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## **ABOUT SUSTAINABILITY**

Sustainability is the continuing commitment to act responsibly by integrating social and environmental concerns into business operations. Sustainability goes beyond regulatory compliance to focus on how companies manage their economic, social and environmental impacts, as well as their relationships with stakeholders (e.g. employees, trading partners, government).

## **ABOUT THE ASSESSMENT**

The EcoVadis methodology framework assesses companies' policies and actions as well as their published reporting related to the environment, labor and human rights, ethics and sustainable procurement. Our team of international sustainability experts analyze and crosscheck companies' data (supporting documents, 360° Watch Findings, etc.) in order to create reliable ratings, taking into account each company's industry, size and geographic location.

## **ABOUT ECOVADIS**

EcoVadis provides the leading solution for monitoring sustainability in global supply chains. Using innovative technology and sustainability expertise, we strive to engage companies and help them adopt sustainable practices.

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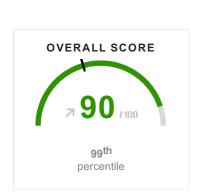


# 1. SUSTAINABILITY PERFORMANCE OVERVIEW

Insufficient

## Score breakdown

Sustainability performance





Partial

Good



Advanced

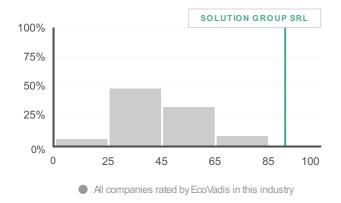


Outstanding



Average score

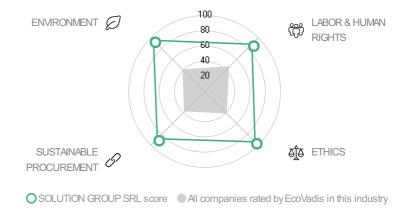
## Overall score distribution





SOLUTION GROUP SRL has received a Platinum Medal in recognition of its sustainability achievement. This award places it in the top of companies assessed by EcoVadis over the past 12 months.

# Theme score comparison



# **Corrective Action Plan in progress**

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. SOLUTION GROUP SRL has a corrective action plan in place and is working on improving their sustainability management system.

<sup>&</sup>quot;You are receiving this score/medal based on the disclosed information and news resources available to EcoVadis at the time of assessment. Should any information or circumstances change materially during the period of the scorecard/medal validity, EcoVadis reserves the right to place the business' scorecard/medal on hold and, if considered appropriate, to re-assess and possibly issue a revised scorecard/medal.



## 2. ASSESSMENT BENEFITS

## **Understand:**

**Get a clear picture of a company's sustainability performance.** The scorecard is the final output of the EcoVadis assessment. It rates and benchmarks a company's sustainability performance in four themes on a scale of 0-100 and highlights strengths and improvement areas.

Know where a company stands compared to their industry. Benchmark the company's sustainability performance against the industry with a score distribution graph and theme score comparisons.

**Identify industry trends.** Discover the primary sustainability risks, regulations, hot topics and best practices related to specific industries.

## Communicate:

**Meet customer needs.** More and more companies raise questions about their trading partners' environmental and social performance. The EcoVadis assessment allows companies to demonstrate their commitment

**Leverage a unique communication tool.** Companies with an EcoVadis Scorecard avoid audit fatigue by sharing one assessment with all requesting customers.

## 3. ASSESSMENT PROCESS



## **Customer Request**

Procurement, CSR, EHS, and Sustainability leaders in enterprises looking to monitor sustainability risk in the supply chain request an EcoVadis assessment for their trading partners.



## Questionnaire

Based on a company's specific sustainability risk factors, a customized questionnaire is created. It contains 20 to 50 questions tailored to the industry, size and location.



## **Document Analysis**

Companies are required to provide supporting documentation for their answers to the questionnaire. These documents are reviewed by our analysts.



## **Public Information**

Company information that is publicly available, most often found on the company website, is also collected as evidence of their sustainability performance.



## 360° Watch Findings

360° Watch Findings comprise relevant public information about companies' sustainability practices, identified via more than 10,000 data sources. They can have positive, negative or no score impact.



## **Expert Analysis**

Our analysts combine all these elements to produce one unified scorecard per company.

## SCORECARD





## 4. ECOVADIS METHODOLOGY

## A. Four Themes and 21 Criteria

EcoVadis assessments focus on 21 issues which are grouped into 4 themes (Environment, Labor & Human Rights, Ethics, Sustainable Procurement). The 21 issues or criteria are based upon international sustainability standards such as the Global Compact Principles, the International Labour Organization (ILO) conventions, the Global Reporting Initiative (GRI) standard, the ISO 26000 standard, and the CERES principles.

## 21 sustainability criteria

## 1. ENVIRONMENT

## **OPERATIONS**

Energy consumption & GHGs Water Biodiversity Air Pollution Materials, Chemicals & Waste

## **PRODUCTS**

Product Use Product End-of-Life Customer Health & Safety Environmental Services & Advocacy

## 3. ETHICS

Corruption
Anticompetitive Practices
Responsible Information
Management

## 2. LABOR & HUMAN RIGHTS

## **HUMAN RESOURCES**

Employee Health & Safety Working Conditions Social Dialogue Career Management & Training

## **HUMAN RIGHTS**

Child Labor, Forced Labor & Human Trafficking Diversity, Equity & Inclusion External Stakeholders Human Rights

## 4. SUSTAINABLE PROCUREMENT

Supplier Environmental Practices Supplier Social Practices







## **B. Seven Management Indicators**

EcoVadis assessments evaluate a company's sustainability management system by looking at seven management indicators. These are used to further customize the assessment by weighting the four themes and their subsequent 21 sustainability criteria.



## Policies (weight: 25%)

- 1. Policies: Mssion statements, policies, objectives, targets, governance
- 2. Endorsement: Endorsement of external sustainability initiatives

## Actions (weight: 40%)

- 3. Measures: Measures and actions implemented (e.g. procedures, training, equipment)
- 4. Certifications: Certifications and labels (e.g. ISO 14001)
- 5. Coverage: Coverage of measures and actions

## Results (weight: 35%)

- 6. Reporting: Reporting on Key Performance Indicators (KPIs)
- 7. 360: Condemnations, Controversies, Awards



## 5. UNDERSTANDING A SCORECARD

The overall score can be better understood by looking at quantitative information (theme scores and activated criteria) and qualitative information (strengths and improvement areas).

# A. Quantitative Information: Scores & Activated Criteria

# Theme Scores:

Like the overall score, theme scores are on a scale of 1 to 100.

