

The GoodCorporation Standard

GoodCorporation标准

(Revised June 2007)

(2007年6月修订版)

The GoodCorporation Standard is based on a core set of principles that define a framework for responsible management in any type of organisation. Under each principle, the Standard sets out management practices that can be assessed to determine how well the organisation works in reality. GoodCorporation uses an independent assessment process that looks at four levels of evidence for each individual practice, and assesses them against a five-point scale.

“GoodCorporation(良好企业)标准”以一套核心原则为基础，这些原则定义了各种类型机构的责任管理体系。在每一个原则下，本标准设定了一些管理行为，通过评估这些行为，可以决定一个机构实际表现的优劣。“GoodCorporation标准”使用一个独立的认证程序，从四个层次考查每个行为，并采用五级评估方法进行评估。

The assessor checks:

- that a policy exists – policy documents are reviewed
- that a system is in place to implement the policy – systems are examined
- that records exist which show that the system works in practice – a sample of records is reviewed
- that stakeholders, when asked, agree that the system works and is fair – interviews are held with employees, customers, suppliers, shareholders, community and environmental groups

认证方考查以下方面:

- 制定政策 — 检查政策文件
- 设有体系实施该政策 — 考查体系
- 有记录证明该体系在实际运行 — 对记录进行抽样检查
- 被采访的利益相关者认为该体系发挥作用而且公平—采访职工、顾客、供应商、股东、社区和环境团体。

The assessor awards grades:

- fail – there is no policy or system, or it has largely broken down
- minor non-compliance – there is a policy and system but it is not always working
- observation – there is a policy and system that works but potential improvements have been identified
- merit – the policy and system work well
- commendation – the policy and system are examples of best practice

认证方评定的五个等级:

- 不及格 – 没有制定政策或体系，或者政策或体系大都已经瓦解
- 轻度不合规 – 制定了政策或体系，但是有时候不能发挥作用
- 待改进 – 制定了政策或体系，发挥作用，但是仍然有改进的空间
- 良好 – 政策和体系发挥良好的作用

- 优异 - 政策和体系是最佳行为的模范

Any organisation can undergo an assessment, and those that demonstrate working policies and practices in every area set out in the Standard will attain Full GoodCorporation Membership. Membership is renewed by annual re-assessment.

所有机构都可进行认证。如果该机构在标准设定的各个领域都具有合格的政策和行为，即可成为GoodCorporation的会员。每年再评估后，会员可以续会。

In all cases, an assessment report is provided setting out the evidence presented, the assessment grade awarded for each practice, and commentary on potential improvements. An independent Accreditation Council approves all assessment reports and deals with any disputes regarding assessments.

在所有的情况下，评估方都会提供一份报告，陈述所呈现的证据，每一方面的评估等级，对可改进方面的意见。一个独立的认证委员会审批所有的认证报告，处理与评估相关的所有争议。

The GoodCorporation Standard was established in June 2001 and developed in partnership with the Institute of Business Ethics. The Standard is reviewed and updated every three years. This document shows the second revision to the Standard, released in June 2007.

“GoodCorporation标准”最初于2001年6月制定，并与英国商业道德协会（Institute of Business Ethics）建立了伙伴关系。本文件是该标准的第二版，于2007年6月修订。

The GoodCorporation principles and assessed practices

“GoodCorporation标准”及受评估行为

While the organisation is accountable to its shareholders (or equivalent for not-for-profit organisations), it takes into account the interests of all its stakeholders including employees, customers and suppliers as well as the community and environment in which it operates. The organisation aims to achieve clarity, fairness and effectiveness in the setting of policies and procedures, and it respects human rights as defined by the United Nations Global Compact and the Universal Declaration of Human Rights.

虽然机构对其股东（或者非盈利机构的同类群体）负责，但是也要考虑所有利益相关者的利益，包括员工、顾客、供应商以及其经营所在的社区和环境。机构的目标是实现政策及其制定程序的透明、公正和效率，并遵照联合国全球契约和世界人权宣言，尊重人权。

1. Employees

1. 员工

The organisation provides clear and fair terms of employment.

机构提供明晰、公平的雇佣条款。

EMP1: There are clear employment terms and conditions for all employees.

EMP2: There is a process to ensure that the privacy of employees is respected.

EMP3: There is a clear disciplinary procedure that is fairly applied.

EMP4: There is an effective process to deal with employee complaints and grievances.

EMP5: Freedom of association and organisation of employees is respected.

EMP6: There are effective employee communication and consultation processes.

EMP7: There is a process to monitor compliance with relevant employment laws and regulations.

