

Corporate Social Responsibility (CSR) Assessment Report



Company Assessed : DAHMEN PERSONALSERVICE GMBH (GROUP)

Overall Score: 60/100 
March 2016 

CSR engagement: Confirmed

Size: Medium
Country (company headquarters): Germany
Presence in Risk Countries: No
Category/Industry: Temporary employment agency activities



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ABOUT CORPORATE SOCIAL RESPONSIBILITY (CSR)

Corporate Social Responsibility (CSR) is the continuing commitment to behave responsibly by integrating social and environmental concerns into business operations. CSR 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, suppliers, government).

ABOUT THE ASSESSMENT

The EcoVadis methodology framework assesses the policies and measures put in place as well as the reporting published by companies with regards to environmental, labor practices & human rights, fair business practices and sustainable procurement issues. The assessment conducted by CSR experts is made on the basis of the company answers to a survey which is dynamically adapted to their country, sector and size, on the basis of supporting documentation, and on public and stakeholder (NGOs, trade unions, press) information.

ABOUT ECOVADIS

EcoVadis operates the 1st collaborative platform allowing companies to assess the environmental and social performance of their suppliers on a global basis. EcoVadis combines technology and Corporate Social Responsibility (CSR) expertise to deliver simple and reliable supplier scorecards, covering 150 purchasing categories and 21 CSR criteria.

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1. Score Overview

OVERALL SCORE

60/100



CSR PERFORMANCE

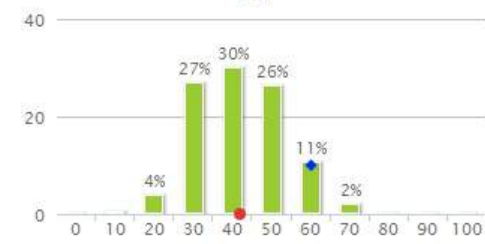
Environment	ENV	60	↗
Labor Practices	LAB	60	↗
Fair Business Practices	FBP	60	↗
Sustainable Procurement	SUP	60	↗

BENCHMARK



Benchmark is done on all suppliers of the same business category on the EcoVadis database

All



Corrective Action Plan in progress

The overall and theme scores summarize the CSR performance of DAHMEN PERSONALSERVICE GMBH (GROUP) on a scale of 1 to 100.

Legend



The grey bars on this graph represent the benchmarks. Benchmarks compare a company's overall score and theme scores to other companies operating within the same industry. Here the Benchmark on over 150 suppliers. NOTE:

- ✦ The top and bottom 5% of performers are excluded to ensure statistical relevance.
- ✦ ENV : Environment
- ✦ LAB : Labor Practices & Human Rights
- ✦ FBP : Fair Business Practices
- ✦ SUP : Sustainable Procurement

This graph depicts the distribution of overall scores for several thousand companies on the EcoVadis platform. DAHMEN PERSONALSERVICE GMBH (GROUP) has an overall score of 60 and the company is ranked alongside 11% which have **Confirmed** CSR engagement.

- ✦ The red dot represents the average of all suppliers
- ✦ The blue diamond refers to company position

DAHMEN PERSONALSERVICE GMBH (GROUP) has been identified as **Silver** regarding their approach to CSR management. To achieve this recognition, a company must have an overall score of [46-61].

The Corrective Action Plan (CAP) is an interactive tool shared between suppliers and buyers. It helps to develop Action Plans, a starting point for an effective dialogue on actions taken by the supplier to improve their CSR performance. DAHMEN PERSONALSERVICE GMBH (GROUP) has a CAP in place and is working on improving their CSR management system.

2. Supplier Scorecard Objectives

UNDERSTAND:

- **Get a clear picture of the company's CSR performance.** With a score on four CSR themes (environmental, labor practices & Human Rights, fair business practices and sustainable procurement), that highlight the company's strengths and possible areas for improvement.
- **Know the company's positioning compared to their industry sector peers.** On which theme is this company better positioned than their peers? How is this company positioned in comparison to their sector average?
- **Identify sector specific initiatives.** What are the main international CSR regulations and sector initiatives specific to the industry sector of the company?

COMMUNICATE:

- **Meet client needs.** More and more companies raise questions about their supplier's environmental and social performance. This assessment allows to demonstrate company commitment.
- **Leverage a unique communication tool.** Directly share the assessment results with all clients.

3. Assessment Process



4. EcoVadis Methodology is based on

A. Four themes with 21 criteria

The EcoVadis methodology takes into account 21 CSR criteria which are contained under four themes: ENVIRONMENT, LABOR, FAIR BUSINESS PRACTICES, and SUSTAINABLE PROCUREMENT. The methodology and criteria are in line with international CSR standards including the Global Reporting Initiative, United Nations Global Compact, and ISO 26000.

21 reliable CSR criteria covered



B. Seven management indicators

The EcoVadis assessment evaluates a company CSR management system by looking at **seven management indicators**. The four themes and their subsequent 21 CSR criteria are assessed on the basis of the following management indicators that a company has in place.



Policies (weight: 25%)

- Policies:** Mission statements, commitments, principles, objectives and/or policies issued by the company.
- Endorsement:** Endorsement of CSR external initiatives, principles and/or active participation to international/sector CSR initiative.

