BRONZE

2022
eco**v**adis
Sustainability
Rating

ecovadis

EcoVadis Sustainability Assessment Report

Company rated:
R&G TELECOMM GROUP LLC

Overall score: 52 /100
February 2022

Sustainability performance: Good

Size: S
Headquarters country: United States of America
Risk country operations: No
Industry: Telecommunications

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ABOUT SUSTAINABILITY

Sustainability is the continuing commitment to act responsibly by integrating social and environmental concerns into business operations. Sustainability goes beyond regulatory compliance to focus on how companies manage their economic, social and environmental impacts, as well as their relationships with stakeholders (e.g. employees, trading partners, government).

ABOUT THE ASSESSMENT

The EcoVadis methodology framework assesses companies' policies and actions as well as their published reporting related to the environment, labor and human rights, ethics and sustainable procurement. Our team of international sustainability experts analyze and crosscheck companies' data (supporting documents, 360° Watch Findings, etc.) in order to create reliable ratings, taking into account each company's industry, size and geographic location.

ABOUT ECOVADIS

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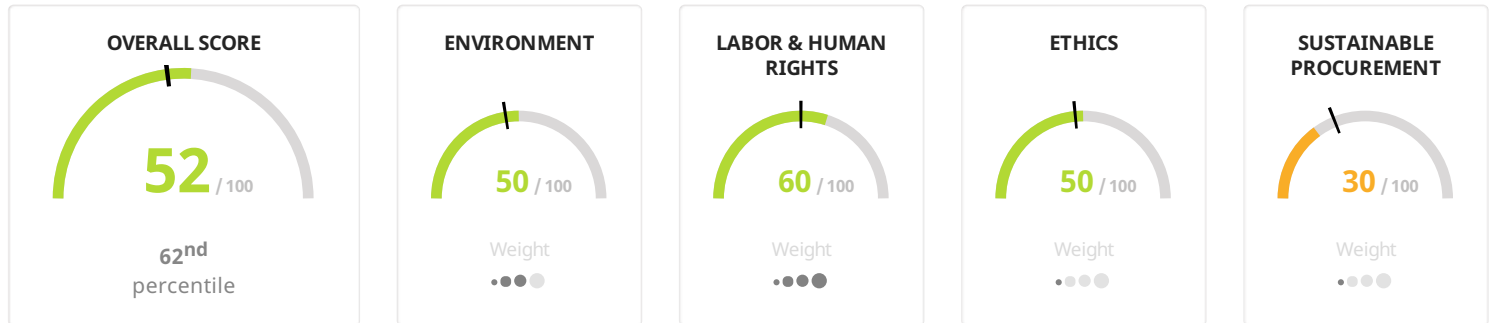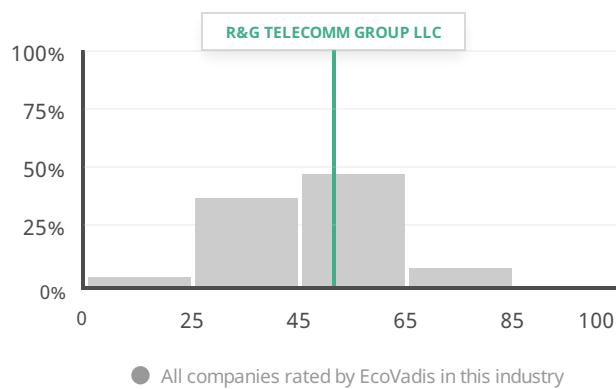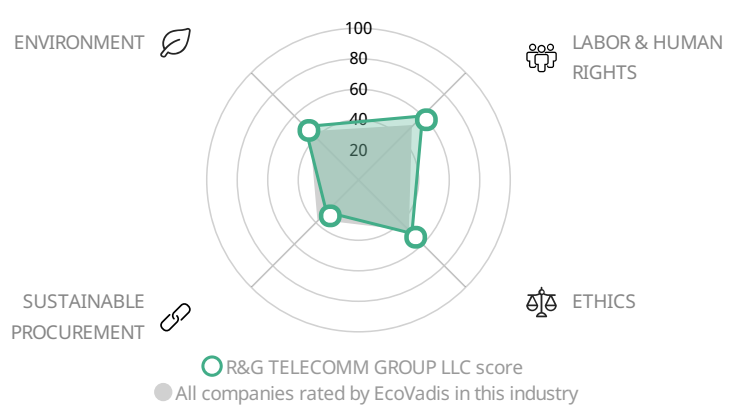
1. SUSTAINABILITY PERFORMANCE OVERVIEW

Score breakdown

Sustainability performance   ● Insufficient   ● Partial   ○ Good   ● Advanced   ● Outstanding   — Average score

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
52 / 100	**50** / 100	**60** / 100	**50** / 100	**30** / 100
62nd percentile	Weight ● ● ● ●	Weight ● ● ● ●	Weight ● ● ● ●	Weight ● ● ● ●

Overall score distribution

R&G TELECOMM GROUP LLC

● All companies rated by EcoVadis in this industry

Theme score comparison

ENVIRONMENT   LABOR & HUMAN RIGHTS   SUSTAINABLE PROCUREMENT   ETHICS

○ R&G TELECOMM GROUP LLC score
● All companies rated by EcoVadis in this industry

R&G TELECOMM GROUP LLC has been awarded a bronze medal in recognition of sustainability achievement! To receive this medal, companies must have an overall score of 47-56.

Corrective Action Plan in progress

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. R&G TELECOMM GROUP LLC has a corrective action plan in place and is working on improving their sustainability management system.

2. ASSESSMENT BENEFITS

Understand :

Get a clear picture of a company's sustainability performance. The scorecard is the final output of the EcoVadis assessment. It rates and benchmarks a company's sustainability performance in four themes on a scale of 0-100 and highlights strengths and improvement areas.

Know where a company stands compared to their industry. Benchmark the company's sustainability performance against the industry with a score distribution graph and theme score comparisons.

Identify industry trends. Discover the primary sustainability risks, regulations, hot topics and best practices related to specific industries.

Communicate :

Meet customer needs. More and more companies raise questions about their trading partners' environmental and social performance. The EcoVadis assessment allows companies to demonstrate their commitment.

Leverage a unique communication tool. Companies with an EcoVadis Scorecard avoid audit fatigue by sharing one assessment with all requesting customers.

3. ASSESSMENT PROCESS

1

Customer Request
Procurement, CSR, EHS, and Sustainability leaders in enterprises looking to monitor sustainability risk in the supply chain request an EcoVadis assessment for their trading partners.

2

Questionnaire
Based on a company's specific sustainability risk factors, a customized questionnaire is created. It contains 20 to 50 questions tailored to the industry, size and location.

3

Document Analysis
Companies are required to provide supporting documentation for their answers to the questionnaire. These documents are reviewed by our analysts.

4

Public Information
Company information that is publicly available, most often found on the company website, is also collected as evidence of their sustainability performance.

5

360° Watch Findings
360° Watch Findings comprise relevant public information about companies' sustainability practices, identified via more than 10,000 data sources. They can have positive, negative or no score impact.

6

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

SCORECARD

4. ECOVADIS METHODOLOGY

A. Four Themes and 21 Criteria

EcoVadis assessments focus on 21 issues which are grouped into 4 themes (Environment, Labor & Human Rights, Ethics, Sustainable Procurement). The 21 issues or criteria are based upon international sustainability standards such as the Global Compact Principles, the International Labour Organization (ILO) conventions, the Global Reporting Initiative (GRI) standard, the ISO 26000 standard, and the CERES principles.

21 sustainability criteria

1. ENVIRONMENT

OPERATIONS
Energy consumption & GHGs
Water
Biodiversity
Air Pollution
Materials, Chemicals & Waste

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

3. ETHICS
Corruption
Anticompetitive Practices
Responsible Information Management

2. LABOR & HUMAN RIGHTS

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

HUMAN RIGHTS
Child Labor, Forced Labor & Human Trafficking
Diversity, Equity & Inclusion
External Stakeholders Human Rights

4. SUSTAINABLE PROCUREMENT
Supplier Environmental Practices
Supplier Social Practices

B. Seven Management Indicators

EcoVadis assessments evaluate a company's sustainability management system by looking at seven management indicators. These are used to further customize the assessment by weighting the four themes and their subsequent 21 sustainability criteria.

