

ecovadis

EcoVadis Sustainability Assessment Report

Company rated:
TER CHEMICALS GMBH & CO KG

Overall score: 89/100
August 2026

Sustainability performance: Outstanding

Size: M
Headquarters country: Germany
Risk country operations: No
Industry: Wholesale of waste, chemicals, fertilizers and agrochemical products, and other products n.e.c.

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ABOUT SUSTAINABILITY

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

ABOUT THE ASSESSMENT

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

ABOUT ECOVADIS

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

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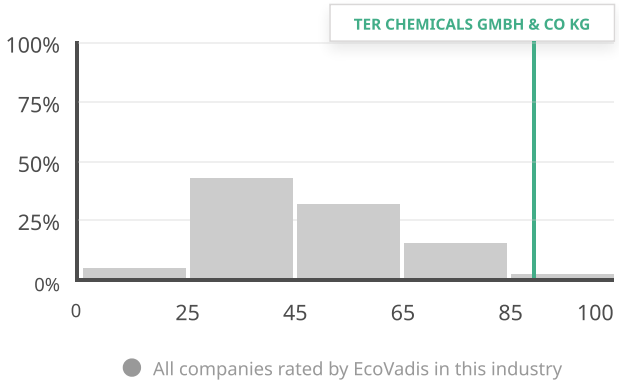
1.SUSTAINABILITY PERFORMANCE OVERVIEW

Score breakdown

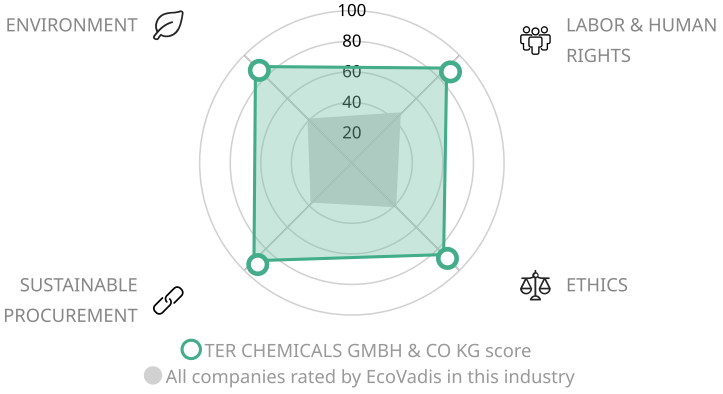
Sustainability performance — Insufficient — Partial — Good — Advanced — Outstanding — Average score

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
89 / 100	90 / 100	88 / 100	86 / 100	91 / 100
99th percentile	Weight	Weight	Weight	Weight

Overall score distribution



Theme score comparison





TER CHEMICALS GMBH & CO KG has received a Platinum Medal in recognition of its sustainability achievement. This award places it in the top of companies assessed by EcoVadis over the past 12 months.

Corrective Action Plan in progress

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. TER CHEMICALS GMBH & CO KG has a corrective action plan in place and is working on improving their sustainability 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.

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2.ASSESSMENT BENEFITS

Understand:

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

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

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

Communicate:

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

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

3.ASSESSMENT PROCESS

1

Customer Request

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

2

Questionnaire

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

3

Document Analysis

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

4

Public Information

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

5

360° Watch Findings

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

6

Expert Analysis

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

SCORECARD



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4.ECOVADIS METHODOLOGY

A. Four Themes and 21 Criteria

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

21 sustainability criteria

1. ENVIRONMENT

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

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

2. LABOR & HUMAN RIGHTS

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

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

3. ETHICS
- Corruption
- Anticompetitive Practices
- Responsible Information Management

4. SUSTAINABLE PROCUREMENT
- Supplier Environmental Practices
- Supplier Social Practices

B. Seven Management Indicators

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



Policies (weight: 25%)

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

Actions (weight: 40%)

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

Results (weight: 35%)

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

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5.UNDERSTANDING A SCORECARD

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

A. Quantitative Information: Scores & Activated Criteria

Theme Scores:

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

Activated Criteria:

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

Non-activated

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

Medium

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

High

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

! Risk countries only

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

B. Qualitative Information: Strengths & Improvement Areas

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

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

C. The Scoring Scale

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

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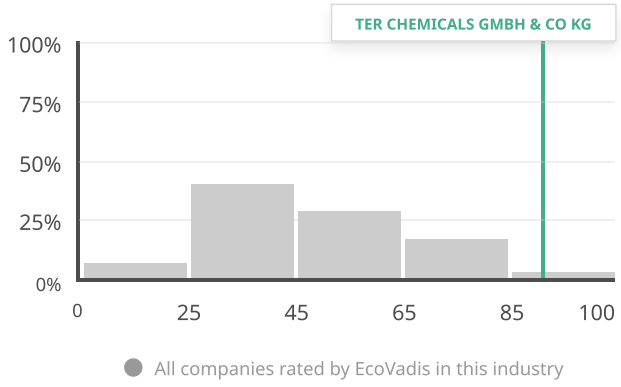
6.ENVIRONMENT