Actions (weight: 35%)

- Measures:** Concrete actions put in place to support commitments, objectives and deployment of policies (e.g. training, manual procedures).
- Coverage:** Level of deployment/dissemination of measures and concrete actions put in place throughout the company to support commitments and/or policies.
- Certifications:** Certifications received for the management system and/ or labels received for the products/ services delivered.

Results (weight: 40%)

- Reporting/ KPI:** Quality and level of reporting readily available to stakeholders
- 360°:** Controversies, condemnations or positive developments reported by stakeholders (NGOs, Trade Unions, Press) having an impact on the company's CSR performance.

5. How to understand company Scorecard

The overall score can be better understood by looking at quantitative information - **theme scores, activated criteria** - and qualitative information - **strengths & improvement areas**.

A. QUANTITATIVES 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, FAIR BUSINESS PRACTICES, and SUSTAINABLE PROCUREMENT- have specific criteria associated to them. It is important to note that **not all 21 criteria are activated for every company and some criteria have more weight than others in the overall assessment**. The weights for the criteria are determined based on the CSR risks faced by the company according to their industry of operation and their country of operation(s). For more information see Appendix: category profile.

<input type="checkbox"/> Non Activated	If criteria are not activated, this means that the specific associated issue is not relevant or has very low CSR risk for the company
<input type="checkbox"/> Medium Importance	Medium importance criteria are the issues where there is some CSR risk, but it is not the most pressing criteria.
<input type="checkbox"/> High Importance	High-importance criteria are the issues where the company faces the greatest CSR risk.
<input type="checkbox"/> Only in Risk countries	Criteria classified as Only in Risk Countries are activated only if the company has significant operations in one or more risk country.

B. QUALITATIVE INFORMATION: STRENGTHS & IMPROVEMENT AREAS

Qualitative information provides more details and insights into the theme scores. For each theme the company is assigned Strengths (the elements of the CSR management system that are positive) and Improvement Areas (the elements of the CSR management system that need to be improved). The strengths & improvement areas are divided according to the 3 management indicators - Policies, Actions, Results – and are also classified by level of importance/priority (i.e. Priority.)

Green check marks indicate the Strengths 
Alert signs indicate the Improvement Areas 

Improvement Areas are a focus point for improvement. The EcoVadis Corrective Action Plan Tool allows companies to improve their CSR performance on specific improvement areas. It is an interactive tool shared between suppliers and buyers. It supports the development of Action Plans, a starting point for an effective dialogue between buyers and suppliers on actions taken by a supplier to improve their CSR performance.

Each improvement area is given a **priority** level which can be used to set up corrective action plans.

	Priority Level
High	
Medium	
Low	

C. THE SCORING SCALE

85-100	Outstanding	<ul style="list-style-type: none"> Structured and proactive CSR approach Engagements/policies and tangible actions on all issues with detailed implementation information Comprehensive CSR Reporting on actions & KPI Innovative practices and external recognition
65-84	Advanced	<ul style="list-style-type: none"> Structured and proactive CSR approach Engagements/policies and tangible actions on major issues with detailed implementation information Significant CSR Reporting on actions & performance indicators
45-64	Confirmed	<ul style="list-style-type: none"> Structured and proactive CSR approach Engagements/policies and tangible actions on major issues Basic reporting on actions or performance indicators
25-44	Partial	<ul style="list-style-type: none"> No structured CSR approach Few engagements or tangible actions on selected issues Partial reporting on KPIs Partial certification or occasional labeled product
0 - 24	None	<ul style="list-style-type: none"> No engagements or tangible actions regarding CSR Evidence in certain cases of misconduct (e.g. pollution, corruption)

6. ENVIRONMENT

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

ENVIRONMENT: SCORES

CSR PERFORMANCE

Environment	ENV 60	↗
Labor Practices	LAB 60	↗
Fair Business Practices	FBP 60	↗
Sustainable Procurement	SUP 60	↗

WEIGHT of the Theme ENV

1 out of 7 -> 14% of the global score

Themes are weighted according the Corporate Social Responsibility (CSR) risks associated to the company industry of operation and country of operation(s). The theme weights influence the resulting overall score.

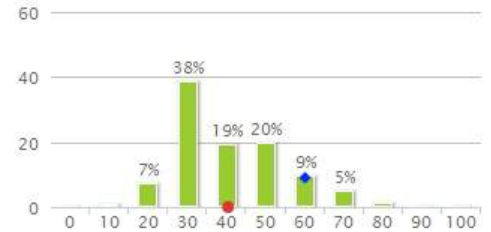
BENCHMARK



This benchmark shows the company overall score in comparison to the scores of industry sector peers on the EcoVadis platform. The top and bottom 5% of performers are excluded to ensure statistical relevance.

DETAILED SCORE BENCHMARK

ENVIRONMENT



The theme benchmark is a more detailed comparison of the company's theme score in comparison to other companies operating within the same industry. NOTE: Benchmark is only activated when they are at least 3 suppliers to compare with.

ENVIRONMENT: ACTIVATED CRITERIA

Non Activated Medium Importance High Importance Only in Risk countries

Note: Not all 21 criteria are activated for every company and some criteria have more weight than others in the overall assessment. The weights for the criteria are determined based on the CSR risks faced by the company according to their industry of operation and their country of operation(s).

