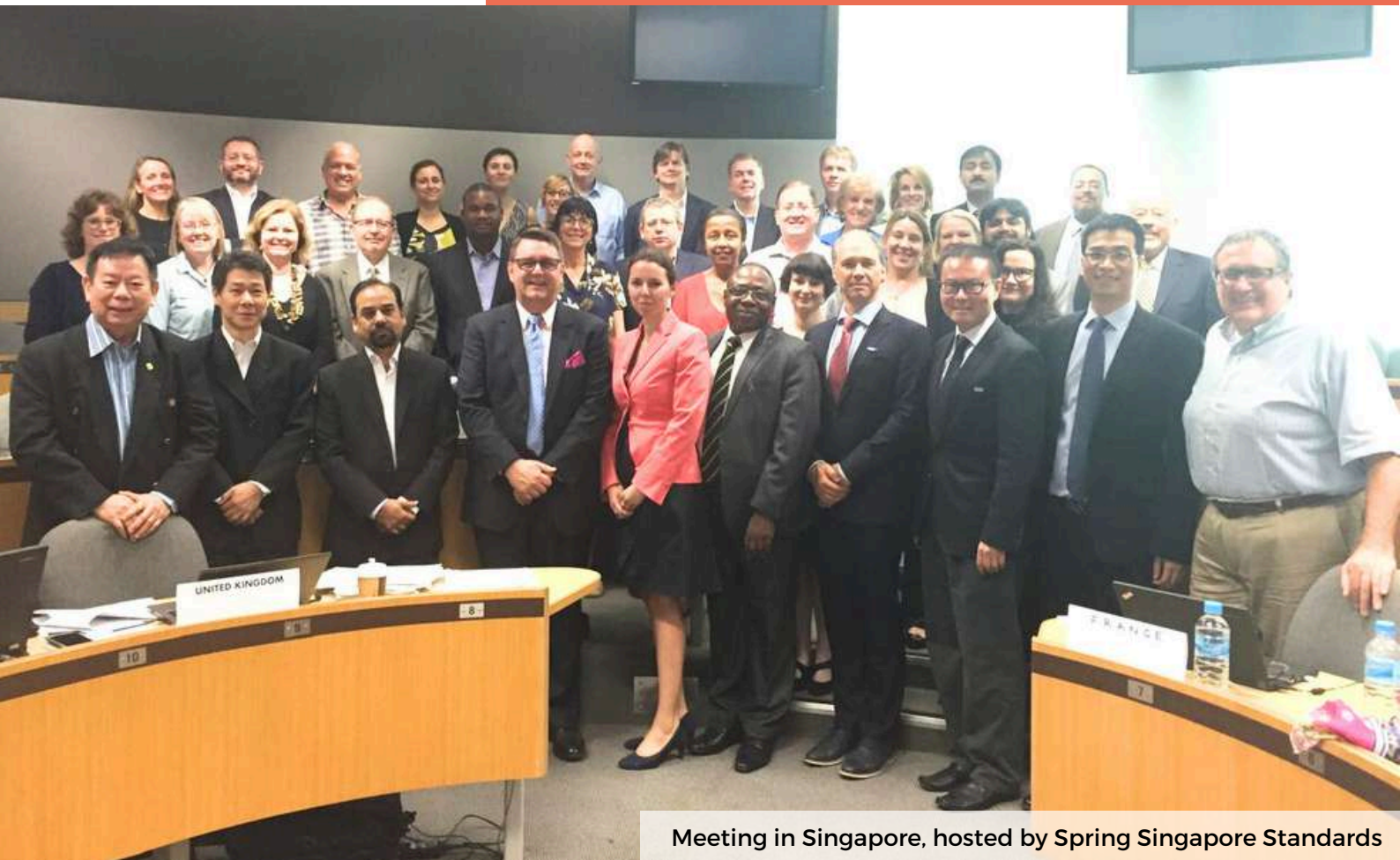


WHITE PAPER

ISO 30414: GUIDELINES FOR INTERNAL & EXTERNAL HUMAN CAPITAL REPORTING STANDARD

*Purpose of this white paper is to provide in-depth information about ISO 30414: Guidelines for Internal and External Human Capital Reporting and guide organization regarding its usage to promote transparency and objectivity for all stakeholders. It has been written by **Zahid Mubarik** SHRM-SCP, GPHR, SPHRi, CEO HR Metrics. Manuscript was edited and finalized with the input by all members of Human Capital Impact (Global Expert Network) www.hcm-impact.com.*



