



ecovadis

# Sustainability Report 2020

Assessing Our Performance  
and Looking Forward



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# A Message From The Co-CEOs

As the COVID-19 pandemic continues to cause widespread disruptions for businesses and consumers alike, one thing has become increasingly clear: Sustainability must be placed at the heart of global supply chains. Our 2020 Sustainability Report highlights the commitments we have made to help build this future and the concrete actions we are taking to realize it.

Despite the unprecedented challenges posed by another year of the pandemic, EcoVadis has shown tremendous resilience. We've continued to grow, with over 600 employees and a total of 75,000 rated companies. Our industry has also experienced significant growth as more and more companies, investors and other stakeholders awaken to the importance of using sustainability to build the resilience needed to weather crises.

While we've seen many positive signs over the past year, we are continually striving to improve the way we – and our suppliers – do business. The Ten Principles of the United Nations Global Compact continue to act as the foundation for ensuring that we are making progress on our sustainability commitments. As a sustainability ratings agency, business ethics have been a top priority for us since our inception and, as we expand to new geographies, we continue to identify emerging ethics risks and develop strategies to mitigate them. In June 2020, we launched our new Supplier Code of Conduct to encourage our suppliers to meet the highest ethical standards. We have also continued many of the support programs we launched at the start of the pandemic to ensure the well-being of our workforce as restrictions and lockdowns persist in many of our countries of operation.

To contribute to our global efforts to combat climate change, we also extended our carbon impact analysis to cover Scopes 1, 2 and 3. We have also submitted our reduction targets to the Science Based Targets initiative for validation by the end of 2021.

Above all, it is encouraging to see how our customers are continuously finding new ways to drive sustainability, minimize impact and improve working conditions for their employees despite all of the challenges of this past year. We look forward to continuing to drive impact – which we've outlined in a [dedicated report](#) – and offer innovative services that will help us collectively build a brighter, more sustainable future.



**Fred Trinel**  
Co-CEO, EcoVadis



**Pierre-François Thaler**  
Co-CEO, EcoVadis



# The Activity of The Group And Its Customers



## About the Group

The service the EcoVadis Group provides involves a full assessment of sustainability using a global software as a service (SaaS) platform. This facilitates the responsible management of partners, whether they are upstream or downstream, by sharing and monitoring the sustainability performance of every stakeholder involved along the value chain. The Group is helping reduce the risks faced by some of the largest organizations in the world, while positively impacting the environment, promoting transparency and driving innovation by providing them with the most reliable solution to managing sustainable procurement.

EcoVadis is a major market player with the capability to assess the performance of companies of any size – from large multinationals to small and medium-sized businesses, even when there is not much information or data available for the latter.

Drawing on more than 13 years of experience in the industry, EcoVadis works alongside its customers and uses external data provided by reliable and independent stakeholders to fulfill its services.





## A Desire to Provide the Most Reliable Sustainability Ratings

The EcoVadis Group's mission is to provide highly reliable sustainability ratings that enable its customer companies to reduce their risks, drive positive social and environmental impact, and improve their overall performance. EcoVadis offers a range of complementary solutions that cover every aspect of a comprehensive sustainability assessment.

- EcoVadis Ratings, which are based on the world's first collaborative (SaaS) platform for assessing sustainability, enable customers to earn a sustainability rating for themselves and for their supply chain, suppliers and partners. Companies first complete an online questionnaire. The information from this is then collated and verified by EcoVadis' global team of analysts with the support of cutting-edge software.
- EcoVadis Spotlight, which enables the management of on-site audits to be optimized and simplified through online collaboration.
- EcoVadis IQ, which allows supply chain risks and opportunities to be mapped using predictive intelligence.



### EcoVadis IQ Risk & Opportunity Mapping

All companies uploaded into IQ are profiled and mapped for risk, opportunity and additional due diligence needs.



### EcoVadis Ratings Scorecards & Performance Improvement

Validated assessment delivering actionable scorecards, collaborative corrective action and performance monitoring tools.



### EcoVadis Spotlight On-Site Audit Management

EcoVadis audits module for monitoring on-list audits of limited number of suppliers that require on-site engagement.



Your supply  
database



Higher  
risk & strategic  
suppliers



On-site  
needs





## The Benefits of EcoVadis' Dual Business Model

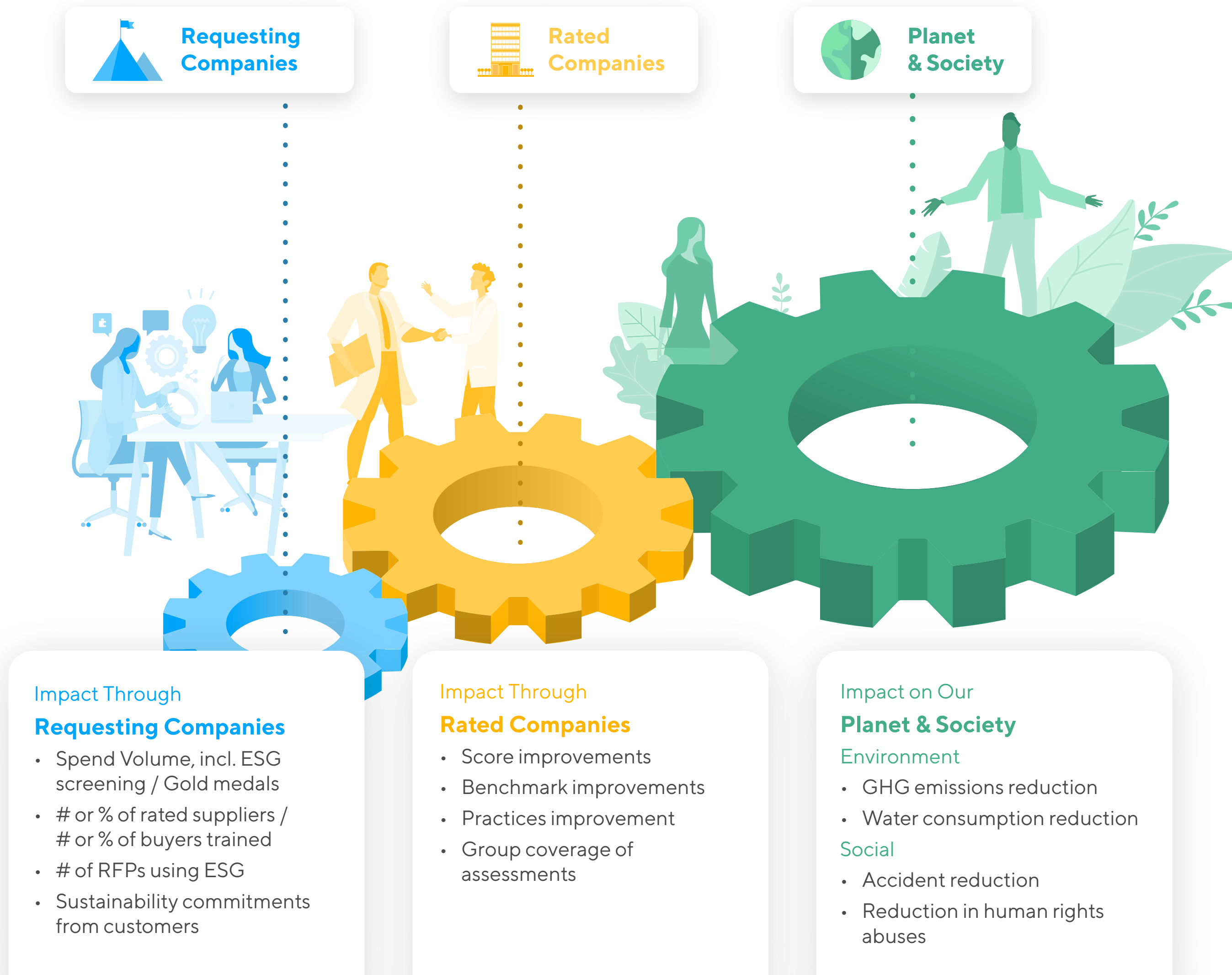
The EcoVadis Group has developed a dual business model that focuses on:

- Key account customers (it is notable that EcoVadis' customers include 70% of the groups listed on France's CAC 40 stock market index);
- The suppliers and partners that work with these key account customers.

