



ecovadis

EcoVadis Corporate Social
Responsibility (CSR)
Assessment Report

Company assessed:
ESKER SA (GROUP)

Overall score: 58 /100
November 2019

CSR performance: Moderate

Size: M
Headquarters country: France
Risk country operations: Yes
Industry: Software publishing

TABLE OF CONTENTS

1. CSR Performance Overview
2. Assessment Benefits
3. Assessment Process
4. EcoVadis Methodology
 - A. Four Themes and 21 Criteria
 - B. Seven Management Indicators
5. Understanding a Scorecard
 - A. Quantitative Information: Scores & Activated Criteria
 - B. Qualitative Information: Strengths & Improvement Areas
 - C. Scoring Scale
6. Environment
7. Labor & Human Rights
8. Ethics
9. Sustainable Procurement
10. 360° Watch Findings
11. Specific Comments
12. Contact Us
13. Appendix: Industry Risk Profile

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

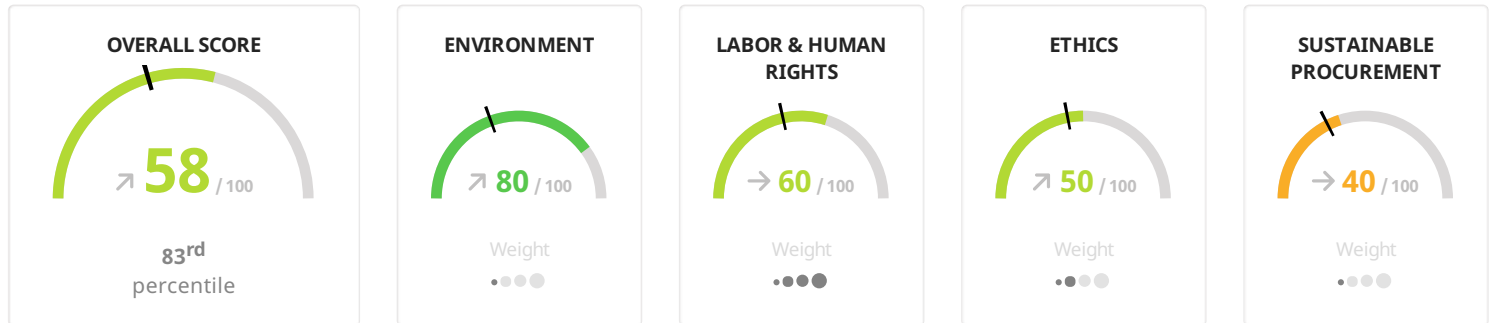
EcoVadis provides the leading solution for monitoring sustainability in global supply chains. Using innovative technology and CSR expertise, we strive to engage companies and help them adopt sustainable practices.

No part of this document may be reproduced, modified or distributed in any form or manner without prior written permission from EcoVadis. Provided under contract for exclusive use by subscriber:

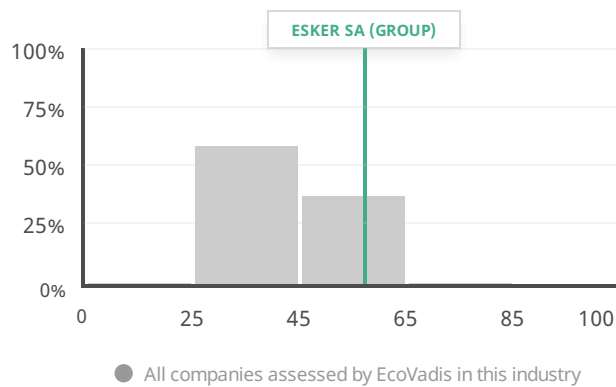
1. CSR PERFORMANCE OVERVIEW

Score breakdown

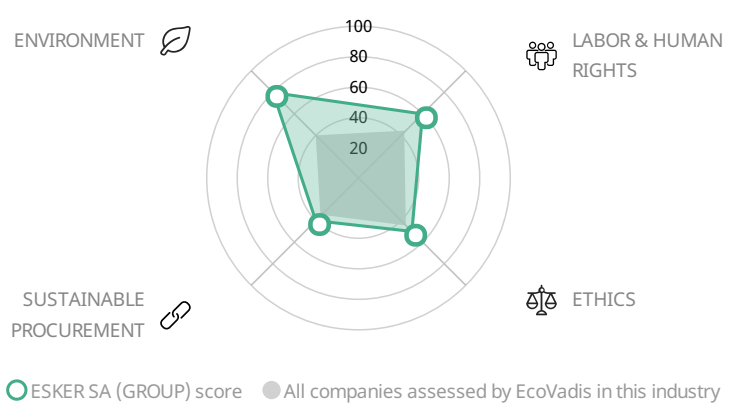
CSR Performance ● Insufficient ● Partial ● Moderate ● Advanced ● Outstanding — Average score



Overall score distribution



Theme score comparison



ESKER SA (GROUP) has been awarded a silver medal in recognition of CSR achievement! To receive this medal, companies must have an overall score of 46-61.

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. ESKER SA (GROUP) has a corrective action plan in place and is working on improving their CSR management system.

* You are receiving this score/medal based on the disclosed information and news resources available to EcoVadis at the time of assessment. Should any information or circumstances change materially during the period of the scorecard/medal validity, EcoVadis reserves the right to place the business' scorecard/medal on hold and, if considered appropriate, to re-assess and possibly issue a revised scorecard/medal.

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	Insufficient	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	Moderate	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

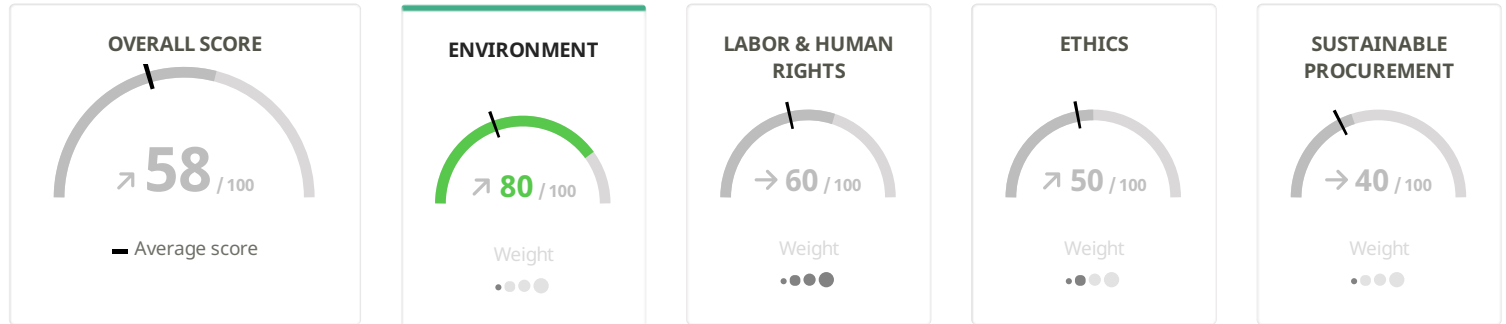
Qualitative information provides more details and insights into a company's score. For each theme, the company is assigned strengths (elements of their CSR management system that are positive) and improvement areas (elements of their CSR management system that need to be improved). The strengths and 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.

