



**Regional Symposium on:**  
**"The Role of Corporations to Promote Social  
Responsibility Towards Labour in the GCC"**

**7 - 9 January 2013 United Nations House – State of Kuwait**



**International Organization for Migration**  
**المنظمة الدولية للهجرة**



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IOM is committed to the principle that humane and orderly migration benefits migrants and society.

Established in 1951, the International Organization for Migration (IOM) is the principal intergovernmental organization in the field of migration. It does so by providing services and advice to governments and migrants. We are growing rapidly and currently count 149 member states. A further 12 states hold observer status, as do numerous international and nongovernmental organizations. IOM's programme budget for 2011 exceeds USD 1.3 billion, funding over 2,700 active programmes and more than 7,800 staff members serving in more than 450 field offices in more than a hundred countries.

As the International Organization for Migration is well aware of the privacy of the Gulf Cooperation Council member states and their nature as countries as being host to a large amount of foreign labour, the International Organization for Migration is the first to suggest on the level of the international community the term "Temporary Contractual Labour" for respect of the circumstances in these countries with regards to imported manpower. Wherever the International Organization for Migration is located, it provides the support for contributing in enhancing and building the capacities of host countries. The best examples for such activities executed by the International Organization for Migration in Kuwait are:

- Conducted several training sessions from which benefited more than 340 state employees. The sessions focused on important matters such as the rights of human, fighting human trafficking, migration management foundations, and training refuge centers on providing aid to the residents of the centers and the means of managing the center.
- Conducted the first GCC consultation meeting to discuss the challenges and opportunities that exist within the region's temporary contractual labour systems. Particular emphasis was placed on the role of labour migration information systems and pre-employment/pre-departure information programmes can play in addressing some of the common labour mobility challenges experienced in the region.
- Hosted an Indonesian State Delegation to decrease the gap between view points within the project to support dialogue between the Governments – October 2009.
- Hosted Kuwaiti State Delegation in Jakarta in the final section of the project to support dialogue between Governments – February 2010.





- Hosted a high rank Kuwaiti State Delegation in a tour to view the refugee centers for the victims of human trafficking in Holland and Belgium – June 2011.
- Hosted a study tour for the Yemeni State Delegation which acquainted them with the newly-acquired Kuwaiti experience in fighting human trafficking – December 2011.
- Conducted a several activities with the Kuwait Institute for Judicial and Legal Studies (January 2010 and March 2011) to share its international experience with judicial bodies and public prosecutors.
- Invited and hosted the Kuwaiti government delegation to participate in regional programs implemented by the International Organization for Migration in the Arab region that specialized in the border affairs and combating trafficking in human beings (May and September 2011).
- The first who prepared and trained a team of governmental national trainers specialized in the labor affairs, where all countries of the Gulf Cooperation Council were called for in December 2009 and November 2011.
- The first who prepared and trained a team of national trainers from the Ministry of Interior to be dedicated to Combat Human Trafficking & Smuggling of People - June 2012.
- Conducted a regional workshop “Combating Transnational Organized Crime” by involving all the Ministries of the Interior in the Gulf Cooperation Council in February 2012.
- Carried out numerous projects at the level of the Gulf Cooperation Council countries which will benefit the whole region by discussing all the themes such as foundations of managing the “Temporary Contractual Labor Systems in Gulf Cooperation Council” in May 2010, a regional workshop on "Sponsor System: Opportunities and Challenges" in January 2011, and The regional consultative meeting about "Challenges Facing Temporary Contractual Labour Systems within the GCC” in April 2012.
- Carried out the first forum of its kind in the Middle East and North Africa on diplomatic cultures entitled "The Role of Culture Diplomacy in Building Bridges between Cultures", in partnership with the Aware Center (Kuwaiti Public Society Association) in December 2012.



# On the regional Symposium

## "The Role of Corporations to Promote Social Responsibility Towards Labour in the GCC"

### Under the auspices of:

**Her Excellency Ms. Thikra Ayid Al Rashidi – Minister of Social Affairs and Labor**

### Organizers:

**The International Organization for Migration**

### In cooperation with:

**Secretariat of Awqaf  
Embassy of the Netherlands**

### Venue:

**UN House – Kuwait  
7 - 9 January 2013**

### Objectives:

**This Symposium aims to contribute to the development and enhancement of awareness and engagement on Corporate Social Responsibility and Private-Public Partnerships among Kuwaiti and GCC private and public sector employers, particularly as these may relate to labour migration and migration/development.**

