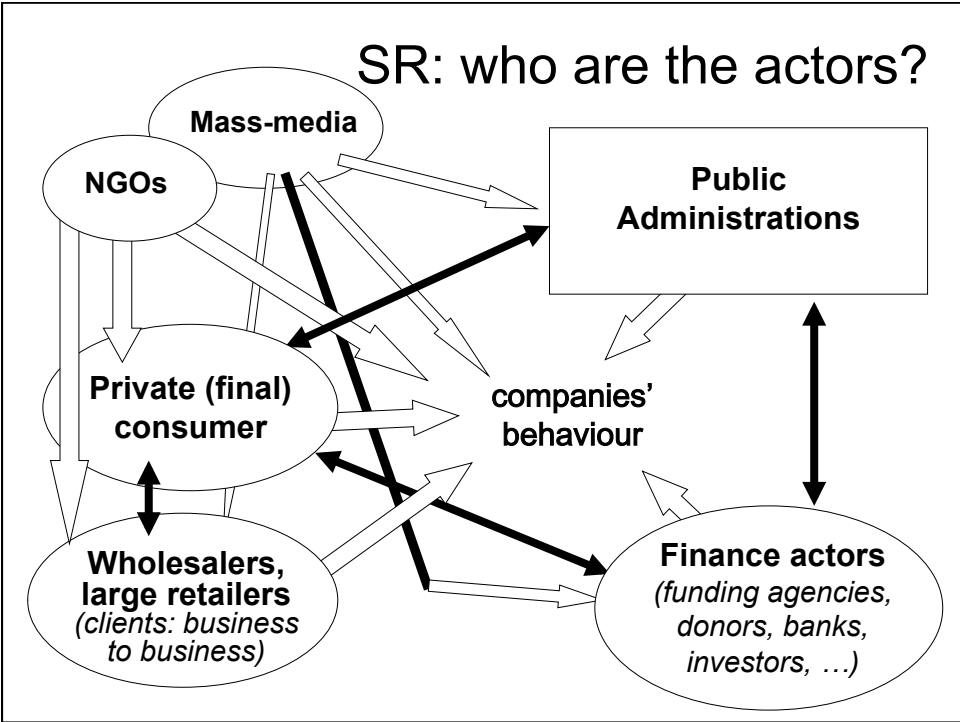
Some examples:

- Farmers market (O.F. also)
- Purchasing solidarity groups (O.F. and F.T. also)
- Shops and markets selling only local food (O.F. also)
- Fresh milk automatic dispensers (O.F. also)
- "pick up your... (berry)", "rent a tree... (nuts)", "buy an ... (animal)" associated to "agro-tourism" (O.F. also)

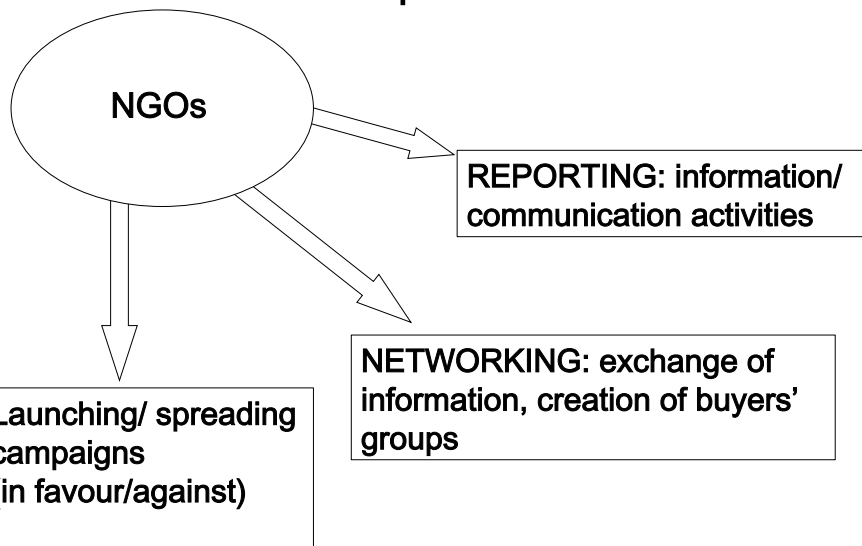
O.F.: organic food
F.T.: fair trade products

A growing capacity to timely spread information and to mobilize people world-wide: organize boycotts, vocal criticism in media (Global Social Forum)





Which are the main instruments to influence companies' behaviours?



