

PLATINUM

Top 1%

2021
ecovadis

Sustainability
Rating

ecovadis

Relazione sulla valutazione di sostenibilità EcoVadis

Azienda valutata:

DAY RISTOSERVICE SPA

Punteggio complessivo: 73 /100

marzo 2021

Performance di sostenibilità: Avanzato

Dimensione: M

Paese della sede principale: Italia

Operazioni in paesi a rischio: NO

Settore: Altri servizi di supporto alle imprese n.c.a.

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SOSTENIBILITÀ

La sostenibilità è l'impegno continuo ad agire in modo responsabile, integrando gli aspetti sociali e ambientali nelle attività aziendali. La sostenibilità non si limita alla conformità normativa ma prende in considerazione il modo in cui le aziende gestiscono il loro impatto economico, sociale e ambientale, oltre alle relazioni con gli stakeholder (ad es. dipendenti, partner commerciali, governi).

INFORMAZIONI SULLA VALUTAZIONE

La struttura metodologica di EcoVadis valuta le politiche e le azioni delle aziende oltre ai rendiconti pubblicati in materia di ambiente, lavoro e diritti umani, etica e approvvigionamento sostenibile. Il nostro team di esperti internazionali della sostenibilità analizza e confronta i dati delle aziende (documenti giustificativi, risultati del monitoraggio a 360° e così via) per fornire valutazioni affidabili, che tengano conto del settore, delle dimensioni e dell'ubicazione geografica di ciascuna azienda.

ECOVADIS

EcoVadis offre la soluzione leader per il monitoraggio della sostenibilità nelle catene di fornitura globali. Grazie a una tecnologia innovativa e all'esperienza nella sostenibilità, ci impegniamo per coinvolgere le aziende e per aiutarle ad adottare pratiche sostenibili.

Nessuna parte di questo documento può essere riprodotta, modificata o distribuita, in qualsiasi forma o modalità, senza previa autorizzazione scritta di EcoVadis. Fornito sotto contratto per l'uso esclusivo da parte dell'abbonato:

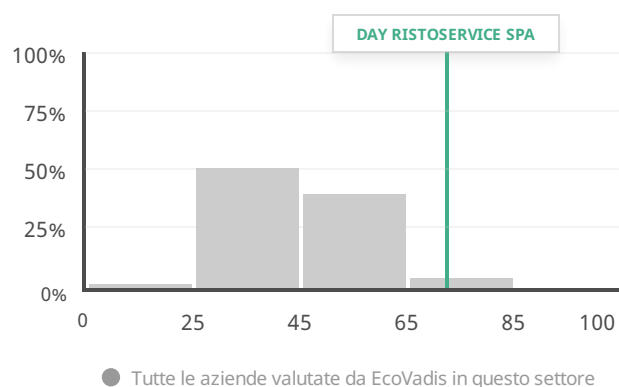
1. PANORAMICA DELLE PERFORMANCE DI SOSTENIBILITÀ

Composizione del punteggio

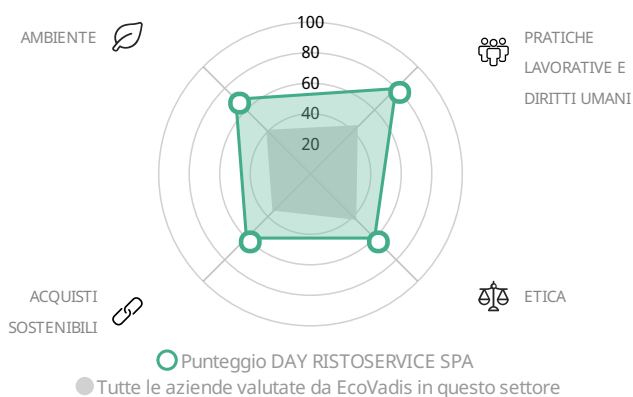
Performance di sostenibilità ● Insufficiente ● Parziale ● Moderato ● Avanzato ● Eccezionale — Punteggio medio



Distribuzione del punteggio complessivo



Paragone dei punteggi dei temi



DAY RISTOSERVICE SPA ha ottenuto una medaglia platino come riconoscimento dei risultati ottenuti nella sostenibilità! Per ricevere questa medaglia, le aziende devono raggiungere un punteggio complessivo di 73-100.

Piano di azione correttivo in corso

Il piano di azione correttivo è una funzionalità collaborativa studiata per supportare il miglioramento delle performance delle aziende. Grazie ad essa, le aziende possono creare un piano di miglioramento online, comunicando le azioni correttive pianificate e completate e condividendo i feedback. DAY RISTOSERVICE SPA dispone di un piano di azione correttivo in corso e sta lavorando per migliorare il proprio sistema di gestione della sostenibilità.

* Ricevete questo punteggio/medaglia in base alle informazioni comunicate e alle notizie a disposizione di EcoVadis al momento della valutazione. Qualora, durante il periodo di validità della scorecard/medaglia, le informazioni o le circostanze dovessero cambiare in modo rilevante, EcoVadis si riserva il diritto di sospendere la scorecard/medaglia e, se lo riterrà opportuno, rivalutare ed eventualmente rimettere una scorecard/medaglia modificata.

2. VANTAGGI DELLA VALUTAZIONE

Capire :

Ottenere un quadro chiaro delle performance di sostenibilità dell'azienda. La scorecard è il risultato finale della valutazione EcoVadis. Essa permette di valutare e confrontare le performance di sostenibilità dell'azienda in quattro temi, su una scala da 0 a 100, evidenziandone i punti di forza e le aree di miglioramento.

Capire il posizionamento dell'azienda rispetto al proprio settore. Confrontare le performance di sostenibilità dell'azienda con quelle del suo settore, con un grafico di distribuzione del punteggio e un confronto dei punteggi ottenuti nei temi.

Identificare le tendenze del settore. Scoprite i principali rischi, le normative, gli argomenti scottanti e le buone pratiche sulla sostenibilità riguardanti specifici settori.

Comunicare :

Rispondere alle esigenze dei clienti. Sono sempre più numerose le aziende che chiedono di conoscere meglio le performance ambientali e sociali dei loro partner commerciali. La valutazione EcoVadis permette alle organizzazioni di dimostrare il loro impegno.

Sfruttare uno strumento di comunicazione esclusivo. Le aziende che dispongono di una scorecard EcoVadis evitano il carico di lavoro connesso agli audit, condividendo un'unica valutazione con tutti i clienti che ne fanno richiesta.

3. METODO DI VALUTAZIONE

1

Richiesta del cliente

I responsabili di approvvigionamenti, RSI, ambiente, salute e sicurezza e sostenibilità delle aziende che hanno deciso di monitorare i rischi posti dalla catena di fornitura in ambito di sostenibilità chiedono che i loro partner commerciali ottengano la valutazione EcoVadis.

2

Questionario

Sulla base dei fattori di rischio specifici in ambito di sostenibilità, EcoVadis crea un questionario personalizzato. Il questionario comprende 20-50 domande studiate specificamente in base al settore, alle dimensioni e all'ubicazione dell'impresa esaminata.

3

Analisi dei documenti

Per le risposte fornite al questionario, le aziende devono presentare i corrispondenti documenti giustificativi. Questi documenti sono esaminati dai nostri analisti.

4

Informazioni pubbliche

A conferma delle performance di sostenibilità, EcoVadis raccoglie anche le informazioni sull'azienda, spesso disponibili sul relativo sito web.

