



ecovadis

EcoVadis Corporate Social
Responsibility (CSR)
Assessment Report

Company assessed:
DAHMEN PERSONALSERVICE GMBH (GROUP)

Overall score: 61 /100
June 2018

CSR performance: Confirmed

Size: M
Headquarters country: Germany
Risk country operations: NO
Industry: Temporary employment agency activities

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ABOUT CORPORATE SOCIAL RESPONSIBILITY (CSR)

Corporate Social Responsibility (CSR) is the continuing commitment to act 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, 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

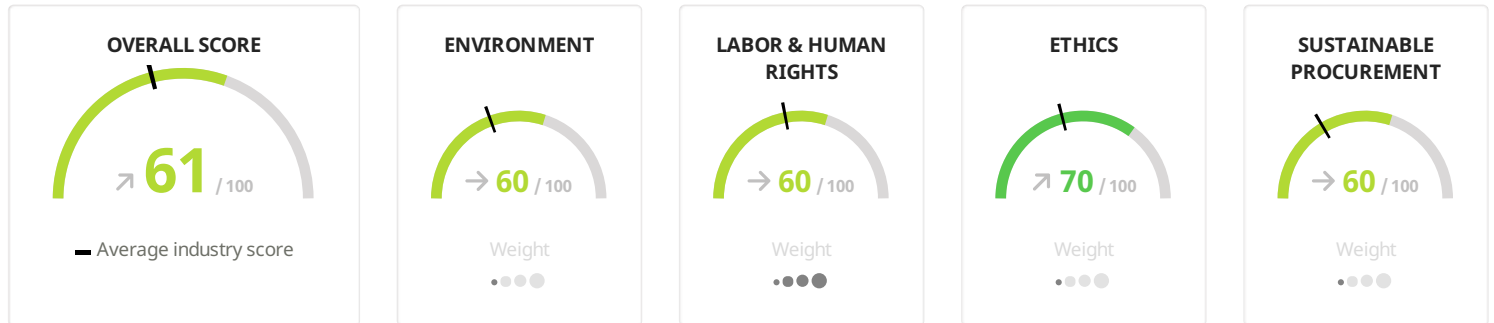
EcoVadis provides the leading solution for monitoring sustainability in global supply chains. Using innovative technology and CSR expertise, we strive to engage companies and help them adopt sustainable practices.

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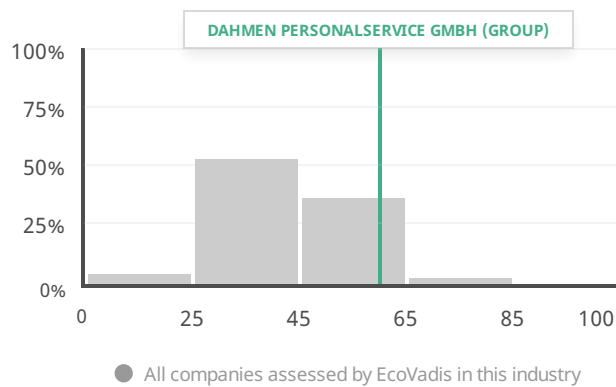
1. CSR PERFORMANCE OVERVIEW

Score breakdown

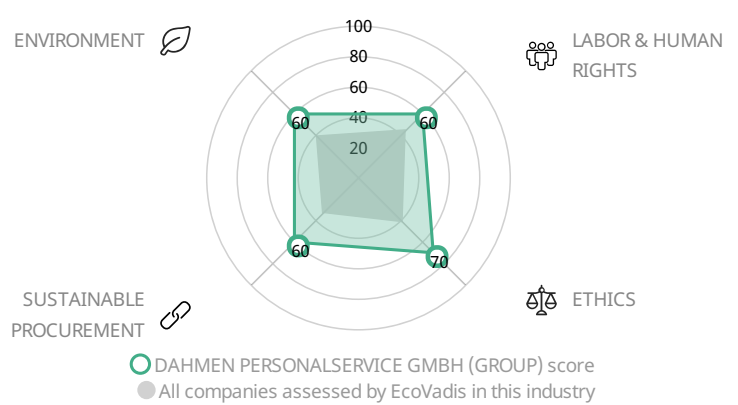
CSR Performance ● None ● Partial ● Confirmed ● Advanced ● Outstanding



Overall score distribution



Theme score comparison



DAHMEN PERSONALSERVICE GMBH (GROUP) has been awarded a silver medal in recognition of CSR achievement! To receive this medal, companies must have an overall score of 46-61.

Corrective Action Plan in progress

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

2. ASSESSMENT BENEFITS

Understand :

Get a clear picture of a company's CSR performance. The scorecard is the final output of the EcoVadis assessment. It rates and benchmarks a company's CSR 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 CSR performance against the industry with a score distribution graph and theme score comparisons.

Identify industry trends. Discover the primary CSR 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 CSR risk in the supply chain request an EcoVadis assessment for their trading partners.

2

Questionnaire

Based on a company's specific Corporate Social Responsibility (CSR) 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 CSR analysts.

4

Public Information

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

5

360° Watch Findings

360° Watch Findings comprise relevant public information about companies' CSR practices, identified via more than 2,500 data sources. They can have positive, negative or no score impact.

6

Expert Analysis

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

SCORECARD



4. ECOVADIS METHODOLOGY

A. Four Themes and 21 Criteria

EcoVadis assessments focus on 21 issues which are grouped into 4 themes (Environment, Labor & Human Rights, Ethics, Sustainable Procurement). The 21 issues or criteria are based upon international CSR 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 CSR criteria

1. ENVIRONMENT

OPERATIONS

Energy consumption & GHGs
Water
Biodiversity
Local & Accidental Pollution
Materials, Chemicals & Waste

PRODUCTS

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

3. ETHICS

Corruption
Anticompetitive Practices
Responsible Information Management

2. LABOR & HUMAN RIGHTS

HUMAN RESOURCES

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

HUMAN RIGHTS

Child Labor, Forced Labor & Human Trafficking
Diversity, Discrimination & Harassment
External Stakeholders Human Rights

4. SUSTAINABLE PROCUREMENT

Supplier Environmental Practices
Supplier Social Practices



B. Seven Management Indicators

EcoVadis assessments evaluate a company's CSR 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 CSR criteria.



Policies (weight: 25%)

1. Policies: Mission statements, policies, objectives, targets, governance
2. Endorsement: Endorsement of external CSR initiatives

Actions (weight: 40%)

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

Results (weight: 35%)

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

5. UNDERSTANDING A SCORECARD

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

A. Quantitative Information: Scores & Activated Criteria

Theme Scores:

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

Activated Criteria:

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

Non-activated

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

Medium

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

High

High importance criteria are the issues where the company faces the greatest CSR 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.

C. The Scoring Scale

0 - 24	None	No engagements or tangible actions regarding CSR. Evidence in certain cases of misconduct (e.g. pollution, corruption).
25 - 44	Partial	No structured CSR approach. Few engagements or tangible actions on selected issues. Partial reporting on Key Performance Indicators. Partial certification or occasional labeled product.
45 - 64	Confirmed	Structured and proactive CSR approach. Engagements/policies and tangible actions on major issues. Basic reporting on actions or Key Performance Indicators.
65 - 84	Advanced	Structured and proactive CSR approach. Engagements/policies and tangible actions on major issues with detailed implementation information. Significant CSR reporting on actions and Key Performance Indicators.
85 - 100	Outstanding	Structured and proactive CSR approach. Engagements/policies and tangible actions on all issues with detailed implementation information. Comprehensive CSR reporting on actions and Key Performance Indicators. Innovative practices and external recognition.