Reporting:

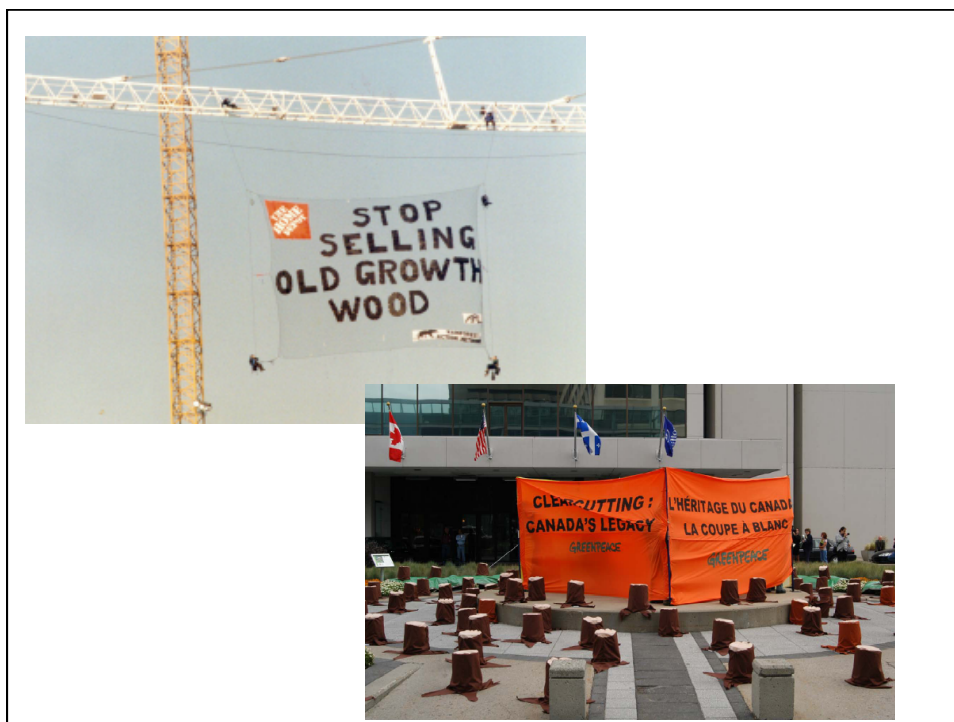
- the WWF FLEGT barometer
<http://www.wwf.org.uk/barometer>
- Risk assessment
<http://gra.nepcon.net>

Networking:

- FERN
<http://www.fern.org>

Campaigns:

- The Billion Tree Campaign (Kenya Green Belt Movement by Wangari Maathai → public = UNEP, FAO, ...)
<http://www.fao.org/forestry/home/en>
- forest campaigns by Greenpeace
<http://www.greenpeace.org/international/campaigns/forests>



An official acknowledgement of NGOs in the international decision making processes

Da: anelson@resolv.org
 Oggetto: **Call for Applications and Voter Registration: Civil Society Observers on the CIFs**
 Data: 17 novembre 2009 01.02.56 GMT+01.00
 A: Forest Policy Info Mailing List <forests-1@lists.iisd.ca>
 Rispondi a: anelson@resolv.org

Applications are now available on the RESOLVE website (<http://www.resolv.org/cif/>) for civil society observer seats on two sub-committees of the Climate Investment Fund (CIF)'s Strategic Climate Fund (SCF) – the Forest Investment Program (FIP) and the Scaling up Renewable Energy Program in Low Income Countries (SREP). Application forms, application instructions, and criteria for the observer seats are available on the RESOLVE website (www.resolv.org/cif/). Application instructions and criteria will be posted in Arabic, Bahasa Indonesian, Chinese, French, Nepali, Portuguese, Russian, and Spanish, during the week of November 11. In the interest of ensuring diverse representation, RESOLVE encourages applications from qualified women candidates. Completed applications are due to RESOLVE by Friday, December 4, 2009, 5:00 p.m. U.S. Eastern Daylight Time

