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EcoVadis Sustainability Assessment Report

Company rated:
COEO GROUP GMBH

Overall score: 73/100
July 2026

Sustainability performance:Advanced

Size: M
Headquarters country: Germany
Risk country operations: No
Industry: Activities of collection agencies and credit bureaus

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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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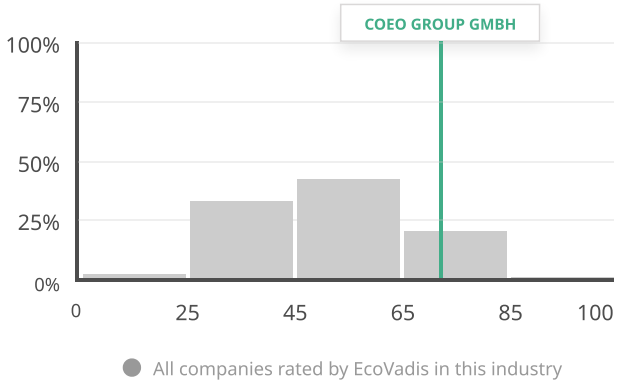
1.SUSTAINABILITY PERFORMANCE OVERVIEW

Score breakdown

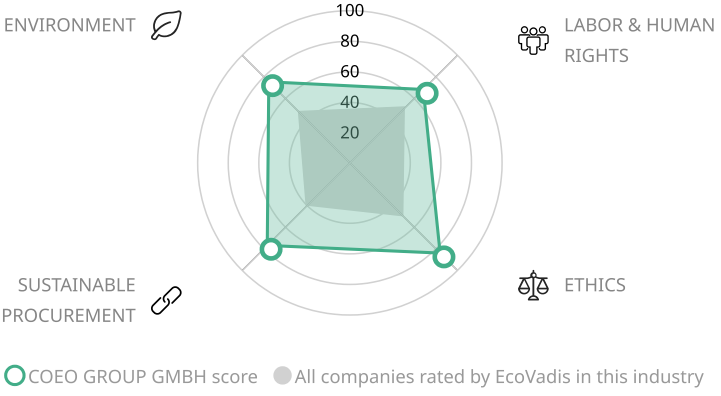
Sustainability performance: Insufficient | Partial | Good | Advanced | Outstanding | Average score

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
↗ 73 / 100	↘ 75 / 100	↗ 68 / 100	↗ 84 / 100	↗ 77 / 100
84th percentile	Weight	Weight	Weight	Weight

Overall score distribution



Theme score comparison



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

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. COEO GROUP GMBH has a corrective action plan in place and is working on improving their sustainability management system.

*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.

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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

1

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.

2

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.

3

Document Analysis

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

4

Public Information

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

5

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.

6

Expert Analysis

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

SCORECARD

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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

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

3. ETHICS
- Corruption
- Anticompetitive Practices
- Responsible Information Management

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: Mission 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

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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 sustainabiliy 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.

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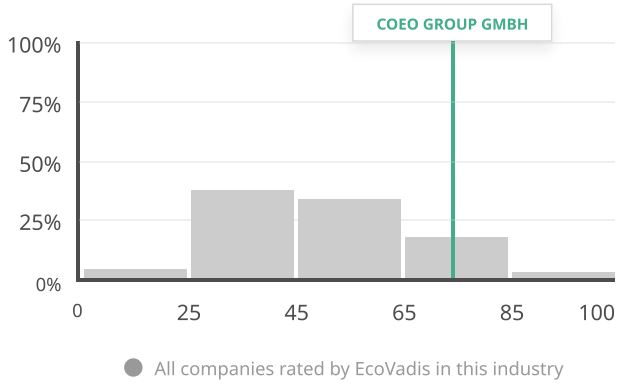
6.ENVIRONMENT

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).

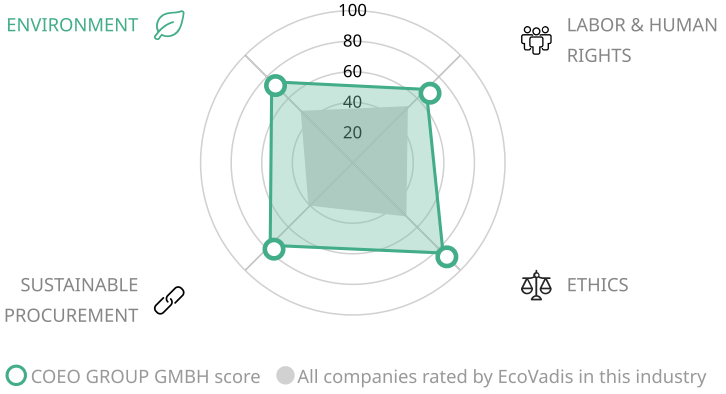
Environment Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
↗ 73 / 100	↘ 75 / 100	↗ 68 / 100	↗ 84 / 100	↗ 77 / 100
Average score	Weight	Weight	Weight	Weight

Theme score distribution



Theme score comparison



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.

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Environment

Weight

Strengths

Policies

Environmental policy scope of application specified

Dedicated responsibility for environmental policy

Formal mechanisms to review and amend environmental policy

Environmental policy on waste

Environmental policy on energy consumption and GHGs

Standard policy on a majority of environmental issues

Information

A standard environmental policy includes commitments and/or operational objectives on the main environmental risks the company faces.

Guidance

A comprehensive environmental policy includes commitments and/or operational objectives on the majority of environmental risks the company faces, and integrates quantitative objectives (i.e. targets) on those risks. It is also mandatory for the policy to incorporate some of the following organizational elements: scope of application, allocation of responsibilities, and/or a formal review process. Policies are deemed exceptional when all environmental issues are covered by qualitative and quantitative objectives, in addition to all of the aforementioned elements.

Actions

Integration of adaptive practices into operational processes to withstand environmental disruptions

Reduction of material consumption through process optimization

Internal sorting & disposal of waste according to waste streams

Information

The company has implemented an internal waste sorting and disposal mechanism.

Guidance

The company has evidence that waste is being sorted according to waste streams to facilitate correct waste recovery, reprocessing and disposal.

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Training of employees on waste reduction and sorting

Information

The company has provided awareness training on waste reduction and sorting to its employees.

Guidance

The company has evidence that company-specific employee awareness programs given to employees to strengthen their knowledge on waste management-related issues.

Training of employees on energy conservation/climate actions

Information

The company has provided awareness training programs to its employees on energy conservation or GHG emission reductions.

Guidance

The company has evidence that training has been provided to employees to educate them on their roles in saving energy and reducing GHG emissions.

Purchase and/or generation of renewable energy

Information

The company has implemented measures to generate or produce energy from renewable sources.

Guidance

The company shows evidence that energy is being purchased or generated from renewable sources, such as solar, and/or wind.

Reduction of energy consumption of IT infrastructure

ISO 14001 certified

Information

The company has provided a valid ISO 14001 certificate that covers all of its operations.

Guidance

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.

Specific environmental certification [ISO 22458:2022]

Information

The company has provided one or more environmental management certificate(s) or ecolabel issued by an accredited certification body.

Guidance

The company has provided valid evidence of one or more environmental management certificate(s) or ecolabel(s) issued by an accredited certification body that is specific to your industry or covers a specific environmental topic.