As markets are becoming increasingly sensitive to the challenges of sustainability, key account customers tend to rely on joint certification and assessment procedures with their suppliers and partners to meet their obligations.

With its global reach and ability to serve a very wide range of companies, EcoVadis is able to multiply its positive impact on society and the environment.

### Our impact model – the virtuous multiplier effect





## A Globally Recognized Approach

EcoVadis services are increasingly receiving international recognition. The Group generates most of its revenue from services offered to European companies (57.3% in Europe and 42.7% outside of Europe). France – the country in which the Group was founded and is currently headquartered – accounted for 18.9% of total revenue in 2020. Revenue increased by 35.9% in 2020 compared to 2019, with a notable increase in global clients.

Despite the country's less mature sustainability services market, EcoVadis experienced significant growth in the United States in 2020, driven largely by the premium that companies, shareholders, investors and consumers are increasingly placing on sustainability and relevant metrics. In this context, the EcoVadis Group is developing a recruitment strategy that will enable it to increase its sales force and consolidate its position in this burgeoning market.

## A Market Leader

The EcoVadis model combines the efficiency and flexibility of a SaaS platform with a large amount of data acquired through more than 75,000 sustainability assessments conducted on behalf of over 500 companies. In 2020, EcoVadis published its first sustainability report covering civil society. On average, the companies that have been assessed saw their rating increase by two points between the first assessment and the latest assessment.

Building from its well-established position in Europe, EcoVadis has emerged as a global market leader in providing sustainability ratings.





## General Trends Impacting the Industry

### An Industry Undergoing Restructuring

In the space of around 20 years, the market for sustainability ratings has experienced major growth. It first underwent an initial consolidation phase characterized by the emergence of a large number of players and competitor takeovers. However, since 2015, the players involved have stabilized and the industry has been marked by a strong diversification of the products and services offered, as well as the development of partnerships between rating agencies.

All of the players in the sector are now offering a variety of services beyond sustainability ratings, such as engagement services and alert services to identify controversial issues. By entering multiple partnerships, some companies have been able to expand their

expertise, either by partnering with agencies that specialize in certain fields or by linking up with local agencies that allow them to extend their reach to new geographies.

While there is still no global standard for sustainability ratings, EcoVadis has emerged as one of the leading ratings providers. This position is all the more advantageous as the importance of sustainability issues to consumers and companies is growing in every country in the world.

### A Growing Guarantee of Attractiveness for Companies

The market for sustainability ratings is booming and strong years of growth ahead are forecasted due to the growing importance of sustainability criteria for everyone from shareholders and investors to consumers. By integrating these criteria into its business model, a company can not only improve its performance but attract talent

<sup>1</sup> Source: Korn Ferry, study of employee engagement, 2018.





more easily, as 83% of employees who are involved in sustainability initiatives in their company would recommend their employer.<sup>1</sup>

Industry Resilience to the COVID-19 Crisis

Players in the industry have shown a high level of resistance to the COVID-19 pandemic despite the limited resources of their customers and prospects.

The crisis has also highlighted the importance of sustainability criteria to resilience, which in turn enables companies to maintain growth in the face of crises.

The Group’s Customers

Some of the largest organizations in the world are calling on EcoVadis to assess the resilience of their global supply chains. Their aim is to push their trading partners to go beyond basic compliance. The industries in which the Group’s customers are active can be broken down as follows:

A Snapshot of Our Customers

<b>Telecom/ICT</b> Nokia AT&T Vodafone Verizon	<b>Automotive &amp; Tire</b> Bridgestone Michelin Goodyear	<b>Industry/Energy</b> Schneider Electric ENGIE Air Liquide	<b>Pharma &amp; Chemicals</b> Bayer Johnson & Johnson AstraZeneca
<b>Construction &amp; Real Estate</b> Rexel VINCI Pilkington	<b>Beauty/Cosmetic/Luxury</b> Unilever L’Oréal LVMH	<b>Finance &amp; Insurance</b> ING AXA SEB	<b>Technology</b> Amazon Atos CGI
<b>Fast-Moving Consumer Goods</b> Nestlé Coca Cola Mars Inc.	<b>Rail &amp; Transportation</b> Alstom ÖBB DHL		

To date, EcoVadis has rated more than 75,000 trading partners around the world. In 2020, EcoVadis published assessments of 23,242 companies.

The majority of the companies that have been rated are in the industries of manufacturing, information technology consulting and services, and transport.

Geographically, 57% of the companies that have been rated are located in Europe, the Middle East and Africa, 23% are in Asia Pacific and 20% are in the Americas. This geographic distribution of rated companies is similar to that in 2019.



## The Assessment Activities Offered by the Group

The EcoVadis Group offers a full service to assess sustainability using its global SaaS platform.

The EcoVadis Rating covers a broad range of non-financial management systems including environmental, labor and human rights, ethics, and sustainable procurement impacts. Each company is assessed on the material issues as they pertain to their company's size, location and industry.

The EcoVadis platform allows users to invite their trading partners to take part in an assessment and use the results to help manage the performance of these partners and promote continuous improvement.

The assessments are evidence-based and are refined using clear scorecards, with scores ranging between 0 and 100, and medals (bronze, silver, gold, platinum) are awarded as appropriate.

## The Sustainability Assessment Process Used by the Group

The sustainability assessment the Group offers is a paid service that assesses the main sustainability impacts of a company based on the data and documents it submits. The Group's sustainability assessment consists of four steps: registration, questionnaire, expert analysis and results.

During the registration process, the company has to provide general information, including the legal name of the entity and its location, size and industry. This information is essential, as it helps the Group prepare a customized questionnaire.

Once the registration has been received and processed, the company will receive the sustainability questionnaire. The questionnaire addresses all of the main sustainability parameters for an organization based on its size, industry and location.

The questionnaire is flexible and allows evidence to be provided for all areas in which the company has gone beyond basic compliance or has shown itself to be innovative. To complete the questionnaire, the company is required to provide supporting documents that enable the validation of the sustainability management systems. All of the documents are treated as confidential and will only be shared with the companies that originally made the request if the company involved in the assessment wishes.

Once the questionnaire and the supporting documents have been submitted, the sustainability analysts at EcoVadis assess the answers and the supporting documents. This stage takes between six and eight weeks on average, depending on the complexity of the information provided by the company and the number of documents submitted.

Finally, companies are notified once their scorecards have been made publically available on the EcoVadis platform.





## The Group's Methodology

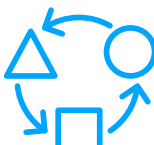
The Group's methodology covers 200 industries and over 160 countries. It is based on internationally recognized sustainability standards such as the principles of the United Nations Global Compact (UNGC). It has also been set up and reviewed in collaboration with a scientific committee that brings together experts from both the private sector and academia.

The objective of the EcoVadis methodology is to measure the quality of a company's sustainability management system through its policies, actions and results. The sustainability rating methodology is based on the following seven principles.



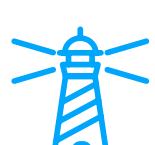
### Evidence Based

The burden of proof is on the rated company. Sustainability management systems are supported by a range of policies, certificates and reporting data – such information is essential for verifying any statements made by the company.



### Diversification of Sources

The rating is based not only on supporting documents provided by the company but also on position papers published by non-governmental organizations, trade unions, international organizations, local authorities and other third-party organizations.



### Assessment by International Sustainability Experts

The supporting documents are analyzed by a team of sustainability experts from around the globe who keep track of the latest best practices in sustainability.



