



ecovadis

# Sustainability Report 2019

Adapting and Looking Forward



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# Message from the Co-CEOs

The 2019 Sustainability Report demonstrates our latest commitments and concrete actions toward a sustainable future. Throughout 2019, our company, EcoVadis, saw significant growth, reaching more than 600 employees and a total of 65,000 rated companies. Like nearly every business in the world, the COVID pandemic touched our direct operations and challenged our policies and systems for supporting our workforce and business. We are convinced that our own sustainability efforts through 2019 helped us immensely and rendered us more resilient when the crisis hit earlier this year.

The 10 principles of the United Nations Global Compact initiative continue to act as the foundation of our sustainability commitments. As a sustainability rating agency, business ethics are a top priority, and we’re continuing to ensure optimal working conditions for our employees while limiting our impact on the environment. To help achieve this year’s goals, we’ve built a sustainability strategy that comprises formalized policies, key performance indicators and measurable actions.

It is encouraging to see the positive changes made by companies who we’ve worked with. Our customers are continuously finding new ways to drive sustainability, minimize impact and improve working conditions for their employees. We look forward to continuing to improve our own tools and processes to help contribute to a brighter, more sustainable future.



**Pierre-Francois Thaler**  
Co-Founder  
& Co-CEO



**Frédéric Trinel**  
Co-Founder  
& Co-CEO



# 2019 Summary

Number of Rated Companies:

**65,000**

CO<sub>2</sub> Offset:

**52** tons

Number of Employees:

**600+**

Number of New Employees in 2019:

**196**

Number of Scorecards Published

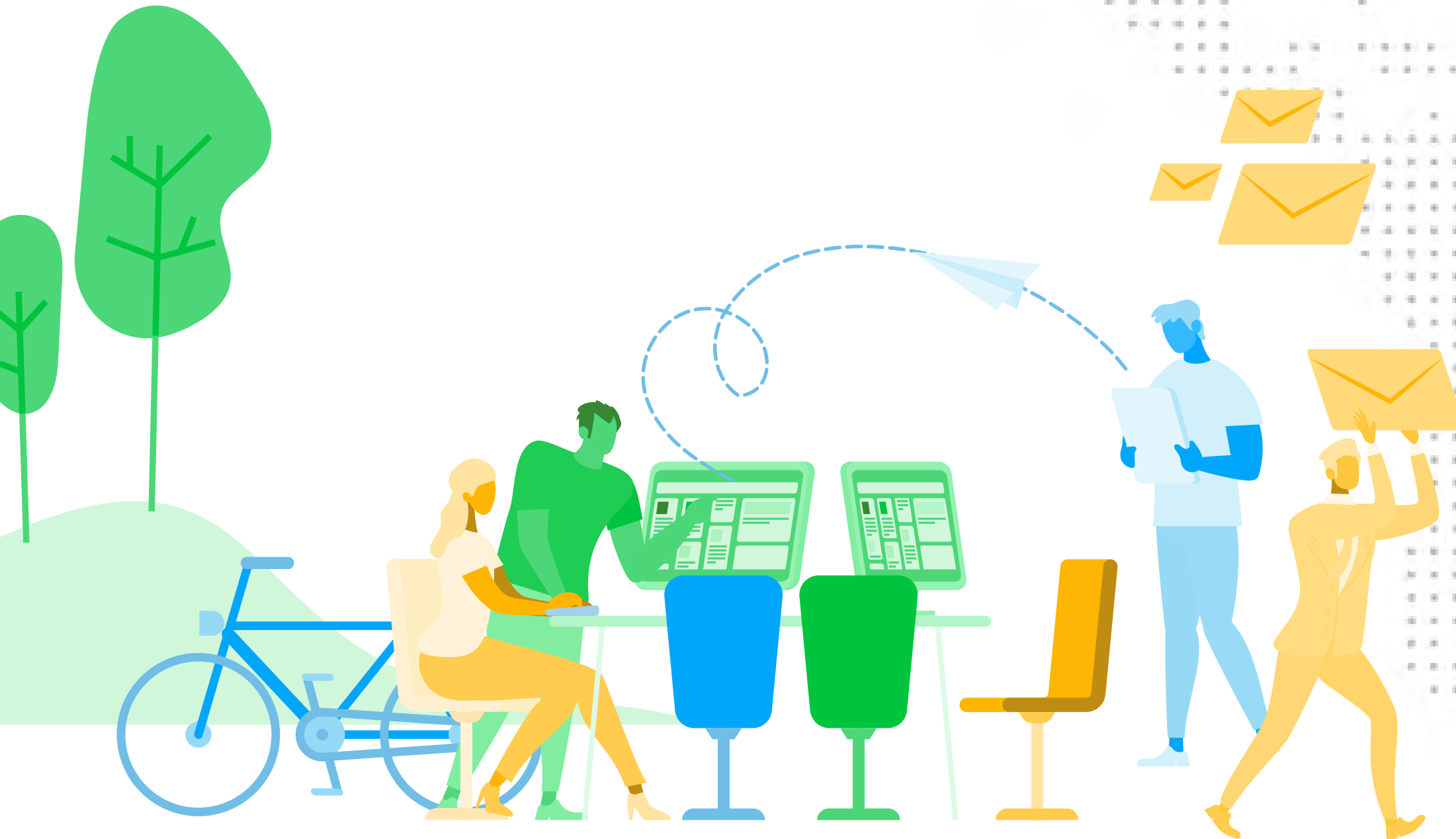
**20,007**

Percentage of their second assessment:

**65%**

Diversity:

**52** nationalities





# About Our Commitments

After over a decade of commitment, we, at EcoVadis, are taking another step closer to a sustainable future. We know that transparent communication is key, and so we want to make our sustainability activities more accessible to internal and external stakeholders. We also want to lead sustainability trends amongst industries, so we want to make our sustainability policies more robust. For these reasons, we have published the 2019 Sustainability Report.