Results

Total gross market-based Scope 2 GHG emissions value confirmed in supporting documentation

Reporting on total gross market-based Scope 2 GHG emissions

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Total gross location-based Scope 2 GHG emissions value confirmed in supporting documentation

Reporting on total gross location-based Scope 2 GHG emissions

Total gross Scope 1 GHG emissions reporting value confirmed in supporting documentation

Information

It was confirmed in the documentation provided by the company that the declared value for total gross Scope 1 is true.

Guidance

The company provided supporting documentation which show that the reported value for total gross Scope 1 reporting value is true.

Reporting on total gross Scope 1 GHG emissions

Information

The company demonstrates that there is public or internal reporting of consolidated data on the total gross Scope 1 GHG emissions.

Guidance

The company provided data which show the total gross Scope 1 GHG emissions, these are direct GHG emissions which occur from sources that are owned or controlled by the company, such as emissions from combustion in owned or controlled boilers, furnaces, vehicles; emissions from chemical production in owned or controlled process equipment.

Reporting on total amount of renewable energy consumed

Reporting on total weight of non-hazardous waste

Reporting on total weight of hazardous waste

Reporting on total gross Scope 3 GHG emissions

Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Information

The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.

Guidance

The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

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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 — No supporting evidence of an endorsement of external initiatives or principles on environmental topics — Corrective Action requested

Information

There is no information within the supporting documentation that the company is a signatory or has public adherence to any external initiatives on environmental issues.

Guidance

Such initiatives can encompass many environmental issues, be specific, intergovernmental, multi-stakeholder, business-led, cross-sector or sector-specific. Examples include United Nations Global Compact (UNGC), Science Based Targets initiative (SBTi), Alliance to Zero, Responsible Care, etc.

Low — No supporting evidence of quantitative target set on waste — Corrective Action requested

Actions

Low — No supporting evidence of reduction of energy consumption of HVAC (heating, ventilation, and air conditioning) systems — Corrective Action requested

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Low	No supporting evidence of reduction of internal wastes through material reuse, recovery or repurpose	Corrective Action requested
Low	No supporting evidence of use of eco-friendly or bio-based process materials	Corrective Action requested
Low	No supporting evidence of the execution of a physical climate risk assessment for the company's operations	Corrective Action requested
Low	No supporting evidence of the execution of an assessment of external environmental risks for the company's operations	Corrective Action requested
Low	No supporting evidence of the establishment of emergency reserves or safety nets for environmental disruptions	Corrective Action requested

Results

Low	No supporting evidence of reporting on the total weight of waste recovered	Corrective Action requested
Low	No supporting evidence of reporting on the total gross Scope 3 downstream GHG emissions	Corrective Action requested

Information

The company did not provide valid reporting on its total gross Scope 3 downstream Greenhouse Gases (GHG) emissions.

Guidance

"There is no valid reporting available on the company's total gross Scope 3 downstream GHG emissions in the provided documents. Scope 3 downstream GHG emissions occur from the use or disposal of the company's products or services.The company should provide a gross reporting value comprises of relevant Scope 3 GHG emissions in Category 9-15. For further information refer to the Greenhouse Gas Protocol (https://ghgprotocol.org/scope-3-calculation-guidance-2#supporting-documents)."

Low	No supporting evidence of reporting aligned with a sustainability reporting standard (such as GRI, ESRS, IFRS)	Corrective Action requested

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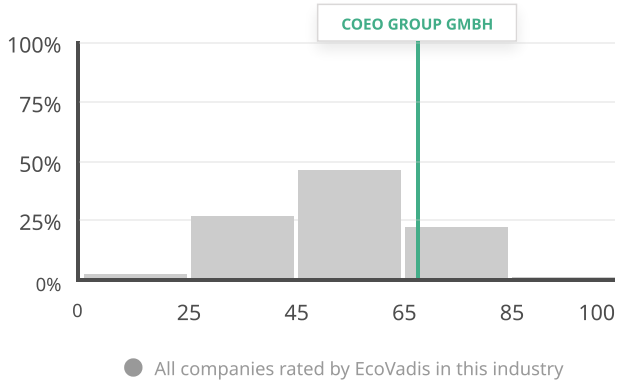
7.LABOR & HUMAN RIGHTS

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).

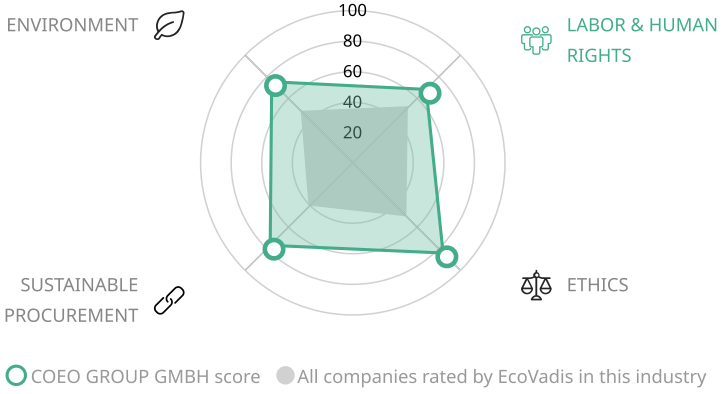
Labor & Human Rights Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
↗ 73 / 100	↘ 75 / 100	↗ 68 / 100	↗ 84 / 100	↗ 77 / 100
Average score	Weight	Weight	Weight	Weight

Theme score distribution



Theme score comparison



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

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Labor & Human Rights

Weight ●●●●

Strengths

Policies

Labor and human rights policy scope of application specified

Dedicated responsibility for labor and human rights policy

Formal mechanisms to review and amend labor and human rights policy

Labor and human rights policy on preventing discrimination and harassment

Labor and human rights policy on career management and training

Labor and human rights policy on social dialogue

Labor and human rights policy on working conditions

Labor and human rights policy on employee health and safety

Standard policy on a majority of labor or human rights issues

Information

A standard labor and human rights policy includes commitments and/or operational objectives on the main labor and human rights risks the company faces.

Guidance

A comprehensive labor and human rights policy includes commitments and/or operational objectives on the majority of labor and human rights risks the company faces, and integrates quantitative objectives (i.e. targets) on those risks. It is also mandatory for the policy to incorporate some of the following elements: scope of application, allocation of responsibilities, and/or a formal review process. Policies are deemed exceptional when all labor practice and human rights issues are covered by qualitative and quantitative objectives, in addition to all of the aforementioned elements.

Actions

Grievance mechanism on working conditions

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Actions to address stress and psychological wellbeing in the workplace

Information

The company has implemented measures that will help with the employee wellbeing, not only physically but psychologically as well. These measures help prevent or reduce stressful situations that can also be linked to mental health issues.

Guidance

The company has implemented actions that demonstrate their commitment to minimize stress at the workplace and support their employees' psychological well being. These actions consist of stress check assessments, resources to help employees with a better management of their workload, assistance programs, counseling hotlines, among other support initiatives.

Actions to promote equal opportunities for all in the workplace

Information

The company has implemented actions to promote equal opportunities for all in the workplace.