### Excellence Through Continuous Improvement

A professional rating methodology is one that is open to quality controls, continuous improvement and stakeholder feedback. To this end, EcoVadis has a long-standing scientific committee made up of international sustainability experts that explore the latest industry trends and determine their potential impact on our assessment process.



### Industry, Location and Size Matter

The sustainability management system is assessed taking into account the company's material industry issues, its presence in risk countries, and its size and geographic scope.



### Technology Is a Must

A rating system can only become reliable and robust if it is supported by technology. Technology facilitates industrialization, which enables fast learning, growth and scalability.



### Traceability and Transparency

Every document used in the rating process is stored securely and can be traced to its source. Rated companies have access, if needed, to the most detailed results and to each scoring decision.



The Assessment Criteria

The assessment focuses on 21 sustainability criteria grouped into four themes: Environment, Labor & Human Rights, Ethics and Sustainable Procurement:

21 Sustainability Criteria			
 ENVIRONMENT	 LABOR & HUMAN RIGHTS	 ETHICS	 SUSTAINABLE PROCUREMENT
<p><b>Operations</b></p> <ul style="list-style-type: none"><li>• Energy Consumption &amp; GHGs</li><li>• Water</li><li>• Biodiversity</li><li>• Local &amp; Accidental Pollution</li><li>• Materials, Chemicals &amp; Waste</li></ul> <p><b>Products</b></p> <ul style="list-style-type: none"><li>• Product Use</li><li>• Product End-of-Life</li><li>• Customer Health &amp; Safety</li><li>• Environmental Services &amp; Advocacy</li></ul>	<p><b>Human Resources</b></p> <ul style="list-style-type: none"><li>• Employee Health &amp; Safety</li><li>• Working Conditions</li><li>• Social Dialogue</li><li>• Career Management &amp; Training</li></ul> <p><b>Human Rights</b></p> <ul style="list-style-type: none"><li>• Child Labor, Forced Labor &amp; Human Trafficking</li><li>• Diversity, Discrimination &amp; Harassment</li><li>• External Stakeholder Human Rights</li></ul>	<ul style="list-style-type: none"><li>• Corruption</li><li>• Anticompetitive Practices</li><li>• Responsible Information Management</li></ul>	<ul style="list-style-type: none"><li>• Supplier Environmental Practices</li><li>• Supplier Social Practices</li></ul>

These criteria are based on international sustainability standards such as the Ten Principles of the UNGC, the International Labour Organization (ILO) conventions, the Global Reporting Initiative (GRI) standards, the ISO 26000 standard, the CERES Roadmap, and the UN Guiding Principles on Business and Human Rights (also known as the Ruggie Framework).

During the assessment, the Group’s sustainability analysts only consider criteria relevant to a given company’s size, industry and location. They will consider the information provided in the company’s questionnaire and the attached supporting documents.





### The EcoVadis Score

A company’s overall EcoVadis score (between 0 and 100) reflects the quality of its sustainability management system at the time of the assessment.

The recognition levels are based on a percentile classification of EcoVadis scores – a minimum score threshold for each theme is also factored in.<sup>2</sup> The criteria for each medal are reviewed annually. For 2020, the criteria for scorecards published in 2020 was as follows:



**Top 1%**

(overall score between 73 and 100)



**Top 5%**

(overall score between 66 and 72)



**Top 25%**

(overall score between 54 and 65)



**Top 50%**

(overall score between 45 and 53)

The criteria for scorecards published in 2019 are as follows:



**Top 5%**

(overall score between 62 and 100)



**Top 25%**

(overall score between 46 and 61)



**Top 50%**

(overall score between 37 and 45)

<sup>2</sup> No medal is assigned for overall scores below 45 or if there is a low theme score ( $\leq 20$ ) in any of the four themes (Environment, Labor & Human Rights, Ethics and Sustainable Procurement).

The company’s score may be used as part of criteria for a new vendor qualification, considered as part of a business proposal (e.g. weighted criteria in an RFP/RFQ), as a measurement of potential business risks or to benchmark performance during an annual review. If a company achieves a high score, it may be identified as a potential strategic trading partner. However, if it achieves a low score, it may be prompted to develop and implement a corrective action plan.

In line with global best practice, the scorecards provided by EcoVadis are valid for 12 months from their publication date. Scorecards that have expired may no longer be shared with new companies on the EcoVadis platform. New requests for sharing scores will trigger a reassessment process 12 months after the last assessment.



## Technological Innovations and Partnerships

EcoVadis has also established partnerships with a number of technology companies to better understand the opportunities presented by emerging technologies and to work collaboratively on new smart solutions that can meet rapidly evolving customer expectations.

The Group's investments in technology, which they began making over 10 years ago, enable it to stay on the cutting edge of supply chain advances. By targeting key growth areas like artificial intelligence, machine learning, software integration and user experience, EcoVadis offers its customers a solution that is highly effective and easy to integrate and deploy.





# Corporate Responsibility – Risks and Challenges

In line with the European Union (EU) Directive covering the publication of extra-financial information by companies, EcoVadis provides a description of its main environmental, social and governance risks as part of its Declaration of Extra-Financial Performance (DPEF).

This Sustainability Report stands alongside the DPEF published in French and represents EcoVadis' commitment to transparency and communicating its progress to the UNGC.



## Risk Identification

A risk mapping exercise based on the COSO methodology was carried out by the Group's management team to identify any risks that are material to EcoVadis. The methodology required the estimation of risk at the most severe level and distinguished between gross risks (attached to the activity without any controls) and net risks (once control mechanisms have been applied).

This approach is part of the Group's ethos of encouraging employee participation in decision-making processes, which in turn builds ownership around the actions developed and put in place. Finally, the results of this analysis have been presented to the company's management team, and the main priority issues have been adjusted and validated as needed.

The control strategies are made up of a combination of controls to prevent, identify and correct any issues. The controls that relate to identified key risks are described in more detail below. Even if a risk has not been identified as significant for our business, we have put relevant indicators in place – these are presented in this report.





## Risk Typology

### Ethics

#### Description of the risk

The Group's image and integrity in the sustainability services industry are paramount to building strong relationships with customers and other stakeholders. The Group's reputation may be tarnished by situations where there is a potential conflict of interest or by events and actions taken by third parties that are outside of its control. Regardless of whether they are justified, negative comments or reviews related to the Group or its sustainability assessment activity could also adversely affect its business.

#### Management of the risk

Driven by strong and widely communicated commitments made by general management, EcoVadis has put a Code of Ethics in place that applies to every employee and is supported by dedicated training sessions. During their annual performance review, each employee must confirm their commitment to following the Code of Ethics. We have also put a formal whistleblowing procedure in place that enables witnesses to report any breach – ranging from corruption to harassment – of the Code. Our ethics officer is responsible for handling all requests received in a confidential manner. We are committed to protecting whistleblowers against any form of reprisal. Any instance of failure to comply with

the Group's rules on ethics may be subject to disciplinary sanctions.

As part of our assessments, we have published internal guidelines for our analysts that aim to preserve the integrity of our rating system and protect the Group's reputation.

To enhance transparency, we have published documents on our methodology and assessment rules in our online library. In addition, whenever we receive requests for clarification from our customers about their results, we have a process in place to handle them within a defined timeframe and categorize them according to how critical they are. We share the necessary details with our customers to help them better understand the various topics discussed. Depending on our analysis of customer requests, we may have to review their results by following our scorecard review process.

The management of ethical issues is discussed further in section 5.1 "EcoVadis' Commitment to Ethics".



## Supplier Management

### Description of the risk

Our business involves working with suppliers that also have their own extensive supply chains, forming a complex network of suppliers operating around the world. We are aware that the behavior of every stakeholder along this supply chain – in terms of sustainability and human rights – has the potential to negatively affect our business.

### Management of the risk

Through a Supplier Code of Conduct, EcoVadis encourages its suppliers to comply with the highest ethical standards. In particular, we ask our suppliers to reject any form of modern slavery or human trafficking, including forced labor or child labor within their company or supply chain. We have formalized our commitment in a declaration on modern slavery that we publish annually on our website.