B. Qualitative Information: Strengths & Improvement Areas

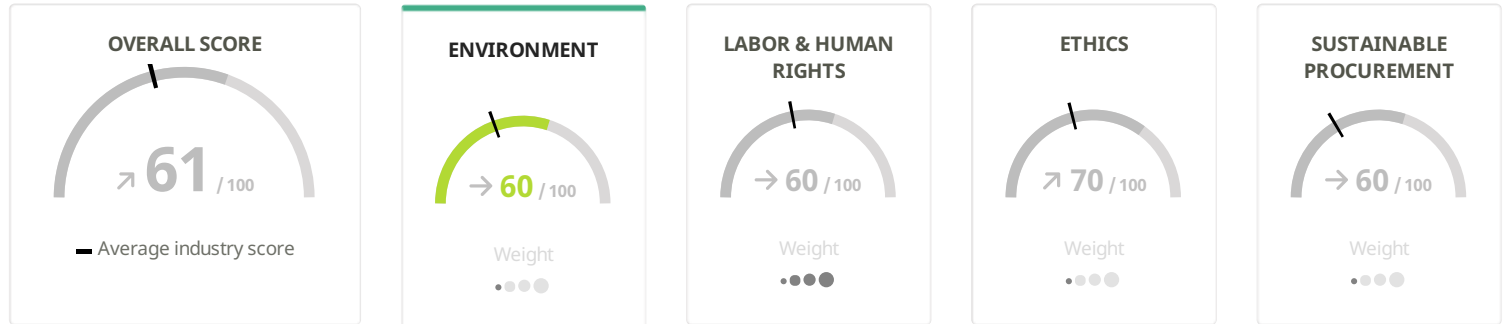
Qualitative information provides more details and insights into a company's score. For each theme, the company is assigned strengths (elements of their CSR management system that are positive) and improvement areas (elements of their CSR management system that need to be improved). The strengths and 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' CSR performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback.

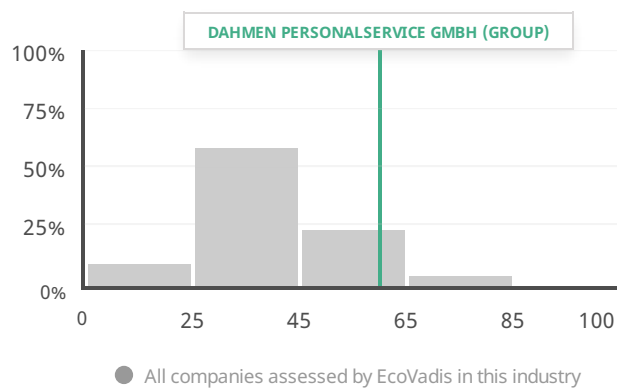
6. ENVIRONMENT

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).

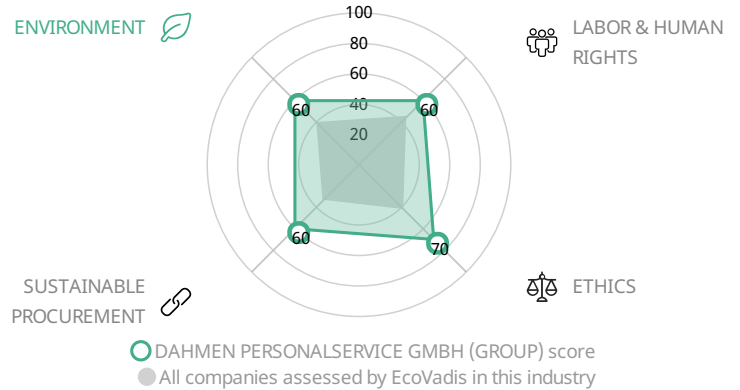
Environment Score Breakdown



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' CSR 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.

Strengths (12)

Policies

Quantitative objectives set on some relevant issues [i.e. energy consumption & GHGs]

Information

The company has defined and has formally communicated quantitative objectives (i.e. targets) with regard to the relevant environmental policy objectives.

Guidance

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 issues such as energy consumption reduction. 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). Best practices are to issue valid quantitative objectives or targets for all relevant environmental issues in a particular industry sector. Download the How-to Guide on this topic here (in English).

Comprehensive policy on a majority of environmental issues

Information

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.

Guidance

Policies are deemed exceptional when all environmental issues are covered by qualitative and quantitative objectives, in addition to some of the following elements: scope of application, allocation of responsibilities, and formal review processes. Download the How-to Guide on this topic here (in English).

Dedicated responsibility for environmental issues

Information

The company has nominated a person whose responsibilities include managing environmental issues in the workplace.

Guidance

The dedicated person may be overseeing, coordinating and/or managing issues related to the environment. For this nomination to be tangible, the person's name and title referring to management of the environment must be specified in the questionnaire.

Actions

Measures to reduce CO2 emissions from business travel

Information

The company has implemented specific measures to reduce the amount of CO2 emissions related to business travel.

Guidance

Examples might include avoiding business travel thanks to video conferencing, selecting transportation based on environmental impacts (train vs plane or relying on public transport vs cars), car sharing, and using company vehicles fueled by alternative energy, etc.

Measures for green IT (e.g. efficiency of data centers or office hardware, virtualization, data life cycle management)

Information

The company has implemented specific measures to mitigate the impact of IT operations on energy consumption. This includes consideration for computers and information technology infrastructure.

Guidance

Examples might include identification of products such as data centers or office hardware offering better energy efficiency, virtualization of processes, and data life cycle management.

Specific measures to manage battery waste

Information

There are supporting documents demonstrating that the company has specific measures in place to manage battery waste.

Guidance

Since batteries contain several heavy metals and toxic chemicals and disposing them by the same process as regular trash has raised concerns over soil contamination and water pollution. Specific measure to treat battery waste can be recycling of batteries. The EU implemented the Battery Directive legislation to address this issue. In the U.S and Canada, they have implemented the Call2Recycle program initiated by the Rechargeable Battery Recycling Corporation (RBRC). Best practices among companies is to collect all used batteries and send for recycling by a third party - this can be managed the same way as E-waste, e.g. outdated computers, printers, phones, and other electronics.

Measures implemented to recycle toners & ink cartridges

Information

The company has implemented specific measures to collect and recycle toners and ink cartridges.

Guidance

The ink and toner used in cartridges are hazardous materials which need to be disposed of correctly to avoid environmental and health impacts. Toners and ink cartridges can also be collected to be refilled.

Measures to recycle paper/carton waste

Information

The company has implemented specific measures to recycle waste made of paper and/or carton.

Guidance

Examples of such measures might include sorting paper and ensuring on-site re-use (e.g. with one-side printed pages), organising external collection by a specialist paper waste contractor or carton packaging collector.

Partnership established to help dispose of waste that the company cannot recycle

Information

The company has established a working relationship with a partner to ensure the disposal of the waste it cannot recycle.

Guidance

Examples of partnership might include agreement with equipment manufacturers so that they deal with unwanted equipment, contracts with specialist waste collectors (e.g. for used oil, metals), and joint working groups with several other companies in the same industry sector / in the same region to set up a common collection and disposal scheme.

Measures to optimize transport or reduce CO2 emissions from transport [e.g. 'Ecomotive']

Information

The company has implemented specific measures to optimize transportation or to reduce the amount of CO2 emissions related to transportation

Guidance

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

Information

The company has implemented specific measures to recycle IT equipment (e.g. computer, server, printer, telephone)

Guidance

Examples of such measures might include relying on a contractor to collect and dispose of the equipment, establishing a contract with the manufacturer to ensure disposal/recycling of unwanted computers.

Reduction of energy consumption through employee awareness programs

Information

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

Guidance

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

Improvement Areas (2)

Policies

Medium

Declares endorsement of external initiatives on environmental issues, but could not be verified [UNGC registration is pending]

Information

The company declares it is a signatory or has public adherence to a specific initiative on environmental issues - however, there is no evidence within the company's supporting documentation nor can the declaration be confirmed on the initiative website, indicating formal membership of an initiative 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, Electronic Industry Citizenship Coalition (EICC), Responsible Care, US Green Building Council Membership, etc.

