



# ecovadis

## EcoVadis Corporate Social Responsibility (CSR) Assessment Report

Company assessed:  
ENDRESS + HAUSER AG (GROUP)

Overall score: 68 /100  
December 2018

CSR performance: Advanced

Size: L  
Headquarters country: Switzerland  
Risk country operations: Yes  
Industry: Manufacture of measuring, testing, navigating and control equipment; watches and clocks

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## ABOUT CORPORATE SOCIAL RESPONSIBILITY (CSR)

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

## ABOUT THE ASSESSMENT

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

## ABOUT ECOVADIS

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

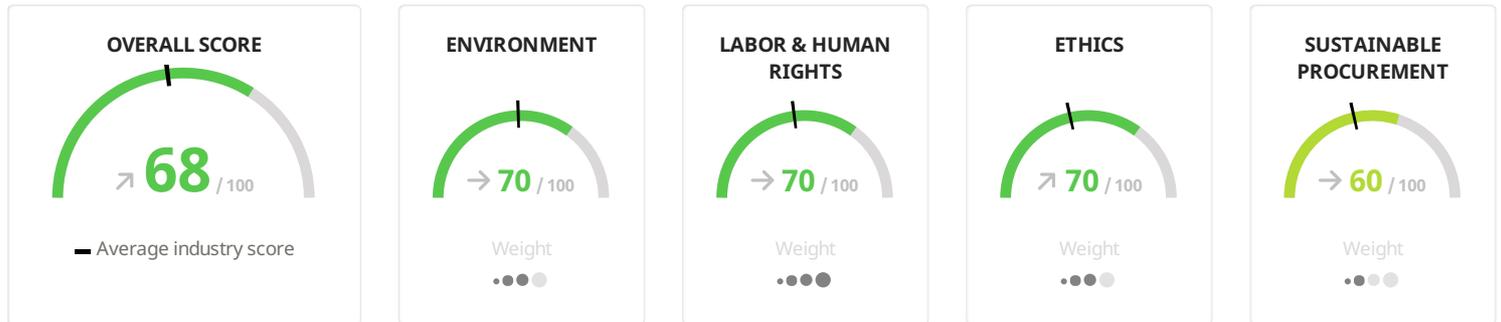
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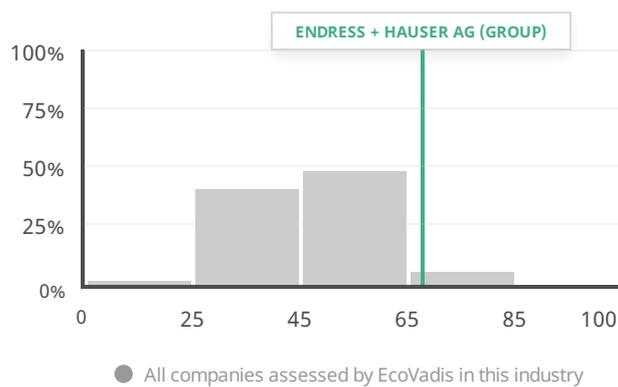
# 1. CSR PERFORMANCE OVERVIEW

## Score breakdown

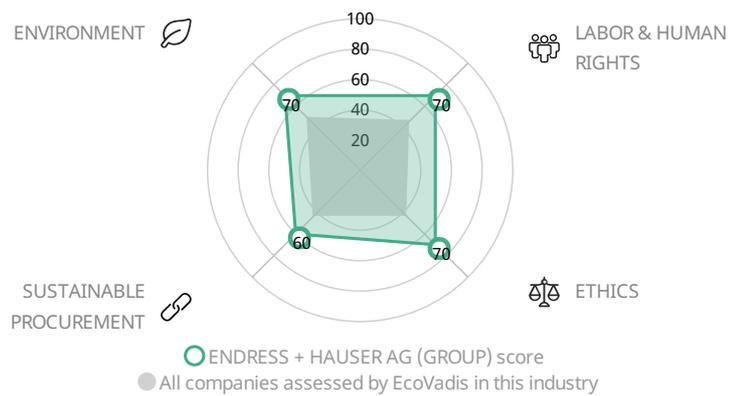
CSR Performance ● None ● Partial ● Confirmed ● Advanced ● Outstanding



## Overall score distribution



## Theme score comparison



ENDRESS + HAUSER AG (GROUP) has been awarded a gold medal in recognition of CSR achievement! To receive this medal, companies must have an overall score of 62-100.

## Corrective Action Plan in progress

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

## 2. ASSESSMENT BENEFITS

### Understand :

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

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

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

### Communicate :

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

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

## 3. ASSESSMENT PROCESS

1

### Customer Request

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

2

### Questionnaire

Based on a company's specific Corporate Social Responsibility (CSR) risk factors, a customized questionnaire is created. It contains 20 to 50 questions tailored to the industry, size and location.

3

### Document Analysis

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

4

### Public Information

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

5

### 360° Watch Findings

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

6

### Expert Analysis

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

### SCORECARD



## 4. ECOVADIS METHODOLOGY

### A. Four Themes and 21 Criteria

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

#### 21 CSR criteria

#### 1. ENVIRONMENT

##### OPERATIONS

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

##### PRODUCTS

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

#### 3. ETHICS

Corruption  
Anticompetitive Practices  
Responsible Information Management

#### 2. LABOR & HUMAN RIGHTS

##### HUMAN RESOURCES

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

##### HUMAN RIGHTS

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

#### 4. SUSTAINABLE PROCUREMENT

Supplier Environmental Practices  
Supplier Social Practices



### B. Seven Management Indicators

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



#### Policies (weight: 25%)

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

#### Actions (weight: 40%)

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

#### Results (weight: 35%)

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

## 5. UNDERSTANDING A SCORECARD

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

### A. Quantitative Information: Scores & Activated Criteria

#### Theme Scores:

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

#### Activated Criteria:

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

#### Non-activated

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

Medium

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

High

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

#### ! Risk countries only

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

### C. The Scoring Scale

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

### B. Qualitative Information: Strengths & Improvement Areas

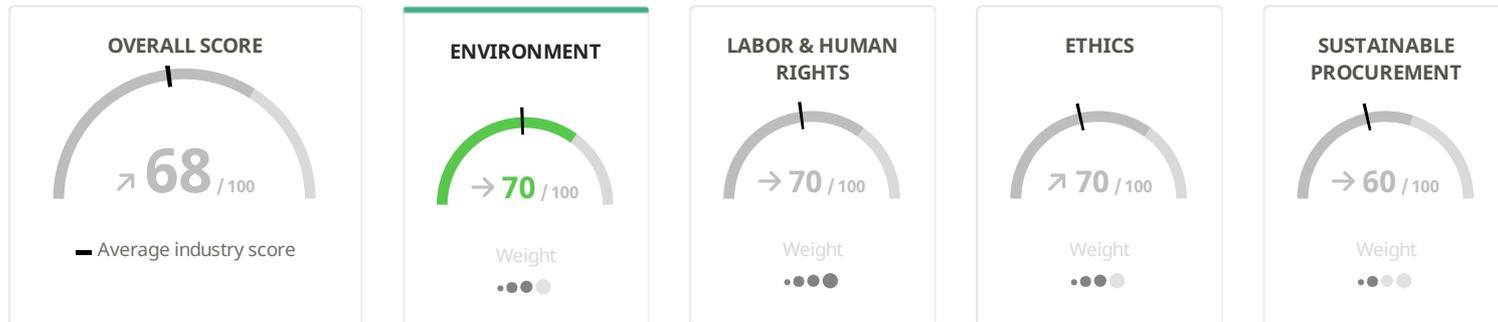
Qualitative information provides more details and insights into a company's score. For each theme, the company is assigned strengths (elements of their CSR management system that are positive) and improvement areas (elements of their CSR management system that need to be improved). The strengths and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