Our supplier management is discussed further in section [“Our Supply Chains”](#).

## Talent Management

### Description of the risk

Most of the Group’s value is based on its human capital and its ability to attract, develop and retain employees, particularly those with the technical skills that enable EcoVadis to thrive. This requires maintaining a strong image in the labor market – one that ensures fairness in assessment

and promotion procedures – and ensuring the professional development and retention of employees. Developing new sustainability services and solutions is an increasingly competitive space, which has led to challenges in securing the requisite talent. Any loss of talent or the unexpected departure of experienced managers could potentially impact the Group, either in the governance of certain activities or in the operational management of its responsibilities.

### Management of the risk

We have developed and put in place a program, based on six values that enable us to meet the expectations of our stakeholders, to strengthen our culture.

Our ambition as a company is to build an inclusive workplace where our employees are able to develop and thrive. The annual individual performance interviews are an opportunity to share areas for improvement with each employee and identify employees with a high level of potential for advancement to more senior positions. We have created a new “talent management” function within the Human Resources (HR) team to identify training needs and formalize potential career paths within the Group.

We conduct an annual satisfaction survey to measure the commitment of our employees and identify areas for improvement and actions that need to be taken to secure their loyalty.

Talent management and diversity and inclusion are discussed further in section 3 “Talent”.





## Risks Related to Stakeholder Expectations

### Description of the risk

The Group operates in a number of countries and provides services to customers who also operate across the world and are subject to multiple laws and regulations that are in constant flux. This includes anti-corruption laws, import and export controls, laws on competition, regulations that cover data protection, sanctions, rules related to immigration, obligations relating to health and safety, laws relating to the right to work or even potential changes related to taxation. The legal, contractual and operational precautions taken by the Group to protect its activities or ensure that its employees comply with the Group’s rules, however rigorous they may be, can only provide reasonable assurance and can in no way guarantee absolute security with respect to regulatory changes.

### Management of the risk

We check clauses about intellectual property in a systematic way in contracts with our suppliers, partners and customers. In the terms and conditions we sign with each company we work with, we assess whether there is a standard clause to protect our intellectual property.

To meet our financial obligations, the Group’s main offices are audited by third parties that audit compliance with local financial and tax laws and regulations.

We have integrated a due diligence program into our operational procedures so that we can be sure that we respect regulations on sanctions.

EcoVadis is committed to going beyond regulatory requirements by including information in this report on how we measure and monitor our greenhouse gas emissions and recycle waste.

Management risk is discussed further in section 4 “Environmental Performance”.

## Cybersecurity

### Description of the risk

EcoVadis is subject to various cybersecurity risks ranging from malicious and/or fraudulent acts with the intention of manipulating information (confidential, technical or strategic data), processes or users. Over the last few years, an increasing number of companies have been exposed to intrusions or attempted intrusions on their computer security systems. These techniques have become more sophisticated and are constantly evolving, making it difficult to pre-empt such attacks. The Group and its third-party service providers may not be able to protect themselves against such techniques or to put appropriate and effective countermeasures in place quickly enough.





### Management of the risk

EcoVadis is committed to providing the highest level of information security and making continuous improvements with the aim of protecting the data entrusted to us by every stakeholder. This is why EcoVadis has put in place an information security system that is ISO 27001:2013 certified. This certification covers 100% of our revenue – or every single entity we work with. It allows us to operate systematically, maintain information security in our processes and commercial services, and specify and apply the necessary security measures based on our risk assessments. We have deployed our Group-wide information security policy, which defines the technical and behavioral safeguards to ensure the availability, integrity, confidentiality and traceability of the information under our control. Each year, we make all of our employees aware of relevant information security risks and of our internal policies for mitigating them.

As far as personal data is concerned, EcoVadis believes that the EU's General Data Protection Regulation is an important step in strengthening the protection of citizens' data. As a data controller, EcoVadis is committed to following the regulations and applying best practice. We use the ISO 27001:2013 standard to integrate aspects related to protecting personal data into our management system and rely on a third party to audit our data protection practices.

As far as processing data outside of the EU, we have put in place contractual clauses across our global offices.





## Contribution to the UN Sustainable Development Goals (SDGs)

Each year, the Group monitors how well the selected and supported causes contribute to the UN SDGs.

The Group assesses its contribution to nine SDGs that are aligned with the company’s strategy.

Risk	Issues/target objectives monitored	Corresponding section in this document	Indicators or associated policies	SDG
Ethics	<ul style="list-style-type: none"><li>• Promoting the rule of law</li><li>• Fighting against corruption</li></ul>	§ 5.1 The Ethical Commitment made by EcoVadis	<ul style="list-style-type: none"><li>• Compulsory training of new employees in ethics</li></ul>	<div><div>16</div><div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div></div>
Management of our suppliers	<ul style="list-style-type: none"><li>• Involvement in raising awareness of sustainable development issues</li><li>• Driving changes in behavior towards more sustainable development</li></ul>	§ 5.2 Our supply chains §3 Talent	<ul style="list-style-type: none"><li>• Percentage of purchase totals analyzed</li></ul>	<div><div>12</div><div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div>





Talent management	<ul style="list-style-type: none"><li>• Providing medical protection for employees</li><li>• Monitoring the well-being of teams in their workplace</li></ul>	§3 Talent	<ul style="list-style-type: none"><li>• Rate of voluntary turnover</li><li>• eNPS</li><li>• Employees with medical coverage</li></ul>	<div>3GOOD HEALTH AND WELL BEING</div>
	<ul style="list-style-type: none"><li>• Commitment to the equality of men and women</li></ul>	§3.2 Diversity and inclusion (D&I)	<ul style="list-style-type: none"><li>• Percentage of female managers</li><li>• Percentage of women on the executive committee</li></ul>	<div>5GENDER EQUALITY</div>
	<ul style="list-style-type: none"><li>• Involvement in the creation of direct employment</li><li>• Monitoring real equal opportunities</li><li>• Continuing the fight against all forms of discrimination</li></ul>	§3.2 Diversity and inclusion (D&I)	<ul style="list-style-type: none"><li>• Employee training in the issue of discrimination</li></ul>	<div>8DECENT WORK AND ECONOMIC GROWTH</div>
	<ul style="list-style-type: none"><li>• Fighting against forced labor, child labor and human trafficking with the involvement of suppliers</li></ul>	§3.2 Diversity and inclusion (D&I)	<ul style="list-style-type: none"><li>• Employee training in EcoVadis' code of ethics</li></ul>	<div>10REDUCED INEQUALITIES</div>





**Anticipating the expectations of stakeholders**

- Reducing consumption and direct impacts
- Involvement in the conservation of natural resources

§4.2 Consumption and impacts

- Energy consumption of buildings and associated emissions of CO<sub>2</sub>
- Emissions associated with employee travel on business trips



- Continuing cooperation with different organizations by putting our skills at their service
- Promoting projects that have positive impacts

§4.1 Environmental commitments

- Carbon emission reduction targets (Science Based Targets initiative)