Meeting in Singapore, hosted by Spring Singapore Standards



TC 260 meeting at Milan, hosted by Italy Standards Institute

Global economy is transforming from physical to intellectual capital. According to Ocean Tomo Intellectual Capital Equity USA, in 500 Fortune Companies, 90% of value creation in S&P 500 firms is attributed to intangible assets. Human capital cost consumes a lion's share of intangible assets. With the rising investment in workforce, shareholders are keen to know how this investment impacts the organization bottom line. There is a swell of interest by investors in human capital measurement and its impact on the sustainability of organization.

1. Why Human Capital Disclosure is Important for Sustainability?

With the emergence of Environmental, Social, and Governance (ESG) framework, human capital has become important for investment analysis, both from social and financial impact perspectives. Human capital is now a key consideration for most companies around the world. It is recognized as one of the most important drivers of competitiveness, value creation, and sustainable competitive advantage.

In VUCA (volatility, uncertainty complexity and ambiguity), the role of human resources (HR) is pivotal to organizational success. Beyond traditional metrics, there are crucial intangible aspects such as employee engagement, culture, and leadership effectiveness. Measuring these intangibles is challenging but essential for sustainable growth.

Worldwide investors are engaging with companies to improve the workforce disclosure to manage risk and take advantage of opportunities with a view to cope with rapid environmental and technological change. Companies are under growing pressure from investors, government, regulators, customers, employees, and communities, to become more transparent in their investments and outcomes.

2. How Global Standards Setter Bodies are Redefining ESG Reporting?

- The European Union has issued Corporate Sustainability Directive and European Sustainability Reporting Directive.
- The International Organization of Securities Commissions (IOSCO) has accelerated the harmonization of sustainability standards.
- The US Securities and Exchange Commission (SEC) has amended its rules to enhance human capital disclosures.
- The International Financial Reporting Standards (IFRS) Foundation has broadened its mandate to include sustainability issues.
- The International Federation of Accountants (IFAC) has called for the creation of an International Sustainability Standards Board to sit alongside the International Accounting Standards Board (IASB) under the auspices of the IFRS Foundation.
- Leading voluntary framework and standard setters including Climate Disclosure Project (CDP), the Climate Disclosure Standards Board (CDSB), the Global Reporting Initiative (GRI), the International Integrated Reporting Council (IIRC) and the Sustainability Accounting Standards Board (SASB) have for the first time committed to work towards a joint vision.
- These developments form the natural building blocks of a single, coherent, global ESG reporting system for sustainability of corporate value creation system.



OICU-IOSCO



IFRS®



3. Why Companies want to follow Standards?

Here are some potential reasons why a company may want to comply with standards like the ISO standard:

- ▶ **Improve Business Insights:** Standards allow organizations to better track and monitor performance against standardized performance indicators. This allows for informed decision-making related to business processes. Ultimately, these supports sustainable profitability/surplus performance.
- ▶ **Better business Outcomes:** The standards provide the baseline for any predictability of sustainable profit, productivity and growth, thus providing external stakeholders with a much more comprehensive insight regarding the ROI of investment in human capital.
- ▶ **Quality Assurance:** ISO standards help ensure that products and services are safe, reliable, and of good quality. They are strategic tools for businesses that reduce costs by minimizing waste and errors and increasing productivity. They help companies access new markets, level the playing field for developing countries and facilitate free and fair global trade.
- ▶ **Consistency:** Adhering to ISO standards enables companies to ensure consistency in the quality of their products and services. This consistency is crucial for maintaining customer satisfaction and loyalty.
- ▶ **Improved Customer Satisfaction:** By ensuring products and services consistently meet customer requirements, and quality is consistently improved, standards help strengthen customer satisfaction and trust.
- ▶ **Operational Efficiency:** ISO standards improve operational efficiency by reducing time needed to finish processes, providing clear criteria for product quality and optimizing operations.
- ▶ **Market Expansion:** Standards like ISO make it easier to enter new markets, as they are internationally recognized, which means that products and services that comply are generally more readily accepted globally.
- ▶ **Environmental Impact:** Many ISO standards help companies minimize their environmental impact by detailing best practices and guidelines for environmental management systems, which can also reduce costs through more efficient resource usage.
- ▶ **Risk Management:** ISO standards often provide frameworks for risk management, helping organizations to manage and control risks associated with their business activities.