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

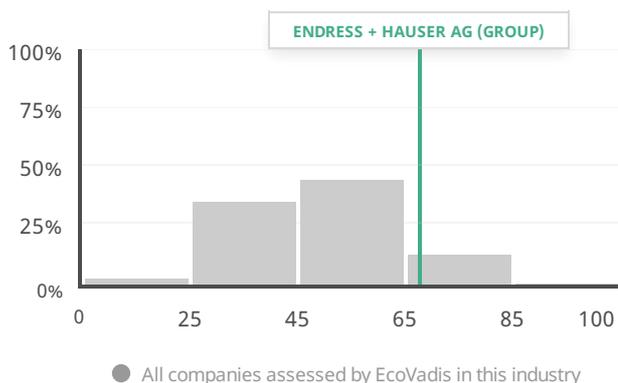
## 6. ENVIRONMENT

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

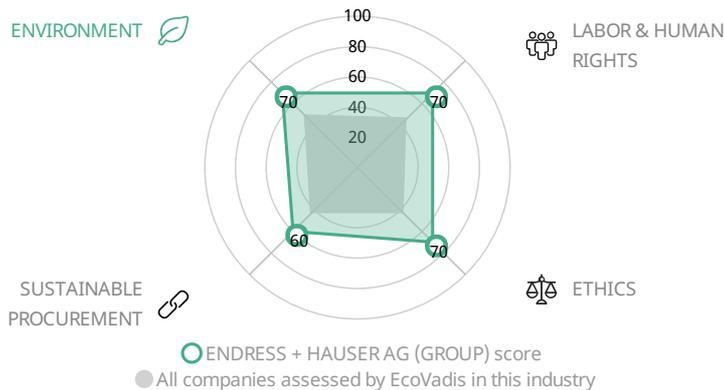
### Environment Score Breakdown



Theme score distribution



Theme score comparison



#### Environment: Activated Criteria

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

#### Environment: Strengths & Improvement Areas

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

**Strengths (25)**

**Policies**

**Standard policy on a majority of environmental issues**

**Information**

A standard environmental policy includes commitments and/or operational objectives on the main environmental risks the company faces.

**Guidance**

A comprehensive environmental policy includes commitments and/or operational objectives on the majority of environmental risks the company faces, and integrates quantitative objectives (i.e. targets) on those risks. It is also mandatory for the policy to incorporate some of the following organizational elements: scope of application, allocation of responsibilities, and/or a formal review process. Policies are deemed exceptional when all environmental issues are covered by qualitative and quantitative objectives, in addition to all of the aforementioned elements. Download the How-to Guide on this topic here (in English).

**Endorsement of external initiative on environmental issues [ZVEI Code of Conduct]**

**Information**

There is evidence of public adherence to an external initiative on environmental issues or membership in a voluntary initiative on environmental issues within the company's supporting documentation, or on the website of the initiative.

**Guidance**

Such initiatives can encompass many environmental issues, be specific, intergovernmental, multi-stakeholder, business-led, cross-sector or sector-specific. Examples include Global Compact, Electronic Industry Citizenship Coalition (EICC), Responsible Care, US Green Building Council Membership, etc.

**Actions**

**Formalized procedure related to materials / chemicals management (e.g. storing, handling, transportation)**

**Formalized procedure related to waste management**

**Energy audit or carbon assessment performed**

**Information**

The company has provided supporting documentation demonstrating that it has performed an energy audit or carbon assessment.

**Guidance**

An energy audit is an inspection, survey and analysis of energy flows, within a building, process or system to reduce energy consumption. An energy audit is the first step in identifying opportunities to reduce energy expense and carbon footprints. Carbon assessment or carbon footprint is a measure of the amount of CO2 or other GHG emissions of a defined process expressed as carbon dioxide equivalent and this can be done using a carbon footprint calculator.

**Measures in place to ensure compliance with the WEEE Directive**

**Company has joined a Producer Compliance Scheme or has an approved individual waste management plan**

**Integration of eco-design features in product design**

**Declares all relevant products meet RoHS 2 requirements (not verified)**

**Information**

The company declares that all of its relevant products meet RoHS 2 requirements. This strength is activated solely based on the questionnaire claim, and is not verified within supporting documentation provided by the company.

**Guidance**

The Restriction of Hazardous Substances Directive 2002/95/EC, (RoHS), aims at eradicating certain hazardous substances from new electrical and electronic equipment (EEE). All manufacturers, distributors, importers and authorized representatives of EEE (Electrical and Electronic Equipment) within the scope of the Directive are responsible for ensuring that their products meet the requirements of the Directive. To demonstrate compliance, they must prove that all components, materials, sub-assemblies etc that comprise the product are RoHS compliant. This can be done through the setting up of a technical file containing all the analysis and component data and this must be kept for at least four years from the date the equipment was put on the market. Note that the European Commission website can be consulted for more information on the criteria to satisfy to determine whether or not equipment is within the scope of the RoHS directive ([http://ec.europa.eu/environment/waste/rohs\\_eee/index\\_en.htm](http://ec.europa.eu/environment/waste/rohs_eee/index_en.htm))

**Monitoring of water consumption**

**Information**

The company monitors KPIs with regard to water consumption either through formal documentation or questionnaire declaration.

**Guidance**

Water consumption monitoring is an important part of water management. Monitoring can be a beyond-compliance measure for water pollution control, or it can be used to demonstrate compliance with regulatory or permit limits. It enables a company to understand water use patterns and identify potential inefficiencies. Monitoring is also essential to setting reduction targets in water use. Examples of key performance indicators (KPIs) include total water consumption, water consumed per kg of product or per unit produced.

**ISO 50001 certified**

**Information**

The company has provided a valid ISO 50001 certificate for at least one of its operational sites.

**Guidance**

ISO 50001:2011 specifies requirements for establishing, implementing, maintaining and improving an energy management system, whose purpose is to enable an organization to follow a systematic approach in achieving continual improvement of energy performance, including energy efficiency, energy use and consumption. The ISO 50001 standard, previously known as DIN EN 16001, was launched in June 2011. It is fully aligned with ISO 14001.

**Monitoring of pollutant concentrations into waste gas (e.g. VOC, heavy metals, NOx, SOx)**

**Information**

The company demonstrates that it has a procedure in place to continuously or intermittently monitor pollutant concentration from their waste gas through supporting documentation or questionnaire declaration.

**Guidance**

Monitoring of pollutant concentration in exhaust gas is a way to determine the extent of air pollution generated by the company. This can be done on a continuous or intermittent basis through a range of instruments and laboratory analysis. By monitoring the pollutant concentration emitted to the atmosphere, an environmental impact assessment can be implemented and subsequent measure to reduce the emissions can be implemented. Emissions monitoring is an important part of air pollution control whereby emissions limits or guidelines must be abided. Monitoring can be a beyond-compliance measure for air pollution control, or it can be used to demonstrate compliance with regulatory or permit limits. Implementing a continuous emission monitoring system (CEMS), a sampling system, and using gas analyzers are all examples of effective pollution monitoring techniques.

**On-site wastewater treatment unit**

**Information**

The company has implemented a process to be able to treat waste water on site.

**Guidance**

Instead of discharging waste water from production without treatment, the company has implemented its own treatment station. Treated wastewater can then be re-used on site or discharged to the public sewage system.

**Waste heat recovery or combined heat & power system (CHP) in place**

**Information**

The company has implemented a process to be able to use heat from production processes to produce energy.