### Participants:

- Ministry of Foreign Affairs – Kuwait
- Ministry of Interior – Kuwait
- Ministry of Social Affairs and Labor – Kuwait
- Ministry of Labor – KSA
- Ministry of Interior – UAE
- Labor Market Organization Committee – Bahrain
- Qatari Organization for Fighting Human Trafficking
- Awqaf Secretariat – Kuwait
- IOM
- International Islamic Charitable Organization
- UNDP
- UNHCR
- ILO
- Embassy of the Netherlands – Kuwait
- Kuwait Red Crescent
- Kuwait Trade Union Federation
- KUWAIT CENTER FOR EXPATRIATES' RIGHTS
- Kuwait Volunteer Women's Association for Community Service
- Al Najat Charity
- Kuwait House for National Projects
- Kuwait Association of the Basic Evaluators for Human Rights
- Women's Social Cultural Society
- Kuwait Graduates Society
- Kuwait Voluntary work center
- Kuwaiti Social Work Society
- Writers' Association
- Al Eradah & Tahadee Team
- Mobile Communications Company – Zain
- Wataniya Communications Company
- American University in Kuwait
- Arab Open University
- GUST University
- Equate
- Kuwait Energy
- Burgan Bank
- Boubyan Bank
- Sheraton Hotel – Kuwait
- Suleiman Al Faqih Hospital – KSA
- Al Salam International Hospital
- Al Muwasat New Hospital
- Al Mulla Group
- Aramex
- Al Watan Newspaper
- Al Kuwaitia Newspaper

# Explanatory Introduction

Social Responsibility was linked in the absolute sense of moral values since the inception of creation up to this date, until the scientists began in recent years in framing this concept and calling things by their names and standard-setting function applied to the concept of social responsibility.

The concept of social responsibility is closely linked to business ethics and preservation of the environment, and the institution should have an active role in the community in which it operates. The philosopher "Immanuel Kant" said: "The moral duty emerges from a mental necessity, so to respect it, is inevitable not optional". He rejected the direction or thinking that governs the ethical duties depending on their results; ethics derives their value of morality, not of their interest.

Social responsibility calls for the implementation of ethics prevailing in the society on the legislation governing business. The origin of this idea emerges from the divine teachings that prohibit theft, embezzlement, fraud and call for respect human rights and labors. Work ethics are an attempt to reconcile and achieve a balance between the obligations and ethics, preservation of the environment, economic and financial activities that have an influential role in the social progress of societies.

It is hoped that with the growing of social responsibility culture to turn to the stage of growing intelligence community, as well as the formulation of a social contract between business sector and civil society, based on grounds of transparency, integrity and respect for others, safety and public service, in addition to generate success stories to enable the local community and keep its rights, furthermore building development foundations associated with humans, where there is a respect for human dignity and communities and become part of a sustainable development project for the whole world.



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# Introduction on Social Responsibility



## United Nations - Global Compact

"The Global Compact asks companies to embrace universal principles and to partner with the United Nations. It has grown to become a critical platform for the UN to engage effectively with enlightened global business."



## World Business Council for Sustainable Development

"Continuous commitment by businesses institutions to work and behave ethically and contribute in economic development and work to improve the quality of the living conditions of the workforce and their families, in addition to local residents and the community in general".



## International Labor Organization

is a way in which institutions give consideration to the impact of their operations on society and affirm their principles and values both in their own internal methods and processes and in their interaction with their stakeholders. CSR is a voluntary, enterprise-driven initiative and refers to activities that are considered to exceed compliance with the law. it is considered a supplement of governmental regulations or community policy and not a substitute of them



## International Chamber of Commerce

"All attempts that contribute in participating companies in voluntary work to achieve development for moral and social considerations, social responsibility based upon good initiatives from the private sector, whether they are companies or businessmen without the presence of legally binding procedures, so the social responsibility achieved through persuasion and education".



## World Bank

"The commitment of commercial activities owners to contribute in sustainable development, through working with their employees, families, community and society as a whole; to improve people's living standards in a way that serves trade and development at the same time and be integrated into the ongoing activities of the facility".



# Concepts of Social Responsibility

## Accountability

1

Institutions should be accountable for their impacts on society, the economy and the environment, and should accept appropriate scrutiny and also accept a duty to respond to this scrutiny. Accountability involves an obligation on management to be answerable to the controlling interests concerned.

## Transparency

2

The institutions should disclose clearly, accurately and fully for their policy, decisions and activities that lay on their responsibility, including the well-known and potential impacts on the environment and community, this information will be available and understandable to the affected people or likely affected significantly by the organization.

## Ethical Behavior

3

The institutions should promote ethical behavior by developing and identifying the core values and principles with developing a governance system within the organization that identify, adopt and implement standards of ethical conduct that fit its purpose and activities while encouraging employees to adhere with them.

## Respect for the Rule of Law

4

The institutions should comply with all laws, local, international, declared and implemented applicable regulations in accordance with the established and specific procedures.