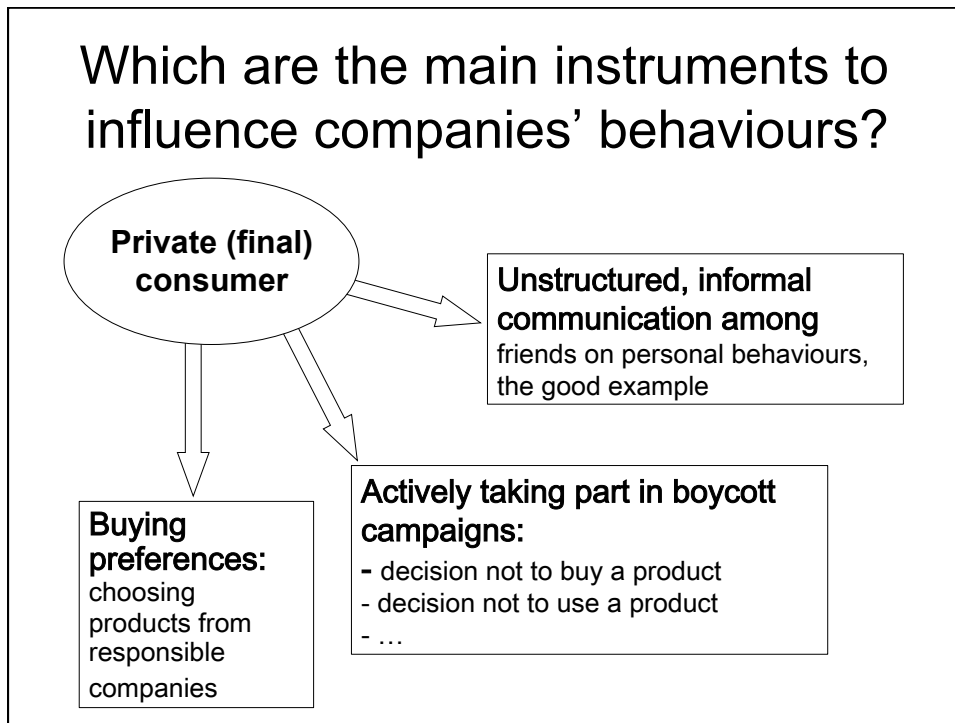
Voter registration will also open in the week of November 11. In order to vote in the civil society observer self-selection process, nonprofit civil society organizations, networks, and small local communities must register before January 7. Organizations, networks, and communities meeting the voter criteria will be approved and eligible to vote anytime between December 14 and January 8. Be sure to register your organization early so that you will be able to vote.

If you wish to receive updates and notification of the selection process, please sign up on the RESOLVE website <http://www.resolv.org/cif/>.

For more information on the CIFs, please visit www.worldbank.org/cif

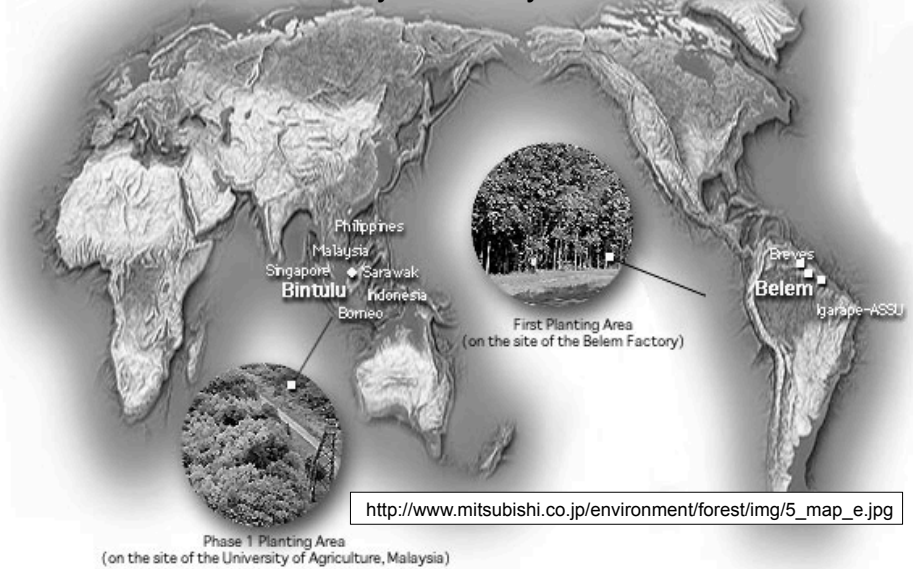
Separately, please note that the World Business Council on Sustainable Development is organizing a different process for the private sector observer seats.