**Guidance**

Cogeneration or combined heat and power (CHP) is a system that simultaneously generates at least two different forms of energy from a single fuel source. The electricity generator recovers and reuses its own waste heat from combustion of processed natural gas or petroleum gas, for example to generate steam that drives auxiliary turbines to produce additional power.

**61-80% of operational sites ISO 14001 certified**

**Information**

The assessed company has several operational sites. 61-80% of operational facilities are ISO 14001 certified.

**Guidance**

Publicly available information or supporting documents only show a 61-80% coverage of operational facilities certified with ISO 14001. Companies that have more than one operational site, office or subsidiary must demonstrate that environmental certificates (like ISO 14001) are deployed across a majority of sites in order to guarantee an effective company-wide CSR management system.

**Closed-loop water cooling system in place**

**Information**

The company has a closed loop water cooling system in place. A closed loop water cooling system is a closed circulation system which allows for zero water discharge. The system reuses contaminated water accumulated in buildings, industrial plants and facilities as a coolant

**Guidance**

Water cooling systems are commonly used for large industrial facilities such as steam electric power plants, hydroelectric generators, petroleum refineries and chemical plants, but can also be implemented in small and medium enterprises.

**Production of renewable energy**

**Information**

The company has implemented a process to be able to produce renewable energy on its site.

**Guidance**

Examples of process and renewable energy are: setting up solar panels and producing solar energy, collecting and burning biomass/wood/waste to produce heat/hot water/steam.

**Formal lifecycle analysis performed on key products**

**Information**

The company has implemented a formal lifecycle analysis on key products.

**Guidance**

The company has a life-cycle analysis on key products to assess the environmental impacts associated with all the stages of a product's life from cradle to grave (i.e. from raw material extraction through materials processing, manufacture, distribution, use, repair and maintenance, and disposal or recycling). Life-cycle analyses enable the compilation of an inventory of relevant energy and material inputs and environmental releases.

**Measures to optimize transport or reduce CO2 emissions from transport**

**Information**

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

**Guidance**

Examples might include devices to optimize route planning, provision of live traffic information to drivers, carbon compensation options and multimodal transportation plans (i.e. the transportation of goods utilizing differing means of transport).

**Reduction of water consumption through innovative equipments, methods or technologies**

**Information**

The company has implemented measures for reducing water consumption. They can be a new process, a facility feature, etc.

**Guidance**

In order to reduce its water consumption the company can select to modify its current arrangements by upgrading or changing the current equipment or technology in place and/or selecting processes that are more efficient. This is also possible at the design stage for new processes: the company selects equipment or technologies that would reduce water consumption compared to the usual process implemented by their industry/sector peers.

**Measures for handling hazardous substances**

**Information**

The company has implemented specific measures and concrete actions regarding hazardous materials management.

**Guidance**

Some potential examples of these measures might include, employee awareness or training programs on hazardous chemicals handling, formalized processes and documentation for transporting hazardous goods and chemicals and the use of safety checklists for safe storage and safe disposal of hazardous chemicals.

**Results**

**Reporting on direct CO2 emissions**

**Information**

The company has reported KPIs with regard to direct CO2 emissions either through formal documentation or questionnaire declaration.

**Guidance**

Direct CO2 emissions from fuel consumption include emissions from facilities, plants, properties or assets that are owned or controlled by the company (also referred to as Scope 1 emissions according to the GHG international protocol). Download the How-to Guide on this topic here (in English).

**Reporting on fossil fuel energy consumption**

**Information**

The company has reported KPIs with regard to fossil fuel energy consumption either through formal documentation or questionnaire declaration.

**Guidance**

The company reports on fossil fuel energy consumption (oil, gas or coal, etc) from facilities, plants, property, vehicles or assets that are owned or controlled by the company. Examples of key performance indicators include total fossil fuel energy consumption, oil, gas or coal consumed per kg of product or per unit produced.

**Standard reporting on environmental issues**

**Information**

There is evidence of formal reporting implemented regarding the management and the mitigation of the company environmental footprint from its supporting documentation, including key performance indicators (KPIs), statistical figures or associated concrete actions.

**Guidance**

Reporting items are standard in terms of quality and quantity, do cover the main issues, are meaningful enough, and are regularly updated. Examples of key performance indicators include total electricity consumption, electricity consumed per kg of product or per unit produced. Comprehensive reporting on environmental issues will additionally have KPIs reported in a formal public document available to stakeholders, and will be in compliance with the Global Reporting Initiative guidelines or other external CSR reporting standards. Download the How-to Guide on this topic here (in English).

**Reporting on electricity consumption**

**Information**

The company has reported KPIs with regard to electricity consumption either through formal documentation or questionnaire declaration.

**Guidance**

The company reports on electricity consumption from facilities, plants, property or assets that are owned or controlled by the company. Examples of key performance indicators include total electricity consumption, electricity consumed per kg of product or per unit produced.

**Improvement Areas (3)**

**Policies**

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).

**Results**

Medium

No alignment with GRI guidelines

**Information**

The company has not aligned with the Global Reporting Initiative (GRI) reporting guidelines.

**Guidance**

GRI, the Global Reporting Initiative, provides the guideline for companies to disclose their environmental and social impacts in a standard reporting framework. Historical versions of the GRI were the G3 and G4 guidelines which were most recently superseded by the new 'GRI Standards' in October 2016. The GRI Standards are organized into a new structure and more flexible format. Companies declaring their reports "in accordance" with the GRI Standards can do so at a "Core" or "Comprehensive" level, depending on their coverage of topic-specific disclosures on material aspects. The level of reporting can be audited by a third party or can be self-declared. Companies can also simply reference the standards without reaching a specific core or comprehensive level.

Low

No information regarding WEEE-related KPIs

**Information**

No company declaration and no evidence found within the supporting documentation regarding reporting on KPIs related to the European WEEE directive.

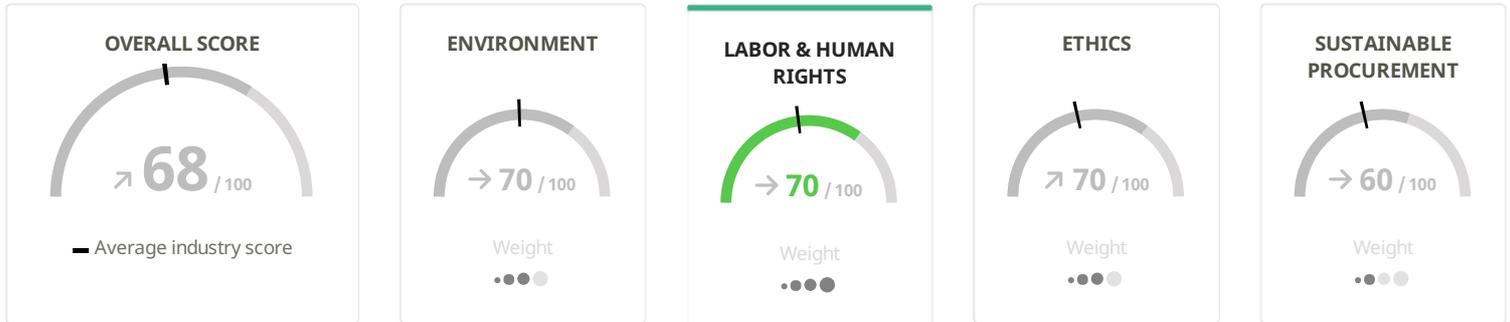
**Guidance**

The Waste Electrical and Electronic Equipment Directive (WEEE Directive) is the European Community directive 2012/19/EU on waste electrical and electronic equipment (WEEE). The WEEE Directive sets collection, recycling and recovery targets for all types of electrical goods. Companies who are affected by the WEEE regulation are required to implement various actions to meet WEEE requirements. Companies should monitor KPIs related to WEEE, and should make these KPIs readily available to stakeholders.