Policies (weight: 25%)

1. Policies: Mission statements, policies, objectives, targets, governance

2. Endorsement: Endorsement of external sustainability initiatives

Actions (weight: 40%)

3. Measures: Measures and actions implemented (e.g. procedures, training, equipment)

4. Certifications: Certifications and labels (e.g. ISO 14001)

5. Coverage: Coverage of measures and actions

Results (weight: 35%)

6. Reporting: Reporting on Key Performance Indicators (KPIs)

7. 360: Condemnations, Controversies, Awards

5. UNDERSTANDING A SCORECARD

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

A. Quantitative Information: Scores & Activated Criteria

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

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

Non-activated

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

Medium

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

High

High importance criteria are the issues where the company faces the greatest sustainability risk.

! **Risk countries only**

Criteria classified as Only in Risk Countries are activated only if the company has significant operations in one or more countries identified as risky.

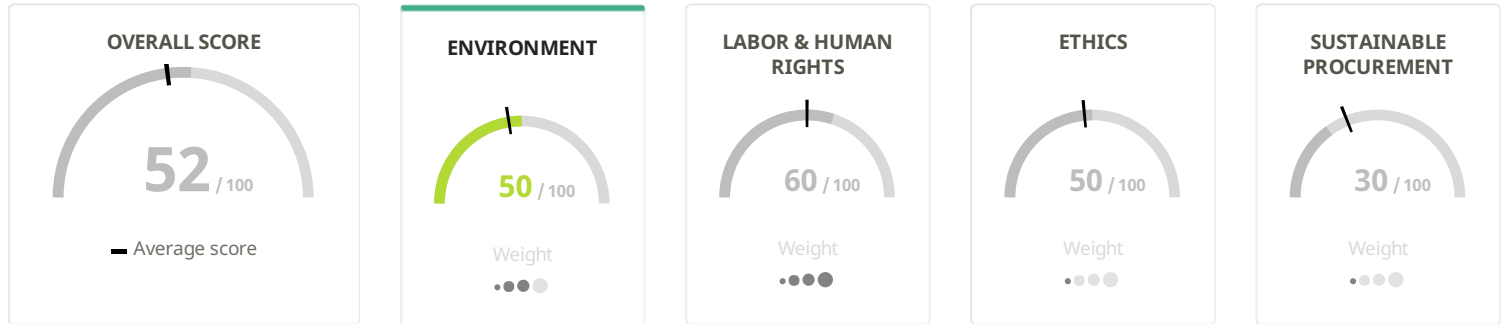## B. Qualitative Information: Strengths & Improvement Areas

Qualitative information provides more details and insights into a company's score. For each theme, the company is assigned strengths (elements of their sustainability management system that are positive) and improvement areas (elements of their sustainability management system that need to be improved). The strengths and improvement areas are divided according to the three management layers (Policies, Actions, Results) and are also classified by priority.

All improvement areas are automatically added to the company's Corrective Action Plan. They are pre-organized by priority. The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback.

C. The Scoring Scale

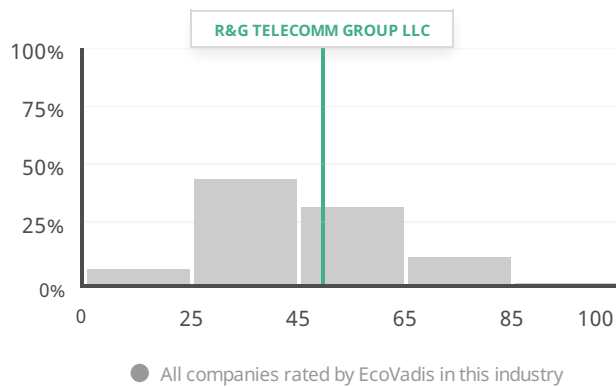|		
0 - 24	Insufficient	No engagements or tangible actions regarding sustainability. Evidence in certain cases of misconduct (e.g. pollution, corruption).
25 - 44	Partial	No structured sustainability approach. Few engagements or tangible actions on selected issues. Partial reporting on Key Performance Indicators. Partial certification or occasional labeled product.
45 - 64	Good	Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues. Basic reporting on actions or Key Performance Indicators.
65 - 84	Advanced	Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues with detailed implementation information. Significant sustainability reporting on actions and Key Performance Indicators.
85 - 100	Outstanding	Structured and proactive sustainability approach. Engagements/policies and tangible actions on all issues with detailed implementation information. Comprehensive sustainability reporting on actions and Key Performance Indicators. Innovative practices and external recognition.

6. ENVIRONMENT

This theme takes into account both operational factors (e.g. energy consumption, waste management) and product stewardship (e.g. product end-of-life, customer health and safety issues).
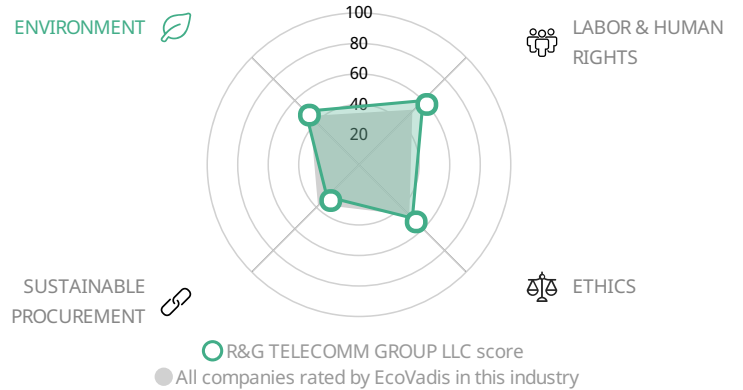
Environment Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
52 / 100	**50** / 100	**60** / 100	**50** / 100	**30** / 100
▬ Average score	Weight ●●●○	Weight ●●●●	Weight ●●●○	Weight ●●●○

Theme score distribution

● All companies rated by EcoVadis in this industry

Theme score comparison

○ R&G TELECOMM GROUP LLC score
● All companies rated by EcoVadis in this industry

Environment: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Environment: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

Environment

Weight ● ● ● ◐

Strengths (2)

Policies

Endorsement of the United Nations Global Compact (UNGC)

Information

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. The company is a formal signatory of this initiative.

Guidance

The United Nations Global Compact is a United Nations strategic policy initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. Companies sign the initiative and then are required to provide overviews of their management system through a mandatory disclosure framework (annual publication of a Communication on Progress [COP]).

Actions

Use of efficient HVAC (heating, ventilation, and air conditioning) equipment

Improvement Areas (14)

Policies

High   Inconclusive documentation on environmental policies

Information

There is no formal policy on environmental issues in the supporting documentation provided by the company, or company has provided supporting evidence that was not approved due to quality/acceptance requirements. e.g. company name, recent date (8 years).

Guidance

A standard environmental policy integrates commitments and/or operational objectives on the main environmental risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document (e.g. QHSE Policy). A standard environmental policy contains qualitative objectives/commitments specific to those issues. The policy should also incorporate some of the following elements: scope of application, allocation of responsibilities, quantitative objectives (i.e. on energy consumption & GHG emissions), and review mechanisms. Download the How-to Guide on this topic here (in English).

Medium   Inconclusive documentation for policies on energy consumption & GHGs

Medium   Inconclusive documentation for policies on materials, chemicals & waste

Medium   Inconclusive documentation for policies on customer health & safety

Low   No quantitative target on environmental issues

Information

The company's policy does not contain quantitative objectives or targets on environmental issues.

Guidance

Quantitative objectives or targets on environmental issues are considered as fundamental elements of comprehensive policy mechanism. They provide a monitoring framework that helps establish whether policy objectives are being met, and highlight the progress towards set goals. Some examples of specific targets on this topic include quantitative objectives on energy consumption reduction, percentage targets to reduce waste, or targets for a number of products to be eco-labelled. As policy elements, targets can be expressed in absolute or relative terms and must have a valid future deadline (i.e. by 2020 we commit to reduce our energy consumption by 20% from 2015 levels). Download the How-to Guide on this topic here (in English).

Actions

Medium   Declares measures for hazardous materials, chemicals & waste management, but no supporting documentation available

Information

The company declares it has implemented actions on hazardous materials, chemicals and waste management (e.g. REACH). However, no information was found on this topic in the supporting documentation.

Guidance

Some examples of actions on this topic include: procedures for handling hazardous substances, work processes or innovative technologies implemented to treat or facilitate clean disposal, and recycling and reuse of waste.

Medium   No information on ISO 14001/EMAS certification

Information

No company declaration and no evidence within the supporting documentation on ISO 14001 or EMAS certifications achieved for at least one of its operational sites.