- ▶ **Enhanced Credibility and Brand Recognition:** Being ISO certified can enhance a company's credibility and image in the eyes of customers, suppliers, and other stakeholders, which is often critical for maintaining competitive advantage.
- ▶ **Facilitates Innovation:** By setting out frameworks and processes, ISO standards can help spur innovation within companies by providing guidelines and best practices that support the development of new technologies and management practices.
- ▶ **Compliance and Legal Repercussions:** Following ISO standards can also help companies comply with regulations that stipulate the use of standards to ensure certain levels of quality and safety. This can protect companies from legal implications of non-compliance.



Pakistan Institute of Corporate Governance, Karachi

4. What is ISO?

ISO stands for the International Organization for Standardization. It is an independent, non-governmental international organization that develops and publishes standards to promote global consistency, quality, and interoperability across various industries and fields. ISO was founded in 1947 and is headquartered in Geneva, Switzerland.

The organization consists of national standards bodies from various countries around the world. ISO creates standards through a collaborative process involving experts from industry, government, academia, and other stakeholders. These standards can cover a wide range of topics, including product quality, safety, efficiency, environmental impact, and management systems.

ISO standards are identified by a specific number, such as ISO 9001 for quality management systems or ISO 14001 for environmental management systems. Adopting ISO standards can help organizations improve their processes, ensure product safety and quality, and gain a competitive edge in the global marketplace.



Meeting in Milan, hosted by UNI-Ente Italiano de Normazione Italy

5. What is a Standard?

A standard is a documented set of rules, guidelines, or specifications that outline the requirements for the design, quality, performance, or safety of a product, service, or process. Standards are created by consensus among industry experts, stakeholders, and sometimes government agencies to ensure consistency, compatibility, interoperability, and safety across various industries and fields.





6. What are Types of ISO Standards?

Standards can take many forms, including:



Product Standards

Specifications for the design, functionality, and quality of a product.



Management Standards

Best practices for managing organizations, projects, or specific functions within an organization.



Process Standards

Guidelines for the methods and practices used in manufacturing, service delivery, or other operational processes.



Technical Standards

Requirements for the interoperability and compatibility of technologies, such as communication protocols, file formats, or hardware interfaces.

Compliance with standards is often voluntary, but in some cases, adherence to specific standards may be legally required or necessary for certification.



Meeting in London, hosted by British Standards Institute UK



Meeting in Berlin, hosted by DIN Germany Standards

7. What is ISO 30414: Guidelines for Internal and External HC Reporting?

“ISO 30414: Guidelines for internal and external human capital reporting” is a global standard, which provides a set of guidelines for organizations to report on various aspects of their human capital, both internally and externally. The Standard covers 11 areas of Human Capital Disclosure including Compliance and Ethics, Workforce Costs, Productivity/ROI, Skills and Capabilities, Organizational Culture, Leadership, Succession Planning, Diversity, Health/Safety/Well Being, Workforce Availability and Recruitment/Mobility/Turnover. The standard aims to help organizations measure, manage, and report on their workforce effectively, with a focus on improving transparency and accountability in vital functions of human capital management, such as:

- 1) **Compliance:** Adherence to labor laws and regulations.
- 2) **Costs:** Financial aspects related to human capital, such as salaries and benefits.
- 3) **Diversity:** Representation of different demographics within the workforce.
- 4) **Leadership:** Quality and effectiveness of leadership within the organization.
- 5) **Organizational Culture:** The values, behaviors, and beliefs that shape the work environment.
- 6) **Productivity:** Measures of workforce efficiency and effectiveness.
- 7) **Safety:** Workplace safety and health measures.
- 8) **Recruitment and Turnover:** Volume, quality, time to hire, exit analysis
- 9) **Skills and Capabilities:** The knowledge, skills, and competencies of the workforce.
- 10) **Succession Planning:** Strategies for maintaining leadership and talent continuity.
- 11) **Workforce Availability:** Availability of qualified personnel to meet organizational needs.

- The standard is intended for use by organizations of all sizes and industries and can be applied globally.
- By adopting ISO 30414, organizations can enhance their ability to track and improve their human capital performance, which can lead to better strategic decision-making and improved organizational outcomes.
- Beneficiaries of enhanced transparency include all stakeholders such as investors, shareholders, directors, management, customers, regulators, employees, strategic partners, and communities.