ENVIRONMENT: STRENGTH & WEAKNESSES

Note: The number of alert signs or checks next to a strength or weakness does not represent the performance of the company; rather they indicate the level of importance of each individual strength and/or weakness



This icon informs that the company has a Corrective Action Plan (CAP) in place associated to a particular weakness. The CAP is an interactive tool shared between suppliers and buyers. It helps to develop Actions to improve the supplier's CSR performance.



ENVIRONMENT: POLICIES

Priority	Strength or Weakness	Additional Definition	CAP
✓	Standard policy on a majority of environmental issues	<p>More Information</p> <ul style="list-style-type: none"> A standard environmental policy includes commitments and/or operational objectives on the main environmental risks the company faces. <p>Guidance</p> <ul style="list-style-type: none"> 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 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. 	
⚠ ^B	No information on endorsement of external initiatives on environmental issues	<p>More Information</p> <ul style="list-style-type: none"> There is no company declaration that it is a signatory or has public adherence to any external set of principles, charters, codes of conduct, international or sector guidelines regarding environmental issues. <p>Guidance</p> <ul style="list-style-type: none"> Such initiatives can encompass many environmental issues, be specific, intergovernmental, multi-stakeholder, business-led, cross-sector or sector-specific. Examples include Global Compact, Electronic Industry Citizenship Coalition (EICC), Responsible Care, Carbon Disclosure Project (CDP), etc. 	
⚠ ^C	No quantitative target on environmental issues	<p>More Information</p> <ul style="list-style-type: none"> Company policy does not contain quantitative targets on environmental issues. <p>Guidance</p> <ul style="list-style-type: none"> Quantitative objectives or targets on environmental 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 energy consumption reduction, percentage targets to reduce waste, or targets for a number of products to be eco-labelled. 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 reduce our energy consumption by 20% from 2015 levels). 	
✓	Dedicated responsibility for environmental issues	<p>More Information</p> <ul style="list-style-type: none"> A dedicated individual responsible for the environmental policy has been identified with a name and a credible title. 	

ENVIRONMENT: ACTIONS

Priority	Strength or Weakness	Additional Definition	CAP
✓	Measures for green IT (e.g. efficiency of data centers or office hardware, virtualization, data life cycle management)		
✓	Measures to reduce CO2 emissions from business travel		
✓	Specific measures to manage battery waste		
✓	Measures implemented to recycle toners & ink cartridges		
✓	Measures to recycle paper/carton waste		
✓	Partnership established to help dispose of waste that the company cannot recycle		
✓	Measures to optimize transport or reduce CO2 emissions from transport [e.g. 'Ecomotive']	More Information <ul style="list-style-type: none"> • The company has implemented specific measures to optimize transportation or to reduce the amount of CO2 emissions related to transportation. • Examples might include devices to optimize route planning, provision of live traffic information to drivers, carbon compensation options and multimodal transportation plans (i.e. the transportation of goods utilizing differing means of transport). 	
✓	Measures to recycle IT equipment		
✓	Reduction of energy consumption through employee awareness programs		

ENVIRONMENT: RESULTS

Priority	Strength or Weakness	Additional Definition	CAP
	No reporting on environmental issues apart from a few KPIs disclosed in the questionnaire	<p>More Information</p> <ul style="list-style-type: none"> The company declared no formal reporting on environmental issues and there is no information within the company's supporting documentation on key performance indicators (KPIs) or statistical figures. The only information available on these topics is contained within the questionnaire declarations. <p>Guidance</p> <ul style="list-style-type: none"> In order to measure and monitor the effectiveness of its CSR management system internally, and in order to report performance to stakeholders, a company should report on CSR-related Key Performance Indicators (KPIs). In the EcoVadis assessment, the Reporting indicator looks at the quality, transparency and level of reporting readily available to stakeholders. The KPIs provided should be recent (i.e. within the last 2 reporting periods) and should be for the scope under evaluation. KPIs can be sector-specific and include for instance: direct energy consumption by primary energy source, total direct greenhouse gas emissions, total volume of water recycled and reused (Source: Global Reporting Initiative). These and other relevant KPIs can be integrated within the company's CSR report, Annual Report, Code of Ethics or any other applicable reporting document. One way companies can improve their environmental performance reporting is through the application of the Global Reporting Initiative (GRI). The GRI produces a sustainability reporting framework to enhance organizational transparency. Within this framework, companies report on relevant environmental KPIs including energy consumption & GHG emissions, water consumption and waste management figures. 	
	Reporting on electricity consumption	<p>More Information</p> <ul style="list-style-type: none"> The company has reported KPIs with regard to electricity consumption either through formal documentation or questionnaire declaration. <p>Guidance</p> <ul style="list-style-type: none"> The company reports on electricity consumption from facilities, plants, property or assets that are owned or controlled by the company. Examples of key performance indicators include total electricity consumption, electricity consumed per kg of product or per unit produced. 	

7. LABOR PRACTICES & HUMAN RIGHTS (LAB)

The labor theme takes into account **both Labor Practice** issues (e.g. health and safety, working conditions, etc.) and **Human Rights** issues (e.g. discrimination, child labor, etc.).

LABOR & HUMAN RIGHTS: SCORES

CSR PERFORMANCE

Environment	ENV	60	↗
Labor Practices	LAB	60	↗
Fair Business Practices	FBP	60	↗
Sustainable Procurement	SUP	60	↗

WEIGHT of the Theme LAB
4 out of 7 -> 57% of the global score

Themes are weighted according to the Corporate Social Responsibility (CSR) risks associated to the company industry of operation and country of operation(s). The theme weights influence the resulting overall score.