5

Risultati del monitoraggio a 360°

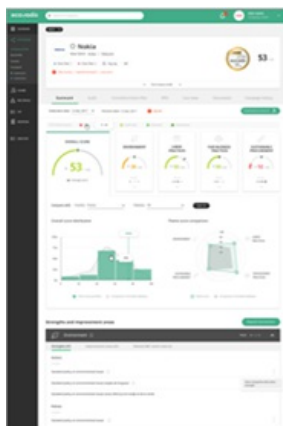
I risultati del monitoraggio a 360° sono costituiti dalle informazioni pubbliche pertinenti relative alle prassi di sostenibilità delle aziende, identificate grazie a oltre 2.500 fonti di dati. Questi dati possono influire in modo positivo o negativo o non influire affatto sul punteggio.

6

Analisi degli esperti

I nostri analisti combinano tutti questi elementi per ottenere una scorecard unificata per ogni azienda.

SCORECARD



4. METODOLOGIA ECOVADIS

A. Quattro temi e 21 criteri

La valutazione EcoVadis si riferisce a 21 aspetti riuniti in 4 temi (ambiente, tutela dei lavoratori e diritti umani, etica e approvigionamento sostenibile). I 21 aspetti o criteri si basano su standard di sostenibilità internazionali come i principi del Global Compact, le convenzioni dell'Organizzazione Internazionale del Lavoro (ILO), gli standard GRI (Global Reporting Initiative) e ISO 26000 e i principi del CERES (Coalition for Environmentally Responsible Economy).

21 criteri di sostenibilità

1. AMBIENTE

OPERAZIONI

Consumo energetico ed emissioni di gas a effetto serra
Acqua
Biodiversità
Inquinamento locale ed accidentale
Materiali, prodotti chimici e rifiuti

PRODOTTI

Uso del prodotto
Fine di vita del prodotto
Salute e sicurezza dei clienti
Advocacy e servizi ambientali

3. ETICA

Corruzione
Pratiche anticompetitive
Gestione responsabile delle informazioni

2. PRACTICHE LAVORATIVE E DIRITTI UMANI

RISORSE UMANE

Salute e sicurezza dei dipendenti
Condizioni lavorative
Dialogo sociale
Gestione delle carriere e formazione

DIRITTI UMANI

Lavoro infantile, lavoro forzato e tratta di esseri umani
Diversità, discriminazione e molestia
Diritti umani delle parti interessate esterne

4. ACQUISTI SOSTENIBILI

Pratiche ambientali dei fornitori
Pratiche sociali dei fornitori

B. Sette indicatori di gestione

Le valutazioni EcoVadis analizzano il sistema di gestione della sostenibilità dell'azienda riferendosi a sette indicatori di gestione. In questo modo è possibile personalizzare ulteriormente la valutazione, fornendo una ponderazione dei quattro temi e, di conseguenza, dei 21 criteri di sostenibilità.



Politiche (ponderazione: 25%)

1. Politiche: Dichiarazioni riguardanti la missione, politiche, obiettivi, traguardi, governance
2. Adesione: Adesione a iniziative di sostenibilità esterne

Azioni (ponderazione: 40%)

3. Misure: Misure e azioni implementate (ad es. procedure, formazione, apparecchiature)
4. Certificazioni: Certificazioni ed etichette (ad es. ISO 14001)
5. Copertura: Copertura di misure e azioni

Risultati (ponderazione: 35%)

6. Report: Report sugli indicatori di prestazioni chiave (KPI)
7. 360: Condanne, controversie, riconoscimenti



5. COMPRENDERE LA SCORECARD

Il punteggio complessivo può essere meglio compreso esaminando le informazioni quantitative (punteggi ottenuti nei temi e criteri attivati) e qualitative (punti di forza e aree di miglioramento).

A. Informazioni quantitative: Punteggi e criteri attivati

Punteggi dei temi:

Come il punteggio complessivo, anche i punteggi dei temi sono espressi in una scala che va da 1 a 100.

Criteri attivati:

A ciascuno dei quattro temi (ambiente, pratiche lavorative e diritti umani, etica e approvvigionamento sostenibile) sono associati criteri specifici. Il questionario è personalizzato in base a settore, dimensioni e ubicazione geografica dell'azienda, quindi non tutti i 21 criteri vengono attivati per ogni organizzazione e alcuni criteri ottengono una ponderazione maggiore rispetto ad altri.

Non attivato

Nel caso in cui alcuni criteri non siano attivati, l'aspetto specifico che vi è associato non è pertinente o presenta un rischio di sostenibilità molto basso per l'azienda in questione.

Media

I criteri di media importanza riguardano aspetti che presentano un certo rischio di sostenibilità, che tuttavia non ha un carattere predominante.

Alta

I criteri di importanza elevata valutano aspetti in cui l'azienda deve affrontare i maggiori rischi di sostenibilità.



Solo paesi a rischio

I criteri classificati come Solo nei paesi a rischio vengono attivati solo se l'azienda svolge attività significative in uno o più dei paesi identificati come a rischio.

C. Scala di punteggio

0 - 24	Insufficiente	Nessun impegno o azione tangibile in materia di sostenibilità. Evidenza di alcuni casi di comportamento improprio (ad es. inquinamento, corruzione).
25 - 44	Parziale	Nessun approccio strutturato alla sostenibilità. Pochi impegni o azioni tangibili su aspetti selezionati. Report parziale sugli indicatori di prestazioni chiave (KPI) Certificazione parziale o prodotto con etichetta occasionale.
45 - 64	Moderato	Approccio strutturato e proattivo alla sostenibilità. Impegni/politiche e azioni tangibili sugli aspetti principali. Report di base sulle azioni o sugli indicatori di performance.
65 - 84	Avanzato	Approccio strutturato e proattivo alla sostenibilità. Impegni/politiche e azioni tangibili sugli aspetti principali con informazioni di adozione dettagliate. Resoconti di sostenibilità significativi su azioni e indicatori di performance.
85 - 100	Eccezionale	Approccio strutturato e proattivo alla sostenibilità. Impegni/politiche e azioni tangibili su tutti gli aspetti con informazioni di adozione dettagliate. Resoconti di sostenibilità completi su azioni e indicatori di performance. Pratiche innovative e riconoscimento esterno.

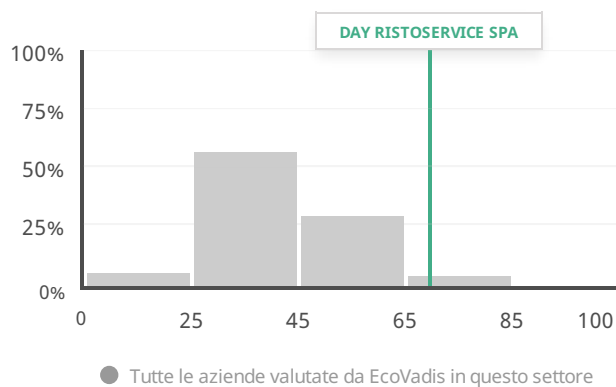
6. AMBIENTE

Questo tema prende in considerazione sia i fattori operativi (ad es. consumo di energia, gestione dei rifiuti) sia la gestione responsabile dei prodotti (ad es. fine vita dei prodotti, aspetti di salute e sicurezza dei clienti).

