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Human resource management — Diversity and inclusion



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Preface

This Standard was prepared by the Standards Australia Committee MB-009, Human Resources and Employment.

The objective of this document is to provide guidance on diversity and inclusion (D&I) for organizations, including their governance body, leaders, workforce and recognized representatives, and other stakeholders. It is intended to be scalable to the needs of all types of organizations in different sectors, whether in public, private, government or non-governmental organizations (NGO), regardless of size, type, activity, industry or sector, growth phase, external influences, and country-specific requirements.

This document presents fundamental prerequisites for D&I, associated accountabilities and responsibilities, recommended actions, suggested measures, and potential outcomes. It recognizes that each organization is different and that decision makers need to determine the most appropriate approach to embedding D&I in their organization, based on the organization's context and any disruptive challenges that emerge.

This document does not address the specific aspects of relations with labour unions or work councils, or country-specific compliance, legal requirements, or litigation.

This document is identical with, and has been reproduced from, ISO 30415:2021, *Human resource management — Diversity and inclusion.*

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The terms "normative" and "informative" are used in Standards to define the application of the appendices or annexes to which they apply. A "normative" appendix or annex is an integral part of a Standard, whereas an "informative" appendix or annex is only for information and guidance.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 260, *Human resource management*.

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Introduction

Developing an inclusive workplace requires an ongoing commitment to diversity and inclusion (D&I) to address inequalities in organizational systems, policies, processes and practices, as well as people's conscious and unconscious biases and behaviours.

In today's increasingly interconnected world, recognizing and leveraging D&I can be critical for organizations seeking to increase innovation, and enhance their resilience, sustainability and reputation. Each organization is different and decision makers need to determine the most appropriate approach for integrating D&I into their strategy and business processes, based on their organizational context. To achieve D&I objectives, organizations need to be brave and committed to actively tackling sensitive issues and addressing non-inclusive behaviours and cultural norms, and unfair and discriminatory organizational practices, whether these are developed by people or associated with technologies.

Fostering a diverse and inclusive organizational culture can enable individuals and teams to thrive and do their best in conditions that enable effective collaboration and participation. Building fairer, more inclusive, socially responsible organizations can help people, regardless of identity, background or circumstance, to access work and develop knowledge, skills and abilities critical to their personal development and well-being.

This document is relevant to the following United Nations Sustainable Development Goals: (5) Gender Equality; (8) Decent Work and Economic Growth; (9) Industry, Innovation and Infrastructure; and (10) Reduced Inequality, and is guided by the principles of human rights at work.[11] Additionally, it is linked to ISO 30408.

This document supports organizations to embed D&I in their workplaces (see Figure 1) by providing guidance and methods on:

a) prerequisites for demonstrating ongoing commitment to D&I;

b) accountabilities and responsibilities for D&I;

c) approaches to valuing diversity and fostering development of an inclusive workplace; and

d) identifying D&I objectives, opportunities and risks, actions, measures, outcomes and impacts.

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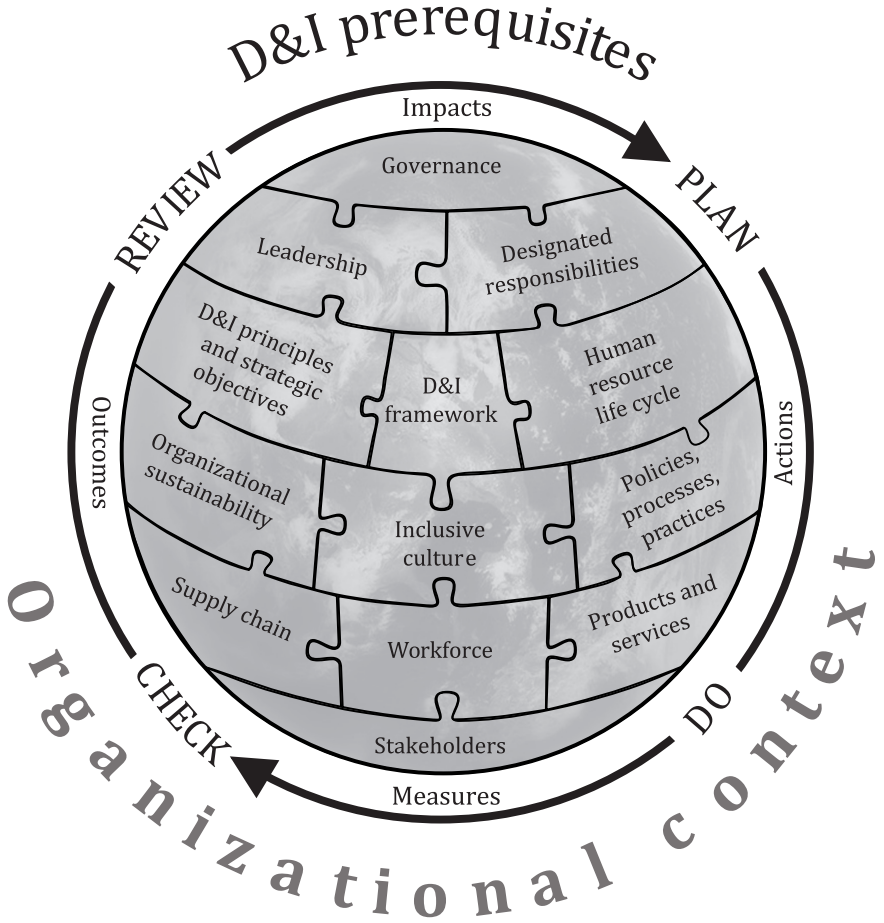


Figure 1 — Organizational diversity and inclusion

This document applies to the human resource management life cycle, delivery of products and services, supply chain relationships, and relationships with external stakeholders to ensure equity, fairness and equality. It encourages organizations to use a continual improvement plan, do, check and review approach. It is intended to help organizations achieve D&I objectives, evaluate the impact on people, communities and society, and meet sustainable development goals. It can also support independent and external validation of organizational approaches to embedding D&I in the workplace. To facilitate the use of this document by organizations, a checklist of the document's D&I actions is included in Annex A.

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NOTES

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Human resource management — Diversity and inclusion

1 Scope

This document provides guidance on D&I for organizations, including their governance body, leaders, workforce and recognized representatives, and other stakeholders. It is intended to be scalable to the needs of all types of organizations in different sectors, whether in public, private, government or non-governmental organizations (NGO), regardless of size, type, activity, industry or sector, growth phase, external influences and country-specific requirements.

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This document does not address the specific aspects of relations with labour unions or work councils, or country-specific compliance, legal requirements or litigation.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 30400, *Human resource management — Vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 30400 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at http://www.electropedia.org/

3.1
accessibility
extent to which workplace environments, systems, and organizational products and services are accessible and can be used by the broadest range of people

3.2
accommodate
adapt to or adjust to

Note 1 to entry: The aim of accommodating specific needs is to enable people with differing abilities to gain access to work and contribute to the organization.

Note 2 to entry: Adjustments can vary according to differing abilities, specific individual needs and circumstances. For example, having organizational policies that cover making adjustments to premises, working hours, job responsibilities and equipment, and providing accessible information and assistive technologies, as well as time for treatment and rehabilitation, when applicable.

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