Guidance

The ISO 14001 standard belongs to the ISO 14000 series, a family of environmental management standards developed by the International Organization for Standardization (ISO) designed to provide an internationally recognized framework for environmental management, measurement, evaluation and auditing. The standard serves as a framework to assist organizations in developing their own environmental management system and is based on the continuous Plan-Do-Check-Act cycle. The Eco-Management and Audit Scheme (EMAS) an EU voluntary instrument which acknowledges organizations that evaluate, report, and improve their environmental performance on a continuous basis. Organizations located outside the EU Community can also participate (EMAS Global). Some examples of evidence used to demonstrate the coverage of ISO 14001 or EMAS certifications include (but are not limited to): - Individual certificates for each certified site; - A certificate annex clearly stating each individual site covered by the certificate - A sample certificate for one site, along with formalized reporting in a third-party verified report (i.e. Sustainability Report, Annual Report), which includes the percentage of sites covered by the ISO 14001 or EMAS certification, etc.

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`Low`   No information on measures regarding customer health & safety

Information

No company declaration and no evidence within the supporting documentation of actions implemented regarding customer health & safety.

Guidance

Some examples of actions on this topic include: provision of information for consumer protection, and application of recognized standards to eliminate harmful effects or hazardous defects from products or services.

Results

`High`   No information on reporting on environmental issues

`Low`   No information on reporting on total weight of hazardous waste

`Low`   No information on reporting on total weight of non-hazardous waste

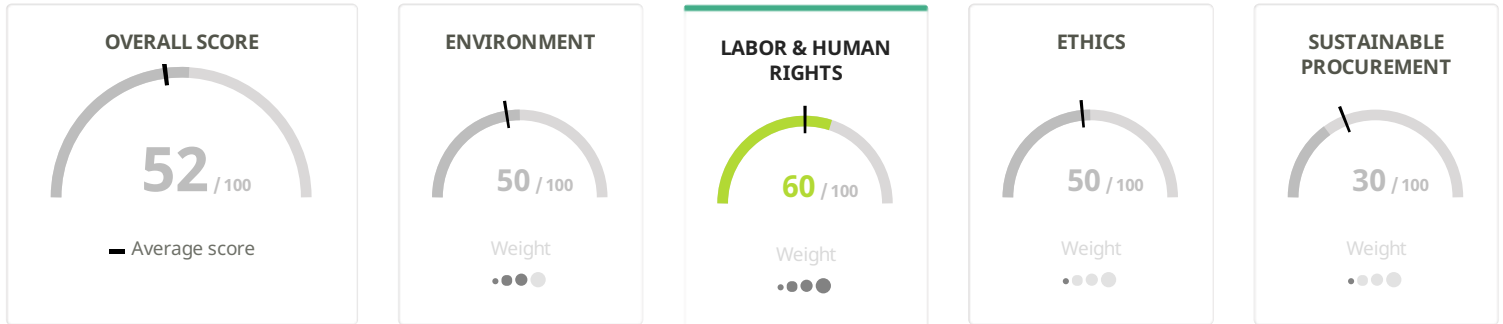`Low`   No information on reporting on total energy consumption

`Low`   No information on reporting on total Scope 1 GHG emissions

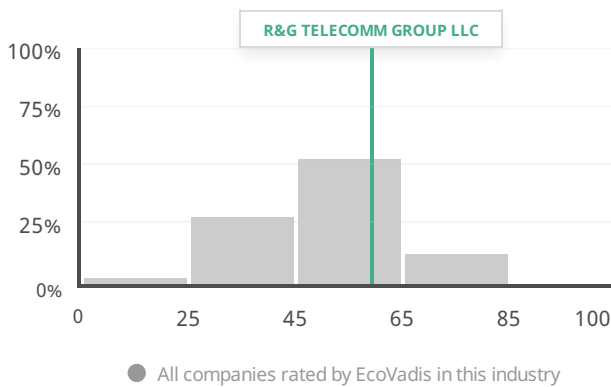`Low`   No information on reporting on total Scope 2 GHG emissions

7. LABOR & HUMAN RIGHTS

This theme takes into account both internal human resources (e.g. health and safety, working conditions, career management) and human rights issues (e.g. discrimination and/or harassment, child labor).
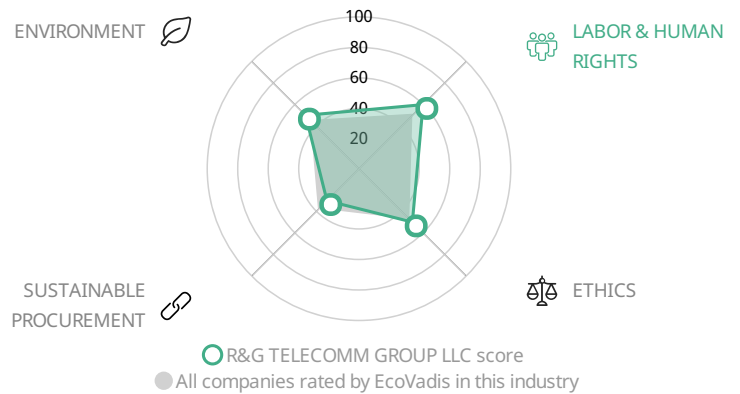
Labor & Human Rights Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
52 / 100	**50** / 100	**60** / 100	**50** / 100	**30** / 100
▬ Average score	Weight ●●●○	Weight ●●●●	Weight ●●●●	Weight ●●●○

Theme score distribution

R&G TELECOMM GROUP LLC

● All companies rated by EcoVadis in this industry

Theme score comparison

ENVIRONMENT

LABOR & HUMAN RIGHTS

SUSTAINABLE PROCUREMENT

ETHICS

○ R&G TELECOMM GROUP LLC score
● All companies rated by EcoVadis in this industry

Labor & Human Rights: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Labor & Human Rights: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

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Labor & Human Rights

Weight ● ● ● ●

Strengths (8)

Policies

Labor & human rights policy on diversity, equity & inclusion

Endorsement of the United Nations Global Compact (UNGC)

Information	**Guidance**
The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. The company is a formal signatory of this initiative.	The United Nations Global Compact is a United Nations strategic policy initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. Companies sign the initiative and then are required to provide overviews of their management system through a mandatory disclosure framework (annual publication of a Communication on Progress [COP]).

Actions

Additional leave beyond standard vacation days

Information	**Guidance**
The company has official measures to promote work-life balance in place, which have been found within the supporting documentation. The company provides additional leave beyond vacation days mandated by local regulations.	The company has implemented working practices that acknowledge and aim to support the needs of staff in achieving a balance between their home and working lives. The company provides additional days of leave for employees, outside of standard vacation days mandated by regulations. Additional days of leave can include paternal leave, bereavement leave, jury duty, election day leave, and sabbatical leave.

Flexible organization of work available to employees (e.g. remote work, flexitime)

Information	**Guidance**
The company has official measures to promote work-life balance in place, which have been found within the supporting documentation. The company provides flexible hours and organization for employees to work.	The company has implemented working practices that acknowledge and aim to support the needs of staff in achieving a balance between their home and working lives. The company has supporting documentation showing a flexible organization of working hours is provided for employees, which can include evidence of options for part-time work, telecommuting or remote work, job-shares, and other forms of variable work schedules.

Health care coverage of employees in place

Employee health & safety detailed risk assessment

Information

The company carries out employee health & safety detailed risk assessments

Guidance

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

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

Information

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

Guidance

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

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

Information

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

Guidance

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

Improvement Areas (11)

Policies

Medium   Basic labor and human rights policies: lacks details on specific issues

Information

The company has basic labor & human rights policies that may include commitments and operational objectives on the management of its sustainable procurement policies, but lacks details on specific issues.

Guidance

A standard labor and human rights policy includes commitments and/or operational objectives on the main labor and human rights risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document. A standard labor and human rights policy contains qualitative objectives/commitments specific to those issues. The policy should also incorporate some of the following elements: scope of application, allocation of responsibilities, quantitative objectives, and review mechanisms.

Medium   Inconclusive documentation for policies on employee health & safety

Medium   Inconclusive documentation for policies on working conditions

Medium   Inconclusive documentation for policies on career management & training

Low   No quantitative target on labor and human rights issues

Information

Company policy does not contain quantitative targets on labor and human rights issues.

Guidance

Quantitative objectives or targets on labor and human rights issues are considered as fundamental elements of comprehensive policy mechanism. They provide a monitoring framework that helps establish whether policy objectives are being met, and highlight the progress towards set goals. Some examples of specific targets on this topic include quantitative objectives on health & safety indicators (i.e. accident frequency and accident severity rates), quantitative objectives on percentage of employees trained on discrimination and quantitative objectives on number of employees covered by social benefits. As policy elements, targets can be expressed in absolute or relative terms and must have a valid future deadline (i.e. by 2020 we commit to train 100% of employees on discrimination). Download the How-to Guide on this topic here (in English).

