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OBJET
Communication sur le
progrès 2018

Cormontreuil, France mardi 3 avril 2018

Dans un secteur très concurrentiel, où la pression sur les prix et les délais de livraison est toujours plus forte, SAMM Trading souhaite plus que jamais rester fidèles à ses valeurs et aux principes du Pacte Mondial des Nations Unies auxquels il a adhéré en 2016.

SAMM Trading est une petite structure au service des grandes. Dans le cadre de son activité, la réalisation d'objets promotionnels & Merchandising, notre structure fait fabriquer les produits qu'elle conçoit un peu partout dans le monde, en France, mais également dans d'autres pays d'Europe et en Asie.

Avec l'intime conviction que nos efforts ne porteront leurs fruits, si et uniquement si ils sont suivis dans la durée, nous nous entourons de partenaires et d'usines de fabrication avec qui nous travaillons avec une vision à long terme, prérequis indispensable pour progresser et apporter toujours plus de traçabilité dans les filières que nous proposons.

Nous nous efforçons en parallèle d'exiger de la part de nos clients, plus d'anticipation et usons de pédagogie afin d'intégrer des critères environnementaux et sociaux dans leur prise de décision.

La parution de notre première COP traduit notre volonté de poursuivre sur le long terme notre stratégie de développement sur les principes du Pacte Mondial, et à les promouvoir auprès de nos clients, partenaires et fournisseurs.



Antony VILLEGER
CEO



FÉDÉRATION FRANÇAISE
DES PROFESSIONNELS
DE LA COMMUNICATION PAR L'OBJET



Actions mise en place sur les quatre thèmes du Global Compact

Respect des Droits de l'Homme

SAMM Trading est membre de la Fédération Française des Professionnels de la Communication par l'OBJET (2FPCO). A ce titre la société a signé le Code de conduite de l' European Promotional products Association ainsi que la Charte de la 2FPCO dont les copies sont annexées à ce rapport.

Les valeurs énoncées sont en cohérence avec les principes fondamentaux du Global Compact et systématiquement recherchées auprès de nos partenaires.

Depuis 2017, un contrôle annuel est effectué par un organisme tiers qui s'assure du bon respect des lois et règlements dans l'entreprise. La situation de tous les collaborateurs et collaboratrices est ainsi vérifiée dans un cadre où la non-discrimination, la diversité et le dialogue sont des évidences.

Ces valeurs intangibles sont rappelées dans notre Charte ASE mise à disposition de toutes et tous via son site Internet. Les principes énoncés sont ainsi diffusés en interne mais aussi à nos clients ou partenaires.

Le Respect des Droits de l'homme se voit donc de ce fait contrôlé sur tous nos sites par des personnels extérieurs et indépendants.

Travail

Il n'est de richesse....et de femmes.

Chez SAMM Trading la parité reste toujours favorable aux dames qui cette année représentent 60% de l'effectif total. Suite aux récents mouvements dans la société, si elles n'ont plus qu'un seul des trois postes de direction, elles occupent par contre sept des onze postes à responsabilité opérationnelle (direction des ventes, Business Unit, Responsable de Grands Comptes).

En interne, le circuit d'accueil des nouveaux arrivants a été revu afin de parfaire leur intégration et leur dispenser au plus tôt les informations relatives à l'éthique des affaires que la Direction juge fondamentales. Les anciens vecteurs de communication tels les panneaux d'affichage, les différentes réunions au bénéfice de tous les collaborateurs perdurent et sont renforcés grâce à des séminaires « métiers » semestriels destinés à renforcer la cohésion et la participation des personnels face aux challenges définis par la Direction.

En Externe, le site Internet a été remanié afin de mieux présenter les valeurs, les atouts de la société ainsi que des informations environnementales essentielles à la préservation de notre cadre de vie.

Des activités axées sur la satisfaction des exigences de nos clients et la recherche permanente d'amélioration ne peuvent être conduites que par des personnels qui adhèrent aux valeurs de l'entreprise, les aptitudes personnelles sont donc valorisées et encouragées à cette fin.

Ces mêmes aptitudes personnelles sont aidées via l'aide à la formation de 4 apprentis recrutés en alternance dans les domaines de la comptabilité, du contrôle de gestion et commercial car la relève de demain se prépare aujourd'hui.

Enfin, cette démarche de Qualité assure une veille informationnelle destinée à s'assurer que les différentes réglementations ou publications pouvant avoir un impact sur le service rendu soient connues. Mais SAMM Trading est avant tout une société d'hommes, de femmes et leurs proches. De ce fait, toutes les informations pouvant intéresser la sphère familiale sont également prises en compte, recherchées et diffusées via les chefs de service car ce qui peut interagir sur les nôtres peut également toucher nos clients. Notre information se veut donc active et responsable vis-à-vis de toutes et tous.

L'Environnement

La prise en compte des nouvelles exigences environnementales nous a donné la possibilité de parfaire la connaissance des besoins et des attentes des personnels, de celles des clients et de nos partenaires ainsi que celle de l'incidence de nos activités et le cycle de vie des produits et des services proposés et la manière de les réaliser.

Le prolongement de ces réflexions s'est ressenti sur nos façons de procéder : L'intégration du nouveau système informatique de gestion commerciale s'est poursuivie avec la mise en place de nouveaux modules et procédures de travail visant à diminuer les impressions. D'années en années l'entreprise mesure cette réduction qui avait atteint 10% il y a deux ans et 18% pour le dernier Exercice.

La prise en compte de l'environnement se traduit également au niveau du parc de véhicules pour les personnels commerciaux.

Anti-Corruption

En tant que fournisseur de produits personnalisés, SAMM Trading crée et apporte des solutions aux entreprises en les aidant à se différencier à travers des objets et services de valeurs ajoutées qui maximiseront leur impact dans un marché où clients et prospects sont saturés par des messages émanant de supports de plus en plus nombreux et variés.

Son cœur de métier est donc la promotion de l'image de ses clients et, à ce titre, la société se doit d'être exemplaire et « transparente » vis-à-vis de toutes ses parties intéressées car il en va de sa crédibilité.

Comme il l'a déjà été énoncé supra, la sensibilisation des personnels nouveaux arrivants a été repensée dans le cadre du travail mais aussi dans celui de la lutte contre toutes les tentatives de corruption ou d'incitations, premières étapes vers des dérives aussi minimes puissent-elles être.

En interne, les personnels commerciaux se réfèrent à la Politique Fournisseurs établie par la Direction. Ce document définit par gammes de produits, quels sont les partenaires à privilégier ou à ne pas retenir ainsi que les prix ou marges à pratiquer. Comme par le passé, chaque commande suit un circuit de vérification à plusieurs niveaux hiérarchiques où tout écart doit être justifié. Enfin, tous les personnels bénéficient d'un intéressement collectif et non individuel afin que la performance profite à l'ensemble.

En amont, la Direction de SAMM Trading visite régulièrement ses principaux fournisseurs que ce soit en Europe ou dans les autres régions du monde. Elle fait également réaliser des audits et contrôles et la lutte contre le fléau que représente la corruption fait partie de ses exigences.