Which are the main instruments to influence companies' behaviours?



The screenshot shows the homepage of the 'Tell Nestlé you are joining the boycott...' website. The page features a navigation bar with links for 'home', 'update', 'codewatch', 'boycott', 'shop', 'resources', 'search', 'links', and 'contact'. The main heading reads 'This is a Nestlé-Free Zone Boycott Nestlé - protect infants', with a sub-heading 'Action Network's involvement in Burma and apartheid South Africa'. Below this, there is a section for 'Find daily updates at the Campaigns Coordinator's blog' and a list of various resources and news items, including 'Latest news', 'Press releases and other news', 'Nestlé's PR machine exposed', 'Our new branding says respect to Nestlé's latest public relations offensive', 'boycott pledges', 'Sign up to the boycott', 'International boycotts', 'Read our latest newsletters', 'debates', 'Nestlé and Baby Milk Action head-to-head', 'network groups', 'articles & reports', 'campaign coordinator's blog', 'What goes on behind the scenes', 'Nestlé products to boycott', 'Nestlé's principle UK products - here is the list: Patnes, Bland', 'download', 'Fliers, posters and leaflets to download', 'boycott art', 'images and icons', 'Virtual shop', 'Boycott merchandise and publications', 'student campaigns', 'News and resources from the student network', 'FAQ', 'Your Questions Answered', 'transparency', 'Baby Milk Action news and television campaigns around the world share their concerns', 'Nestlé cause-related marketing', 'Concerned about your favourite charity linking to Nestlé? Here, Nestlé children's food price', and 'Boycott endorsement'. A central text block explains that Nestlé is targeted with the boycott because monitoring conducted by the International Baby Food Action Network (IBFAN) finds it to be responsible for more violations of the World Health Assembly marketing requirements for baby foods than any other company. It also quotes UNICEF: 'Marketing practices that undermine breastfeeding are potentially hazardous wherever they are pursued, in the developing world, WHO estimates that some 1.5 million children die each year because they are not adequately breastfed. These facts are not in dispute.' At the bottom, it states 'Finding your way around the campaign'.

The consumers' power: the example of Mitsubishi Group's activity in forestry sector



Networks of buyers' groups

GFTN (WWF):
25 buyers' groups in
several countries,
> 400 members (several
large retailers)

about 7% of total
industrial timber trade

GLOBAL FOREST & TRADE NETWORK

Home

The Global Forest and Trade Network (GFTN)

The GFTN is WWF's initiative to eliminate illegal logging and improve the management of valuable and threatened forests.

By facilitating trade links between companies committed to achieving and supporting responsible forestry, the GFTN creates market conditions that help conserve the world's forests while providing economic and social benefits for the businesses and people that depend on them.

GFTN Participants...

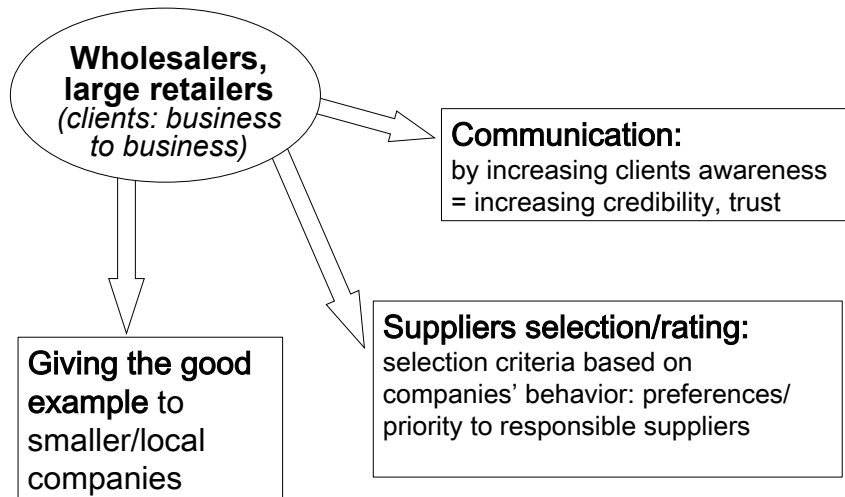
- ...have annual forest products sales exceeding \$52.9 billion per year
- ...are engaged in 174 trading deals with other GFTN participants
- ...manage over 25.2 million hectares of forests in progress to certification
- ...buy or sell in excess of 229 million m³ of forest products per year
- ...employ over 2.7 million people globally