8. What is ISO 30414 Connection to ESG?

- ESG criteria are increasingly important to investors and stakeholders, and ISO 30414 supports these objectives by emphasizing the 'S' and 'G' aspects.
- ISO 30414 offers a standardized framework for evaluating and reporting on human capital, aligning closely with Environmental, Social, and Governance (ESG) criteria.
- **Social:** ISO 30414's focus on employee well-being, engagement, and organizational culture aligns with the social component of ESG. By measuring and improving these areas, organizations demonstrate their commitment to social responsibility and ethical labor practices.
- **Governance:** ISO 30414 enhances governance by ensuring transparency and accountability in human capital reporting. Consistent reporting builds stakeholder trust and complies with regulatory requirements, crucial for managing risks and maintaining a positive reputation.



9. Who Created ISO 30414?

- ISO 30414 was developed by the International Organization for Standardization (ISO) through a collaborative process involving experts from various countries and fields related to human resource management and reporting. The standard was created by a technical committee ISO/TC 260, which focuses on human resource management.
- The standard was published by ISO on December 1, 2018, as part of its efforts to promote best practices in human resource management and reporting across the globe. By establishing international guidelines for human capital reporting, ISO aimed to help organizations improve transparency, accountability, and strategic decision-making related to their workforce. This is the first and only ISO standard with 100% support of all participating countries.
- The development of ISO 30414 involved representatives from national standards bodies, industry professionals, academics, and other stakeholders with expertise in human capital management and reporting. These experts contributed to the creation of the guidelines through a consensus-based process, considering feedback from public consultations and other inputs.
- Currently there are 37 Participating and 27 Observing countries in ISO TC 260.
- More information about ISO TC 260 <https://www.iso.org/committee/628737.html>

10. What is Difference between “Guidelines” and “Requirement” Standard?

The main difference between "guidelines" and "requirements" in standards lies in the level of obligation they impose on organizations and the way they should be applied:



Guidelines: Guidelines are advisory in nature and provide recommendations or best practices for achieving a certain outcome or goal. They offer flexibility in how organizations can implement the suggested practices and allow for variations based on specific circumstances. Compliance with guidelines is typically voluntary, and organizations may choose to follow them as part of a broader strategy for improving performance or achieving a certain level of quality.

Requirements: Requirements set specific criteria or rules that organizations must adhere to in order to comply with the standard. They are prescriptive and provide clear, measurable expectations for performance, quality, or safety. Organizations that adopt a standard with requirements must follow them as stated in order to achieve certification or demonstrate compliance.

In summary, while guidelines offer flexibility and recommendations for achieving best practices, requirements impose specific rules and criteria that organizations must follow to comply with a standard.

11. What are Ultimate Goals of ISO 30414?



TC 260 meeting at Montreal, hosted by Standards Council of Canada

► **Alignment with Business Strategy**

ISO 30414 links human capital metrics to organizational goals, ensuring the workforce contributes to strategic objectives and ESG targets.

► **Enhanced Decision-making**

ISO 30414 enables HR to provide data-driven insights, leading to informed decisions on talent management and planning that align with ESG goals.

► **Improved Transparency and Accountability**

Regular reporting on human capital metrics demonstrates a commitment to ethical practices and employee well-being, boosting stakeholder confidence and meeting ESG expectations.

► **Benchmarking and Comparability**

Standardized HR metrics allow organizations to benchmark performance, identifying best practices and areas for improvement, enhancing overall ESG performance.

12. What are the Benefits of Human Capital Disclosure Standard?

- The use of standardized and agreed data, that describe, organizational value in a broadly comparable sense;
- The improvement of HRM processes that support good practice in establishing and maintaining positive employment relations;
- Greater understanding of the financial and non-financial returns that are generated as a result of investments in human capital;
- Accessible and transparent reporting of human capital data and insights that enhances internal and external understanding and assessment of an organization's human capital and its present and future performance.