Guidance

Companies should ensure equal opportunities for all in the workplace by taking concrete actions such as offering equal access to networking groups, mentoring programs, and other inclusive initiatives.

Compensation for extra or atypical working hours

Information

The company provides additional remuneration to compensate for overtime work.

Guidance

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.

Communication to all employees of remuneration process (e.g. salary grid, procedure for salary advancement)

Employee satisfaction survey

Information

The company conducts a survey to employees regarding satisfaction in the work environment.

Guidance

An employee satisfaction survey can be conducted by companies to gain information on how and if employees are satisfied in the work environment. The results of these surveys can used by companies to get feedback on employees about their engagement, morale, and satisfaction at work.

Flexible 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.

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Grievance mechanism on discrimination and/or harassment issues

Information

The company has established a grievance mechanism to report on discrimination and/or harassment issues.

Guidance

The company has established a reporting mechanism for all parties, regardless of their employment status or position, to report on discrimination and/or harassment issues. The elements of a grievance mechanism should include: 1. Accessibility/Clear Communication channel communicated to all stakeholders about the presence of a grievance mechanism and the provision of support for those who may face particular barriers (i.e., language, minority status). 2. Non-retaliation policy to protect those who make use of the grievance mechanism. 3. Confidentiality of those who make use of the grievance mechanism.

Awareness training on discrimination and harassment

Information

The company has provided awareness training on diversity, discrimination, and/or harassment issues to its employees

Guidance

The company has evidence that specific awareness or training programs have been offered to employees to prevent a hostile work environment.

Actions to prevent discrimination during recruitment phase

Information

The company has proactive measures in place to avoid discrimination during the recruitment phase

Guidance

Discrimination is defined as different treatment given to people in hiring, remuneration, training, promotion, and termination. Discrimination can be based on race, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age (source: ISO 26000). Some examples of measures to prevent discrimination during the recruitment phase are: to have a predefined procedure covering the selection process, to establish a pre-determined and non-discriminatory role profile for the open position based on skills competencies which the successful applicant must meet, etc.

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.

Actions to promote internal mobility

Information

The company has implemented measures to promote internal mobility for employees.

Guidance

The company has a process in place to promote internal mobility for employees. Career mobility refers to the movement of employees across positions/pay grades or a complete change in job function (i.e. horizontal career mobility) within the same organization. Some examples of measures promoting internal career mobility include, but are not limited to: objectively promoting talent based on ability and potential, developing roadmaps for key talent in the company, continuing professional training, and encouraging employees to broaden their range of skills.

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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.

Individual development and career plan for all employees

Information

The company demonstrates evidence of creating individual development and career plans for all employees.

Guidance

Career planning is an ongoing process that can help employees manage their learning and development/progress within the company. It is also a key component of a company's attraction and retention strategy. The company has mechanisms in place to provide career opportunities to employees, allowing them to access to promotions and higher pay. For example, an individual development plan can be put in place by analyzing skills and competencies needed by the employees to achieve their short, mid and long term goals. This process should also be coupled with the annual review process of the employee.

Results

Reporting on the percentage of women at top management level

Information

The company demonstrates that there is public or internal reporting of consolidated dataon the percentage of women at top management level.

Guidance

The company provided data on the percentage of women at top management level. Top management level should include all management levels below the company's board of directors, e.g. Chief Officers (CEO, CFO, CTO, etc); as well as members of mid and top management (Directors, VPs, Team Leaders, etc).

Reporting on number of recordable work-related ill health

Information

The company demonstrates that there is public or internal reporting of consolidated data on the recorded number of ill-health.

Guidance

The company provided data which show the recorded number of ill-health. Work-related ill health can include acute, recurring, and chronic health problems caused or aggravated by work conditions or practices. These include musculoskeletal disorders, stress-related diseases (including obesity and heart-diseases) and psychological ill-health, etc.

Reporting on the percentage of women employed in relation to the whole organization

Report on average unadjusted gender pay gap

Report on percentage of women within the organization's board

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Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Information

The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.

Guidance

The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

Comprehensive reporting on labor and human rights issues

Information

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

Guidance

The company has provided good quality KPIs on the majority of labor and human rights 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 labor and human rights issues based on the company's activity (4) The reporting timespan should be extending over 36 months for the majority of material topics and the reporting figures should not be more than 2 years old. (XS company: KPIs/reporting figures provided on at least two material labor and human rights topics which extends over a period of 24 months or more) Additionally, KPIs are reported in a formal public document available to stakeholders, and are in compliance with the Global Reporting Initiative guidelines or other external sustainability reporting standards.

Reporting on number of average training hours per employee

Information

The company reports, either through formal documentation or questionnaire declaration, on the average number of training hours per employee for the last reporting year.

Guidance

Investment in training is considered as beneficial for both the employees and the company. Training is a mean to increase the knowledge base of employees, to diversify the skills among the staff and can even act as a retention tool for the company. On the company side, different kinds of training can lead to different positive outcomes such as higher customer satisfaction, more innovation, and safer working practices for employees. By monitoring the number of hours of training provided to employees, a company can keep track on the training performance and where improvement is needed.

Improvement Areas

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Policies

Low — No supporting evidence of quantitative target set on labor and human rights issues — Corrective Action requested

Information

Company policy does not contain quantitative targets on labor and human rights issues.

Guidance

Quantitative objectives or targets on labor and human rights issues are considered as fundamental elements of comprehensive policy mechanism. They provide a monitoring framework that helps establish whether policy objectives are being met, and highlight the progress towards set goals. Some examples of specific targets on this topic include quantitative objectives on health & safety indicators (i.e. accident frequency and accident severity rates), quantitative objectives on percentage of employees trained on discrimination and quantitative objectives on number of employees covered by social benefits. As policy elements, targets can be expressed in absolute or relative terms and must have a valid future deadline (i.e. by 2020 we commit to train 100% of employees on discrimination).

Low — No supporting evidence of an endorsement of external initiatives or principles on labor and human rights topics — Corrective Action requested

Information

There is no information within the supporting documentation that the company is a signatory or has public adherence to any external initiatives on labor and human rights issues.

Guidance

Such initiatives can encompass many labor and human rights issues, be specific, intergovernmental, multi-stakeholder, business-led, cross-sector or sector-specific. Examples include United Nations Global Compact (UNGC), Responsible Business Alliance (RBA), Responsible Care, International Partnership for premium and gift (IPPAG), the Voluntary Principles on Security and Human Rights (VPs), etc.

Low — No supporting evidence of quantitative target set on employee health and safety — Corrective Action requested

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Low — No supporting evidence of quantitative target set on working conditions — Corrective Action requested

---

Low — No supporting evidence of quantitative target set on career management and training — Corrective Action requested

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Low — No supporting evidence of quantitative target set on preventing discrimination and harassment — Corrective Action requested

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Actions

Low — No supporting evidence of actions regarding structured social dialogue (such as collective agreements) — Corrective Action requested

Information

No company declaration and no evidence within the supporting documentation on actions implemented on structured social dialogue.

Guidance

Some examples of actions on this topic include collective bargaining agreements on specific labor practices issues, implementation of a European Works Council and election of employee representatives.

Low — No supporting evidence of ISO 45001 certification — Corrective Action requested

Information

No evidence in the supporting documentation on ISO 45001 certification achieved for at least one operational site.

