



Staff Development Center

The Staff Development Center (SDC) is an Iraqi governmental public agency offering training and consultancy services to develop human performance levels and enable people to work successfully in society with greater knowledge.

SDC was established in 1979 as a joint project between the Iraqi government, represented by the Foundation of Technical Education (FTE), and UNESCO to meet the training requirements of FTE. Local and international experts participated in designing and implementing training programmes in the fields of medicine, engineering, administration, information technology, languages, applied arts, agriculture, and education disciplines.



Name: Staff Development Center (SDC)

Country: Iraq

Industry: Governmental public agency

Number of employees: 46

What are the benefits of ISO 26000 for the SDC?

Key benefits to date include:

- Electricity bill reduced by 3%
- Reduced water consumption
- Improved internal working environment and strengthened structure of the organization
- Enhanced quality of services, which have been made more sustainable
- Improvement of human rights, gender equality and efficiency issues, and their impact on society in general
- Improved resource management

How did ISO 26000 lead to these benefits?

Using the standard, SDC mapped and prioritized stakeholders and developed a stakeholder engagement plan. This includes activities such as staff meetings and

newsletters, surveys, an annual report published and distributed to Iraqi ministries, various newsletters and brochures, Website content and a sustainability report. Staff were educated and informed about the activities and levels of authority were adjusted to be more evenly distributed throughout the organization.

A strategy was developed to establish four Technical Universities and was approved by the Prime Minister and the Ministry of Higher Education. SDC recommendations on sustainability have been considered within the structure of these universities, which includes ISO 26000-related best practices.

SDC undertook a number of other activities in alignment with the standard such as:

- Upgrading old buildings with anti-fire, heat and moisture measures, which helped reduce energy use
- Educating more than 5 200 participants (20% of total) in social responsibility
- Providing consultancy services on sustainable development for entrepreneurs in the community to develop their businesses
- Replacing all light bulbs with low-energy alternatives
- Training staff on conservative water and energy use
- Forming partnerships with NGOs to provide disadvantaged people with training on social responsibility to aid empowerment and increase skills
- Increasing the use of energy-saving equipment



Photo: SDC

“ISO 26000 has positively influenced our managerial decision making, structure, distribution of authority and identification of stakeholders and potential partnerships. Integrating ISO 26000 in our vision, mission, strategy and work plan has improved our impact and put our values into practice, which is to take care of our clients and the community.”