figures current as of August 2008

"The GFTN provides the right mix of practical tools and hands-on assistance to help us phase out wood from unwanted sources and phase in wood with positive environmental credentials."

William R. Inghing | CEO
Wood Flooring International | USA

Which are the main instruments to influence companies' behaviours?



Large retailers: examples



The 1st mass market product in Italy (2002)





Large retailers: examples

LEGGNO: Castorama Italia, 1° distributore italiano membro FSC (Forest Stewardship Council)

Come tangibile testimonianza di una reale sensibilità verso una gestione responsabile delle foreste, Castorama Italia ha assunto l'impegno di inserire progressivamente nella sua gamma prodotti in legno con certificato FSC. Il marchio FSC sui prodotti assicura che il legno in essi contenuto provenga da foreste gestite in accordo ai Principi e Criteri basati su rigorosi parametri ambientali e sociali. In particolare FSC ha sviluppato uno speciale sistema di certificazione di gestione forestale e di rintracciabilità del legno. Scegliendo prodotti con il marchio FSC i consumatori contribuiscono in modo diretto a promuovere una gestione sostenibile delle foreste in tutto il mondo.

CHE COSA È IL FOREST STEWARDSHIP COUNCIL (FSC)

Il Forest Stewardship Council (FSC) è un'organizzazione non governativa e non-profit creata nel 1993 e che include tra i suoi membri gruppi ambientalisti e sociali, comunità indigene, proprietari forestali, industria che lavorano a commerciano legno, scienziati e tecnici, che operano insieme allo scopo di promuovere in tutto il mondo una gestione delle foreste e delle pianure che tuteli l'ambiente naturale, sia utile per la gente (lavoratori e popolazioni locali) e valida dal punto di vista economico, in linea con i principi dello sviluppo sostenibile affermati nel summit di Rio de Janeiro (1992) e di Johannesburg (2002). Attualmente, oltre 51.000.000 ettari di foresta in 81 Paesi sono certificati FSC e sono stati ammessi, da enti accreditati, oltre 3.800 certificati di "catena di custodia".

I 10 PRINCIPI E CRITERI DI BUONA GESTIONE FORESTALE DEL FSC

Sono raggruppati in tre diversi ambiti, tutti finalizzati a garantire lo sviluppo sostenibile delle foreste:

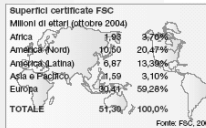
AMBIENTALI
conservazione biodiversità, tutela ecosistemi fragili e risorse naturali, protezione specie rare, protezione foreste vergini e di grande valore ambientale.

SOCIALI
rispetto diritti civili e tradizioni delle popolazioni indigene e delle comunità locali, tutela operaie forestali, protezione foreste di grande valore storico-culturale o religioso.

ECONOMICI
uso responsabile e sostenibile dei diversi prodotti (legno, resina, frutt, ...) e servizi della foresta per assicurare l'efficienza economica oltre ai benefici ambientali e sociali.

COSA È LA CATENA DI CUSTODIA FSC

Il marchio FSC sui prodotti assicura la rintracciabilità del legno, dalla foresta al prodotto finale, venduto sul mercato. Ogni anello della catena è identificato da un codice di certificazione e controllato da enti di certificazione indipendenti ed accreditati. Tale codice consente al consumatore di individuare una foresta od un produttore certificati secondo i principi ed i criteri sopra riassunti.