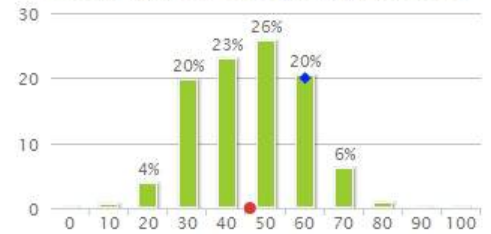
BENCHMARK



This benchmark shows the company overall score in comparison to the scores of industry sector peers on the EcoVadis platform. The top and bottom 5% of performers are excluded to ensure statistical relevance.

DETAILED SCORE BENCHMARK

LABOR PRACTICES & HUMAN RIGHTS



The theme benchmark is a more detailed comparison of the company's theme score in comparison to other companies operating within the same industry. NOTE: Benchmark is only activated when they are at least 3 suppliers to compare with.

LABOR & HUMAN RIGHTS: ACTIVATED CRITERIA

Non Activated Medium Importance High Importance Only in Risk countries

Note: Not all 21 criteria are activated for every company and some criteria have more weight than others in the overall assessment. The weights for the criteria are determined based on the CSR risks faced by the company according to their industry of operation and their country of operation(s).

LABOR & HUMAN RIGHTS: STRENGTH & WEAKNESSES

Note: The number of alert signs or checks next to a strength or weakness does not represent the performance of the company; rather they indicate the level of importance of each individual strength and/or weakness



This icon informs that the company has a Corrective Action Plan (CAP) in place associated to a particular weakness. The CAP is an interactive tool shared between suppliers and buyers. It helps to develop Actions to improve the supplier's CSR performance.

LABOR PRACTICES & HUMAN RIGHTS:POLICIES






Priority	Strength or Weakness	Additional Definition	CAP
✓	Standard policy on a majority of labor or human rights issues	<p>More Information</p> <ul style="list-style-type: none"> A standard labor and human rights policy includes commitments and/or operational objectives on the main labor and human rights risks the company faces. <p>Guidance</p> <ul style="list-style-type: none"> 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. 	
✓	Dedicated responsibility for labor practice issues		
⚠ ^B	No supporting documentation or only basic policy on some relevant issues [i.e. social dialogue]	<p>More Information</p> <ul style="list-style-type: none"> The company has either no supporting documentation on policies, or only provided evidence of basic policy statements that do not cover all the major labor practice & human rights issues the company is confronted with. <p>Guidance</p> <ul style="list-style-type: none"> A standard labor and human rights policy includes commitments and/or operational objectives on the main labor and human rights risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document. A standard labor and human rights policy contains qualitative objectives/commitments specific to those issues. The policy should also incorporate some of the following elements: scope of application, allocation of responsibilities, quantitative objectives, and review mechanisms. 	
✓	Endorsement of external initiative on labor practices or human rights issues [Bundesarbeitsgeberverband der Personaldienstleister]		
⚠ ^C	No quantitative target on labor & human rights issues	<p>More Information</p> <ul style="list-style-type: none"> Company policy does not contain quantitative targets on labor and human rights issues. <p>Guidance</p> <ul style="list-style-type: none"> 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). 	

LABOR PRACTICES & HUMAN RIGHTS: ACTIONS

Priority	Strength or Weakness	Additional Definition	CAP
⚠ ^A	No certification of employee health & safety management system		
✓	Internal audits on health & safety issues		
✓	Structured social dialogue measures in place (e.g. collective agreement)		
✓	Joint labor management health & safety committee in operation		
✓	Specific measures implemented for the integration of employees with disabilities	<p>More Information</p> <ul style="list-style-type: none"> The company has implemented specific measures to integrate disabled persons. 	

Priority	Strength or Weakness	Additional Definition	CAP
		Guidance • Some potential examples of measures to integrate disabled persons in the workplace include assistive and adaptive technology such as new computer software programs, assistive listening devices, skills training and wheelchair accessible transportation.	
✓	Training of relevant employees on health & safety risks and best working practices		
⚠ ^c	Declares measures regarding undeclared work issues, but no supporting documentation available		
⚠ ^c	No monitoring of health & safety indicators for temporary employees		
✓	Employee health & safety detailed risk assessment		
✓	Training of drivers on health & safety risks and best working practices		
✓	Regular assessment (at least once a year) of individual performance		
✓	Company specific health care program for employees	More Information • The company has implemented a specific health care program for employees covering private medical treatment. • Some examples of areas it could cover include drug treatment of cancer, health assessments, dental care, surgical procedures and treatment of conditions relating to alcohol and substance abuse.	
✓	Mandatory health check-up for employees		
✓	Active preventive measures for stress	More Information • The company has implemented active preventive measures for stress. • Work-related stress can be caused by poor work design (for example, lack of control over work processes), poor management, unsatisfactory working conditions, and a lack of support from colleagues and supervisors. • Some examples of measures include, conducting stress risk assessments, ensuring that employees are appropriately trained to fulfill their roles, monitoring working hours and overtime, ensuring that employees take their full holiday entitlement, psychological counselling line, and offering appropriate support to employees who are experiencing stress outside work.	
✓	Transparency (process & criteria communicated to all employees) on remuneration system		
✓	Company-specific pension plan for employees		
✓	Provision of skills development training	More Information • 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).	
✓	Company-specific training or awareness programs for managers on discrimination issues		
✓	Whistle blowing procedure or disciplinary measures on discrimination issues enforced		