Intransigeance avec tous nos interlocuteurs qu'ils soient fournisseurs ou donneurs d'ordre, clarté, intégrité et transparence dans les relations tout au long de la chaîne de commercialisation sont les valeurs qui nous animent. La promotion des exigences du Global Compact placée spécialement en préambule de notre charte ASE va en ce sens.

En conclusion

SAMM Trading poursuit des efforts d'amélioration continue de ses activités, dans ses rapports envers les différentes parties prenantes et l'Environnement ; matérialisant la performance de sa prise de conscience globale.

Sa démarche reste une valeur fédératrice au sein de la société qui malgré une situation économique nationale tendue voit son Chiffre d'Affaire progresser, conforte sa place de leader dans son secteur d'activité, lui permet de poursuivre son développement en recrutant de nouveaux personnels tout en participant à la formation de ses futurs collaborateurs.

Des regards extérieurs experts et neutres permettent de progresser dans la performance. A cet effet SAMM Trading continue à soumettre ses engagements et ses performances sociétales aux évaluations d'Ecovadis.

Pour terminer, à travers notre Charte ASE reproduite ci-après, nous invitons tous nos clients et partenaires à nous rejoindre au sein d'une société plus juste et plus responsable où le Global Compact doit servir de modèle universel.

Les ADHERENTS, ainsi que les REPRESENTANTS de la Fédération Française des Professionnels de la Communication par l'Objet (2FPCO), s'engagent à respecter les exigences spécifiées dans la charte :

I. LES ENGAGEMENTS DE L'ADHERENT

| Exigences | Preuves |
|--|--|
| Organisation de l'entreprise | |
| 1. Être immatriculé au registre du commerce, tenir une comptabilité conforme aux obligations légales et tenir à jour l'ensemble des livres légaux prévus par les textes (notamment dépôt des comptes annuels au greffe du tribunal ; art L232-21/232-22 et 232-23 du code de commerce à partir d'un CA de 700000€ ou 10 salariés). | <i>Kbis, bilan, attestations diverses...</i> |
| 2. Déclarer et payer ses taxes et contributions : TVA, Déclaration d'échange de Biens,...(liste non exhaustive) | <i>Attestations des différents organismes correspondants</i> |
| 3. Être à jour de l'ensemble des cotisations sociales et fiscales et particulièrement en ce qui concerne la déclaration préalable d'embauche et le paiement des cotisations sociales. | <i>Attestations des différents organismes correspondants.</i> |
| 4. Préserver la sécurité des biens et des personnes. Document unique Plan de continuité d'activité (PCA) Préserver les fichiers en terme de : <ul style="list-style-type: none"> ▪ sauvegarde informatique à fréquence prédéfinie, ▪ protection du système informatique de l'entreprise. | <i>Document unique établi et communiqué Sauvegarde en place Existence d'un anti-virus</i> |
| 5. Respecter la Charte de la 2FPCO | <i>Signature et diffusion de la Charte en entreprise</i> |
| Transparence commerciale | |
| 6. Définir clairement l'offre de services en fonction des compétences appropriées. | <i>Trame de document récapitulant l'offre de service : plaquette, site Internet, propositions, autres.</i> |
| 7. Formaliser avec chaque client un contrat de services (bon de commande, BAT, conditions générales de ventes ou conditions spécifiques de ventes, formalisation écrite de toute modification au contrat) des prestations fournies en rapport aux exigences réglementaires et légales applicables (définition et revue des | <i>Capacité à fournir en exemple des contrats établis avec les clients.</i> |

| | |
|---|---|
| exigences, signature). | |
| 8. Respecter la réglementation et les normes en vigueur et fournir lorsque demandé les certificats de conformité | <i>Présentation des certificats</i> |
| 9. Respecter la législation en vigueur quant au paiement de la taxe de la SORECOP (Copie Privée). | <i>Bordereau</i> |
| 10. Contracter des garanties d'assurance adaptées à la nature de l'offre de services dont une assurance de <u>responsabilité professionnelle et civile</u> . | <i>Contrats d'assurance</i> |
| 11. Ne pas utiliser le logo du client sans accord écrit préalable | <i>Présentation d'un accord écrit</i> |
| 12. Refuser en toute connaissance de cause, de copier et/ou utiliser des produits créés ou brevetés par un tiers, sans accord préalable. | <i>Licence et/ou autorisation</i> |
| 13. Respecter les « copy right » logiciels | <i>Licence</i> |
| 14. Respecter le secret professionnel et faire respecter le secret professionnel par les salariés ainsi que les sous-traitants. | <i>Clause présente dans le contrat avec les salariés et les sous-traitants.</i> |
| Respect et implication 2FPCO | |
| 15. Contribuer au développement des principes d'une éthique commune et au respect d'une bonne relation interprofessionnelle. | <i>Engagement moral</i> |
| 16. Participer (ou se faire représenter) à l'assemblée annuelle de la 2FPCO, donner du temps à la Fédération, faire des dons de produits ou de services et être à jour de ses cotisations ; | <i>Participation effective, preuve de paiement, déclaration sur l'honneur</i> |
| 17. Remplir la charte de transparence chaque année | <i>Copie du document</i> |
| Principes d'éthique et développement durable | |
| 18. Respecter la législation en vigueur concernant vis à vis de l'éco-participation : DEEE, ECOFOLIO, PILES ET ACCUMULATEURS, ECO-EMBALLAGE, ECO-TEXTILE... : inscription et paiement des contributions auprès d'un des organismes collecteurs | <i>Récépissés</i> |
| 19. Contribuer au sein de l'entreprise à une réflexion sur l'adhésion aux principes du développement durable et à un comportement citoyen : Démarche RSE, ACESIA, Qualiserv®, Bien être au travail... | <i>Présentation des exemples</i> |
| Propriété intellectuelle | |
| 20. Utiliser et/ou reproduire les droits de Propriété Intellectuelle dont est titulaire la Fédération, et notamment ses marques enregistrées, <u>en sa seule qualité d'adhérent</u> de la Fédération, et pour les besoins de son activité, dans le respect intégral des normes et chartes graphiques en vigueur. | <i>Copie de la charte signée</i> |
| 21. Utiliser et/ou reproduire les droits de Propriété Intellectuelle appartenant à la Fédération dans le strict respect de la présente charte de la profession, sans possibilité d'étendre ces droits à d'autres opérations ou à d'autres supports. Ce droit d'utilisation | |

| | |
|---|----------------------------------|
| et/ou de reproduction ne peut en aucun cas être transmis à un tiers, ni être modifié sans l'accord exprès de la Fédération. | |
| <p>22. Cesser toute utilisation et/ou toute reproduction des droits de propriété intellectuelle dont est titulaire la Fédération, et notamment de ses marques enregistrées, à la première demande écrite de la Fédération, pour quelque cause que ce soit, et ce dans un délai de quarante-huit (48) heures à réception de cette demande.</p> <p>Cesser toute utilisation et/ou toute reproduction des droits de propriété intellectuelle dont est titulaire la Fédération en cas de perte de sa qualité d'adhérent, pour quelque cause que ce soit.</p> | <i>Copie de la charte signée</i> |

