Les Laboratoires SAIPH

A pioneer of the pharmaceutical industry, the Société Arabe des Industries Pharmaceutiques (SAIPH) is a leading Tunisian manufacturer of drugs and medicines. Driven by excellence, the company lives by its three mottos: "Quality is our business" (La qualité est notre métier), "Health cost control is our duty" (L'économie de santé est notre devoir) and "Sustainable development is our light" (Le développement durable est notre lumière).

SAIPH produces originator brand medicines for prestigious international pharmaceutical companies, as well as their generic equivalents, to the highest quality standards. The laboratory aims to become a major player in the Tunisian pharmaceutical industry and a platform for export to countries of the Maghreb, Africa and the Middle East.

Name :   Les Laboratoires SAIPH
Country :   Tunisia
Industry :   Pharmaceutical
Number of employees : 527

What are the benefits of ISO 26000 for SAIPH ?

Key benefits to date include :
- Improved waste management (including collection of plastic, glass, printer cartridges and paper packaging)
- Reduced paper and water consumption
- Enhanced stakeholder relations through reinforced dialogue
- Elaboration of a charter on social responsibility and its diffusion to the stakeholders
- Promotion of social responsibility on purchase requests

How did ISO 26000 lead to these benefits?

Following the commitment of the CEO and the inclusion of social responsibility in the vision, mission and strategy of the company, a task group was set up to conduct a full gap analysis, stakeholder mapping, action plan and training and awareness-raising sessions for staff. It also follows the PDCA principles in the implementation of the action plan.

SAIPH proceeded to engage more fully with its stakeholders, communicating its social responsibility goals and credentials through social media (a dedicated Facebook page was created), e-mail, brochures, events and hosted site visits.

With the buy-in and support of management – which is crucial to the success of the standard – the project team reviewed all processes and systems to identify areas for improvement and develop an action plan.

A number of initiatives were then introduced, including the re-use of water for irrigation, recycling of paper and printing cartridges, a more rational use of paper, responsible sales and purchase practices, and environmentally sustainable computing (Green IT). What's more, the impact on society was included as a criterion when making decisions related to investments, pricing and margins, and the selection of suppliers.

> *"That which cannot be measured cannot be governed, and will not endure... For better or for worse, the World has resisted to this day; it shall continue to do so evermore. As for us, we will disappear, along with our factories; so we might as well 'do good' and leave a positive trace of our passage, rather than a trail of woes behind us."*

Photo : Les Laboratoires SAIPH