



Good psychosocial practices at work: A thematic analysis of Corporate Social Responsibility tools and instruments.

Daniel Mari Ripa. University of Oviedo
Aditya Jain. University of Nottingham
Juan Herrero. University of Oviedo
Stavroula Leka. University of Nottingham



Presenter: Aditya Jain

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Why should we study this topic?



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Corporate Social Responsibility, as a macro-social concept, has the ability to alter quickly a large amount of company's processes, structures and internal/external actions. It implies a continuous cultural change rather than progressive actions. A way to promote global interventions to promote work-life well-being as a whole, both in the company and in the community.



Antecedents

“It’s all about CSR, but is it just a
new fashion?”



Antecedents

- There always have had responsible companies, developing good business practices.
- After being conceptualized in the 50s (Responsibilities), CSR becomes popular in the 60s, **due to social movements pressure** (awareness and social environment). It is focused on how companies can help society.
- In the 70s, first critics appear (business responsibility= increasing profits; social affairs = Governments). It becomes a CSR responsiveness. **Link to results and social outcomes (business case).**

Antecedents

- In the 80s and 90s, **link between CSR and financial results (CFP)**. Unstructured initiatives, philanthropy from some business pioneers, but not widespread. Neoliberalism economic trend pressures. **Business Ethical culture**.

Late 90s and 2000: CSR boom. **Sustainability** concept. **Europeanization and institutionalization of CSR**. **Homogenization of tools and standards**. A way to gain legitimacy after corporative scandals. Anti-globalization movement. Acceptance of responsibility.

→ CSR meaning has evolved over the time on the basis of academic, social and consumer's pressure and the acceptance of societal myths and pressures.



What CSR is?

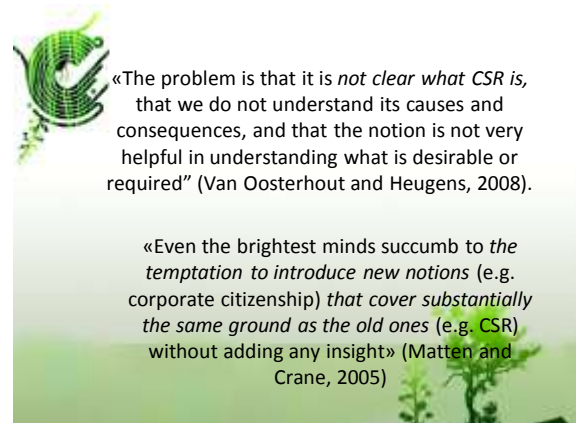
“A problematic concept”

A problematic concept



- Conceptual problem: No academic consensus about what a responsible company is. Most used definitions come from institutional field (Dahlsrud, 2006), rather than academic ones.
- Methodological problem: Lack of consensus about how to measure CSR and limited operationalization.
- Different characteristics according to each country (4 CSR typologies in Europe)

→ Trend to define CSR in the basis on the instruments that measure it.



«The problem is that it is *not clear what CSR is*, that we do not understand its causes and consequences, and that the notion is not very helpful in understanding what is desirable or required” (Van Oosterhout and Heugens, 2008).

«Even the brightest minds succumb to the *temptation to introduce new notions* (e.g. corporate citizenship) *that cover substantially the same ground as the old ones* (e.g. CSR) without adding any insight» (Matten and Crane, 2005)

MOST FREQUENT CSR DEFINITIONS (DAHLSRUD, 2006)	
Comission of the European Communities, 2001	A concept whereby companies integrate social and environmental concerns in their business operations and in their interaction with their stakeholders on a voluntary basis
World Business Council for Sustainable Development, 1999	The commitment of business to contribute to sustainable economic development, working with employees, their families, the local community and society at large to improve their quality of life
World Business Council for Sustainable Development, 2000	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 the local community and society at large
Comission of the European Communities, 2001	Corporate social responsibility is essentially a concept whereby companies decide voluntarily to contribute to a better society and a cleaner environment
Business for Social Responsibility, 2000	Business decision making linked to ethical values, compliance with legal requirement and respect for people, communities and the environment



A problematic concept

- The **voluntary** (1) **integration** (2) **in the company [and organizations e institutions]** (3) of the **social and environmental** concerns (4) in their business operations and **inter-relation with stakeholders** (5) (European Commission, 2001)



CSR theories, areas and dimensions

“From theory and from practice”