Actions

| Medium | Declares actions on diversity, equity & inclusion, but no supporting documentation available |

Information

The company declares having measures on discrimination and/or harassment issues in place but there is no evidence within the supporting documentation provided by the company.

Guidance

Discrimination refers to the different treatment given to people in hiring, remuneration, training, promotion, and termination which is based on race, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age (source: ISO 26000). Harassment (as per the US Equal Employment Opportunity Commission) refers to the unwelcome conduct based on the same criteria mentioned above. Offensive conduct may include, but is not limited to, offensive jokes, slurs, physical assaults or threats, intimidation, insults, and interference with work performance. Examples of measures might include the presence of complaint and reporting mechanisms, actions implemented for the integration of disabled people in the company, actions to promote gender and racial equality in the workplace, and awareness training on these issues. Download the How-to Guide on this topic here.

| Low | No information on ISO 45001 certification |

Results

| High | Declares reporting on labor and human rights issues, but no supporting documentation available |

Information

The company declares it provides reporting regarding labor practices and human rights issues, but there is no information within the company supporting documentation on key performance indicators (KPIs) or statistical figures.

Guidance

In order to measure and monitor the effectiveness of its sustainability management system internally, and in order to report performance to stakeholders, a company should report on sustainability-related Key Performance Indicators (KPIs). In the EcoVadis assessment, the Reporting indicator looks at the quality, transparency and level of reporting readily available to stakeholders. The KPIs provided should be recent (i.e. within the last 2 reporting periods) and should be for the scope under evaluation. KPIs can be sector-specific and include for instance: the rates of injury/ occupational diseases/ lost days/ absenteeism, the number of work-related fatalities, the employee turnover, the % of employees covered by joint management-worker committees, the % of employees covered by collective bargaining agreements, the average hours of training, breakdown of employees per employee category (e.g. gender, age group, minority), ratio of basic salary and remuneration of women to men by employee category (Source: Global Reporting Initiative G4). Download the How-to Guide on this topic here (in English).

| Low | Declares reporting on accident frequency rate, but no supporting documentation available |

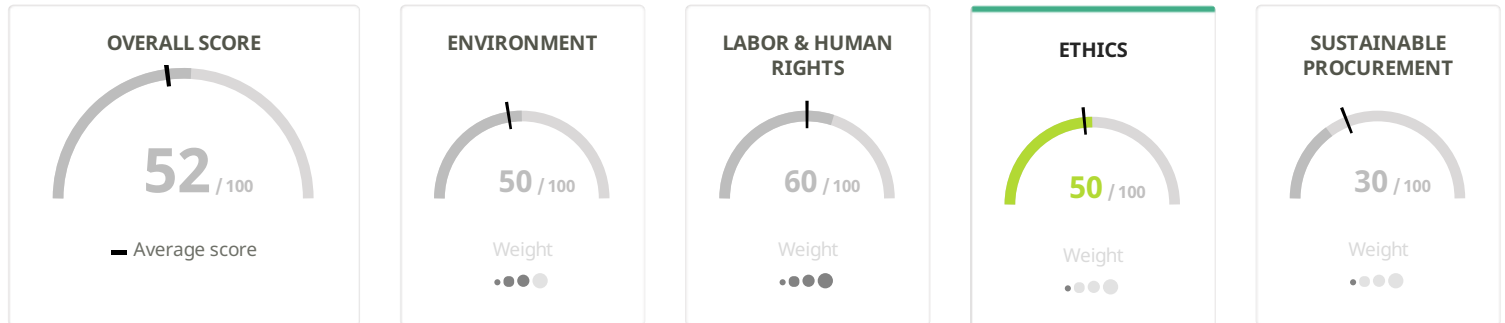| Low | Declares reporting on accident severity rate, but no supporting documentation available |

Low | Declares reporting on average training hours per employee, but no supporting documentation available
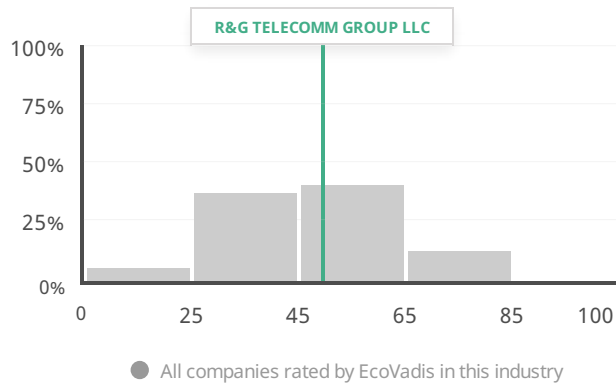
8. ETHICS

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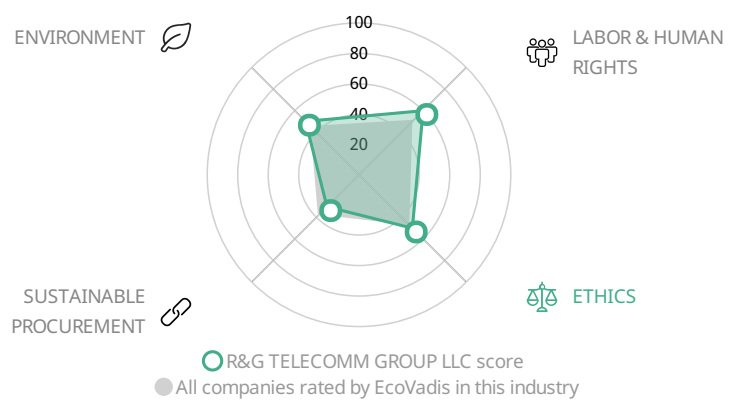
Ethics Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
52 / 100	**50** / 100	**60** / 100	**50** / 100	**30** / 100
— Average score	Weight ●●●○	Weight ●●●●	Weight ●●●○	Weight ●●●○

Theme score distribution

● All companies rated by EcoVadis in this industry

Theme score comparison

○ R&G TELECOMM GROUP LLC score
● All companies rated by EcoVadis in this industry

Ethics: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Ethics: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

⚖ Ethics

Weight ● ● ● ●

Strengths (8)

Policies

Policy on fraud

Policy on conflict of interest

Disciplinary sanctions to deal with policy violations

Information	**Guidance**
There is evidence within the supporting documentation provided that the company has implemented structured mechanisms to deal with policy violations such as disciplinary actions.	In order to ensure the adequate implementation of business ethcis policies, companies should establish procedures to administer investigations and sanction employees for eventual violations (i.e. disciplinary measures up to and including possible termination).

Policy on information security

Information	**Guidance**
The company has issued a formal standard policy that integrates commitments in the form of qualitative objectives on information security issues. The policy is formalized in a document such as a Code of Ethics and includes at least some organizational elements (e.g. review process, dedicated responsibilities, scope of application).	It is imperative for companies who manage sensitive information to set commitments on the protection and responsible management of third-party data. The security of third party data encompasses the protection of customer personal identification information (PII) and the protection of third party intellectual property rights.

Standard policy on a majority of business ethics issues

Information	**Guidance**
The company has issued a formal standard policy that integrates commitments, qualitative and quantitative objectives on a majority of business ethics issues, including details at issue level (e.g. the policy will cover corruption & bribery, conflict of interest, fraud and/or money laundering issues). This policy is usually in the form of a Code of Ethics or Code of Business Conduct and it includes some organisational elements such as review processes, dedicated responsibilities, and a scope of application. It could also list some examples of real cases on business ethics (i.e. examples of conflicts of interest).	A comprehensive policy on business ethics issues integrates commitments and/or operational objectives on all or almost all of the main fair business practices issues a company is confronted with: namely corruption & bribery issues, information security and responsible marketing/anti-competitive practices if applicable. It is also compulsory to have additional elements such as formal mechanisms to communciate on business ethics to employees, detailed scope of the policy's application and allocation of responsibilities, among others. Download the How-to Guide on this topic here (in English).

Policies on corruption

Information	**Guidance**
There is a formal policy that integrates qualitative objectives/commitments on anti-corruption & bribery issues (including for example conflict of interest, fraud and money laundering) in the supporting documentation provided by the company.	Corruption & bribery covers all forms of corruption issues at work namely extortion, bribery, conflict of interest, fraud, money laundering. A comprehensive policy is formalized in a standalone document or is part of a Code of Ethics/Conduct on the issues mentioned and incorporate as well some of the following elements: scope of application, allocation of responsibilities, quantitative objectives, and review mechanisms.

Dedicated responsibility for ethics issues

Endorsement of the United Nations Global Compact (UNGC)

Information

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption. The company is a formal signatory of this initiative.