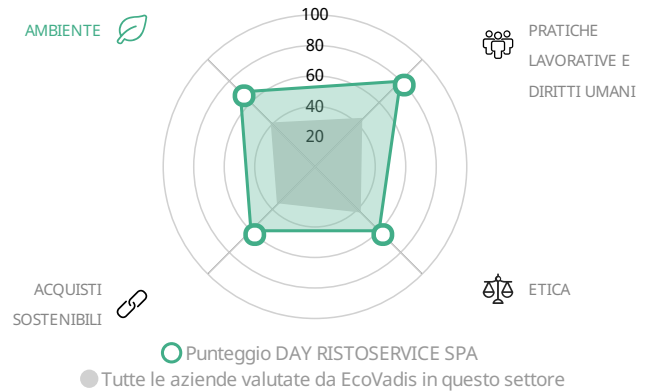
Composizione del punteggio relativo all'ambiente



Distribuzione dei punteggi dei temi



Paragone dei punteggi dei temi



Ambiente: Criteri attivati

Il questionario è personalizzato in base a settore, dimensioni e ubicazione geografica dell'azienda, quindi non tutti i 21 criteri vengono attivati per ogni organizzazione e alcuni criteri ottengono una ponderazione maggiore rispetto ad altri.

Ambiente: Punti di forza e aree di miglioramento

Il piano di azione correttivo è una funzionalità collaborativa studiata per supportare il miglioramento delle performance delle aziende. Grazie ad essa, le aziende possono creare un piano di miglioramento online, comunicando le azioni correttive pianificate e completate e condividendo i feedback. Le aree di miglioramento con azioni correttive in corso sono indicate sotto con le etichette.

Punti di forza (10)

Politiche

Environmental policy on some relevant issues [i.e. energy consumption & GHGs]

Informazioni

The company has formalized statements, commitments, and operational objectives on the management and mitigation of its environmental footprint, focusing on some material issues. The existing policy does not cover all the major environmental issues the company is confronted with.

Istruzioni

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

Endorsement of the United Nations Global Compact (UNGC) (at parent company level)

Informazioni

The company's parent company is a Global Compact Signatory.

Istruzioni

The United Nations Global Compact (UNGC) is a voluntary initiative that encourages businesses worldwide to adopt sustainable and socially responsible policies, and to report on them. Global Compact participants commit to respecting 10 principles on human rights, labor rights, the environment and anti-corruption. The initiative has a mandatory disclosure framework, which obliges business participants to annually report on their progress against the 10 principles in a Communication on Progress (COP). Companies that do not comply with this reporting requirement are removed (or "delisted") from the list of participants after two years.

Azioni

Measures implemented to offset GHGs emissions (e.g. purchasing verified carbon credits)

Measures to reduce CO2 emissions from transport

Measures to reduce energy consumption

Informazioni

The company has implemented specific measures to reduce the consumption of energy related to its activities.

Istruzioni

Examples might include selection of energy efficient equipment e.g. energy star office equipment, switching to LED lamps, improvement of building isolation.

Measures to reduce paper consumption

Informazioni

The company has implemented specific measures to reduce the consumption of paper related to its activities.

Istruzioni

Examples might include provision of online catalogue to clients, distribution and storage of documents electronically (e.g. bills, press release, staff awareness on 'need to print', setting printers to double side).

Use of renewable energies or purchase of green energy

Informazioni

The company has implemented a process to be able to use renewable energy on its site or to buy green energy from the electricity grid.

Istruzioni

Examples of renewable energy are solar power, wind power, hydroelectric energy, biomass, geothermal power, energy from tides/ocean. The company may have set up a contract with a provider of such type of energy, either a private company or an institutionalized organisation (e.g. the company is connected to the town / region grid which relies on wind power for electricity production).

Waste management measures in place

Informazioni

The company has implemented specific actions regarding management of waste.

Istruzioni

Examples of such measures include (but are not limited to): procedures to reuse or recycle waste, waste separation and waste sorting procedures, work process to optimize material consumption or to reduce waste, waste disposal arrangements etc.

Risultati

Reporting on total energy consumption

Informazioni

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

Istruzioni

Total energy consumed represents total primary energy consumption reported in kWh. Total energy consumed may include e.g. consumption of coal and coke (in Kg) reported in kWh and/or consumption of oil, LPG and electrical power in kWh.

Standard reporting on environmental issues

Informazioni

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.

Istruzioni

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).

Aree di miglioramento (3)

Politiche

Media

Inconclusive documentation or only basic policy on some relevant issues [i.e waste]

Informazioni

The company has either provided no supporting documentation on policies, or provided only basic policy statements that do not cover all the major environmental issues the company is confronted with, or has provided supporting evidence that was not approved due to quality/acceptance requirements. e.g. company name, recent date (8 years).

Istruzioni

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

Azioni

Media

ISO 14001 certification is in progress

Risultati

Bassa

No information on reporting on total weight of waste

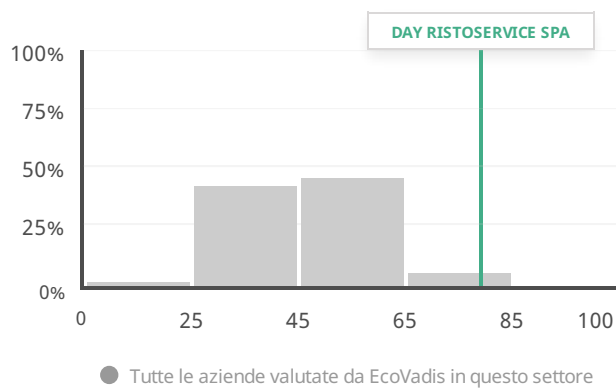
7. PRACTICHE LAVORATIVE E DIRITTI UMANI

Questo tema prende in considerazione sia gli aspetti riguardanti le risorse umane interne (ad es. salute e sicurezza, condizioni lavorative, gestione delle carriere) sia gli aspetti connessi ai diritti umani (ad es. discriminazione e/o molestie, lavoro minorile).

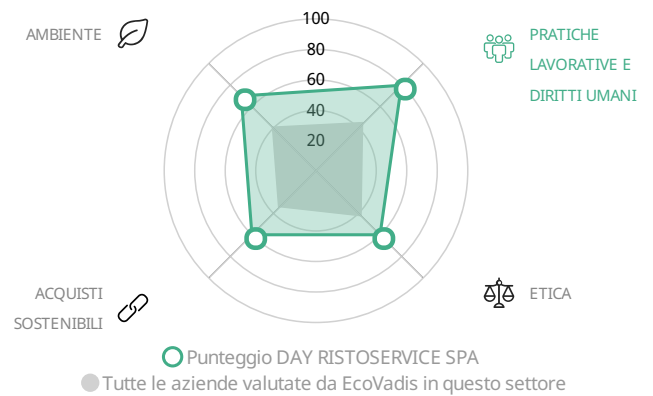
Composizione del punteggio relativo a pratiche lavorative e diritti umani



Distribuzione dei punteggi dei temi



Paragone dei punteggi dei temi



Pratiche Lavorative e Diritti Umani: Criteri attivati

Il questionario è personalizzato in base a settore, dimensioni e ubicazione geografica dell'azienda, quindi non tutti i 21 criteri vengono attivati per ogni organizzazione e alcuni criteri ottengono una ponderazione maggiore rispetto ad altri.

Pratiche Lavorative e Diritti Umani: Punti di forza e aree di miglioramento

Il piano di azione correttivo è una funzionalità collaborativa studiata per supportare il miglioramento delle performance RSI delle aziende. Grazie ad essa, le aziende possono creare un piano di miglioramento online, comunicando le azioni correttive pianificate e completate e condividendo i feedback. Le aree di miglioramento con azioni correttive in corso sono indicate sotto con le etichette.



Punti di forza (25)

Politiche

Standard policy on a majority of labor or human rights issues

Informazioni

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

Istruzioni

A comprehensive labor and human rights policy includes commitments and/or operational objectives on the majority of labor and human rights 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 elements: scope of application, allocation of responsibilities, and/or a formal review process. Policies are deemed exceptional when all labor practice and human rights 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 the United Nations Global Compact (UNGC) (at parent company level)

Informazioni

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Istruzioni

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Azioni

Formalized procedure related to career management & training

Informazioni

The company demonstrates that it has a procedure in place related to career management & training through supporting documentation.