Results

High

Declares reporting on environmental issues, but no supporting documentation available

Information

The company declares it provides reporting regarding the management and the mitigation of its environmental footprint, but there is no information within the company supporting documentation on key performance indicators (KPIs) or statistical figures.

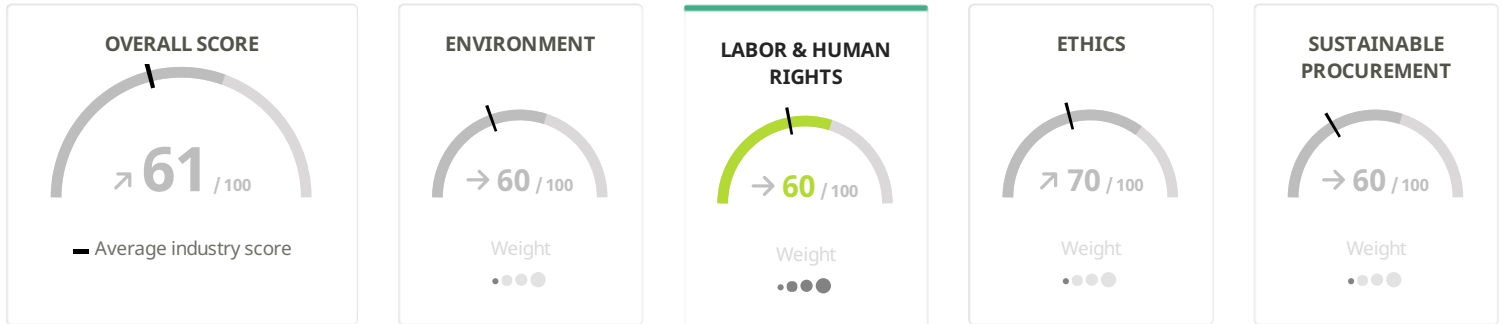
Guidance

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: the % of direct energy consumption by primary energy source, total direct greenhouse gas emissions, total volume of water recycled and reused, etc. Download the How-to Guide on this topic here (in English).

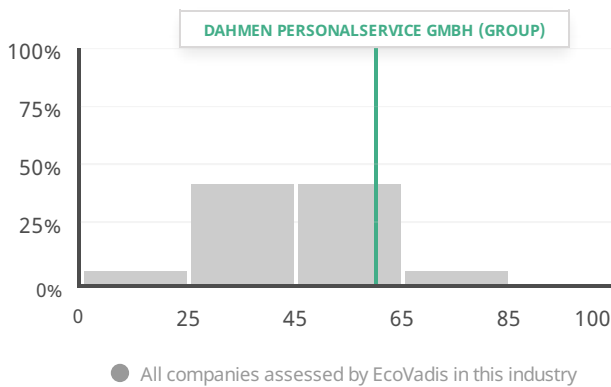
7. LABOR & HUMAN RIGHTS

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).

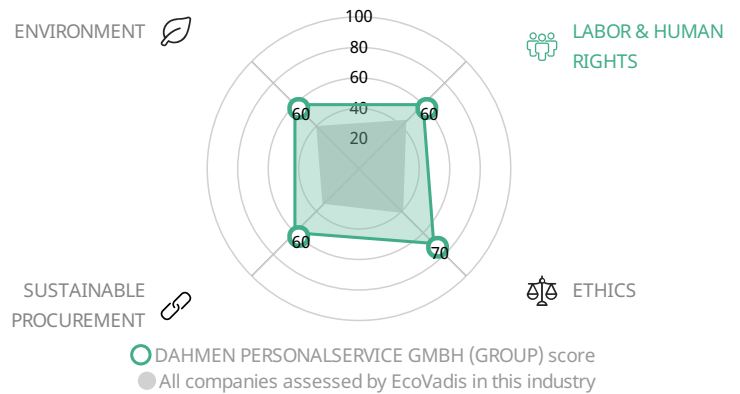
Labor & Human Rights Score Breakdown



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

The Corrective Action Plan is a collaborative feature designed to support companies' CSR 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.



Strengths (19)

Policies

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. Download the How-to Guide on this topic here (in English).

Endorsement of external initiative on labor practices or human rights issues [Bundesarbeitsgeberverband der Personaldienstleister]

Information

There is evidence of public adherence to an external initiative on labor practices or human rights issues or membership in a voluntary initiative on labor practices or human rights issues.

Guidance

An endorsement is a company's commitment to meeting objectives or principles that have been defined by external organizations. The company must be listed as an active member of the initiative website. Such initiatives can encompass many labor and human rights issues, be specific, intergovernmental, multi-stakeholder, business-led, cross-sector or sector-specific. Examples include Global Compact, Electronic Industry Citizenship Coalition (EICC), Responsible Care, The Voluntary Principles on Security and Human Rights, etc.

Dedicated responsibility for labor practice issues

Information

The company has nominated a person whose responsibilities include managing labor practice issues in the workplace.

Guidance

The dedicated person may be overseeing, coordinating and/or managing issues related to labor practices. For this nomination to be tangible, the person's name and title referring to management of labor practices must be specified in the questionnaire.

Actions

Compensation for extra or atypical working hours

Employee satisfaction survey

Health care coverage of employees in place

Whistleblower procedure on discrimination and/or harassment issues

Information

The company has implemented a formal whistleblower procedure which encourages employees (and external stakeholders) to report potential violations of the company's discrimination and/or harassment policies.

Guidance

Employees can report on areas such as violations of the company's discrimination and/or harassment policy (e.g. on hiring, remuneration, training, promotion) through anonymous and secure communication channels. In addition, non-retaliation is ensured.

Awareness training to prevent discrimination and/or harassment

Internal audits on health & safety issues

Information

The company carries out internal audits on health & safety issues

Guidance

Internal audits of the operational health and safety management system are conducted in order to determine whether the management system complies with the functioning plan for health and safety management, with respect to legal requirements or to standards the company wishes to achieve beyond compliance. Internal audits are done to review and evaluate the performance and effectiveness of procedures in place, and are useful to expose gaps in the effective implementation of the health and safety management system. A typical internal audit programme, includes series of audits, is established for one year and covers all the relevant areas and activities stipulated by the audit criteria/requirements.

Employee health & safety detailed risk assessment

Information

The company carries out employee health & safety detailed risk assessments

Guidance

The company has carried out detailed risk assessment of health and safety. Occupational health and safety risk assessments are a crucial step in the prevention process. They involve the identification of all the potential hazards an employee may face while carrying out regular duties and which type of employees may be more exposed to hazards (by job function). The level of risk, records of significant findings and proposition of preventive actions are also highlighted, in addition to plans for regular review of the risk assessment. If applicable, the results of a health and safety risk assessment should be made available to relevant stakeholders such as employees, members of the health and safety committee, staff representatives, the occupational physicians, and labor inspectors.

Training of drivers on health & safety risks and best working practices

Information

The company trains its drivers on health & safety risks and best working practices for their occupation

Guidance

The company has implemented training for drivers on health and safety issues. Safety training aims at implementing health and safety procedures into specific job functions, and at raising staff awareness and skills to an acceptable standard. Safety training covers topics such as accident prevention and safety promotion, safety compliance and workplace emergency response procedures. A best practice is to have a training matrix which helps to keep track of which employees have been trained, the date of the training, the training topic, and expected dates for refresher trainings. Monitoring of training attendance is also suggested. It is also a best practice to have the training carried out in the language in which employees are most comfortable speaking and to carry out tests or quizzes to ensure training concepts have been successfully transmitted to participants.

Regular assessment (at least once a year) of individual performance

Information

The company carries out regular assessments or appraisal of individual performance at least on a yearly basis for employees

Guidance

The company has implemented regular assessment of employee performance. Regular assessments of employees aim to evaluate employee individual performance and productivity, combining both written and oral elements, and are based on a systematic and periodic process linked with a pre-established criteria and organizational objectives. The best practice concerning this criteria is to have a review with the employee at least annually, and to include employee self-assessments aimed at maintaining employee engagement in their own performance and overall organizational objectives. Setting and measuring goals related to the employee's career objectives, as well as including manager and peer feedback on the employee's performance are all important components in this regular assessment process.