Castorama-
Italia
committent:
within the end
of 2009, only
FSC certified
wood
products

castorama
per l'ambiente



WAL-MART Store Finder | FAQs | Contact Us
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Home About Us **Facts & News** Health & Wellness Careers Community & Giving Diversity Sustainability Investors Suppliers

Home > Facts & News > News Room > Wal-Mart Joins WWF's Global Forest & Trade Network My Content: Login | Signup

Walmart Joins WWF's Global Forest & Trade Network
Commitment to improve the management of valuable and threatened forests

WASHINGTON, D.C. and Bentonville, Ark. July 14, 2008 – Wal-Mart Stores, Inc. joined the Global Forest & Trade Network (GFTN), World Wildlife Fund's (WWF) initiative to save the world's most valuable and threatened forests, WWF announced today. By joining the GFTN, Wal-Mart has committed to phasing out illegal and unwanted wood sources from its supply chain and increasing its proportion of wood products originating from credibly certified sources – for Wal-Mart stores and Sam's Club locations in the United States.

"With nearly half of the world's forests already gone, action is urgently needed," said Suzanne Apple, WWF's VP for Business & Industry. "Wal-Mart's commitment to support responsible forestry answers that call to action. WWF welcomes the company to a global community committed to healthy business and healthy forests."

The United States is the largest consumer of industrial timber, pulp and paper in the world. The U.S. is also among the top destinations for imports of wood from areas where illegal logging and trade are common, such as Indonesia, China and Brazil. Thus, the U.S. market is critical to protecting forests worldwide.

Wal-Mart's commitment includes the importation and sale of all wood-based products with an initial focus on wood-based furniture. Wal-Mart sources furniture from the Amazon, Russian Far East, northern China, Indonesia, and the Mekong region of southeast Asia. These areas include some of the most biologically diverse places on earth, places that WWF is working to protect.

Within one year, Wal-Mart will complete an assessment of where its wood furniture is coming from and whether the wood is legal and well-managed. Once the assessment is completed, Wal-Mart has committed to eliminating wood from illegal and unknown sources within five years. The company will also eliminate wood from forests that are of critical importance due to their environmental, socio-economic, biodiversity or landscape values and that aren't well-managed.

*One of our goals at Wal-Mart is to sell products that sustain and protect our resources. By joining

Think About This:
 In Mexico, we are adding wastewater treatment plants to all new stores and are retrofitting existing stores.
 > More Thoughts

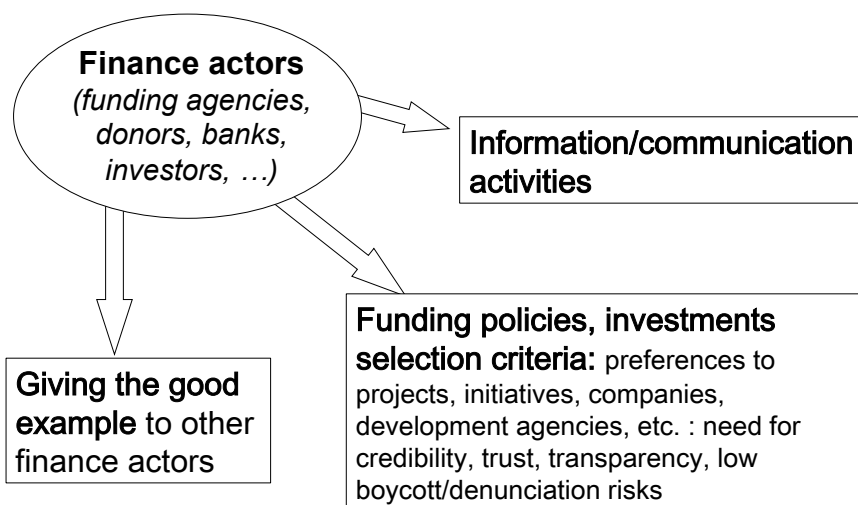
Related Information
 • Worldwildlife.org/natn