LABOR PRACTICES & HUMAN RIGHTS:RESULTS

Priority	Strength or Weakness	Additional Definition	CAP
	Basic reporting on labor practices & human rights issues	<p>More Information</p> <ul style="list-style-type: none"> • There is some evidence of formal reporting on labor practices or human rights issues in the supporting documentation. It may include key performance indicators (KPIs), or statistical figures. However reporting elements may be limited in terms of quality or quantity, may not cover the main issues, or reporting is not regularly updated. <p>Guidance</p> <ul style="list-style-type: none"> • Based on the information provided for the assessment, reporting does not cover a major portion of relevant issues (i.e. reporting is available for only 1 relevant issue). • To improve the quality of reporting, KPIs could include injury rates, number of employees covered by social benefits, number of employees trained on discrimination, or the % of employees covered by collective bargaining agreement just to name a few. For more information on the specific labor and human rights related KPIs please refer to GRI G4 KPI list. 	
	Reporting on accident severity rate	<p>More Information</p> <ul style="list-style-type: none"> • The company reports a severity rate of accidents among its employees during the last reporting year. <p>Guidance</p> <ul style="list-style-type: none"> • The accident severity rate measures the time lost due to occupational injuries in relation to the total amount of time worked. It indicates how severe the accidents were and how long the injured employees were out of work as a result of disabling injuries. 	
	Reporting on accident frequency rate	<p>More Information</p> <ul style="list-style-type: none"> • The company reports a frequency rate of accidents among its employees during the last reporting year. <p>Guidance</p> <ul style="list-style-type: none"> • The accident frequency rate measures the number of injuries with lost time in relation to the total amount of time worked. It indicates the extent to which injury incidents are repeated over time and their number of occurrence. 	
	Reporting on percentage of women in executive positions (e.g. senior or top management)		
	Reporting on average hours of training per temporary worker		

8. FAIR BUSINESS PRACTICES (FBP)

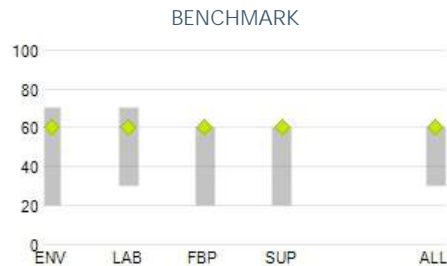
The fair business practice theme focuses primarily **on corruption and bribery issues**, but also takes into account anti-competition and responsible marketing depending on the industry of operation.

FAIR BUSINESS PRACTICES: SCORES

CSR PERFORMANCE	
Environment	ENV 60
Labor Practices	LAB 60
Fair Business Practices	FBP 60
Sustainable Procurement	SUP 60

WEIGHT of the Theme FB
1 out of 7 -> 14% of the global score

Themes are weighted according the Corporate Social Responsibility (CSR) risks associated to the company industry of operation and country of operation(s). The theme weights influence the resulting overall score.



This benchmark shows the company overall score in comparison to the scores of industry sector peers on the EcoVadis platform. The top and bottom 5% of performers are excluded to ensure statistical relevance.



The theme benchmark is a more detailed comparison of the company's theme score in comparison to other companies operating within the same industry. NOTE: Benchmark is only activated when they are at least 3 suppliers to compare with.

FAIR BUSINESS PRACTICES: ACTIVATED CRITERIA

Non Activated Medium Importance High Importance Only in Risk countries

Note: Not all 21 criteria are activated for every company and some criteria have more weight than others in the overall assessment. The weights for the criteria are determined based on the CSR risks faced by the company according to their industry of operation and their country of operation(s).

FAIR BUSINESS PRACTICES: STRENGTH & WEAKNESSES

Note: The number of alert signs or checks next to a strength or weakness does not represent the performance of the company; rather they indicate the level of importance of each individual strength and/or weakness



This icon informs that the company has a Corrective Action Plan (CAP) in place associated to a particular weakness. The CAP is an interactive tool shared between suppliers and buyers. It helps to develop Actions to improve the supplier's CSR performance.

FAIR BUSINESS PRACTICES: POLICIES

Priority	Strength or Weakness	Additional Definition	CAP
	Policies on major business ethics issues	<p>More Information</p> <ul style="list-style-type: none"> The company has issued formal policies that integrate commitments and/or operational objectives on the main fair business practices (i.e business ethics) issues it is confronted with. The policies are formalized into a document such as a business code of ethics (e.g. code of ethics/code of conduct). The commitments/objectives include specificities (e.g. don't & do's) on main business ethics issues covered by the policy. The policies include at least corruption & bribery issues and optionally anti-competitive practices issues and consumer/client issues such as responsible marketing & data protection. <p>Guidance</p> <ul style="list-style-type: none"> The policies might also incorporate some of the following elements: scope of application, allocation of responsibilities, quantitative objectives, and review mechanisms. 	
	Endorsement of external initiative on business ethics issues [Bundesarbeitgeberverband der Personaldienstleister]		