Theoretical proposals and main goals

- Stakeholder theory (Freeman, 1984): Responsiveness to agents who have interest in the company
- Corporate Social Performance (Wood, 1991): To assess what are the effects of CSR on society, by evaluating different dimensions
- Corporate Citizenship (Moon, 2002): Influence of corporate world in citizenship's rights in communities and institutional pressures.
- Shareholder maximization and strategic CSR approach: How to increase profitability of the company by doing CSR (McWilliams and Siegel, 2001)
- Sustainability (World Commission on Environment and Development, 1987)

THEORIES, DIMENSIONS AND INSTRUMENTS	
THEORIES OF CSR	DIMENSIONS
Ethics approaches	Ethics responsibilities for a company (Carroll, 1979) or a person (Frederick, 2008)
Theoretical-practical approaches to detect dimensions	1) Leadership, vision, and values; 2) Marketplace activities; 3) Workforce activities; 4) Supply chain activities; 5) Stakeholder engagement; 6) Community activities; 7) Environmental activities
Internal and External CSR (EC, 2001)	Internal: Human Resources management, Health and Safety at work, Adaptation to change, Management of environmental impacts and natural resources. External: Local communities, Business partners, suppliers and consumers, Human Rights, and Global environmental concerns, in international operations
Triple Bottom line (Elkington, 1998)	Economic, Social, Environmental
Stakeholders Theory (Freeman, 1984)	Interest areas through engagement with stakeholders: trade unions, shareholders, workers, NGOs, consumers, Governments and civil society, environment...
Sustainability (World Commission on Environment and Development, 1987)	Detect the whole direct and indirect impacts of company on the society, and the products and processes over the life-cycle of products, allowing new business opportunities in a sustainability-led growth.



Kind of tools

KIND OF TOOLS TO MANAGE CSR						
	Codes of Behaviour/Ethics Guidelines-Principles/Code of Ethics	External Assurance/Auditing	Sustainability/Social Reporting	Social/Environmental Investment Ratings/Indexes	CSR reputation and social rankings and surveys	Multi-method self-improvement instruments
What are they?	A group of principles which business can sign, but there are not external assurance mechanisms to check progresses. They usually include mechanisms to inform stakeholders about how company is following these principles.	Management systems which can be certified against a standard. They are applied in organizations (EMAS) or facilities of the company (SA8000). Standards are consistent with international, national or sectorial laws and regulations.	Guides to standardize social reporting information, according to stakeholders expectations. By promoting transparency, social accountability improves. Initially, based on triple bottom-line, they are becoming closer to a multiple-bottom line (stakeholders) reporting.	Used by investment agencies or funds or socially responsible investors to recognise responsible business, measuring company's performance. Companies included must be within the universe of financial indexes, usually provided by the same organization which elaborates the Sustainability Index. There are inclusion and exclusion criteria. Focus is given to risks and risk management	A rating of companies according to several economic, social or environmental practices, creating a ranking with leaders by areas, which increases corporate reputation. They are usually partial or focused on a limited number of CSR aspects.	A comprehensive set of CSR tools to promote self-improvement among companies. They are voluntary and applied by the company itself, which can reach their own conclusions, but also receive support from organizations launching these initiatives.

KIND OF TOOLS: GLOBAL LEADERS	
Global compact	10 voluntary principles developed by the United Nations in 2000, that organizations can sign. There is not any external assurance system. However, a self-improvement instrument, a Communication of Progress explaining how principles are being applied must be done annually.
Social Accountability 8000 (SA8000)	A labour auditing instrument, developed in 2000 (third version in 2008), by the NGO Social Accountability International, sited in New York. Based on UN and ILO Conventions, it provides 9 standards which should be verifiable through an evidence-based process. They certificate facilities, not companies.
Global Reporting Initiative (GRI-G3)	A reporting instrument launched in 1999 (third version, in 2006) by the Global Reporting Initiative, in Amsterdam. It is coordinated by CERES. It pretends to create a common social and sustainability reporting framework for organizations, as the financial reports have, in order to increase corporate transparency. Firstly based on the triple bottom line, now is including new areas and stakeholders (multiple bottom-line).
ISO 26000	It is the guide about CSR launched in 2011 by International Organization for Standardization. However, is not a certificate or standard, but proposals to company about what CSR is, which voluntary applies them.



Coverage and implementation in companies

Coverage and implementation within the companies

KPMG, 2011, International Survey of Corporate Responsibility Reporting :

Ninety-five percent of the 250 largest companies in the world (G250 companies) now report on their corporate responsibility (CR) activities, two-thirds of non-reporters are based in the US.