Related Resources

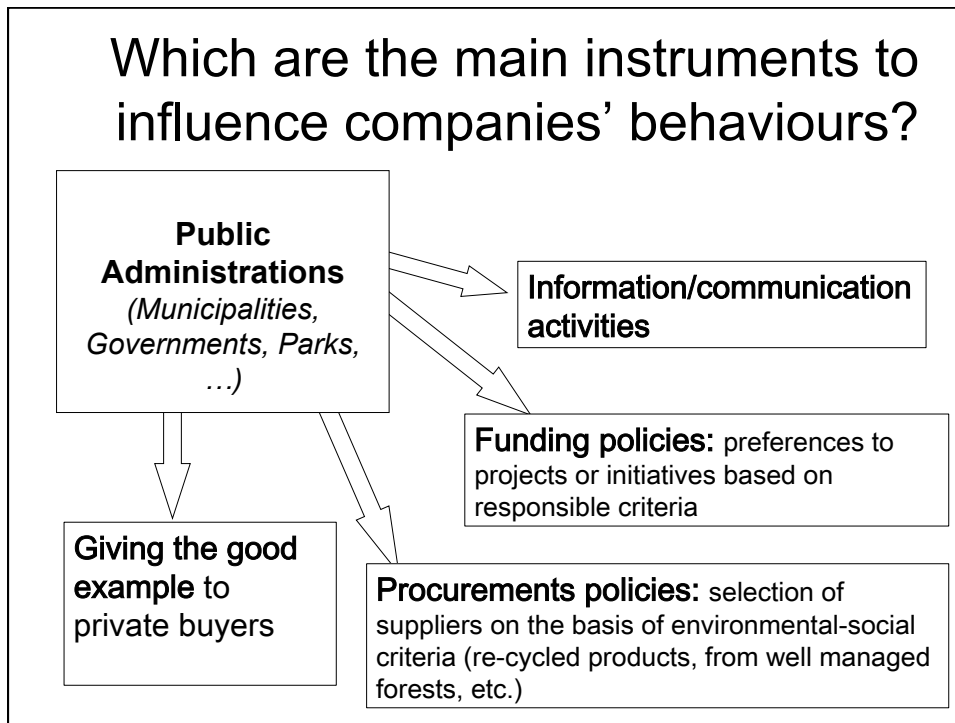
Locally Grown Produce Fact Sheet - July 2008
 Ponce, Puerto Rico Sustainable Supercenter Fact Sheet en Español
 Sustainability Newsletter March 2008
 Sustainability Newsletter August 2007
 Sustainability Newsletter April/May 2007
 Sustainability Fact Sheet

<http://walmartstores.com/FactsNews/NewsRoom/8438.aspx>

Which are the main instruments to influence companies' behaviors?



Which are the main instruments to influence companies' behaviours?



Other examples in the public-private sector: BBC

The screenshot shows the BBC Press Office website with a press release titled "One of Britain's best-known magazines becomes one of its greenest". The release is dated 04.06.2004 and discusses the BBC's move to FSC-certified paper for Radio Times.

Radio Times (BBC)

- Use of FSC paper since 2000
- 1,1 M of copies/week
- 20.000 t/year of paper

The BBC's commercially funded international 24-hour news and information TV channel:

- ▶ BBC World press releases
- ▶ BBC World

Every year Radio Times uses 20,000 tonnes of paper - equivalent in weight to a small aircraft carrier. Every week it uses 350-400 tonnes - more than the weight of a jumbo jet - and its Christmas/New Year edition uses 1,700 tonnes, equivalent to 1,700 small cars.

<http://www.bbc.co.uk>

Deutsche Bahn AG:

Leader among European railways

32 M tickets/year printed on FSC paper (3.500 automatic ticket offices)

information on FSC given to passengers by mean of automatic ticket offices' monitors



Public Procurement Policies (PPP)

The integration - on a voluntary basis - of environmental and social concerns into (public) products and services procurements and in business operations, maintaining good stakeholders relations.

At the beginning...