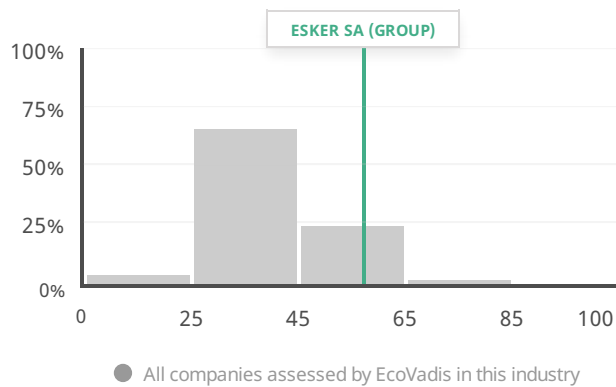
6. ENVIRONMENT

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).

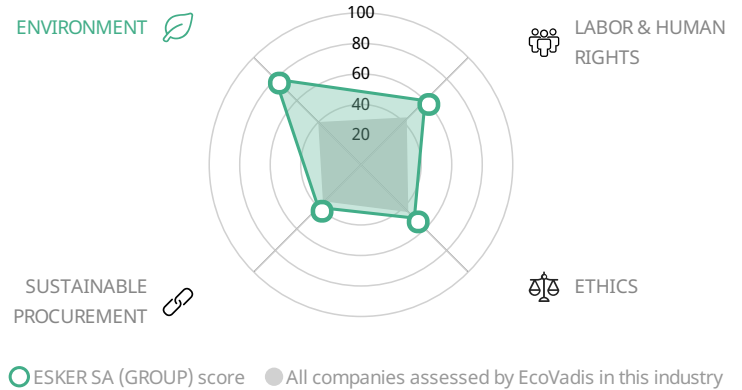
Environment Score Breakdown



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 (16)

Policies

Quantitative objectives set on some relevant issues [i.e. waste]

Information

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

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 issues such as energy consumption reduction. 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). Best practices are to issue valid quantitative objectives or targets for all relevant environmental issues in a particular industry sector. Download the How-to Guide on this topic here (in English).

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 the United Nations Global Compact (UNGC)

Information

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

Guidance

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

Actions

Reduction of energy consumption through technology or equipment upgrades

Adoption of alternative data center cooling practices

Virtualization of servers

Information

The company has implemented measures to mitigate the impact of IT operations on energy consumption, specifically the virtualization of servers.

Guidance

Server virtualization allows for more than one server to operate on the same piece of hardware, thus minimizing the total number of needed electronics equipment. Other examples that can help mitigate the impact of IT operations on energy consumption might include identification of products such as data centers or office hardware offering better energy efficiency, and data life cycle management.

Measures to reduce CO2 emissions from business travel

Information

The company has implemented specific measures to reduce the amount of CO2 emissions related to business travel.

Guidance

Examples might include avoiding business travel thanks to video conferencing, selecting transportation based on environmental impacts (train vs plane or relying on public transport vs cars), car sharing, and using company vehicles fueled by alternative energy, etc.

Measures to recycle paper/carton waste

Information

The company has implemented specific measures to recycle waste made of paper and/or carton.

Guidance

Examples of such measures might include sorting paper and ensuring on-site re-use (e.g. with one-side printed pages), organising external collection by a specialist paper waste contractor or carton packaging collector.

Partnership established to help dispose of waste that the company cannot recycle

Information

The company has established a working relationship with a partner to ensure the disposal of the waste it cannot recycle.

Guidance

Examples of partnership might include agreement with equipment manufacturers so that they deal with unwanted equipment, contracts with specialist waste collectors (e.g. for used oil, metals), and joint working groups with several other companies in the same industry sector / in the same region to set up a common collection and disposal scheme.

ISO 14001 certified (at least one operational site)

Information

The company has provided a valid ISO 14001 certificate that covers at least one operating site

Guidance

ISO 14001 is the internationally recognised 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. Organizations that implement ISO 14001 have a clear management structure with defined authority and responsibility, clear objectives for improvement, with measurable results and a structured approach to environmental impacts. This includes the monitoring of environmental system management failures, auditing of performance, and review of policies and objectives.

Waste management measures in place

Information

The company has implemented specific actions regarding management of waste.

Guidance

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.

Results

Reporting on total weight of waste

Materiality analysis in sustainability reporting

Reporting on total energy consumption

Information

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

Guidance

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.

Comprehensive reporting on environmental issues

Information

There is evidence of reporting implemented regarding environmental issues within the company supporting documentation, including key performance indicators (KPIs), statistical figures or associated concrete actions. The reporting covers the main issues and is regularly updated.

Guidance

The reporting covers the entity under evaluation (e.g. KPIs might be aggregate at group level). KPIs may include: direct energy consumption by primary energy source, total direct greenhouse gas emissions, total volume of water recycled and reused (Source: Global Reporting Initiative). Additionally, KPIs are reported in a formal public document available to stakeholders, and are 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).

CSR report follows GRI guidelines [In accordance - Core]

Information

The company has endorsed 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.

Improvement Areas (1)

Actions

High

Declares a percentage of sites ISO 14001 certified, but certificates or evidence provided are inconclusive

Information

The company declares a percentage of ISO 14001 certified sites, however certificates or evidence (e.g. list of operational sites certified) provided are inconclusive.

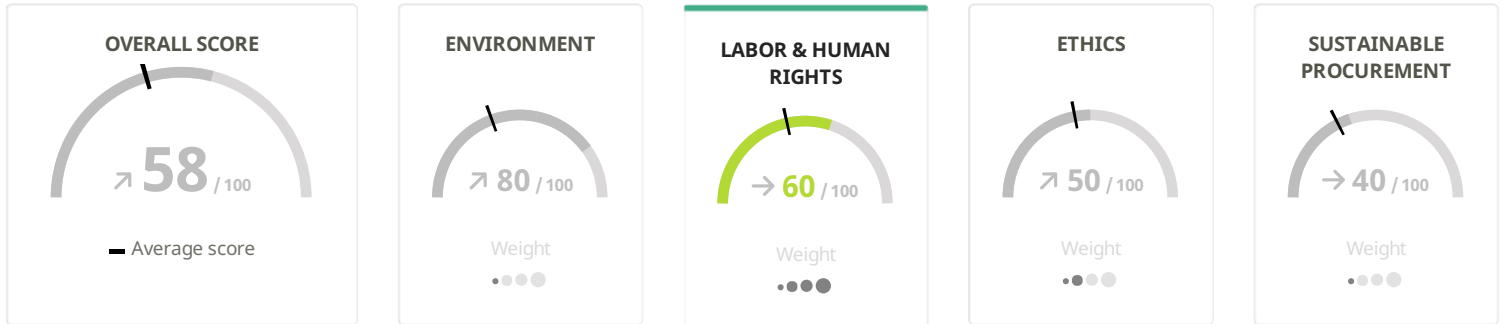
Guidance

The ISO 14001 standard belongs to the ISO 14000 series, a family of environmental management standards developed by the International Organization for Standardization (ISO) designed to provide an internationally recognized framework for environmental management, measurement, evaluation and auditing. The standard serves as a framework to assist organizations in developing their own environmental management system and is based on the continuous Plan-Do-Check-Act cycle. The information provided in the supporting documentation (e.g. company website, CSR reporting) does not enable the identification of the percentage of ISO 14001 certified sites. Some examples of evidence used to demonstrate the coverage of ISO 14001 certifications include (but are not limited to): - Individual certificates for each certified site; - A certificate annex clearly stating each individual site covered by the certificate - A sample certificate for one site, along with formalized reporting in a third-party verified report (i.e. CSR Report, Annual Report), which includes the percentage of sites covered by the ISO 14001 certification, etc.