Eighty percent of G250 and 69 percent of N100 companies adhere to GRI Sustainability Reporting Guidelines.

More than 6800 business in 135 countries have adhered to Global Compact (November, 2011)



Overview of the research

Overview of the research

STUDY: THEMATIC ANALYSIS OF INSTRUMENTS ON OCCUPATIONAL HEALTH AND SAFETY ISSUES (Mari, Jain, Herrero and Leka)

ANTECEDENTS: No previous research doing either a review or a thematic analysis from Occupational Health Psychology. A pilot study was conducted (Mari, Herrero and Gracia, 2010).

RESEARCH QUESTION: What topics traditionally covered by Occupational Health Psychology are included in CSR instruments?

METHODOLOGY: Thematic analysis (Braun and Clarke, 2006).

INITIAL HYPOTHESIS: Occupational Health and Safety (OHS) would receive medium-high coverage in these instruments, however psychological as well as psychosocial aspects of OHS would have a low coverage.

IMPLICATIONS: If true, chances of promoting psychological well-being at work through CSR practices would be limited.



Aims of the research

Aims of the research

- 1) Uncovering which are the thematic and specific areas included in the social dimension (or internal stakeholders) of relevant (worldwide) CSR instruments.
- 2) Finding out what topics traditionally covered by Occupational Health Psychology and Occupational Health and Safety are included in CSR instruments.
- 3) Detecting whether Occupational Health and Safety areas receive as much coverage as the other aspects of internal stakeholders in CSR instruments.
- 4) Detecting whether psychosocial aspects receive as much coverage as the other aspects of internal stakeholders in CSR instruments.
- 5) After detecting gaps, making a proposal of areas and indicators that could be included in future updating of CSR instruments.



Research questions

Research Questions

- How much coverage do Occupational Health and Safety receive and what specific topics are included (and not included) in CSR instruments?
- At what extent psychosocial and well-being issues are considered by specific CSR instruments and tools?



Previous research (Pilot study)

Antecedents

STUDY 1 (PILOT): Towards a link between CSR and individual well-being: An analysis of instruments and indicators (Mari, Herrero and Gracia, 2010).

RESEARCH QUESTION: What main themes linked to well-being do appear in CSR instruments?

RATIONALE: CSR instruments DEFINE and measure CSR. They are highly useful for interventions in companies, since all have a self-improvement focus

METHODOLOGY: Thematic analysis on 7 CSR instruments, considered as basic by literature. Comparison with GRI instrument (stated as the most comprehensive, EC, 2003)

RESULTS: 34 potential areas linked to work and life well-being, several recommendations. Important gaps in GRI instrument.

CONCLUSIONS: Lack of psychosocial aspects of CSR, but they include good practices at work and in the community that could improve work and life well-being are included.

Tabla 2: Potential areas linked to work and life well-being (Mari, Herrero and Gracia, 2010)

51: Terms of contracting, temporary contracts and work hours.	517: Diversity and support to disabled people
52: Actions of company in relation to dismissals and retirements	518: Diversity and support to racial minorities.
53: Social and economic benefits.	519: Relation with agency workers
54: Disciplinary procedures	520: Human Right compliance of suppliers
55: Organization of employees and Collective agreements	521: Training in Human Rights
56: Employee involvement in management and labour conflicts.	522: Diversity and compliance with Human Rights
57: Dialogue with workers and corporate restructuring	523: Freedom of workers' organization and collective bargaining
58: Workers' involvement in Occupational Health and Safety	524: Rejection of child work and support to young workers
59: Absentism, work fatalities and occupational diseases	525: Commitment with childhood development
60: OHS training and prevention.	526: Rejection to forced or exploited labour
61: Professional training, learning and development opportunities.	527: Compliance with Human Rights in OHS, work hours, wages and disciplinary procedures
62: Job performance assessment	528: Economic impact in community and philanthropy
63: Ethics environment, internal ways of communication and employee complaints.	529: Pension plans and programmes
64: Labour market entrance support: internships	530: Minimum wages, medium wages and salaries.
65: Diversity and boards and staff composition.	531: Support to local suppliers and community contracting
66: Non-discrimination and women contracting and salaries.	532: Projects in the community
	533: Entrance and leaving impacts over the community
	534: Relationships with local communities, authorities and enterprises

METHODS



Literature review

Literature review

Extensive literature review about social dimension (internal stakeholders) of CSR tools and instruments: CSR monographies, international and institutional reports about CSR situation, and articles in academic journals.