Guidance

The United Nations Global Compact is a United Nations strategic policy initiative to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. Companies sign the initiative and then are required to provide overviews of their management system through a mandatory disclosure framework (annual publication of a Communication on Progress [COP]).

Improvement Areas (8)

Actions

High   No supporting documentation regarding an effective whistleblower procedure to report ethics issues

Information

No company declaration and no evidence within the supporting documentation regarding presence of an effective whistleblower procedure to report business ethics issues within the company's operations.

Guidance

A whistleblower procedure is a grievance mechanism for stakeholders to report any wrongdoings, concerns or breaches of the company business ethics policies. An effective whistleblower procedure must provide stakeholders with an identified communication channel to report their concerns, as well as protect the whistleblowers' confidentiality and rights to non-retaliation. The procedure may also be handled by a third party.

Medium   No conclusive documentation on awareness training to prevent corruption and bribery

Information

No company declaration and no evidence within the supporting documentation regarding the implementation of awareness or training programs on anti-corruption & bribery issues for employees.

Guidance

According to the ISO 26000 guideline, ""Corruption can be defined as the abuse of entrusted power for private gain"". There are all forms of public and proprietary corruption in the workplaces such as extortion, bribery, conflict of interest, fraud, money laundering. Since corruption undermines a company's effectiveness and ethical reputation, awareness or trainings on anti-corruption & bribery issues are regularly conducted to ensure that employees are familiar with the company's policy and procedures. They may be conducted either online or in person, and should include regular testing to ensure the training effectiveness.

Low   No conclusive documentation on audits of control procedures to prevent corruption

Information

No company declaration and no supporting documentation evidence provided on audits of internal controls relating to anti-corruption issues within the company's own operations.

Guidance

Internal controls (for example four-eyes principle, job rotations, among others) are necessary to regularly monitor the effectiveness and proper implementation of actions put in place to support anti-corruption & bribery policies. Periodic audits of those controls, done either through an external third party that performs business ethics audits or an internal audit team, are carried out to ensure their effectiveness and provide reasonable assurance that internal processes are being adhered to.

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

Information

No company declaration and no evidence within the supporting documentation regarding the implementation of a verification process for sensitive transactions.

Guidance

Sensitive transactions are a broad range of business dealings which involve higher ethics-related risks. Some examples include (non-exhaustive) gifts, travel arrangements and other types of hospitality, which are common in the business world, but may in fact constitute unethical or even illegal kickbacks, bribes or payoffs to influence decision affecting a company's operations, etc. Such transactions also comprise facilitation payments which are usually made with the intention of expediting an administrative process and may be considered as a form of corruption. As such, a verification procedure should be put in place to review and approve any sensitive transactions made by the company.

Low   No conclusive documentation regarding corruption risk assessments

Information

No company declaration and no evidence within the supporting documentation regarding the implementation of a periodic corruption & bribery risk assessments.

Guidance

Risk assessment are a formal process of evaluating and predicting the consequences (positive or negative) of a hazard and their likelihoods/probabilities. Periodic corruption and bribery risk assessments allow a company to identify potential bribery and corruption risks, rate the likely occurrence and the potential impact of the risks, select the appropriate anti-corruption controls, and develop an action plan. Such assessments ensure the presence of a strong compliance program and help to develop a more robust approach to counter bribery and corruption activities by the organization.

Low   No conclusive documentation regarding an anti-corruption due diligence program on third parties

Information

No company declaration and no evidence within the supporting documentation regarding the implementation of systematic compliance and due-diligence measures when dealing with third-party intermediaries (i.e. commission agents, brokers, sales representatives, distributors, contractors, customs brokers, consultants) acting on its behalf.

Guidance

Provisions in key international laws hold companies liable for corruption related misconduct committed in the context of their relationships with third parties (i.e. their agents, consultants, suppliers, distributors, joint-venture partners, or any individual or entity that has some form of business relationship with the organization). Given the risk exposures caused by third-parties, it is important that companies have adequate due diligence procedures in place. Due diligence is the process of gathering independent information to gain an understanding of the risks associated with a third party and visibility of its compliance management systems which address these risks. It can involve background checks and screenings of third party by means of sanction lists, tracking adverse media reports and identifying links to politically exposed persons, assessments of third parties on their own ethics & compliance programs and risk controls. Companies should provide documentation of their procedures that demonstrate how these due diligence efforts are undertaken.

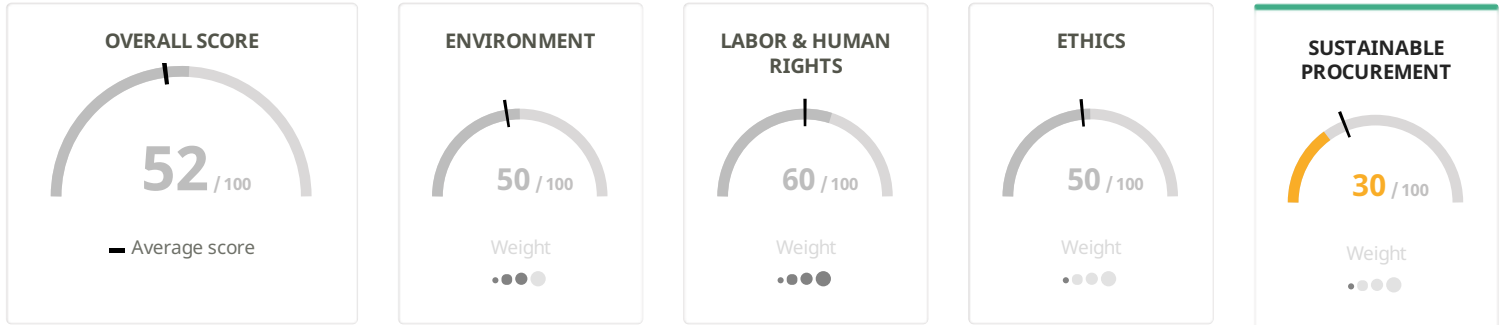**Low**   No conclusive documentation regarding information security risk assessments

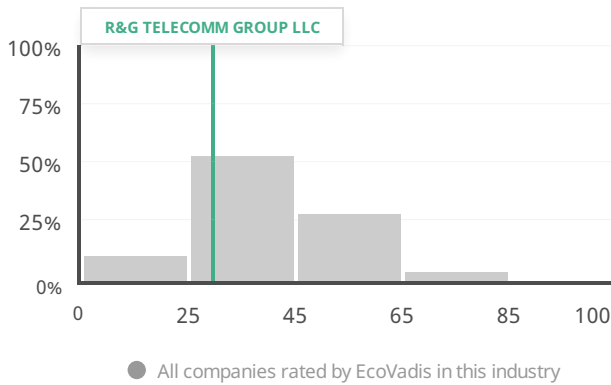**Low**   No conclusive documentation on measures regarding information security

ecovadis

9. SUSTAINABLE PROCUREMENT

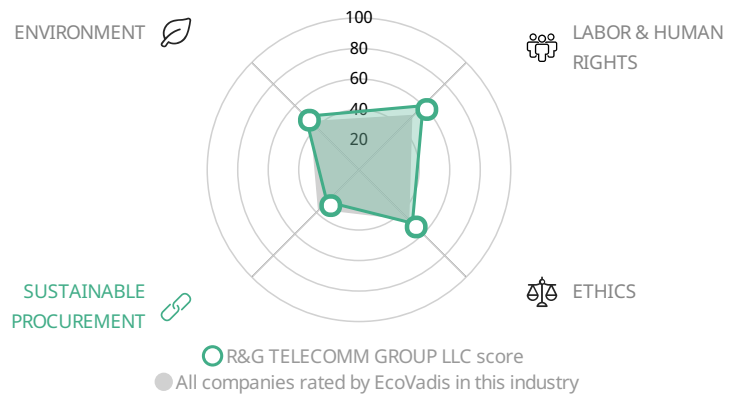This theme focuses on both social and environmental issues within the company supply chain.

Sustainable Procurement Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
52 / 100	50 / 100	60 / 100	50 / 100	30 / 100
▬ Average score	Weight ●●●○	Weight ●●●●	Weight ●○○○	Weight ●○○○

Theme score distribution

R&G TELECOMM GROUP LLC

● All companies rated by EcoVadis in this industry

Theme score comparison

○ R&G TELECOMM GROUP LLC score
● All companies rated by EcoVadis in this industry

Sustainable Procurement: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Sustainable Procurement: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

Sustainable Procurement

Improvement Areas (4)

Policies

High   Inconclusive documentation on sustainable procurement policies

Information

There is no formal policy on sustainable procurement issues in the supporting documentation provided by the company, or company has provided supporting evidence that was not approved due to quality/acceptance requirements. e.g. company name, recent date (8 years).