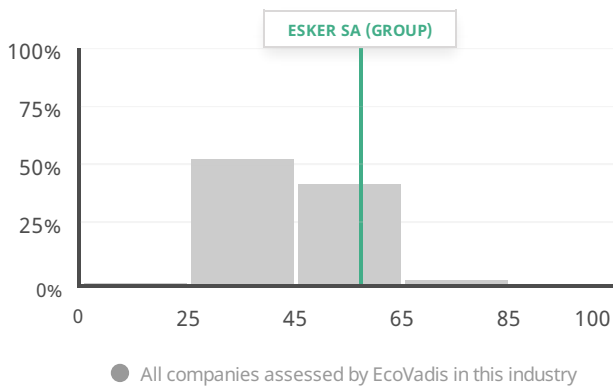
7. LABOR & HUMAN RIGHTS

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).

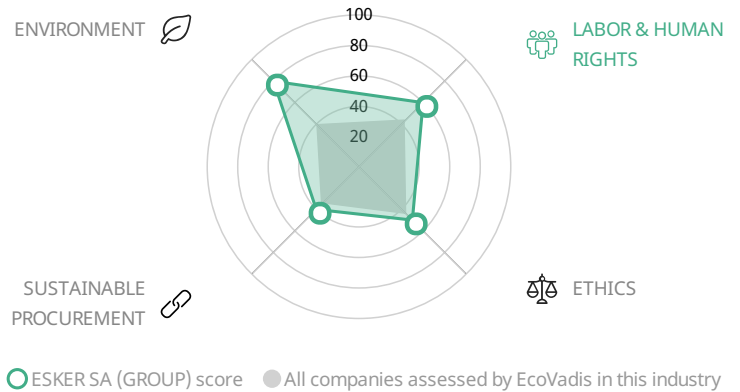
Labor & Human Rights Score Breakdown



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 (26)

Policies

Standard policy on a majority of labor or human rights issues

Information

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

Guidance

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)

Information

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

Guidance

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

Actions

Measures to promote gender and/or minority inclusion in the workplace

Additional leave beyond standard vacation days

Information

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.

Guidance

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.

Bonus scheme related to company performance

Information

The company has implemented a bonus program that is related to company performance.

Guidance

It should be part of a robust employee contract to include a bonus scheme, but one that takes into account employee performance and company performance. The company has thus implemented a scheme of monetary remuneration for employees beyond base salary, linked to company performance. This is a form of motivation and it boosts the performance of employees.

Collective agreement on working conditions

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

Information

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.

Guidance

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

Proactive measures to prevent workplace harassment

Measures to promote wage equality in the workplace

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

Information

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

Guidance

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).

External audits on health & safety issues

Information

External audits on health & safety issues are carried out on the company premises

Guidance

Audits of the operational health and safety management system are conducted by an external third party in order to determine whether the management system complies with legal requirements or specific standards the company wishes to adhere to. External audits are done to review and evaluate the performance and effectiveness of procedures in place, and are useful to expose gaps in the effective implementation of the health and safety management system.

Provision of protective equipment to all impacted employees

Information

The company provides personal protective equipment to all impacted employees

Guidance

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

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.

Transparent recruitment process communicated clearly and formally to all candidates

Information

The company has a transparent recruitment process in place which is clearly and formally communicated to all candidates

Guidance

The company has a transparent hiring process in place which is communicated to all candidates. This includes, but is not limited to: having a clear job description, a process in place to respond to applicants after an interview, notification to candidates on potential background checks, etc. An open, transparent, and merit-based recruitment process ensures equal opportunities to the job applicants, free of any direct or indirect discrimination.

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.

Active preventive measures for stress and noise

Information

The company has preventive measures in place against stress and noise

Guidance

The company has measures in place to monitor, prevent and report on noise level and to control the stress level of employees within the company premises. Noise-induced hearing loss is one of the most prominent and most recognised occupational diseases in the Member States of the European Union. Typical sectors for workers exposed to loud noises include construction, agriculture, forestry, manufacturing of metal and wood, mining and quarrying. 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.

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.

Official measures promoting career mobility

Information

The company has implemented measures to promote internal mobility for employees.

Guidance

The company has a process in place to promote internal mobility for employees. Career mobility refers to the movement of employees across positions/paygrades or a complete change in job function (i.e. horizontal career mobility) within the same organization. Some examples of measures promoting internal career mobility include, but are not limited to: objectively promoting talent based on ability and potential, developing roadmaps for key talent in the company, continuing professional training, and encouraging employees to broaden their range of skills.

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.

Specific measures implemented for the integration of employees with disabilities

Information

The company has implemented specific measures to integrate disabled persons into the workforce.

Guidance

Emerging studies determine that there is a true business case for the integration of disabled employees into the workforce beyond its roots as a socially responsible business practice. Evidence states that disabled employees have comparable productivity rates, lower accident rates, and higher job retention trends. People with disabilities also represent an untapped source of skills and talent, including technical skills if they have access to training and transferable problem-solving skills developed in daily life. Hiring disabled employees can contribute to the overall diversity, creativity and workplace morale. Some potential examples of implementation measures could include specific outreach techniques and programs, the provision of reasonable accommodation to meet individual needs, and allocating designated human resources management staff with knowledge on disadvantaged or work-related disability issues, etc. (source: ILO)

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

Materiality analysis in sustainability reporting

Reporting on the percentage of women in top executive positions

Information

The company reports, either through formal documentation or questionnaire declaration, on the percentage of women in executive positions (e.g. senior or top management).

Guidance

Executive positions include positions such as chief financial officers, chief operating officers, or any other key roles in a company. The aim is to look into whether a company is promoting an increase in gender diversity in its executive rank or not. It is important to note that in 2015, only 14.2% of the top five leadership positions in companies in the S&P500 are held by women according to CNNMoney analysis.

CSR report follows GRI guidelines [In accordance - Core]

Information

The company has endorsed 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.

Improvement Areas (4)

Policies

Medium

No supporting documentation or only basic policy on some relevant issues [i.e. career management & training]

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).