Recognition of methodological problems of CSR instruments: different goals and methodological approaches to measure or promote CSR which compromise comparability.

Detection of previous research about thematic areas in CSR

Selection of instruments: International consensus (inter-judges reliability) about 5 different big groups (kind) of instruments. Each one includes a certain number of instruments. Therefore, main instruments in CSR areas are recognized, after being referred by researchers in reports or articles.

Selection of instruments: Intentional/ Criterion sample

Selection of instruments: Selection of instruments from the whole list of instruments (Universe), more than 200 according to McKague and Cragg's Compendium of Ethics Codes and Instruments of CSR (2007)

After, an inclusion and exclusion criteria, firstly 7 instruments were selected for the pilot study (GRI; SA8000; Pacto Mundial; Instituto Ethos; CSR-SC; FTSE4Good; SGE21), and 29 for the final research.

Inclusion/exclusion criteria is decided by researchers and criterion sample (intentional) is preferable to get richer information (Morse, 1998). Avoiding to increase the sample unnecessarily, because redundancy occurs (Morse, 1998)

Selection of instruments: Exclusion criteria

→ Instruments whose information were not publicly available, were developed just for one country or that were not published either in English or Spanish, were excluded. Besides, CSR instruments which not included social dimension and specific guidelines/indicators were also discarded. Finally, CSR instruments that were not appointed by an international guide or review were not included.

Selection of instruments: Instruments selected

Pilot study (7 instruments): GRI; SA8000; Pacto Mundial; Instituto Ethos; CSR-SC; FTSE4Good; SGE21

Final Research: 29 instruments (sample) and two extra OHS initiatives (PRIMA-EF, and SOLVE-ILO)

Selection of instruments: Instruments selected

1) SA8000; 2) CSR-SC Project (Perrini et al, 2006); 3) Ethos Institute Indicators; 4) FTSE4 Good Index; 5) SGE21; 6) KLD Ratings; 7) Xertatu indicators; 8) HRCA Checklist; 9) DJSI Index; 10) Good Corporation Standard -2010-; 11) IndicaRSE (Indicators for Central America); 12) Awareness-Raising Questionnaire; 13) Business Leaders Initiative on Human Rights; 14) WBCSD- Measuring Impact Framework; 15) CSR-Disability; 16) OECD Guidelines for Multinational Corporations; 17) IFC Performance Standard; 18) ILO Guidelines for MNEs; 19) Fair Labor Association: Workplace Code of Conduct ; 20) Fairtrade Mark -Fairtrade Standards: FLO-CERT Public Criteria List - Hired Labour; 21) ETI Base Code; 22) Amnesty International Human Rights Principles for Companies: an Introductory Checklist; 23) Caux Round Table Principles for Responsible Business; 24) Caux Round Table (Stakeholder management guidelines); 25) Caux Round Table People, Performance, Well-Being: Guidelines For Management and Employees; 26) Sullivan Principles; 27) Sigma: Sigma guide to sustainability issues; 28) ISO 26000; 29) Global Compact.

Selection of instruments: Selection of an instrument as criteria

Based on literature review (Casado, 2006; Perrini et al, 2006, European Commission, Directorate-General for Employment and Social Affairs, 2003), **Global Reporting Initiative (GRI-G3)** is selected as criteria:

- a) Main reviews considered GRI as the most relevant and complete instrument.
- b) GRI can give us broad information about worldwide companies in a standardized way
- c) Other complete initiatives as SA8000, Global Compact or ISO26000 were also deeply considered.



Thematic analysis

Thematic analysis

Thematic analysis perspective (Braun and Clarke, 2006): "A method for identifying, analysing and reporting patterns (themes)" within qualitative data.

Methods

Thematic analysis: Phases I-IV

- Compilation of data from social dimension of CSR instruments, matching it with GRI comparable data.
- Coding and detecting themes from the data, grouping them in areas (fifth and fourth-level themes)
- Grouping themes in more general thematic areas (third, second and first-level themes)
- Independent parallel coding and a checking on clarity of themes as a consistency check

Methods

Thematic analysis: Phase I

- **Compilation of data from social dimension of CSR instruments, matching it with GRI comparable data.**