FAIR BUSINESS PRACTICES: ACTIONS

Priority	Strength or Weakness	Additional Definition	CAP
✓	Web-based or in-person training program on main business ethics issues		
✓	Whistleblowing procedure on business ethics issues in place		
✓	Signature acknowledgement of business ethics policies required for all concerned employees		
✓	Measure on customer or client data protection and confidentiality	<p>More Information</p> <ul style="list-style-type: none"> •The company has implemented measures to ensure it protects customer data and privacy. <p>Guidance</p> <ul style="list-style-type: none"> •Some potential examples of measures include building audit trails to ensure data protection, installing a firewall and virus-checking on computers, employee confidentiality clauses, training employees on protection of personal data, encrypting data on a hard disk drive, and securely removing all personal information before disposing of old computers. 	

9. SUSTAINABLE PROCUREMENT (SUP)

The sustainable procurement theme focuses on both social and environmental issues **within the company supply chain**.

SUSTAINABLE PROCUREMENT: SCORES

CSR PERFORMANCE

Environment	ENV	60	↗
Labor Practices	LAB	60	↗
Fair Business Practices	FBP	60	↗
Sustainable Procurement	SUP	60	↗

WEIGHT of the Theme SUP
1 out of 7 -> 14% of the global score

Themes are weighted according to the Corporate Social Responsibility (CSR) risks associated to the company industry of operation and country of operation(s). The theme weights influence the resulting overall score.

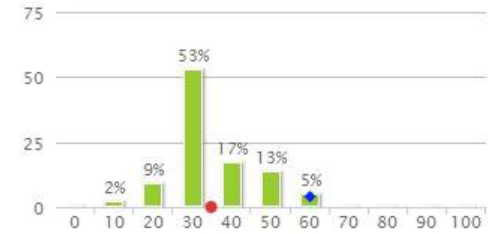
BENCHMARK



This benchmark shows the company overall score in comparison to the scores of industry sector peers on the EcoVadis platform. The top and bottom 5% of performers are excluded to ensure statistical relevance.

DETAILED SCORE BENCHMARK

SUSTAINABLE PROCUREMENT



The theme benchmark is a more detailed comparison of the company's theme score in comparison to other companies operating within the same industry. NOTE: Benchmark is only activated when they are at least 3 suppliers to compare with.

SUSTAINABLE PROCUREMENT: ACTIVATED CRITERIA

Non Activated Medium Importance High Importance Only in Risk countries

Note: Not all 21 criteria are activated for every company and some criteria have more weight than others in the overall assessment. The weights for the criteria are determined based on the CSR risks faced by the company according to their industry of operation and their country of operation(s).

SUSTAINABLE PROCUREMENT: STRENGTH & WEAKNESSES

Note: The number of alert signs or checks next to a strength or weakness does not represent the performance of the company; rather they indicate the level of importance of each individual strength and/or weakness




This icon informs that the company has a Corrective Action Plan (CAP) in place associated to a particular weakness. The CAP is an interactive tool shared between suppliers and buyers. It helps to develop Actions to improve the supplier's CSR performance.

SUSTAINABLE PROCUREMENT: POLICIES

Priority	Strength or Weakness	Additional Definition	CAP
✓	Sustainable procurement policies on social issues	<p>More Information</p> <ul style="list-style-type: none"> The company has issued formal policies that integrate commitments and/or operational objectives on the main social issues it is confronted with in its supply chain. The importance of issues covered by the policies may vary according to the industry or sector. It is contained in a formal policy document (i.e. CSR Procurement Guidelines). There are at least qualitative objectives/commitments with specificities on the main issue areas. The policies might also incorporate some of the following elements: scope of application, allocation of responsibilities, quantitative objectives (i.e. number of suppliers audited or certified), and review mechanisms. A comprehensive policy covers both environmental and social issues in the supply chain. It includes formal mechanisms to communicate, review and amend policy and describes a clear allocation of responsibilities as well as quantitative targets (i.e. planned KPIs). 	

SUSTAINABLE PROCUREMENT: ACTIONS

Priority	Strength or Weakness	Additional Definition	CAP
✓	Supplier CSR code of conduct in place		
✓	Regular supplier assessment (e.g. questionnaire) on environmental or social practices	<p>More Information</p> <ul style="list-style-type: none"> • The company demonstrates evidence of supplier CSR assessments (in-house, 3rd party, or self-assessments) through checklists or questionnaires to verify compliance with its own pre-defined set of CSR requirements. • CSR assessment questionnaires can be in-house driven or supported by a third-party organization, and include questions on environmental (including regulatory issues), social and ethical issues. • CSR assessment can also consist in checklists, online forms • Assessment can be conducted by the client, a reliable third party, or by the supplier itself. 	
	Declares training of buyers on CSR issues, but no supporting documentation available		
✓	Integration of environmental, social and health & safety criteria when purchasing products	<p>More Information</p> <ul style="list-style-type: none"> • Environmental, social and health & safety criteria are formally described as an integral part of the selection process in product procurement. <p>Guidance</p> <ul style="list-style-type: none"> • CSR criteria can be integrated in calls for tenders to ensure that the environmental and social impact of the purchased product is minimized. Some potential examples of such criteria include ecolabels, detailed product characteristics, external third party certifications (FSC, PEFC, ISO 14001), CSR performance scores. 	