Istruzioni

Procedural documents detail a company's control systems and/or processes, and assign responsibilities for tasks and actions. Procedures describe how policies that are implemented by the company will be put into action. They can be presented in form of checklists, instructions, flowcharts, etc. A typical procedure document should outline the issues at hand, employees or departments responsible for overseeing or implementing the procedure, and how the procedure is to be implemented (i.e. step-by-step). Examples of procedures related to career management & training could be: procedure regarding recruitment steps, procedure on how to conduct employee performance appraisals, etc.

Compensation for extra or atypical working hours

Informazioni

The company provides additional remuneration to compensate for overtime work.

Istruzioni

Extra or atypical hours refers to all hours worked in excess of the normal hours (could be overtime hours for instance). Employees should be provided additional compensation for overtime and/or other forms of atypical working hours.

Additional leave beyond standard vacation days

Informazioni

The company has official measures to promote work-life balance in place, which have been found within the supporting documentation. The company provides additional leave beyond vacation days mandated by local regulations.

Istruzioni

The company has implemented working practices that acknowledge and aim to support the needs of staff in achieving a balance between their home and working lives. The company provides additional days of leave for employees, outside of standard vacation days mandated by regulations. Additional days of leave can include paternal leave, bereavement leave, jury duty, election day leave, and sabbatical leave.

Childcare services or allowance

Informazioni

The company has official measures to promote work-life balance in place, which have been found within the supporting documentation. The company provides services and/or an allowance for child care.

Istruzioni

The company has implemented working practices that acknowledge and aim to support the needs of staff in achieving a balance between their home and working lives. The company provides an allowance to help employees cover the costs of child care, or the company provides services that can help employees who need child care during work hours for their children.

Collective agreement on diversity, discrimination, and/or harassment

Informazioni

There is a collective agreement between an employer, its employees, and in accordance with national regulations regarding any of the following labor issues: employees' health & safety, working conditions, career management & training, discrimination and/or harassment.

Istruzioni

Social dialogue entails all types of negotiation, consultation or simply exchange of information between representatives of governments, employers and workers, on issues of common interest relating to economic and social policy. A collective agreement is an agreement in writing regarding working conditions and terms of employment concluded between an employer, on the one hand, and one or more representative workers' organizations, in accordance with national laws and regulations, on the other. Content of collective agreements should focus on the most important social dialogue topics; e.g. a collective agreement regarding discrimination and/or harassment.

Collective agreement on training & career management

Informazioni

There is a collective agreement between an employer, its employees, and in accordance with national regulations regarding any of the following labor issues: employees' health & safety, working conditions, career management & training, discrimination and/or harassment.

Istruzioni

Social dialogue entails all types of negotiation, consultation or simply exchange of information between representatives of governments, employers and workers, on issues of common interest relating to economic and social policy. A collective agreement is an agreement in writing regarding working conditions and terms of employment concluded between an employer, on the one hand, and one or more representative workers' organizations, in accordance with national laws and regulations, on the other. Content of collective agreements should focus on the most important social dialogue topics; e.g. a collective agreement regarding career management & training.

Collective agreement on working conditions

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

Informazioni

The company has official measures to promote work-life balance in place, which have been found within the supporting documentation. The company provides flexible hours and organization for employees to work.

Istruzioni

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

Health care coverage of employees in place

Whistleblower procedure on discrimination and harassment

Informazioni

The company has implemented a formal whistleblower procedure which encourages employees (and external stakeholders) to report potential violations of the company's discrimination and/or harassment policies.

Istruzioni

Employees can report on areas such as violations of the company's discrimination and/or harassment policy (e.g. on hiring, remuneration, training, promotion) through anonymous and secure communication channels. In addition, non-retaliation is ensured.

SA8000 certification

Emergency preparedness plan to all impacted employees (e.g. fire drills)

Informazioni

The company has conducted an emergency preparedness plan to protect all impacted employees from potential hazards.

Istruzioni

Some potential examples of measures could include building evacuation drills ("fire drills"), sheltering from severe weather such as tornadoes, "shelter-in-place" from an exterior airborne hazard such as a chemical release and protective action when faced with an act of violence.

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

Informazioni

The company has implemented representation for employees in the form of elected employee representatives or a representative body.

Istruzioni

Social dialogue entails all types of negotiation, consultation or simply exchange of information between representatives of governments, employers and workers, on issues of common interest relating to economic and social policy. Employee representatives can include representatives who are freely elected by the workers of the company in accordance with provisions of national laws, or any union, works council or other agency or representative body recognized for the purposes of bargaining collectively on behalf of any employee. They are the point of contact between the workforce and management. They can/must be consulted by management on certain topics (e.g. collective redundancy).

Provision of protective equipment to all impacted employees

Informazioni

The company provides personal protective equipment to all impacted employees

Istruzioni

Personal protective equipment, commonly referred to as "PPE", is equipment worn to minimize exposure to a variety of health and safety hazards. Examples of PPE include items such as gloves, foot and eye protection, protective hearing devices (earplugs, muffs) hard hats, respirators and full body suits. (Source: Occupational Safety and Health Administration (OSHA)) When engineering, work practice and administrative controls are not feasible or do not provide sufficient protection, employers must provide personal protective equipment (PPE) to their employees and ensure their systematic use. In general, employees should properly wear PPE, attend training sessions on PPE, care for, clean and maintain PPE, and inform a supervisor of the need to repair or replace PPE.

Employee health & safety detailed risk assessment

Informazioni

The company carries out employee health & safety detailed risk assessments

Istruzioni

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

Informazioni

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

Istruzioni

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

Informazioni

The company provides general mandatory health check-up for employees

Istruzioni

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 stress

Informazioni

The company has preventive measures in place against stress

Istruzioni

The company has implemented measure to alleviate the stress level of employees. The definition of stress used by Health and Safety Executive (HSE), namely "the adverse reaction people have to excessive pressures or other types of demand placed on them." Work-related stress can be caused by poor work design (for example, lack of control over work processes), poor management, unsatisfactory working conditions, and a lack of support from colleagues and supervisors. Some examples of measures to reduce stress include: provision of appropriate employee support services, conducting stress risk assessments, ensuring that employees are appropriately trained to fulfill their roles, monitoring working hours and overtime, ensuring that employees take their full holiday entitlement, and offering appropriate support to employees who are experiencing stress outside of work.

Provision of skills development training

Informazioni

The company provides training to its employees to develop their skills

Istruzioni

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

Informazioni

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

Istruzioni

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

Informazioni

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

Istruzioni

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.

Risultati

Reporting on the percentage of workers from minority groups and/or vulnerable workers in top executive positions

Standard reporting on labor and human rights issues

Informazioni

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.

Istruzioni

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).