Mandatory health check-up for employees

Information

The company provides general mandatory health check-up for employees

Guidance

The company carries out mandatory health check-up for its employees. Within the scope of health check ups, the mental and physical states of employees are investigated to ascertain the status of the employee's health related to the job function, and in particular to identify any negative work-related effects on employees. According to the International Labor Organization (ILO), it is recommended that a health check up for employees is carried out within thirty days from the first day the employee is employed and the subsequent health check up conducted at least once a year by a licensed medical practitioner, especially for manufacturing companies presenting high health and safety risks for employees.

Active preventive measures for stress

Information

The company has preventive measures in place against stress

Guidance

The company has implemented measure to alleviate the stress level of employees. The definition of stress used by Health and Safety Executive (HSE), namely "the adverse reaction people have to excessive pressures or other types of demand placed on them." 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 to reduce stress include: provision of appropriate employee support services, 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, and offering appropriate support to employees who are experiencing stress outside of work.

Transparency (process & criteria communicated to all employees) on remuneration system

Information

The company has implemented a transparent process and has defined clear criteria on the remuneration system to all employees.

Guidance

The company is transparent in the way that employees are remunerated. It provides a salary grid or scale showing the rates of pay for employees working at each level of the organization. The range includes a minimum pay level and a maximum pay level for a given job, and an employee's actual pay should fall somewhere within that range. It also shows the increases in pay an employee gets when they spend a certain length of time at a particular level, and expected salaries on a particular career trajectory.

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.

Structured social dialogue measures in place (e.g. collective agreement)

Information

The company has implemented structured social dialogue measures (e.g. collective agreements)

Guidance

A collective bargaining agreement is the result of negotiations between an employer/employer's organization on the one hand and one or more worker's organizations (i.e. trade unions) on the other hand, determining working conditions and terms of employment (Source: ILO Convention No. 154). The terms and conditions of employment and/or the provisions regarding rates of pay, hours of work and other working conditions set forth by the collective bargaining agreement are binding to both parties, and therefore cannot be contradicted by stipulations in other contracts of employment. (Source: International Labor Organization (ILO))

Joint labor management health & safety committee in operation

Information

The company has a joint labor management health & safety committee in place

Guidance

It is important to have a committee in place composed of both workforce and management personnel dedicated to address the health and safety risks faced by employees (Source: International Labor Organization (ILO), 1929). These committees identify potential health and safety issues and offer timely and effective solutions to continuously improve workplace safety. Regular (monthly) inspections are recommended. For French companies, it is commonly known as the "Comité d'hygiène, de sécurité et des conditions de travail (CHSCT)" and it is mandatory for companies with more than 50 employees.

Training of relevant employees on health & safety risks and best working practices

Information

The company provides training to relevant employees on health and safety risks and best working practices

Guidance

The company has implemented training on health and safety issues. Safety training aims at implementing health and safety procedures into specific job practices and at raising staff awareness and skills to an acceptable standard. For example, safety training covers topics such as accident prevention and safety promotion, safety compliance, use of personal protective equipment, chemical and hazardous materials safety, and workplace emergency response procedures. A best practice is to have a training matrix which helps to keep track of which employees have been trained, the date of the training, the training topic, and expected dates for refresher trainings. Monitoring of training attendance certificates is also suggested. It is also a best practice to have the training carried out in the language that the employees understand best and to carry out tests or quizzes to ensure training concepts have been successfully transmitted to participants.

Improvement Areas (7)

Policies

Low No quantitative target on labor & human rights issues

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). Download the How-to Guide on this topic here (in English).

Low Some labor and/or human rights policy document(s) were discarded because eligibility requirements were not met

Information

The company has provided policy documents but some were discarded because some or all of the following requirements were not met: Policy documents were created specifically for the EcoVadis assessment and these documents are dubious Policy documents were older than 8 years. Good policies shall be regularly reviewed and aligned with the current situation. Policy documents were created less than 1 month from the upload date (This does not include recently revised policies with a revision date). There was no evidence that the policies were appropriately implemented as they were too recent. Some policy documents were from a specific subsidiary or site, leading to uncertainty that the information provided is applicable to the entire scope of assessment Some policy documents did not contain a company name, company logo, date of implementation and/or a review date

Guidance

A formal policy document must be reliable and meet the requirements below: Must fulfill the minimum requirements: presence of company name, company logo, date of implementation and/or review date; Are credible, formal and fully integrated in the CSR management system; Are authentic, pre-existing and complete; Are appropriate for their intended purpose; Are of high quality and understandable for their target audience; Provide material content and address potential sustainability issues.

Actions

High No certification of employee health & safety management system

Information

The company declares no certification on employee health & safety management system and no certification was found in the supplier-provided and public documentation.

Guidance

Some examples of such certifications might include MASE, SCC (or VCA-LSC), etc. OHSAS 18001 and other certifications on employee health & safety management systems are standards for occupational health and safety management systems. They address employee health and safety issues and involve an external audit on the facilities' health & safety conditions. Organizations that implement certifications on employee health & safety management systems have a clear management structure with defined authority and responsibility, clear objectives for improvement, with measurable results and a structured approach to risk assessment. This includes the monitoring of health and safety management failures, auditing of performance and review of policies and objectives.

Low No monitoring of health & safety indicators for temporary employees

Low Declares measures regarding undeclared work issues, but no supporting documentation available

Results

High Basic reporting on labor practices & human rights issues

Information

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.

Guidance

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 agreements just to name a few. For more information on examples of specific labor and human rights related KPIs, please refer to the Global Reporting Initiative. Download the How-to Guide on this topic here (in English).

Medium No information on health & safety indicators

Information

No company declaration and no evidence within the supporting documentation on the company health and safety performance regarding accident frequency rate and accident severity rate.

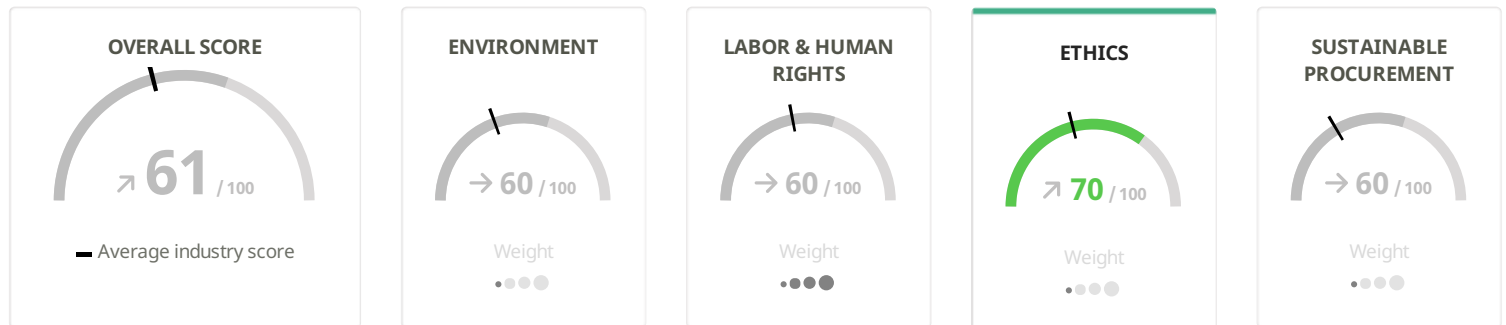
Guidance

The accident frequency rate measures the number of injuries with lost time in relation to the total amount of time worked. It both indicates the extent to which injury incidents are repeated over time and their number of occurrences. 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. The calculation method for the above rates varies from country to country. Different formulas are proposed in the questionnaire of the most commonly used calculation methods. Download the How-to Guide on this topic here (in English).