Here, we present our policies, measures and reporting related to our sustainability strategy in 2019. You'll find a presentation of our human rights and labor practices. This outlines what we do to ensure a safe and healthy work environment for our employees. It also shows how we strive for diversity and acceptance in our company culture. Next, we review our business ethics as well as measures we have taken to ensure good corporate citizenship. We also detail our involvement in environmental protection and how we have planned to reduce our impact as a company. Lastly, we show which sustainable practices in our own supply chain are contributing to a more sustainable future.





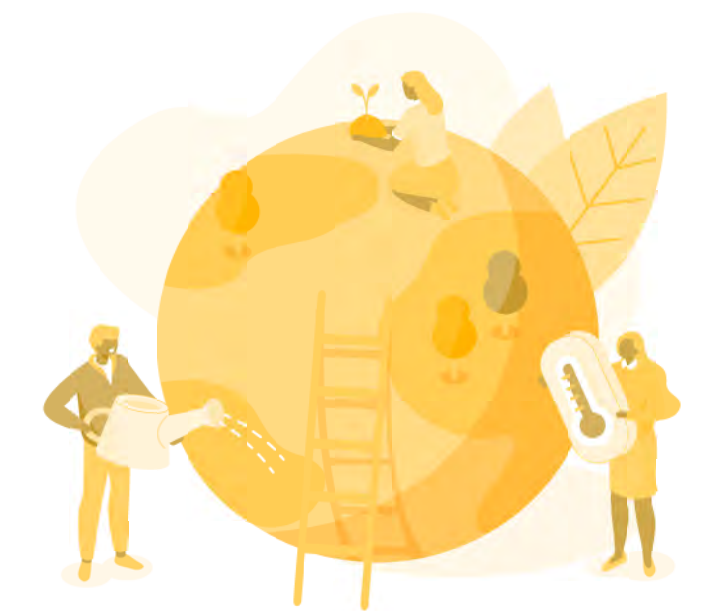
## Our Commitment to Sustainability

Sustainable business and corporate responsibility are what drive us. That's why becoming a leader as a socially responsible company is one of our top priorities. We want to make sure that sustainability practices are fully integrated into our operations by promoting transparency, employee engagement and our ethical code of conduct.



## Our Community Initiatives

As a global advocate for sustainability, EcoVadis is directly in touch with the environmental and social challenges that our communities face. We believe in giving back to our communities through volunteering and substantial projects that will make a positive difference.



## Environmental Policy

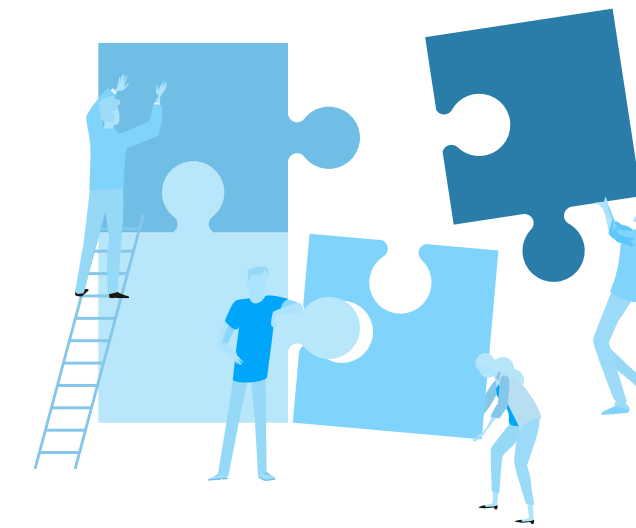
EcoVadis has committed to minimizing the environmental effect of its operations through the promotion of environmental awareness, use of energy-efficient technology, offsetting of carbon emissions related to business travel, and practice of sustainable waste management.





## Labor Practices & Human Rights

We are aware of the changing needs of society and our employees. This policy is intended to guide EcoVadis toward satisfying certain key working conditions. To start, all of our employees are trained on anti-harassment, diversity issues and non-discrimination. We also abide by all health and safety regulations in all office locations, focusing especially on our five pillars of health and safety, including stress management, ergonomics, general health and hygiene, as well as physical activity and nutrition.



## Community Involvement

As a global advocate for sustainability, EcoVadis is directly in touch with the environmental and social challenges that our communities face. We encourage our employees to donate and fundraise, but we also believe that giving back to our communities is not limited to financial donations. Each of our employees can take on one community service day per year, dedicating their time to a social or environmental cause.



## Code of Ethics

EcoVadis maintains a code of ethics that guides employee behavior, integrity of operations, information management and anti-bribery/anti-corruption policies. Each employee undergoes Ethics Training, and we enforce a whistleblower procedure, offering a dedicated hotline for EcoVadis employees to report any concerns confidentially. We hold ourselves to the highest standards across the same criteria we evaluate in our ratings process.



# EcoVadis At a Glance

Our company is a global sustainability rating agency that helps companies to improve their sustainability practices and manage risks. Since its founding in 2007, EcoVadis has become a trusted partner for procurement teams in more than 450 multinational organizations.

EcoVadis is headquartered in Paris, France, and has offices in the U.S., the U.K., Canada, Germany, Hong Kong, Mauritius, Poland, Australia and Tunisia.

Our core offering is an online collaborative platform which allows companies to have their sustainability practices assessed and results shared with business partners. In 2017, we introduced an innovative tool for cybersecurity assessments, called CyberVadis. The CyberVadis team is located in France, the U.S., the U.K., Mauritius and Poland.

To find out more, see the [EcoVadis website](#). ➡



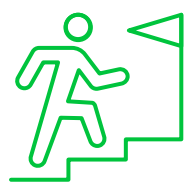


Our Values



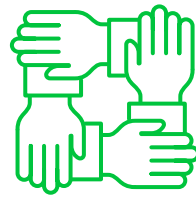
Committed

We are committed to making a major positive impact – worldwide. Our solutions improve business sustainability on a global scale.



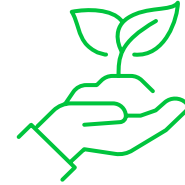
Customer Driven

We drive customer success through close collaboration. We strive to provide our customers with innovative solutions by leveraging technology and maintaining our own integrity.



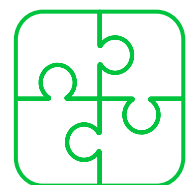
Brave

As teams and individuals, we challenge ourselves to innovate and improve. We learn and adapt quickly because we are not afraid to listen and try new ways of working.