II. ENGAGEMENTS DE LA 2FPCO

| Engagements | Moyens (Comment ?) |
|---|---|
| 1. Communiquer, à la demande, les informations en sa possession , relatives au métier : | Veille des évolutions de la profession. |
| a. obligations légales | Veille réglementaire |
| b. conditions légales de vente | Veille réglementaire |
| c. dispositions fiscales. | Veille juridique |
| 2. Mettre à disposition les chiffres disponibles de la profession | Sources : consultations des organismes compétents Communication : site Internet |
| 3. Mettre à la disposition des adhérents des informations sur la reprise/transmission d'entreprises du secteur, offres d'emplois | Sources : consultations des organismes compétents Communication : site Internet |
| 4. Mettre à la disposition des adhérents des contrats de travail types pour certaines catégories de personnel | Sources : consultations des organismes compétents Communication : site Internet... |
| 5. Assurer la garantie de confidentialité des informations communiquées à la 2FPCO | Engagement moral |
| 6. Négocier des conditions de formation auprès des OPCA et apporter des formations professionnelles via 2FPCO Formation | Négociations |
| 7. Représenter les adhérents et négocier avec les institutions officielles | Engagement dans les assemblées et les manifestations organisées. |
| 8. Représenter la profession lors des salons professionnels | Participations aux assemblées et manifestations organisées. |

| | |
|--|--|
| 9. Représenter la 2FPCO auprès de la Fédération Européenne | Adhésion active |
| 10. Assurer la promotion de la 2FPCO. | Media et Label QUALISERV® |
| 11. Encourager la mise en place et le maintien du Label QUALISERV® par chaque adhérent. | Communication auprès des adhérents à travers le site INTERNET et lors des assemblées |
| 12. Permettre à chaque adhérent de bénéficier d'un lien entre le site de la 2FPCO et son propre site | Site Internet 2FPCO |
| 13. Vérifier le respect de la Charte | Audits commandités par la 2FPCO |
| 14. Concéder à chaque adhérent un droit d'utilisation et/ou de reproduction non-exclusif, incessible et gratuit de ses droits de propriété intellectuelle, et notamment de ses marques enregistrées. | Copie de la charte signée |

Date

Signatures

Pour l'adhérent



APPROUVÉ

Par ANTONY VILLEGER, 10:40, 03/04/2018

Pour la 2FPCO,
R. Hertault, Président



Cachet de l'entreprise

votre
 communication
 par l'objet  samm
 trading
 A. 64, rue du commerce
 51350 CORMONTREUIL - FRANCE
 T. 03 26 82 62 70 - F. 03 26 50 10 19
 E. contact@sammtrading.fr
 W. www.sammtrading.fr



SAMM TRADING SARL

has been granted a

Silver Recognition Level

Based on their EcoVadis CSR rating

October **2016**



Valid until : **October 2017**

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Profil Développement Durable de :
SAMM TRADING SARL
France

54 / 100

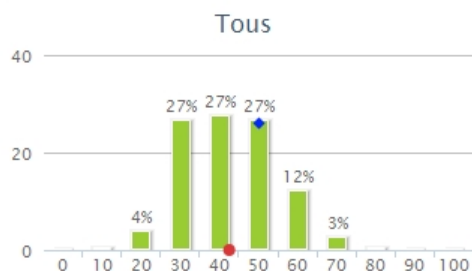
octobre 2016

L'engagement RSE de SAMM TRADING SARL est :
Confirmé

Exceptionnel
Avancé
Confirmé
Partiel
Aucun

Performance RSE: vue d'ensemble

Répartition des scores



Moyenne: 42.4 SAMM TRADING SARL: 54

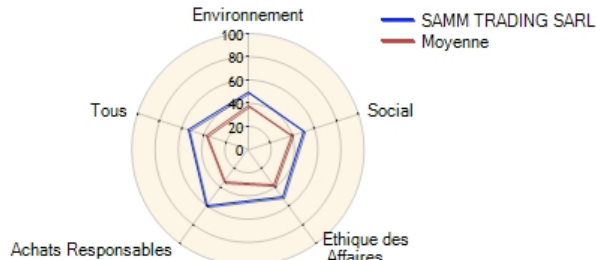
Comparaison de SAMM TRADING SARL avec l'ensemble des fournisseurs évalués par EcoVadis. L'histogramme montre la répartition des scores obtenus par les fournisseurs en %, à la date où ce document a été créé.

Scores par thème

| | | | Pondération |
|----------------------|----|--|-------------|
| Environnement | 50 | | 1 |
| Social | 50 | | 2 |
| Ethique des Affaires | 50 | | 1 |
| Achats Responsables | 60 | | 3 |

Le score global de SAMM TRADING SARL est composé de 4 scores qui reflètent la performance de l'entreprise sur 4 thèmes RSE. Le score global est la moyenne pondérée de ces 4 scores.

Analyse Comparative



La position de SAMM TRADING SARL par rapport à la moyenne de toutes les entreprises évaluées par EcoVadis dans le même secteur d'activité.

Secteur d'activité: Commerce de gros non spécialisé

Benchmark



Les barres grises représentent l'éventail des notes attribuées aux entreprises opérant dans le même secteur d'activité que SAMM TRADING SARL.
NOTE: Les 5% extrêmes ont été exclus pour assurer la pertinence statistique.

Point(s) fort(s)

- ✓ **Environnement:** SAMM TRADING SARL se situe dans le **TOP 26 %** des fournisseurs évalués par EcoVadis dans la catégorie Non-specialized wholesale trade.
- ✓ **Ethique des Affaires:** SAMM TRADING SARL se situe dans le **TOP 30 %** des fournisseurs évalués par EcoVadis dans la catégorie Non-specialized wholesale trade.
- ✓ **Achats Responsables :** SAMM TRADING SARL se situe dans le **TOP 5 %** des fournisseurs évalués par EcoVadis dans la catégorie Non-specialized wholesale trade.
- ✓ **Global:** SAMM TRADING SARL se situe dans le **TOP 9 %** des fournisseurs évalués par EcoVadis dans la catégorie Non-specialized wholesale trade.
- ✓ **Global:** SAMM TRADING SARL se situe dans le **TOP 17 %** des fournisseurs évalués par EcoVadis dans toutes les catégories.



Présentation d'EcoVadis

EcoVadis fournit la première solution dédiée à l'intégration et au suivi des pratiques Développement Durable dans les processus achats. Combinant technologies innovantes et expertise dans le domaine de la RSE, EcoVadis aide les acheteurs et les fournisseurs à adopter des pratiques plus durables.

Notre mission:

Produire des évaluations fiables sur la performance RSE des entreprises, en leur apportant un diagnostic complet, des données de comparaison, ainsi que des outils permettant aux entreprises de s'engager dans un processus d'amélioration continue.

Notre expertise:

- RSE (Responsabilité Sociétale des Entreprises): notre équipe internationale d'experts en Développement Durable analyse et croise les données des fournisseurs (documents justificatifs, veille 360°, etc.) afin d'aboutir à des notations fiables, prenant en compte le secteur d'activité, la taille, et la localisation géographique de chaque entreprise.
- Nouvelles technologies: EcoVadis offre l'accès à des solutions Web, où les acheteurs et les fournisseurs peuvent accéder aux fiches de notation EcoVadis et partager des données. EcoVadis propose des solutions en ligne hautement sécurisées assurant la confidentialité des données de nos utilisateurs.