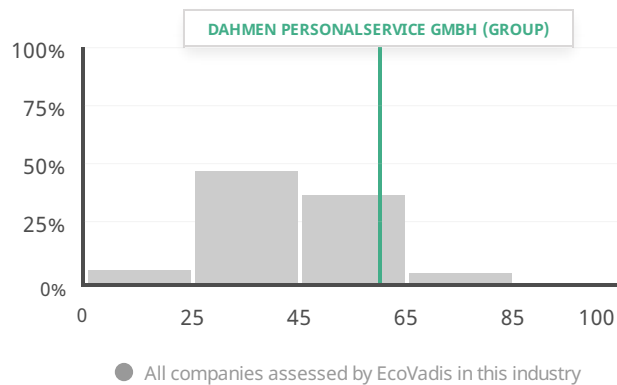
8. ETHICS

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

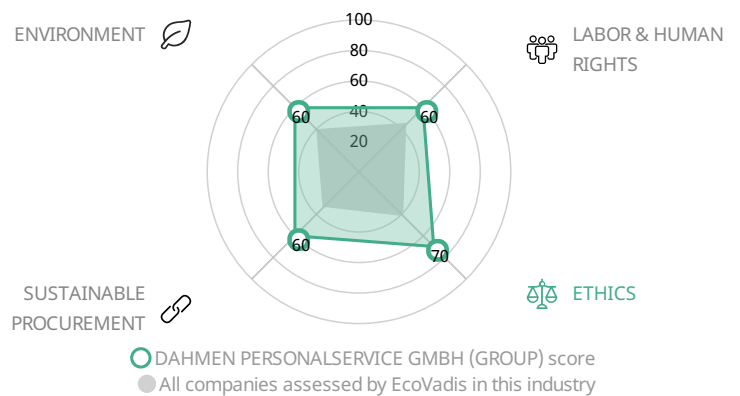
Ethics Score Breakdown



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' CSR 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.

Strengths (9)

Policies

Disciplinary sanctions to deal with policy violations

Information

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

Guidance

In order to ensure the adequate implementation of business ethics 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 business ethics policies

Information

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

Guidance

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

Endorsement of external initiative on business ethics issues [Bundesarbeitgeberverband der Personaldienstleister]

Information

There is evidence of public adherence to an external initiative on business ethics issues or membership in a voluntary initiative on business ethics issues.

Guidance

An endorsement is a company's commitment to meeting objectives or principles that have been defined by external organizations. The company must be listed as an active member of the initiative website. Such initiatives can encompass many business ethics issues, be specific, intergovernmental, multi-stakeholder, business-led, cross-sector or sector-specific. Examples include Global Compact, Extractive Industries Transparency Initiative (EITI), Institute of Business Ethics, International Forum on Business Ethical Conduct (IFBEC), etc.

Comprehensive policies on business ethics issues

Information

A comprehensive policy on business ethics issues integrates commitments and/or operational objectives on all or almost all of the main fair business practices issues a company is confronted with: namely corruption & bribery issues, and information security and responsible marketing if applicable. It is also compulsory to have additional elements such as formal mechanism to communicate on business ethics, scope of the policy's application and allocation of responsibilities, among others.

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 allocation of responsibilities, mechanisms to deal with policy violations, formal review process, communication of the policy to all employees and business partners, etc. Download the How-to Guide on this topic here (in English).

Actions

Whistleblower procedure to report business ethics issues

Awareness training on business ethics issues

Audits of control procedures to prevent information security breaches

Restrictions related to the type and quantity of confidential information collected and stored

Information

The company has implemented restrictions on the type and quantity of confidential information that can be stored and collected by the company.

Guidance

It is important for responsible information management purposes, for companies to have restrictions implemented in its data security management system regarding the type of data that is collected and stored. Collected information would refer to any information that is sought out by the company, information that is provided by customers, suppliers, clients, stakeholders, that is in their possession. Stored information would refer to any of these types of information that is kept at the company, whether on servers, in hard copy, etc. These restrictions should encompass any information that is procured by the company through its activities. Companies can make sure to be especially clear in their own existing regulations or policies on any implemented actions regarding data collection and storage, and provide any documentation or regulations your company has dealing with collection and storage of information.

Measure on customer or client data protection and confidentiality

Information

The company has implemented measures to ensure it protects customer data and privacy.

Guidance

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.

Improvement Areas (4)

Actions

Low No supporting documentation regarding audits of control procedures to prevent corruption and bribery

Low No supporting documentation regarding approval procedure for sensitive transactions (e.g. gifts, entertainment)

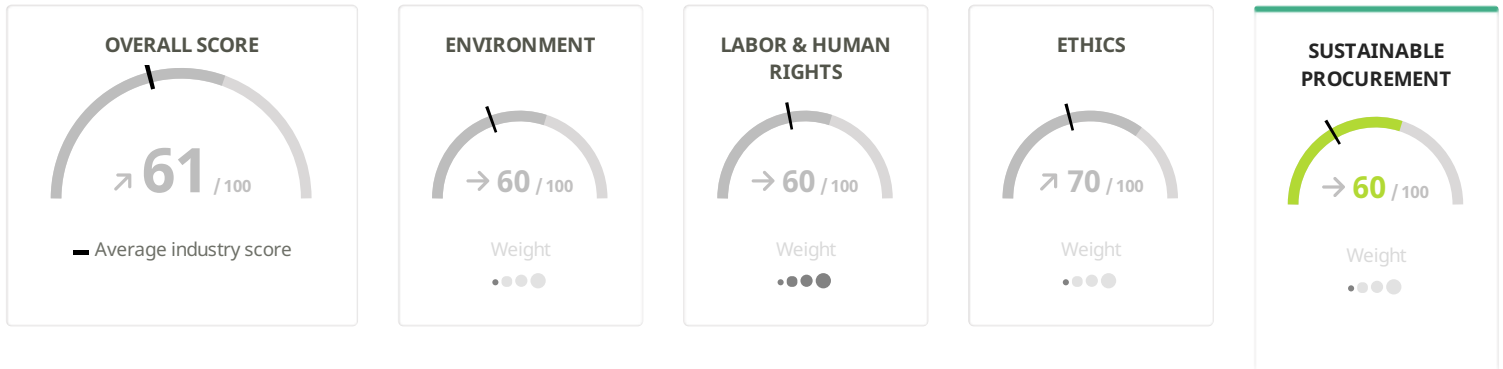
Low No supporting documentation regarding corruption and bribery risk analysis performed

Low No supporting documentation regarding third-party anti-corruption & bribery due diligence procedures

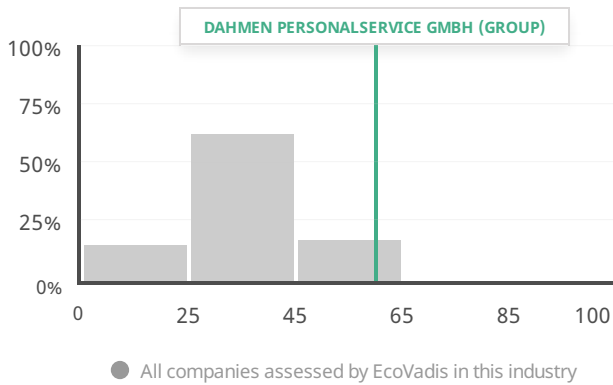
9. SUSTAINABLE PROCUREMENT

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

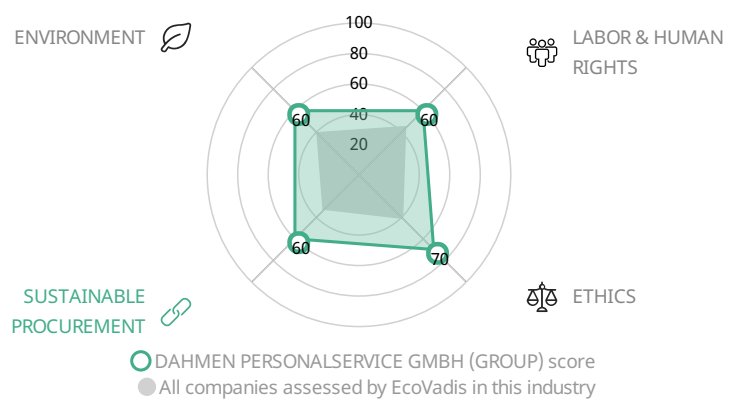
Sustainable Procurement Score Breakdown



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' CSR 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.