## **Activated Criteria:**

Each of the four themes (Environment, Labor & Human Rights, Ethics, Sustainable Procurement) have specific criteria associated with them. Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

#### Non-activated

If certain criteria are not activated, then the specific associated issue is not relevant or has very low sustainability risk for that company.

## Medium

Medium importance criteria are the issues some sustainability risk is present but not the most pressing.

# High

High importance criteria are the issues where the company faces the greatest sustainability risk.

# Risk countries only

Criteria classified as Only in Risk Countries are activated only if the company has significant operations in one or more countries identified as risky.

# B. Qualitative Information: Strengths & Improvement Areas

Qualitative information provides more details and insights into a company's score. For each theme, the company is assigned strengths (elements of their sustainability management system that are positive) and improvement areas (elements of their sustainability management system that need to be improved). The strengths and improvement areas are divided according to the three management layers (Policies, Actions, Results) and are also classified by priority.

All improvement areas are automatically added to the company's Corrective Action Plan. They are pre-organized by priority. The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback.

## C. The Scoring Scale

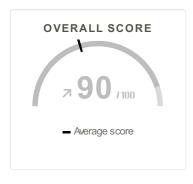
0 - 24	Insufficient	No engagements or tangible actions regarding sustainability. Evidence in certain cases of misconduct (e.g. pollution, corruption).
25 - 44	Partial	No structured sustainability approach. Few engagements or tangible actions on selected issues. Partial reporting on Key Performance Indicators. Partial certification or occasional labeled product.
45 - 64	Good	Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues. Basic reporting on actions or Key Performance Indicators.
65 - 84	Advanced	Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues with detailed implementation information. Significant sustainability reporting on actions and Key Performance Indicators.
85 - 100	Outstanding	Structured and proactive sustainability approach. Engagements/policies and tangible actions on all issues with detailed implementation information. Comprehensive sustainability reporting on actions and Key Performance Indicators. Innovative practices and external recognition.



## 6. ENVIRONMENT

This theme takes into account both operational factors (e.g. energy consumption, waste management) and product stewardship (e.g. product end-of-life, customer health and safety issues).

## **Environment Score Breakdown**

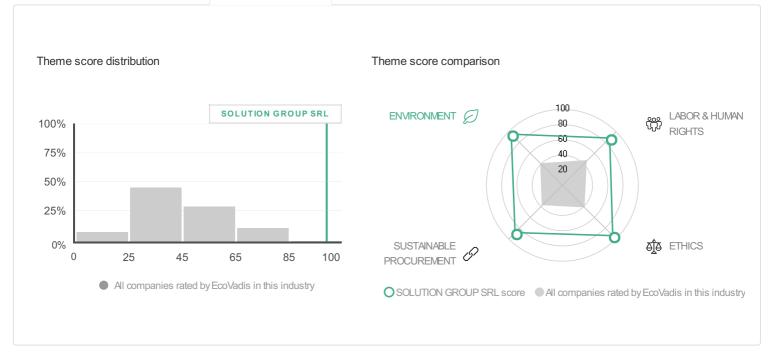












## **Environment: Activated Criteria**

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

## **Environment: Strengths & Improvement Areas**

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.



	Weight •●●					
Strengths						
Policies						
Standard policy on environmental issues						
Information	Guidance					
The company has standard environmental policies covering some relevant environmental topics based on the company's business activity.	To improve from a standard to a comprehensive environmental policy, the company should implement policies on most/all the relevant environmental topics. The company should also have policy target/s which include/s an absolute or relative quantitative achievement and a specific future deadline (from present year onwards). For example: The company is committed to recycle 100% of waste generated by 2030. The policy should also be regularly reviewed.					
Environmental policy on waste						
Environmental policy on energy consumption & GHGs						
Actions						
Internal sorting & disposal of waste according to waste streams						
Actions or training to raise employee awareness on waste reduction & sorting	1					
Purchase and/or generation of renewable energy						
Reduction of carbon emissions in transportation						
Improvement of energy efficiency through technology or equipment upgrades						
Recycling of office waste (paper, cardboard, ink cartridges etc.)						
ISO 14001 certified						
Information	Guidance					
The company has provided a valid ISO 14001 certificate that covers all of its operations.	The ISO 14001 standard belongs to the ISO 14000 series, a family of environmental management standards developed by the International Organization for Standardization (ISO) designed to provide an internationally recognized framework for environmental management, measurement, evaluation					

and auditing. The standard serves as a framework to assist organizations in developing their own environmental management system and is based on the

continuous Plan-Do-Check-Act cycle.



## Measures to reduce paper consumption

#### Information

The company has implemented specific measures to reduce the consumption of paper related to its activities.

#### Guidance

Examples might include provision of online catalogue to clients, distribution and storage of documents electronically (e.g. bills, press release, staff awareness on 'need to print', setting printers to double side).

## Provision of eco-friendly or ethical products

#### Information

The company offers products to its clients that are eco-friendly or ethical.

#### Guidance

Examples of eco-friendly or ethical products are products from fairtrade initiatives (e.g. Max Havelaar, Fairtrade), organic products.

## Information provided to customers on environmental or social impacts of products

#### Information

The company provides evidence that they provide information to customers regarding the environmental or social impacts of their products.

## Guidance

In order for customers to make well-informed decisions in their own purchasing, companies should provide clear and public information regarding their own products and the impacts on the environment or social issues. Environmental impacts of products could include issues further down the supply chain, including procurement or traceability of the products, or how the manufacturing of the product impacted the environment, such as water consumption or local pollution during manufacturing activities. Social impacts of products could include labor issues during manufacturing, or labor issues down the supply chain. This type of information can be provided on the packaging of the products themselves, or online on the company website.

## Employee awareness/training program on energy conservation

## Information

The company has a specific awareness (and training) program for employees on reducing energy consumption.

## Guidance

Awareness programs might include brochures given to employees, notices displayed in the workplace areas, presentation used during meetings in order to engage employees on reducing energy consumption. Some examples of areas it could cover include turning off lights at the end of the day, switching off electrical appliances when not in use, selecting energy-efficient equipment (e.g. for facilities management or procurement department staff), and optimizing machinery use (e.g. stand-by vs active for workshop operatives).

## Results

## Environmental reporting on waste

## Environmental reporting on energy consumption & GHGs

## Information

The company has formalized reporting document(s) on energy consumption & GHGs.

## Guidance

The company provided documents that includes relevant energy and GHGs (greenhouse gases) related KPIs (Key Performance Indicators), annual energy consumption report, sustainability report, etc. Some examples of KPIs (Key Performance Indicators) provided on this criteria: annual electricity consumption, renewable energy consumption, fuel consumption, total GHG/CO2 emissions, number of trainings conducted on energy conservation among employees.