Notre méthodologie:

La méthodologie EcoVadis est basée sur les normes internationales du Développement Durable (GRI (l'Initiative mondiale du reporting), le Pacte Mondial des Nations-Unies, l'ISO 26000), et supervisée par un comité scientifique réunissant des experts de la RSE et des Achats, afin de garantir l'indépendance et la fiabilité des évaluations.

Nos utilisateurs:

- Des milliers de fournisseurs utilisent la plateforme EcoVadis chaque mois pour répondre aux demandes d'évaluation RSE de leurs clients, travailler sur leurs points d'amélioration ou centraliser les documents liés à la RSE. EcoVadis rassemble près de 30.000 abonnés, basés dans 110 pays et 150 secteurs d'activité différents.
- Environ 150 sociétés multinationales utilisent EcoVadis pour le suivi RSE de leurs fournisseurs, parmi lesquelles:



Contact
contact@ecovadis.com
www.ecovadis.com



Corporate Social Responsibility (CSR) Assessment Report



Company Assessed : SAMM TRADING SARL

Overall Score: 54/100
October 2016



CSR engagement: Confirmed

Size: Extra Small
Country (company headquarters): France
Presence in Risk Countries: No
Category/Industry: Non-specialized wholesale trade



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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

54/100



CSR PERFORMANCE

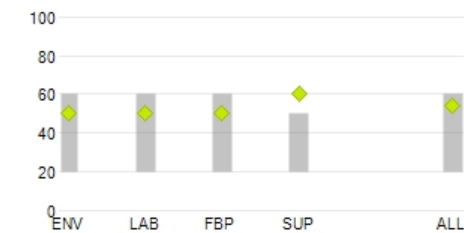
| | | | |
|-------------------------|-----|----|--|
| Environment | ENV | 50 | |
| Labor Practices | LAB | 50 | |
| Fair Business Practices | FBP | 50 | |
| Sustainable Procurement | SUP | 60 | |

The overall and theme scores summarize the CSR performance of SAMM TRADING SARL on a scale of 1 to 100.

Legend



BENCHMARK

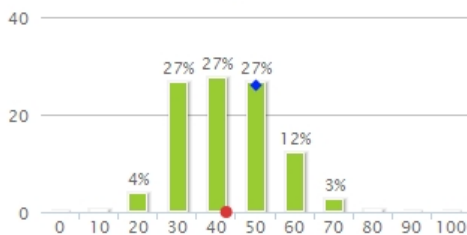


Benchmark is done on all suppliers of the same business category on the EcoVadis database

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

All



This graph depicts the distribution of overall scores for several thousand companies on the EcoVadis platform. SAMM TRADING SARL has an overall score of 54 and the company is ranked alongside 27% which have **Confirmed** CSR engagement.

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



SAMM TRADING SARL 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].



Corrective Action Plan in progress

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. SAMM TRADING SARL 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 checked="" 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 | → | 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 | → | 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 | → | Structured and proactive CSR approach Engagements/policies and tangible actions on major issues Basic reporting on actions or performance indicators |
| 25-44 | Partial | → | 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 | → | 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 | 50 | |
| Labor Practices | LAB | 50 | |
| Fair Business Practices | FBP | 50 | |
| 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.

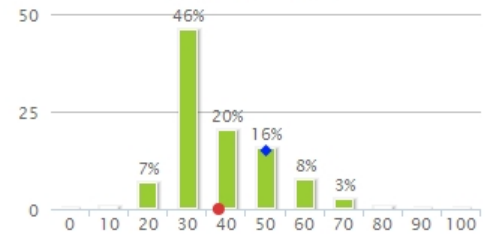
BENCHMARK



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 |
|--|---|--|-----|
|  | Basic environmental policies: only basic statements or lacks details on specific issues | <p>More Information</p> <ul style="list-style-type: none"> The company has issued value statements on environmental issues, which either lack specificity at issue level, do not cover all the major issues the company is confronted with, or lack organizational elements (e.g. review process, dedicated responsibilities, scope of application) <p>Guidance</p> <ul style="list-style-type: none"> A standard environmental policy integrates commitments and/or operational objectives on the main environmental risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document (e.g. QHSE Policy). A standard environmental 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 (i.e. on energy consumption & GHG emissions), and review mechanisms. Click on the link below for ECOVADIS HOW-TO GUIDES — Developing an Environmental Policy. | |

ENVIRONMENT: ACTIONS

| Priority | Strength or Weakness | Additional Definition | CAP |
|--|--|--|-----|
|  | Declares measures on waste management, but no supporting documentation available | More Information <ul style="list-style-type: none"> The company declares it has implemented actions on waste management. However, no information on this topic was found in the supporting documentation. Guidance <ul style="list-style-type: none"> Some examples of actions on this topic include: recycle or reuse programs, measures to reduce paper consumption, and partnerships to help dispose of waste that the company cannot dispose of. | |
|  | Declares measures on promotion of sustainable consumption, but no supporting documentation available | More Information <ul style="list-style-type: none"> The company declares it has implemented actions on the promotion of sustainable consumption among its customers. However, no information was found on this topic in the supporting documentation. Guidance <ul style="list-style-type: none"> Some examples of actions on this topic include the promotion of products or services with positive environmental or social impacts (e.g. provision to customers of services for reducing material consumption, provision of eco-designed products), provision of information to support more sustainable behavior of clients, or raising client awareness on CSR issues. | |
|  | Reduction of energy consumption through employee awareness programs | | |

ENVIRONMENT: RESULTS

| Priority | Strength or Weakness | Additional Definition | CAP |
|---|--|--|-----|
|  | No reporting on environmental issues (e.g. KPIs) | More Information <ul style="list-style-type: none"> The company declares no formal reporting on its environmental performance. There is no information within the company's supporting documentation on key performance indicators (KPIs) or statistical figures. Guidance <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. Click on the link below for ECOVADIS HOW-TO GUIDES — Developing an Environmental Report. | |

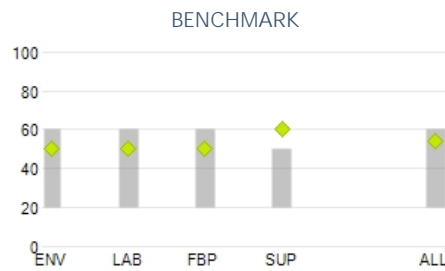
7. LABOR PRACTICES & HUMAN RIGHTS (LAB)

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 & harassment, child labor, etc.).

LABOR & HUMAN RIGHTS: SCORES

| CSR PERFORMANCE | |
|--|--------|
| Environment | ENV 50 |
| Labor Practices | LAB 50 |
| Fair Business Practices | FBP 50 |
| Sustainable Procurement | SUP 60 |
| WEIGHT of the Theme LAB | |
| 2 out of 7 -> 28% of the global score | |

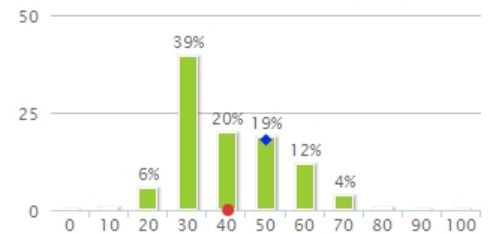
Themes are weighted according the Corporate Social Responsibility (CSR) risks associated to the company industry of operation and country of operation(s). The theme weights influence the resulting overall score.