Guidance

ISO 45001 is an international standard for occupational health and safety management systems. It is intended to help organizations to control occupational health and safety risks. It was developed in response to widespread demand for a recognized standard against which to be certified and assessed. The certification involves an external audit on the facilities' health & safety conditions.

Low — No supporting evidence of actions to prevent workplace harassment — Corrective Action requested

---

Low — No supporting evidence of employee health and safety risk assessment — Corrective Action requested

---

Low — No supporting evidence of health and safety emergency action plan — Corrective Action requested

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Low — No supporting evidence of training of employees on health and safety risks and good working practices — Corrective Action requested

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Low — No supporting evidence of actions to ensure adequate wages — Corrective Action requested

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Low — No supporting evidence of actions to manage working hours and overtime — Corrective Action requested

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Low — No supporting evidence of employee representatives or employee representative body — Corrective Action requested

Results

Low — No supporting evidence of reporting on the ratio of the annual total compensation of the highest-paid individual to the median annual total compensation for all employees — Corrective Action requested

Information

The company has not provided documents about reporting on ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees.

Guidance

There is no reporting documentation available about ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees. Annual total compensation includes salary, bonus, stock awards, option awards, non-equity incentive plan compensation, change in pension value, and nonqualified deferred compensation earnings provided over the course of a year.

Low — No supporting evidence of reporting aligned with a sustainability reporting standard (such as GRI, ESRS, IFRS) — Corrective Action requested

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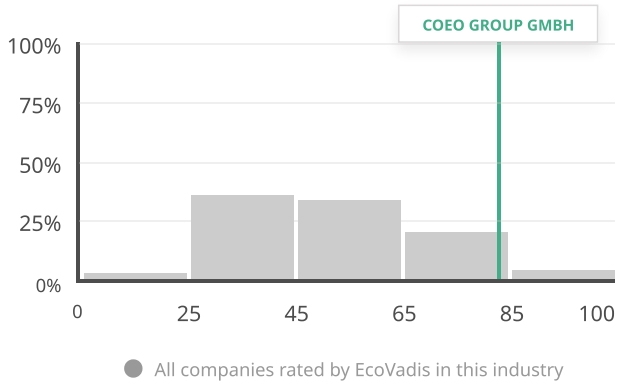
8.ETHICS

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

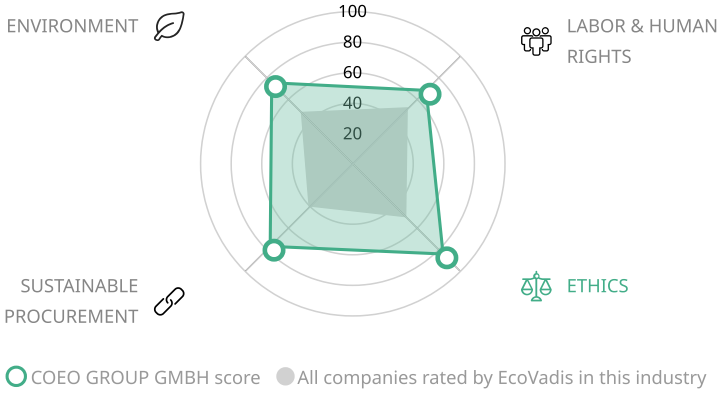
Ethics Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
↗ 73 / 100	↘ 75 / 100	↗ 68 / 100	↗ 84 / 100	↗ 77 / 100
Average score	Weight	Weight	Weight	Weight

Theme score distribution



Theme score comparison



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.

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Ethics

Weight

Strengths

Policies

Ethics policy scope of application specified

Detailed examples available regarding ethics issues

Formal mechanisms to review and amend ethics policy

Policy on fraud

Policy on money laundering

Policy on conflict of interest

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 policy

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.

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Policies on corruption

Information

There is a formal policy that integrates qualitative objectives/commitments on anti-corruption & 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.

Dedicated responsibility for ethics issues

Actions

Whistleblower procedure for stakeholders to report information security concerns

Information

The company has established a whistleblower mechanism to report on information security issues.

Guidance

The company has established a reporting mechanism for all parties, regardless of their employment status or position, to report on information security issues. The elements of grievance mechanism should include: 1. Accessibility/Clear Communication channel communicated to all stakeholders about the presence of a whistleblower mechanism and the provision of support for those who may face particular barriers (for example, language, minority status). 2. Non-retaliation policy to protect those who make use of the whistleblower mechanism. 3. Confidentiality for those who make use of the whistleblower mechanism.

Whistleblower procedure for stakeholders to report corruption and bribery

Information

The company has established a whistleblower mechanism to report on corruption or bribery issues.

Guidance

The company has established a reporting mechanism for all parties, regardless of their employment status or position, to report on corruption and bribery issues. The elements of grievance mechanism should include: 1. Accessibility/Clear Communication channel communicated to all stakeholders about the presence of a whistleblower mechanism and the provision of support for those who may face particular barriers (for example, language, minority status). 2. Non-retaliation policy to protect those who make use of the whistleblower mechanism. 3. Confidentiality for those who make use of the whistleblower mechanism.

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Incident response procedure (IRP) to manage breaches of confidential information

Information	Guidance
The company has implemented an incident response procedure to identify and contain breaches of confidential information	The company has evidence of a procedure in place to identity and contain security breaches to prevent further damage and reassure external stakeholders.

Implementation of a records retention schedule

Information	Guidance
The company has provided evidence of a schedule to review and dispose of sensitive information.	The company has evidence of a schedule to review and dispose of sensitive third-party information and personal data protection information after a specific amount of time has elapsed.

Information security risk assessments performed

Information	Guidance
The company carries out periodic risk assessments on responsible information security management.	Risk assessments are a formal process of evaluating and predicting the consequences (positive or negative) of a hazard and their likelihoods/probabilities. Periodic risk assessments on information security allow a company to identify potential information security risks, rate the likely occurrence and the potential impact of the risks, identify security controls, and develop an action plan. Such assessments ensure the presence of a strong compliance program and help to develop a more robust approach to counter breaches in information security management within the organization.

Awareness training to prevent information security breaches

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

Measures to protect third party data from unauthorized access or disclosure

Information	Guidance
The company has implemented measures to protect customer or client data from unauthorized access or disclosure.	The company has taken measures to limit access to customer or client data within its own operation, or have implemented measures to secure its information system including such data so as to protect the data from unauthorized access or disclosure.

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Training of employees on corruption and bribery prevention

Information	Guidance
The company has implemented awareness or training program on anti-corruption and bribery issues for its employees.	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	Guidance
The company has implemented a verification process for sensitive transactions.	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.

ISO 27001 certified (certification of information security management system)

Information	Guidance
The company has provided a valid ISO 27001 certificate for at least one of its operational sites, or business units.	ISO 27001 is an Information Security Management System (ISMS) standard from the International Standard Organization. This standard specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System within the context of the organization's overall business risks (Source: ISO).

Results

Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Information	Guidance
The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.	The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

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Comprehensive reporting on ethics issues

Improvement Areas

Policies

Low — No supporting evidence of an endorsement of external initiatives or principles on ethics — Corrective Action requested

Information

There is no information within the supporting documentation that the company is a signatory or has public adherence to any external set of principles, charters, codes of conduct or international guidelines regarding business ethics issues.