Guidance

A standard sustainable procurement policy integrates commitments and/or operational objectives on all material sourcing risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document (e.g. Sustainable Purchasing Policy). Download the How-to Guide on this topic here (in English).

Actions

High   No information on a supplier sustainability code of conduct

Information

No company declaration and no evidence within the supporting documentation on a supplier sustainability code of conduct.

Guidance

A supplier sustainability code of Conduct outlines the company's expectations on their suppliers' practices on the following topics: responsible environmental management, implementation of safe working conditions, treatment of their employees with respect and dignity, and ethical business practices. It can also include information on how the Code will be monitored and reviewed and how violations of the Code will be handled.

High   No information on social or environmental clauses being included in supplier contracts

Information

No company declaration and no evidence within the supporting documentation on the social or environmental clauses being included in supplier contract

Guidance

Provisions/clauses in business contracts that cover social & environmental issues which are not directly connected to the subject matter of the specific contract. It's a tool defining the behaviour/setting the expectations and for engaging with suppliers on sustainability. Commercial legal contract between the company and its supplier, usually mention termination of contract when expectations concerning CSR issues are not met.

High   No information on sustainability risk analysis being conducted (i.e. prior to supplier assessments or audits)

Information

No company declaration and no evidence within the supporting documentation on the CSR risk analysis being conducted

Guidance

CSR risk mapping allows companies to identify, prevent and reduce social and environmental risks in the supply chain. The company can conduct a CSR risk mapping of its suppliers based on criteria such as procurement category, geographical presence of suppliers and total spend. CSR risk mapping is done before deciding to carry out assessments or audits in order to select which suppliers should receive assessments or audits.

10. 360° WATCH FINDINGS

27 September 2021

No records found for this company on Compliance Database

null

→ No score impact

360° Watch Findings comprise relevant public information about companies' sustainability practices that have been identified via more than 10,000 data sources (including NGOs, press and trade unions). 360° Watch Findings are incorporated into the EcoVadis assessment and can have positive, negative or no score impact.

EcoVadis is connected to the following international sources:

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

11. SPECIFIC COMMENTS

Additional comments from our analysts pertaining to the assessment.

Specific comments

No records found in third party risk and compliance database.

An absence of reporting on sustainability related key performance indicators (KPIs) is to be noted.

There is a lack of information and supporting documents on implementation measures regarding ethics issues.

There is a lack of information and supporting documents on implementation measures regarding sustainable procurement issues.

12. CONTACT US

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

APPENDIX:

INDUSTRY RISK PROFILE

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

EcoVadis determines industry based on the International Standard Industrial Classification of All Economic Activities (ISIC), which is a compilation of all global economic activities published by the United Nations Statistical Commission. Its main purpose is to provide a set of activity categories that can be utilized for the collection and reporting of statistics according to such activities.

It is possible that a company has operations in more than one industry. In these cases, EcoVadis classifies companies based on their main area of operation, as determined by sustainability risk and/or total revenue.

CRITERIA ACTIVATION BY THEME:

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

Environment

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

Labor & Human Rights

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

Ethics

| Medium | Corruption |

High	Anticompetitive Practices
High	Responsible Information Management

Sustainable Procurement 🔗

High	Supplier Environmental Practices
Medium	Supplier Social Practices

KEY SUSTAINABILITY ISSUES

Find qualitative explanations of the key sustainability issues and risk associated with Telecommunications

Environment

Importance	Sustainability issue
Medium	Energy consumption & GHGs

Definition

Energy consumption (e.g. electricity, fuel, renewable energies) used during operations and transport. Greenhouse gases direct and indirect emissions including CO2, CH4, N2O, HFC, PFC and SF6. Also includes production of renewable energy by the company.

Industry issues

A significant part of energy consumed by the telecom sector powers critical network and data center infrastructure and is expected to increase more rapidly than any other source in the sector by 2020(1). In comparison to other industries, telecom's energy consumption is moderate, yet its demand is rising as additional traffic drives the need for new network capacity and data facilities(2). The growing energy demand can potentially affect costs, reputation and attractiveness to customers as a result of increased GHG emissions. To mitigate these risks, telecom companies can pursue various energy efficiency strategies, such as using energy efficient equipment, optimizing the locations for network equipment and data centers, managing energy "hotspots" in data centers, and virtualizing servers. In addition, long term power purchase agreements with renewable energy providers or on-site fuel cells can offset the risk of rising energy cost(1).

Medium	Biodiversity

Definition

Impacts from operations on animals i.e. maltreatment of animals, endangered species and land protected areas.

Industry issues

The impact of the telecom sector on biodiversity includes alteration of terrestrial and aquatic habitats, mainly during construction phase of long distance line cables and access roads to infrastructure on previously undeveloped land(3). To limit biodiversity impact during construction, telecom companies can site new infrastructure near existing utility and transport corridors; avoid construction activities during breeding seasons, and re-vegetate disturbed area with native plant species(3). In addition, telecom infrastructure and particularly transmission towers pose a potential fatal collision risk to birds. To minimize this risk, towers can be sited away from critical nesting grounds and migration corridors; antennas collocated on existing infrastructure; height limited and preference given to non-guyed towers. Finally, telecom infrastructure poses a biodiversity risk to aquatic and marine habitats by disrupting water courses, wetlands, coral reefs and resulting in sedimentation(3). Some of the best practices for addressing these risks include maintaining fish access by utilizing clearspan bridges and open-bottom culverts; avoiding critical aquatic and marine habitats; and burying submarine cables when traversing sensitive intertidal habitat.

Medium   Materials, Chemicals & Waste

Definition

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

Industry issues

Telecommunications companies are service providers, for which the majority of environmental footprint occurs upstream during equipment manufacturing. Nevertheless, telecom operations result in generation of hazardous waste, such as lead-acid batteries from switching and transmitting equipment(3). Furthermore, operations and maintenance activities result in the generation of electronic waste, such as nickel-cadmium batteries, printed circuit boards as well as backup power batteries. Other hazardous waste streams include used tires, waste oils and used filters. Transformer equipment may potentially contain Polychlorinated Biphenyls (PCBs) while cooling equipment may contain refrigerants (potential Ozone Depleting Substances)(3). To mitigate the risks associated with hazardous substances, telecom companies can implement management procedures for lead acid batteries and ensure proper disposal of electronic equipment (WEEE).

Medium   Customer Health & Safety

Definition

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

Industry issues

Customer health and safety concerns in the telecom sector mainly stem from the potential health effects associated with exposure to electric and magnetic fields (EMF) from radio frequency transmission systems. Medical professionals are concerned about linkages between exposure to EMFs radiation and many health diseases ranging from cardiovascular to neurodegenerative diseases, such as cancer(4). To address these concerns and mitigate customer health and safety risks, telecom companies can assess potential customer exposure against the reference levels developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP); and restrict public access to antennae tower locations(3).

Labor & Human Rights

Importance	Sustainability issue
High	Employee Health & Safety

Definition

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

Industry issues

Within the telecom sector, occupational health and safety issues include electrical safety, electromagnetic fields, optical fiber safety, elevated and overhead work, fall protection, and motor vehicle safety(3). In addition, employee health and safety hazards may arise during construction phase. In order to mitigate these risks, telecom companies implement H&S management systems with focus on detailed work procedures, employee training, and emphasis on use of appropriate protective equipment. Furthermore, there are concerns about stress(5) and chronic exhaustion, which may lead to substantial occupational illnesses. These risks can be mitigated by provision of counseling and education on stress management(5).

Medium   Working Conditions

Definition

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

Industry issues

Working conditions in the telecom industry greatly affect the quality of life of workers and their families. Some of the prevalent concerns relate to work life balance, remuneration and benefits packages, which vary across the industry and depend on skill level and local regulation. To mitigate some of these concerns, companies in the telecom industry offer flexible working arrangements, and robust benefits packages in order to attract and retain talent(6).

Medium   Social Dialogue

Definition

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

Industry issues

Freedom of association and collective bargaining are important issues for the telecom sector, especially for technical workers, who have historically had strong ties to labor unions. Therefore, freedom of association and collective bargaining are viewed as particularly important for the achievement of other worker rights on aspects such as wages and working hours(6). Social dialogue can be expressed by enabling workers to form groups with a broader occupational, inter-occupational or geographical coverage. It is beneficial for employers to actively engage with employees to determine the best way and structure for social dialog. One way to do this is by adopting framework agreements supplemented by local organization-level agreements in accordance with national law or practice(7).