10. The 360° WATCH: stakeholders' information

360° WATCH

✓ [03/2016 No records found for this company on Compliance Database](#)

The 360° is a web based tool to collect stakeholders insight on a company's CSR approach and impacts. A corporate stakeholder is a party that can affect or be affected by the actions of the company and the achievement of its objectives (i.e. employees, clients, suppliers).

Note: If a strength or weakness is activated on the 360°, this is an indicator that the 360° has had an impact on the score.

Only legitimate stakeholder sources are selected:

- ✦ Governmental organizations (i.e. government environmental protection administrations, anti-trust agencies, customers protection agencies)
- ✦ CSR networks and initiatives
- ✦ Trade unions and employers' organizations
- ✦ International organizations (i.e. UN, ILO, UNEP, ...)
- ✦ NGO's (i.e. Greenpeace, Clean Clothes Campaign, Transparency international, UFC, ...)
- ✦ Research institutes and reputable press (CSR Asia, Blacksmith Institute, ...)

11. SPECIFIC COMMENTS

Specific comments are key points which indicate some specific characteristics of the company CSR evaluation and will help to better understand the company's performance.

- The company is not included in any compliance-related watch lists or sanction lists.
- Since the last evaluation, the overall score has increased thanks to the implementation of additional policies.
- Since the last evaluation, the overall score has increased thanks to the implementation of additional measures.

MORE INFORMATION

For more information, please refer to our website (<http://www.ecovadis.com>) where you can also connect to the EcoVadis platform.

If you have any questions or problems, do not hesitate to contact us:

- ✦ By email at: support@ecovadis.com
- ✦ By phone : +33 (0) 1 82 28 88 88

Provided under contract for exclusive use of subscriber: **Daniel Andernach - 31/03/2016**

This assessment is valid for 12 months only.

APPENDIX : CATEGORY PROFILE

A Category Profile offers practical insights into the key sustainability issues which are applicable to the company industry of operation. It provides a link to major regulations, sector initiatives, and eco-labels.

The company industry of operation has been determined based on 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.

The International Standard Industrial Classification of All Economic Activities (ISIC) 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.

International Standard Industrial Classification of All Economic Activities, Rev.4, United Nations, New York, 2008

It is possible that a company has operations in more than one category, but EcoVadis classifies companies based on their main area of operation.

CRITERIA ACTIVATION BY THEME:

Each category faces specific CSR issues and risks based on their industry of operation. The below chart shows the criteria activated for the company category name : **Temporary employment agency activities.**

 Environment	 Labor Practices	 Fair Business Practices
<input checked="" type="checkbox"/> Energy Consumption & GHG <input type="checkbox"/> Water <input type="checkbox"/> Biodiversity <input type="checkbox"/> Local Pollution <input checked="" type="checkbox"/> Materials, Chemicals & Waste <input type="checkbox"/> Product Use <input type="checkbox"/> Product End-of-Life <input type="checkbox"/> Customers Health & Safety <input type="checkbox"/> Sustainable Consumption	<input checked="" type="checkbox"/> Employee Health & Safety <input checked="" type="checkbox"/> Working Conditions <input checked="" type="checkbox"/> Social Dialog <input checked="" type="checkbox"/> Career Management & Training <input checked="" type="checkbox"/> Child & Forced Labor <input checked="" type="checkbox"/> Discrimination <input checked="" type="checkbox"/> Fundamental Human Rights	<input checked="" type="checkbox"/> Corruption & Bribery <input checked="" type="checkbox"/> Anti-competitive Practices <input type="checkbox"/> Responsible Marketing <input checked="" type="checkbox"/> Sustainable Procurement <input type="checkbox"/> Suppliers & Environment <input checked="" type="checkbox"/> Suppliers & Social
<input type="checkbox"/> Non Activated <input checked="" type="checkbox"/> Medium Importance <input checked="" type="checkbox"/> High Importance <input checked="" type="checkbox"/> Only in Risk countries <input checked="" type="checkbox"/> Noteworthy Practices		

KEY CSR ISSUES

This section shows a qualitative explanation of the key CSR issues and risk pertaining to **Temporary employment agency activities.**

Key CSR Issues**ENVIRONMENT****Energy Consumption & GHG**

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.

Sectorial issues: In Progress

Materials, Chemicals & Waste

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

Sectorial issues: In Progress

LABOR PRACTICES**Employee Health & Safety**

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

Sectorial issues: In Progress

Working Conditions

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

Sectorial issues: In Progress

Social Dialog

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

Sectorial issues: In Progress

Career Management & Training

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

Sectorial issues: In Progress

Child & Forced Labor

Definition: Deals with child, forced or compulsory labor issues within the company owned operations.

Sectorial issues: In Progress

Discrimination

Definition: Deals with discrimination issues at work. 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.

Sectorial issues: In Progress

Fundamental Human Rights

Definition: Deals with fundamental human rights issues at work. This includes the respect of security, property rights, employees privacy rights, civil and political rights, rights to freedom of association and collective bargaining, social and cultural rights (including indigenous people) as well as the prevention of harassment, moral and physical violence and inhumane or degrading treatment.