13. How Organizations can Benefit from ISO 30414?

ISO 30414 offers several benefits for organizations that choose to implement its guidelines for internal and external human capital reporting. Some of the key benefits include:

- **Improved Transparency and Accountability:** By providing clear guidelines for reporting on human capital, ISO 30414 helps organizations increase transparency in their workforce management practices. This can enhance accountability to stakeholders such as employees, investors, customers, and regulators by enabling them to assess and monitor its impact.
- **Better Decision-making:** Accurate and comprehensive reporting on human capital provides organizations with valuable insights into their workforce's performance and potential areas for improvement. This data can inform strategic decision-making and help organizations align their human resource strategies with their overall business goals.
- **Enhanced Reputation and Trust:** Organizations that adopt ISO 30414 and report on their human capital in a transparent and consistent manner can build trust with stakeholders, including employees, customers, investors, and the wider community.
- **Benchmarking and Comparison:** ISO 30414 establishes a common framework for human capital reporting, allowing organizations to benchmark their performance against industry peers and identify best practices. This represents perhaps the most relevant benefit, since it allows investors and rating companies to identify, assess, evaluate and track the elements of human capital as a sustainable intangible asset in their respective modeling of the company's equity value and/or credit rating.
- **Risk Management:** By monitoring and reporting on key aspects of human capital, such as diversity, employee engagement, and safety, organizations can proactively identify and address potential risks.
- **Attracting and Retaining Talent:** Transparent reporting on human capital can make organizations more attractive to potential employees and help retain existing talent by demonstrating a commitment to employee well-being and development.
- **Attracting and Retaining Customers:** Transparent reporting on human capital can make organizations more attractive to potential customers who are increasingly basing purchase decisions on human capital management quality.
- **Compliance and Regulatory Alignment:** While ISO 30414 itself is not a legal requirement, its guidelines can help organizations align with regulatory expectations and industry standards for human capital reporting.
- **Stakeholders' Engagement:** Effective human capital reporting can facilitate meaningful dialogue with stakeholders, including employees, investors, and customers, by providing them with relevant information about the organization's workforce and management practices.

By implementing ISO 30414, organizations can gain a competitive advantage by demonstrating a commitment to effective human capital management and reporting.

14. How can an Organization get Certified?

An organization can demonstrate its commitment to implementing ISO 30414's guidelines by following these steps:

- **Review the Standard:** Understand the guidelines and requirements outlined in ISO 30414.
- **Evaluate Current Practices:** Compare existing human capital reporting practices with the recommendations in ISO 30414.
- **Implement Changes:** Make necessary adjustments to align human capital reporting practices with the ISO 30414 guidelines.
- **Document Practices:** Maintain records of human capital management and reporting practices in line with ISO 30414's guidelines.
- **Engage Stakeholders:** Communicate the organization's human capital reporting practices to stakeholders, including employees, investors, and customers.
- **Public Reporting:** Report all metrics recommended in the guideline for public disclosure through annual report, sustainability report, or the website. Additionally, use metrics for internal reporting among stakeholders within the organization for improvement.
- **Continuous Improvement:** Regularly review and update human capital reporting practices to maintain alignment with ISO 30414.



Meeting in Dublin, hosted by National Standards Authority of Ireland

An organization can engage a third-party assessment or audit to review its human capital reporting practices against the ISO 30414 guidelines. This external review can provide credibility and assurance to stakeholders that the organization is following the best practices outlined in the standard. By consistently adhering to ISO 30414, an organization can improve its human capital reporting, leading to increased transparency and trust with stakeholders.

15. What are the Benefits of ISO 30414 for Board Directors and CHROs?

ISO 30414 provides several benefits for HR professionals by offering a structured framework for reporting on human capital and managing the workforce effectively. Some of the key benefits include:

- **Enhanced data collection and Analysis:** ISO 30414 provides guidelines on key metrics and indicators related to human capital, which helps HR professionals collect and analyze data more systematically. This can lead to more accurate assessments of workforce performance and needs.
- **Improved Cost/Benefit Analyses:** The ability of human capital professionals to have data to support cost/benefit analyses so that the material impact of HR initiatives can be determined and communicated internally or externally as appropriate.
- **Improved Strategic Decision-making:** By providing comprehensive insights into human capital, ISO 30414 enables HR professionals to make data-driven decisions that align with organizational goals and strategies.
- **Better Communication with Stakeholders:** HR professionals can use ISO 30414 guidelines to report human capital information to internal and external stakeholders, fostering transparency and trust.
- **Increased Credibility:** Adopting ISO 30414 can demonstrate HR professionals' commitment to international best practices in human capital management and reporting, enhancing their credibility with peers, management, and other stakeholders.
- **Streamlined Reporting Processes:** The standard provides a structured approach to human capital reporting, which can help HR professionals streamline their reporting processes and improve efficiency.
- **Alignment with Organizational Goals:** ISO 30414 encourages HR professionals to consider how human capital metrics align with broader organizational goals and objectives, leading to more cohesive and strategic workforce management.
- **Improved Talent Management:** By tracking key indicators such as diversity, leadership, and skills, HR professionals can better identify areas for improvement in talent management, including recruitment, retention, and development.
- **Risk Management:** Monitoring and reporting on aspects such as employee safety, compliance, and well-being can help HR professionals proactively identify and mitigate risks related to the workforce.
- **Benchmarking and Best Practices:** ISO 30414 enables HR professionals to benchmark their organization's human capital practices against industry standards and identify opportunities for improvement.
- **Career Development:** Being knowledgeable about and adhering to ISO 30414 guidelines can enhance an HR professional's expertise in human capital management and reporting, potentially leading to career advancement opportunities.

Overall, ISO 30414 provides HR leaders with a robust framework for managing and reporting on human capital, which can lead to better organizational outcomes and improved relationships with stakeholders.

16. Which Firms provide ISO 30414 Certification Service?

Some firms may offer assessment, audit, or advisory services related to human capital reporting in accordance with the ISO 30414 standard. These firms can help organizations evaluate their human capital reporting practices, identify areas for improvement, and provide guidance on how to align with ISO 30414's guidelines.

These services typically involve a third-party evaluation of an organization's human capital reporting practices against the ISO 30414 guidelines. Firms offering these services may include:

- **Certification Bodies:** Organizations that provide certification for other ISO standards (such as ISO 9001 or ISO 14001) may offer assessment or audit services for ISO 30414. While they may not provide an official certification, they can help organizations understand how well they align with the standard.
- **Consulting Firms:** Consulting firms with expertise in human resource management and reporting may offer advisory services to help organizations implement ISO 30414's guidelines.
- **Accounting and Audit Firms:** Firms that provide financial audit services may also offer human capital reporting assessments based on ISO 30414 as they often have expertise in evaluating and verifying organizational reporting practices.

These firms can help organizations improve their human capital reporting practices and demonstrate their commitment to transparency and best practices in human resource management. Organizations interested in such services should research and contact firms that specialize in human capital management and reporting to discuss their specific needs and how the firm can assist them in aligning with ISO 30414's guidelines.



Meeting in Washington DC, hosted by American National Standards Institute USA

17. What is HCM Impact Group and what is its Mission?



The Human Capital Impact www.hcm-impact.com is a Global Expert Network that focuses on advancing the field of human capital management (HCM) and promoting effective practices in workforce management, employee well-being, and strategic decision-making. The group is known for its work in creating and maintaining standards, guidelines, and metrics related to human capital management and reporting. At its core, this group is focusing on Human Capital work with a measurable impact on the economic success and growth of companies.

While the specific mission of the HCM Impact Group may vary depending on the context in which it operates, its general goals typically include the following:

► **Raising Awareness**

The group works to raise awareness of the importance of human capital management and its impact on organizational success and employee well-being.

► **Developing Standards**

The group may work on developing and maintaining standards and guidelines for human capital management and reporting, such as ISO 30414, which provides guidance for internal and external human capital reporting.

► **Promoting Best Practices**

The HCM Impact Group promotes best practices in human capital management, helping organizations improve their workforce management strategies and practices.

► **Educating and Training**

The group may offer educational resources, training programs, and workshops to help professionals and organizations understand and implement effective human capital management practices.

► **Research and Innovation**

The group may conduct research and collaborate with experts to advance the field of human capital management and explore innovative approaches.

► **Networking and Collaboration**

The HCM Impact Group may provide opportunities for professionals and organizations to network and collaborate, fostering the sharing of knowledge and experiences in human capital management.

Overall, the HCM Impact Group aims to support the growth and development of human capital management practices across industries and promote excellence in workforce management and reporting.

