



# Cairo Chamber of Commerce

The Cairo Chamber of Commerce provides a wide range of services to more than 450 000 businesses in Cairo. These include supplying various certificates related to the exercise of trade, preparing economic reports related to the general market state and its issues, improving trade exchange, settling disputes between commercial bodies and offering training sessions and educational courses.



**Name:** Cairo Chamber of Commerce

**Country:** Egypt

**Industry:** Semi-governmental public organization

**Number of employees:** 370

## What are the benefits of ISO 26000 for the Cairo Chamber of Commerce?

Key benefits to date include:

- Competitive advantage
- Enhanced reputation
- A greater ability to attract and retain good staff, members and clients
- Improved staff morale and engagement
- Better relationships with stakeholders
- Improved communication to update staff and stakeholders on significant issues related to social responsibility

## How did ISO 26000 lead to these benefits?

The Cairo Chamber of Commerce set up a Sustainable Business Committee, whose main role is to implement ISO 26000. The committee undertook stakeholder mapping and drew up an engagement plan that included communication via consultancy groups, the Website, information platforms and e-mails.

They reviewed the entire communication and decision-making processes to align with the standard's guidelines and developed a governance code for the Board of Directors that covers social responsibility principles. They also established an anti-corruption mechanism to prevent potentially corrupt actions and identify any existing ones.

A training plan for staff was developed that includes technical, ethical and social skills, and the recruitment process was reviewed and updated.

The Chamber then produced an Honor Charter featuring social responsibility principles to which traders must commit, and distributed widely their own Code of Conduct. In addition, they contributed to a number of community initiatives such as:

- Providing medical glasses to the underprivileged
- Assisting homeless children
- Providing support for victims of natural disasters
- Relocating street vendors to specific markets for more responsible practices
- Offering loans to poultry shops
- Establishing poultry processing plants outside the residential zone of Cairo

They also spread the word about social responsibility through printed materials provided at their own and their partners' events.

*“An organization’s success relies on its sustainability, and ISO 26000 is a useful tool to achieving that.”*



Photo : Cairo Chamber of Commerce