Ethical

Our work impacts people and businesses all over the world – so, integrity is very important to us. Honesty and integrity are the foundation of trust – for our team, but also for our customers and partners.



Kind

We are an ‘us before me’ organization. We shine when it comes to collaborating because we respect individual differences and needs. We always seek to help and support others – regardless of level of experience or seniority.



Fun

We do serious work, but we do not take ourselves too seriously. We share our energy and enthusiasm – doing our best to create a fun workplace while practicing work-life balance. We know that happy people work better.





Our Partnerships

We partner and engage with organizations that share our passion for sustainability. Our partner ecosystem consists of Technology Integration Partners and Supplier Training Partners as well as memberships in leading sustainability-focused organizations across the globe.

See the EcoVadis website for more information about all of our partners. →





# Labor Practices and Diversity

All of our employees are trained on anti-harassment, diversity issues and non-discrimination. We also abide by all health and safety regulations in all office locations, focusing especially on our five pillars of health and safety, including stress management, ergonomics, general health and hygiene, as well as physical activity and nutrition. We offer the option to work from home to help ensure that employees are able to find the right balance between their work and their personal life.





## Policies

### Labor Practices and Human Rights Policy

We are aware of the constantly changing needs of the society and our employees. This policy is intended to help our company satisfy key working conditions for all employees and provide everyone with the opportunity to grow.

We commit to:

- Raising awareness and training employees on non-discrimination and diversity issues;
- Respecting and promoting the principle of non-discrimination in all its forms and in all stages of human resources management;
- Reflecting the diversity of society and especially its cultural and ethnic diversity in our workforce;
- Communicating our non-discrimination and divers.

## Focus Areas

### I. Employee Health and Safety

We strive to maintain a safe and healthy working environment and to mitigate all work-related health issues, including stress. We abide by all safety regulations in each country where we operate and try, whenever possible, to implement measures that go beyond legal requirements.

### II. Working Conditions

We want to make EcoVadis a great place to work. We strive to foster communication between management and employees on working conditions and social benefits.

### III. Social Dialogue

We promote healthy communication between the employer and the worker to reach agreements on issues of common interest. Managers are responsible for encouraging open communication to facilitate social dialogue between them and their employees.





**IV. Career Management & Development**

We want to equip our people with the necessary skills, knowledge and attitudes to meet the organization’s vision of becoming the global platform for sustainability ratings. By investing in employee training, we can ensure that our company harnesses employees’ full potential and focuses their energies on the needs of the organization while fulfilling their need for personal development and job satisfaction. We promote internal mobility by recruiting internally whenever possible.

**V. Diversity, Non-Discrimination & Harassment**

EcoVadis strongly believes that diversity amongst our employees encourages and brings innovation and creativity, adaptability, collaboration. We oppose all forms of unlawful and unfair discrimination. All employees, whether part-time, full-time, contractor, intern or temporary, will be treated fairly and equally. All opportunities will be given on the basis of aptitude and ability.

[Anti-Harassment and Non-Discrimination Policy →](#)

[Labor Policy →](#)

EcoVadis is also a UN Global Compact and French Diversity Charter Signatory. The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally recognized principles in the area of human rights, labor, the environment and anti-corruption.

[UN Global Compact →](#)

The French Diversity Charter is a written commitment that can be signed by any company that intends to ban discrimination in the workplace while working to create a diverse environment.

[French Diversity Charter →](#)





# Results

## Safety Week

A fire drill is conducted twice a year and elected office fire wardens are trained accordingly. The office obtained a Fire Certificate in 2016.

## Ergonomics

We carry out occasional training on ergonomics, posture and physiotherapy as well as health and safety at work during induction of new recruits and throughout the year.

## General Health and Hygiene and Work-Life Balance

Several offices of ours practise regular stretching and meditation breaks. We encourage our employees to practise physical activities on a regular basis for their overall wellbeing but also to boost morale, mood and motivation in an office environment. We offer gym benefits, compensating half of employees' monthly gym membership fee. We also offer flexible working time and work-from-home options.





### A Healthy Social Dialogue

EcoVadis is committed to social dialogue by allowing employees to form groups and designating employee representatives to advocate for their needs and rights. Complying with French law, our office in Paris has six employee representatives selected by employee vote. Additionally, the Paris office has signed a sector-specific collective agreement for all local employees. No other office is required by law to have a union or employee representatives, however, EcoVadis supports the freedom of employees to create representative bodies. As such, our Mauritius office has created their own employee representative body, with three employee representatives, who are elected by all of the Mauritius office team members.

### Professional Growth

EcoVadis' constant growth would not be possible without our employees' outstanding work. We strive to create an environment where employees can grow professionally and develop their careers. All employees are thoroughly trained at the beginning of their career, following up with a robust performance management system. This way, we ensure that each of our employees can enhance their personal skills and realize their own individual potential.

### Cultural Exchange and Career Mobility

We have an internal mobility program through which all employees who have been with the company for at least one year have the opportunity to visit and temporarily work from one of our other offices. This allows them to discover and experience different environments and cultures – a great opportunity to develop communication skills, teamwork and empathy. Career mobility opportunities are also granted to those who would prefer to stay closer to home. Employees can also temporarily join other business units to carry out specific tasks, depending on business needs. This scheme has already led to a wide range of skills development for our employees and may even lead to a career change opportunity for some.