Strengths (5)

Policies

Sustainable procurement policies on social issues

Information

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

Guidance

A standard sustainable procurement policy also covers environmental issues in addition to social issues in the supply chain. It also includes commitments and/or operational objectives designed to improve performance or mitigate risk. The policy is communicated to internal and external stakeholders through a formal dedicated document. Download the How-to Guide on this topic here (in English).

Actions

Supplier CSR code of conduct in place

Information

The company has issued a specific Supplier Code of Conduct which lists the minimum requirements on environmental, labor and business ethics issues to be followed by its suppliers or subcontractors.

Guidance

A supplier Code of Conduct aims to ensure that suppliers provide safe working conditions for their employees, respect fair business ethics practices to comply with rules and regulations and reduce environmental impacts caused by their operations, among other issues. Typically, suppliers are required to uphold the standards in a Code of Conduct in order to continue in a business relationship with their client (i.e. the company undergoing the EcoVadis evaluation).

Integration of environmental, social and health & safety criteria when purchasing products

Information

Environmental, social and health & safety criteria are formally described as an integral part of the selection process in product procurement.

Guidance

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.

Integration of environmental or social factors when purchasing services

Information

Environmental or social factors are systematically taken into consideration during the the selection process of suppliers of services.

Guidance

Suppliers could be asked to demonstrate their pro-active measures that go beyond regulatory compliance or certification such as ISO14001 or OHSAS18001. They could also be asked to disclose their performance or score on CSR or health and safety or environment management assessments. Some specific topics such as control of child labor, use of ecolabelled products, detailed product characteristics could also be covered.

Regular supplier assessment (e.g. questionnaire) on environmental or social practices

Information

The company provides evidence in supporting documentation of supplier assessments (in-house, 3rd party, or self-assessments) on environmental (including regulatory issues), social and/or ethical issues.

Guidance

Supplier CSR assessments are an effective way to obtain and validate pertinent information from suppliers on CSR issues to facilitate a better understanding of supplier performance. These are often requested by the company undergoing the EcoVadis evaluation to their own suppliers. CSR supplier assessments can be done through checklists, questionnaires or online forms and can be conducted by the client (undergoing the EcoVadis evaluation), a reliable third party or by the supplier itself. The objectives of such assessments are to identify general and sustainability-related practices as well to help identify high-risk suppliers and the need for further risk mitigation actions.

Improvement Areas (1)

Actions

Low

Declares training of buyers on CSR issues, but no supporting documentation available

Information

The company declares providing training to buyers on CSR issues, but there is no evidence within the supporting documentation provided by the company.

Guidance

The buyer-supplier relationship plays an important role in improving sustainability in the supply chain. Procurement professionals should be able to identify CSR risks in supply chain as well as develop sustainable procurement strategies to mitigate these risks. They should also be able to provide guidance on environmental, social and ethical issues to suppliers when necessary. An important component in achieving these objectives is through training of buyers on CSR issues.

10. 360° WATCH FINDINGS

1 June 2018

No records found for this company on Compliance Database

null

→ No score impact

360° Watch Findings comprise relevant public information about companies' CSR practices that have been identified via more than 2,500 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:


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


11. SPECIFIC COMMENTS


Additional comments from our CSR analysts pertaining to the assessment.


Specific comments

 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.

 Some supporting documents were considered too outdated to be included in this evaluation

 Some of the supporting documents provided were considered as extended responses to the questionnaire options and are not evidence of documents used within the company's management system

12. CONTACT US

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

APPENDIX:

INDUSTRY RISK PROFILE

Discover the primary CSR 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 CSR risk and/or total revenue.

CRITERIA ACTIVATION BY THEME:

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

Environment

Medium	Energy consumption & GHGs
Non-activated	Water
Non-activated	Biodiversity
Non-activated	Local & Accidental Pollution
Medium	Materials, Chemicals & Waste
Non-activated	Product Use
Non-activated	Product End-of-Life
Non-activated	Customer Health & Safety
Non-activated	Environmental Services & Advocacy

Labor & Human Rights

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

Ethics

Medium	Corruption
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Non-activated

Anticompetitive Practices

Medium

Responsible Information Management

Sustainable Procurement



Non-activated

Supplier Environmental Practices

Medium

Supplier Social Practices

KEY CSR ISSUES

Find qualitative explanations of the key CSR issues and risk associated with Temporary employment agency activities



Environment

Importance

CSR 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

Energy consumption in this sector derives mainly from electricity for office buildings and fuel consumption for traveling and transport of personnel. It is important to set robust yet feasible company-wide environmental objectives and targets for the most significant impacts. This can include reducing energy and resource consumption by implementing efficiency and reduction methods, and promoting sustainable forms of transportation for employee commuting or business travel. Electricity is by far the most widely used energy commodity in the services industry, with a global share of 47% as of 2005.e.x.(3). Electricity use has increased by 73% since 1990 and this has been the main factor driving the global increase in energy consumption in this sector.e.x.(3). Companies can increase their credibility and sustainable engagement practices by becoming involved in initiatives such as the Global e-Sustainability Initiative (GeSI), the Ceres Principles, Objectif CO₂, or Sustainable Energy for All.

Medium

Materials, Chemicals & Waste

Definition

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

Industry issues

Similar to energy consumption, impacts regarding materials and waste derive mostly from office activities. The specific areas of impact related to this criteria and sector center on the use, reuse, waste, and recycling of paper, furniture, IT equipment, ink cartridges, and other office supplies. U.S. EPA estimates that paper and paperboard account for almost 40 percent of our garbage.e.x.(13). Companies can aim to minimize these impacts through various measures aimed at minimizing the generation of waste and implementing recycling initiatives to encourage reuse and recycling by employees in the workplace. Internal audits can help to identify areas where the most waste is produced, what types of waste are being generated, and where waste is being generated from obsolete office equipment. Companies in this sector have adopted strategies and procedures to decrease their consumption of resources, reduce overall waste, and increase the amount of waste from daily business activities that can be recycled.



Labor & Human Rights

Importance

CSR issue

High

Employee Health & Safety

Definition

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

Industry issues

The industry of temporary employment agencies is extremely competitive and fluctuating, making it very difficult to have robust policies that protect the various temporary workers that find themselves employed through these companies, and can increase their exposure to various health and safety hazards that are not accounted for. The quick-paced and ever-changing work environment also discourages these temporary, usually low-wage employees from filing complaints or suggestions regarding poor or unsafe job conditions. These workers often know they are easily replaceable and that their complaints may not be heard, which creates a complex employment relationship between temporary agency workers, temp agencies and client employers.e.x.(14). The policies and work environments in these types of companies might even leave low-wage temp agency workers more vulnerable to workplace injuries or limited safety training because of loopholes or financial incentives. Client employers have little incentive to improve safety for these temporary agency workers.e.x. (5). However, companies can tackle this issue through rigorous health and safety risk assessments of workplace environments, strict policy implementation, and monitoring of the workplace for a wide range of issues including ergonomics, overall work conditions, health checkups, etc. Furthermore, it is necessary for companies to establish a procedure for investigating all health and safety incidents and problems in order to minimize or eliminate them. It is also important to recognize and address the specific ways in which occupational safety and health risks differently affect men and women (such as those who are pregnant, have recently given birth or are breastfeeding), or workers in particular circumstances such as people with disabilities, those who are inexperienced, or younger workers.e.x.(6). Companies should provide equal health and safety protection for all part-time and temporary workers, as well as subcontracted workers. They should strive to eliminate psycho social hazards in the workplace, which can contribute to stress and illness, as well as provide adequate training to all personnel on all relevant health and safety matters. Sector initiatives regarding health and safety include: ILO convention 181 on Private Employment Agencies, ILO Recommendation 188 on Private Employment Agencies, PRISME Code of conduct for temporary labor agencies, Universal Declaration of Human Rights, OHSAS 18001 (Occupational Health and Safety Assessment Series).