## Respect for International Norms of Behavior

5

The institutions should respect international conventions, governmental regulations, declarations, charters, resolutions and guidelines, when carrying out the development of its policies and practices of community responsibility, with a commitment to the principle of respect for the rule of law.

## Respect for Human Rights

6

The institutions should respect human rights and recognize the importance of these rights and their universality



*"There is enough for everyone's need but not for everyone's greed."*  
"Gandhi".

# Main concepts for supporting the execution of the social responsibility at establishments

## Human Rights Cases

Human rights are the basic rights of all human beings and they are entitled to them because they were born on this earth, there are two main categories of human rights, the first category represented in civil and political rights that include the right to live, liberty and equality before the law and freedom of expression, the second category represented in economic and community rights, including the right of work, food, health, education and the right of community security.

### Human Rights Characteristics:

- Inherent rights, because they belong to everyone because they are human beings.
- Inalienable, because people cannot agree to be waived from it, either by governments or companies.
- Global because it applies to everyone without exception.
- Indivisible because it is not permissible to ignore human rights selectively.
- Interrelated because achieving one of them will contribute in the achievement of other rights.



*“We demand that big business give people a square deal; in return we must insist that when anyone engaged in big business honestly endeavors to do right, he shall himself be given a square deal.”*  
Theodore Roosevelt



**Institutions must bear a responsibility to respect human rights and recognize the importance of these rights and their generality, and to effectuate that, it should do the following:**

- Respect and promote the rights stipulated in the International Charter of Human Rights regarded as universal and public rights and considered an integral part of the rights applicable in all countries, cultures and situations.
- To follow serious steps towards respect human rights in the country that does not protect human rights and also working to move away from the use of these positions.
- Adhere to the principle of respect of International Standards of Behavior, if the national law or its application does not provide adequate protection of human rights.

**The United Nations have issued a set of principles for institutions, including the principles to respect the human rights:**

**Principle 1**

- Businesses should support and respect the protection of internationally proclaimed human rights; and

**Principle 2**

- make sure that they are not complicit in human rights abuses.



*“Every business becomes an acceptable legitimate one if it is accomplished by hundred businessmen.”*  
Andrew Young



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## Work Procedures and Fair Operation

Institutions' labor practices include all policies and practices relating to work performed within the institution or through it or on behalf of it, including the sub-contract works.

Labor practices extend to include the relationship between the institution and its direct staff or responsibilities of the institution within the workplace, which it owned or directly controlled. Labor practices include: Recruitment, selection and promotion of staff, salaries and compensation, disciplinary actions and complaints, transfer and relocation of workers, ending the employment, training and development of skills and competencies, caring about working conditions, health, safety and occupational safety.

There are also many conventions and recommendations of the International Labor Organization, which is considered a basic reference for drafting of legislation governing practices in the field of labor and workers' rights in all parts of the world.

Governments have the primary responsibility to ensure the fair and appropriate treatment of workers and at the inability of governments to cover some aspects; it is incumbent on companies to adhere to the principles regulated in international conventions.



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*It is not surprisingly to say that 95% of executive's managers that Mackenzie consulting survey had made, that the community now has higher expectations of the companies that carry out their responsibilities as was the case five years ago.*



If morality comes, there is no meaning of the failure that hit you, and if morality is absent, there is no meaning of any success you achieve.

It is supposed for institutions to recognize persons as a source of competitive advantage, treating their employees as basic assets, and therefore they need to gain the support of their employees, not to determine the success of their operations from the business point of view, but also in terms of the institutional commitment to social and environment issues; pursuit of three dimensions of sustainability, that can be achieved by promoting the values of the institution, as well as in economic, social and environmental dimensions of sustainability and by investing in the quality of practical life by organizing the workplace appropriately and through practices in the workplace and conditions of recruiting, developing and managing of human resources, so the socially responsible labor practices are essential to community justice and institutional stability.

There is a clear fundamental relationship between working conditions and productivity; studies highlight a repetition that shows the success of the institutions -in increasingly competitive environments- is no longer possible to measure in numbers scale.

The socially responsible community institutions take into account rooting good labor practices within the institution and the ability to innovate and focus on flexible organizational structures, which significantly affect the productivity and profitability.

**United Nations have issued a set of principles for institutions to adhere with including labor standards:**

**Principle 3**

•Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**Principle 4**

•the elimination of all forms of forced and compulsory labor;

**Principle 5**

•the effective abolition of child labor; and

**Principle 6**

•the elimination of discrimination in respect of employment and occupation.