 1. **Initial coding:** Several readings of the data and Analysis of instrument areas and sub-areas (categories), identifying data units (indicators) with specific information relative to internal stakeholders (social dimension), and potential initial subthemes.
 2. **Matching GRI and instruments areas:** Matching subareas data units (indicators) and initial subthemes from selected instruments with GRI areas and sub-areas, by putting specific subareas (indicators) of these instruments together with the GRI correspondent subarea
 3. **Extension of subareas:** GRI subareas matched are extended with the new specific indicators similar to them that other instruments have. Thus, new subareas will include broader concepts, indicators than GRI.
 4. **Creation of new subareas:** When it does not exist any similar subarea in GRI to the concept/subarea than the instrument proposes, a new subarea is created including codes from them.
 5. **Becoming matched subareas in (secondary) data for analysis:** The whole text used in matching GRI with other instruments becomes –(secondary) data for qualitative analysis.

Methods

Thematic analysis: Phase II

- **Coding and detecting themes from the data, grouping them in areas.**

 6. **Thematic analysis** Since GRI initial areas, after matching and modifying them with data from the other instruments, may not correspond with the original definition, a thematic analysis is conducted for all subareas (extended GRI and new subareas). Here, fifth-level themes (indicators) are coded. Those identical indicators are erased.

Next, codes of the data (indicators) were synthesized in relevant and different potential subthemes (fourth-level themes). These themes include several similar indicators related to that theme. Some paragraphs were not assigned to any code, because of their no relationship with the research question, as responsibility about products or environmental areas. Others received various codes.

 7. **Quotes assignment to themes:** Specific quotes of text are matched to sub-themes (categories).
 8. **Detection of main themes in each subarea:** From this thematic analysis, we obtained information about the main themes involved in each area by each instrument. Then, third-level themes are identified.

Methods

Thematic analysis: Phase III

- **Grouping themes in more general thematic areas**
9. **Linking of themes and creation of relationships:** Themes were linked each other, establishing relationships within the text. Subthemes were identified, in a subordinate structure (third-level and second-level themes)
 10. **Naming the subareas:** Thematic analysis goes upper in the generalization and, after considering all third-level themes in each subarea, they are grouped. In the case they are related among them, we created and named a second-level theme that resume all themes included.
 11. **Representative quotes selection:** Representative quotes of the selected themes give examples about each specific or general theme.
 12. **Grouping subareas in general thematic areas:** Subareas are grouped in broader comprehensive thematic areas (first-level themes), which represent the information and themes contained by them. 34 areas arise.

Methods

Consistency check: Phase IV

- **Independent parallel coding and a checking on clarity of themes as a consistency check**

According to Thomas (2006), analysis should be checked with strategies as independent parallel coding (3 evaluators) and a checking on clarity of themes.

In this research, two extra evaluators repeat the thematic analysis. When discrepancies are found, a discussion is held among three evaluators in order to reach a unique decision. A check about clarity of themes has been also developed.

RESULTS

Main findings

Main findings

34 Issue (first-level themes), which include specific second-level themes, third-level themes and fourth and fifth-level themes (OHS indicators).

JOB CONDITIONS SYSTEM

ISSUES	DESCRIPTION
ISSUE 1	Legal and transparent terms of contracting, promotion of secure employment, avoidance of discrimination to non permanent employees, flexible schedules, and accurate load of work (work hours, breaks, days off, extra hours, non overload)
ISSUE 2	Rotation of workers (individual and collective layoffs, retirement): management of dismissals, transparent communication to employees, employees' guarantees, support to dismissed workers and programmes to facilitate employees' retirement
ISSUE 3	Social and economic benefits for workers –including participation in company's benefits-, social security and work-life balance measures
ISSUE 4	Labour market entrance support –internships and learning contracts-: nature and limitations, guidance and training, advancement
ISSUE 5	Company wages: sufficiency of salary, minimum wage, organizational economic justice, improvement of salaries, and fair monetary flow in community

EMPLOYEE-EMPLOYER COLABORATION SYSTEM

ISSUES	DESCRIPTION
ISSUE 6	Professional training, development opportunities, long term careers and employability, support to continue/finish studies and local cooperation in training in community
ISSUE 7	Job performance reviews, performance-based compensation, internal promotion and recognition, job satisfaction, retention and labour climate and organizational learning.
ISSUE 8	Communication systems (internal –employees- and external –stakeholders-), and grievance procedures.

EMPLOYEES' ORGANIZATION AND INDUSTRIAL RELATIONS SYSTEM

ISSUES	DESCRIPTION
ISSUE 9	Organization of employees and collective agreements: basic rights, negotiation of cba, and company collaboration with trade union activities and workers' representatives (including training).
ISSUE 10	Company dialogue with workers' representatives, involvement in management, and conflictivity and conciliation machinery
ISSUE 11	Policies and dialogue with workers and stakeholders when corporate restructuring –before, during and after-: downsizing, outsourcing, relocations, closure.