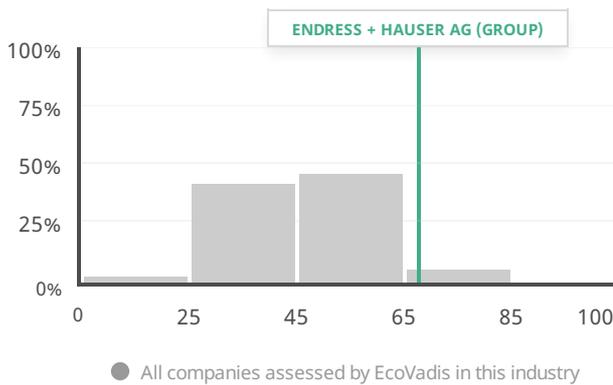
## 7. LABOR & HUMAN RIGHTS

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

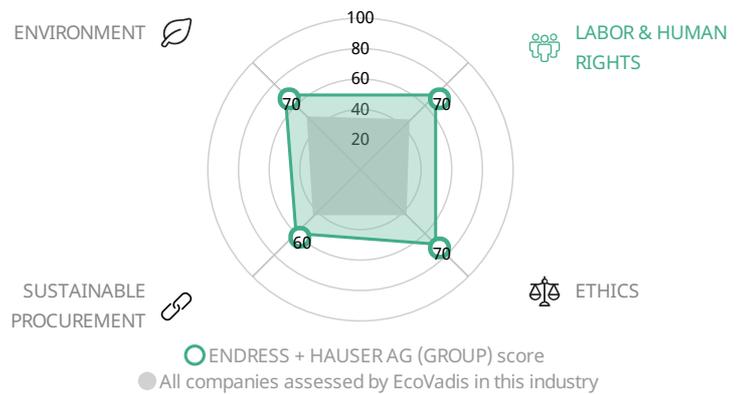
### Labor & Human Rights Score Breakdown



Theme score distribution



Theme score comparison



#### Labor & Human Rights: Activated Criteria

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

#### Labor & Human Rights: Strengths & Improvement Areas

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



**Strengths (24)**

**Policies**

**Comprehensive policy on a majority of labor or human rights issues**

**Information**

The company has issued a formal comprehensive policy that integrates commitments, qualitative and quantitative objectives on labor or human rights issues in the company's operations.

**Guidance**

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

**Quantitative objectives set on some relevant issues [i.e. employee health & safety, working conditions]**

**Information**

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

**Guidance**

Quantitative objectives or targets on labor and human rights issues are considered as fundamental elements of a 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), and quantitative objectives on the percentage of employees trained on discrimination and/or harassment issues, among others. 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 issues). To achieve the maximum score on the policies indicator, valid quantitative objectives or targets should be present for high importance CSR issues in this theme. Download the How-to Guide on this topic here (in English).

**Health and safety policy also covers subcontractors working on the company premises**

**Information**

The health and safety policy provided by the company also covers subcontractors working on the premises.

**Guidance**

Companies who engage the services of contractors and subcontractors to undertake different tasks on their company premises should commit to protecting the health & safety of these workers. The company has a duty to ensure that all practical steps are taken to safeguard their safety by considering the nature of hazards that subcontractors could be exposed to and minimizing the risk of injury. The first step in mitigating these risks is to issue dedicated policies (detailed objectives and commitments) that cover subcontractors working on the company premises, or including subcontractors in the scope of the other labor policies issued.

**Endorsement of external initiative on labor practices or human rights issues [ZVEI Code of Conduct]**

**Information**

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

**Guidance**

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

**Actions**

**ISO 45001 certified**

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**Collective agreement in place**

---

**Additional leave beyond standard vacation days**

---

**Childcare services or allowance**

---

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

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**Health care coverage of employees in place**

---

**Awareness training to prevent discrimination and/or harassment**

---

**Whistleblower procedure on human rights issues**

**Information**

The company has implemented whistleblower mechanisms on human rights issues.

**Guidance**

There are no corrective actions a company can implement through our Corrective Action Plan on this particular Improvement Area. The best course of action is to aim at improving the CSR management system of the company under evaluation, including the policies, actions and reporting of results on this theme, so as to minimize the risk that a similar incident happens in the future. In some cases such as lawsuits or cases later dismissed, the company can provide us with evidence (e.g. a press release) demonstrating that a 360° event was eventually invalidated.

**Employee representatives or employee representative body (e.g. works council)**

**Information**

The company has local employee representatives in place

**Guidance**

The company has elected local employee representatives. According to the Labor Relations Commission, employee representatives, are employees who have been formally designated by a trade union in accordance with the rules of that trade union and who normally participate in negotiations about terms and conditions of employment for all or a section of the workforce and who are involved in the procedures for the settlement of any disputes or grievances which may arise. The main duties of an employee representative include representing members fairly and effectively, participating in negotiation and grievance procedures as stipulated by employer/trade union agreements, and co-operating with the management in ensuring the proper implementation and observance of employer/trade union agreements, among others.

**61-80% of operational facilities OHSAS 18001 certified**

**Information**

The assessed company has several operational sites. 61-80% of operational facilities are OHSAS 18001 certified.

**Guidance**

Publicly available information or supporting documents show a 61-80% coverage of operational facilities certified with OHSAS 18001. Companies that have more than one operational site, office or subsidiary must demonstrate that OHSAS 18001 are deployed across all sites, to guarantee an effective company-wide CSR management system.

**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.

**Mandatory health check-up for employees**

**Information**

The company provides general mandatory health check-up for employees

**Guidance**

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

**Active preventive measures for Repetitive Strain Injury (RSI)**

**Information**

The company has implemented active preventive measures for Repetitive Strain Injuries (RSIs).

**Guidance**

RSIs are occupational injuries to muscles, tendons or nerves caused by repetitive tasks, muscular efforts, vibrations, or sustained or awkward postures when performing a task. They include carpal tunnel syndrome (in the wrist) as well as shoulder, neck and back problems (ILO). A similar term is Cumulative trauma disorder ( or 'CTD' in the U.S.). Some examples of measures include, ensuring variation, providing an ergonomic work environment, setting priorities to decrease work pressure, and including long, short and micro breaks during working hours.

**Provision of skills development training**

**Information**

The company provides training to its employees to develop their skills

**Guidance**

The company has implemented vocational training and instruction, which include skills development training, education paid for in whole or in part by the company, with the goal to provide opportunities for career advancement (Source: Global Reporting Initiative G3). Examples of on-the-job training to enhance employee skills are coaching, mentoring, job rotation, apprenticeships, etc. Total number of hours of training per employee per year can be a significant key performance indicator for this action.

**Joint labor management health & safety committee in operation**

**Information**

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

**Guidance**

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

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

**Information**

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

**Guidance**

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

**Results**

**Reporting on accident severity rate**

**Information**

The company reports, either through formal documentation or questionnaire declaration, on the accident severity rate among its employees for the last reporting year.