Medium   Career Management & Training

Definition

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

Industry issues

As Voice over Internet Protocol (VOIP), mobile, public switched data network (PSDN), and public switched telephone network (PSTN) technologies are coexisting and beginning to converge in Next Generation Networks (NGN), telecom sector employees' training needs evolve along these rapidly evolving technologies. In this context, lifelong learning can help avoid skills shortages, improve job quality and satisfaction, enhance opportunities, meet consumers' requirements and improve quality of service. It is essential to encourage dialog on the content of training, commitment by workers to their own skill development, and equal opportunities in access to skills development(8). This approach has the potential to increase not only employee retention rates, but also employee satisfaction. In broader terms, companies that succeed in implementing education, training and recruitment policies that develop the talent of skilled employees are more likely to gain competitive advantage(9).

Medium   Diversity, Equity and Inclusion

Definition

Deals with discrimination and harassment prevention at the workplace. Discrimination is defined as different treatment given to people in hiring, remuneration, training, promotion, termination; based on race, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age. Harassment may include physical, psychological and verbal abuse in the work environment.

Industry issues

Historically, discrimination and diversity issues in the telecom industry were particularly challenging as its heavy engineering, technology and science-based activities often resulted in a male-dominated workforce(6). While the legislation may encourage at least minimal compliance, some telecommunications firms have gone beyond this, despite certain structural issues that make it more difficult to enhance equality. For example, in periods of dramatic technological change, women who had left their jobs for a few years to have a family found it difficult to return to work when their skills became outmoded. To address this issue, many telecommunications firms introduced policies to make the workplace more conducive to women, to attract women back to work after a career break(10). Ultimately, equal opportunity and diversity can be enhanced by issuing company-wide policies and procedures to guide equal employment practices, and link advancement to desired performance(11).

High   External Stakeholder Human Rights

Definition

Deals with the prevention of direct and indirect human rights impacts of the companys operations on external stakeholders. External stakeholder human rights include any of the inherent rights outlined in the UN Universal Declaration on Human Rights, such as rights to property/land, rights to self-determination, rights to safety/security etc.

Industry issues

Respect for fundamental human rights entails taking positive steps to ensure that the organization avoids passively accepting or actively participating in the infringement of rights(12). In the telecom industry, this principle is particularly important for companies operating in countries where governments are not able to protect fundamental human rights. In this context human rights violations can pose significant reputation risk and potentially result in market share and revenue loss. These risks can be mitigated by public commitment to protection of fundamental human rights, training of staff on fundamental human rights issues and implementation of whistle-blowing procedures to report violations.

⚖ Ethics

Importance	Sustainability issue
Medium	Corruption

Definition

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

Industry issues

Corruption undermines an organization's effectiveness and ethical reputation, and can make it liable to criminal prosecution, as well as civil and administrative sanctions. In the telecom sector, corruption and bribery pose a significant risk not only to the company reputation, but also to its clients. The United Nations Convention against Corruption provides the legal framework to combat corruption on the international level. It offers standards, measures and rules to control corruption(13). In addition there are numerous regional and national legal instruments, such as The Interpretation of the Supreme People's Court on Application of Law for Handling Criminal Cases of Bribery Offering and EU's Civil Law Convention on Corruption(14). To reduce the risk of corruption and bribery occurring, it is recommended to establish clearly articulated corporate policy, prevention and due diligence training, whistle-blowing procedures and disciplinary measures(15).

High	Anticompetitive Practices

Definition

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

Industry issues

Given that telecom industry creates natural monopolies as a result of large scale infrastructure requirements and strong network effect of the services provided, anti-competitive practices are an important sector issue. In this context, telecom companies are facing risks from anti-trust laws and consumer and regulatory concerns over practices affecting pricing, contracts, and network neutrality(1).

High	Responsible Information Management

Definition

Deals with third-party data protection and privacy which encompasses the protection of customer personal identification information (PII) and third party intellectual property rights.

Industry issues

As privacy considerations and concerns around cell phone, internet and email services are on the rise for telecom customers, companies in this sector have to implement strong management practices related to use of customer data. It is used to improve services and generate revenue by selling it to 3rd parties. In addition telecom companies receive government requests for consumer information and must determine whether to comply with such requests. Therefore, without data privacy measures, companies could face difficulties in acquiring and retaining customers and could face increased regulatory scrutiny(18). In the same context, data security presents an equally significant challenge, especially in light of recent cyber-attacks on critical infrastructure. As providers of such critical infrastructure, telecom companies are facing significant costs associated with regulatory compliance or addressing security breaches, reputation damage and lost revenues(19). Ultimately, telecom companies need to ensure that management systems are in place to mitigate the risks of cyber-attacks by utilizing hardware and software systems that enable to tackle security threats.(19)

🔗 Sustainable Procurement

Importance	Sustainability issue
High	Supplier Environmental Practices

Definition

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

Industry issues

Significant environmental impacts exist throughout the telecom supply chain, including materials use, pollution, energy use, hazardous substances, wastewater, solid waste and air emissions(1). To mitigate environmental risks within the supply chain, telecom companies implement policies, processes and incentives to ensure that environmental regulations are complied with and environmental performance is improved(6). For example industry specific initiatives such as GeSI's Joint Audit Cooperation (JAC) helps telecom companies jointly address environmental concerns (among other CSR related issues) within supply chains. More specifically, such sector wide initiatives enable to develop uniform standards for environmental performance and share best practices across the supply chain(16). In is particularly important for suppliers affected by RoHS and REACH directives.

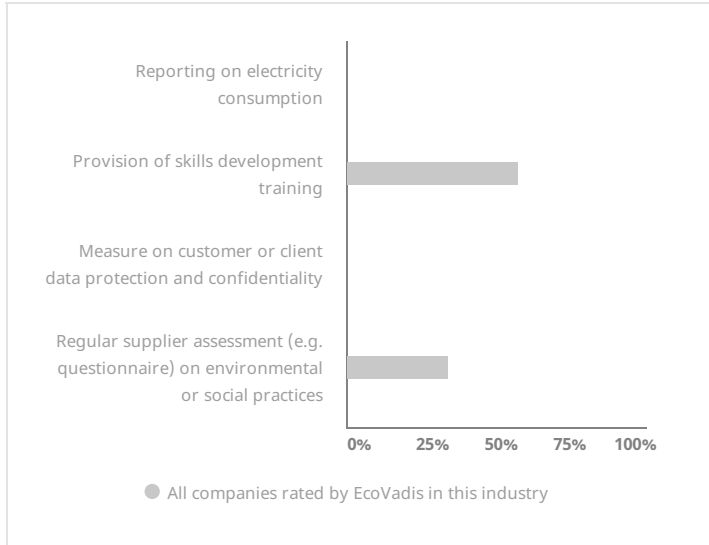Medium   Supplier Social Practices

Definition

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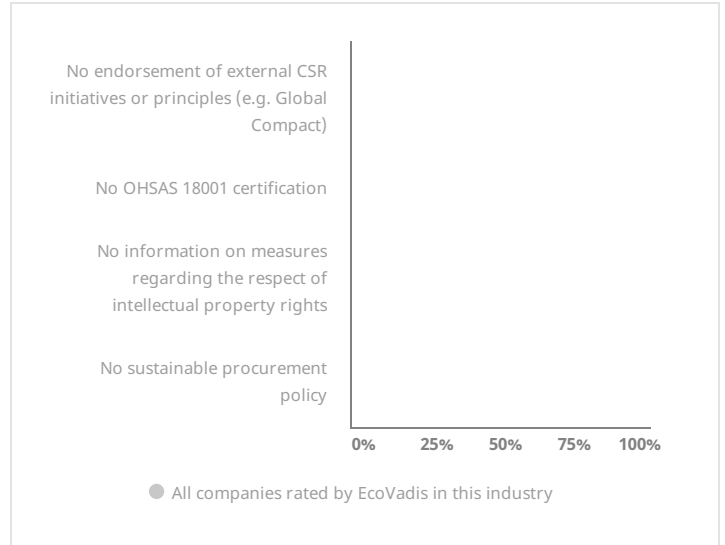
Industry issues