HEALTH AND SAFETY SYSTEM

ISSUES	DESCRIPTION
ISSUE 12	Workers' involvement in occupational health and safety, health and safety committees and inclusion of h&s in collective bargaining agreements and strategic plans
ISSUE 13	Absentism, work fatalities, occupational diseases, emergencies, h&s compliance and safety/health of the company facilities, equipment, machinery and process
ISSUE 14	Prevention/protection against occupational risks, serious diseases and community health problems –ensuring perceived safety and equal protection for all workers-, h&s management system and prevention policies –including training, instructions, medical examinations, vulnerable groups, excellence, remediation policies, risk assessment, minimization of hazards-
ISSUE 15	Avoidance of formal and informal violence, bullying and harassment at work, from other employees, customers, management or security personnel –including disciplinary procedures-

DIVERSITY AND DISCRIMINATION SYSTEM

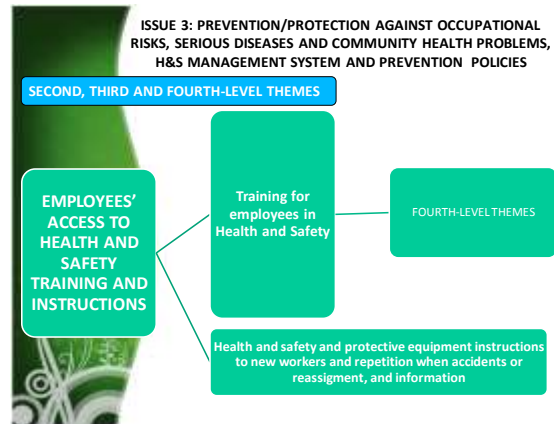
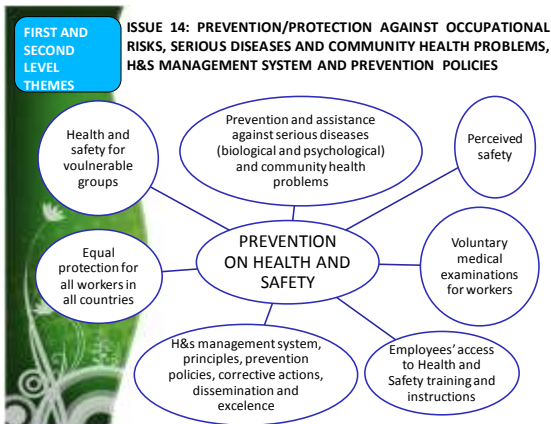
ISSUES	DESCRIPTION
ISSUE 16	Equal opportunities, non-discrimination (within the company and in human resource policies, including affirmative policies and mechanisms to deal with discrimination cases), and diversity on the staff and board
ISSUE 17	Non-gender discrimination (salary, permanent jobs, training, recruitment...), gender equity and affirmative policies, and women's valuation and support.
ISSUE 18	Non-discrimination and support to disabled people within the company (diversity, promotion to senior executive, affirmative policies, HR management) and in society (collaboration with institutions, raising awareness, contracting with companies hiring disabled), and accessibility to facilities, services and products.
ISSUE 19	Ethnic minorities (and migrants) presence in staff and management, non discrimination, policies for equality and development (including affirmative policies), culturally sensitive environment, and support and valuation.
ISSUE 20	Non-discrimination to other minorities: people with hiv/aids, gays and lesbians, youth and older workers...
ISSUE 21	Relation with workers from contractors, subcontractors and intermediaries: csr and laws adherence of these companies, monitoring and policies to ensure fair working conditions, non-discrimination comparing to company's workers and limits to outsourcing
ISSUE 22	Labour insertion for economic disadvantaged people (avoiding discrimination/exploitation), commercial relationships and community actions to promote social inclusion