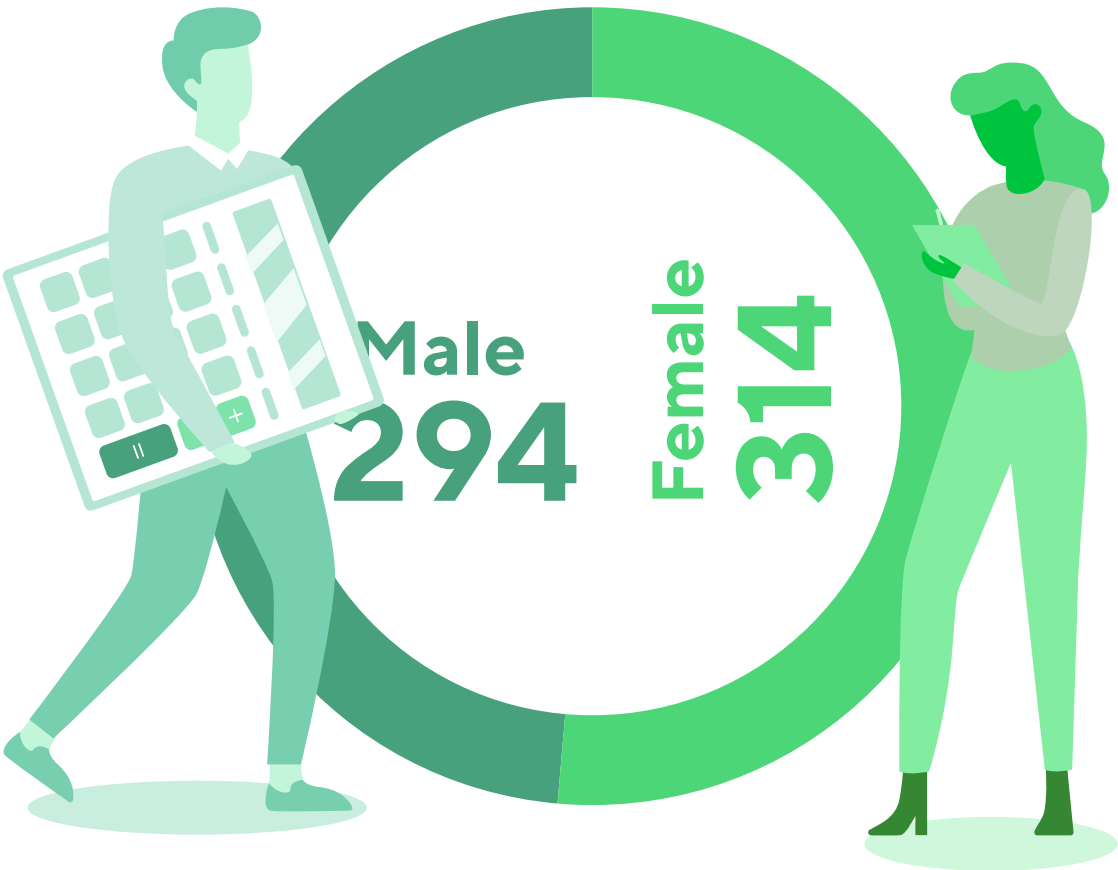


Diversity

EcoVadis’ diverse workforce is a valuable asset. It provides us with a wide range of perspectives necessary to interact with global stakeholders. We are fully committed to maintaining such diversity. In 2013, we made our commitment public by signing and becoming a member of the French Diversity Charter (Charte de la Diversité).

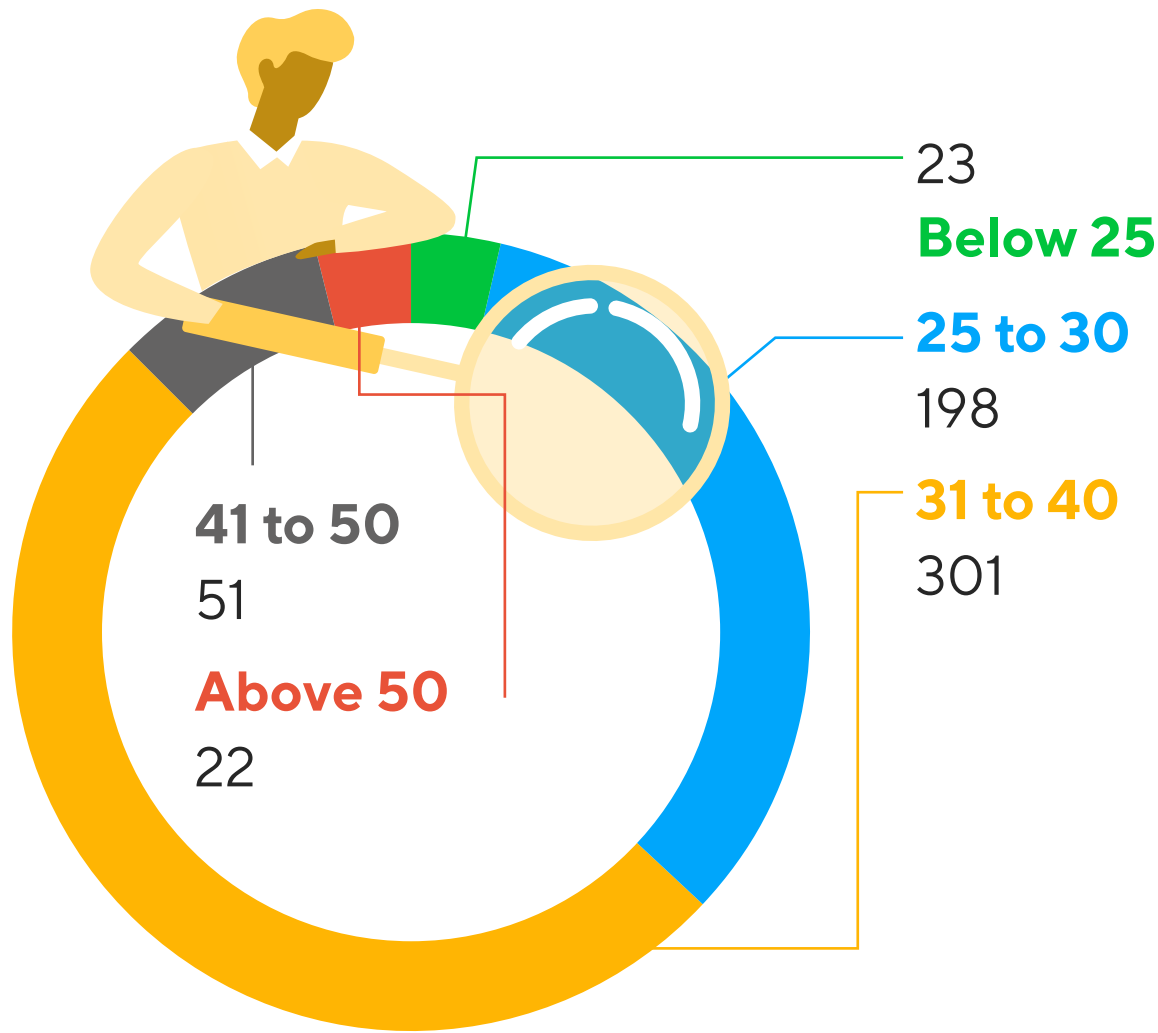
We are convinced that diversity and equality are essential for building a stronger company. In 2019, EcoVadis had over 600 employees from more than 52 different nationalities.