A comprehensive approach to CSR risk management within supply chains includes risk assessment, evaluation of suppliers' self-disclosure, direct engagement, capacity building and ongoing monitoring. To solidify this approach and highlight required performance standards, telecom companies implement sector-specific supplier codes of conduct. These codes are based on a number of internationally recognized health, safety and labor standards, and cover issues such as freedom of association, collective bargaining, child labor, working hours, wages, benefits, occupational safety, industrial hygiene and ergonomics(16). To mitigate the risk embedded in its hardware (electronics) supply chain, in recent years the sector has been pro-active in promoting global industry standards, such as the Electronics Industry Code of Conduct (EICC) and industry collaboration through GeSI(17). These initiatives help the broader ITC industry set performance standards for its suppliers. In addition, it helps the industry to engage suppliers and ensure compliance with international standards. This is particularly important in light of recent conflict minerals regulation. As part of the Dodd-Frank Act of 2010, the US Congress adopted a disclosure requirement which requires that companies who must file reports with the Securities and Exchange Commission (SEC) report on their use of conflict minerals. The goal of the legislation is to stop the flow of funds to the rebel groups committing atrocities in the Democratic Republic of Congo.(18)

Key industry Strengths

Reporting on electricity consumption	
Provision of skills development training	
Measure on customer or client data protection and confidentiality	
Regular supplier assessment (e.g. questionnaire) on environmental or social practices	

0%   25%   50%   75%   100%

● All companies rated by EcoVadis in this industry

Key industry Improvement Areas

No endorsement of external CSR initiatives or principles (e.g. Global Compact)	
No OHSAS 18001 certification	
No information on measures regarding the respect of intellectual property rights	
No sustainable procurement policy	

0%   25%   50%   75%   100%

● All companies rated by EcoVadis in this industry

Sustainability KPIs Overview

KPI	All companies rated by EcoVadis in this industry
Active whistleblowing procedure in place	34%
Audit or assessment of suppliers on CSR issues	31%
Carbon disclosure project (CDP) respondent	7%
Global Compact Signatory	11%
ISO 14001 certified (at least one operational site)	31%
OHSAS 18001/ISO 45001 certification or equivalent (at least one operational site)	20%
Policy on sustainable procurement issues	21%
Reporting on energy consumption or GHGs	31%
Reporting on health & safety indicators	23%

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Main Regulations and Initiatives

MPPI (Mobile Phone Partnership Initiative)

http://www.basel.int/industry/mppi.html

Launched under the aegis of the United National Environment Programme, MPPI (Mobile Phone Partnership Initiative) brings together the principal equipment manufacturers and operators that wish to contribute to the development of codes of good conduct for the collection, cross-border movement and refurbishing of used mobile phones.

🌿 Environment

EU Council Recommendation related to public exposures to electromagnetic waves (Recommendation 1999/519/CE of 12 July 1999).

http://europa.eu/legislation_summaries/public_health/health_determinants_environment/c11545_en.htm

⚖ Regulatory

This recommendation defines exposure limits to protect individuals against the health effects of radio waves for relay antennas and specific absorption rate for mobile phone.

🌿 Environment

European Framework for Safer Mobile Use by Younger Teenagers and Children

http://www.gsma.com/publicpolicy/myouth/mobiles-contribution-to-child-protection/european-framework

The European Framework for Safer Mobile Use by Younger Teenagers and Children is a self-regulatory initiative of the mobile industry, which puts forward recommendations to ensure that younger teenagers and children can safely access content on their mobile phones.

🌿 Environment

Mobile Alliance Against Child Sexual Abuse Content

http://www.gsma.com/publicpolicy/myouth/mobiles-contribution-to-child-protection/mobile-alliance

In 2008, the GSM Association (the global trade association for mobile operators) has launched the Mobile Alliance against Child Sexual Abuse Content to obstruct the use of the mobile environment by individuals or organisations wishing to consume or profit from child sexual abuse content.

👥 Labor & Human Rights

EU directive WEEE (waste electrical and electronic equipment)

http://ec.europa.eu/environment/waste/weee/legis_en.htm

⚖ Regulatory

The WEEE directive sets collection, recycling and recovery targets for all types of electrical goods. It imposes the responsibility for the disposal of waste electrical and electronic equipment on the manufacturers of such equipment.

🌿 Environment

EPA voluntary program Plug-In To eCycling

http://www.epa.gov/epawaste/partnerships/plugin/index.htm

Plug-In To eCycling is EPA's voluntary program that partners with manufacturers, retailers, and state and local governments to create more opportunities for consumers to donate or safely recycle their usede electronics.

🌿 Environment

GeSi (Global e-Sustainability Initiative)

http://www.gesi.org/?tabid=83

GeSi (Global e-Sustainability Initiative) is an international organization which brings together operators and equipment manufacturers across the globe, with an aim to promote sustainable development within the telecommunications sector.

🌿 Environment

IWF (Internet Watch Foundation)

http://www.iwf.org.uk/

The IWF (Internet Watch Foundation) works in partnership with internet service providers, telecommunication companies, mobile operators, software providers, the police, Government and the public to minimise the availability of online criminal content, particularly child sexual abuse images.

👥 Labor & Human Rights

Principles on Freedom of Expression and Privacy by GNI (Global Network Initiative)

http://www.globalnetworkinitiative.org

The Principles on Freedom of Expression and Privacy have been developed by companies, investors, civil society organizations and academics (collectively "the participants") under the umbrella of the Global Network Initiative (GNI), a sectorial non-governmental organization with the dual goals of preventing Internet censorship by authoritarian governments and protecting the Internet privacy rights of individuals.It is sponsored by a coalition of multinational corporations, non-profit organizations, and universities.The Principles are based on internationally recognized laws and standards for human rights.

👥 **Labor & Human Rights**

EU directive RoHS (Restriction of Hazardous Substances)

http://www.rohs.eu/english/index.html

⚖ Regulatory

The RoHS directive restricts the use of six hazardous materials in the manufacture of various types of electronic and electrical equipment.

🔗 **Sustainable Procurement**

GRI - Telecommunication sector supplement (Pilot version - July 2003)

http://www.globalreporting.org/ReportingFramework/SectorSupplements/Telecommunications/Telecommunications.htm

The GRI Telecommunications Sector Supplement pilot is an attempt to provide sustainability reporting guidance to the telecom sector that is helpful to service providers and manufacturers alike.

🍃 👥 ⚖ 🔗 **All themes**

Universal Declaration of Human Rights

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

⚖ Regulatory

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

👥 **Labor & Human Rights**

EU directive on privacy and electronic communications

http://europa.eu/legislation_summaries/information_society/l24120_en.htm

⚖ Regulatory

The directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerns the processing of personal data and the protection of privacy in the electronic communications sector

⚖ **Ethics**

ETNO Sustainability charter (European Telecommunication Network Operators)

https://www.etno.eu/home/topics/corporate-responsability/sustainability-charter

The ETNO Sustainability Charter has attracted 21 member companies since its original inception in 1996. The Charter outlines the importance of doing business in a sustainable way. Each Signatory commits to report regularly on their Sustainability or Environmental performance, which means that they have the tools in place to monitor company performance. 100% of ETNO's Sustainability Charter Signatories include environmental considerations in the development of new products and services.

🍃 👥 ⚖ 🔗 **All themes**

Standard ISO 14000 (International Standard Organisation)

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

The ISO 14000 family addresses various aspects of environmental management

🍃 **Environment**

International Labor Organization's Fundamental Conventions

http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---declaration/documents/publication/wcms_095895.pdf

⚖ Regulatory

The Governing Body of the International Labour Office has identified eight Conventions as fundamental to the rights of human beings at work. These rights are a precondition for 12 the others in that they provide a necessary framework from which to strive freely for the improvement of individual and collective conditions of work.

👥 **Labor & Human Rights**

Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

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

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

🗠 **Labor & Human Rights**

United Nations Convention against Corruption (UNCAC)

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

⚒ Regulatory

The UNCAC is the first leg12y binding international anti-corruption instrument. In its 8 Chapters and 71 Articles, the UNCAC obliges its States Parties to implement a wide and detailed range of anti-corruption measures affecting their laws, institutions and practices.

⚖ **Ethics**

OECD guidelines for multinational enterprises

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

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

🖉 🗠 ⚖ 🔗 **All themes**

Standard ISO 26000 (International Standard Organisation)

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

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

🖉 🗠 ⚖ 🔗 **All themes**

Foreign Corrupt Practices Act of 1977

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

⚒ Regulatory

The Foreign Corrupt Practices Act of 1977 (FCPA) prohibits payments, gifts, or Practices Act contributions to officials or employees of any foreign government or government-owned business for the purpose of getting or retaining business.

⚖ **Ethics**

United Nations Global Compact (10 principles)

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

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

🖉 🗠 ⚖ 🔗 **All themes**

Standard Global Reporting Initiative's (GRI)

http://www.globalreporting.org/Home

The GRI is a network-based organization, that has set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.

🖉 🗠 ⚖ 🔗 **All themes**

Carbon disclosure project

https://www.cdp.net

CDP is an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information.

🖉 **Environment**

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