Sectorial issues: In Progress

FAIR BUSINESS PRACTICES

Corruption & Bribery

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

Sectorial issues: In Progress

Anti-competitive Practices

Definition: Deals with anti-competitive practices including among others: bid-rigging, price fixing, dumping, predatory pricing, coercive monopoly, dividing territories, product tying, limit pricing, and the non respect of intellectual property.

Sectorial issues: In Progress

SUSTAINABLE PROCUREMENT

Suppliers & Social

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

Sectorial issues: In Progress

SOURCES

Sources
In Progress

MAIN REGULATIONS AND SECTORS INITIATIVES

This section provides a list of text references related to major CSR standards, regulations, labels or sector initiatives pertaining to **Temporary employment agency activities**.

Main Regulations and Sectors Initiatives (🏛️ = Regulatory)

LAB : Charte de la diversité en entreprise (French Diversity Charter)

The Diversity Charter is a written commitment that can be signed by any company, regardless of its size, that wishes to ban discrimination in the workplace and makes a decision to work towards creating diversity.
<http://www.diversity-charter.com/>

LAB : CIETT (Code of conduct of the International Confederation of Private Employment Agencies)

Principles for a responsible agency work business around the world
http://www.ciett.org/fileadmin/templates/ciett/docs/CIETT_Cod...

**LAB : ILO convention 181 on Private Employment Agencies**

International convention about the private employment agencies.
<http://www.ilo.org/ilolex/cgi-lex/convde.pl?C181>

**LAB : ILO Guide to private employment agency**

Guide for regulation, monitoring and enforcement.
[http://www.ilo.org/public/english/employment/skills/download/...](http://www.ilo.org/public/english/employment/skills/download/)

**LAB : ILO Recommendation 188 on Private Employment Agencies**

International recommendation about employment policy and promotion.
<http://www.ilo.org/ilolex/cgi-lex/convde.pl?R188>

LAB : PRISME Code of conduct for temporary labor agencies

Charters, Framework Agreements and conventions from the french professional organization PRISME (Professionnels de l'Interim, Services et Metiers de l'Emploi)
http://prisme.eu//Web_Accueil/Les-Accords-cadre.aspx

**ENV : Standard ISO 14000 (International Standard Organisation)**

The ISO 14000 family addresses various aspects of environmental management
http://www.iso.org/iso/iso_14000_essentials

LAB : Universal Declaration of Human Rights

The Universal Declaration of Human Rights (UDHR) is an advisory declaration adopted by the United Nations General Assembly (10 December 1948)
<http://www.un.org/Overview/rights.html>

LAB : International Labor Organization's Fundamental Conventions

The Governing Body of the International Labour Office has identified eight Conventions as fundamental to the rights of human beings at work. These rights are a precondition for 12 the others in that they provide a necessary framework from which to strive freely for the improvement of individual and collective conditions of work.
http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---declara...

LAB : Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

OHSAS 18000 is an international occupational health and safety management system specification.
<http://www.ohsas-18001-occupational-health-and-safety.com/ind...>

FBP : Foreign Corrupt Practices Act of 1977

The Foreign Corrupt Practices Act of 1977 (FCPA) prohibits payments, gifts, or Practices Act contributions to officials or employees of any foreign government or government-owned business for the purpose of getting or retaining business.
<http://www.usdoj.gov/criminal/fraud/fcpa/>

**FBP : United Nations Convention against Corruption (UNCAC)**

The UNCAC is the first legally binding international anti-corruption instrument. In its 8 Chapters and 71 Articles, the UNCAC obliges its States Parties to implement a wide and detailed range of anti-corruption measures affecting their laws, institutions and practices.
<http://www.unodc.org/unodc/en/treaties/CAC/index.html>

**ALL : United Nations Global Compact (10 principles)**

The Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of ten principles in the areas of human rights, labour standards, the environment, and anti-corruption:
<http://www.unglobalcompact.org/AboutTheGC/TheTenPrinciples/in...>

ALL : OECD guidelines for multinational enterprises

The Guidelines are recommendations addressed by governments to multinational enterprises operating in or from adhering countries. They provide voluntary principles and standards for responsible business conduct in a variety of areas including employment and industrial relations, human rights, environment, information disclosure, combating bribery, consumer interests, science and technology, competition, and taxation.
http://www.oecd.org/about/0,2337,en_2649_34889_1_1_1_1_1,00.html

**ALL : Standard Global Reporting Initiative's (GRI)**

The GRI is a network-based organization, that has set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.
<http://www.globalreporting.org/Home>

**ALL : Standard ISO 26000 (International Standard Organisation)**

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

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

**ENV : Carbon disclosure project**

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.

<https://www.cdp.net>

ADDITIONAL CATEGORY STATISTICS**Critical Category Strength and Improvement areas (% Suppliers)**

In Progress...

Strengths and Improvement Areas

KPIs	EcoVadis Suppliers
Active whistleblowing procedure in place	34%
Audit or assessment of suppliers on CSR Issues	24%
Carbon disclosure project (CDP) respondent	8%
Formal code of business ethics	39%
Formal sustainable procurement policy	22%
Global Compact Signatory	12%
ISO 14001 certified (at least one operational site)	35%
OHSAS 18001 certification or equivalent (at least one operational site)	20%
Reporting on energy use or GHG emissions	76%
Reporting on health and safety indicators	78%

■ Supplier DAHMEN PERSONALSERVICE GMBH (GROUP) KPIs