Title: Age and Gender Diversity



Gender

Record Count 2019



Age Group

Record Count 2019



# Business Ethics

EcoVadis was founded with the belief that businesses can make a positive impact on environmental and social practices globally, through their supply chains. We are confident that, with the implementation of our code of ethics, we will continue our growth as a company committed to corporate social responsibility, while improving our performance and exceeding our customer's expectations.





## Policies

Our code of ethics establishes expectations for employee conduct. As a ratings company, our business ethics focus is on quality, transparency and integrity. This code builds on these values by detailing the expected behavior as a member of EcoVadis' global team. All employees and contractors working for EcoVadis are expected to fully comply with this code.

The latest version of this code is published on the EcoVadis website and on the EcoVadis Intranet. An Ethics Officer has been appointed by the Executive Committee. To support the Ethics Officer in EcoVadis' different locations, Ethics Referents have also been appointed. All new EcoVadis employees must sign the acknowledgement of the code. Twice a year, all employees are asked to confirm their compliance with the code during their performance appraisal. We have a formal whistleblowing procedure to report any breaches of our code of ethics (ranging from corruption to harassment) via a dedicated email address. The process ensures confidentiality and protects the report from any sort of retaliation.



## Quality of Sustainability Rating

The EcoVadis rating methodology evolves with the fast-changing corporate social responsibility field. Our clients rely on our ratings to make business decisions; therefore, we are committed to delivering a product that meets and exceeds client expectations. Anything less than this commitment carries significant reputational risks for our company. EcoVadis maintains a quality management system compliant with ISO 9001 ("Quality Management Systems – Requirements") and certified ISO 27001 ("Information Security Management Systems – Requirements").

## Transparency of Sustainability Rating

As part of our commitment to transparency, we share the details of our rating process on a need-to-know basis, primarily to engage stakeholders and provide continuous support to clients after scorecards are published.





## Integrity of Sustainability Rating

The following principles are essential to safeguarding the integrity in our rating system and protecting our reputation:

- Integrity guidelines for ratings analysis
- Information firewalls between Evaluation Services and other departments.

Please review our [Code of Conduct for more information](#) →

## Actions

### Information Security Certification

EcoVadis is committed to providing the highest level of information security and to continuously improve in order to protect all stakeholders' data in an evolving landscape of information security threats. For this reason, EcoVadis has established an information security management system (ISMS) which is ISO27001-certified and which enables us to systematically operate and maintain information security in our business processes and services and to determine and apply the necessary security measures based on our risk evaluation. The ISMS and quality management system (QMS) build an integrated management

system allowing us to ensure the availability, integrity, confidentiality and traceability of information.

EcoVadis believes that the General Data Protection Regulation (GDPR) is an important step in strengthening EU citizens' personal data protection. As a data controller, EcoVadis is committed to complying with regulations and enforcing the best practices. EcoVadis uses the ISO 27001 standard, for which we are certified, as a framework and integrates personal data protection aspects in its management system.

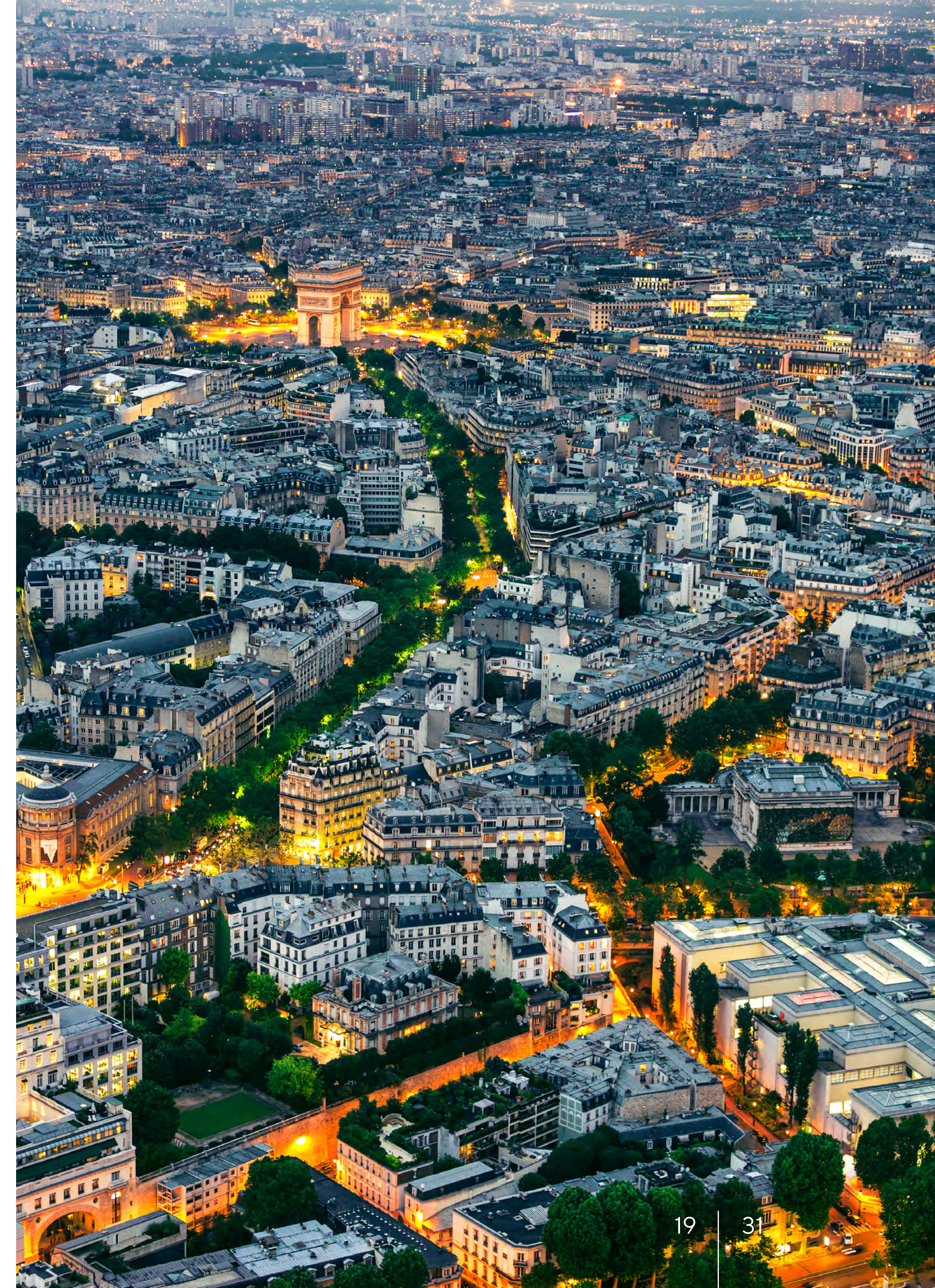
There is no certification available yet to demonstrate GDPR compliance, but we have implemented our data protection practices and confirmed our good practices by a third-party audit. For the data processing performed outside of the EU, we have contractual clauses in place with our entities, and EcoVadis is currently registered for the EU-U.S. Privacy Shield.