Aree di miglioramento (2)

Politiche

Bassa

No quantitative target on labor and human rights issues

Informazioni

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

Istruzioni

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

Risultati

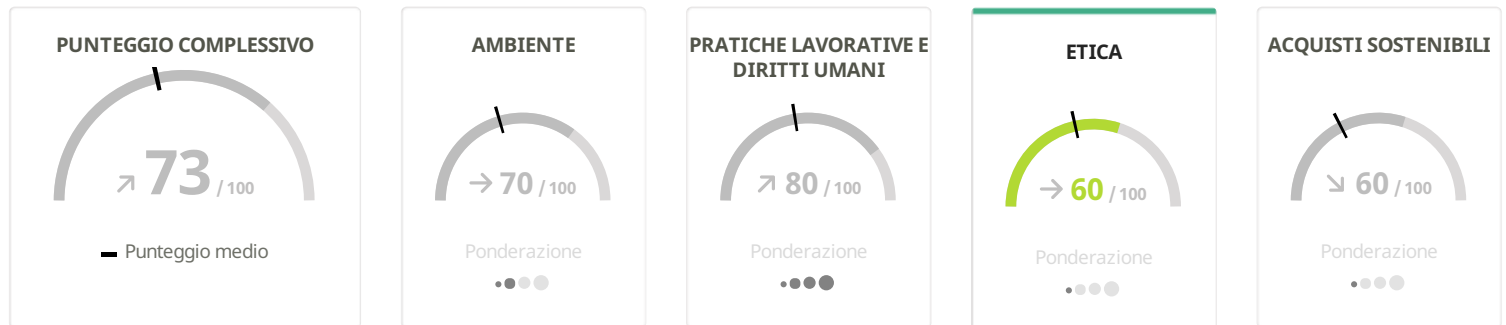
Bassa

Declares reporting on percentage of women in top executive positions, but no supporting documentation available

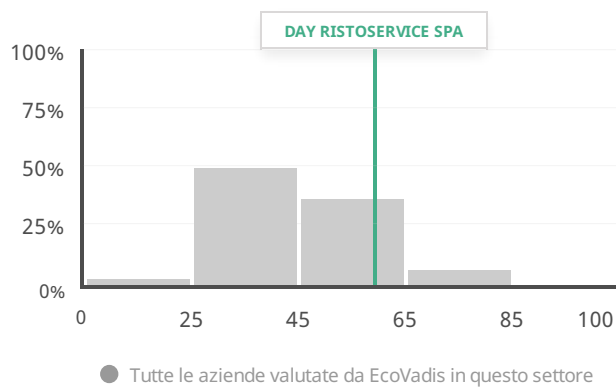
8. ETICA

Questo tema prende in considerazione principalmente gli aspetti connessi alla corruzione, le pratiche anticompetitive e la gestione responsabile delle informazioni.

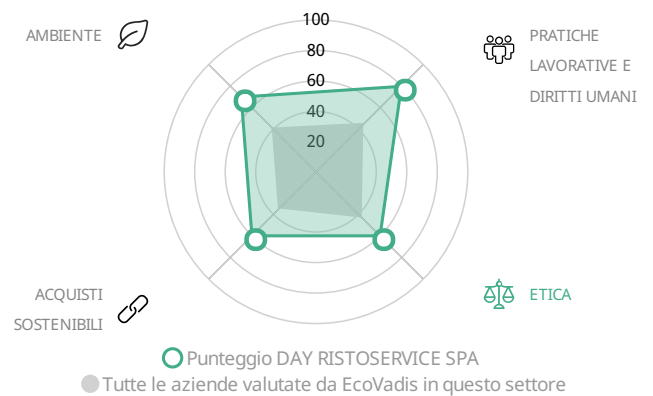
Composizione del punteggio relativo all'etica



Distribuzione dei punteggi dei temi



Paragone dei punteggi dei temi



Etica: Criteri attivati

Il questionario è personalizzato in base a settore, dimensioni e ubicazione geografica dell'azienda, quindi non tutti i 21 criteri vengono attivati per ogni organizzazione e alcuni criteri ottengono una ponderazione maggiore rispetto ad altri.

Etica: Punti di forza e aree di miglioramento

Il piano di azione correttivo è una funzionalità collaborativa studiata per supportare il miglioramento delle performance delle aziende. Grazie ad essa, le aziende possono creare un piano di miglioramento online, comunicando le azioni correttive pianificate e completate e condividendo i feedback. Le aree di miglioramento con azioni correttive in corso sono indicate sotto con le etichette.

Punti di forza (9)

Politiche

Disciplinary sanctions to deal with policy violations

Informazioni

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

Istruzioni

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).

Dedicated responsibility for ethics issues

Comprehensive policies on ethics issues

Informazioni

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.

Istruzioni

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).

Endorsement of the United Nations Global Compact (UNGC) (at parent company level)

Informazioni

The company's parent company is a Global Compact Signatory.

Istruzioni

The United Nations Global Compact (UNGC) is a voluntary initiative that encourages businesses worldwide to adopt sustainable and socially responsible policies, and to report on them. Global Compact participants commit to respecting 10 principles on human rights, labor rights, the environment and anti-corruption. The initiative has a mandatory disclosure framework, which obliges business participants to annually report on their progress against the 10 principles in a Communication on Progress (COP). Companies that do not comply with this reporting requirement are removed (or "delisted") from the list of participants after two years.

Azioni

Incident response procedure (IRP) to manage breaches of confidential information

Whistleblower procedure to report ethics issues

Informazioni

The company has implemented a formal whistleblower procedure which encourages employees (and external stakeholders) to report potential violations of the company's business ethics policies.

Istruzioni

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

Measures for gaining stakeholder consent regarding the processing, sharing and retention of confidential information

Informazioni

The company has implemented measures to consult with customers/clients on their personal/confidential data.

Istruzioni

Consulting with customers/clients on their personal/confidential data helps to eliminate risks around confidentiality breaches, which is one of the major concerns from customers nowadays.

Audits of control procedures to prevent corruption

Informazioni

The company's anti-corruption and bribery policies and compliance mechanisms are regularly audited.

Istruzioni

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

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

Informazioni

The company has implemented a verification process for sensitive transactions.

Istruzioni

Sensitive transactions are a broad range of business dealings considered to be either illegal, unethical, or to reflect adversely on the integrity of the company. Some examples include (non-exhaustive) kickbacks, bribes, payoffs to influence decision affective a company's operations, etc. However, such transactions also comprise of facilitation payments which is usually made with the intention of expediting an administrative process. As such, a verification procedure is put in place to review and approve any sensitive transactions.

Aree di miglioramento (3)

Azioni

Alta No supporting documentation regarding awareness trainings on ethics issues

Informazioni

No company declaration and no evidence within the supporting documentation regarding the implementation of awareness trainings on business ethics issues.

Istruzioni

Specific awareness or training programs are implemented to enable employees to identify and address the common business ethics issues that arise in a workplace. Such program may be conducted either online or in person, and should include regular audits to ensure the training effectiveness.

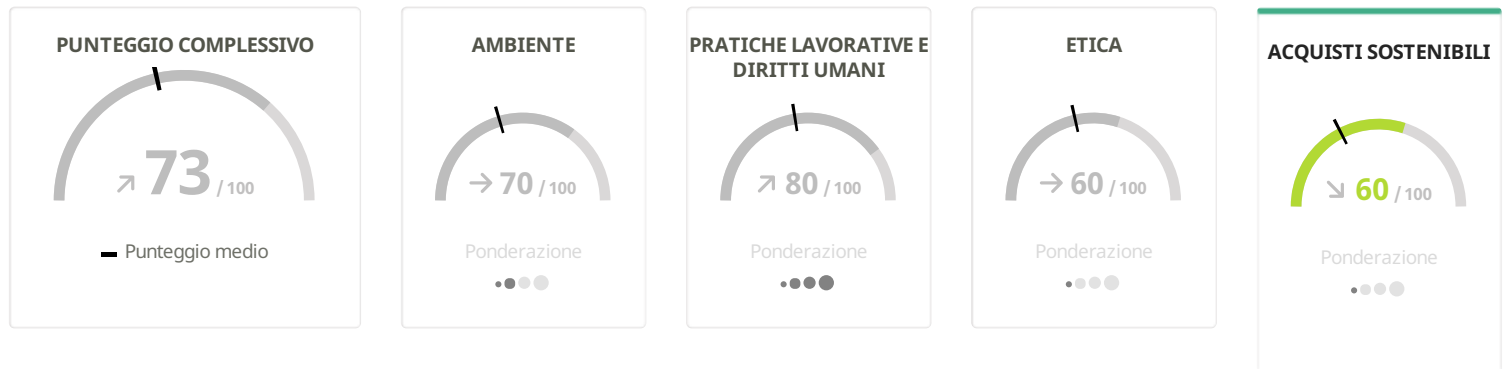
Alta No supporting documentation regarding an ethics due diligence program on third parties