#### Reporting on total energy consumption

#### Information

The company has reported KPIs with regard to total energy consumption either through formal documentation or questionnaire declaration.

#### Guidance

Total energy consumed represents total primary energy consumption reported in kWh. Total energy consumed may include e.g. consumption of coal and coke (in Kg) reported in kWh and/or consumption of oil, LPG and electrical power in kWh.

#### Comprehensive reporting on environmental issues

#### Information

The company has provided comprehensive reporting figures or Key Performance Indicators (KPIs) on the majority of relevant environmental issues.

## Guidance

The company has provided good quality KPIs on the majority of environmental criteria. To make the reporting figures more advanced in terms of quality, quantity and transparency, the KPIs should have all the following quality factors; (1) External assurance to assess the quality and credibility of the qualitative and quantitative information reported by the organization, (2) Alignment with reporting standards such as GRI Core/Universal/Comprehensive, SASB,...etc. (3) Materiality analysis to identify the most relevant environmental issues based on the company's activity (4) The reporting timespan should be extending over 36 months for the majority of activated criteria and the reporting figures should not be more than 2 years old. (XS company: KPIs/reporting figures provided on at least two material environmental topics which extends over a period of 24 months or more)

## Improvement Areas

## **Policies**

Low

Inconclusive documentation for policies on environmental services & advocacy

Corrective Action requested

## Results

Low

Inconclusive documentation for reporting on environmental services & advocacy

Corrective Action requested )

## Information

The company does not have any formalized reporting document on environmental services & advocacy.

## Guidance

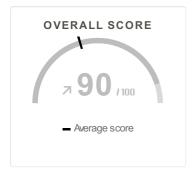
Some examples of relevant supporting documents that can be provided are internal excel database, management presentation that includes reporting on annual number of environmental services/products provided to customers, other reporting figures on the promotion of sustainable consumption among customers, sustainability report. The document(s) should demonstrate the following: KPIs (Key Performance Indicators) to promote sustainable products or services among customer base, or the continuous monitoring of actions by your company related to environmental services. Here are some examples of KPIs on this criteria: total number of eco-labelled products sold to customers, amount of greenhouse gas emissions offsetted for customers, total number of trainings conducted to increase customer awareness on the environmental impacts of products/services.



## 7. LABOR & HUMAN RIGHTS

This theme takes into account both internal human resources (e.g. health and safety, working conditions, career management) and human rights issues (e.g. discrimination and/or harassment, child labor).

# Labor & Human Rights Score Breakdown

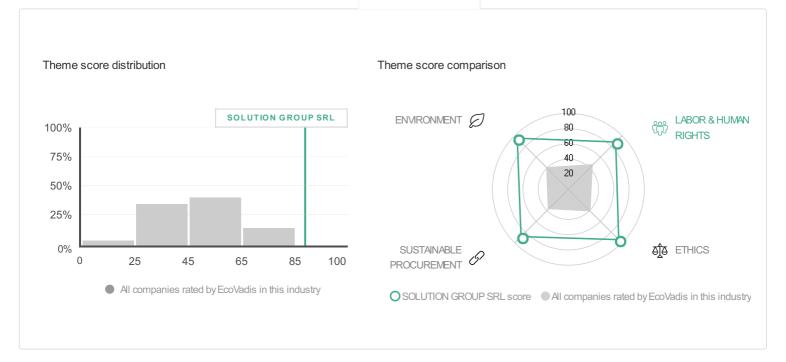












## Labor & Human Rights: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

## Labor & Human Rights: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.





## Labor & Human Rights

Weight •●●●

## Strengths

## **Policies**

Standard policy on labor & human rights issues

#### Information

#### Guidance

The company has standard labor & human rights policies covering some relevant labor & human rights topics based on the company's business activity.

To improve from a standard to a comprehensive labor & human rights policy, the company should implement policies on most/all the relevant labor & human rights topics. The company should also have policy target/s which include/s an absolute or relative quantitative achievement and a specific future deadline (from present year onwards). For example: The company is committed to train 100% of employees on health and safety by 2024. The policy should also be regularly reviewed.

Labor & human rights policy on diversity, equity & inclusion

Labor & human rights policy on career management & training

Labor & human rights policy on working conditions

Labor & human rights policy on employee health & safety

## Actions

FSC chain-of-custody certified

Employee health and safety emergency action plan

## Information

## Guidance

The company has formal procedures that have been communicated to all employees regarding accidents, injuries, provision of emergency equipment, emergency evacuation, first aid, fire drills and other situations regarding health and safety at the workplace.

Ahealth and safety emergency action plan is a document that demonstrates the health and safety plan created by each company in order to guide its employees when facing emergency situations. These emergency situations depend on the operations of the company as well as their workforce, but also include accidents related to operations of heavy equipment, injuries, fires, chemical spills, explosions, falls, among others.

Family Friendly programs (FFPs) implemented (e.g. parental or care leaves, childcare services or allowances)

Compensation for extra or atypical working hours

## Information

## Guidance

The company provides additional remuneration to compensate for overtime work.

Extra or atypical hours refers to all hours worked in excess of the normal hours (could be overtime hours for instance). Employees should be provided additional compensation for overtime and/or other forms of atypical working hours.



## Hexible organization of work (eg. remote work, flexi-time)

#### Information

The company has official measures to promote work-life balance in place, which have been found within the supporting documentation. The company provides flexible hours and organization for employees to work.

## Guidance

The company has implemented working practices that acknowledge and aim to support the needs of staff in achieving a balance between their home and working lives. The company has supporting documentation showing a flexible organization of working hours is provided for employees, which can include evidence of options for part-time work, telecommuting or remote work, job-shares, and other forms of variable work schedules.

#### Health care coverage of employees in place

## Awareness training regarding diversity, discrimination, and/or harassment

#### Employee health & safety risk assessment

#### Information

The company has provided documents which demonstrate that an employee health and safety risk assessment has been conducted. The assessment took into consideration the daily operational tasks of employees, the health and safety hazards present at the workplace and the associated risks and has a proposed corrective action plan to address these identified risks.

#### Guidance

Ahealth and safety risk assessment is systematically conducted to identify potential impact of operational tasks and monitor conditions on employee health and safety. The main elements of a complete risk assessment are 1) periodic review of risks to reflect the latest risks and health and safety environment in the business. 2) description of hazards or risk factors identified to have the potential to cause harm and determining the significance of the risks. 3) presence of a preventive and corrective action plan in the form of steps and/or recommendations that an organization needs to take to effectively prevent and address the risks identified, mapped, & evaluated in risk assessments.

## Regular assessment of individual performance

## Information

The company demonstrates evidence of regular assessments of individual performance.