[Trust center](#) →

[Quality, Security, Privacy and Compliance](#) →

[ISO27001 certificate](#) →

[ISO9001 certificate](#) →





## Quality

We at EcoVadis are committed to creating a reliable sustainability rating system that can act as a benchmark across a wide variety of sectors and countries. EcoVadis has developed a quality management system (QMS) which is certified ISO 9001. We actively pursue ever-improving quality through a process management system that enables each employee to do their job right the first time and every time in a safe work environment. It is supported by our tailor-made and self-developed IT platform which guides employees through the whole process. We put our efforts into continuously improving the processes, seeking advice from specialized bodies like our methodology committee.

### Employee Training Program

- Q&IS training programs for all newcomers during the onboarding period with quizzes and set pass marks to verify effectiveness plus mandatory annual refresher training for all employees followed by quizzes.

### Corrective and Preventive Action

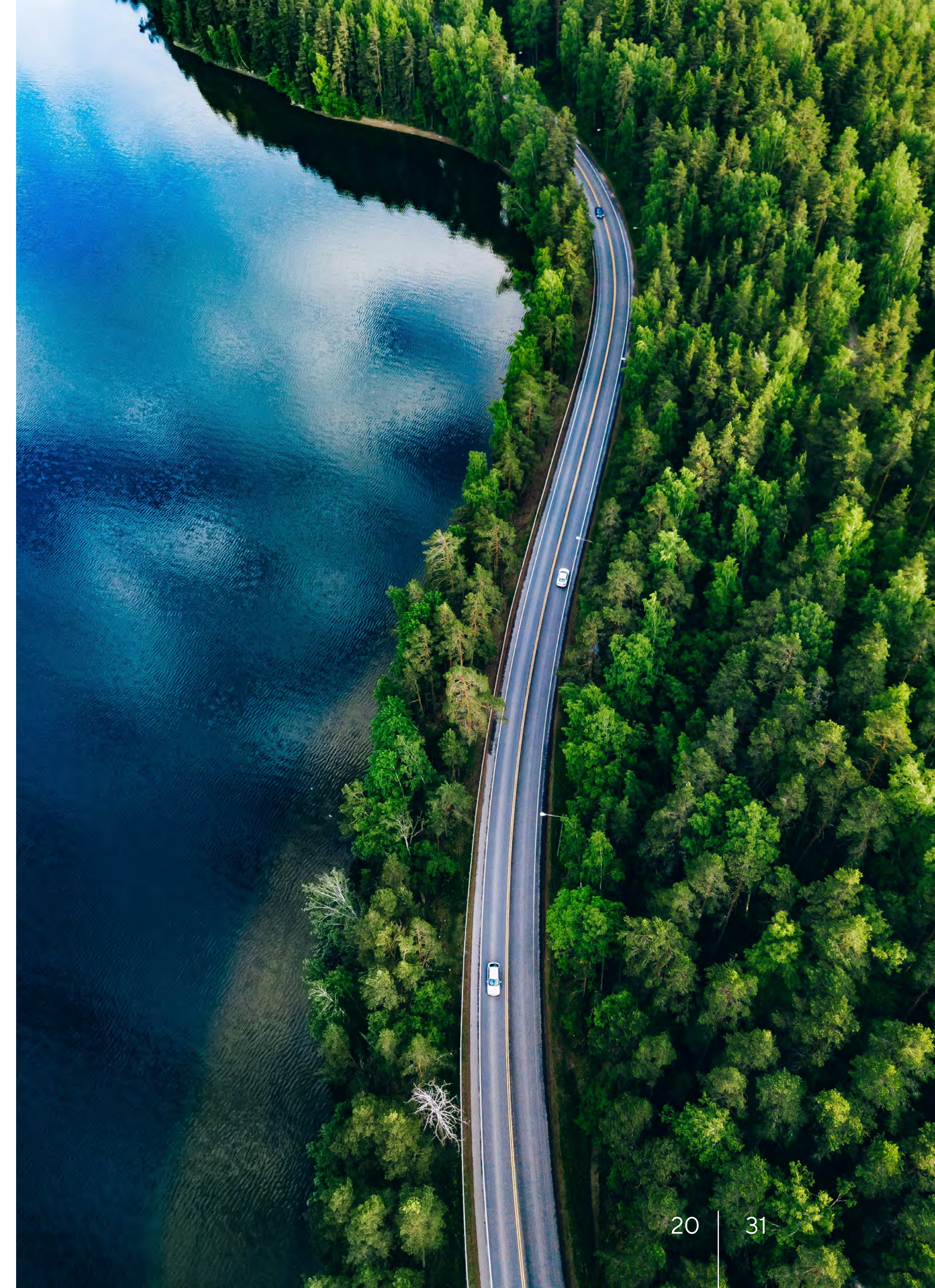
- Continuous improvement with the identification of improvement areas to eliminate non-conformities or prevent reoccurrence. One example being the use of the Quality Check Form (QCF) at each stage of the evaluation process.