Bassa No supporting documentation regarding corruption risk analysis performed

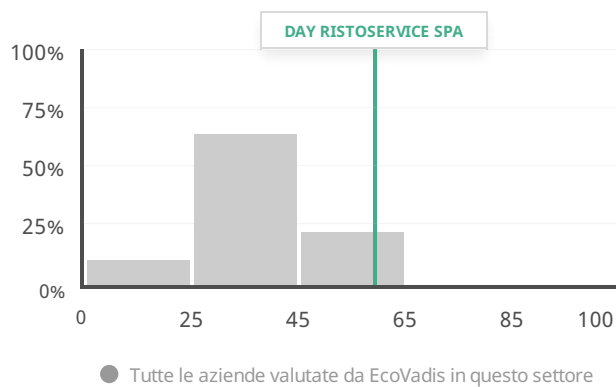
9. ACQUISTI SOSTENIBILI

Questo tema considera gli aspetti sociali e ambientali della catena logistica dell'azienda.

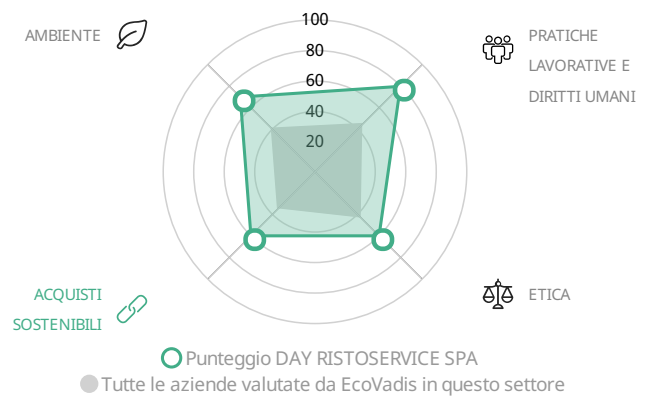
Composizione del punteggio relativo all'approvvigionamento sostenibile



Distribuzione dei punteggi dei temi



Paragone dei punteggi dei temi



Approvvigionamento sostenibile: Criteri attivati

Il questionario è personalizzato in base a settore, dimensioni e ubicazione geografica dell'azienda, quindi non tutti i 21 criteri vengono attivati per ogni organizzazione e alcuni criteri ottengono una ponderazione maggiore rispetto ad altri.

Approvvigionamento sostenibile: Punti di forza e aree di miglioramento

Il piano di azione correttivo è una funzionalità collaborativa studiata per supportare il miglioramento delle performance delle aziende. Grazie ad essa, le aziende possono creare un piano di miglioramento online, comunicando le azioni correttive pianificate e completate e condividendo i feedback. Le aree di miglioramento con azioni correttive in corso sono indicate sotto con le etichette.



Punti di forza (4)

Politiche

Sustainable procurement policies on supplier social practices

Informazioni

The company has formalized statements, commitments, and operational objectives on the management of its sustainable procurement policies, focusing on some material issues. The existing policy covers social factors in the company's supply chain.

Istruzioni

A standard sustainable procurement policy also covers environmental issues in addition to social issues in the supply chain. It also includes commitments and/or operational objectives designed to improve performance or mitigate risk. The policy is communicated to internal and external stakeholders through a formal dedicated document. Download the How-to Guide on this topic here (in English).

Azioni

SA8000 certification

On-site audits of suppliers on environmental or social issues

Informazioni

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.

Istruzioni

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

Informazioni

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.

Istruzioni

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.

Aree di miglioramento (4)

Politiche

Media

Inconclusive documentation or only basic policy on supplier environmental practices

Informazioni

The company has either no supporting documentation on environmental issues in the supply chain, or has only provided evidence of basic policy statements that lack clear commitment to performance improvement, or has provided supporting evidence that was not approved due to quality/acceptance requirements. e.g. company name, recent date (8 years).

Istruzioni

A standard sustainable procurement policy on environmental issues in the supply chain includes commitments and/or operational objectives designed to improve performance or mitigate risk in the supply chain. It is communicated to internal and external stakeholders through a formal dedicated document. Download the How-to Guide on this topic here (in English).

Azioni

Alta

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

Informazioni

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.

Istruzioni

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).

Media

Declares training of buyers on social and environmental issues within the supply chain, but no supporting documentation available

Informazioni

The company declares providing training to buyers on CSR issues, but there is no evidence within the supporting documentation provided by the company.

Istruzioni

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.

Media

Declares conducting CSR risk analysis (i.e. prior to supplier assessments or audits), but no supporting documentation available

Informazioni

The company declares carrying out an in-depth screening of its spend categories to map potential CSR risk but there is no evidence within the supporting documentation provided by the company.

Istruzioni

The company can conduct a CSR risk mapping of its suppliers based on criteria such as procurement category, geographical presence of suppliers and total spend. The risk mapping will allow the company to establish priorities for its supply chain strategy on CSR issues, which can include supplier CSR assessments as an exemplary action.

10. RISULTATI DEL MONITORAGGIO A 360°

23 dicembre 2020

No records found for this company on Compliance Database

null

→ Non influisce sul punteggio

I risultati del monitoraggio a 360° sono costituiti dalle informazioni pubbliche pertinenti relative alle prassi di sostenibilità delle aziende, identificate grazie a oltre 2.500 fonti di dati (tra cui ONG, organi di stampa e organizzazioni sindacali). I risultati del monitoraggio a 360° sono integrati nella valutazione EcoVadis e possono influire positivamente o negativamente o non influire affatto sul punteggio.

EcoVadis è collegata alle seguenti fonti internazionali:

- Reti e iniziative di sostenibilità (ad es. AccountAbility, Business for Social Responsibility, CSR Europe)
- organizzazioni sindacali e dei datori di lavoro;
- organizzazioni internazionali (ad es. Nazioni Unite, Corte europea dei diritti dell'uomo, Global Compact, Organizzazione internazionale del lavoro, Banca mondiale);
- ONG (ad es. China Labor Watch, Greenpeace, WWF, Movimento Difesa del Cittadino);
- istituti di ricerca e stampa specializzata (ad es. CSR Asia, Blacksmith Institute, Corpwatch).

11. COMMENTI SPECIFICI

Commenti aggiuntivi riguardanti la valutazione formulati dai nostri analisti.

Commenti specifici

- No records found in third party risk and compliance database.
- The company demonstrates an advanced management system on labor & human rights issues.
- Despite the company implementing measures regarding environmental issues, policies are not formalized or are only basic.

12. CONTATTACI

Desidera porre domande o richiedere aiuto? Visiti il nostro Centro assistenza all'indirizzo support.ecovadis.com

APPENDICE:

PROFILO DI RISCHIO DEL SETTORE

Scoprire i principali rischi, le normative, gli argomenti scottanti e le buone pratiche RSI di ogni specifico comparto.