**Cybersecurity**

- Building a resilient infrastructure

§2.2.5 Cybersecurity

- Share of revenue certified to ISO 27001:2013





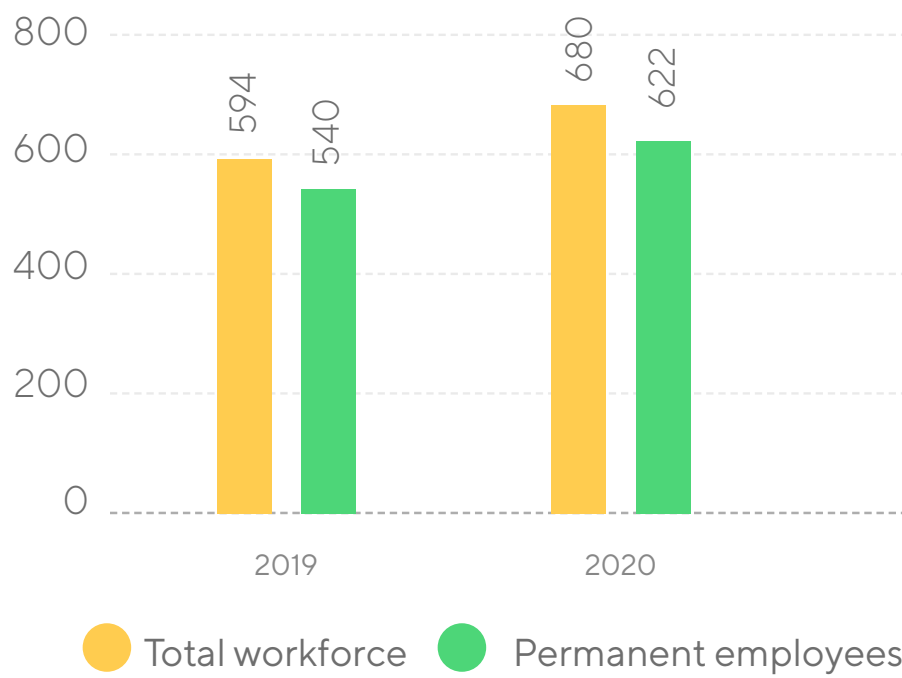
# Workforce



# Our Workforce in Numbers

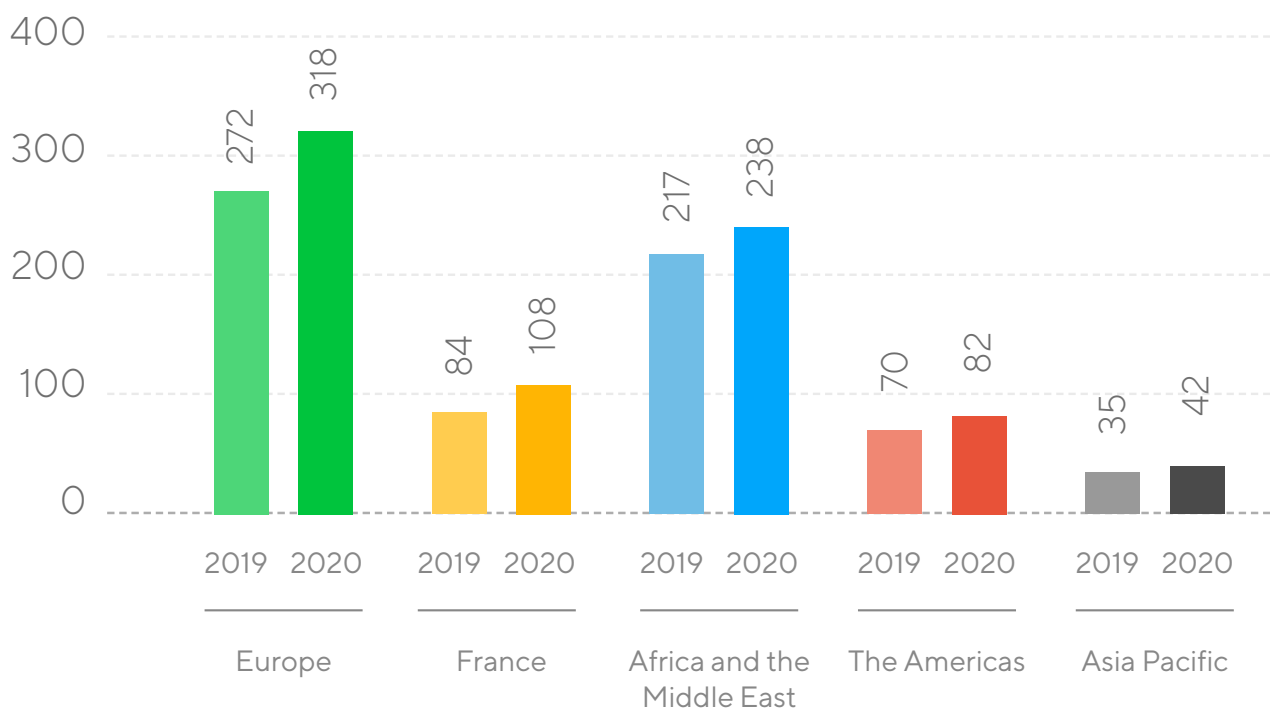
EcoVadis’ total workforce as of December 31, 2020 was 680 employees.

Changes in our workforce



Between 2019 and 2020, there was a slight increase in new starters and a reduction in the number of voluntary leavers, which led to an increase in our total workforce.

Number of employees





Net changes in workforce	2019	2020
New starters fixed term contract, permanent contracts	182	187
Voluntary leavers permanent contracts	77	52
Rate of voluntary turnover	15.1%	9.4%

The staff turnover rate is equal to the cumulative number of permanent employees voluntarily leaving over the year divided by the average total number of employees on a permanent contract over the year. There is a low rate of voluntary turnover, which confirms the commitment of our employees.

Between 2019 and 2020, there was a slight increase in new starters and a noticeable reduction in the number of voluntary leavers, which translated to a decrease in the rate of voluntary turnover.

Breakdown of the total workforce by seniority	2019	2020
Less than 1 year	145	139
From 1 to 3 years	258	241
From 3 to 5 years	82	173
From 5 to 7 years	71	76
From 7 to 10 years	32	41
More than 10 years	6	10

Our HR managers ensure compliance with the regulations that apply to our offices (particularly in terms of labor and social security laws), the collective agreements that we reach with our partners and our Group’s broader commitments (such as the Code of Conduct). In 2020, the Group did not sign a collective agreement with staff representatives.

All contracts for the employees of the Group’s entities have been drawn up in line with the relevant local legal and regulatory frameworks.

Depending on the local context and the temporary needs of certain projects, “freelance” service contracts are used for independent workers.





The employees are distributed as follows:

- Permanent contracts: 90% of the total workforce have a permanent contract, of which 54% are women and 46% are men.
- Temporary contracts: 10% of the total workforce have a fixed-term contract, of which 44% are women and 56% are men.

Working hours are governed by local laws and regulations, though employees are occasionally expected to be flexible to accommodate the time constraints of certain projects. This implies a level of organizational flexibility that must be shared with everyone, as our customers are also faced with the same challenges.

In return for the flexibility expected from employees, management is putting in place measures that allow employees to be compensated for their efforts and to give them more time during the summer period or when important holidays are celebrated.

Remote work is available to all our employees. Offering such flexibility is an integral part of our values, which aim to provide our employees with a good work/life balance.





## Diversity and Inclusion (D&I)

D&I is a priority for the Group’s leadership and we believe that each employee must take action every day to build a more inclusive culture. Respecting each person as an individual, both within the office and outside of it, is at the heart of the company’s culture.

The Group’s D&I policy outlines the main founding principles on which our local policies are developed. They are updated regularly and communicated to employees who are involved in the actions being taken.

In 2020, a D&I survey was conducted by an external consultancy to assess our progress and help us define actions for 2021. The results of the survey have been shared with all of our employees. A dedicated committee will be created in 2021 so that the appropriate actions can be coordinated.

### Diversity in the Group as of December 31, 2020

We are proud to have 70 different nationalities represented within the EcoVadis Group and continually strive to promote equity between men and women.

Male/female mix	2019	2020
Total workforce (% of women)	53%	54%
Women managers (including team leaders)	43%	46%
Women on the executive committee	33%	33%

Of note is the recruitment and promotion of women to the Group Executive Committee in January 2021, which has increased the proportion of women on the Committee to 42%.

Average age of employees <sup>3</sup>	2019	2020
Average age	33	33
For men	34	34
For women	31	32

Breakdown of the workforce by age <sup>4</sup>	2019	2020
18-25 years old	10.6%	11.6%
26-30 years old	31.0%	31.9%
31-35 years old	29.5%	27.4%
36-40 years old	17.0%	16.6%
41-45 years old	4.5%	4.9%
46-50 years old	2.7%	2.6%
51-55 years old	2.4%	2.4%
56-60 years old	0.7%	1.2%
More than 60 years old	0.2%	0.1%

3 Consultants for whom we do not have a date of birth are not included in this calculation.  
4 Consultants for whom we do not have a date of birth are not included in this calculation.