员工1: 所有员工都有明确的雇佣条款和条件。

员工2: 制定确保员工隐私权不被侵犯的措施。

员工3: 制定并公正执行明晰的奖惩措施。

员工4: 制定有效的员工投诉处理机制。

员工5: 尊重员工的集会和结社自由。

员工6: 执行员工磋商机制。

员工7: 制定监控相关雇佣法规遵守状况的措施。

The organisation provides clean, healthy and safe working conditions.

机构提供清洁、健康、安全的工作条件。

EMP8: There are procedures to ensure the provision of a healthy and safe working environment and the continuous improvement of health and safety performance.

EMP9: There are processes to provide adequate resources and training for the provision of a healthy and safe working environment.

员工8: 制定措施，确保职工有健康安全的环境，且相关条件能得到不断改进。

员工9: 提供充足的资源和培训，确保职工工作环境的安全和健康。

The organisation has a fair remuneration policy everywhere it operates.

机构在其运营的所有地方提供公平的薪酬政策。

EMP10: There is a process to ensure that employees know how and when their pay and benefits are determined.

EMP11: Local cost of living and market rates are taken into account when setting pay and benefits.

员工10: 制定措施确保员工知道自己工资薪酬福利确定的方式和时间。

员工11: 确定员工工资福利时，考虑当地的生活成本或工资标准。

The organisation strives for equality and diversity for all present and potential employees. It does not discriminate on the grounds of disability, colour, ethnic origin, gender, sexual orientation, age, religion, political or other opinions.

机构致力于为所有的现有员工和潜在员工提供平等的机会，不歧视残疾、肤色、种族、性别、性取向、年龄、宗教、政治或其他观点。

EMP12: The organisation encourages diversity and recruits, promotes and rewards employees on the basis of merit alone.

员工12: 机构鼓励员工结构多元化，并以员工能力作为招聘、提升、奖励的唯一依据。

The organisation encourages employees to develop skills and progress in their careers.

机构鼓励员工提高技艺，在各自的职业领域取得进步。

EMP13: All employees have appropriate learning and development opportunities to support their work.

EMP14: Employees have regular performance reviews that also consider skills development and career prospects.

员工13: 所有员工有接受与自身工作相关的培训和学习的机会。

员工14: 员工定期进行绩效评估, 讨论其技能发展和职业前景。

The organisation does not tolerate any sexual, physical or mental harassment or bullying of its employees.

机构严禁任何对员工进行性、身体或心理骚扰或欺侮的现象。

EMP15: There is a process to ensure that no forms of harassment, bullying or discrimination are tolerated.

员工15: 制定措施, 严禁任何形式的虐待、威吓和侮辱。

The organisation employs only voluntary and appropriately aged employees.

机构只聘用志愿者和适龄员工。

EMP16: There is a policy not to employ forced, bonded or otherwise exploited labour.

EMP17: There are processes to ensure that employment practices for young people follow internationally accepted standards.

员工16: 制定不强迫用工、不收取员工抵押以及不剥削员工的政策。

员工17: 制定程序, 确保雇佣年轻员工遵守国际标准。

2. Customers

2. 顾客

The organisation is honest and fair in its relationships with its customers.

机构与其顾客保持诚信、公平的关系。

CUS1: Terms of business with customers are clear and respected.

CUS2: Personal and confidential information received from customers is protected and used only in ways explicitly agreed.

CUS3: Intellectual property, such as copyrights, trademarks, patents or software, belonging to customers is only used with their explicit permission.

CUS4: The organisation ensures that none of its advertising, public statements and customer information is misleading or causes public offence.

CUS5: There is a process for acknowledging and resolving customer complaints and comments within a defined timescale.

CUS6: Customer feedback is taken into account in developing and reviewing customer policies and practices.

CUS7: The organisation competes fairly and takes measures to prevent anti-competitive behaviour.

顾客1: 与顾客相关的商业条款明晰且严格遵守。

顾客2: 保护顾客的个人信息和隐私, 只将信息用于顾客明确同意的用途。

顾客3: 没有顾客的明确同意, 不能使用属于顾客的版权、商标、专利、软件等知识产权。

顾客4: 机构确保所有广告、公共声明和顾客信息没有误导性, 也不会引起公众非议。

顾客5: 制定机制, 在规定的时间内, 认定并处理顾客的投诉和意见。

顾客6: 在制定顾客政策和措施时, 考虑顾客的反馈。

顾客7: 机构公平竞争, 并采取措施防止限制竞争行为

The organisation provides the products and services to the standards that have been agreed.

机构提供预先协商一致的产品和服务的标准。

CUS8: The specification of products and services is clear, including where appropriate quality, total cost, delivery charges and timescales for delivery.

CUS9: The organisation's after-sales obligations are clearly stated and met.

CUS10: There is a process to protect the interests of vulnerable consumer groups.