## Guidance

The company has a process in place to quantitatively and/or qualitatively assess and review employee's job performance on a regular basis. This includes processes such as performance reviews to allow the company to identify areas for improvement, provide support and guidance to employees as well as recognizing and rewarding top performers.

## Regular employee health check-up

## Information

The company has been conducting regular health screening tests for employees.

## Guidance

The company has made regular health check arrangements for employees through health service contracts or employee health surveillance procedures. These periodical and relevant occupational health check-ups provided to employees have had a particular focus on the health risk factors that the employees are exposed to at the workplace. Some of the health risks are; exposure to chemicals, potentially dangerous machines, noise, or other potential hazards to allow for early detection of effects on health and timely treatment.



#### Provision of skills development training

#### Information

The company provides training to its employees to develop their skills.

#### Guidance

The company has implemented vocational training and instruction, which include skills development training, education paid for in whole or in part by the company, with the goal to provide opportunities for career advancement (Source: Global Reporting Initiative G3). Examples of on-the-job training to enhance employee skills are coaching, mentoring, job rotation, apprenticeships, etc. Total number of hours of training per employee per year can be a significant key performance indicator for this action.

## Training of employees on health and safety risks and best working practices

#### Information

The company has provided its employees with necessary training to strengthen their knowledge about health and safety risks at work and good working practices.

#### Guidance

The company has provided training with the help of training materials (slide decks, training content summaries) and/or evidence of training execution (progress reports, certificates of completion, attendance sheets) to demonstrate the execution of training programs regarding health and safety risks at work and good working practices. Abest practice is to have a training matrix which helps to keep track of which employees have been trained, the date of the training, the training topic, and expected dates for refresher trainings. Monitoring of training attendance certificates is also suggested. It is also a best practice to have the training carried out in the language that the employees understand best and to carry out tests or quizzes to ensure training concepts have been successfully transmitted to participants.

#### Results

## Labor & human rights reporting on working conditions

## Information

The company has formalized reporting document(s) on working conditions.

## Guidance

"The company provided documents that includes reporting on annual employee benefits or internal excel database, management presentation that includes reporting figures on employee working conditions. Some examples of KPIs (Key Performance Indicators) provided on this criteria are total or average annual remunerations, total number of leaves taken by employees, employee satisfaction rate, average working hours, overtime hours per employee."

## Labor & human rights reporting on employee health & safety

## Information

The company has formalized reporting document(s) on employee health & safety.

## Guidance

"The company provided documents that includes reporting on health and safety training, internal excel database on health and safety monitoring, management presentation that covers employee health and safety, sustainability report. Some examples of KPIs (Key Performance Indicators) provided on this criteria are total number of safety incidents at work, accident frequency/severity rate, total training hours or number of employees trained on health and safety issues, total number of employees trained on health and safety (e.g. stress, ergonomics)."



## Standard reporting on labor and human rights issues

#### Information

There is evidence of formal reporting implemented regarding both labor and human rights issues from the company supporting documentation, including key performance indicators (KPIs), statistical figures or associated concrete actions.

#### Guidance

Reporting items are standard in terms of quality and quantity, do cover the main issues, are meaningful enough, and are regularly updated. KPls may include (but are not limited to): accident frequency and severity rates, the percentage of employees covered by collective bargaining agreements, skills development trainings, and percentage of employees trained on discrimination issues. Comprehensive reporting on labor practice and human rights issues will additionally have KPls reported in a formal public document available to stakeholders, and will be in compliance with the Global Reporting Initiative guidelines or other external sustainability reporting standards.

#### Improvement Areas

#### Results

Medium

Inconclusive documentation for reporting on career management & training

Corrective Action requested

## Information

The company does not have any formalized reporting document on employee career management & training.

## Guidance

"Some examples of relevant supporting documents that can be provided are annual training report, annual employee development report, internal excel database, management presentation that includes reporting figures on career management and training of employees. The document(s) should demonstrate the following: KPIs (Key Performance Indicators) on career management and training, or the continuous monitoring of actions by your company related to career management and training. Here are some examples of KPIs on this criteria: total training hours or average training hours per employee, number of employees with regular performance review."

Medium

Inconclusive documentation for reporting on diversity, equity & inclusion

Corrective Action requested

## Information

The company does not have any formalized reporting document on diversity, equity & inclusion.

## Guidance

Some examples of relevant supporting documents that can be provided are annual social data report, equality/diversity report, wage equality report, internal excel database, management presentation that includes reporting on employee diversity and inclusion. The document(s) should demonstrate the following: KPls (Key Performance Indicators) on DE&I (diversity, equity and inclusion), or the continuous monitoring of actions by your company to prevent or eliminate workplace discrimination and harassment or to promote DE&I. Here are some examples of KPls on this criteria: number of employees trained on prevention of discrimination and harassment or on promotion of DE&I, percentage of female employees.



## 8. ETHICS

This theme focuses primarily on corruption and bribery issues, and also takes into account anticompetitive practices and responsible information management.

## **Ethics Score Breakdown**













## **Ethics: Activated Criteria**

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

## **Ethics: Strengths & Improvement Areas**

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.





**Ethics** 

Weight •••

## Strengths

#### Policies

## Disciplinary sanctions to deal with policy violations

#### Information

There is evidence within the supporting documentation provided that the company has implemented structured mechanisms to deal with policy violations such as disciplinary actions.

#### Guidance

In order to ensure the adequate implementation of business ethcis policies, companies should establish procedures to administer investigations and sanction employees for eventual violations (i.e. disciplinary measures up to and including possible termination).

## Employee signature acknowledgement of ethics policies

#### Information

There is evidence within the supporting documentation provided by the company that it is mandatory for employees to sign their acknowledgement of the company's business ethics policies.

## Guidance

Business ethics policies such as Code of Ethics/Code of Conduct should include a section requiring employees to sign (to ensure that all employees are aware of the policy).

## Policy on information security

### Information

The company has issued a formal standard policy that integrates commitments in the form of qualitative objectives on information security issues. The policy is formalized in a document such as a Code of Ethics and includes at least some organizational elements (e.g. review process, dedicated responsibilities, scope of application).

#### Guidance

It is imperative for companies who manage sensitive information to set commitments on the protection and responsible management of third-party data. The security of third party data encompasses the protection of customer personal identification information (PII) and the protection of third party intellectual property rights.

## Policies on corruption

## Information

There is a formal policy that integrates qualitative objectives/commitments on anticorruption & bribery issues (including for example conflict of interest, fraud and money laundering) in the supporting documentation provided by the company.