Low

No quantitative target on labor and human rights issues

Information

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

Guidance

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

Actions

Medium

No information regarding certification of a labor and human rights management system

Results

High

Basic reporting on labor and human rights issues

Information

There is some evidence of formal reporting on labor practices or human rights 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.

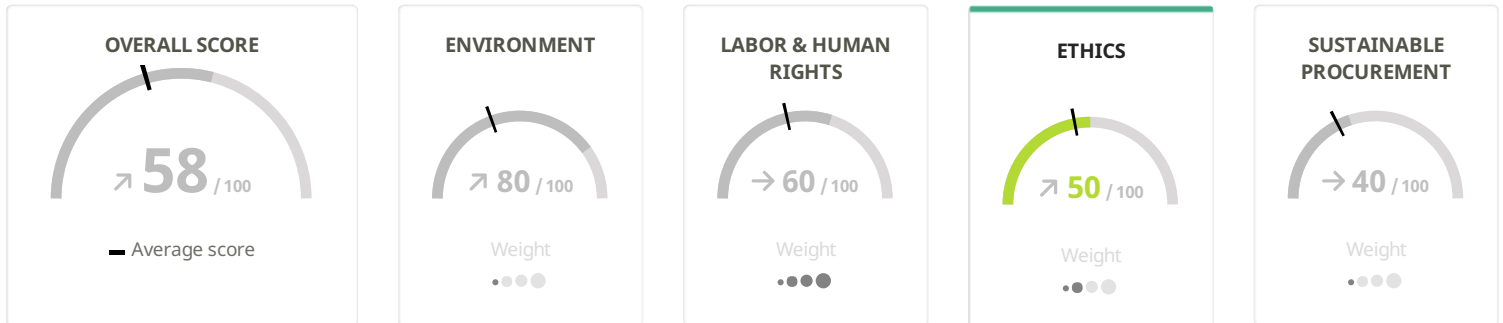
Guidance

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 injury rates, number of employees covered by social benefits, number of employees trained on discrimination, or the % of employees covered by collective bargaining agreements just to name a few. For more information on examples of specific labor and human rights related KPIs, please refer to the Global Reporting Initiative. Download the How-to Guide on this topic here (in English).

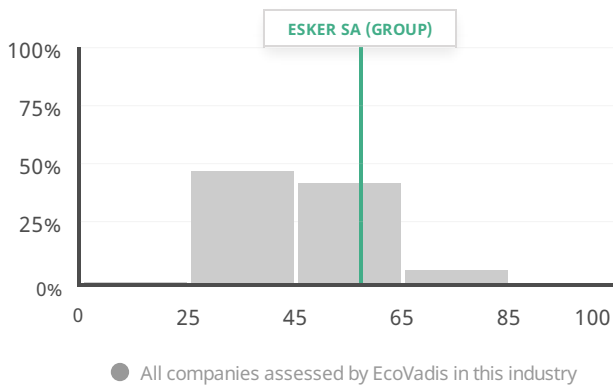
8. ETHICS

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

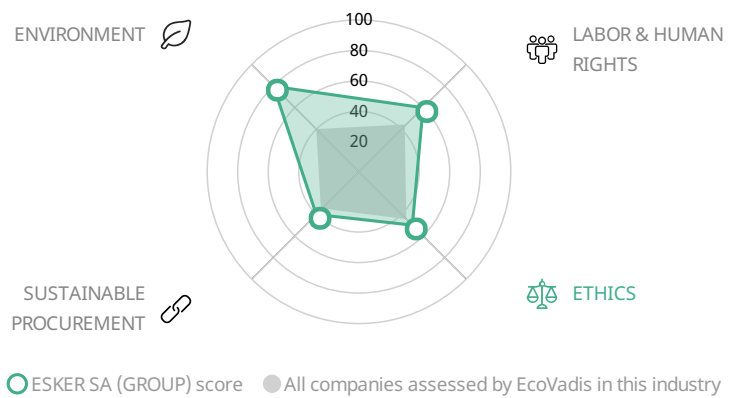
Ethics Score Breakdown



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 (8)

Policies

Policy on information security

Information

The company has issued a formal standard policy that integrates commitments in the form of qualitative objectives on information security issues. The policy is formalized in a document such as a Code of Ethics and includes at least some organizational elements (e.g. review process, dedicated responsibilities, scope of application).

Guidance

It is imperative for companies who manage sensitive information to set commitments on the protection and responsible management of third-party data. The security of third party data encompasses the protection of customer personal identification information (PII) and the protection of third party intellectual property rights. Download the How-to Guide on this topic here (in English).

Dedicated responsibility for ethics issues

Endorsement of the United Nations Global Compact (UNGC)

Information

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

Guidance

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

Actions

Awareness training to prevent information security breaches

Information

The company has delivered awareness trainings to employees on information security issues.

Guidance

Information management is the process of collecting, storing, managing and maintaining information securely in all its forms. Through the use of rigorous information management practices, companies can help maintain their credibility and confidence of consumers. Awareness or trainings on such practices are regularly conducted to ensure that employees are familiar with the company's information management policy and procedures. They may be conducted either online or in person, and should include regular testing to ensure the training effectiveness.

Measures to protect third party 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.

ISO 27001 certified (certification of information security management system)

Information

The company has provided a valid ISO 27001 certificate for at least one of its operational sites, or business units.

Guidance

ISO 27001 is an Information Security Management System (ISMS) standard from the International Standard Organization. This standard specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System within the context of the organization's overall business risks (Source: ISO).

Results

Materiality analysis in sustainability reporting

CSR report follows GRI guidelines [In accordance - Core]

Information

The company has endorsed 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.

Improvement Areas (8)

Policies

Medium

No supporting documentation or only basic policy to prevent corruption

Information

The company has either no supporting documentation on qualitative objectives/commitments, or only provided basic policy statements on anti-corruption & bribery issues that are relevant for a company in this sector.

Guidance

A standard policy on corruption & bribery issues is formalized as qualitative objectives/commitments in a formal policy document (e.g. Code of Ethics/Code of Conduct) on some of the following issues: corruption & bribery, conflict of interest, bribery and fraud. A standard policy also includes organizational elements (e.g. review process, dedicated responsibilities, scope of application). Download the How-to Guide on this topic here (in English).