顾客8: 明确定义产品和服务的规格, 包括适宜用途、总成本、交货收费以及交货时间表。

顾客9: 售后服务得到清楚声明, 并有效兑现。

顾客10: 制定措施保护保护弱势消费群体的利益。

The organisation takes all reasonable steps to ensure the safety of the products and services it provides.

机构采取所有合理的步骤, 确保其所提供产品和服务的安全和质量。

CUS11: Products and services have clear health and safety information regarding their content, use, maintenance, storage and disposal.

顾客11: 产品和服务拥有明晰的健康和安全信息, 包括其成分、用途、维护、存储和处理等。

The organisation does not engage in bribery or corruption.

机构不参与行贿或受贿。

CUS12: There is a process to ensure that there are no forms of bribery or corruption in relation to customers.

顾客12: 制定措施, 确保机构没有任何与顾客相关的行贿或受贿行为。

3. Suppliers and Contractors

3. 供应商和承包方

Where an organisation has joint venture partners, the assessment will contain a separate partner section that will include all the points found here in the supplier section.

只要机构有合资伙伴, 评估就有关于合作伙伴的独立章节, 包括这里所涉及的供应商部分的所有内容。

The organisation is honest and fair in its relationships with its suppliers and contractors.

机构与其供应商和承包方保持诚信、公平的关系。

SUP1: There are clear and transparent processes for selecting suppliers and contractors.

SUP2: Terms of business with suppliers and contractors are clear and respected.

SUP3: Where business terms are changed, the impact on suppliers and contractors is considered before implementation.

SUP4: Personal and confidential information received from suppliers and contractors is protected and used only in ways explicitly agreed.

SUP5: Intellectual property, such as copyrights, trademarks, patents or software, belonging to suppliers or contractors is used only with their explicit permission.

SUP6: There is a process for acknowledging and responding to supplier and contractor complaints and comments against a defined timescale.

SUP7: Supplier and contractor feedback is taken into account in managing supplier relationships.

供应商1: 制定清晰、透明的供应商和承包方的选择程序。

供应商2: 明晰且遵守与供应商和承包方的商业条款。

供应商3: 如果商业条款发生变化, 提前考虑到变化条款对供应商和承包方的影响。

供应商4: 保护供应商或承包方的个人信息和机密, 只将其用于明确同意的用途。

供应商5: 在没有得到明确同意的情况下, 不得使用属于供应商或承包方的版权、商标、专利、软件等知识产权。

供应商6: 制定机制, 根据固定的时间表, 认定并处理供应商和承包方的投诉和意见。

供应商7: 在进行供应商关系管理时, 考虑供应商和承包方的反馈。

The organisation pays suppliers and contractors in accordance with agreed terms.

机构根据协商一致的条款向供应商和承包方付款。

SUP8: There is a process to ensure that all suppliers and contractors are routinely paid in accordance with agreed terms.

供应商8: 制定措施, 确保根据协商一致的条款向供应商和承包方例行付款。

The organisation does not engage in bribery or corruption.

机构不参与行贿或受贿。

SUP9: There is a process to ensure that there are no forms of bribery or corruption in relation to suppliers and contractors.

供应商9: 制定措施, 确保不与供应商或承包方发生任何行贿或受贿行为。

The organisation encourages suppliers and contractors to adopt responsible business practices.

机构鼓励供应商和承包方采用负责的商业行为。

SUP10: There is a process in place to inform suppliers and contractors about the organisation's responsible business practices and to encourage them to abide by equivalent principles.

SUP11: As appropriate, the organisation manages the employment, environmental and ethical risks in its supply chain.

SUP12: The organisation ensures that contractors working on its behalf have responsible health and safety practices.

供应商10: 制定措施, 告知供应商和承包方该机构负责的商业行为, 并鼓励他们遵守相应的准则。

供应商11: 机构对供应链条实行恰当的雇佣、环保以及道德风险管理。

供应商12: 机构确保承包商本身采取了负责的健康和安全行为。

4. Community

4. 社区

The organisation contributes to making the communities in which it operates better places to live and do business.

机构努力使其所在社区成为更适宜生活和工作的地方。

COM1: The organisation's plans and activities take account of its impacts on communities.

COM2: There is a process in place to deal with enquiries and complaints from members of the local or national community within a defined timescale.

COM3: There is a programme of support for community projects and activities that is appropriate to the organisation and the needs of the community.

COM4: There is a process to ensure that any lobbying activities are conducted in a responsible manner.

COM5: There is a process to ensure that there are no forms of bribery or corruption in relation to public officials and public bodies.

