



Water Authority of Jordan

The Water Authority of Jordan is a government department that develops legislation and regulations relevant to the water sector in Jordan. It conducts programmes related to the implementation of water policies, the development and protection of water sources, the provision of water and sewerage services and the improvement of infrastructure to protect the environment and public health.



Name: Water Authority of Jordan

Country: Jordan

Industry: Government

Number of employees: 4 200

What are the benefits of ISO 26000 for the Water Authority of Jordan?

Key benefits to date include:

- Amended vision, mission and strategy to integrate social responsibility principles (SR)
- Enhanced staff and stakeholder satisfaction
- An increase in the number of contracts including SR-related clauses
- New job creations
- Reduced fuel consumption
- A rise in the number of tenders that now include sustainable procurement

How did ISO 26000 lead to these benefits?

The process of implementing ISO 26000 caused the Water Authority of Jordan to change its approach to stakeholder engagement by developing a programme centred around their most important stakeholders and featuring clear targets, KPIs and an action plan.

A social responsibility committee was created and the department’s vision, mission and strategy were revised to take into account environmental impacts. Namely, a number of actions were taken to rationalize energy use.

Contracts with suppliers were also amended to include ethical conduct, respect for human rights and fair labour practices, and a human rights policy was introduced. Changes have been requested from the Civil Service Department and addressed in the new Civil Service Law 2013 to integrate parental leave and maternal hours.

“We encourage other organizations to embed ISO 26000 in their activities. Jordan suffers from resource scarcity and integrating social responsibility within an organization’s day-to-day work is the best tool towards sustainability.”