18. Who are Members of Human Capital Impact Group?

The HCM Impact Group is a group of experts that was responsible for developing ISO 30414, a standard for human capital management and reporting. It includes stakeholders and professionals from various sectors and countries who are experienced in human resource management, organizational development, and related fields. The members of the HCM Impact Group typically include:

- **Standards Organizations Representatives:** Professionals from national and international standards organizations who oversee the development and implementation of standards.
- **Industry Professionals:** HR practitioners, consultants, and managers from various industries who bring practical experience and insights into human capital management.
- **Corporate Representatives:** Individuals from companies who work on human capital management and reporting within their organizations.
- **Regulators and Policy Advisors:** Individuals who understand legal and regulatory frameworks and their impact on human capital management.
- **Academics:** Scholars and researchers who contribute their knowledge and research in the field of human capital and workforce management.

The diversity in the group ensures that the development of ISO 30414 was well-rounded and applicable across different industries and geographic regions. The specific names and affiliations of the group members may not be publicly disclosed as the focus is on the collaborative and consensus-driven process rather than individual recognition. It's important to note that while the HCM Impact Group played a significant role in developing ISO 30414, ongoing work and revisions to the standard may involve different groups of experts.



Meeting in Melbourne, hosted by Standards Australia

19. Which Organizations are Certified on ISO 30414?

Till 31 May 2024, total 20 companies are certified on ISO 30414 from diverse industry segment in different parts of the world. Click the following URL for updated information: <https://hcm-impact.com/iso-30414-certified>

ISO30414 Certified Companies : Sheet1				
#	Country	Organization	Industry	Latest Human Capital Reports
1	Germany	DWS	Asset Manager	View Report
2	Germany	Deutsche Bank AG	Financial services	View Report
3	Germany	Allianz SE	Financial services	View Report
4	Germany	Infineon Technologies AG	Technology	View Report
5	Germany	Rheinmetal AG	Manufacturing	View Report
6	Japan	Link and Motivation Inc.	Service	View Report
7	Japan	Toyota Tsusho Corporation	Wholesale	View Report
8	Japan	AKKODIS Consulting Ltd.	Service	View Report
9	Japan	REXT HOLDINGS Co.,Ltd.	Service	View Report
10	Japan	SYSMEX CORPORATION	Medical Electronic	View Report
11	Japan	Hitachi Construction Machinery Japan Co., Ltd.	Machinery	View Report
12	Japan	FORVAL CORPORATION	Wholesale	View Report
13	Japan	Aflac Life Insurance Japan Ltd.	Financial services	View Report
14	Japan	WingArc1st Inc.	Information & Communication	View Report
15	Japan	Payroll Inc.	Information & Communication	View Report
16	Japan	NISSIN FOODS HOLDINGS CO., LTD.	Food	View Report
17	Japan	SINTOKOGIO, LTD.	Machinery	View Report
18	Japan	Osaka Metro Co., Ltd	Transportation	View Report
19	Japan	Comfort Japan Inc.	Beauty	View Report
20	Korea	Dong-A Pharmaceutical	Pharmaceutical	

20. How many Professionals are Certified on ISO 30414?

Till 31 May 2024, total 700+ professionals have been certified on ISO 30414. More information at: <https://thehrmetrics.com/hr-disclosure/>



Karachi Pakistan

Collaborative Acknowledgment

This white paper is the result of a collaborative effort between HR Metrics and the members of the Human Capital Management (HCM) team. We extend our gratitude to all contributors for their valuable insights and expertise in the development of this document.



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21. What Next?

If you are looking for more information on ISO 30414, visit following:

- HCM Impact website: www.hcm-impact.com
- Global Experts in your region/country <https://hcm-impact.com/our-team>
- Contact us at <https://hcm-impact.com/contact-us>

22. About HR Metrics

HR Metrics is a leading provider of consulting and innovative advisory solutions in the areas of sustainable people analytics, competencies and inclusion, dedicated to transforming how organizations manage their workforce. Through advanced data analysis and industry benchmarking, HR Metrics enables businesses to make informed decisions, optimize their HR practices, and achieve measurable improvements in employee engagement, retention, and overall performance.



23. Conclusion

ISO 30414 is a transformative tool for HR professionals, CFOs, and CHROs, providing a comprehensive framework to measure intangibles in human resources. Its alignment with ESG criteria promotes sustainable and responsible business practices, enhancing decision-making, transparency, and strategic alignment. For forward-thinking organizations, ISO 30414 is essential for driving better organizational performance and demonstrating commitment to ESG principles.

For any questions/comments, please contact Zahid@thehrmetrics.com