## Guidance

Corruption & bribery covers all forms of corruption issues at work namely extortion, bribery, conflict of interest, fraud, money laundering. A comprehensive policy is formalized in a standalone document or is part of a Code of Ethics/Conduct on the issues mentioned and incorporate as well some of the following elements: scope of application, allocation of responsibilities, quantitative objectives, and review mechanisms.

## Exceptional policy on ethics issues

## Information

The company has issued a formal exceptional policy that integrates commitments, qualitative and quantitative objectives on business ethics issues.

## Guidance

Policies are deemed exceptional when all business ethics issues are covered by qualitative and quantitative objectives. Additionally, an exceptional policy has exhaustive organizational elements such as the allocation of responsibilities, structured mechanisms to deal with policy violations, a formal review process, and communication of the policy to all employees and business partners, etc.

## Actions

Whistleblower procedure for stakeholders to report information security concerns



## Whistleblower procedure for stakeholders to report corruption and bribery

## Awareness training to prevent information security breaches

#### Information

The company has delivered awareness trainings to employees on information security issues.

## Guidance

Information management is the process of collecting, storing, managing and maintaining information securely in all its forms. Through the use of rigorous information management practices, companies can help maintain their credibility and confidence of consumers. Awareness or trainings on such practices are regularly conducted to ensure that employees are familiar with the company's information management policy and procedures. They may be conducted either online or in person, and should include regular testing to ensure the training effectiveness.

## Awareness training performed to prevent corruption

#### Information

The company has implemented awareness or training program on anti-corruption and bribery issues for its employees.

#### Guidance

According to the ISO 26000 guideline, ""Corruption can be defined as the abuse of entrusted power for private gain". There are all forms of public and proprietary corruption in the workplace, including among other things extortion, bribery, conflict of interest, fraud, money laundering. Since corruption undermines a company's effectiveness and ethical reputation, awareness or trainings on anti-corruption & bribery issues are regularly conducted to ensure that employees are familiar with the company's policy and procedures. They may be conducted either online or in person, and should include regular testing to ensure the training effectiveness.

# Specific approval procedure for sensitive transactions (e.g. gifts, travel)

## Information

The company has implemented a verification process for sensitive transactions.

## Guidance

Sensitive transactions are a broad range of business dealings which involve higher ethics-related risks. Some examples include (non-exhaustive) gifts, travel arrangements and other types of hospitality, which are common in the business world, but may in fact constitute unethical or even illegal kickbacks, bribes or payoffs to influence decision affecting a company's operations, etc. Such transactions also comprise facilitation payments which are usually made with the intention of expediting an administrative process and may be considered as a form of corruption. As such, a verification procedure should be put in place to review and approve any sensitive transactions made by the company.



# 9. SUSTAINABLE PROCUREMENT

This theme focuses on both social and environmental issues within the company supply chain.

## Sustainable Procurement Score Breakdown

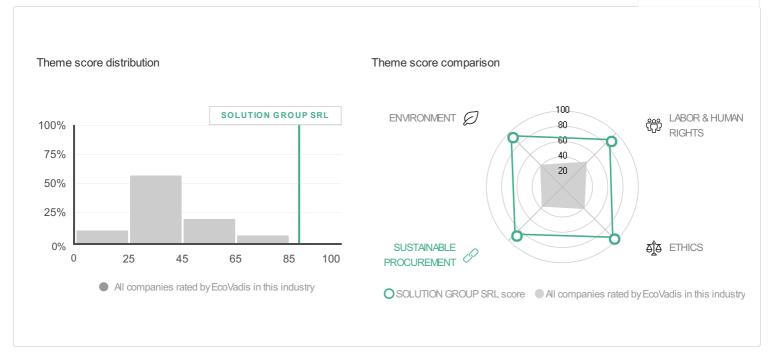












## Sustainable Procurement: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

## Sustainable Procurement: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.





## Sustainable Procurement

Weight •●●

#### Strengths

#### **Policies**

Standard policies on sustainable procurement issues

#### Sustainable procurement policy on supplier environmental practices

#### Information

The company has formalized statements, commitments, and operational objectives on the management of its sustainable procurement policies, focusing on some material issues. The existing policy covers environmental issues in the company's supply chain.

### Guidance

A standard sustainable procurement policy also covers environmental issues in addition to social issues in the supply chain. It also includes commitments and/or operational objectives designed to improve performance or mitigate risk. The policy is communicated to internal and external stakeholders through a formal dedicated document.

#### Actions

#### FSC chain-of-custody certified

## Actions to work with women/minority-owned businesses in the supply chain

### Information

The company has provided document evidence which confirms actions to work with women/minority-owned businesses in the supply chain.

## Guidance

Some relevant supplier communication documents: standard operating procedures, work instructions, contracts, terms and conditions documents, CSR/Sustainability Report. The document(s) demonstrate the following: operational process/efforts to promote inclusion of women-owned businesses (WBE), or inclusion of diverse suppliers, such as minority-owned (MBE), disability-owned (DBE), veteran-owned (VBE), disabled veteran- owned (DVBE), lesbian/gay/bisexual/transgender-owned (LGBTBE), black owned, and any other business for which ownership is held by members of underrepresented groups in their supply chain.

## Internal purchasing processes for specific products or services integrate sustainability

## Information

# The company has provided document evidence which confirms internal purchasing processes for specific products or services integrate sustainability.

## Guidance

Some relevant supplier communication documents are: standard operating procedures, work instructions, CSR/Sustainability Report. The document(s) demonstrate the following: purchasing process to integrate sustainability in wood or wood-based products (e.g. paper, cardboard), for example by setting up process to purchase certified products (e.g. FSC, PEFC).

## Checklist to verify sustainability management/practice of suppliers

## Information

The company has provided document evidence which confirms the use of a checklist to verify sustainability management/practices of suppliers.

## Guidance

Some relevant supplier communication documents are standard operating procedures, work instructions, questionnaires, checklists, CSR/Sustainability Report, etc. The document(s) demonstrate one or some of the following actions: off-site or on-site verification of suppliers' sustainability management or practices through a checklist or questionnaire. This could have been conducted by the company through checking supplier sustainability-related information, or it could have been done by the supplier (e.g. self-assessment).



Communication with suppliers on sustainable procurement (e.g. supplier code of conduct)

#### Information

#### () iidance

The company has provided document evidence which confirms communication with suppliers regarding sustainable procurement practices.

Some relevant supplier communication documents are supplier code of conduct, communication letters on sustainable procurement sent to suppliers, CSR/Sustainability Report, etc. The document(s) demonstrates communication to suppliers on expectations for social and environmental responsibility.