Guidance

Such initiatives can encompass many business ethics issues, be specific, intergovernmental, multi-stakeholder, business-led, cross-sector or sector-specific. Examples include United Nations Global Compact (UNGC), GRESB, International Forum on Business Ethical Conduct (IFBEC), etc.

Low — No supporting evidence of quantitative target set on ethics — Corrective Action requested

Actions

High — No supporting evidence of corruption risk assessments — Corrective Action requested

Information

No company declaration and no evidence within the supporting documentation regarding the implementation of a periodic corruption & bribery risk assessments.

Guidance

Risk assessment are a formal process of evaluating and predicting the consequences (positive or negative) of a hazard and their likelihoods/probabilities. Periodic corruption and bribery risk assessments allow a company to identify potential bribery and corruption risks, rate the likely occurrence and the potential impact of the risks, select the appropriate anti-corruption controls, and develop an action plan. Such assessments ensure the presence of a strong compliance program and help to develop a more robust approach to counter bribery and corruption activities by the organization.

Medium — No supporting evidence of ISO 37001 certification — Corrective Action requested

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Low — No supporting evidence of audits of control procedures to prevent corruption — Corrective Action requested

Information

No company declaration and no supporting documentation evidence provided on audits of internal controls relating to anti-corruption issues within the company's own operations.

Guidance

Internal controls (for example four-eyes principle, job rotations, among others) are necessary to regularly monitor the effectiveness and proper implementation of actions put in place to support anti-corruption & bribery policies. Periodic audits of those controls, done either through an external third party that performs business ethics audits or an internal audit team, are carried out to ensure their effectiveness and provide reasonable assurance that internal processes are being adhered to.

Low — No supporting evidence of an anti-corruption due diligence program on third parties — Corrective Action requested

Information

No company declaration and no evidence within the supporting documentation regarding the implementation of systematic compliance and due-diligence measures when dealing with third-party intermediaries (i.e. commission agents, brokers, sales representatives, distributors, contractors, customs brokers, consultants) acting on its behalf.

Guidance

Provisions in key international laws hold companies liable for corruption related misconduct committed in the context of their relationships with third parties (i.e. their agents, consultants, suppliers, distributors, joint-venture partners, or any individual or entity that has some form of business relationship with the organization). Given the risk exposures caused by third-parties, it is important that companies have adequate due diligence procedures in place. Due diligence is the process of gathering independent information to gain an understanding of the risks associated with a third party and visibility of its compliance management systems which address these risks. It can involve background checks and screenings of third party by means of sanction lists, tracking adverse media reports and identifying links to politically exposed persons, assessments of third parties on their own ethics & compliance programs and risk controls. Companies should provide documentation of their procedures that demonstrate how these due diligence efforts are undertaken.

Results

Low — No supporting evidence of reporting aligned with a sustainability reporting standard (such as GRI, ESRS, IFRS) — Corrective Action requested

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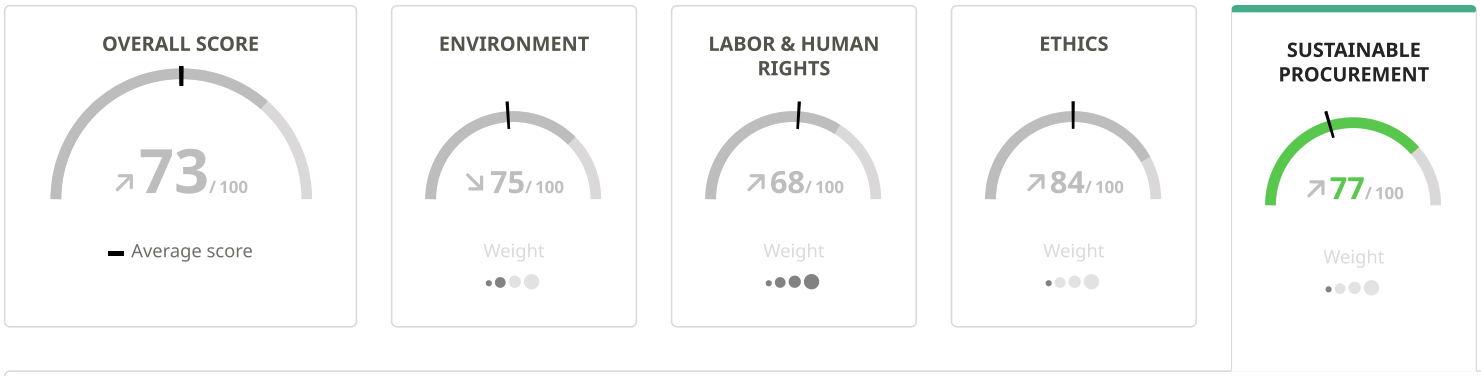
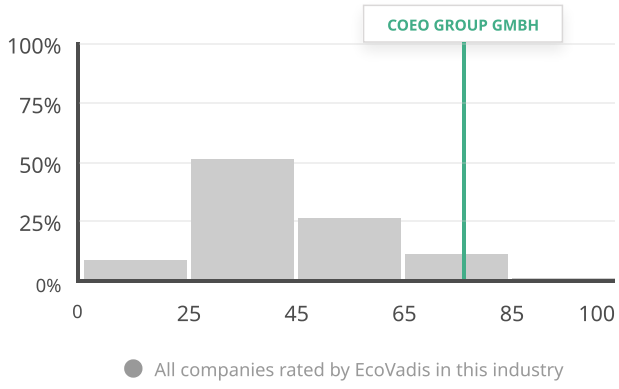
9.SUSTAINABLE PROCUREMENT

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

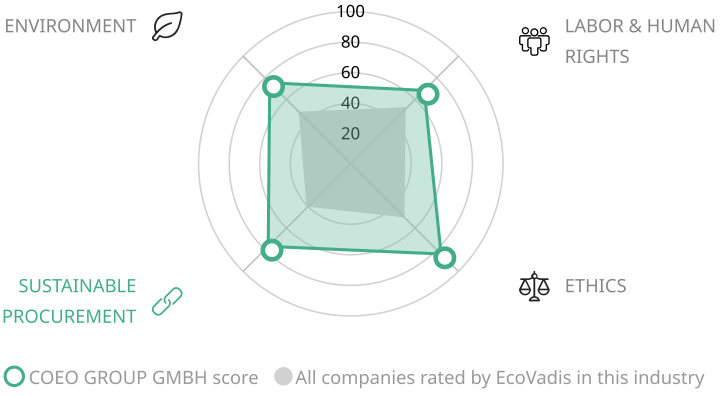
Sustainable Procurement Score Breakdown



Theme score distribution



Theme score comparison



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.

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Sustainable Procurement

Weight

Strengths

Policies

Sustainable procurement policy scope of application specified

Dedicated responsibility for sustainable procurement policy

Formal mechanisms to review and amend sustainable procurement policy

Comprehensive sustainable procurement policies on both social and environmental factors

Information

The company has issued a comprehensive policy that integrates commitments, qualitative and quantitative objectives on the management of its sustainable procurement issues.

