stakeholders (I): overview

- Process-orientated Management Systems

Source: DIN EN ISO 9000:2005
Terms for Requirements:
- Regulatory and Other Requirements
- List of Regulatory Requirements:
  - Public Law
  - Criminal Law
  - Civil Law
- Other Requirements:
  - Industrial Rules of Conduct as well as Voluntary Commitments
  - Agreements with Public Authorities
  - Non-legislative Guidelines
  - ....
Two Ways of Implementation:

- Different Lists for Specific Aspects of the Respective Management System (Issue) and for Regulatory and Other Requirements

or

- Combined List for Specific Aspects of the Respective Management System (Issue) and for Regulatory and Other Requirements
stakeholders (4): input (3)

- Tasks for Regulatory and Other Requirements:
  - Overview
  - Responsibility
  - Updating
stakeholders (5):
input (4)

- Structure:
  (Example)

<table>
<thead>
<tr>
<th>Rechtswort</th>
<th>vdm...</th>
<th>Anforderungen in Stichwörtern</th>
<th>Wichtig für Funktionsbereich</th>
<th>Horizontale Ausrichtung (= Kontextinformationen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luft/Energie/Immissionsschutz</td>
<td>[ ]</td>
<td>[ ]</td>
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<td>[ ]</td>
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<tr>
<td>BImSchG (Bundes-Immissions- schutzgesetz)</td>
<td>28.04.1993</td>
<td>[ ]</td>
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<td>1. BImSchV (Verordnung über kleine Erzeugungseinrichtungen)</td>
<td>20.07.1994</td>
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<td>FeuVO (Feuerungsanlagenverordnung von Berlin)</td>
<td>03.09.1992</td>
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<tr>
<td>Wasser/Gewasserschutz</td>
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<td>[ ]</td>
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</tr>
</tbody>
</table>

stakeholders (6):
output (1)

- Type of Reporting:
  - Involuntary Reporting
  - Mandatory Reporting
  - Voluntary Reporting
stakeholders (7):
output (2)

- Target Groups of Reporting:
  - Employees
  - Neighbors and Residents
  - Public Authorities
  - Environmental and Consumer Organizations
  - Customer and Consumer
  - Providers
  - Shareholder, Banks, Insurance Companies
  - Media and Press
  - Schools and Universities
  - Competitors
stakeholders (8): output (3)

- Principles of Reporting (according to DIN 33922 - Leitfaden: Umweltberichte für die Öffentlichkeit):
  - Verity
  - Materiality
  - Clarity
  - Publicity
  - Continuity and Comparability
**stakeholders (9): output (4)**

- Content of Reporting (according to DIN Norm 33922):
  - Activities of the Organization
  - Policy and Program
  - Management System
  - Major Key Figures
  - Assessment of Important Questions
  - Formal Requirements
- Stakeholders (IO): output (5)

- Sustainability Reporting:
  - Global Reporting Initiative (GRI)
  - General Framework for Organizational Reporting:
    - Economic Performance
    - Environmental Performance
    - Social Performance

  **= Triple Bottom Line (TBL)**
stakeholders (II): output (6)

- GRI-Framework for Sustainability Reporting:
  - Standard Disclosures
  - Indicator Protocols
  - Sector Supplements
  - Technical Protocols
### Performance Indicators:
- Indicators
- Principle of Indicator Creation
- Standards
- Management System Goals
- Use
Stakeholders (13): Output (8)

- Classes of Indicators:
  - Performance Indicators
  - Management Indicators
  - Status Indicators
Indicators as Combination of:

- Absolute and Relative Indicators
- Organizational, Location and Process Indicators
- Amount- or Cost-driven Indicators