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.

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 |
|----------|--|--|-----|
| | Basic labor policies: only general statements or lack details on specific issues | <p>More Information</p> <ul style="list-style-type: none"> The company has issued value statements on labor issues, which either lack specificity at issue level, do not cover all the major issues the company is confronted with, or lack organizational elements (e.g. review process, dedicated responsibilities, scope of application) <p>Guidance</p> <ul style="list-style-type: none"> A standard labor policy includes commitments and/or operational objectives on the main labor risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document. A standard labor 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. | |

LABOR PRACTICES & HUMAN RIGHTS: ACTIONS

| Priority | Strength or Weakness | Additional Definition | CAP |
|----------|--|-----------------------|-----|
| | Training of relevant employees on health & safety risks and best working practices | | |
| | Regular assessment (at least once a year) of individual performance | | |

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 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. Click on the link below for ECOVADIS HOW-TO GUIDES — Developing a Labor Practices & Human Rights Report. | |

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 information management depending on the industry of operation.

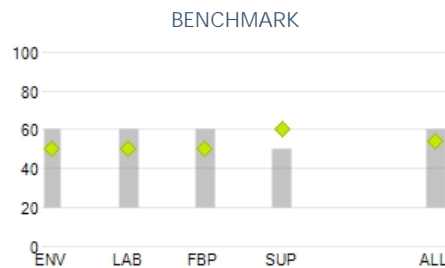
FAIR BUSINESS PRACTICES: SCORES

| CSR PERFORMANCE | |
|-------------------------|--------|
| Environment | ENV 50 |
| Labor Practices | LAB 50 |
| Fair Business Practices | FBP 50 |
| Sustainable Procurement | SUP 60 |

WEIGHT of the Theme FB

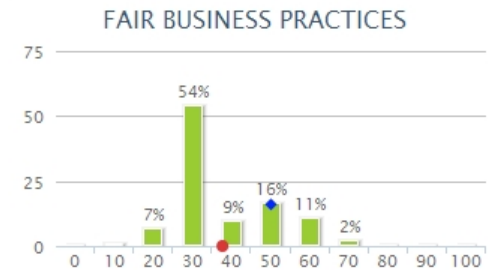
1 out of 7 -> **14%** of the global score

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.

DETAILED SCORE BENCHMARK



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 |
|----------|---|---|-----|
| | Basic business ethics policies: only general statements or lacks details on specific issues | <p>More Information</p> <ul style="list-style-type: none"> The company has issued value statements, commitments, and/or operational objectives on fair business practices, which either lack specificity at issue level, do not cover the major business ethics issues the company is confronted with, are not consolidated into a formalized policy document, or lack organizational elements (e.g. review process, dedicated responsibilities, scope of application). <p>Guidance</p> <ul style="list-style-type: none"> A standard policy on fair business practices covers corruption & bribery issues and optionally information security and responsible marketing issues, depending on the relevancy for the industry or sector. Such a policy is formalized in the form of qualitative objectives/commitments in a formal policy document (e.g. Code of Ethics/Code of Conduct) and includes organizational elements (e.g. review process, dedicated responsibilities, scope of application). Click on the link below for ECOVADIS HOW-TO GUIDES — Developing a Business Ethics Policy. | |

FAIR BUSINESS PRACTICES: ACTIONS

| Priority | Strength or Weakness | Additional Definition | CAP |
|----------|--|-----------------------|-----|
| | Awareness training performed to prevent corruption & bribery | | |

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 | 50 |
| Labor Practices | LAB | 50 |
| Fair Business Practices | FBP | 50 |
| Sustainable Procurement | SUP | 60 |

WEIGHT of the Theme SUP
3 out of 7 -> **42%** 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.

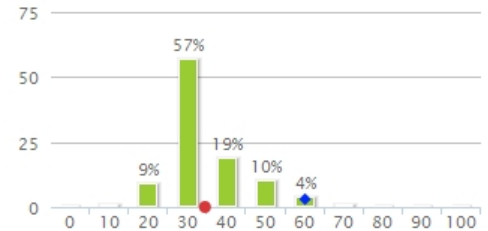
BENCHMARK



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

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 both environment and social factors | <p>More Information</p> <ul style="list-style-type: none"> The company has formalized statements, commitments, and/or operational objectives on the management of its sustainable procurement policies. The existing policy covers both environmental and social factors that the company may be confronted with. <p>Guidance</p> <ul style="list-style-type: none"> A standard sustainable procurement policy includes commitments and/or operational objectives on all material sourcing risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document. A comprehensive sustainable procurement policy includes additional organizational elements such as a regular review mechanisms, an allocation of responsibilities, and a clearly defined scope of application. Click on the link below for ECOVADIS HOW-TO GUIDES — Developing a Sustainable Procurement Policy. | |

SUSTAINABLE PROCUREMENT: ACTIONS

| Priority | Strength or Weakness | Additional Definition | CAP |
|----------|---|---|-----|
| ✓ | Regular supplier assessment (e.g. questionnaire) on environmental or social practices | More Information <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. | |

SUSTAINABLE PROCUREMENT: RESULTS

| Priority | Strength or Weakness | Additional Definition | CAP |
|----------|--|-----------------------|-----|
| ⚠ | No reporting on sustainable procurement issues | | |

10. The 360° WATCH: stakeholders' information

360° WATCH



10/2016 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.
- An absence of formalized reporting on CSR related key performance indicators (KPIs) is to be noted (i.e. KPIs as questionnaire declarations only).

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: **ANTONY VILLEGER - 01/12/2017**

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 : **Non-specialized wholesale trade**.

|  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 checked="" type="checkbox"/> Customers Health & Safety <input checked="" 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 type="checkbox"/> Child & Forced Labor <input checked="" type="checkbox"/> Discrimination & Harassment <input type="checkbox"/> Fundamental Human Rights | <input checked="" type="checkbox"/> Corruption & Bribery <input checked="" type="checkbox"/> Anti-competitive Practices <input checked="" type="checkbox"/> Responsible Information Management <div>  Sustainable Procurement </div> <input checked="" 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 type="checkbox"/> Only in Risk countries  Noteworthy Practices | | |

KEY CSR ISSUES

This section shows a qualitative explanation of the key CSR issues and risk pertaining to **Non-specialized wholesale trade**.