Guidance

The existing policy covers both environmental and social issues that the company may impact through its procurement strategy. Policies are deemed exceptional when they integrate not only qualitative but also quantitative operational objectives on all material sourcing risks the company faces, in addition to the following organizational elements: regular review mechanisms, a scope of application, the allocation of responsibilities, and communication of the policy to all stakeholders.

Actions

Supplier sustainability code of conduct in place

Information

The company has provided formalized documents that demonstrate evidence of a supplier CSR code of conduct in place.

Guidance

There is evidence of a separate supplier code of conduct document that outlines the company's expectations for their suppliers to follow in order to be socially and environmentally responsible.

On-site audits of suppliers on environmental and social issues

Information

The company has provided formalized documents that demonstrate on-site audits of suppliers on environmental or social issues.

Guidance

There is evidence of employee instructions or operational process relating to on-site audits of the company's suppliers, unannounced or announced, to identify non-conformances to the mandatory sustainability requirements.

Supplier assessment on environmental and social practices

Information

The company has provided formalized documents that demonstrate evidence of a supplier assessment (e.g. questionnaire) on environmental or social practices.

Guidance

There is evidence of a questionnaire-based review of a supplier's sustainability practices which is remote either done by a third party or directly by the supplier without verification (i.e. self-assessment).

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Risk assessment of adverse sustainability impacts in the supply chain

Information

The company has provided formalized documents that demonstrate evidence of a CSR risk analysis process to identify which suppliers, products or purchasing categories expose the company to sustainability risks.

Guidance

There is evidence of a process to identify which suppliers, products or purchasing categories expose the company to sustainability risks. The result of this risk analysis demonstrates evidence of consideration whether further action should be taken on a particular supplier, product or purchasing category.

Results

Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Information

The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.

Guidance

The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

Comprehensive reporting on sustainable procurement issues

Improvement Areas

Policies

Low	No supporting evidence of quantitative target set on sustainable procurement	Corrective Action requested
Low	No supporting evidence of an endorsement of external initiatives or principles on sustainable procurement	Corrective Action requested

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Actions

Medium — No supporting evidence of the integration of social and environmental clauses into supplier contracts — Corrective Action requested

Information

The company lacks evidence of formalized documents that demonstrate the integration of social or environmental clauses into supplier contracts.

Guidance

There is no conclusive evidence of provisions/clauses in business contracts that cover labor practices and human rights issues such as good working conditions, health and safety precautionary measures, anti-discrimination/anti-harassment measures and/or environmental issues such as energy consumption and GHG emissions reduction, biodiversity, or waste management initiatives which are not directly connected to the contract subject matter with the aim to set the expectations on sustainability.

Medium — No supporting evidence of the training of buyers on social and environmental issues within the supply chain — Corrective Action requested

Information

The company lacks evidence of formalized documents that demonstrate training of buyers on social and environmental issues within the supply chain.

Guidance

There is no conclusive evidence of training of the company's procurement professionals on sustainable purchasing to ensure understanding of social and environmental issues and their integration into the procurement function. This can be demonstrated through training programs such as training progress reports, certificates of completion with company name or training materials.

Low — No supporting evidence of certification regarding the sustainable procurement theme — Corrective Action requested

Results

Low — No supporting evidence of reporting on the total gross Scope 3 upstream GHG emissions — Corrective Action requested

Information

The company did not provide valid reporting on its total gross Scope 3 upstream Greenhouse Gases (GHG) emissions.

Guidance

"There is no valid reporting available on the company's total gross Scope 3 upstream GHG emissions in the provided documents. Scope 3 upstream GHG emissions occur during the production of goods or services that the company purchases or uses. The company should provide a gross reporting value which comprises of relevant Scope 3 GHG emissions in Category 1-8. For further information refer to the Greenhouse Gas Protocol (https://ghgprotocol.org/scope-3-calculation-guidance-2#supporting-documents)."

Low — No supporting evidence of reporting aligned with a sustainability reporting standard (such as GRI, ESRS, IFRS) — Corrective Action requested

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10. 360° WATCH FINDINGS

9 Jul 2026 |

Impact on Score
Neutral →
valid from 21 Aug 2026 to 9 Jul 2031

No records found for this company on Compliance Database

Environment | Labor & Human Rights | Ethics | Sustainable Procurement

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

Specific comments
Our analysts did not enter any specific comments for this assessment.

12. CONTACT US

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

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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.

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CRITERIA ACTIVATION BY THEME:

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

Environment

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
Non-activated	Customer Health & Safety
Medium	Environmental Services & Advocacy

Labor & Human Rights

Medium	Employee Health & Safety
Medium	Working Conditions
Medium	Social Dialogue
Medium	Career Management & Training
Non-activated	Child Labor, Forced Labor & Human Trafficking
High	Discrimination and Harassment
Non-activated	External Stakeholder Human Rights

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Ethics

Medium	Corruption
Non-activated	Anticompetitive Practices
Medium	Responsible Information Management

Sustainable Procurement

Medium	Supplier Environmental Practices
Medium	Supplier Social Practices

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KEY SUSTAINABILITY ISSUES

Find qualitative explanations of the key sustainability issues and risk associated with Activities of collection agencies and credit bureaus

Environment

Importance	Sustainability issue
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

The major source of energy consumption and GHG emissions in the sector is that of the daily operation of offices. According to IEA, about 60% of global energy consumption in buildings comes from heating and cooling. This shows the positive impact that upgrading air-conditioning equipment and altering building designs can have on the energy performance of offices (1). Changing light fixtures to more efficient models is also highly recommended as efficient lighting also has the significant potential to reduce energy consumption (1). Examples of OECD countries, where early investments in such technology mostly happens, shows that these investments pay off their initial investment in the long to medium run (1). Companies in this sector that own data centers must also consider the energy consumption of these facilities. Data centers require constant temperature regulation and ongoing electricity use. Best practices for reducing the energy use of data centers includes the use of “free cooling” (the use of outside air to cool) (2), green building design, and the choice of the location of the data centers (2).

Non-activated	Water
Non-activated	Biodiversity
Non-activated	Air Pollution
Medium	Materials, Chemicals & Waste

Definition

Management of raw materials, chemicals, non-hazardous and hazardous waste generated from operations.

Industry issues

The main issue for this sector regarding Materials, Chemicals & Waste is waste management. Of particular concern is paper and cardboard, which makes up about 76% of the total waste emitted from commercial offices (3). An effective waste management program should include prevention (reduction), reuse, recycling, recovery, and disposal (4)(5). Companies should establish their waste management systems following this hierarchy. The first step in waste management is prevention. Measures to reduce paper waste include limiting the printing jobs by utilizing digital devices and raising awareness among employees. For reuse and recycling, recycling points can be set up on-site. However, third parties may need to be contracted to collect and properly dispose of the waste, depending on the services provided by local municipalities.