## A “Zero Tolerance” Approach to Discrimination

We have long applied a “zero tolerance” approach to all forms of discrimination (gender, age, background, sexual orientation, religion, etc.) and sexual harassment – this is just as relevant today and must be respected by all, employees and managers alike. Training is compulsory for all employees and is a key part of the onboarding process for new staff members.

## Commitments Outside of the Group

The Group consistently reaffirms its commitment to gender equality and D&I by signing the Diversity Charter, a written commitment that forbids discrimination in the workplace and encourages actively building a diverse workforce.

## Attracting and Recruiting Talented and Diverse Individuals

Building D&I into the recruitment of future talent is essential, particularly as studies have shown that a diverse workforce is a more effective one.

Agility and the potential that comes from overcoming personal challenges are given privileged status to meet the objective of creating the most diversified teams possible. We recruit and select employees in an equitable, legal and professional manner.

At the same time, close relations with schools and universities remain an asset for informing students about careers in the Group.





## Nurturing Career Development

### Career Management at EcoVadis

Career management has long been important to the EcoVadis Group. EcoVadis has established a structured system that contributes to the individual development plan of each employee. This system includes:

- Recruitment, which allows talent to be identified and ensures the best match between the position and the profile;
- Career management, which aims to support employees and assess their skills;
- Mobility, which allows each employee to map out their own career path and an individual development plan.

Priority is given to nurturing employees in-house to support the growth of the Group.

The Group is currently in the process of strengthening its career management system, which will be supported with a variety of digital tools. The Group is working to develop new services to provide better recruiting guidance, enable workers to map their career paths more effectively and optimize HR procedures.

### Training

The Group has put in place in-service training for every employee, and the company's strategic plan prioritizes building a culture of continuous learning. It is essential that every employee is given the tools they need to develop professionally.

We offer a training program to every new hire made up of:

- Compulsory training: anti-harassment and discrimination, awareness of cybersecurity and data protection, ethics, anti-corruption, etc.;

- General training about the company: introduction to the Group, its services, solutions, values, procedures and policies, etc.;

- Professional training.

In 2020, the LinkedIn Learning platform was made available to all of our employees. This has allowed us to continue providing training to our employees, despite the restrictive measures that have been put in place in different countries due to the COVID-19 pandemic.





Well-Being at Work

New Ways of Working

Flexibility

Flexible work arrangements are in place to allow for remote work, especially in large cities where commuting times are significant. Employees have been given the equipment and tools they need to facilitate their work. Flexibility is a benefit that has been offered to our workers for a number of years and is an integral part of the benefits available to our employees. This approach is in line with our desire to offer a good work-life balance to everyone.

Parental leave

34 employees made use of maternity/parental leave during 2020 (38% women, 62% men) – all employees may be eligible depending on the legal context.

	Female		Male		Total
		%		%	
2019	10	77%	3	23%	13
2020	13	38%	21	62%	34

\*Parental leave is included in the year when it ends.

Health and Well-Being Measures

The issue of health and well-being as work is dealt with by our HR teams, with the assistance of local office managers. The Group ensures that occupational health systems and services are accessible to 100% of employees, whether they are provided in-house or by an external, third-party expert. In 2020, we also strengthened the health plans in some countries.

Prevention of illness

In countries with professional or collective agreements, “preventative health” issues are sometimes the subject of specific provisions. All employees in these countries, therefore, benefit from the application of collective or professional agreements.

Medical coverage

All of our employees (those on both permanent and fixed-term contracts) benefit from medical protection (such as health insurance through social security). The exact structure of these benefits depends on the local context and may be provided by the state, shared between the state and the company, or offered by the company. These benefits also cover cases of serious or chronic illnesses, so that employees can be properly cared for and monitored under the right conditions.

Well-being at work

Our aim is to comply with applicable health and safety regulations in all of our offices, with a particular focus on our five pillars of health and safety: managing stress, ergonomics, health and general hygiene, and physical activity and nutrition. We offer the option to work from home to help employees find a good work-life balance. Ultimately, our aim is to ensure we always have a healthy, happy and motivated team that has the ability to deliver services that will drive sustainability around the world.





## COVID-19

With a focus on the safety of its employees and those it does business with, EcoVadis has ensured continuity in its operations since the start of the COVID-19 health crisis. As an example, EcoVadis has provided masks for all of its employees and, in some countries, kits containing masks and hand sanitizer.

The EcoVadis Group closely follows the government directives of the different countries in which we operate. When necessary, we have instructed our employees to work remotely from home if they do not need to be physically present.

The Group has had a remote working policy long before the onset of the COVID-19 pandemic. It aims to give our employees flexibility and guarantee a good work-life balance. Our commitment to remote working gave us the flexibility needed to minimize the impact of lockdown measures in our countries of operation. All of our employees were already familiar with the tools for remote collaboration and all of our IT resources were already

configured in compliance with our information security policies.

Since May 2020, EcoVadis has provided its employees with access to professional psychological support to help them navigate this challenging time. We have made use of a third-party company so that we can offer neutral, independent and confidential support. With services in multiple languages, our employees across the world have been able to access this support when needed. We believe that this is an important service for our employees and have decided to continue offering it in 2021.

In addition to this, we have supported our customers by providing them with information about the measures the Group has taken to manage the situation. Throughout the year, we continued to deliver sustainability assessments to our customers and support them in their efforts to make improvements.

### Well-being with remote working

We offer sports sessions to our employees in every country. For example, in Tunisia, we subsidize 70% of our employee's gym

subscriptions, while employees in Poland have a multi-sport subscription that gives them access to a number of gyms.

In Europe, we have set up virtual sessions with yoga and pilates instructors. In the United States, Canada and Asia, we have organized sessions led by specialists (including psychologists and physiotherapists) with the aim of strengthening the physical and psychological well-being of our employees while they are in lockdown.

### Survey of Employee Satisfaction

The Group organizes an annual employee satisfaction survey at the global level. The indicator we use to measure satisfaction is the Net Promoter Score (NPS), which is a tool that measures employee commitment. This measure inspired by the NPS, which is more generally associated with customer satisfaction surveys, asks employees to rate how likely they are to "promote" their company on a scale of 1 to 10. Our internal survey also asks our employees to give responses to other types of questions about communications, internal relationships,

development, compensation, etc. Following this internal survey, the results are shared with our employees and an action plan is also put in place.

### Individual Assessments

At the start of the year, we set individual employee targets for each semester and follow up on these targets through individual performance assessments twice a year. 100% of employees have been given an annual evaluation interview ("performance review").

### Enhanced Dialogue During the Pandemic

In response to the COVID-19 pandemic, dialogue with staff representatives has been enhanced. In April 2020, EcoVadis also started running discussion sessions with management to maintain team cohesion, to reassure them and to answer all of the questions our employees may have.





# Environmental Performance





## Environmental Commitments

As a sustainability ratings provider, EcoVadis is acutely aware of the environmental issues facing companies. By first signing the UNGC in 2008, EcoVadis has voluntarily committed to developing solutions to these issues and monitoring the impacts of these solutions.

We joined the SBTi initiative in 2019 and have submitted our current reduction targets for verification by the end of 2021.