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: For wholesale companies, energy consumption and greenhouse gas emissions come primarily from electricity and fuel use for warehouses and offices and from the transportation of goods[1]. In the US, lighting in warehouses accounts for 60% of total electricity usage while heating accounts for 84% of natural gas usage[2]. The total cost of energy use typically accounts for 15% of a warehouse's operating budget[2], with the largest energy cost being lighting at 41%[3]. Since the recent implementation of energy legislation in many states and countries[4][5][6], there are regulations in place that mandate companies to reduce their greenhouse gas emissions within a certain time frame, as well as sizeable incentives and tax rebates that go towards companies that are able to cut down on energy use. Energy consumption and the consequent greenhouse gas (GHG) emissions from transportation are increasingly crucial CSR issues for companies in this category. Transport emissions in the US made up 27% of total GHG emissions in the country in 2013[7]. These emissions have increased by 16% since 1990 and continue to rise at an alarming rate[7]. Similarly in the United Kingdom, road transport makes up 27% of energy consumed, contributing a large proportion of total GHG emissions[8]. This has resulted in increasing scrutiny on transportation, particularly as public awareness of climate change continues to develop. Furthermore, the likelihood of government regulations limiting energy consumption and GHG emissions is growing, posing substantial risk for companies that don't address the problem proactively. The European Commission passed legislation in 2014 addressing GHG emissions from trucks and other high occupancy vehicles[9]. There is similar legislation in the US and other countries, and governments are likely to strengthen these laws in the coming years. There are a myriad of changes, from small and low-hurdle to more extensive, which companies can implement to bring down energy consumption and greenhouse gas emissions. In warehouses and offices, lighting fixtures can be replaced with, for example, linear fluorescent or pulse start metal halide lamps, and heating and cooling systems upgraded to high efficiency models[3]. For more drastic improvements, buildings can be retrofitted to incorporate sustainable design, making use of natural lighting and other elements to reduce the need for energy use[10]. To cut down fuel-use in transportation operations and the associated greenhouse gas emissions, fuel efficient or even electric vehicles can make a significant difference. More radically, the mode of transport and/or route can be optimized in order to maximize efficiency. For example, goods previously transported by air could be shipped instead.

Materials, Chemicals & Waste

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

Sectorial issues: As the wholesale sector acts as resellers of products, they are not directly involved in the manufacturing process and consumption of resources. However, wholesalers must be aware of important issues relating to chemicals and waste that can present risks for their business operations. In many countries, even the transportation and storage of these products are regulated, and require that wholesale companies have management systems in place or risk breaching local laws and facing hefty fines and disruption of operations[11]. In the European Union, for example, companies that supply or important chemical substances or chemical substances contained in finished products or articles, must comply with a certain regulation known as REACH[12]. Under these regulations, suppliers of these chemicals are responsibly for passing on safety information to customers (safety data sheets) and responding to customer queries about chemical products. Similar regulations are present in many other countries around the world[13], and are important for wholesale companies to be familiar with to reduce risk and maximize business opportunities. In addition to transport and storage, wholesale companies also consume materials from their own business operations and produce their own waste, which can both become costly for companies if not managed effectively. Inefficient use of materials can lead to high costs of business. Waste and hazardous waste generated through operations can pose serious legal risks to companies if they are not stored, handled, labeled and disposed of properly, and can lead to labor accidents and large fines if procedures are not followed. To avoid violations, companies in wholesale can ensure that they have an updated inventory of chemical substances used, supplied, manufactured, or imported, and understand their responsibilities in regard to control regulations on each of the substances. Companies should have clear processes and employee training for labeling, storing, handling, and transporting of hazardous goods as well as the companies' own hazardous waste materials. Companies can reduce materials consumption and waste generation by establishing management systems for flow of supplies, including more proactive approaches such as using RFID tags[14] for keeping track of supplies such as crates and pallets so that unneeded materials can be reused or recycled more easily.

Customers Health & Safety

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

Sectorial issues: Any companies that supply products need to make sure the products are safe. The heaviest responsibility of product safety falls on manufacturers, but in many countries importers and distributors also have significant legal responsibilities with regard to the products they supply[15][16]. The impacts of unsafe products can affect either direct customers of wholesalers, or the end-consumer over the life of the product, and thus is a critical concern for wholesale companies. The consequences of failing to meet safety responsibilities include legal action with possible fines or even criminal charges[17]. Companies can also be sued by anyone who has been injured or suffered damage to personal property as a result of using their products. Wholesale businesses, even though they did not manufacture the products, can be held jointly liable by consumers and governments if a product causes harm[17]. Additionally, in many countries governments have the authority to pursue recalls and to ban products that expose consumers to risks or death, which can cause major financial impacts for businesses, damage of reputation, and disruption of operations. To avoid facing legal trouble, wholesalers can take an active approach to preventing safety problems with the products they distribute. Wholesalers must be aware of the materials they are distributing and have control and monitoring systems in place regarding toxic or harmful substances in products. They also have a responsibility to warn consumers about potential risks of using the product by providing information to help consumers understand the risks. To further reduce liability with regard to product safety, companies can implement formal procedures to quickly address product safety incidents, such as formal product call back processes.

Sustainable Consumption

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

Sectorial issues: Global trends towards sustainable consumption have led to increased attention on how products are being produced and which products are being purchased[18]. Governments and consumers are increasingly concerned about addressing the polluting and health effects of the consumption of products, as well as the impacts of consumption on factors of production, such as workers and resources[19]. For wholesale businesses in this category, paying attention to these trends in sustainable consumption can provide significant market opportunities. Downstream manufacturers and consumers are increasingly facing scrutiny on impacts of their products, while at the same time also seeing increasing demand of green products (20). At the same time, taking measures to diversify and include sustainable products in catalogs can also serve to protect companies from falling behind competitors and losing access to global markets. These businesses can also avoid facing potentially harmful regulatory sanctions by staying on top of all the regulations or even being proactive participants in shaping the regulatory environment with regard to sustainable consumption.

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: Wholesale companies have a legal responsibility to protect workers against health and safety hazards at work. Workers have a right to know about potential work-related hazards from their employers, but also have a responsibility to carry out their work safely and refuse work that they believe is dangerous[21]. Physical hazards are the most common type of hazards, and in the wholesale sector some of the typical workplace dangers are related to indoor air quality and pollution, repetitive motion, lifting, carrying and standing, racking systems, slips, trips and falls, and chemicals[22]. The main causes of major injuries are from workers slipping or tripping, and the leading cause of over-3-day injuries are from manual handling of loads[23]. Operating vehicles and machinery, including forklifts and trucks, is also a significantly hazardous part of some wholesale operations (24). The law does not expect companies to eliminate all risk of worker safety, but companies in most countries are required by law to protect people as far as 'reasonably practical', and some countries even have legal requirements for companies to conduct risk assessments employee health and safety[23]. Companies that lack on management of employee health and safety put themselves in danger of costly legal action, wasted time and efficiency and an unhappy workforce. The beginning point to managing health and safety in the workplace is to have a robust health and safety policy, which lays out the groundwork for a good management system. Additionally, all employees in the wholesale business should have basic training in health and safety in hazards associated with their work and within the warehouse, including in work equipment and vehicles, as well as information on precautions to take. Companies can (or must, in some countries) conduct frequent risk assessments to critically examine all aspects of the workplace and identify hazards that must be addressed and corrected. An investigation process for accidents can also help companies identify further actions to take while also helping with the review process of risk assessments. Appropriate protective equipment should be provided to employees engaged in hazardous work. For example, back supports and helmets for those working in warehouses and undertaking heavy lifting.