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Noteworthy practices

*** "No Waste November" Program**

http://www.tcs.com/about/corp_responsibility/cs-report/Documents/GRI-2013-Sustainability-Report-271014.pdf

p73: "No Waste November" Program Each centre identified how they could support this campaign. Where recycling banks were already in place, better signage was provided and “which bin” drop in sessions were organised. All printers were set to duplex printing mode only. The TCS Leamington Spa office replaced the paper cups with ceramic mugs and all the other TCS London offices replaced the under the desk bins with communal recycling banks. The campaign was brought to life with visual diplay sculpt

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

Definition

Services or alternative solutions offered to enable customers to diagnose and mitigate their environmental impacts, including issues related to climate change, biodiversity loss, pollution, water consumption, and other environmental topics.

Industry issues

Companies today are expected to help clients and customers to use their services in a sustainable manner. In this sector, the provided services range from bill and debt collection to the provision of information related to creditworthiness of individuals and businesses to other organizations. One way to help customers to make sustainable use of these services is to conduct business online, decreasing the travel and materials required for in-person service. Companies can encourage clients and customers to use online service in several ways. First, companies can offer services which are “digital by default” (7). These services are designed in such a way that customers naturally choose online service as it is so compelling to do so (7). Second, companies can give incentives to customers who choose online options, for example by giving monetary benefits. By providing services online, companies can expect a reduction in costs as well as a reduced environmental footprint from customer activities.

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Labor & Human Rights

Importance	Sustainability issue
Medium	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 substances.

Industry issues

Health and safety risks are present in every sector. Failing to manage these risks can result in lower productivity and higher employee turnover rate. According to the ILO, one of the main health and safety risks in office work is psychological and physical stress (8). Psychological stress can derive from interactions with individuals, pressure, long working hours, and other issues concerning stress and mental well-being. Offering counseling services as needed can be an effective counter measure to stress and related problems. As far as physical threats, ergonomics is a top priority. Employees who work for 7 hours or more a day in the same posture can develop serious health issues. To avoid these issues, companies can start by increasing awareness among employees and offering training.

Medium	Working Conditions

Definition

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

Industry issues

Providing good working conditions benefits both the company and its employees. Some surveys estimate that more than 70% of workers in the US consider social benefits to be a key incentive to stay with employers, which shows the importance of investments in working conditions in order to reduce employee turnover (9). Additionally, companies should implement measures to allow employees to work flexibly, for example by establishing flexible working time policies or allowing working from home days. As a recent study by PwC shows, 64% of Millennials (and 66% of non-Millennials) would like to occasionally work from home (10). Companies can use regular employee satisfaction surveys to identify and monitor human capital management needs.

Medium	Social Dialogue

Definition

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

Industry issues

Social dialogue though work councils and labor unions can be effective for assisting companies in identifying human capital management needs, including in areas such as wages, benefits and skills development training. A vast majority of ITUC's 2014 respondents believe that workplaces with unions provide better wages, working conditions and safety - evidence of the impact that advanced social dialogue has in reinforcing human capital management (11). Given the importance of social dialogue in helping to establish policies and procedures that promote both employer and employee interests, companies should work to promote collective bargaining. Collaboration with work councils, labor unions, or worker representatives can be leveraged to address working conditions, remuneration, skills development and occupational health and safety needs. In countries where union membership is not permitted, or is insufficient due to low member rates, companies should establish alternative modes of social dialogue that promote worker interests.

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Medium

Career Management & Training

Definition

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

Industry issues

When managing industrial operations in less developed countries with lower educational rates, companies can leverage occupational skills development training to fill the skills gap while reinforcing occupational safety training efforts in sectors that rely on heavy machinery usage. Estimates show that companies with mature human capital management programs have 10-30% fewer accident rates[12]. Workers in low skilled positions should also be provided with basic skills development that can provide them with access to additional functional areas, thereby preventing functional redundancy and meeting employee human development needs. Occupational skills development programs can benefit companies across all functional areas, and should therefore be embedded throughout all operations. To take advantage of the benefits provided by a skilled workforce, companies should develop and implement occupational training and development programs across all operations. Ongoing employee evaluations accompanied by continuous feedback should be deployed to identify skills that enable companies to place employees in positions that reflect their skill levels, allowing for promotions as skill levels increase. Lastly, Companies should ensure that, when necessary, workers required to perform redundant tasks are helped to access other functional areas through training. Occupational skills development programs can benefit companies across all functional areas, and should therefore be embedded throughout all operations.

Non-activated

Child Labor, Forced Labor & Human Trafficking

High

Discrimination and Harassment

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

In an increasingly global economy, it is key that companies take a firm non-discrimination stance to attract and retain a competent and stable workforce. Research from the ILO indicates that women are paid, on average, 70%-90% of the salaries received by their male counterparts, and gay employees receive 30% less than non-gay workers (13). While most countries have laws prohibiting discrimination, differences exist in their level of enforcement and the scope of racial and social groups covered by their legislation, making it a strategic necessity for companies to establish internal policies that promote these efforts. Many of the world's biggest and most successful companies have advanced diversity strategies, including in respect of LGBT individuals. Nearly 90% of Fortune 500 companies prohibit discrimination based on sexual orientation and gender identity, and almost 60% of them extend benefits to the same-sex partners of their employees (14). Companies should establish internal measures that reinforce a non-discrimination policy. Training for all managers with authority over recruitment, training, and promotions should be implemented across all operations. Human resources personnel should perform frequent internal salary audits to determine where wage gaps exist. Employee resource or support groups can allow employees to share experiences related to professional integration and networking. Lastly, an effective grievance mechanism should be available to all employees to report concerns about, or violations of, the anti-discrimination policy.

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Noteworthy practices

Supporting Women and Working Parents

http://www.csrwire.com/press_releases/29714-PricewaterhouseCoopers-Named-One-of-Best-Companies-for-Multicultural-Women

PwC supports women and working parents through numerous initiatives, including: 1. Mentor Moms Connects new mothers or mothers-to-be with an experienced PwC mom in their regional office. The program is designed to "share the best of both worlds" by providing support and guidance about the transition from maternity leave back to work. 2. Full Circle Allows people, especially women, to take up to five years away from the firm to devote themselves to full-time parenting or other dependen

Non-activated	External Stakeholder Human Rights

Ethics

Importance	Sustainability issue
Medium	Corruption

Definition

Abuse of entrusted power in the workplace for private gain, taking the form of bribery, conflict of interest, fraud and/or money laundering.

Industry issues

Corruption distorts fair markets and exposes companies to financial penalties when companies violate The Foreign Corrupt Practices Act and the UK Bribery Act. FCPA risks take different forms depending on the nature, scope and location of a company's international activity. To minimize corruption risks, companies should implement a risk-based due diligence procedure to identify opportunities or situations where corrupt transactions are possible. It is important that companies identify anti-corruption training needs in order to keep employees abreast on the regional or sector environment that exposes them to potential risks. Lastly, companies must document and maintain detailed records of all due diligence measures in order to minimize liability in the event that the company is implicated in corruption investigations involving internal employees or third-party relationships.

Non-activated	Anticompetitive Practices
Medium	Responsible Information Management

Definition

Securing of third-party information collected, process or stored by companies for business purposes

Industry issues

Although information security is important for every sector in this digitalized era, information security is one of the most material issues for this sector as companies working in this area deal with vast amounts of confidential information on individuals and businesses. The risk of fraud or data hacking is thus very high in this sector. Over 95% of all incidents investigated involve “human error” as a contributing factor according to IBM.(21) The most common human error is opening phishing emails or unsafe URLs.(19) This human error is, however, avoidable. Companies should train employees on a regular basis on information security management. To help prevent human errors, companies can also utilize technologies that allow for monitoring and alert systems.