Medium

Working Conditions

Definition

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

Industry issues

Human capital investment is increasingly important for companies seeking to develop a sustainable work force while reducing hiring costs associated with high employee turnover. The International Trade Union Confederation’s 2014 Global Poll indicates that wages have failed to increase at a rate consistent with global cost of living inflation, a conclusion supported by 79% of respondents that believe national minimum wages are insufficient, and 87% believe that the social protections, including pensions, healthcare and family leave are inadequate (7). These numbers highlight the opportunities for companies operating in countries where wage increases can improve quality of life. As indicated by the above figures, it is in the corporate sector’s interest to invest in their human capital by providing adequate wages, social benefits and fair work hours to employees. Companies operating in less developed countries where minimum wage laws are deemed inadequate, including in China where 81% of ITUC respondents believe the national minimum wage is inadequate, companies should default to wage standards established by the ILO. When operating in countries where state provided social protections are minimal or absent, companies should provide employees with healthcare and retirement pensions that are consistent with international standards. Employee satisfaction surveys and collective bargaining through worker representative groups, including unions and work councils can assist companies with identifying human capital management needs. Fair pay and social protections, and sector appropriate working condition are essential for companies to reduce labor costs without sacrificing ethics or production efficiency.

High

Social Dialogue

Definition

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

Industry issues

Social dialogue with work councils and labor unions is an effective tool to assist 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, work conditions and safety, evidence of the impact that advanced social dialogue has in reinforcing human capital management strategies (7). Numerous factors influence the level of social dialogue with workers representatives, including national laws that outlaw labor unions, and employee apathy caused by the declining impact of unions to serve worker interests. According to the 2014 ITUC survey, a vast majority of respondents disapprove of their working conditions, including the wages, benefits and job security-a figure that provides tremendous opportunities for companies by implementing effective dialogue in countries that clearly lack such engagements(7). Given the importance of social dialogue in helping 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 are insignificant due to low member rates, companies should establish alternative modes of social dialogue that promote worker interests.

High

Career Management & Training

Definition

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

Industry issues

In addition to fair pay, social benefits and safe and stimulating working conditions, companies should include occupational skills development in their human capital management strategies. Occupational skills development, through formal training, developmental assignments and feedback, provides mutual benefits for employees and companies. Companies benefit from a higher skilled workforce capable of meeting 21st century market demands, and workers develop skills necessary for promotions and/or future employment opportunities in the sector. Workers are increasingly demanding occupational skills development in order to stay up-to-date on technological developments, ultimately ensuring they remain competitive workers. The reciprocal benefits ultimately reduce employee turnover costs, evidenced by one HBR report that finds that workers are 125% less likely to change jobs due to burnout (8). 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.

High

Child Labor, Forced Labor & Human Trafficking

Definition

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

Industry issues

Due to the globalization and increased mobilization of labor markets, recruitment agencies are increasingly filling employment needs for clients operating around the globe. As a result, recruitment practices are experiencing greater scrutiny regarding their role in preventing forms of modern slavery from persisting in supply chains. Recruitment practices, including the extraction of recruitment fees and deposits, have been widely reported on recently as a catalyst for locking employees assigned to client companies into their contracts, even when working conditions are considered exploitative and abusive. In particular, vulnerable groups, including migrant workers and refugees, working in temporary or seasonal positions have been placed into forced labor conditions by recruitment agencies serving clients that they are not familiar with in regards to management practices. In accordance with operational human rights frameworks, including the UN Guiding Principles on Business and Human Rights, human rights impact assessments should be performed to identify impacts for internal and external stakeholders caused by operations. Temporary recruitment agencies should perform client due diligence to ensure that these companies have management systems in place to ensure safe working conditions and where workers are allowed to move freely. Additionally, on-site audits should be requested of client working conditions to ensure that the conditions meet the acceptable international labor conditions. Recruitment agencies should train all relevant employees in how to detect such practices in client company operations and provide grievance mechanisms and whistle-blower procedures for their workers that they place in client organizations.

High

Diversity, Discrimination & Harassment

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 m

Industry issues

Given that temporary employment agencies are responsible for the hiring of workers, and the holders of the employment contracts, it is their responsibility to manage anti-discrimination efforts and to ensure that client companies have effective anti-harassment systems in place. employment agencies benefit from promoting diversity through anti-discrimination and harassment management systems because they are able to retain their labor pools, therefore reducing employee turnover costs. Globally, anti-discrimination efforts are not up to scale, indicated by research performed by the ILO indicating that women are paid on average 70%-90% of the salaries received by the male counterparts(9). The manufacturing sector experiences, according to some estimates, a 20% gender wage gap(10). While most countries have laws that prohibit discrimination, differences exist in their level of enforcement and scope of racial and social groups covered by their respective legislation, making it a strategic must for companies to establish internal policies that promote internal efforts. Many of the world's biggest and most successful companies have advanced diversity strategies, including in respect of LGBT. Temporary employment agencies must implement systems that reinforce diversity efforts, including the development of anti-discrimination and harassments policies. Training of all managers that have 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. Companies engaged in the sector should have systems in place to verify that client companies have anti-harassment systems in place to promote a safe and productive work environment. Lastly, an effective whistle-blowing procedure should be available to all employees to report concerns related to, or violations of, established anti-discrimination policy.



Ethics

Importance

CSR issue

Medium

Corruption

Definition

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

Industry issues

Corruption distorts fair markets and, if not managed effectively by the automotive manufacturing sector, exposes companies to financial losses from both the act itself and the increased cost of business caused by rampant industry-wide corruption. The Foreign Corrupt Practices Act and the UK Bribery Act expose companies and individuals working on behalf of companies to financial and criminal penalties, while similar legislation is currently being debated in Brazil and France-exposing companies to risks in additional jurisdictions. FCPA risks take different forms depending on the nature, scope and location of a company's international activity. They can arise both when companies seek to sell their products and services directly to foreign governments and state-owned entities and in the form of bribe payments in return for favorable contracting decisions. FCPA risks can also take other, less obvious forms, such as when companies face shakedowns from customs inspectors and tax assessors during efforts to import or export raw materials or finished products. Additionally, risks can surface when companies operate manufacturing facilities in foreign countries, which requires frequent interaction with hosts of foreign officials ranging from maintaining utility service to paying local taxes and securing police protection. The UK Bribery Act expands the scope of bribe recipients to any individual, regardless of their government relationship. 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.

Medium

Responsible Information Management

Definition

Deals with consumer and client data protection and privacy as well as truthfulness of marketing messages, and access to essential services.

Industry issues

Information security is a vital issue that exposes employment agencies to significant risks if key third-party information or data is breached. Employment agencies, at any given time, maintain a significant level of information regarding client companies, including process intellectual property and client employee information. This information, when breached, exposes employment providers to lawsuits from client companies and potentially any individuals affected by the breach. In order to reduce impacts of information security breaches, it's important for recruitment agencies to have effective information security management systems in place. Specifically, information should only be retained that is necessary for operational purposes, information access should be provided to employees on a need-to-know basis and an effective incident response procedure is vital to prevent the diffusion of impacts across the organization and the prevention of third-party information being further exposed.