Actions

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

Information

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

Guidance

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

High No supporting documentation regarding third party due diligence on ethics issues

Medium No supporting documentation regarding awareness trainings on corruption

Information

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

Guidance

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

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

Information

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

Guidance

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

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

Low No supporting documentation regarding corruption risk analysis performed

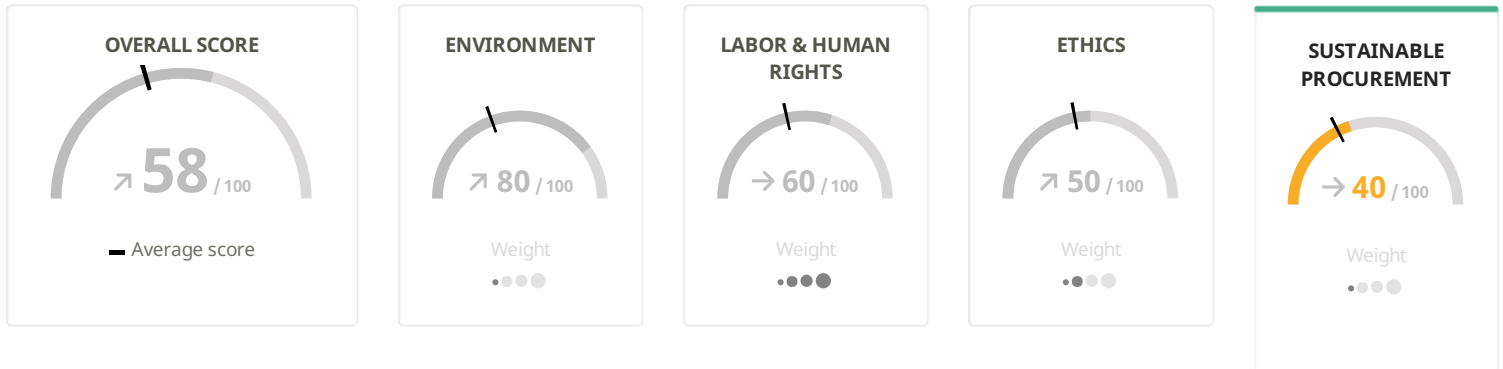
Results**High**

No information on reporting on ethics issues

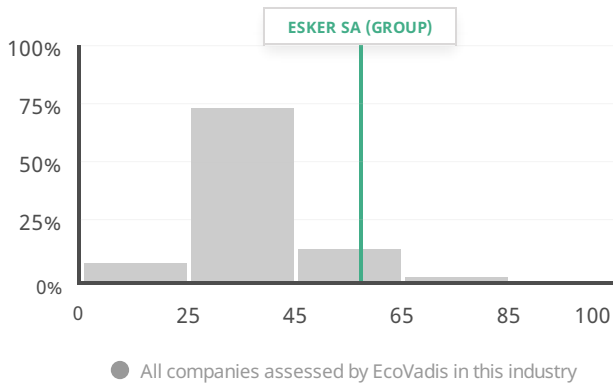
9. SUSTAINABLE PROCUREMENT

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

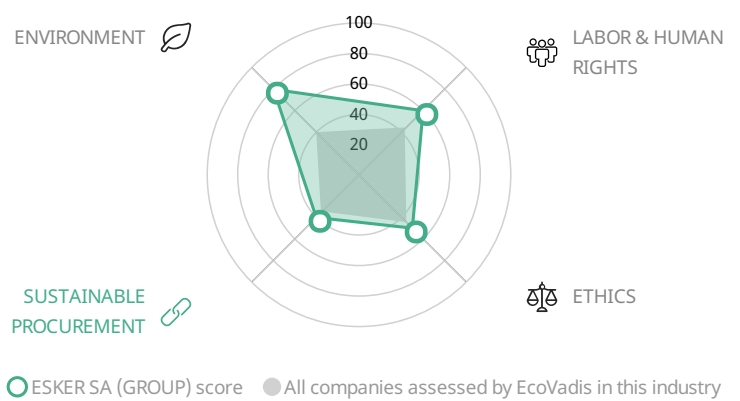
Sustainable Procurement Score Breakdown



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 (3)

Actions

Supplier CSR code of conduct in place

Information

The company has issued a specific Supplier Code of Conduct which lists the minimum requirements on environmental, labor and business ethics issues to be followed by its suppliers or subcontractors.

Guidance

A supplier Code of Conduct aims to ensure that suppliers provide safe working conditions for their employees, respect fair business ethics practices to comply with rules and regulations and reduce environmental impacts caused by their operations, among other issues. Typically, suppliers are required to uphold the standards in a Code of Conduct in order to continue in a business relationship with their client (i.e. the company undergoing the EcoVadis evaluation).

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.

Results

Materiality analysis in sustainability reporting

Improvement Areas (5)

Policies

High No supporting documentation on sustainable procurement policies

Information

There is no formal policy on sustainable procurement issues in the supporting documentation provided by the company.

Guidance

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

Actions

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

Medium

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

Medium





No information regarding training of buyers on social and environmental issues within the supply chain

Results

High

No information on reporting on sustainable procurement issues

10. 360° WATCH FINDINGS

<p>10 April 2019</p> <p>Palmarès Great Place to Work : dans quelles entreprises IT fait-il bon travailler ? Palmarès Great Place to Work : dans quelles entreprises IT fait-il bon travailler ?</p> <p>http://www.solutions-numeriques.com/palmares-great-place-to-work-dans-quelles-entreprises-it-fait-il-bon-travailler/</p> <p>Le 17ème Palmarès des entreprises où il fait bon travailler en France distingue les entreprises françaises de toutes tailles (moins de 50 salariés, 50 à 500 salariés, 500 à 5000 salariés et plus de 5 000 salariés) qui sont particulièrement engagées dans des démarches de transformation et se démarquent de par la qualité des environnements et des conditions de travail qu’elles offrent à leurs salariés. Esker, éditeur mondial de solutions de dématérialisation de documents, progresse de 15 places pour sa deuxième participation, et entre dans le Top 15, en 14ème position.</p> <p> Labor & Human Rights → No score impact</p>	<p>2 May 2018</p> <p>Politique RH : Esker obtient le label « Happy At Work 2018 »</p> <p>http://www.solutions-numeriques.com/politique-rh-esker-obtient-le-label-happy-at-work-2018/</p> <p>La politique RH de l’éditeur spécialiste de la dématérialisation a été récompensée par une enquête réalisée par ChooseMyCompany.com en partenariat avec Les Echos, dont le classement paraîtra le 21 juin prochain. Esker obtient la note globale de 4,45 / 5 et un taux de recommandation de 91,2 %.</p> <p> Labor & Human Rights → No score impact</p>	<p>22 March 2017</p> <p>Esker : au Top 30 des entreprises où il fait bon travailler en France</p> <p>https://www.boursedirect.fr/fr/actualites/categorie/divers/eske-au-top-30-des-entreprises-ou-il-fait-bon-travailler-en-france-boursier-bf57a595b877fff06aaed08b8245ca6abbfe1ef1</p> <p>Esker fait son entrée au Palmarès de l’Institut Great Place to Work, qui publie la 15e édition de son classement des Best Workplaces France 2017. Esker se classe dans le top 30 des entreprises où il fait bon travailler, pour la catégorie 50 à 500 salariés.</p> <p> Labor & Human Rights → No score impact</p>
<p>8 June 2016</p> <p>Classement des entreprises où il fait bon démarrer sa carrière</p> <p>http://start.lesechos.fr/emploi-stages/classements/classement-des-entreprises-ou-il-fait-bon-demarrer-sa-carriere-4886.php</p> <p>Esker est parmi les sociétés les mieux notées par les moins de 28 ans, qui ont obtenu le label "Happy At Work For Starters". Témoignage recueillis lors de l’enquête: "dans ma société, la parole de chacun a le même poids. Même en étant débutant on me donne des responsabilités telles que faire passer des entretiens d’embauche ou faire des demandes d’achats".</p> <p> Labor & Human Rights → No score impact</p>	<p>2 October 2019</p> <p>No records found for this company on Compliance Database</p> <p>null</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

-  The company is not included in any compliance-related watch lists or sanction lists.