## Improvement Areas

## **Policies**

Medium

Inconclusive documentation for policies on supplier labor and human rights practices

Corrective Action requested

#### Information

The company has either no supporting documentation on social issues in the supply chain, or has provided supporting evidence that was not approved due to quality/acceptance requirements. e.g. company name, recent date (8 years).

#### Guidance

A standard sustainable procurement policy on social issues on the supply chain includes commitments and/or operational objectives designed to improve performance or mitigate risk. It is communicated to internal and external stakeholders through a formal dedicated document.



# 10.360° WATCH FINDINGS



360° Watch Findings comprise relevant public information about companies' sustainability practices that have been identified via more than 10,000 data sources (including NGOs, press and trade unions). 360° Watch Findings are incorporated into the EcoVadis assessment and can have positive, negative or no score impact.

# EcoVadis is connected to the following international sources:

- Sustainability networks and initiatives (e.g. AccountAbility, Business for Social Responsability, CSR Europe)
- Trade unions and employers' organizations
- International organization (e.g. United Nations, European Court of Human Rights, Global Compact, International Labor Organization, World Bank)
- NGOs (e.g. China Labor Watch, Greenpeace, WWF, Movimento Difesa del Cittadino)
- Research institutes and specialized press (e.g. CSR Asia, Blacksmith Institute, Corpwatch)

# 11. SPECIFIC COMMENTS

Additional comments from our analysts pertaining to the assessment.

## Specific comments

No records found in third party risk and compliance database.

The company demonstrates an advanced sustainability management system that covers all four themes under review.

Since the last assessment, the overall score has increased thanks to the implementation of additional measures.

# 12. CONTACT US

Any questions or need help? Visit our Help Center at support.ecovadis.com



# **APPENDIX:**

## **INDUSTRY RISK PROFILE**

Discover the primary sustainability risks, regulations, hot topics and best practices related to specific industries.

EcoVadis determines industry based on the International Standard Industrial Classification of All Economic Activities (ISIC), which is a compilation of all global economic activities published by the United Nations Statistical Commission. Its main purpose is to provide a set of activity categories that can be utilized for the collection and reporting of statistics according to such activities.

It is possible that a company has operations in more than one industry. In these cases, EcoVadis classifies companies based on their main area of operation, as determined by sustainability risk and/or total revenue.



# **CRITERIA ACTIVATION BY THEME:**

Discover the primary sustainability risks, regulations, hot topics and best practices related to specific industries.



Medium Energy consumption & GHGs

Non-activated Water

Non-activated Biodiversity

Non-activated Air Pollution

Medium Materials, Chemicals & Waste

Non-activated Product Use

Non-activated Product End-of-Life

Medium Customer Health & Safety

Medium Environmental Services & Advocacy

# Labor & Human Rights



High Employee Health & Safety

Medium Working Conditions

Medium Social Dialogue

Medium Career Management & Training

Non-activated Child Labor, Forced Labor & Human Trafficking

Medium Diversity, Equity and Inclusion

Non-activated External Stakeholder Human Rights

# Ethics of

Medium Corruption



Non-activated Anticompetitive Practices

Medium

Responsible Information Management

**Sustainable Procurement** 



High

Supplier Environmental Practices

High

Supplier Social Practices



# **KEY SUSTAINABILITY ISSUES**

Find qualitative explanations of the key sustainability issues and risk associated with Wholesale of other household goods



## Environment

Importance

Sustainabilityissue

Medium

Energy consumption & GHGs

#### Definition

Energy consumption (e.g. electricity, fuel, renewable energies) used during operations and transport. Greenhouse gases direct and indirect emissions including CO2, CH4, N2O, HFC, PFC and SF6. Also includes production of renewable energy by the company.

## Industry issues

Companies engaged in wholesale activities require energy consumption for administrative offices and warehousing facilities (lighting, heating, etc.), as well as the transportation of goods, which requires a significant amount of fuel energy. There are numerous ways to reduce energy consumption and emissions caused by these activities of transportation and storage such as optimization of routes for transport vehicles, improvement of energy efficiency of building (through heating systems, insulation etc.). Wholesalers with internal transport fleets can also reduce consumption, and therefore GHG emissions, through the use of low-emission, fuel efficient vehicles.

Medium

Materials, Chemicals & Waste

## Definition

Consumption of all types of raw materials and chemicals. Non-hazardous and hazardous waste generated from operations. Also includes air emissions other than GHG (e.g. SOx, NOx).

## **Industry** issues

For companies engaged in wholesale activities, the primary source of waste is from packaging that consists of plastic and cardboard, and materials necessary for transportation of products, including wooden pallets. Generally, these waste materials are the result of damage during the shipping process which, in such situations, require repackaging of products prior resale. Less significant waste sources for wholesalers include office waste such as paper and ink toner cartridges. The environmental impacts of waste from wholesale companies can be reduced by recycling plastics and cardboard, recycling pallets and marketing and promoting products via on-line sources rather than the distribution of paper catalogs.

Medium

Customer Health & Safety

## Definition

Negative health and safety impacts of products and services on customers or consumers.

## **Industry issues**

Although wholesale companies don't manufacture the products that they sell, they should choose to sell products that meet certain health and safety standards. Plastic products, including those used as promotional products, potentially contain harmful substances, particularly when they are manufactured in countries with weak product health and safety laws and/or institutions to enforce existing laws. Companies engaged in wholesaling activities should have HAACP and product recall programs in place for potential post-sale product breaches. Additionally, wholesalers should monitor where the products they purchase originate in order to provide more supply chain transparency.





## Environmental Services & Advocacy

#### Definition

Programs implemented to promote the sustainable consumption of their own products or services among their customer base. This criteria includes the positive/negative indirect impacts of the use of products and services.

## **Industry** issues

Household goods include a wide range of products with different specifications, some of which are more sustainably manufactured than other. As a result of the available household products on the market, wholesale companies can have a substantial impact on consumption habits by choosing to market only products with reduced environmental and social impacts. The ability to include in their catalogs items with reduced impacts can provide the necessary incentive for suppliers and customers to produce and source sustainable materials and products (e.g. solar powered equipment, recyclable stationery, and wooden items sourced from sustainable forestry). Just as sustainability has become a priority for food and beverage wholesalers as a result of market demands, it will likely become a growing strategic issue in the wholesale of household goods(1).



## Labor & Human Rights

Importance

Sustainability issue

High

Employee Health & Safety

## Definition

Deals with health and safety issues encountered by employees at work i.e. during operations and transport. Includes both physiological and psychological issues arising from, among others, dangerous equipment, work practices and hazardous substance.