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Sustainable Procurement

Importance	Sustainability issue
Medium	Supplier Environmental Practices

Definition

Integration of environmental issues in supply chain management alongside conventional procurement considerations (e.g. price, quality, reliability).

Industry issues

Environmental impacts originating in a companies' supply chain can be far larger than the impact that companies themselves generate. Hence, managing the environmental impacts from supply chains is often as important as managing the impacts generated from internal operations. Environmentally-friendly procurement measures includes the purchasing of products with a smaller environmental impact (i.e. recycled paper, energy efficient equipment etc.) and the purchasing of services or products from suppliers who operate in an environmentally-friendly way (i.e. supplier with environmental management system etc.). Companies should consider assessing the environmental management systems of their suppliers and taking corrective actions or implementing capacity building programs when the situation is unsatisfactory.

Medium	Supplier Social Practices

Definition

Integration of labor and human rights issues (e.g. working hours, wages) in supply chain management alongside conventional procurement considerations (e.g. price, quality, reliability).

Industry issues

To prevent supply disruptions and potentially costly litigation, companies should work to embed human rights, human capital management, and business ethics commitments throughout their supply chain operations. Supply Chain risk management efforts should focus on fundamental human rights for internal and external stakeholders, and working conditions and fair business practices. A majority of ITUC's respondents believe that workers' rights throughout the value chain are not sufficiently respected, a figure that reflects a significant level of risk for buyers if large scale worker strikes prevent operations.(16) Legislation has now been introduced or enacted in a handful of countries, requiring companies to report on conflict mineral sourcing and due diligence measures to prevent human rights abuses. Corruption increases procurement costs by an estimated 25%, making the prevention of supply chain corruption and bribery a strategic must.(17) Under the FCPA and UK Bribery Act companies are exposed to additional financial and criminal penalties for supplier bribery accusations, a fact that is reinforced by 90% of FCPA financial and criminal settlements involved third parties.(18) In accordance with the UN Guiding Principles on Business and Human Rights, social impact assessments used to assess impacts across a company's operations should be extended to supply chain operations. Companies should develop and implement due diligence procedures, to include supply chain mapping, risk assessments, and on-site audits. Companies should also establish contract provisions detailing supplier expectations regarding human rights protections and, when possible, integrate whistle-blowing procedures on the supplier behalf and capacity building to strengthen their understanding and capabilities. To minimize liability for supplier corruption, companies should implement a risk-based due diligence procedure to identify suppliers at greatest risk of being accused of such transactions.

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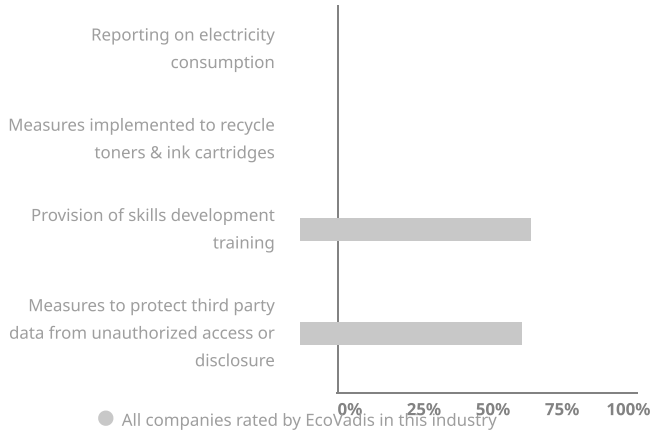
Key industry Strengths



Key industry Improvement Areas

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Sustainability KPIs Overview

KPI	All companies rated by EcoVadis in this industry
Audit or assessment of suppliers on CSR issues	40%
Carbon disclosure project (CDP) respondent	10%
Global Compact Signatory	14%
Grievance mechanism or whistleblowing procedure in place	60%
ISO 14001 certified (at least one operational site)	39%
ISO 45001 certification or equivalent (at least one operational site)	26%
Policy on sustainable procurement issues	47%
Reporting on energy consumption & GHGs	59%
Reporting on health & safety indicators	44%

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Main Regulations and Initiatives

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

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.

All themes

ISO 26000 - Social responsibility

http://www.iso.org/iso/home/standards/iso26000.htm

ISO 26000:2010 provides guidance on how businesses and organizations can operate in a socially responsible way. It helps clarify what social responsibility is, helps businesses and organizations translate principles into effective actions and shares best practices relating to social responsibility, globally. It is aimed at all types of organizations regardless of their activity, size or location.

All themes

OECD Guidelines for Multinational Enterprises

http://mneguidelines.oecd.org/guidelines/

The OECD Guidelines for Multinational Enterprises are recommendations addressed by governments to multinational enterprises operating in or from adhering countries. They provide non-binding principles and standards for responsible business conduct in a global context consistent with applicable laws and internationally recognised standards. The Guidelines are the only multilaterally agreed and comprehensive code of responsible business conduct that governments have committed to promoting.

All themes

The ISO 27000 family

http://www.iso.org/iso/home/standards/management-standards/iso27001.htm

The ISO 27000 family of standards helps organizations keep information assets secure. Using this family of standards will help organization manage the security of assets such as financial information, intellectual property, employee details or information entrusted to you by third parties.

Ethics

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.

Environment

United Nations Global Compact

https://www.unglobalcompact.org/

United Nations Global Compact is the world's largest corporate sustainability initiative, which asks companies to align strategies and operations with universal principles on human rights, labour, environment and anti-corruption, and take actions that advance societal goals.

All themes

ISO 14000 - Environmental management

http://www.iso.org/iso/iso14000

The ISO 14000 family of standards provides practical tools for companies and organizations of all kinds looking to manage their environmental responsibilities.

Environment

The United Kingdom Bribery Act 2010

http://www.legislation.gov.uk/ukpga/2010/23/contents

Regulatory

The Bribery Act 2010 was introduced to update and enhance UK law on bribery including foreign bribery. It is now among the strictest legislation internationally on bribery. Notably, it introduces a new strict liability offence for companies and partnerships of failing to prevent bribery.

Ethics

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The United States Foreign Corrupt Practices Act of 1977

https://www.justice.gov/criminal-fraud/foreign-corrupt-practices-act

Regulatory

Foreign Corrupt Practices Act of 1977 prohibits the payment of bribes to foreign officials to assist in obtaining or retaining business. The FCPA can apply to prohibited conduct anywhere in the world and extends to publicly traded companies and their officers, directors, employees, stockholders, and agents.

Ethics

International Labour Organization Declaration on Fundamental Principles and Rights at Work 1998

http://www.ilo.org/declaration/thedeclaration/textdeclaration/lang--en/index.htm

Regulatory

Adopted in 1998, the Declaration commits Member States to respect and promote principles and rights in four categories, whether or not they have ratified the relevant Conventions. These categories are: freedom of association and the effective recognition of the right to collective bargaining, the elimination of forced or compulsory labour, the abolition of child labour and the elimination of discrimination in respect of employment and occupation.

Labor & Human Rights

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