

## **ABSTRACT**

The objective in this research was to determine the environmental and labor impacts and the relationship it has with the application of a Corporate Social Responsibility (CSR) Model in textile companies in Lima and Callao.

Four (04) cases of textile companies were studied: Ardelca SAC, La Colonial SA, Impexplant SAC and Trinitex SAC, the research methodology was applied-correlational level, the research design is non-experimental cross-sectional and the research has a quantitative approach. A Corporate Social Responsibility (CSR) Model Guide was determined focused on the ISO 26000: 2010 standard, in addition, an evaluation of the perception of customers, workers and the population on the management of social responsibility of textile companies was carried out through surveys.

From the results in the company Ardelca SAC, an environmental impact assessment was carried out through the Environmental Impact Assessment Matrix-CONESA and significant negative environmental impacts were obtained, for which an EMS was proposed, and CSR was also measured through surveys and no high scores were obtained, which is why it is deduced that this company does not comply with social responsibility management, and finally a strong positive correlation was found between the application of the social responsibility model and customer behavior.

In the company La Colonial SA, the environmental impact assessment was carried out through the Environmental Impact Assessment Matrix-CONESA, the procedures of the environmental management system and the social responsibility model are followed that contribute to improving the quality and productivity of said Company.

In Impexplant SAC an adequate EMS was not implemented, although the company does intend to comply with the management of social responsibility.

In the company Trinitex SAC, the purchasing behavior of customers was moderate, and it does not comply with the management of social responsibility, so it must be planned, coordinated, executed and established corrections, which are proposed in the Corporate Social Responsibility guide. so that these companies are managed within the environmental parameters, required by the Peruvian Environmental Legislation.

**Keywords: Impacts, Social Responsibility, Environmental Management.**