## Consumption and Impacts

The negative impacts of the Group that are included in the calculation of greenhouse gas emissions come from, in order of importance:

- The estimated 4,365,296 km of travel in 2019 relate to business trips (air and rail). These come to 1,553,939 km in 2020. This reduction can be explained by the impact that the COVID-19 pandemic has had on business trips. Trips by car are rare and are mainly covered by rental agencies during business trips. The company does not own any cars, and employees primarily travel on public transport and by bike. In 2021, we are expecting to hire a parking area for bikes used by employees at our Paris office. Even before the pandemic, the Group used conference rooms and collaborative remote working tools to avoid travel whenever possible.
- The energy consumed for our offices is estimated at 287,548 kWh for 2020, which is a reduction from the previous year. This reduction can be explained by the lockdown measures taken by different countries to combat the pandemic, which have led to our offices sitting empty for varying lengths of time. Renewable energy represents 16% of total consumption (based on certifications provided by electricity suppliers). Efforts are continuing in terms of energy efficiency and examples of good practice (switching off computers and equipment such as printers and lights during nights and weekends).





## / Environmental Performance

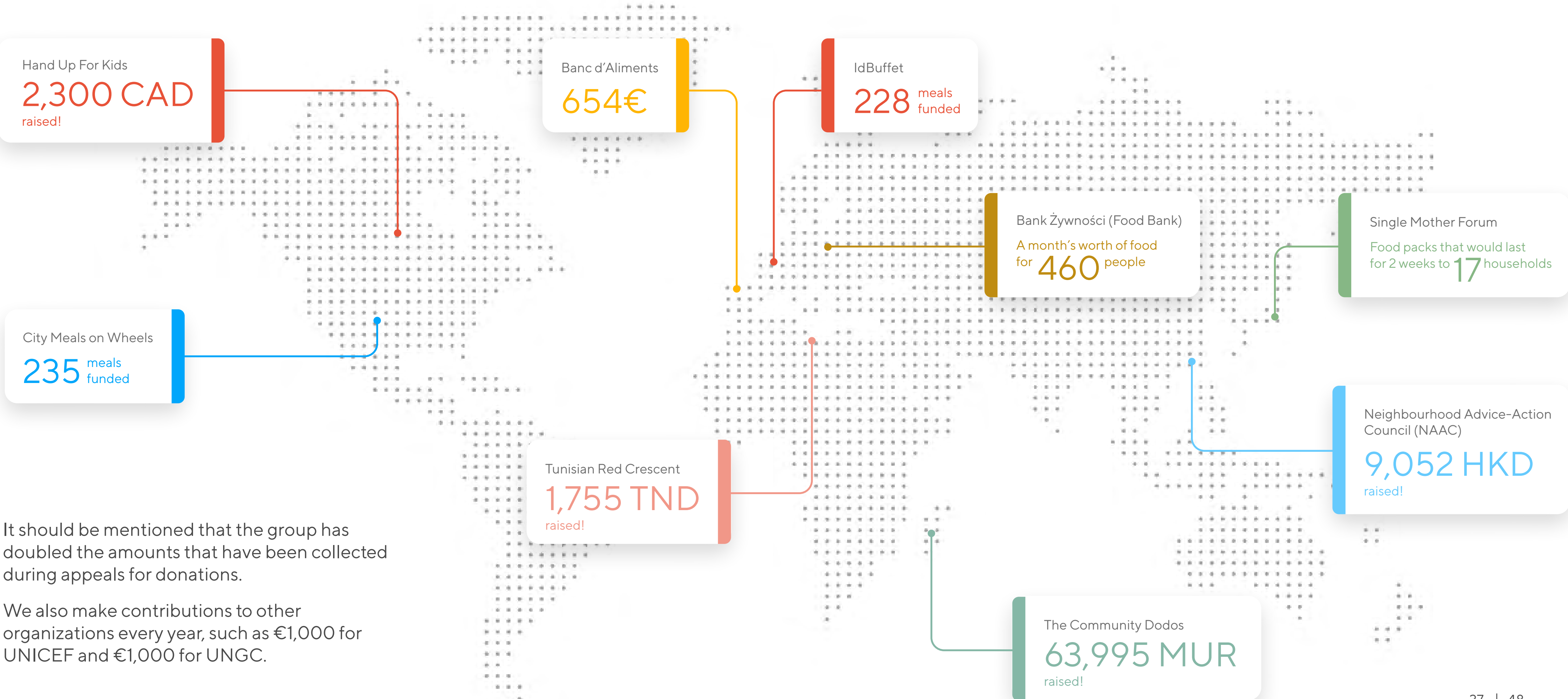
- Paper consumption: 80 kg consumed in 2020, we prioritize the purchase of products with FSC labels or recycled paper.
- The amount of waste recycled is estimated at 624 kg. Most of this amount was made up of paper and cardboard. The Group does not manage any hazardous or toxic waste due to the nature of its services.
- The consumption of water is not regarded as a major issue for the Group as it is reserved for sanitary usage.

In addition, EcoVadis encourages every employee to make a commitment to act responsibly for the planet. In 2019, we introduced the principle of a day of solidarity that our employees can use to contribute to charitable activities.

In 2020, 153 employees donated the equivalent of 95 days of charity work in the different countries where we are embedded. In France, we took part in the “Climate Fresco” to raise awareness of climate change and enable better communication around climate issues. In Mauritius, our employees helped the NGO Moka’mwad build booms to stop the spread of oil that was spilled into a lagoon following the sinking of the bulk carrier MV Wakashio. In Poland, we helped the association Daj Herbate, which works with the homeless to make sandwiches and cakes. Our team in New York has helped the International Institute for Rural Reconstruction create marketing support that they can use in their communications.



Against the background of the COVID-19 pandemic, our teams have run donation campaigns and have successfully raised €13,000. The results for each country are as follows:



It should be mentioned that the group has doubled the amounts that have been collected during appeals for donations.

We also make contributions to other organizations every year, such as €1,000 for UNICEF and €1,000 for UNGC.





## Summary of Environmental Indicators

Each year, the Group monitors how well the selected and supported causes contribute to the UN SDGs.

The Group assesses its contribution to nine SDGs that are aligned with the company’s strategy.

Indicators		2019	2020
Energy	Total Group workforce	594	680
	Employees covered by the energy consumption and associated CO <sub>2</sub> emissions indicators (offices in Paris, Warsaw and Ebene)	429	480
	Emissions Scope 1	N/A	N/A
	Emissions Scope 2 (tCO <sub>2</sub> )	302	175
	Emissions Scope 3 (tCO <sub>2</sub> ) – only covers business trips made by employees (rail and air)	671	231
	Emissions Scope 1, 2 and 3	973.1	406
	Building carbon intensity per capita (tCO <sub>2</sub> per person for the offices in Paris, Warsaw and Ebene)	0.7	0.4
	Business trips carbon intensity per capita (tCO <sub>2</sub> per person for 100% of the Group workforce)	1.1	0.3
	Energy consumption (kWh for the offices in Paris, Warsaw and Ebene)	393,242	287,548
	Energy intensity per capita (for the offices in Paris, Warsaw and Ebene)	917	599





Waste	Total volume of waste recycled in kg (Paris and Ebene offices only)	1,031	553
	Waste recycled per capita (kg per person for the offices in Paris and Ebene)	3.9	2.0
	Paper consumption (kg for the offices in Paris, Warsaw and Ebene)	153	80
	Paper per capita (kg per person for the offices in Paris, Warsaw and Ebene)	0.36	0.17
Travel	Total km traveled (business trips)	4,365,296	1,553,939
	Trips per capita (km)	7,349	2,285
	Business trips (number of single journeys by rail and air)	1,998	684

For 2020, it should be noted that the COVID-19 pandemic drastically reduced business trips and this effect will continue into at least the first quarter of 2021. We are not expecting a resumption of business trips before the second quarter, and even then, these will be very limited.



# Measures to Manage Societal Risks



## EcoVadis' Ethical Commitment

We are committed to acting ethically and with integrity in all of our business relationships and transactions. Our goal is to put in place the right policies, due diligence processes and essential training programs to ensure that everyone who works for us, in whatever capacity, understands the issues and risks associated with modern slavery and human trafficking, our commitment to tackling these issues and risks, and their obligation to comply with our policies and procedures.

Our Code of Ethics and whistleblowing procedure encourage our employees to report any violations of our policies and procedures and establish effective channels to ensure that every case reported is subject to a thorough investigation and is addressed. With these policies in place, we believe that we can continue to grow as a sustainability services provider and exceed our customers' expectations.