-  Some supporting documents were considered too outdated to be included in this assessment.

-  The company demonstrates an advanced management system on environmental issues.

-  Since the last assessment, the overall score has increased thanks to the implementation of additional policies.

-  There is a lack of reporting on KPIs relating to ethics, this is of concern given the company's size, activities and locations.

12. CONTACT US

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

APPENDIX:

INDUSTRY RISK PROFILE

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
Non-activated	Water
Non-activated	Biodiversity
Non-activated	Local & Accidental Pollution
Medium	Materials, Chemicals & Waste
Non-activated	Product Use
Non-activated	Product End-of-Life
Non-activated	Customer Health & Safety
Non-activated	Environmental Services & Advocacy

Labor & Human Rights

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

Ethics

Medium	Corruption
--------	------------

Medium

Anticompetitive Practices

Medium

Responsible Information Management

Sustainable Procurement



Medium

Supplier Environmental Practices

High

Supplier Social Practices

KEY CSR ISSUES

Find qualitative explanations of the key CSR issues and risk associated with Software publishing



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.

Industry issues

The information and communications technology industry as a whole is estimated to be responsible for 2-3% of the global carbon footprint (1) -- with current projections of the ICT footprint growing to 1.4 Gtonnes of CO₂ by 2020 (2). The energy consumption of data centre facilities is an issue of particular concern. According to the UK's Information Technology Telecommunications and Electronics Association, data centres account for 2.2 to 3.3% of the UK's total electricity consumption (3). Companies work on measures to optimise power supply and cooling systems with the aim of improving the energy efficiency of data centres. More generally, companies can at least engage in monitoring the energy consumption from their operations. An industry-wide accepted metric used to monitor energy efficiency in this context is Power Usage Effectiveness (2). Companies can also reduce their carbon footprint through use of energy-efficient equipment, purchase of green/renewable power, and employee awareness programs on computer power settings. The latter can have particularly significant impact, given that an estimated 50-60% of computers in commercial buildings are left on during nights and weekends (2). In addition, GHG emissions from the transport of employees can be minimized by promoting video conferencing tools and virtual events, as well as promoting environmentally friendly transport alternatives for employees.

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. SO_x, NO_x).

Industry issues

Companies generate waste from their operations and thus can work towards implement an effective waste management program, following a typical waste hierarchy of waste prevention, reduction, reuse, recycling and recovery (2). In industries where the use of IT equipment is prevalent, closing the electronic waste loop is particularly important to prevent adverse environmental impacts and the depletion of the resource base (2). This is increasingly material with strengthening regulations regarding waste electrical and electronic equipment (WEEE), encouraging companies to implement measures such as recycling programs for the IT equipment they use. Office environments, in addition, have to consider their use of office supplies and their proper management, for example recycling of paper, toners and ink cartridges.



Labor & Human Rights

Importance

CSR issue

Medium

Employee Health & Safety

Definition

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

Industry issues

One of the key employee health and safety issues among companies in this category is work-related stress. Work-related stress can be due to factors such as lack of attention to job design, work organization, and management (4). It is a leading cause of illness: in Great Britain, for instance, cases of work-related stress, depression or anxiety accounted for 39% of all work-related illnesses in 2013/2014 (5). Uncontrolled levels of work-related stress may translate to higher absenteeism and employee turnover, and other adverse impacts on productivity metrics. For example, work-related stress caused a lost of 11.3 million working days in 2013/14 in Great Britain (5). It thus becomes important for companies to establish active preventive measures for stress. Ergonomic hazards related to workstation layout is another occupational health issue among companies in this category. Known health risks associated with inadequate use of computers and poorly designed workstations include fatigue, eye stress, upper limb problems, and backache (6). To address this risk, companies can conduct ergonomic assessments of workstations and provide health information and training to employees on the risks affecting their activities.

Medium

Working Conditions

Definition

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

Industry issues

Conditions of work, such as wages, working time, rest periods, and holidays, are usually set by national laws and regulations. Companies can minimally ensure compliance to such laws or meet international standards when they are more stringent than local laws. Moreover, companies can make efforts to provide conditions of work that allow workers to enjoy proper work-life balance. Some issues among companies in this sector include too long working hours and uncompensated overtime. Good practices include monitoring employee satisfaction and establishing compensation and benefits that are adequate and comparable to those offered by similar employers.

Medium

Social Dialogue

Definition

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

Industry issues

Social dialogue can take various forms, including negotiations, consultation, and information exchange between employers and employee representatives. Employee representation can take place at various levels, up to the global scale – for example, the UNI Information and Communication Technology Services (ICTS) represents over 3 million workers worldwide working to improve working conditions in the industry at large (7). As recognized by the ISO 26000 guidance, effective social dialogue between management and employee representatives provides a mechanism for finding solutions to competing interests, and it has the potential to establish participation and democratic principle in the workplace, a means for managing change, and promoting healthier labour-management relations. In the UK, for instance, the Unite union raises fair pay, job security and job slashing as some of the key issues of collective bargaining in the UK IT sector (8). In a context of a fast-changing sector, with delocalization and an aging workforce, companies in this category can take pro-active measures to maintain effective social dialogue.

Medium

Career Management & Training

Definition

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

Industry issues

Software publishing companies find themselves needing to be particularly cautious in regards to training and career management as they operate within a context of high competition and innovation. In fact, the European Commission has highlighted ICT practitioners and professionals as operating within an area of the industry that is experiencing skills shortages and mismatches, with a forecasted e-skills gap (9). The competition for highly skilled employees grows as future innovation and growth for companies in software publishing become increasingly linked to the recruitment and development of a skilled workforce. In addition, with continuing technological advances, the demand for higher skills and expertise raises the importance of companies providing continuous training and professional development opportunities to its employees, within a structured individual career and training plan. Equally important is establishing measures for the adequate management of layoffs, such as mechanisms for the provision of financial compensation and outplacement assistance.

High

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

Industry issues

Diversity in the workplace can be a key asset for any company, while discrimination is a serious issue addressed by specific regulations in most countries. The ISO 26000 guidance for companies include systematically examining potential direct or indirect discrimination that may arise from their labor policies and practices, and taking actions to provide for the protection of vulnerable groups. In general, companies can work towards promoting diversity, equal opportunity, as well as raise awareness among employees on discrimination issues. A European Commission survey on gender inequality in the ICT sector found that women are significantly under-represented in the sector, they tend to leave the sector early, and are under-represented in managerial and decision-making positions more so than in other sectors (10). In Europe, women account for only 16% of the total IT workforce (11). A company, through its policies and practices, can directly influence some factors that lead to this statistic, for example, those that address the cultural stereotypes about women’s role and the internal barriers and socio-psychological factors that prevent women from fully participating in the sector (10).