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

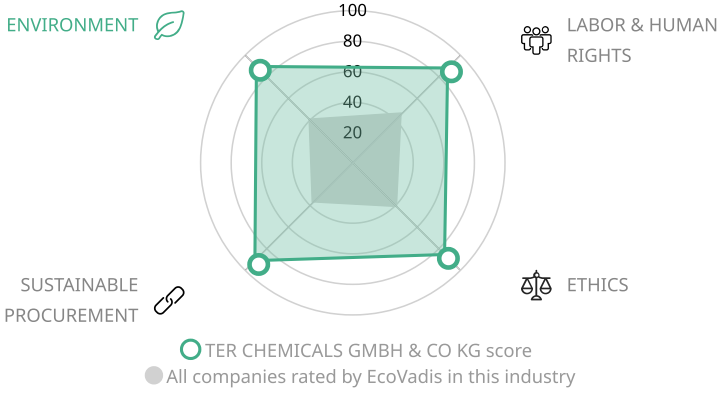
Environment Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
89 / 100	90 / 100	88 / 100	86 / 100	91 / 100
Average score	Weight	Weight	Weight	Weight

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' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

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Environment

Weight

Strengths

Policies

Environmental policy scope of application specified

Dedicated responsibility for environmental policy

Formal mechanisms to review and amend environmental policy

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, ethics and sustainable procurement. 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, both environmentally 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]).

Environmental policy on air pollution

Quantitative targets set on environmental services and advocacy

Quantitative targets set on materials, chemicals, and waste

Quantitative targets set on energy consumption and GHGs

Environmental policy on environmental services and advocacy

Environmental policy on customer health and safety

Environmental policy on materials, chemicals, and waste

Environmental policy on energy consumption and GHGs

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Endorsement of external initiative on environmental issues [Responsible Care / Verantwortliches Handeln im Chemiehandel (VCH)]

Information

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

Guidance

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

Exceptional policy on major environmental issues

Information

The company has issued an exceptional policy that integrates commitments, qualitative and quantitative objectives on major environmental issues.

Guidance

Policies are deemed exceptional when all environmental issues are covered by qualitative and quantitative objectives. In addition, an exceptional policy must also have exhaustive organizational elements such as the allocation of responsibilities and formal mechanisms to communicate, review and amend the policy.

Actions

Establishment of emergency reserves or safety nets for environmental disruptions

Consultations or incentives to help customers to choose more ecologically sustainable products or services

Information

The company provides consultations or incentives to help customers choose more ecologically sustainable products or services.

Guidance

The company provides consultations or incentives to help customers understand the environmental impact associated with its products and services and to guide customers to choose more ecologically sustainable products or services. This includes incentivizing customers to choose products that are recycled, derived from bio-based and renewable feedstocks, have lower toxicity or waste, less material inputs, less emissions during production, and more. It also includes measures to inform customers to reduce their environmental impact through responsible use and handling of products.

Carbon footprint calculation programs or services available to customers

Information

The company provides carbon footprint calculation programs or services to customers.

Guidance

The company provides evidence of carbon footprint calculation services, programs and software to help customers determine their greenhouse gas emissions with respect to their purchased goods and services. Some examples include the provision of educational resources or support to help customers interpret and act upon the data generated, empowering customers to track their carbon emissions and make informed decisions to reduce their environmental impact.

Other actions to ensure compliance with the REACH regulation

Information

actions other than those specified to ensure compliance with the REACH regulation.

Guidance

Examples of documents to attach: standard operating procedures, work instructions, Annual Report, CSR/Sustainability Report, etc.

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Other actions on customer health & safety management

Use of eco-friendly or bio-based process materials

Information

The company uses eco-friendly or biodegradable input materials in order to reduce the amount of waste produced.

Guidance

The company demonstrates evidence that they use eco-friendly or biodegradable input materials instead of synthetic or oil-based materials (e.g. bioplastics). Input materials are used in the manufacturing process, or are materials used for packaging.

Reduction of material consumption through process optimization

Information

The company has implemented measures to minimise the amount of materials being consumed in the operations.

Guidance

The company demonstrates evidence that it has adopted methods, technologies and processes to minimise the amount of materials being consumed in the operations. Examples of measures include improving the efficiency of fuel/feedstock to energy conversion to minimise the material input for the same amount of energy produced e.g. via technology upgrades, precise fuel/feedstock feeding system etc.

External partnerships or collection programs established to reuse and recycle major waste streams

Reduction of internal wastes through material reuse, recovery or repurpose

Information

The company has provided evidence of reuse, recovery or repurpose of internal waste to reduce its generation or disposal.