HUMAN RIGHTS SYSTEM

ISSUES	DESCRIPTION
ISSUE 23	Human Right risk evaluation and investment analysis
ISSUE 24	Human Right and csr compliance of suppliers
ISSUE 25	Employees' training, information and awareness about human rights, csr and ethics code –and information channels for hr training-
ISSUE 26	Avoidance of direct and indirect discrimination, respecting workers' and stakeholders' human rights: impact, non-discrimination and affirmative policies for vulnerable groups –including reporting, monitoring, verification and risk analysis-
ISSUE 27	Freedom of workers' organizations, assembly, strike and collective bargaining (human right), support by company to employees' organizations and bargaining, and avoidance of restrictions and guarantees.
ISSUE 28	Rejection of child labour –including risk assessment in company and supply chain-, no work interferences with children's education, remediation policies when children found working, and decent work for young workers
ISSUE 29	Commitment with childhood development, workers' parenthood and children education in the community
ISSUE 30	Rejection to forced/compulsory labour (including agency workers/suppliers): fair conditions about termination, freedom to leave the job (no debts, IDor money deposits, compulsory overtime), freedom of accommodation.
ISSUE 31	General guarantees and compliance with HR in countries of concern, working hours, wages, disciplinary procedures and security personal

CSR MANAGEMENT SYSTEM

ISSUES	DESCRIPTION
ISSUE 32	Disclosure and social reports
ISSUE 33	Company's Code of Ethics/Behaviour
ISSUE 34	Ethics Culture



ISSUE 14: PREVENTION/PROTECTION AGAINST OCCUPATIONAL RISKS, SERIOUS DISEASES AND COMMUNITY HEALTH PROBLEMS, H&S MANAGEMENT SYSTEM AND PREVENTION POLICIES

FOURTH-LEVEL THEMES: TRAINING FOR EMPLOYEES IN HEALTH AND SAFETY (I)

- [Training and education to employees in environmental H&S –hazardous materials, environmental management, technologies and accidents]
- [Information to workers about occupational risks] [Workers can explain how to minimize risks] [Ensurance that workers follow safe practices and procedures]
- [Regular training updating –annually at least- to workers and representatives to refresh OHS knowledge and skills, health protection, first aid, use of protective equipment, evacuate procedures, and risks with hazardous materials] [Regular training for workers in hazardous work]
- [H&S training during working hours]
- [Record of training: lists of participants, tasks trained, methodology, duration, name of instructors]
- [Confirmation of accurate training -by employees, unions and safety inspectors-]

ISSUE 14: PREVENTION/PROTECTION AGAINST OCCUPATIONAL RISKS, SERIOUS DISEASES AND COMMUNITY HEALTH PROBLEMS, H&S MANAGEMENT SYSTEM AND PREVENTION POLICIES

FOURTH-LEVEL THEMES: TRAINING FOR EMPLOYEES IN HEALTH AND SAFETY (II)

- [Workers' knowledge of hazards and preventive measures – specially workers involved in accidents or in role when accidents occurred]
- [(% of workers with) Specific H&S training]
- [H&S training activities –nº, budget and kind-]
- [H&S training to all workers included in company policy and procedure]
- [H&S induction training for all new workers]
- [H&S training and education included in formal agreements with trade unions]
- [Preventive H&S training]
- [Training of relevant employees –audit or buying teams, management, subcontracted....- in H&S policy]

ISSUE 14: PREVENTION/PROTECTION AGAINST OCCUPATIONAL RISKS, SERIOUS DISEASES AND COMMUNITY HEALTH PROBLEMS, H&S MANAGEMENT SYSTEM AND PREVENTION POLICIES

FIFTH-LEVEL THEMES: TRAINING FOR EMPLOYEES IN HEALTH AND SAFETY (EXAMPLE OF INDICATORS)

Training program is in place during working hours for workers and their representatives'.

An accurate record is kept by the employer detailing who has been trained, for what tasks the employee has been trained, how he/she has been trained (duration, method), and by whom (name of instructor). Health and Safety training records with lists of participants are available.

% workers with specific training in OHS.

Nº of training activities in OHS related to total staff. (# of people, \$, types of trainings).

Company policy and procedure dictate that all employees are provided with training necessary to safely perform the functions of their position.