Working Conditions

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

Sectorial issues: According to a 2010 European Union survey, 18% of workers in the EU are not satisfied with their work-life balance[25]. In France, a 2003 study showed that 23.7% of wholesale and retail workers reported working beyond their official work hours[26]. A similar survey in Sweden in 2009 found that 37% of employees in this sector had to cut down on lunch breaks, work overtime, and/or bring work home at least once a week[26]. Long working hours have been associated with high levels of work intensity[25], compounding employee stress and leading to lower overall job satisfaction and productivity. These statistics demonstrate a real risk and missed opportunity for companies in the wholesale sector. There is evidence that workers with inadequate work-life balance and working conditions tend to be less productive[27] and often quit their jobs earlier, resulting in higher turnover[26]. Furthermore, workers who are fatigued, from lack of sleep or time off, are not only unmotivated, they may also place themselves and coworkers at higher risk of work-related accidents[28]. This especially pertains to drivers, machinery operators, and warehouse workers doing heavy lifting, which are common activities in the wholesale sector. There are also legal considerations as companies that lag behind laws face financial impacts through government fines and lawsuits[29][30]. Even those companies that meet the legal minimums can face employee strikes and denunciation by non-governmental organizations or labor groups and face reputational damage and disruptions. In order to avoid the negative impacts of a dissatisfied and unproductive workforce, companies should think specifically in terms of remuneration, time off, and the social benefits they provide to their employees. A happy workforce can provide many financial and operational benefits to businesses, including talent attraction and retention, building diversity in skills and personnel, reducing sickness and absenteeism, and decreasing employee stress and burnout[31]. Recommendations for employers in this sector include being familiar with local and national labor laws on minimum wage and overtime pay and maintaining time records of employees[28], as well as providing flexible working arrangements, maternity and paternity leave, and employee assistance programs[31]. Companies can also take a more proactive approach by establishing frequent communication between management and employees regarding working conditions[26].

Social Dialog

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

Sectorial 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 the International Trade Union Confederation's (ITUC) 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[31] (see Working Conditions and Career Management). 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. From an internal management perspective, the challenges associated with managing social dialogue in global operations is exacerbated by the disparity in union membership across the world, currently 6.7% in the US[33], 30-35% in China[34], and over 60% in the Nordic countries[32]. 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[32]. 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.

Career Management & Training

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

Sectorial issues: In addition to fair pay, social benefits and safe and stimulating working conditions, companies can include occupational skills development in their human capital management strategies. Many positions in the wholesale sector require skills in areas including sales, customer service, staff supervision, training, and back office work. At higher levels and in larger organizations, wholesale companies are dependent on professional skills such as accountancy, information technology, finance and human resource management, supply chain management and modelling, category management and data mining[35]. Over the last decade, trends in efficient supply management, including the proliferation of new technologies, have led to a need for a highly skilled and innovative workforce[35]. Additionally, workers increasingly expect occupational skills development in order to stay up-to-date on technological developments, ultimately ensuring they remain competitive. These 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 when these needs are met[36]. To take advantage of the benefits provided by a skilled workforce, wholesale companies can develop and implement occupational training and development programs across all operations. Ongoing employee evaluations accompanied by continuous feedback can 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 can 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 can therefore be embedded throughout all operations.

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 membership, political affiliation or age.

Sectorial issues: Discrimination and diversity are key issues in any organization around the world. Risk of facing discrimination is especially acute for low-skilled employees, older and migrant workers, women, and other vulnerable groups[37]. Research has shown that women's wages around the world are on average 70-90% of men's, and gay employees are paid 3 to 30% less than their non-gay counterparts[35]. In a 2009 EU survey, 58% of people surveyed considered age discrimination to be widespread in their country[38]. Discrimination can take many forms, both directly and indirectly. It can relate to recruitment, promotion, termination, compensation, training and development, and access for disabled employees, among other elements[37][39]. Workplace discrimination, including sexual harassment, can lead to poor work culture and a demoralized workforce, job performance and productivity and a damaged organizational reputation[40]. Additionally, many countries have laws against workplace discrimination, and violations of these laws expose companies to potentially costly lawsuits[40]. Diversity, on the other hand, can provide multiple benefits to companies as a result of having a wide range of experiences, perspectives, and cultural understandings within the organization[38]. Diversity has been identified as a key driver of innovation and crucial for companies that want to attract and retain top talent[40]. Other business advantages include improved productivity, a better market focus, enhanced reputation, and reduced vulnerability to legal challenges[39]. To avoid the negative impacts of discrimination and reap the benefits of a diverse workforce, wholesale companies can start by implementing clear zero-tolerance policies on discrimination, and creating procedures to enforce these policies[42]. Proactive measures can be taken by training employees and managers on discrimination issues, examining potential discrimination risks that may arise from existing labor policies and practices, and taking actions to provide for the protection of vulnerable groups. Companies should also encourage employees to report on discrimination violations through safe reporting channels that protect their confidentiality.

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: Corruption and bribery presents a constant risk for wholesale companies. According to a recent OECD report, bribes amount to approximately 19% of total transaction value in the wholesale and retail industry[43], representing a high cost of corruption in the industry. Whether it is the risk of company employees or external parties acting unethically, organizations must proactively confront these issues in order to reduce the dangers that they pose. Legal cases or allegations of corruption that come to light can seriously damage a company's reputation and can even result in the loss of a company's social 'license to operate' in the eyes of stakeholders. Furthermore, sanctions can be extremely costly. It is important to note that these risks are especially high when it comes to dealing with government entities and employees[44]. In order to mitigate the risk of corruption and bribery, companies should develop strong formal policies that apply to all employees. Employees should also be trained on corruption and bribery issues and be required to sign a company Code of Conduct or Ethics. These formal documents are most effective when they contain detailed guidelines for what constitutes corruption and bribery violations. Finally, implementation of clear disciplinary procedures for offenders and anonymous whistleblowing channels for employees to report violations will ensure a strong reduction in risk.

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: Anti-Competition issues are a concern for wholesale companies, especially those of medium and large size. Anti-competitive practices take resources from purchasers and taxpayers, diminish public confidence in the competitive process, and undermine the benefits of a competitive marketplace[45]. Companies violate anti-competition laws when they get involved in price fixing, output restrictions, market allocation, and bid rigging. Cartel prosecution is a priority objective for the OECD, and prohibition against cartels is considered to be part of domestic competition law in many countries[45]. Because of the damage that anti-competition cases can cause, backlash against violators is very steep. Companies can face administrative fines, government sanctions against individuals, lawsuits brought by private parties, or criminal prosecution and incarceration[45]. In the UK, for example, businesses may be fined up to 10% of their worldwide turnover if they are found to have entered into an anti-competitive agreement or abuse a dominant market position[46]. Individuals may be fined or sent to prison for up to 5 years, and company directors can be disqualified from being a director for up to 15 years. To protect themselves from the risks of anti-competitive behavior, it is essential for companies to provide regular training for employees on the regulations and warning signs concerning anti-competition. Proper whistleblowing procedures can be put in place to provide internal checks against illegal activity, and disciplinary procedures are important to provide a structured process for employees found to violate anti-competitive laws.

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.