### Incident Management Process

- Customer and supplier complaints as well as internal issues are reported, recorded and managed through an Incident Management Platform. All incidents are reviewed regularly by concerned parties and resolved within a given timeframe.

### Internal Audit

- The Internal Audit Program is set over a period of three years where Information Security audits are conducted twice per year and all internal processes undergo a quality audit at least once per year. Audit results are reviewed and discussed during our biannual management review.





# Protecting the Environment

Environmental protection is at the core of our purpose. Constituting one of the four sustainability themes in our sustainability ratings methodology, it is also an area we continuously seek to address as a company. No matter which country or office, at EcoVadis we are committed to ensuring that our environmental impact is as low as possible.





Policies

EcoVadis has committed itself to work toward minimizing the environmental effect of its operations through best practices including the promotion of environmental awareness, monitoring relevant environmental Key Performance Indicators (KPIs), identifying and assessing environmental impacts and the implementation of adequate controls.

We will focus on the following areas in an effort to meet our objectives:

1. Energy Consumption

Energy use is a material issue for EcoVadis given that its core business relies on the continuous availability of energy, primarily for the operation of IT equipment. To limit energy use, EcoVadis promotes server virtualization. In an effort to reduce energy consumption related to transportation, EcoVadis promotes the use of online communication and teleconferencing tools during meetings and training sessions. In offices, EcoVadis has purchased energy efficient technology that is designed to turn off when users are inactive.

2. GHG Emissions

EcoVadis’ main source of greenhouse gas emissions is employee commuting and business travel. EcoVadis plans to reduce such GHG emissions through use of dedicated teleconferencing software for meetings and by encouraging carpooling and public transportation amongst employees. All CO<sub>2</sub> emissions related to business travels will be offset every year through partnership with reliable offsetting organizations.

3. Water Consumption

EcoVadis recognizes that water is an important natural resource and that there is a water scarcity issue in many regions around the world. Therefore, EcoVadis is committed to making responsible use of water through increasing employee awareness.

4. Consumption and Waste Generation

EcoVadis encourages each of its business units to practice sustainable waste management. This includes waste segregation and recycling, reduced consumption of paper and recycling all IT equipment to reduce electronic waste in landfills.



## 5. Promotion of Sustainable Consumption

EcoVadis provides sustainability rating services to its clients and uses a methodology based on new industry research. We want to ensure that companies we assess are continuously improving their sustainability performance.

### Commitment to the Science Based Target Initiative

The Science Based Target Initiative (SBTi) is a collaboration between the UNGC, CDP, WRI and WWF. EcoVadis joined the global movement, pledging to align their business with the most ambitious goal in the Paris Agreement, that is, to limit global temperature rise to 1.5 C above pre-industrial level. EcoVadis made the commitment to set science-based targets in December 2019.

[See more →](#)

## Results

GHG emissions 2019: 380.191 kg

Green energy consumption 2019: 54,313 (kWh)

**Carbon offset:** 38.479 kg less than in 2018

## Actions

- All emissions due to business flights are offset on a yearly basis
- Carbon footprint done in 2019;
- Energy savings initiatives (e.g. LED light, awareness posters, efficient IT equipment, server virtualisation);
- Waste management procedures and recycling initiatives (e.g. waste sorting and recycling of plastic, paper, cartridge/toner);
- Sustainability parameters integrated into events organization.



# Supply Chain

As experts in evaluating the sustainability performance of thousands of suppliers every year, we know that we can leverage sustainable supply chain practices within our own operations. Being an office-based Software As A Service (SaaS) company, our supply chain does not present significant risks. However, we understand the important link between our procurement practices and its impact on society and the environment.





## Policies

Our Sustainable Procurement Policy was developed to formally integrate sustainability factors into our procurement process and give systematic consideration to responsible purchasing.