Sustainable Procurement

Importance

CSR issue

Medium

Supplier Social Practices

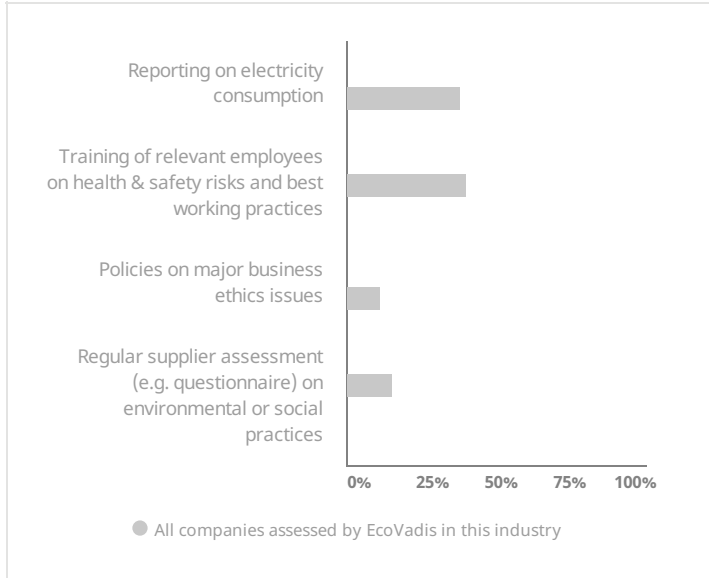
Definition

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

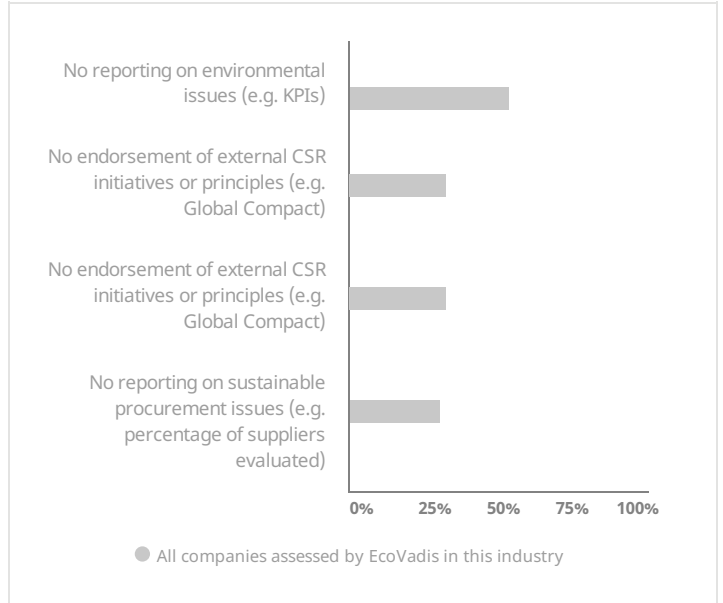
Industry issues

Companies have an obligation to respect and promote internationally recognized human rights of both internal and external stakeholders by managing the impacts caused by business operations, particularly when operating in identified high-risk countries. In promoting human rights, companies should not contribute to, or be complicit with, the denial of basic human rights, including property rights, privacy rights, water rights, and cultural and religious rights of either their workers or the communities where they operate. In accordance with international frameworks, workers should be allowed to perform religious and cultural rituals in the workplace without fear of coercion, harassment or reprimand, and should also be allowed to associate and assemble collectively and freely. The human rights of external stakeholders are potentially deprived when pollution caused by business operations impact food and water sources that local communities depend on to thrive. Population relocations, before, during or after operations, potential deprive local communities of property rights. Armed conflicts create favorable conditions for companies to exploit circumstances in which their operations, products or services further contribute to chaos. Lastly, customer data forfeitures to governments and other entities exposes customers to security risks when the information provided is used by governments to target parties deemed to be threats to state authority. 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 include those of supply chain operations. Companies should develop and implement due diligence procedures, to include supply chain mapping, risk assessments and follow up supplier engagements, including training 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. 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.

Key industry Strengths



Key industry Improvement Areas



CSR KPIs Overview

KPI	All companies assessed by EcoVadis in this industry
Active whistleblowing procedure in place	27%
Audit or assessment of suppliers on CSR issues	23%
Carbon disclosure project (CDP) respondent	5%
Formal code of business ethics OUTDATED	44%
Formal sustainable procurement policy	22%
Global Compact Signatory	8%
ISO 14001 certified (at least one operational site)	26%
OHSAS 18001 certification or equivalent (at least one operational site)	17%
Reporting on energy use or GHG emissions	48%
Reporting on health and safety indicators	46%

Main Regulations and Initiatives

Charte de la diversité en entreprise (French Diversity Charter)

<http://www.diversity-charter.com/>

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.

 **Labor & Human Rights**

ILO convention 181 on Private Employment Agencies

<http://www.ilo.org/ilolex/cgi-lex/convde.pl?C181>

 Regulatory

International convention about the private employment agencies.

 **Labor & Human Rights**

ILO Recommendation 188 on Private Employment Agencies

<http://www.ilo.org/ilolex/cgi-lex/convde.pl?R188>

 Regulatory

International recommendation about employment policy and promotion.

 **Labor & Human Rights**

Standard ISO 14000 (International Standard Organisation)

http://www.iso.org/iso/iso_14000_essentials

The ISO 14000 family addresses various aspects of environmental management

 **Environment**

International Labor Organization's Fundamental Conventions

http://www.ilo.org/wcmsp5/groups/public/--ed_norm/--declarations/publications/publication/wcms_095895.pdf

 Regulatory

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.

 **Labor & Human Rights**

Foreign Corrupt Practices Act of 1977

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

 Regulatory

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.

 **Ethics**

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

http://www.ciett.org/fileadmin/templates/ciett/docs/CIETT_Code_Conduct.pdf

Principles for a responsible agency work business around the world

 **Labor & Human Rights**

ILO Guide to private employment agency

<http://www.ilo.org/public/english/employment/skills/download/peaguide.pdf>

 Regulatory

Guide for regulation, monitoring and enforcement.

 **Labor & Human Rights**

PRISME Code of conduct for temporary labor agencies

http://prisme.eu/Web_Accueil/Les-Accords-cadre.aspx

Charters, Framework Agreements and conventions from the french professional organization PRISME (Professionnels de l'Interim, Services et Metiers de l'Emploi)

 **Labor & Human Rights**

Universal Declaration of Human Rights

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

 Regulatory

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

 **Labor & Human Rights**

Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

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

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

 **Labor & Human Rights**

United Nations Convention against Corruption (UNCAC)

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

 Regulatory

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.

 **Ethics**

United Nations Global Compact (10 principles)

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

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

 All themes

Standard Global Reporting Initiative's (GRI)

<https://www.globalreporting.org/Pages/default.aspx>

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.

 All themes

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

OECD guidelines for multinational enterprises

http://www.oecd.org/about/0,2337,en_2649_34889_1_1_1_1_1,00.html

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

 All themes

Standard ISO 26000 (International Standard Organisation)

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

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

 All themes

Sources

1- Allen York policies

<http://www.allen-york.com/policies>

2- Worldwide Trends in Energy Use and Efficiency

http://www.iea.org/publications/freepublications/publication/Indicators_2008.pdf

3- CSR Report 2013 Page Group

4- Temp agency workers falling through cracks in OHS system

<http://www.iwh.on.ca/at-work/69/temp-agency-workers-falling-through-cracks-in-ohs-system>

5- Private employment agencies, temporary agency workers and their contribution to the labour market

http://www.ciett.org/fileadmin/templates/ciett/docs/Public_Affairs/ILO_C181_WPrEA_2009.pdf

6- Reduce your use of office paper

<http://156.98.19.245/workplace/>

7- International Trade Union Confederation, 2014,

<http://www.ituc-csi.org/ituc-global-poll-2014?lang=en>

8- Harvard Business Review, 2012, Creating Sustainable Performance

<https://hbr.org/2012/01/creating-sustainable-performance>

9- International Labor Organization, 2011, Equality at Work: The Continuing Challenge

http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_154779.pdf

10- Gender Pay Gaps, 2012

http://www.equalityhumanrights.com/sites/default/files/documents/research/Briefing_papers/bp_6_final.pdf