## **Industry issues**

While wholesalers are generally not engaged in manufacturing activities, product assembly is often a secondary service that wholesalers provide; therefore, employee health and safety measures should be implemented at all offices and warehouses. In office settings, non-ergonomic working stations, stress and psychological issues can result without adequate measures. In warehouse facilities, health and safety issues that require attention include machinery operations, product chemical exposure, and repetitive strain disorder associated with heavy lifting. In order to reduce employee health and safety risks, wholesale companies must implement necessary measures, including training related to lifting and sitting techniques, forklift and vehicle training, and hazardous material handling measures.



Working Conditions

## Definition

Deals with working hours, remunerations and social benefits granted to employees.

## **Industry** issues

According to PwC's Global Generational Study, given the opportunity, 64% of Millennials (and 66% of non-Millennials) would like to occasionally work from home(2). Apart from standard working conditions applicable to any activity (e.g. working hours, holidays, wages and benefits), companies engaged in wholesale activities face non-specific issues due to the manufacturing activity involving employees, but because of the heavy lifting necessary in warehouses, excessive working hours in this sector can become an employee health and safety issue. Measures such as shift allowance, personal & medical insurance can be to improve work/life balance by reducing the consequences of their position in their life outside of work.





## Social Dialogue

#### Definition

Deals with structured social dialogue i.e. social dialog deployed through recognized employee representatives and collective bargaining.

#### Industry issues

The Global poll 2012 led by the International Trade Union Confederation (ITUC) shows that 70% of workers from 13 countries worldwide think current labor laws provide inadequate legal protection on wages, and 44% think the legal framework does not ensure reasonable working hours(3). A sound and structured social dialog is thus of importance.

Medium

Career Management & Training

## Definition

Deals with main career stages i.e. recruitment, evaluation, training and management of layoffs.

## **Industry** issues

A strong workforce provides the basis for a successful company. In order to foster their commitment, manufacturers of furniture must continually invest in training and development of their employees. While health and safety is critical and is part of the section on employee health & safety, technical developments mean continual training on more general issues to the industry is of importance for employees in this sector.

Medium

Diversity, Equity and Inclusion

## Definition

Deals with discrimination and harassment prevention at the workplace. Discrimination is defined as different treatment given to people in hiring, remuneration, training, promotion, termination; based on race, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age. Harassment may include physical, psychological and verbal abuse in the work environment.

#### Industry issues

Promoting diversity through non-discrimination policies and practices has positive impacts on both workplace motivation and has been shown to Diversity at work on the other hand is believed to have positive impacts on companies' financial performance. When effective non-discrimination policies not in place however, companies risk financial penalties in countries that have laws and regulations prohibiting discrimination based on various personal characteristics. Given the low-skilled workforce engaged in warehousing operations, the sector attracts immigrants, refugees and other under-represented (vulnerable) groups, which should be provided equal opportunities to access jobs.





**Ethics** 

Importance

Sustainability issue



Corruption

#### Definition

Deals with all forms of corruption issues at work, including among other things extortion, bribery, conflict of interest, fraud, money laundering.

## **Industry** issues

Corruption and bribery issues are major issues for any company, particularly when operating in risk countries. Regulations such as the Foreign Corrupt Practice Act (FCPA) in the US address these issues and make it unlawful to offer or accept payments for the purposes of obtaining special privileges or retaining business. The wholesale sector's position in global supply chains exposes companies to incentives, including bonus structures and discounting that cross ethical boundaries or can be perceived as bribery. Additionally, wholesalers source products from, and transport sourced products through, identified high risk countries exposing them to incentives to pay bribes or engage in fraudulent book-keeping in order to cover bribes payed. Wholesale companies must implement measures to prevent corruption and bribery in their operations(4). Effective measures include anti-corruption training and whistle-blower systems.

Medium

Responsible Information Management

#### Definition

Deals with third-party data protection and privacy which encompasses the protection of customer personal identification information (PII) and third party intellectual property rights.

## **Industry** issues

Companies collect, process and share confidential information belonging to third-parties in order to operate their business. Third-party confidential information includes employee and consumer personal identification information, third parties' intellectual property, and business partner trade secrets. Companies are legally mandated in several jurisdictions to manage third party data responsibly. Breaches of third-party data, including proprietary intellectual property, trade secrets and employee and consumer PII expose companies to operational seizures, financial and reputational impacts caused by stakeholder lawsuits and regulatory penalties. The financial impacts of information security breaches can be both immediate and drawn out over several years, due to possible litigation action by parties who lost confidentiality of their information entrusted to the breached company. The costs of regulatory violations remain severe, and proposed changes to major regulatory frameworks in major countries are likely to impose greater fines. Ponemon Institute estimates the global average cost of a cyber-attack to be US\$3.86 million(6). Beyond direct regulatory and financial penalties, breaches in a company information management system can cause long term distrust in the company information security management. Almost immediately after Target's information breach, the company net earnings for the fourth quarter were down 46 percent from the same period the year before. Over time, Target will pay an estimated US\$1.4 billion when factoring ongoing legal costs, class-action lawsuits by consumers and business partners, and credit monitoring services for affected consumers(7). In order for companies to manage operational and legal risks associated with information security breaches, it is vital that robust information security management systems are developed and implemented across to the operational scope. Companies should perform vulnerability assessments, implement access and disclosure controls and provide thorough training for all employees responsible for processing thirdparty data. An adequate incident response procedure capable of preventing further data loss, communicating with exposed stakeholders, and systems updates is necessary to meet legal requirements in key jurisdictions.





## Sustainable Procurement

Importance

Sustainability issue



Supplier Environmental Practices

#### Definition

Deals with environmental issues within the supply chain i.e. environmental impacts generated from the suppliers and subcontractors own operations and products.

## **Industry** issues

Many of the products that household good wholesalers source are manufactured in identified high risk countries. Issues persist in manufacturing facilities related to process energy consumption and GHG emission, primarily in the manufacture of plastic promotional products. Additionally, wholesale companies are subjected to product safety issues that result from manufacturing processes, including the presence of hazardous materials and substances in certain goods. Not only can such chemicals harm customers at the end of the supply chain, but wholesale company workers can be injured if Material Safety Data. Sheet (MSDS) information is not provided regarding the chemicals present in products. Wholesalers should engage suppliers in best management practices and provide suppliers with sustainable specifications in adherence with regional regulations related to chemical usage. Factory audits, particularly in identified high risk countries, are also effective tools to mitigate product safety and process concerns. (5)

High

Supplier Social Practices

#### Definition

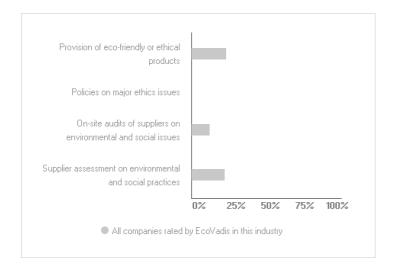
Deals with labor practices and human rights issues within the supply chain i.e. labor practices and human rights issues generated from the suppliers and subcontractors own operations or products.