→ **green public procurement = GPP policies**

... **but more recently**, the procurements of products processed and traded respecting "social" criteria (workers rights, society), i.e. with "**social value**"

"to fulfill their activity in the public interests"

Legislation, rules, guidelines at the basis of EU PPP (1/2)

The preliminary steps

- Johannesburg 2002: Plan of Implementation of WSSD
- VI EU Action Plan on Environment (2000-2006)
- Communication 2001/274/CE
- OECD Recommendation to improve PP env.performances (2002)
- EU Integrated Product Policy (2003)

Legislation, rules, guidelines at the basis of EU PPP (2/2)

Main on-going policy tools

- Directive 2004/18/EC on the co-ordination of procedures for the award of public works contracts, public supply contracts and public service contracts;
- EC green procurement web-site:
http://ec.europa.eu/environment/gpp/index_en.htm
 - “Buying Green” – green procurement handbook;
 - “Buying Social” – social procurement handbook.
 - Report of the Standing Committee Working Group on Wood

Direct and indirect effects of PPP

Direct:

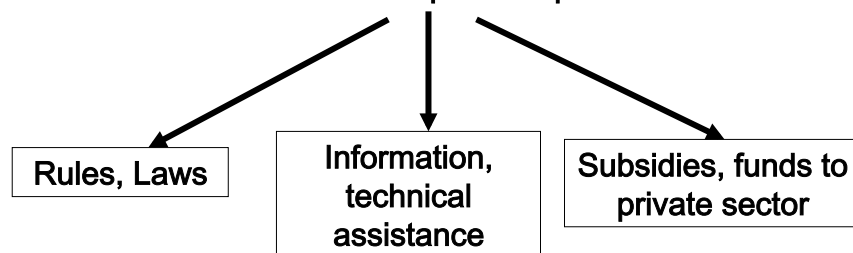
In EU: 14% of GDP = public sector demand

In Italy: 17%

In other European countries: up to 25%

Indirect:

20-40% of investments depend on public choices



Examples of wooden-based products to which PPP applies

- **Paper, packaging, billposting, advertising, ...**
- **Building** (*offices, public buildings, houses, theatres, stadium, harbours, ...*)
- **Road constructions** (*traffic barriers, barriers against noises, ...*)
- **Furniture** (*offices, public rooms, schools, ...*)
- **Garden furniture** (*kindergarten, picnic areas, ...*)

Others? *NWFPs in schools' canteens menu*

Typical contents of a PPP Regulation

- Legislation on contracts, general rules
- Suppliers selection criteria and methods
- Planning/programming of purchasing
- Management of contract with supplier
- Staff involvement, responsibility
- Auditing systems

Networking

ARPAT (I)
ARPA Piemonte (I)
Provincia di Torino (I)
Provincia di Cremona (I)
Comune di Ferrara (I)
Comune di Sesto S.Giovanni (I)
Barcelona (S)
Badalona (S)
Vigo (S)
Almada (S)
Culleredo (S)
Zurigo (CH)
Londra - Borough of Islington (UK)
Suffolk (UK)
Guildford (UK)
Utrecht (H)
Kolding (DK)
Lille (F)
Ravensburg (D)

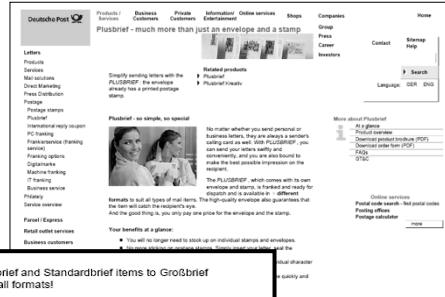
PROCURA+

SUSTAINABLE
PROCUREMENT
CAMPAIGN



PPP examples

FSC certified paper for envelopes and *Plusbrief* parcels have been used by Deutsche Post since 2004





Deutsche Post World Net
MAIL EXPRESS LOGISTICS FINANCE

PLUSBRIEF products ranging from MaxiBrief and StandardBrief items to GroßBrief items are available in practical sets in all formats!

Guaranteed environmentally-friendly:
Plusbrief envelopes are made of FSC paper and are labeled with the logo for socially-acceptable, environmentally-friendly forestry. Independently certified in accordance with Forest Stewardship Council standards. The German consumer magazine, Öko-Test, evaluated the German FSC standard with the grade "very good". The FSC certification number is on the products themselves.

Do you have questions concerning the environment and PLUSBRIEF? The PLUSBRIEF team would be pleased to help.



FSC Trademark © 1996
Forest Stewardship Council A.C.
(FSC-DEU-0070)

<http://www.deutschepost.de>

Final considerations

Most important roles played also in the future by:

- **large retailers** (committed towards environmental and social responsible products)
- **public procurement policies**
- **the (informed) consumers**