**Guidance**

The accident severity rate (or Lost Time Injury Severity Rate) measures the time lost due to occupational injuries in relation to the total amount of time worked. It indicates how severe the accidents were and how long the injured employees were out of work as a result of disabling injuries. The calculation method varies from country to country; for instance in the way lost time injury events are determined or what baseline is used to calculate the rate. In the UK it is calculated as follows:  $[(\text{number of days lost due to injuries}) \times 200,000 / \text{total hours worked}]$ , whereas in France it is:  $[(\text{number of days lost due to injuries}) \times 1000 / \text{total hours worked}]$ . In India, the rate is calculated as  $[(\text{number of days lost due to injuries}) \times 1,000,000 / \text{total hours worked}]$ . Download the How-to Guide on this topic here (in English).

**Reporting on accident frequency rate**

**Information**

The company reports, either through formal documentation or questionnaire declaration, on the accident frequency rate among its employees for the last reporting year.

**Guidance**

The accident frequency rate (or the lost time injury frequency rate) measures the number of lost time injuries in relation to the total number of hours worked by employees. It indicates the extent to which injury accidents are repeated over time and their number of occurrence. The calculation method varies from country to country, depending for instance on the way lost time injury events are determined or the baseline used to calculate the rate. In the UK it is calculated as follows:  $[(\text{total number of lost time injury events}) \times 100,000 / \text{total hours worked}]$ , whereas in USA it is:  $[(\text{total number of lost time injury events}) \times 200,000 / \text{total hours worked}]$ . In France or Japan, the rate is calculated as  $[(\text{total number of lost time injury events}) \times 1,000,000 / \text{total hours worked}]$ . Download the How-to Guide on this topic here (in English).

**Standard reporting on labor practices & human rights issues**

**Information**

There is evidence of formal reporting implemented regarding both labor and human rights issues from the company supporting documentation, including key performance indicators (KPIs), statistical figures or associated concrete actions.

**Guidance**

Reporting items are standard in terms of quality and quantity, do cover the main issues, are meaningful enough, and are regularly updated. KPIs may include (but are not limited to): accident frequency and severity rates, the percentage of employees covered by collective bargaining agreements, skills development trainings, and percentage of employees trained on discrimination issues. Comprehensive reporting on labor practice and human rights issues will additionally have KPIs reported in a formal public document available to stakeholders, and will be in compliance with the Global Reporting Initiative guidelines or other external CSR reporting standards. Download the How-to Guide on this topic here (in English).

**Improvement Areas (3)**

**Policies**

Medium

No supporting documentation or only basic policy on some relevant issues [e.g. child labor, forced labor & human trafficking]

**Information**

The company has either no supporting documentation on policies, or only provided evidence of basic policy statements that do not cover all the major labor practice & human rights issues the company is confronted with.

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

**Results**

Medium

No alignment with GRI guidelines

**Information**

The company has not aligned with the Global Reporting Initiative (GRI) reporting guidelines.

**Guidance**

GRI, the Global Reporting Initiative, provides the guideline for companies to disclose their environmental and social impacts in a standard reporting framework. Historical versions of the GRI were the G3 and G4 guidelines which were most recently superseded by the new 'GRI Standards' in October 2016. The GRI Standards are organized into a new structure and more flexible format. Companies declaring their reports "in accordance" with the GRI Standards can do so at a "Core" or "Comprehensive" level, depending on their coverage of topic-specific disclosures on material aspects. The level of reporting can be audited by a third party or can be self-declared. Companies can also simply reference the standards without reaching a specific core or comprehensive level.

Low

No information on average hours of training per employee

**Information**

No company declaration and no evidence within the supporting documentation of its yearly average training hours for each employee.

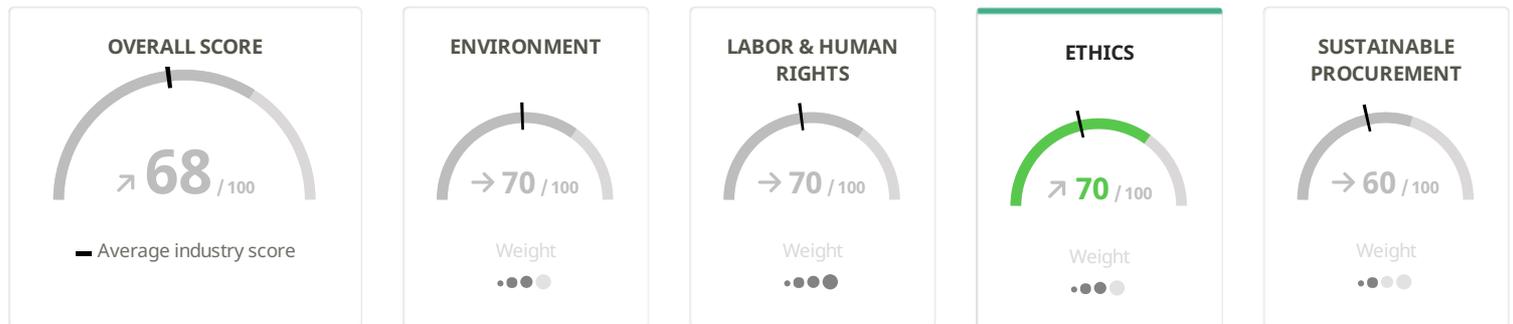
**Guidance**

Average training hours per employee refers to the total hours of skill development related training delivered to the employees in relation to the number of employees.

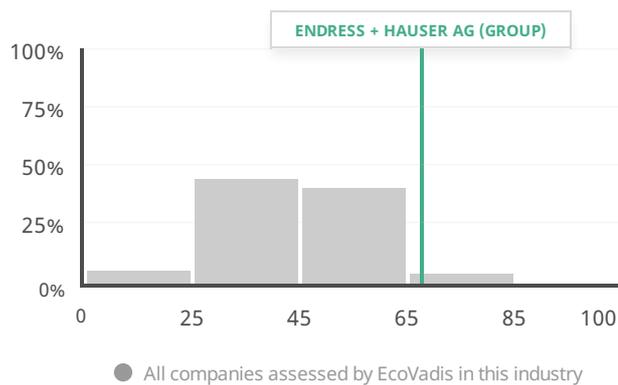
## 8. ETHICS

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

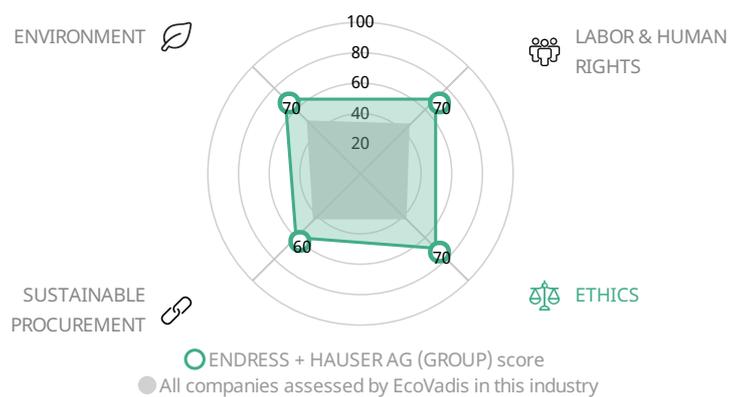
### Ethics Score Breakdown



Theme score distribution



Theme score comparison



#### Ethics: Activated Criteria

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

#### Ethics: Strengths & Improvement Areas

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

**Strengths (13)**

**Policies**

**Disciplinary sanctions to deal with policy violations**

**Information**

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

**Guidance**

In order to ensure the adequate implementation of business ethics policies, companies should establish procedures to administer investigations and sanction employees for eventual violations (i.e. disciplinary measures up to and including possible termination).