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.

Industry issues

Corruption and bribery are major issues for any company. Regulations such as the U.S. Foreign Corrupt Practices Act (FCPA) make companies accountable for unlawful payments made to foreign government officials used to assist in obtaining or retaining business. Companies in this category are at risk of involvement in corruption especially when they are involved in government contracts. Public sector procurement fraud, such as bribery involving public officials and situations of conflict of interest, is a risk at both pre-contract award and post-contract award stages of the procurement lifecycle. Companies can take preventive actions against such risks, for example, through implementation of whistleblowing procedures, internal audit on compliance to codes of conduct, and training programs on anti-corruption issues.

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.

Industry issues

Companies in this category are particularly at risk of being complicit in anti-competitive practices in regards to patent infringement and antitrust regulations. The respect of intellectual property rights is a particularly pertinent issue for companies operating in a context of high innovation and high competition. Software publishers are the central actors in the value chain responsible for organizing the software products' property rights, and consequently, they have higher exposure to such risks (12). According to the European Commission's Competition Directorate General, there have been several high-profile cases in this sector under the EU Merger Regulation, which aims at preventing concentrations from impeding effective competition (13). The video game software industry, for instance, has an industry structure with frequent changes in the relative position of players along the value chain, moving towards an oligopolistic structure with publishers engaged in vertical and horizontal concentration (12). Thus, this context increases the potential occurrence of anti-competitive practices, for instance, during the merger and acquisition process. Companies can work to control this risk by implementing preventive measures such as internal audits and awareness raising of employees on anti-competitive practices.

Medium

Responsible Information Management

Definition

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

Industry issues

Companies collect, process and share confidential information belonging to third-parties in order to operate their business. Third-party confidential information includes employee and consumer personal identification information, third parties' intellectual property, and business partner trade secrets. Companies are legally mandated in several jurisdictions to manage third party data responsibly. Breaches of third-party data, including proprietary intellectual property, trade secrets and employee and consumer PII expose companies to operational seizures, financial and reputational impacts caused by stakeholder lawsuits and regulatory penalties. The financial impacts of information security breaches can be both immediate and drawn out over several years, due to possible litigation action by parties who lost confidentiality of their information entrusted to the breached company. The costs of regulatory violations remain severe, and proposed changes to major regulatory frameworks in major countries are likely to impose greater fines. Ponemon Institute estimates the global average cost of a cyber-attack to be US\$3.86 million (14). Beyond direct regulatory and financial penalties, breaches in a company' information management system can cause long term distrust in the company' information security management. Almost immediately after Target's information breach, the company' net earnings for the fourth quarter were down 46 percent from the same period the year before. Over time, Target will pay an estimated US\$1.4 billion when factoring ongoing legal costs, class-action lawsuits by consumers and business partners, and credit monitoring services for affected consumers (15). In order for companies to manage operational and legal risks associated with information security breaches, it is vital that robust information security management systems are developed and implemented across to the operational scope. Companies should perform vulnerability assessments, implement access and disclosure controls and provide thorough training for all employees responsible for processing third-party data. An adequate incident response procedure capable of preventing further data loss, communicating with exposed stakeholders, and systems updates is necessary to meet legal requirements in key jurisdictions.



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.

Industry issues

Companies can work towards integrating environmental considerations in their procurement, from eco-friendly office supplies to equipment. A good practice for companies in this sector is to, in particular, integrate specific environmental product specifications in their purchase of IT equipment and services. In the ICT industry, IT buyers are increasingly expecting energy efficiency improvements and seeking to incorporate environmental considerations in their purchasing decision-making process, using tools such as the Electronic Product Environmental Assessment Tool (EPEAT) (2). Another area of action is in the purchasing and/or leasing of property and facilities, where buyers can integrate environmental criteria, such as preferring LEED-certified data centres and offices.

High

Supplier Social Practices

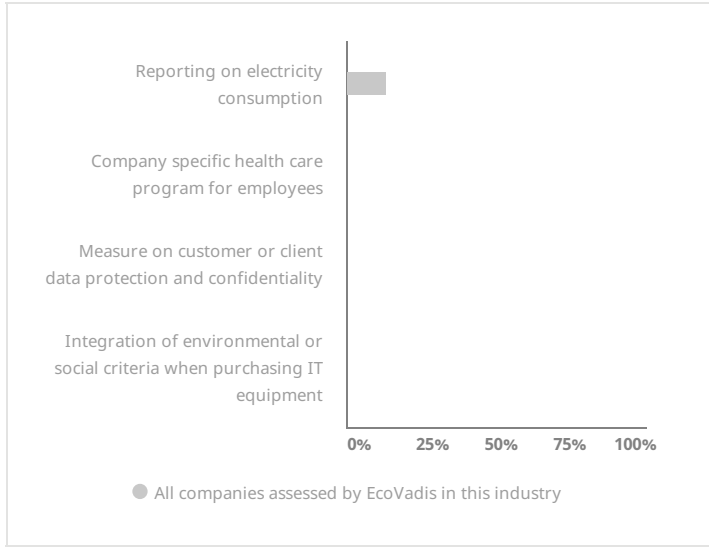
Definition

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

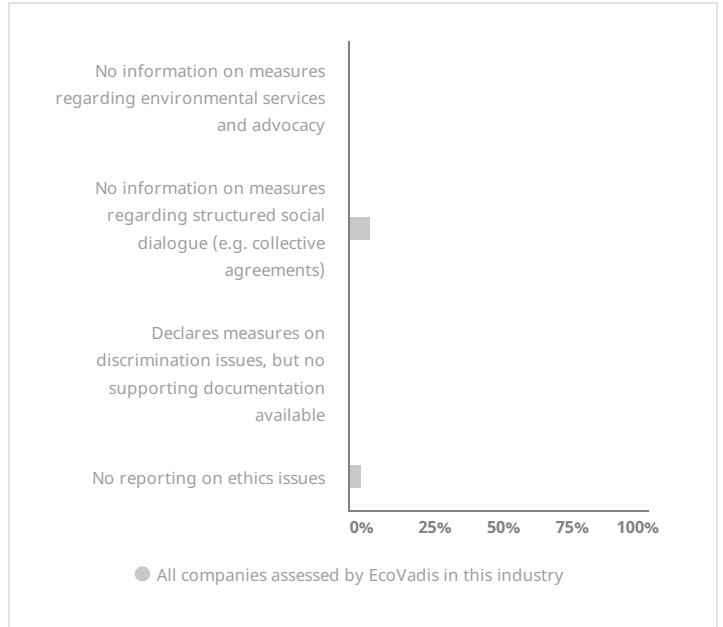
Industry issues

Companies can work towards integrating social considerations in their procurement practices. Labor practices and human rights issues within a company's supply chain can pose significant risks and consequences including damage to their reputation. Companies in this category often have subcontracted employees and other forms of outsourcing of labor, and thus working conditions and human rights issues at work may arise, especially when these outsourced operations are located in risk countries. Companies can take steps to reduce such risks in their supply chain, such as, by conducting supplier audits and assessments on social criteria and providing capacity building for suppliers on best practices related to labor practices.