As part of our onboarding process, new employees are given training on our key policies and procedures, including our employee handbook, Code of Ethics, labor practices and human rights policy, whistleblowing procedure, and sustainability, risk management and business integrity practices. In 2020, all 184 of our new hires were given training on our Code of Ethics.

It is our intention to put in place specific additional training for key staff groups so that we can ensure they have the skills to recognize the signs of modern slavery and human trafficking, react effectively to these phenomena and know how to report any incidents.





## Managing Our Supply Chains

During the financial year that ended December 31, 2020, we received various goods and services from third-party suppliers. Our direct suppliers have their own extensive supply chains, which means that we are linked to a complex network of global suppliers. For example, third-party providers provide us with services relating to information technology, human resources, legal affairs, travel, offices and marketing in a number of countries.

Our suppliers are our partners, and as such, we have an interest in how they do business and treat their employees. As much as possible, we use standard purchasing contracts to govern our relationships with suppliers of goods and services. These contracts outline certain obligations and standards around ethical issues that we expect our suppliers to follow. In June 2020, we adopted a Supplier Code of Conduct that requires our

suppliers to make a commitment to follow ethical business practices and comply with all applicable laws, regulations and obligations related to human rights. The Supplier Code of Conduct is available in English on our website and is attached to our standard supply contracts. We expect our suppliers to:

- Respect generally accepted human rights;
- Reject and not tolerate any form of modern slavery, which includes but is not limited to child labor, forced labor and human trafficking within their company or supply chain;
- Comply with the environmental standards as they may apply to their business;
- Promote diversity within their organizations and not tolerate any employee discrimination;

- Ensure that they provide working environments that comply with all local health and safety requirements so that employees are safe in their workplace;
- Provide their employees with decent working conditions, including equitable compensation and benefits;
- Adopt a proactive approach in terms of sustainability and ensure they go beyond minimum legal requirements in terms of human rights.

Failure to respect these obligations constitutes a material breach of our supply contract and entitles us to terminate the relationship with the supplier.

We are aware that the nature and complexity of issues related to modern slavery and human trafficking mean that we have a duty to continue to assess and monitor the potential risks





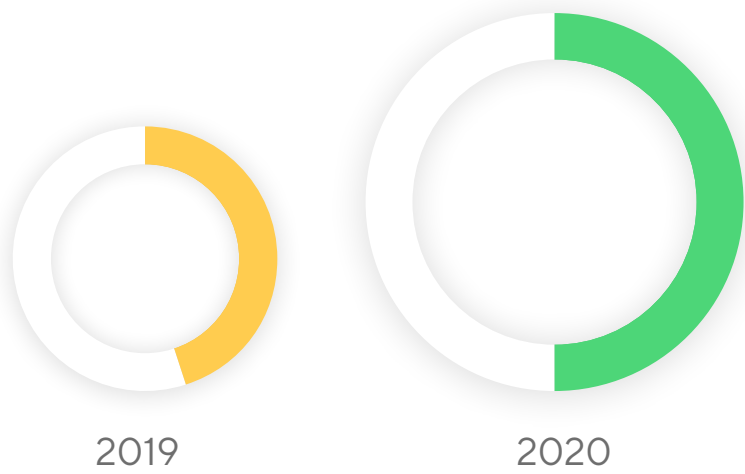
in our company and supply chain. We are also committed to continually improving and updating our practices and policies to ensure that modern slavery does not occur anywhere in our organization, our supply chain or even in our core business. We will help our customers expose any modern slavery abuses in their own supply chains.

Some of our suppliers have also been given an EcoVadis Rating, which involved assessing their sustainability maturity and their performance on labor and human issues. As part of our rating system, we assess a company's policies, actions and performance on child labor, forced labor and human trafficking. We also examine the company's external resources to identify any negative media coverage relating to human rights or modern slavery.

We have used our methodology to analyze the Group's suppliers – representing 50% of the value of our purchases in 2020 – and we have not identified any instance of non-conformity that may impact us.

Our aim is to widen the percentage of purchases analyzed each year, and we are currently studying the possibility of using our EcoVadis IQ tool to assess the risk our suppliers face depending on their location and industry.

**Percentage of purchases analyzed using the Group's internal methodology**



Our main suppliers include Google, Microsoft Azure, SalesForce, Sage People and WeWork.

We believe that our efforts to date to ensure that there is no modern slavery or human trafficking in our business or supply chain have been effective, and we have not identified any cases of modern slavery in our business or supply chain.





## Improving Our Approach

We are committed to putting in place systems and checks to prevent modern slavery, human trafficking and harmful labor practices.

To better fight against modern slavery and human trafficking, we intend to:

- Put specific training in place so that everyone is able to identify the risks of modern slavery and human trafficking, both in our company and in our supply chains;
- Update our policy on labor practices and human rights with the aim of underlining particular risks linked to modern slavery and requiring anyone who works for us or on our behalf, in whatever capacity, to respect the obligations set out in our policy on the prevention, identification and reporting of modern slavery in every part of our business or supply chain;
- Explore the possibility of using our EcoVadis IQ tool to assess the risk our suppliers face depending on their location and industry;
- Conduct a thorough audit, where possible, to identify risks in the following layers of our supply chain to determine what action, if any, should be taken to guarantee that there is no modern slavery or human trafficking in our supply chain.

As part of this improvement process, we have recruited an ethics officer who will focus on continuously improving the Group's performance on ethics issues. The ethics officer will be responsible for regularly reviewing our Code of Ethics to evaluate its effectiveness. They will also monitor compliance with the Code and supervise our procurement practices and other policies and procedures, with a particular focus on risks and issues related to modern slavery and human trafficking.





# Notes on the Methodology





## Scope and Reporting Period Selected in 2020

Unless otherwise specified in the body of the report or in this section on methodology, the scope corresponds to the statutory scope of the Company (the same as that used in the publication of the consolidated accounts).

The fiscal year 2020 covers the period from January 1, 2020 to December 31, 2020.

## Organization of the Reporting and Data Collection

The published indicators have been produced based on an external accounting summary and relying in particular on a process for monitoring HR indicators, social data taken from our centralized HR management system and staff files. As for environmental and societal data, a data monitoring process is carried out by our internal sustainability team with the assistance of managers from each office.

## Methodology Clarifications

The rate of staff turnover is calculated as the cumulative number of voluntary leavers during the year of employees with permanent contracts, divided by the average annual number of employees with permanent contracts.

For the calculation of the workforce as of 12/31, the following employees have been included: permanent, fixed-term, interns and consultants. External contractors have not been included. Interns who are only present for school projects have been excluded. Data relating to social indicators covers 100% of the Group's workforce.

Data relating to energy consumption and associated greenhouse gas emissions covers our offices in Paris, Warsaw and Ebene, i.e. 71% of the Group's workforce. Our other offices are in shared spaces where we do not have any individual consumption data for 2019 or 2020.

The denominator used for the energy consumption and non-hazardous waste production performance indicators corresponds to the number of staff employed in the offices included as of December 31 of the year. The details of the offices included are listed in the summary table of environmental indicators for each element.

The number of journeys by air and rail corresponds to the number of single trips taken by our employees across all our offices.



## Challenges and Limitations

Reflection on sustainability issues should enable progress to be made in future years in terms of the completeness of information, areas for improvement and the reporting process for sustainability data, while also accounting for regulatory changes.

In addition, EcoVadis confirms that the following issues are not material to the company given the services it provides:

- Circular economy;
- Food waste;
- Food insecurity;
- Animal welfare;
- Responsible, equitable and sustainable food.

## Control and Verification

Before any external verification work takes place, the data collected is supervised by a quality manager. The social and environmental information presented in this report for the year ending December 31, 2020 is based on the French DPEF, which was reviewed by KPMG S.A.





[www.ecovadis.com](http://www.ecovadis.com)

