



STEG

(Société Tunisienne
de l'Électricité et du Gaz)

Created in 1962, STEG is a public enterprise that produces and distributes electricity and natural gas in Tunisia. It is one of the country's largest organizations and employers, with a production capacity of 3 526 MW, of which 82% is natural gas.



**Société Tunisienne
de l'Électricité et du Gaz**

Name: STEG, Société Tunisienne de l'Électricité et du Gaz

Country: Tunisia

Industry: Electricity/public services

Number of employees: 13 000

What are the benefits of ISO 26000 for STEG?

Key benefits to date include:

- Development and distribution of a Code of Ethics
- Increased transparency regarding the recruitment process
- Improved stakeholder relationships
- Increased transparency with clients and all stakeholders through better reporting
- Greater staff engagement
- Development of electrical and gas infrastructure promoting socio-economic welfare in deprived communities

How did ISO 26000 lead to these benefits?

Selected staff members were trained on ISO 26000 and awareness sessions were organized with the top management. Cross-departmental working groups were set up to oversee the application of the standard's core subjects and values. Prior to ISO 26000, communication with stakeholders was infrequent and ad hoc. Now, a formalized system allows for more regular and relevant communication, improving relationships and understanding.

Coordination with the various existing structures, such as safety and environment, governance and regional offices, was also put in place.

Being a strong national player, the sharing of experience with other organizations through participation in seminars and conferences is a priority.

STEG's code of ethics and values were reviewed and elaborated, and their processes examined to identify areas for improvement. These include the establishment of renewable energy programmes using solar power, the distribution of one million low-energy light bulbs and consumer campaigns encouraging eco-friendly behaviour. What's more, STEG exhorted the Tunisian parliament to review an aspect of the law related to renewable energy to ensure it corresponds with socially responsible principles.

Lastly, in a bid to promote youth employment, STEG collaborated with universities to improve synergies and facilitate the integration of graduates into the professional world.

“The ISO 26000 exercise has taught us that synergies between the economic, social and environmental aspects of business are essential for overall performance. A single dysfunctional aspect will negatively impact the other two aspects.”



Photo : STEG