EcoVadis stabilisce il settore di appartenenza in base alla Classificazione internazionale tipo, per industrie, di tutti i rami d'attività economica (International Standard Industrial Classification of All Economic Activities, ISIC), un elenco di tutte le attività economiche globali pubblicato dalla Commissione statistica delle Nazioni Unite. Scopo principale di questa classificazione è classificare le attività in categorie utilizzabili per la raccolta e la formulazione dei report statistici.

È possibile che un'azienda svolga attività riconducibili a più settori. In questi casi, EcoVadis ne decide la classificazione in base all'area operativa principale, in base al rischio di sostenibilità e/o al fatturato totale.

ATTIVAZIONE DEI CRITERI IN BASE AI TEMI

Scoprire i principali rischi, le normative, gli argomenti scottanti e le buone pratiche RSI di ogni specifico comparto.

Ambiente

Media	Consumo de energia e GEE
Non attivato	Acqua
Non attivato	Biodiversità
Non attivato	Inquinamento locale ed accidentale
Media	Materiali, prodotti chimici e rifiuti
Non attivato	Uso do prodotto
Non attivato	Fim de vida do produto
Non attivato	Salute e sicurezza dei clienti
Media	Advocacy e servizi ambientali

Pratiche Lavorative e Diritti Umani

Media	Salute e sicurezza dei dipendenti
Media	Condizioni lavorative
Media	Dialogo sociale
Media	Gestione delle carriere e formazione
Non attivato	Lavoro infantile, lavoro forzato e tratta di esseri umani
Alta	Diversità, discriminazione e molestia
Non attivato	Diritti umani delle parti interessate esterne

Etica

Media	Corruzione
-------	------------

Non attivato

Pratiche anticompetitive

Media

Gestione responsabile delle informazioni

Acquisti sostenibili 

Media

Pratiche ambientali dei fornitori

Media

Pratiche sociali dei fornitori

ASPETTI CHIAVE DELLA SOSTENIBILITÀ

Di seguito sono riportate le descrizioni qualitative degli aspetti chiave della sostenibilità e dei rischi associati a Altri servizi di supporto alle imprese n.c.a.

Ambiente

Importanza

Aspetto della sostenibilità

Media

Consumo de energia e GEE

Definizione

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.

Specifiche di settore

According to the US Department of Energy, the majority of energy consumption for commercial buildings comes from lighting (20.4%), space heating (15.5%), and space cooling (14.6%).(1) Installing automated energy system, advanced control systems instead of relying on individuals to turn-off air conditions and lights when not in use can be very effective, given that an estimated 50-60% of computers in commercial buildings are left on during nights and weekends(2). However, companies should not give up engaging employees to adopt energy-efficient behaviors at work, as this will increase the likelihood of them adopting similar habits at home.(3) Also, installing smart meters can assist companies in better tracking energy use in the building. Another major source of GHG emission in this sector comes from business travel and employee commuting. In 2012, GHG emission from all types of transportation accounted for about 28% of total U.S. GHG emissions.(4) We see a trend in companies investing more in video-conference facilities, at the same time offering the possibility to work from home, or flexible working hours to avoid rush hour commuting. These actions not only save companies travel expenses, employee time, but also reduce CO₂ emissions. Companies can provide incentives for their employees to choose less carbon-intensive commuting methods such as: providing bicycle facilities on-site, organizing company car-sharing programs and subsidizing the cost of public transportation.

Media

Materiali, prodotti chimici e rifiuti

Definizione

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. SO_x, NO_x).

Specifiche di settore

In this category, with IT equipment as a waste source, closing the electronic waste loop is particularly important to prevent adverse environmental impacts.(5) Regulatory requirements such as European Union's Directive on Waste Electrical and Electronic Equipment (WEEE) obligates large companies to implement recycling programs for electrical and electronic equipment within EU.(6) Recycling programs for other office supplies such as paper, toners and ink cartridges should also be implemented as part of the waste management system.

Media

Advocacy e servizi ambientali

Definizione

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

Specifiche di settore

23% of US consumers says what discouraged them from choosing more environmentally-friendly services is because they are difficult to find, and consumers are unclear of the concrete environmental benefits.(7) Business in this sector can provide customers the options to choose services that use more environmental-friendly products or methods. Also, provide a carbon offset scheme can trigger consumers' awareness of their carbon footprint by using such service. Information disclosure feeds into this trend of consumer carbon offset schemes and consumer choices.(8) If companies can clearly communicate the environmental benefits of what the company has to offer compared to its competitors, customers are more inclined to pick more sustainable services.



Pratiche Lavorative e Diritti Umani

Importanza

Aspetto della sostenibilità

Media

Salute e sicurezza dei dipendenti

Definizione

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.

Specifiche di settore

One of the key employee health and safety issues among companies in this category is work-related stress. It can be due to lack of attention to job design, work organization and management. In fact, it is a leading cause of illness in the UK, where cases of stress accounted for 40% of all work-related illnesses in 2011-2012.(9) Uncontrolled levels of work-related stress translates to higher absenteeism and employee turnover, among other productivity metrics. Ergonomic hazards related to workstation layout is another occupational health issue among companies in this category. Health risks associated with excessive use of computers at poorly designed workstations include fatigue, eye stress, upper limb problems and backache.(10) Measures that companies can put in place to address this issue include conducting ergonomic assessments of workstations and providing information and training to employees on health and safety risks affecting their activities.

Media

Condizioni lavorative

Definizione

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

Specifiche di settore

Work conditions, such as wages, working time, rest periods and holidays, are usually regulated by national laws. However, a global poll conducted by the International Trade Union Confederation (ITUC) in 2013 shows that 65% of workers from 13 countries worldwide think current labor laws provide inadequate legal protection of wages, and 38% think the legal framework does not ensure reasonable working hours.(11) Companies should ensure compliance with local laws or meet international standards, such as the International Labour Organization (ILO)'s Declaration on Fundamental Principles and Rights at Work.(12) Moreover, companies should implement measures to ensure work-life balance to avoid excessive work hours and uncompensated overtime. To mitigate these adverse working conditions, companies can monitor employee satisfaction and offer competitive compensation and benefits packages.

Media

Dialogo sociale

Definizione

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

Specifiche di settore

International standards such as ILO Freedom of Association and Protection of the Right to Organise Convention No. 87 and Right to Organise and Collective Bargaining Convention No. 98 aim to protect workers' right for social dialogue.(13,14) Social dialog can take various forms, including negotiations, consultation and information exchange between employers and employee representatives. Employee representation can take place at various frameworks. For example, the UNI Information and Communication Technology Services (ICTS) represents over 3 million workers worldwide in this industry. Another organization previously mentioned, ITUC, represents 176 million workers in 161 countries and territories. Effective social dialog between employer and employee representatives provides a mechanism for finding solutions to competing interests. It has the potential to increase participation, establish democratic principle in the workplace, serve as a means for managing change, and balance labor-management relations.

Media

Gestione delle carriere e formazione

Definizione

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

Specifiche di settore

A strong workforce provides the basis for a successful company. Often investing in employee training can be more rewarding than investing in equipment - US National Center on the Educational Quality of the Workforce (EQW) found that on average, a 10% increase in workforce education level led to an 8.6 % gain in total productivity, while a 10% increase in the value of equipment only increased productivity by 3.4%. (15) Skills development training and personal career planning can also enhance employee morale, productivity and quality of work. The American Management Association (AMA) Programs found that continuous education and career development are particularly effective employee retention strategies.(15) Equally important, companies should implement measures for the adequate management of layoffs, such as mechanisms for the provision of financial compensation and outplacement assistance.