Key industry Strengths



Key industry Improvement Areas



CSR KPIs Overview

KPI	All companies assessed by EcoVadis in this industry
Active whistleblowing procedure in place	30%
Audit or assessment of suppliers on CSR issues	25%
Carbon disclosure project (CDP) respondent	5%
Formal code of business ethics OUTDATED	46%
Global Compact Signatory	8%
ISO 14001 certified (at least one operational site)	28%
OHSAS 18001/ISO 45001 certification or equivalent (at least one operational site)	18%
Policy on sustainable procurement issues	22%
Reporting on energy consumption & GHGs	44%
Reporting on health & safety indicators	40%

Main Regulations and Initiatives

80 PLUS™ Certification

<http://www.plugloadsolutions.com/80PlusPowerSupplies.aspx>

80 PLUS™ is an electric utility-funded incentive program to integrate more energy-efficient power supplies into desktop computers and servers. The 80 PLUS® performance specification requires power supplies in computers and servers to be 80% or greater energy efficient at 10, 20, 50 and 100% of rated load with a true power factor of 0.9 or greater. This makes an 80 PLUS certified power supply substantially more efficient than typical power supplies.

 Sustainable Procurement

ENERGY STAR Label

<http://www.energystar.gov/>

ENERGY STAR is a voluntary labeling program designed to identify and promote energy-efficient products and buildings. The ENERGY STAR program was established by the U.S. Environmental Protection Agency (EPA) in 1992, but Australia, Canada, Japan, New Zealand, Taiwan and the European Union have since also adopted the program.

 Sustainable Procurement

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 on 10 December 1948 as a common standard of achievements for all peoples and all nations. It sets out fundamental human rights to be universally protected.

 Labor & Human Rights

OHSAS 18001 Standard (Occupational Health and Safety Assessment Series)

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

OHSAS 18001 is an Occupational Health and Safety Assessment Series for health and safety management systems. It is intended to help an organizations to control occupational health and safety risks.

 Labor & Human Rights

EU directive EuP (Energy using Products)

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

ISO 14000 Standard (International Organization for Standardization)

<http://www.iso.org/iso/iso14000>

The ISO 14000 family addresses various aspects of environmental management. ISO 14001:2004 and ISO 14004:2004 focus on environmental management systems. The other standards in the family focus on specific environmental aspects such as life cycle analysis, communication and auditing.


 Environment

International Labor Organization's Fundamental Conventions

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

 Regulatory

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

 Labor & Human Rights

US Foreign Corrupt Practices Act

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

 Regulatory

The Foreign Corrupt Practices Act of 1977 (FCPA) was enacted for the purpose of making it unlawful for certain classes of persons and entities to make payments to foreign government officials to assist in obtaining or retaining business. The FCPA can apply to prohibited conduct anywhere in the world and extends to publicly traded companies and their officers, directors, employees, stockholders, and agents.

 Ethics

United Nations Convention against Corruption (UNCAC)

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

 Regulatory

The United Nations Convention against Corruption (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://mneguidelines.oecd.org/>

The OECD Guidelines for Multinational Enterprises 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

ISO 26000 Standard (International Organization for Standardization)

<http://www.iso.org/iso/iso26000.htm>

ISO 26000 provides guidance on how businesses and organizations can operate in a socially responsible way. ISO 26000:2010 provides guidance rather than requirements, so it cannot be certified to unlike some other well-known ISO standards.

 All themes

United Nations Global Compact's Ten 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

Global Reporting Initiative (GRI)'s Sustainability Reporting Framework

<https://www.globalreporting.org/>

The Global Reporting Initiative (GRI) produces a comprehensive Sustainability Reporting Framework that is widely used around the world, to enable greater organizational transparency. The Framework, including the Sustainability Reporting Guidelines, sets out the Principles and Standard Disclosures organizations can use to report their economic, environmental, and social performance and impacts.

 All themes

CDP Climate Change Program

<https://www.cdp.net/en-US/Programmes/Pages/CDP-Investors.aspx>

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. CDP's climate change program works to reduce companies' greenhouse gas emissions and mitigate climate change risk.

 Environment

Sources

1- OECD, 2009, Towards Green ICT Strategies: Assessing Policies and Programmes on ICT and the Environment

<http://www.oecd.org/internet/ieconomy/42825130.pdf>

2- International Telecommunication Union (ITU), 2012, Toolkit on Environmental Sustainability for the ICT sector

<http://www.itu.int/ITU-T/climatechange/ess/index.html>

3- Intellect/techUK, 2008, High Tech: Low Carbon, The role of technology in tackling climate change

<http://www.techuk.org/insights/reports/item/457-high-tech-low-carbon>

4- UK Health and Safety Executive (HSE), 2014, What is Stress?

<http://www.hse.gov.uk/stress/what-to-do.htm>

5- UK Health and Safety Executive (HSE), 2014, Stress-related and Psychological Disorders in Great Britain 2014

<http://www.hse.gov.uk/statistics/causdis/stress/stress.pdf>

6- UK Health and Safety Executive, 2013, Working with display screen equipment (DSE): A brief guide

<http://www.hse.gov.uk/pubns/indg36.pdf>

7- UNI Information and Communication Technology Services (ICTS), 2014, Sectors: ICTS About Us

<https://www.uniglobalunion.org/sectors/icts/about-us>

8- Unite, 2014, FPM & IT – Key issues

<https://unitetheunion.org/what-we-do/unite-in-your-sector/graphical-paper-media-information-technology/>

9- European Commission, 2014, e-Skills for Competitiveness and Innovation

<http://eskills-vision.eu/home.html>

10- European Commission, 2013, Women active in the ICT sector

<https://publications.europa.eu/en/publication-detail/-/publication/9153e169-bd6e-4cf4-8638-79e2e982b0a3/language-en>

11- Council of European Professional Informatics Societies (CEPIS), Building the Gender Balance in the ICT Profession

http://www.cepis.org/media/CEPIS_WICT_Special_Publication_LOW_RES1.pdf

12- De Prato, G, Feijoo, C, Nepelski, D, Bogdanowicz, M, Simon JP, 2010, Born Digital / Grown Digital: Assessing the Future Competitiveness of the EU Video Games Software Industry, European Commission Joint Research Centre Institute for Prospective Technological Studies

<https://ec.europa.eu/jrc/en/about/jrc-site/seville?id=3759>

13- European Commission, 2012, Competition: Information Communication Technologies

http://ec.europa.eu/competition/sectors/ICT/overview_en.html

14- Larry Ponemon, 2018, Calculating the Cost of a Data Breach in 2018, the Age of AI and the IoT.

<https://securityintelligence.com/ponemon-cost-of-a-data-breach-2018/>

15- Andrew Roberts, 2015, Legal Ramifications of Data Breaches.

<https://www.stratokey.com/blog/Legal-ramifications-of-data-breaches>