## Contribution in the Local Society

Social responsibility interested in how the institution manages the implications of its work in communities and groups working in its scope, it is likely that those effects will be either positive or negative; therefore the method that the institution runs these effects will be inevitably effect on the local community welfare and eventually in its work. The specific areas, in terms of importance, depend in which it should contribute in the characteristics of the community itself on one hand, and on the quality of resources and capacity, enjoyed by the institution on the other hand, it is important for the institution, to be knowledgeable and aware of securing the local community, so that it is directing its efforts directly to the priorities and needs of the community itself. The contribution of the institution should be undertaken to show the respect for the rights of members of the community in making decisions about their community lives, within this framework, it is certain that the institution that contributes in the development of the local community will get better results, when implementing its programs through consultation with local communities; as it ensures to take the priority of the community in the account, that the development of the community is more than just an act of charity, it is an ongoing relationship between the institution and the community in which it operates. The main areas of community development, which the institution can contribute in, including job creation, local economic development initiatives, through the expansion of education programs, skills development, provision of health services and care for youth through cultural and sports clubs and commitment to donate with a specific percentage from its profits before tax.



*“Comradship and trust will emerge naturally when discipline and high standards are enforced”*  
Tao Zhu Gong



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## Maintaining the Environment

Preserving environment is defined for the institutions as the duty of the institution to cover the environmental impacts of the operations and institution products, eliminate emissions and waste, maximize efficiency and productivity of the available resources, and reduce practices that may adversely affect the enjoyment of the country and future generations in these resources. The institution should be aware of all direct and indirect environmental aspects, related to the performance of its activities, and provide services, manufacturing products; in addition it should use certain criteria to determine those environmental aspects with impact outstanding, thus to be able to improve effectively their environmental performance. It is incumbent upon those specific criteria, by the institution itself, to be comprehensive, proven (possible to be proved), and documented with reports; to improve the functionality of the environment.



**The idea of having an environmental management system helps to ensure the commitment of the institution to do the following:**

- Administrative commitment to fulfill provisions related to its policy, objectives and aspirations.
- Focus on spreading the culture of prevention rather than take corrective or remedial actions at a later time.
- A system that ensures a continuous improvement process.

**The United Nations had issued a set of principles for companies to adhere with related to the environment:**



### Principle 7

•Businesses should support a precautionary approach to environmental challenges

### Principle 8

•undertake initiatives to promote greater environmental responsibility; and

### Principle 9

•encourage the development and diffusion of environmentally friendly technologies.



*“We are just entrusted with wealth given to us temporarily on this earth, so let us share it with others.” Carnegie*

## Establishment Governance

Corporate governance is known as a set of relations between the institution's management, Board of Directors, shareholders, and others, that have interest in the institution, it also shows the mechanism by which describes the goals of the institution, and means to achieve those goals, monitor their achievement, and therefore the good corporate governance provides for both the Council and the executive management of appropriate incentives to reach the goals, which are in the interest of the institution, and facilitate to find an effective monitoring process and thus help the institution to exploit its resources efficiently.

Governance institutions ensure not to concentrate power in the hands of an individual or one group within the institution, this requires the presence of constraints and balances, within the institution, its role is to separate powers of various systems, and balancing them with clear lines among them. Governance systems vary based upon the size and type of institution, environmental, economic, political, cultural and social context in which it operates.



The United Nations had issued a set of principles for companies to adhere with including the standard of transparency;

### Principle 10

- Anti-Corruption: Businesses should work against corruption in all its forms ,including extortion and bribery



*“Do all the good you can. By all the means you can. In all the ways you can. In all the places you can. At all the times you can. To all the people you can. As long as ever you can. “*

*John Wesley*



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## Benefits of applying social responsibility in Establishments

Although social responsibility for institutions had become a moral obligation rather than a business opportunity and it is an important tool for distinguishing and make the institution more appealing, but the institutions gain many benefits and revenues through the adoption of the principles of social responsibility, and clearly demonstrates it the following:

1. Increase community acceptance and satisfaction with social responsible institutions in view of the positive role played by these institutions in the surrounding community, it has been found that sales and profits grow in the long term.
2. Social responsible institutions enjoy a good image, respected reputation and gain more confidence by the community, in addition to strengthening the position of its own trade mark.
3. Improving the competitiveness of the institution and its relationship with the stakeholders and the ability to innovate through exposing to new perspectives and communicate with a various sector of stakeholders.
4. Increase the institution's ability to attract, retain and maintain efficient human resources and customers, as well as enhancing employee loyalty.
5. Improving the safety and health of women and men employees.
6. Increase productivity and resource efficiency, and reduce consumption of energy, water, reduce waste and reduce operating costs.
7. Improve the reliability and integrity of transactions through responsible political participation and fair competition and lack of corruption.
8. Prevention or reduction of potential conflicts with consumers about products or services.



*Small and medium companies can play an important role to play in the field of social responsibility, as nearly 90% of companies all over the world is made up of small and medium sized businesses, and provides between 50 -60% of the jobs and play an important role in the development of society.*



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60<sup>th</sup> ANNIVERSARY

1951-2011



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