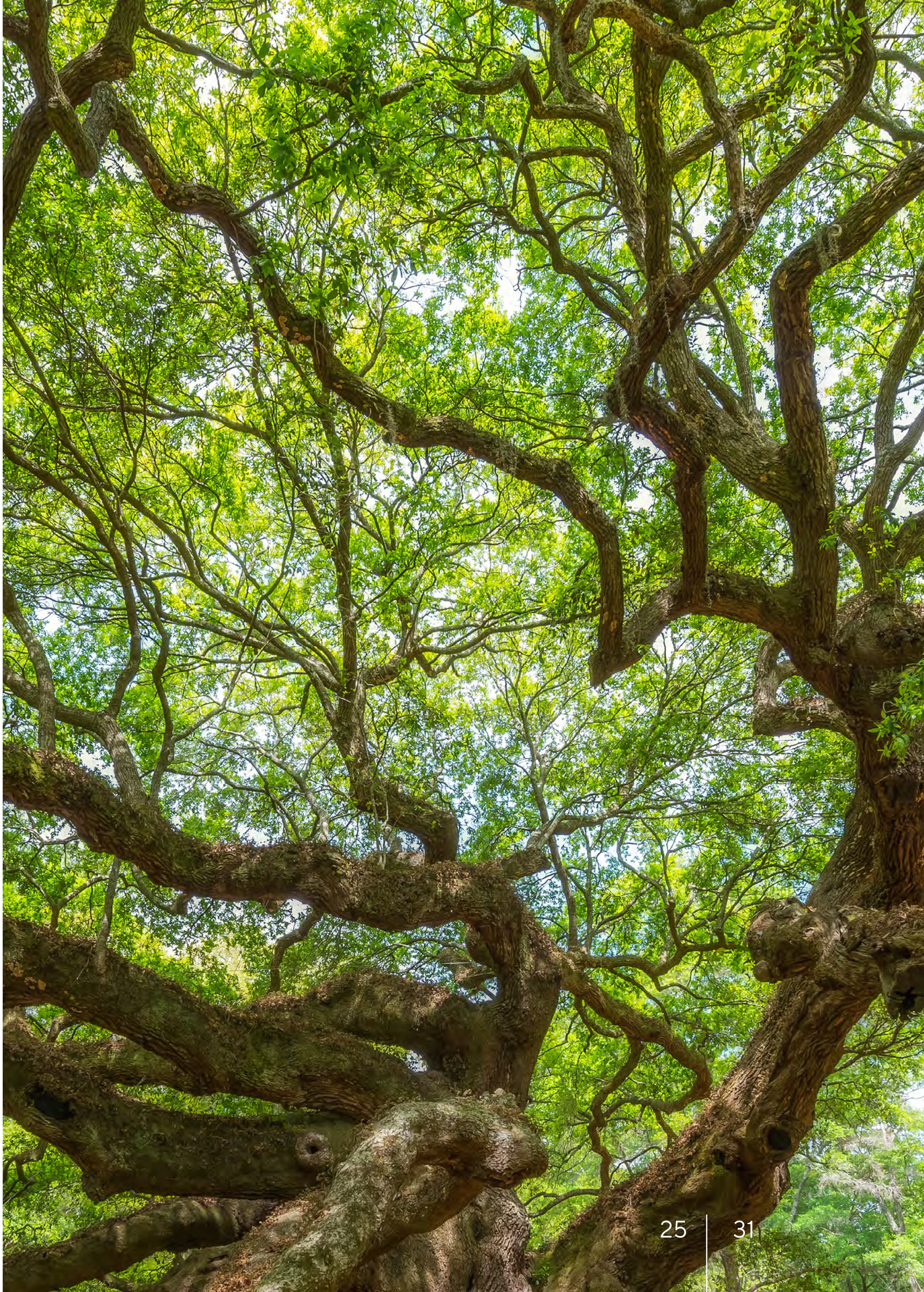
We are committed to:

- Identifying areas of higher risk within our supply chain (our major spends and main suppliers);
- Favoring suppliers/products/services who, at a minimum, comply with locally applicable laws pertaining to environmental protection, fair labor practices and business ethics;
- Prioritizing suppliers who drive sustainability practices within their own supply chain;
- Binding key suppliers to our sustainability commitments through relevant contract clauses;
- Assessing our main suppliers through our own platform to monitor sustainability performance;

- Developing a Sustainable Procurement Guide for our procurement team;
- Building awareness of our sustainability commitments and Procurement Guide among employees and suppliers.

## Actions

- Supplier Code of Conduct in place and communicated to suppliers.
- we work with the sheltered workshop “ESAT Arcade” in our Paris office.





# Community Involvement and Philanthropy

As a corporation, we have the responsibility to give back to the community in which we operate. Engaging in community activities not only builds up relationships and brand awareness, but it also helps to improve employee engagement.

We are committed to **human well-being** and **environmental protection**.

**Human Well-Being:** we're committed to poverty eradication and helping with the issue of homelessness.

In 2019, employees from the Paris office had a Community Involvement Day devoted to food distribution to those in needs through Les Restos du Coeur.

Employees from the Mauritious office took part in a blood-donation day.





Employees from the Toronto office volunteered to cook and serve food to people in need at the St. Feliz community center.

**Environmental Protection:** we're committed to reducing land pollution and preserving water ecosystems.

In line with the community service day policy, a carbon offset tree planting event was organized through the Mauritius office. The goal was to plant 23 trees, which is the equivalent of one year's carbon offset for EcoVadis' CO<sub>2</sub> emissions via road travel for business purposes.

The Mauritius office had an 'Ebene Clean Up Day', where they mapped out four zones and did a clean up to raise awareness about land pollution and the importance of waste separation.

[Facebook](#) →

[Instagram](#) →





# Indirect Impacts As a Rating Agency

The EcoVadis sustainability rating methodology measures the quality of a company's sustainability management system which comprises its policies, actions and results. These three management layers are further broken down into seven management indicators, namely: policies, endorsements, measures, certifications, coverage (deployment of actions), reporting (key performance indicators), and 360 news monitoring.

To learn more, check out our [Methodology Overview and Principles](#) —>





When assessing a company's sustainability management system, it is important to define which sustainability issues (e.g., energy, water, employee health and safety) are material for the business activity of the company being evaluated. Such issues should be covered by their sustainability management system. The issues covered in each assessment are based on the relevance of the sustainability issues to the supplier context, such as industry, size and geography. The final product of the evaluation process is a scorecard detailing the overall sustainability score by themes, and also showing the strengths of the sustainability management system as well as improvement areas





# Looking Forward

Adapt. Key word for many companies during these tough times. While many companies are struggling to stay afloat, sustainable development becomes even more important for us.

How we (or any other business) operate our business sustainably during such times of crisis only seems to reinforce the fact that sustainability is becoming a determining factor for long-term success.

At EcoVadis, we will continue to ensure that our business is increasingly sustainable by reducing our direct impacts, and also that our biggest impact — which is indirect — becomes more positive through the development of new services enabling our customers to further improve their sustainability performance.

## **Yograz Alluck**

Senior Analyst and Global Sustainability Coordinator



## About EcoVadis

EcoVadis is the world's most trusted provider of business sustainability ratings, intelligence and collaborative performance improvement tools for global supply chains. Backed by a powerful technology platform and a global team of domain experts, EcoVadis' easy-to-use and actionable sustainability scorecards provide detailed insight into environmental, social and ethical risks across 200 purchasing categories and 160 countries. Industry leaders such as Johnson & Johnson, Verizon, L'Oréal, Subway, Nestlé, Salesforce, Michelin and BASF are among the more than 65,000 businesses on the EcoVadis network, all working with a single methodology to evaluate, collaborate and improve sustainability performance in order to protect their brands, foster transparency and innovation, and accelerate growth. Learn more on [ecovadis.com](https://ecovadis.com), [Twitter](#) or [LinkedIn](#).

**ecovadis**