## **Industry issues**

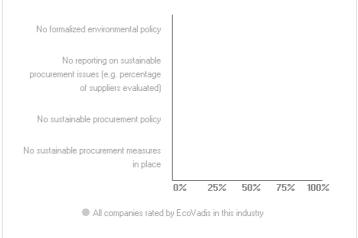
As noted in Supplier Environmental Practices criteria, much of the manufacturing worldwide occurs in identified high risk countries, which requires an effective sustainable procurement program to prevent labor, human rights and unethical situations from occurring. The manufacturing location, combined with the low-skilled workforce and vulnerable social status that characterize the manufacturing labor market set the ground for potential human rights abuses, including poor working conditions, or the inability to join unions in many countries. This creates a volatile supply chain that increases reputation and logistical risks for wholesalers. Social audits should be performed on manufacturing facilities located in identified high risk countries. They can be followed-up by capacity building efforts to scale labor and human rights management practices to mitigate the risks for wholesale companies.



# **Key industry Strengths**



# Key industry Improvement Areas





# Sustainability KPIs Overview

KPI	All companies rated by EcoVadis in this industry
Audit or assessment of suppliers on CSR issues	35%
Carbon disclosure project (CDP) respondent	10%
Global Compact Signatory	12%
Grievance mechanism or whistleblowing procedure in place	31%
ISO 14001 certified (at least one operational site)	36%
ISO 45001 certification or equivalent (at least one operational site)	23%
Policy on sustainable procurement issues	37%
Reporting on energy consumption & GHGs	47%
Reporting on health & safety indicators	34%



# Main Regulations and Initiatives

# Code of conduct by IPPAG (International Partnership for Premiums and Gifts)

http://www.ippag.net/code\_of\_conduct.html?PHPSESSID=80e188610136d17118c2c2ab420e02f9

Code of conduct from IPPAG (International Partnership for Premiums and Gifts), an international consortium of companies specialised in promotional merchandise.



# Code of business practices by ICTI (International Council of Toys Industries) June 2001

http://www.toy-icti.org/info/codeofbusinesspractices.html

ICTI (International Council of Toys Industries) promotes international toy safety standards and a responsible attitude to advertising and marketing to children.



## **Code of conduct by PPP (Plateform Promotional Products)**

http://www.ppp-online.nl/assets/.../PPP\_M/O\_Certificatieschema\_voor\_druk.doc

The Platform Promotional Products (PPP) is a Netherland Association of business in the trade of promotional products founded in autumn 2002, that has 300 members. Members commit themselves to signing the Code of Conduct.



## Standard ISO 14000 (International Standard Organisation)

http://www.iso.org/iso/iso\_14000\_essentials

The ISO 14000 family addresses various aspects of environmental management



## International Labor Organization's Fundamental Conventions

 $\label{local_local_public} $$ $ \frac{tp://www.ilo.org/wcmsp5/groups/public/--ed_norm/---declaration/documents/publication/wcms_095895.pdf $$ $$ $$ $$$ 



The Governing Body of the International Labour Office has identified eight Conventions as fundamental to the rights of human beings at work. These rights are a precondition for 12 the others in that they provide a necessary framework from which to strive freely for the improvement of individual and collective conditions of work.



## Standard Social Accountability 8000 (SA8000)

http://www.sa-intl.org/indexcfm?fuseaction=Page.viewPage&pageId=617&parentlD=473

SA8000 is a global social accountability standard for decent working conditions, developed and overseen by Social Accountability International (SAI).



# GRI - Logistics & Transportation sector supplement, Pilot Version 1.0 - May 2006

 $\label{lem:http://www.globalreporting.org/ReportingFramework/SectorSupplements/LogisticsAndTransportation/LogisticsAndTransportation.htm$ 

The Logistics and Transportation Sector Supplement addresses the key sustainability issues for this sector. It has been designed for general use by companies operating within the sector using different means of transportation.



# Charte 2FPCO (fédération française des professionnels de la communication par l'objet)

http://www.2fpco.com/adhesion.html

The Fédération Française des Professionnels de la Communication par l'objet (2FPCO) is a French Association of Promotional items companies. It has developped a chart that all member of the association has to endorse.



## **Universal Declaration of Human Rights**

http://www.un.org/Overview/rights.html



The Universal Declaration of Human Rights (UDHR) is an advisory declaration adopted by the United Nations General Assembly (10 December 1948)



# Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

http://www.ohsas-18001-occupational-health-and-safety.com/index.htm

OHSAS 18000 is an international occupational health and safety management system specification.

🛱 Labor & Human Rights



## Foreign Corrupt Practices Act of 1977

http://www.usdoj.gov/criminal/fraud/fcpa/



The Foreign Corrupt Practices Act of 1977 (FCPA) prohibits payments, gifts, or Practices Act contributions to officials or employees of any foreign government or government-owned business for the purpose of getting or retaining business.



## **United Nations Global Compact (10 principles)**

http://www.unglobalcompact.org/AboutTheGC/TheTenPrinciples/index.html

The Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of ten principles in the areas of human rights, labour standards, the environment, and anti-corruption:



### Standard Global Reporting Initiative's (GRI)

http://www.globalreporting.org/Home

The GRI is a network-based organization, that has set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.



# Carbon disclosure project

https://www.cdp.net

CDP is an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information.



## **United Nations Convention against Corruption (UNCAC)**

http://www.unodc.org/unodc/en/treaties/CAC/index.html



The UNCAC is the first leg12y binding international anti-corruption instrument. In its 8 Chapters and 71 Articles, the UNCAC obliges its States Parties to implement a wide and detailed range of anti-corruption measures affecting their laws, institutions and practices.



## **OECD** guidelines for multinational enterprises

http://www.oecd.org/about/0,2337,en\_2649\_34889\_1\_1\_1\_1\_1,00.html

The Guidelines are recommendations addressed by governments to multinational enterprises operating in or from adhering countries. They provide voluntary principles and standards for responsible business conduct in a variety of areas including employment and industrial relations, human rights, environment, information disclosure, combating bribery, consumer interests, science and technology, competition, and taxation.



### Standard ISO 26000 (International Standard Organisation)

http://www.iso.org/iso/pressrelease.htm?refid=Ref972

The future International Standard ISO 26000, Guidance on social responsibility, will provide harmonized, glob12y relevant guidance based on international consensus among expert representatives of the main stakeholder groups and so encourage the implementation of best practice in social responsibility worldwide.





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