Alta

Diversità, discriminazione e molestia

Definizione

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

Specifiche di settore

During economic downturns, the tendency is to overlook policies that do not have immediate economic benefits such as equal employment opportunities and workers' rights. Around the world, new laws have been introduced or existing legislation amended to eliminate discrimination based on age, maternity and marital status, disabilities, lifestyle and genetic predisposition. Even the ILO has recently revised the Discrimination Employment and Occupation Convention 1958 to accommodate current work environment. (19) Despite the regulatory maturity of equal employment opportunities and advances in education, women's wages are still on average 70-90% of men's; in addition, women continue to be over-represented in low-income jobs. (20) To address these issues, companies should systematically examining discrimination that may exist within their labor practices and take actions to protect disadvantage groups. Discrimination should be analyzed at all aspects of human resource management, such as hiring procedures, remuneration and benefits, training and career development, job allocation, equal opportunities, and dismissal.



Etica

Importanza

Aspetto della sostenibilità

Media

Corruzione

Definizione

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

Specifiche di settore

Corruption and bribery are particularly important business ethics issues, especially operating in countries where these practice are not well regulated, or seen as common practice and necessary to do business. International regulations such as the UN Convention against Corruption (UNCAC) and national regulations such as the US Securities and Exchange Commission’s Foreign Corrupt Practices Act prohibit the payment of bribes to foreign officials to assist in obtaining or retaining business.(23,24) However, due to fierce competition in this sector, bribery and conflict of interest remain prevailing practices. Sector procurement fraud cause risks at both pre-contract and post-contract stages. To avoid such risks, especially at high risk countries (Transparency International’s Corruption Perception Index 2013 and Corruption by Country database is a useful reference(25)), companies should implement preventive measures such as whistle-blowing procedures, internal audit on codes of conduct, and awareness training on anti-corruption issues.

Media

Gestione responsabile delle informazioni

Definizione

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

Specifiche di settore

Customer data privacy and confidentiality is essential for companies in this category handling massive amount of data for their clients. Security breach hit the core business of these companies and is important risk to understand and manage. Companies should integrate privacy protection starting at the design stage of the infrastructure, and throughout product development, business operation, and employee training. Best practices in this category include maintaining a clear customer privacy policy, privacy training for all employees, and disciplinary measures for non-compliance to effectively implement a data privacy management system. Moreover, companies can work towards a certification from the ISO/IEC 27000 family on information security management system.



Acquisti sostenibili

Importanza

Aspetto della sostenibilità

Media

Pratiche ambientali dei fornitori

Definizione

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

Specifiche di settore

Companies within this sector should integrate environmental considerations in their procurement decisions ranging from eco-friendly office supplies and equipment to services. Buying Energy Star labeled appliances or purchase appliances by referring to the Electronic Product Environmental Assessment Tool (EPEAT), a global rating system for green electronics are all sustainable practices.(28) The Programme for the Endorsement of Forest Certification (PEFC) and the Forest Stewardship Council (FSC) certifications are useful indicators for selecting sustainable office paper supplies.(29,30) In addition, companies can conduct supplier audits and assessments, establish detailed material requirements, and provide capacity building for suppliers on sustainable procurement.

Media

Pratiche sociali dei fornitori

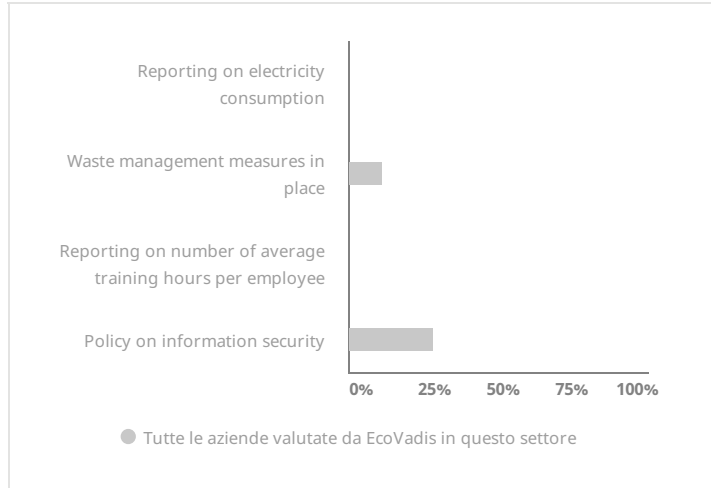
Definizione

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.

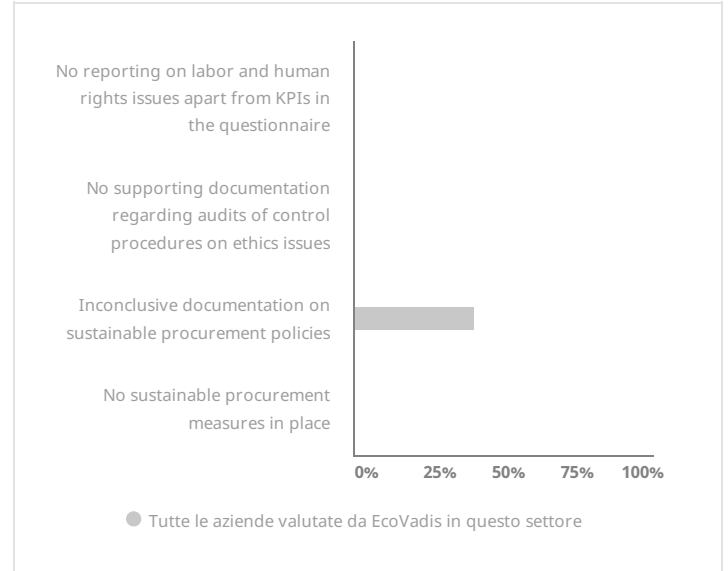
Specifiche di settore

Social issues within a company’s supply chain can have a major impact on the company public image. Companies should integrate labor and human rights performance standards in their procurement practices as these can pose significant risks if not monitored. To minimize these risks, companies must ensure that subcontractors are covered by at least local regulations or internationally recognized standards such as the ILO Declaration on Fundamental Principles and Rights at Work. In addition, companies can take steps to reduce such risks by conducting supplier audits and assessments on social criteria and providing capacity building for suppliers on best practices related to labor and human rights.

Punti di forza chiave del settore



Aree di miglioramento chiave del settore



Panoramica dei KPI di sostenibilità


KPI	Tutte le aziende valutate da EcoVadis in questo settore
Global Compact Signatory	10%
Policy on sustainable procurement issues	21%
ISO 14001 certified (at least one operational site)	32%
Carbon disclosure project (CDP) respondent	6%
OHSAS 18001/ISO 45001 certification or equivalent (at least one operational site)	21%
Active whistleblowing procedure in place	34%
Reporting on energy consumption or GHGs	31%
Reporting on health & safety indicators	25%
Audit or assessment of suppliers on CSR issues	29%

Principali normative e iniziative

Standard ISO 14000 (International Standard Organisation)

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

ISO 14001 is the internationally recognized standard for the environmental management of businesses. It prescribes controls for those activities that have an effect on the environment. These include the use of natural resources, handling and treatment of waste and energy consumption.

 **Ambiente**

United Nations Convention against Corruption (UNCAC)

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

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.

 **Etica**

OECD Guidelines for Multinational Enterprises

<http://www.oecd.org/daf/inv/mne/>

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.

    **Tutti i temi**

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.

    **Tutti i temi**

Foreign Corrupt Practices Act of 1977

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

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.

 **Etica**

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.

    **Tutti i temi**

Standard Global Reporting Initiative's (GRI)

<https://www.globalreporting.org>

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.

    **Tutti i temi**

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.

 **Ambiente**

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