**Endorsement of external initiative on business ethics issues [ZVEI Code of Conduct]**

**Information**

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

**Guidance**

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

**Comprehensive policies on business ethics issues**

**Information**

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

**Guidance**

Policies are deemed exceptional when all business ethics issues are covered by qualitative and quantitative objectives. Additionally, an exceptional policy has exhaustive organizational elements such as allocation of responsibilities, mechanisms to deal with policy violations, formal review process, communication of the policy to all employees and business partners, etc. Download the How-to Guide on this topic here (in English).

**Actions**

**Whistleblower procedure to report business ethics issues**

**Awareness training on business ethics issues**

**Implementation of a records retention schedule**

**Periodic information security risk assessments performed**

**Audits of control procedures to prevent information security breaches**

**Supporting documentation demonstrates a high level of coverage of business ethics actions throughout the company operations**

**Information**

The assessed company has a large workforce (over 1000 employees). According to information in supporting documentation and our research, there is a high level of deployment of business ethics throughout the company (generally over 60% of workforce and/or operational sites are covered by actions).

**Guidance**

Companies that have a large employee base and/or more than one operational site shall demonstrate that their business ethics management system is deployed across all relevant sites. Operational sites within the assessment scope may include facilities such as manufacturing plants, offices, divisions, branches, and those of subsidiaries, across all the company's geographic locations. Some examples of evidence used to determine effective deployment of a business ethics management system's actions and certifications include (but are not limited to): - % of the total workforce across all locations who received training (e.g. e-learning) on business ethics issues - % of all operational sites for which an internal audit/risk assessment concerning business ethics issues has been conducted - % of all operational sites with an information security management system (ISMS) certified to ISO 27000 (or other equivalent/similar standard) - % of all operational sites with a certified anti-corruption management system

**Waste anonimization**

**Measures to protect customer or client data from unauthorized access or disclosure**

**Information**

The company has implemented measures to protect customer or client data from unauthorized access or disclosure.

**Guidance**

The company has taken measures to limit access to customer or client data within its own operation, or have implemented measures to secure its information system including such data so as to protect the data from unauthorized access or disclosure.

**Specific procedures for retaining and using third-party intermediaries (i.e. due diligence, certifications)**

**Information**

The company has implemented 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**

Risk assessments on the environment vary according to sector risks, but can include handling of hazardous materials.

**Specific approval procedure for sensitive transactions (e.g. gifts, travel)**

**Information**

The company has implemented a verification process for sensitive transactions.

**Guidance**

Sensitive transactions involve payments and cash transfers particularly for operations exposed to high risk of corruption and bribery. Some examples are: gifts, entertainment and travel, new investments.

**Improvement Areas (5)**

**Actions**

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

Low

No supporting documentation regarding audits of internal controls on anti-competitive practices

Low

No supporting documentation regarding corruption and bribery risk analysis performed

**Results**

High

Basic reporting on business ethics issues

**Information**

There is some evidence of formal reporting on business ethics issues in the supporting documentation. It may include key performance indicators (KPIs), or statistical figures. However reporting elements may be limited in terms of quality or quantity, may not cover the main issues, or reporting is not regularly updated.

**Guidance**

Based on the information provided for the assessment, reporting does not cover a major portion of relevant issues (i.e. reporting is available for only 1 relevant issue). To improve the quality of reporting, KPIs could include material issues for the companies' business ethics performance. For example, the number of breaches of the Code of Ethics or number of incidents reported through the whistleblower procedure. They also could include percentage of employees trained in organization's anti-corruption policies and procedures, total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes (Source: Global Reporting Initiative G3). Download the How-to Guide on this topic here (in English).

Medium

No alignment with GRI guidelines

**Information**

The company has not aligned with the Global Reporting Initiative (GRI) reporting guidelines.

**Guidance**

GRI, the Global Reporting Initiative, provides the guideline for companies to disclose their environmental and social impacts in a standard reporting framework. Historical versions of the GRI were the G3 and G4 guidelines which were most recently superseded by the new 'GRI Standards' in October 2016. The GRI Standards are organized into a new structure and more flexible format. Companies declaring their reports "in accordance" with the GRI Standards can do so at a "Core" or "Comprehensive" level, depending on their coverage of topic-specific disclosures on material aspects. The level of reporting can be audited by a third party or can be self-declared. Companies can also simply reference the standards without reaching a specific core or comprehensive level.

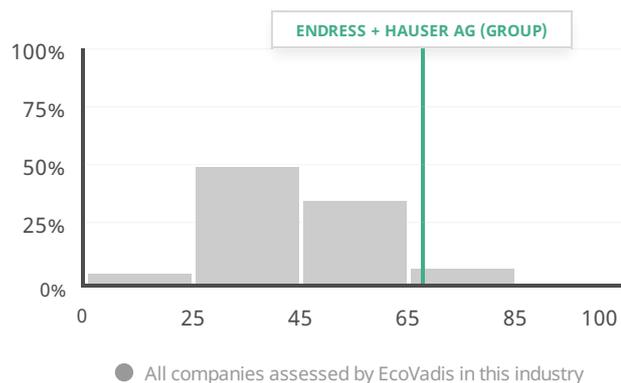
## 9. SUSTAINABLE PROCUREMENT

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

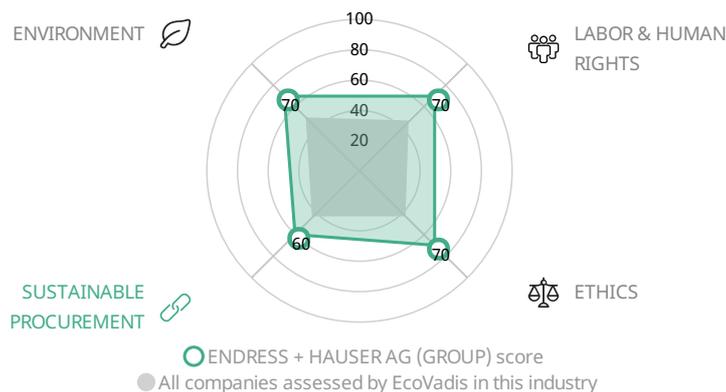
### Sustainable Procurement Score Breakdown



Theme score distribution



Theme score comparison



#### Sustainable Procurement: Activated Criteria

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

#### Sustainable Procurement: Strengths & Improvement Areas

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



Strengths (15)

Policies

Policy on conflict minerals issues

Information

There is a formal policy regarding conflict minerals issues in the supporting documentation provided by the company. The policy is present in a dedicated policy document or in a dedicated section of a larger purpose document.

Guidance

Conflict minerals (CM) are gold, tin, tantalum, tungsten and their derivatives that are mined in conditions of armed conflict and human rights abuses, and which are sold or traded by armed groups. A standard policy on conflict mineral issues in the supply chain includes commitments and/or operational objectives designed to mitigate risk on this topic in the company's supply chain. It is communicated to internal and external stakeholders through a formal dedicated document.

Sustainable procurement policies on both environment and social factors

Information

The company has formalized statements, commitments, and/or operational objectives on the management of its sustainable procurement policies. The existing policy covers both environmental and social factors that the company may be confronted with.

Guidance

The standard sustainable procurement policy includes commitments and/or operational objectives on all material sourcing risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document. A comprehensive sustainable procurement policy also includes additional organizational elements such as a regular review mechanisms, an allocation of responsibilities, and a clearly defined scope of application. Download the How-to Guide on this topic here (in English).

Actions

Conflict minerals taken into account in supplier selection process

Information

The company provides evidence in supporting documentation of additional measures present to take conflict minerals into account in the supplier selection process.