Main findings: Examples

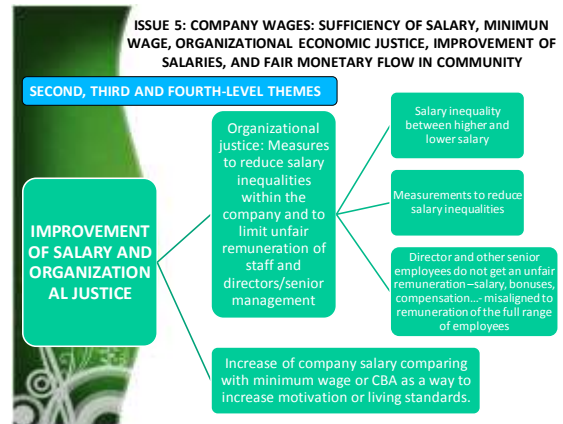
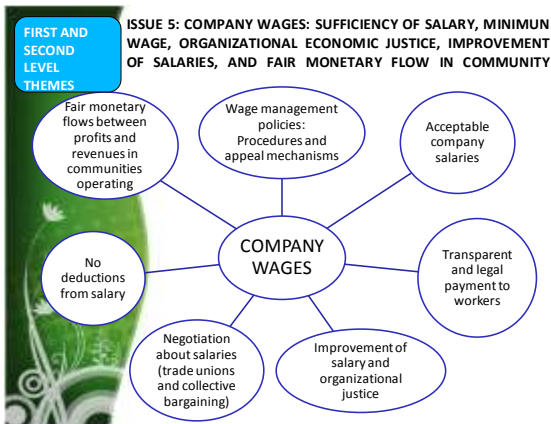
Issue 14: Prevention/protection against Occupational risks, serious diseases and community health problems, H&S management system and prevention policies

A second-level theme: Employees' access to Health and Safety training and instructions

A third-level theme: Training for employees in Health and Safety: regular updating, records of training, confirmation of accurate training, inclusion in collective agreements, workers knowledge, coverage and budget and induction training for new workers, training for relevant employees in H&S policy.

A fourth-level theme: [Information to workers about occupational risks] [Workers can explain how to minimize risks] [Ensurance that workers follow safe practices and procedures]

An indicator: Workers are informed of occupational risks, such as exposure to specific chemicals, and can explain how those risks are minimized. Communicate the requirement that workers should follow all safe practices at all times and ensure that workers follow the proper procedures



DISCUSSION

Analysis of results

Analysis of results

- Thematic areas and issues are consistent with pilot study based on just 7 instruments. However, new themes, areas and issues have appeared, although they keep a strong relationship with initial ones.
- This thematic analysis should make easier Occupational Health and Safety researchers and practitioners to reach information about Health and Safety from the companies.
- CSR instruments are a rich source of information, that give us data about our H&S topics. This thematic analysis tell us what areas have been considered by the CSR instruments, and suggest us indicators collected from the instruments that we can use in applied research: to write company's social reports, to collect info from companies in future research or to compare with other similar data

Analysis of results

- Thematic analysis facilitates us to watch a broader picture of the CSR issues. As far as we were interested in including all the themes that appeared, instead of the more frequent ones, the results show the whole range of OHS company's behaviours that have been considered as responsible ones.
- CSR instruments include most of the areas that traditionally have studied Occupational Health and Safety and Occupational Psychology. OHS receive a broad coverage, although mainly focused on the physical aspects of OHS.
- Psychosocial aspects of Occupational Health and Safety receive a limited interest in CSR instruments: there is a lack of indicators in this area. These results are limiting the chances of promoting psychological well-being at work through CSR practices. This research suggests several areas and indicators.



Should OHS show more interest in CSR?



Future developments

Future research: Studies 2, 3 and 4

FUTURE DEVELOPMENTS:

- 1) How do these themes appear in CSR reports? Are they considered? (Study 2)
- 2) How do themes found in thematic analysis (Study 3) relate to theoretical OHP models?
- 3) How is the relation between CSR departments (or areas) and Human Resources Departments?
- 4) Development of a system of indicators in CSR and well-being (Study 4)

HYPOTHESIS: There is a limited inclusivity of OHP themes in CSR reports, themes are not related to theoretical OHP models and communication and involvement of psychologist in this area could be improved.

Future research: STUDY 2

STUDY 2: FRAMEWORK ANALYSIS ABOUT PRESENCE OF OCCUPATIONAL HEALTH AND SAFETY ISSUES IN CSR REPORTS OF 100 OF THE BIGGEST WORLD COMPANIES (ON-GOING; I-WHO, University of Nottingham)

RESEARCH QUESTION: Are OHS issues a part of the information that biggest companies provide to society as a part of their CSR reports?

METHODOLOGY: Framework analysis of 100 CSR reports of 100 of the biggest world companies based on Thematic analysis of CSR instruments.

RATIONALE: Test the thematic analysis in CSR reports, uncovering what are the main Occupational Health and Safety issues included. Check main trends in CSR reporting by biggest companies.

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Thanks a lot!

Additional information:

d.mari.ripa@gmail.com

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