社区1: 机构制定计划和开展活动考虑了对社区的影响。

社区2: 制定措施, 在规定的时间内, 处理机构当地社会或国家范围内成员提出的质询和投诉。

社区3: 建立支持适合机构并满足社区需要的社区项目和活动。

社区4: 制定措施, 确保以负责的方式游说议员。

社区5: 制定措施, 确保没有任何与公共部门和公共团体有关的行贿和受贿行为。

The organisation is sensitive to the local community's cultural, social and economic needs.

机构密切关注社区的文化、社会、经济需求。

COM6: The organisation engages in meaningful dialogue with the community where there are concerns about its products, services or operations.

COM7: There is a process to ensure that risks to public safety resulting from the organisation's products and operations are minimised.

社区6: 如果出现产品、服务和运营方面的问题, 机构与相关社区群体进行有意义的对话。

社区7: 机构制定措施确保因机构产品和运营造成的公共安全风险最小化。

5. Environment

5. 环境

The organisation protects the environment in terms of its use of resources and minimisation of waste and pollution.

机构在资源利用以及浪费、污染最小化方面进行环境保护。

ENV1: The organisation identifies and measures the impacts of its operations and products on the local and global environment, including climate change.

ENV2: The organisation monitors and continuously reduces its environmental impacts.

ENV3: There is a process to monitor compliance with environmental regulations and industry specific codes of practice.

ENV4: There is a process to encourage employees and contractors working on the organisation's behalf to participate actively in environmental protection.

ENV5: Where appropriate, there is a process to encourage environmentally responsible use and disposal of products.

环境1: 机构识别并评估机构的运营和产品对地区及全球环境的影响, 包括对气候变化的影响。

环境2: 机构进行环境监督, 并不断减少其环境影响。

环境3: 制定措施监控环境法规和行业行为守则的遵守情况。

环境4: 制定措施, 鼓励机构的员工和承包商积极参与环境保护。

环境5: 在恰当的情况下, 制定措施鼓励对环境负责的产品使用和处置行为。

6. Shareholders or equivalent

6. 股东和同类群体

The organisation is financially accountable to its shareholders (or equivalent) and communicates to them all matters material to the organisation.

机构在财务上对其股东（同类群体）负责, 并就所有具体相关问题与股东（相关方）进行交流。

SHA1: There is a regular report that provides shareholders with a clear understanding of the organisation's finances and operations.

SHA2: Relevant material issues are disclosed to all shareholders in a timely fashion.

SHA3: An audit or inspection of finances is carried out if shareholders require it.

SHA4: As appropriate, the organisation's strategy and prospects are clearly communicated.

股东1: 定期发布总结, 帮助股东清楚地了解机构的运营和财务状况。

股东2: 相关的具体问题定期向股东发布。

股东3: 如果股东提出要求, 机构需要对财务进行审计或检查。

股东4: 在恰当的时候, 讨论清楚机构的总体策略和发展前景。

The organisation protects shareholders' funds, manages risks and ensures that funds are used as agreed.

机构保护股东的资金, 管理风险, 并确保根据协商一致的方式使用资金。

SHA5: There is a process to ensure that significant financial and non-financial risks are assessed and there are appropriate controls in place to manage them.

SHA6: There are procedures to guard against insider trading and misappropriation of information.

股东5: 制定措施, 确保要对重要的财务性和非财务性风险进行评估, 并采取恰当的控制措施进行风险管理。

股东6: 制定措施, 防范内部交易并对信息进行不恰当处理。

The organisation communicates to shareholders (or equivalent) all matters that are material to an understanding of its corporate governance.

机构就所有重要事务与股东（或同类群体）进行交流，帮助其了解公司的治理。

SHA7: There is a process to review corporate governance to assess compliance with relevant local codes.

SHA8: The principles and practices of corporate governance are clearly communicated to shareholders and variances from relevant codes are explained.

SHA9: There is a process to deal with queries and complaints from shareholders regarding corporate governance within a defined timescale.

股东7: 制定措施，对公司治理进行总结，评估其是否符合地方相关法律。

股东8: 公司治理的原则和措施，要清晰地告知股东；与公司治理的相关规范不一致之处，要对其进行解释。

股东9: 制定措施，在规定时间内处理股东就公司治理提出的质询或投诉。

7. Management commitment

7. 管理层承诺

Management ensures that the organisation conforms to the letter and spirit of this Standard.

管理层确保机构遵守本标准的字面意思和内在精神。

MAN1: The responsibility for adhering to this Standard rests with the senior management team.

MAN2: There is a process to ensure that employees are informed of their responsibilities in adhering to this Standard.

MAN3: Confidential reporting channels are in place where appropriate.

管理层1: 高级管理层承担责任，确保遵守本标准。

管理层2: 制定措施，确保雇员知晓其对应本标准所应担负的责任。

管理层3: 在恰当时候，可采取秘密渠道进行报告。

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