Guidance

Conflict minerals (CM) are gold, tin, tantalum, tungsten and their derivatives that are mined in conditions of armed conflict and human rights abuses, and which are sold or traded by armed groups. Some examples of measures might include detailed CM risk analysis, mechanisms to identify all upstream suppliers potentially exposed to using CM, measures to obtain additional information on CM from suppliers (i.e. formal procedure, escalation steps), requirement to first tier suppliers to fill an EICC reporting template, and/or investigation of smelters or refiners' conflict minerals due diligence processes.

Written communication sent to suppliers informing them of conflict minerals issues

Information

The company has provided supporting documentation demonstrating that it communicates with its suppliers to inform them about conflict minerals issues in the supply chain.

Guidance

Conflict minerals (CM) are gold, tin, tantalum, tungsten and their derivatives that are mined in conditions of armed conflict and human rights abuses, and which are sold or traded by armed groups. A written communication, e.g. via email or formalized letter can be sent to suppliers to inform them about the issues related to the use of conflict minerals, i.e. when sourcing product containing gold, tin, tantalum, tungsten and their derivatives. This communication can include information about the US Dodd-Frank Act, a reminder for the suppliers about your company's supplier sustainability commitments and requirements. The suppliers can also be formally requested to take appropriate actions to address this issue, e.g. to steer their supply chain towards using only conflict-free smelters, to participate in the CFSI smelter audit program, etc.

**Selected first tier suppliers required to fill Conflict Minerals Reporting Template (CMRT)**

**Information**

The company requires that all identified priority suppliers must fill in the reporting template of the Conflict-free Sourcing Initiative.

**Guidance**

The Conflict-free Sourcing Initiative (founded by members of the Electronic Industry Citizenship Coalition - EICC and the Global e-Sustainability Initiative) has developed a free, standardised reporting template (CMRT) that allows a company to track back minerals to the smelter where they have been processed. A company who requires their first-tier suppliers to fill out this template can find out from which smelters it is sourcing its minerals, thus ensuring a full traceability of their supply chain.

**81-100% of suppliers for which conflict minerals information is available (e.g. CMRT)**

**Detailed conflict minerals risk analysis (per product or purchasing category)**

**Mechanisms to identify all upstream suppliers (e.g. smelters) potentially exposed to using conflict minerals**

**Information**

The company provides evidence that they have implemented mechanisms to ensure the effective mitigation of conflict mineral issues through the identification of all upstream suppliers (e.g. smelters) potentially exposed to using conflict minerals

**Guidance**

Some examples of measures might include detailed Conflict Minerals (CM) risk analysis, mechanisms to identify all upstream suppliers potentially exposed to using CM, measures to obtain additional information on CM from suppliers (i.e. formal procedure, escalation steps), requirement to first tier suppliers to fill an EICC reporting template, and/or investigation of smelters or refiners' conflict minerals due diligence processes.

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

**Information**

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

**Guidance**

CSR criteria can be integrated in calls for tenders to ensure that the environmental and social impact of the purchased product is minimized. Some potential examples of such criteria include ecolabels, detailed product characteristics, external third party certifications (FSC, PEFC, ISO 14001), CSR performance scores.

**Choice of eco-friendly office supplies and equipment**

**Information**

The company provides evidence that it integrates environmental criteria in the selection and purchase of office supplies (e.g. paper, pens, stationery) and office equipment in the supporting documentation.

**Guidance**

Environmentally friendly office supplies and equipment include, but are not limited to some of the following: products with ecolabels (e.g. PEFC, FSC, 'Blue Angel', Eco-mark, European Eco-label, Green Seal) products with reduced impacts (e.g. phthalate-free) or supplies that are recyclable/refillable/reusable, in addition to products with reduced energy consumption like ENERGY STAR equipment.

**Formal assessment of suppliers' progress with regards to REACH requirements**

**Information**

There is some evidence of formal reporting on concrete actions or measures implemented regarding supplier compliance with the European REACH regulation.

**Guidance**

REACH (Registration, Evaluation and Authorisation of Chemicals) is a regulation from the European Union that addresses the production and use of chemical substances and their potential impacts on both human health and the environment. It requires all companies manufacturing or importing chemical substances into the European Union in quantities of one tonne or more per year to register these substances to the European Chemicals Agency (ECHA) in Helsinki, Finland.

**On-site audits of suppliers on environmental or social issues**

**Information**

The company's supporting documentation demonstrates evidence of on-site supplier audits on environmental and/ or social issues through audit reports or third party audit certificates.

**Guidance**

Evidence of internal/external on site audits is recent enough (i.e. less than 12 months). Audits can be announced or unannounced and are systematically conducted at least for suppliers most exposed to CSR risks. External audits are carried out by credible third party auditors and recognized environmental and/or social auditing standards are utilized (e.g. SMETA, EICC). Audits are directly conducted via field visits, i.e. on the suppliers' operational sites and/or business premises.

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

**Information**

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

**Guidance**

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

**Training of buyers on social and environmental issues within the supply chain**

**Information**

The company provides evidence in supporting documentation regarding training on CSR issues to buyers in their organization to ensure ethical and sustainable procurement practices.

**Guidance**

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

**Results**

**Publication of a due diligence report on conflict minerals issues via the Conflict Mineral Reporting Template (CMRT)**

**Information**

The company publishes a due diligence report on conflict minerals issues via an CFSI/EICC Conflict Mineral report to report on the list of smelters/refiners in the supply chain.

**Guidance**

The Conflict Minerals Reporting Template (CMRT) is a free, standardized reporting template developed by the Conflict-Free Sourcing Initiative that facilitates the transfer of information through the supply chain regarding mineral country of origin and smelters and refiners being utilized. The template also facilitates the identification of new smelters and refiners to potentially undergo an audit via the CFSI's Conflict-Free Smelter Program.

**Improvement Areas (3)**

**Actions**

**High** No supporting documentation on the coverage of sustainable procurement actions throughout the company supplier base/operations

**Information**

There is insufficient or inconclusive evidence within supporting documentation on the level of deployment of sustainable procurement actions throughout the company.

**Guidance**

Companies shall demonstrate that their sustainable procurement management system is deployed across its buyers and supplier base. The buyers within the assessment scope may include those associated to operational sites including facilities such as manufacturing plants, offices, divisions, branches, and those of subsidiaries, across all the company's geographic locations. The supplier base may include all providers of products and services to the assessment scope, encompassing any level of risk and/or spend. Some examples of evidence used to determine effective deployment of a sustainable procurement management system's actions and certifications include (but are not limited to): - % of all suppliers who have signed the sustainable procurement charter/supplier code of conduct - % of all supplier contracts that include clauses on environmental, labor, human rights, and ethical requirements - % of all buyers across all locations who received training on sustainable procurement - % of all suppliers which has gone through a CSR assessment (e.g. questionnaire) - % of all suppliers which has gone through a CSR on-site audit

**Low** Declares social or environmental clauses included in supplier contracts, but no supporting documentation available

**Information**

The company declares having social or environmental clauses included in supplier contracts but there is no evidence within the supporting documentation provided by the company.

**Guidance**

Contracts including clauses on CSR are used to ensure that suppliers have the ability, capacity and commitment to meet the sustainability requirements of the company. The clauses can include: specific targets or Key Performance Indicators (KPIs) to be achieved and/or minimum performance standards on varying CSR issues. If a supplier violates the conditions of the contract clauses, sanctions or penalties (up to and including contract termination) can be imposed by the company (undergoing the EcoVadis evaluation).

## Results

**High**

Basic reporting on sustainable procurement issues

### Information

There is some evidence of formal reporting on sustainable procurement issues in the supporting documentation. It may include key performance indicators (KPIs), or statistical figures. However reporting elements may be limited in terms of quality or quantity, may not cover the main issues, or reporting is not regularly updated.