Sectorial issues: Information security is an issue that all companies need to be aware of and implement measures to protect themselves from attacks. Companies need to implement strategic initiatives and technologies to improve security and reduce risks. The introduction of an Information Security Management System, such as ISO 27001, is a systematic approach for managing sensitive consumer and other 3rd party information. The retailer's commitment and expectation from employees regarding information security and data protection should be formalized in a Code of Conduct. The overall security strategy can encompass a risk based security framework as well as the conducting of a threat and risk assessment. Security training sessions for employees (in person or e-learning) and awareness programs can reduce the risk of security incidents attributed to current employees. In order to reduce and minimize the damage from security incidents some companies have a formal incident response procedure (IRP) in place to manage breaches of confidential information.

SUSTAINABLE PROCUREMENT

Suppliers & Environment

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

Sectorial issues: As wholesale companies are involved in distribution rather than manufacturing of products and materials, the most significant environmental impacts in this category occur in companies' supply chains. As environmental laws and regulations around the world evolve and become more stringent due to factors such as resource constraints, climate change and public awareness, companies that source products and materials will need to be aware of the supply chain implications for their own business. Companies that continue to source from suppliers that fall behind on regulations or fail to implement measures to minimize their environmental impact run the risk of encountering disruptions in their supply chains, facing legal action for joint liability of environmental damages[46], and losing access to business partners who are looking to reduce risk in their own supply chains. Companies in this category can reduce risk in their supply chains by taking into account environmental performance of suppliers during the onboarding phase. For existing suppliers who already have low environmental performance, companies should work constructively with them to develop corrective action plans with specific targets and goals (49). Companies can also make their policies clear and hold their suppliers accountable for their actions by implementing CSR charters or specific CSR clauses when signing business contracts with suppliers.

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: Wholesale companies must be aware of the issues in the industry regarding social and ethical impacts of their operations. Accidents that occur in supplier companies can lead to negative publicity, low worker morale, and increased operating costs, and possibility of lawsuits from governments or those injured or their families. Governments in many countries will also levy large fines against companies for failing to comply with safety regulations. For a wholesale company, doing business with companies at risk of violating social and ethical laws can lead to tarnished reputation, disruptions in supply chains, or losing access to business partners looking to reduce risk in their own supply chains. Companies can take steps to reduce the riskiness of social and ethical issues in their supply chain by conducting impact assessments on supply chains and by incorporating social and ethical performance of suppliers in sourcing decisions[50][49]. Companies can also reward suppliers that have strong management systems in place to prevent violations of social and ethical laws, and work closely with suppliers that perform at a low level to develop corrective actions plans with specific targets and goals. Companies can further make their policies clear and hold their suppliers accountable by implementing CSR charters or CSR clauses when signing business contracts with suppliers (49).

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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 **Non-specialized wholesale trade**.

Main Regulations and Sectors Initiatives 🏛️ = Regulatory



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 all 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...



ALL : 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 : 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.

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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>

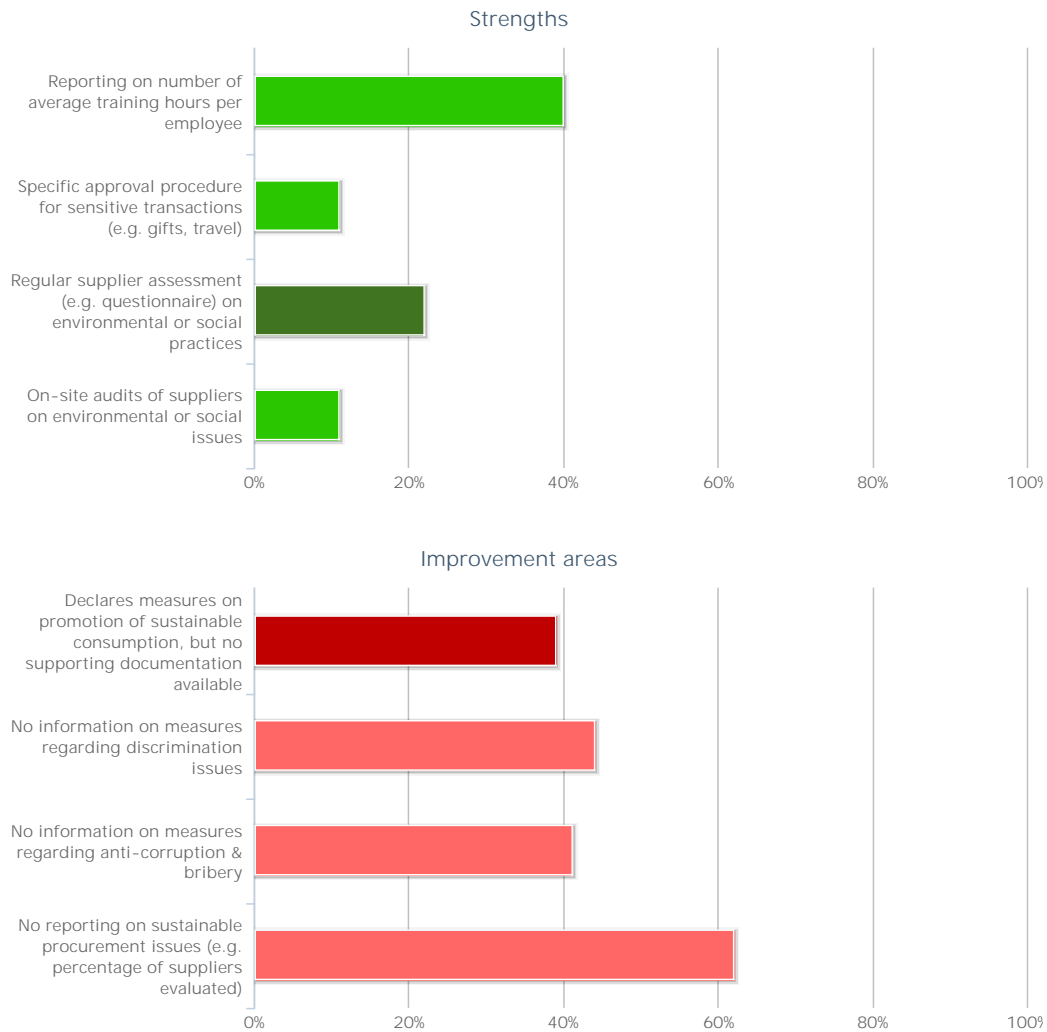


ALL : Standard ISO 26000 (International Standard Organisation)

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>

ADDITIONAL CATEGORY STATISTICS

Critical Category Strength and Improvement areas (% Suppliers)



Strengths and Improvement Areas

| KPIs | EcoVadis Suppliers |
|---|--------------------|
| Active whistleblowing procedure in place | 21% |
| Audit or assessment of suppliers on CSR issues | 26% |
| Carbon disclosure project (CDP) respondent | 7% |
| Formal code of business ethics | 48% |
| Formal sustainable procurement policy | 25% |
| Global Compact Signatory | 10% |
| ISO 14001 certified (at least one operational site) | 33% |
| OHSAS 18001 certification or equivalent (at least one operational site) | 20% |
| Reporting on energy use or GHG emissions | 68% |
| Reporting on health and safety indicators | 71% |

■ Supplier SAMM TRADING SARL KPIs