### Guidance

Based on the information provided for the assessment, reporting does not cover a major portion of relevant issues (i.e. reporting is available for only 1 relevant issue). To improve the quality of reporting, KPIs could be sector-specific and include for instance: % of suppliers assessed or audited on CSR issues, % of buyers trained on sustainable procurement, % of raw materials purchased that are recycled materials, % of products purchased with an eco-label (Source: Global Reporting Initiative G3). Download the How-to Guide on this topic here (in English).

## 10. 360° WATCH FINDINGS

|                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                     |                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <p>12 June 2017</p>                                                                                                                                                                             | <p>5 January 2014</p>                                                                                                                                                                                                                                                                                                               | <p>14 September 2018</p>                                                                         |
| <p><b>Banertek LLC v. Endress + Hauser Inc</b><br/> <a href="http://insight.rpxcorp.com/litigation_documents/12490615">http://insight.rpxcorp.com/litigation_documents/12490615</a></p>         | <p><b>Endress+Hauser establishes two new sales centres</b><br/> <a href="http://arabianindustry.com/oil-gas/news/2014/jan/5/endresshauser-establishes-two-new-sales-centres-4554810/#.VFNpy_mJea0">http://arabianindustry.com/oil-gas/news/2014/jan/5/endresshauser-establishes-two-new-sales-centres-4554810/#.VFNpy_mJea0</a></p> | <p><b>No records found for this company on Compliance Database</b><br/>                 null</p> |
| <p>Plaintiff Banertek LLC has filed a patent infringement lawsuit against Endress + Hauser Inc. Banertek LLC demands a trial by jury of all issues properly triable by jury in this action.</p> | <p>Endress+Hauser has launched new sales centres based in the UAE and Algeria, strengthening its presence in the Middle Eastern and North Africa markets.</p>                                                                                                                                                                       | <p>→ No score impact</p>                                                                         |
| <p> Ethics → No score impact</p>                                                                                | <p>→ No score impact</p>                                                                                                                                                                                                                                                                                                            |                                                                                                  |

360° Watch Findings comprise relevant public information about companies' CSR practices that have been identified via more than 2,500 data sources (including NGOs, press and trade unions). 360° Watch Findings are incorporated into the EcoVadis assessment and can have positive, negative or no score impact.

### EcoVadis is connected to the following international sources:

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

## 11. SPECIFIC COMMENTS

Additional comments from our CSR analysts pertaining to the assessment.

### Specific comments

|                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p> Some supporting documents were considered too outdated to be included in this evaluation</p>                                                                                                   |
| <p> The company is not included in any compliance-related watch lists or sanction lists.</p>                                                                                                       |
| <p> An audit report was provided, but did not meet eligibility requirements (e.g. out of scope, outdated, questionable auditing body accreditation, low quality of information).</p>               |
| <p> Some of the supporting documents provided were considered as extended responses to the questionnaire options and are not evidence of documents used within the company's management system</p> |
| <p> Since the last evaluation, the overall score has increased thanks to the implementation of additional measures.</p>                                                                            |

## 12. CONTACT US

Any questions or need help? Visit our Help Center at [support.ecovadis.com](http://support.ecovadis.com)

# APPENDIX:

## INDUSTRY RISK PROFILE

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

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

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

## CRITERIA ACTIVATION BY THEME:

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

### Environment

|               |                                   |
|---------------|-----------------------------------|
| Medium        | Energy consumption & GHGs         |
| Medium        | Water                             |
| Non-activated | Biodiversity                      |
| Non-activated | Local & Accidental Pollution      |
| Medium        | Materials, Chemicals & Waste      |
| Medium        | Product Use                       |
| Medium        | 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, Discrimination & Harassment        |
| High          | External Stakeholder Human Rights             |

### Ethics

|        |            |
|--------|------------|
| Medium | Corruption |
|--------|------------|

Medium

Anticompetitive Practices

Non-activated

Responsible Information Management

**Sustainable Procurement**



Medium

Supplier Environmental Practices

Medium

Supplier Social Practices

## KEY CSR ISSUES

Find qualitative explanations of the key CSR issues and risk associated with Manufacture of measuring, testing, navigating and control equipment; watches and clocks



### Environment

Importance

CSR issue

Medium

Energy consumption & GHGs

#### Definition

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

Medium

Water

#### Definition

Water consumption during operations. Pollutants rejected into water.

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).

Medium

Product Use

#### Definition

Environmental impacts generated from the direct use of products. Can include energy, water, materials and chemicals use.

Medium

Product End-of-Life

#### Definition

Direct Environmental impacts generated from the end-of-life of the products. These impacts can include hazardous, non-hazardous waste generated, emissions and accidental pollution.

Medium

Customer Health & Safety

#### Definition

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



Labor & Human Rights

Importance

CSR issue

High

Employee Health & Safety

**Definition**

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

Medium

Working Conditions

**Definition**

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

Medium

Social Dialogue

**Definition**

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

Medium

Career Management & Training

**Definition**

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

Medium

Diversity, Discrimination & Harassment

**Definition**

Deals with discrimination issues at work. Discrimination is defined as different treatment given to people in hiring, remuneration, training, promotion, termination; based on race, national origin, religion, disability, gender, sexual orientation, union m

High

External Stakeholder Human Rights

**Definition**

Deals with external human rights issues issues at work. This includes the respect of security, property rights, employees privacy rights, civil and political rights, rights to freedom of association and collective bargaining, social and cultural rights (i



Ethics

Importance

CSR issue

Medium

Corruption

**Definition**

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

Medium

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.



Sustainable Procurement

Importance

CSR issue

Medium

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.

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.

**CSR KPIs Overview**

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

## Main Regulations and Initiatives

### Décret no 2002-775 du 3 mai 2002 (France)

<http://admi.net/jo/20020505/INDI0220135D.html>

 Regulatory

Ce décret est relatif aux valeurs limites d'exposition du public aux champs électromagnétiques émis par les équipements utilisés dans les réseaux de télécommunication ou par les installations radioélectriques

 Environment

### 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.

 Environment

### EU regulation REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals)

[http://ec.europa.eu/environment/chemicals/reach/reach\\_intro.htm](http://ec.europa.eu/environment/chemicals/reach/reach_intro.htm)

 Regulatory

The REACH European Community Regulation (18 December 2006) encourages manufacturers and importers of "Substances of Very High Concern" to pre-register them.

 Environment

### Universal Declaration of Human Rights

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

 Regulatory

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

 Labor & Human Rights

### Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

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

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

 Labor & Human Rights

### EU directive EuP (Energy using Products)

[http://ec.europa.eu/enterprise/eco\\_design/index\\_en.htm](http://ec.europa.eu/enterprise/eco_design/index_en.htm)

 Regulatory

The directive 2005/32/EC became law in the European Union on August 2005. The EuP Directive focus on the design phase to improve energy efficiency of energy using products.

 Environment

### EU directive WEEE (waste electrical and electronic equipment)

[http://ec.europa.eu/environment/waste/weee/legis\\_en.htm](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

### Standard ISO 14000 (International Standard Organisation)

[http://www.iso.org/iso/iso\\_14000\\_essentials](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](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

### 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 Convention against Corruption (UNCAC)**

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

 Regulatory

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

 **Ethics**

**OECD guidelines for multinational enterprises**

[http://www.oecd.org/about/0,2337,en\\_2649\\_34889\\_1\\_1\\_1\\_1\\_1,00.html](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, globally relevant guidance based on international consensus among expert representatives of the main stakeholder groups and so encourage the implementation of best practice in social responsibility worldwide.

 **All themes**

**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**