Guidance

The company has evidence that internal waste generation is being reduced by implementing processes that allow for waste recovery and reuse in the company's own processes or as part of the process for a third party.

Reduction of carbon emissions in logistics or optimization of fleet efficiency

Reduction of energy consumption of lighting systems

Information

The company has implemented measures for reducing energy consumption of lighting systems.The measures can be adoption of energy-efficient lighting equipment, maximizing the capture of daylight.

Guidance

In order to reduce the energy consumption of lighting systems, the company modified its current arrangements by installing or adopting energy-efficient equipments (such as LED tubes, motion sensors and dimmers) or has maximized the capture of daylight.

Training of employees on energy conservation/climate actions

Information

The company has provided awareness training programs to its employees on energy conservation or GHG emission reductions.

Guidance

The company has evidence that training has been provided to employees to educate them on their roles in saving energy and reducing GHG emissions.

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Purchase and/or generation of renewable energy

Information

The company has implemented measures to generate or produce energy from renewable sources.

Guidance

The company shows evidence that energy is being purchased or generated from renewable sources, such as solar, and/or wind.

Company-specific emergency preparedness and response procedure regarding customer health and safety

Information

The company has provided evidence of a company-specific emergency preparedness and response procedure regarding customer health and safety.

Guidance

The company demonstrates evidence of formalized instructions or operational processes to prepare for incidents related to customer health and safety and offer emergency support or real-time assistance to customers.

Purchase of verified carbon offset credits

RCMS (Responsible Care Management System) certified

Energy and/or carbon audit

Information

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

Guidance

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

Communication to downstream users regarding the use of dangerous substances and/or substances of very high concern (SVHC)

Registration of substances to the ECHA

Information

The company has performed a registration of substances to the ECHA, with respect to the requirements defined by the REACH Directive.

Guidance

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

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ISO 14001 certified

Information

The company has provided a valid ISO 14001 certificate that covers all of its operations.

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.

Training employees to safely handle and manage hazardous substances

Information

The company has provided supporting documentation demonstrating that it provides regular training on work processes for labeling, storing, handling and transporting hazardous goods

Guidance

Proper labeling of hazardous substances might include alignment with the Globally Harmonized System (GHS) of Classification and Labeling of Chemicals or other regional schemes like TSCA, IESCS. The company may also train its employees regarding the proper storage and handling of hazardous goods, such as procedures to avoid accidental spills or instructions on the use of appropriate personal protective equipment (PPE) in the handling of hazardous goods. Transportation procedures might include checklists for loading/unloading hazardous goods or procedures in place to ensure that all necessary information is included on documents for consignment of hazardous goods.

Provision of safety data sheets (SDS) adapted for the REACH regulation

Information

The company issues safety data sheets which are compliant with the European REACH regulations.

Guidance

Those safety data sheets are forms which contain detailed data regarding the chemical and physical properties of a particular substance (or mixture). They include information on its hazards and instructions for handling, disposal and transport and also first-aid, fire fighting and exposure control measures.

Actions for labeling, storing, handling and transporting hazardous substances

Information

The company has implemented a procedure regarding the proper labeling, storage, handling and transportation of hazardous products

Guidance

Proper labeling might include alignment with the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) or other regional schemes like TSCA, IESCS. The company also has formalized procedures regarding the proper storage and handling of hazardous goods, such as procedures to avoid accidental spills or instructions on the use of appropriate personal protective equipment (PPE) in the handling of hazardous goods. Transportation procedures might include checklists for loading/unloading hazardous goods or procedures in place to ensure that all necessary information is included on documents for consignment of hazardous goods.

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Dedicated feedback channel on health & safety issues of products

Information

The company has implemented a channel for collection of external feedback regarding any potential health and safety issues of the company's products.

Guidance

External sources can provide feedback regarding any issues with the health and safety of products through a channel that is set up by the company. This is a good way for the company to be able to monitor and receive feedback regarding any potential health and safety risks to the customers, that may stem from their products.This can help reduce and/or remove the dangers that products could potentially pose on customers. By implementing a feedback program, the company can greatly reduce the risks as well as reduce the number of recalls. The company can greatly reduce the risks faced by its customers and their families as well as reduce the number of health and safety incidents for their customers who use their products.

Awareness program offered to customers regarding product/service health & safety issues

Information

The company raises awareness among its customers regarding the health & safety issues associated with the company's product or service.

Guidance

The company has implemented a program aimed to increase awareness among customers about the health & safety issues associated with products or services. Awareness programs might include brochures on health & safety given to customers upon purchase of their product or service, or provision of information online in order to engage customers on health & safety risks regarding products/services. According to the ISO 26000 standard, protection of consumers' health and safety involves the provision of products and services that are safe and that do not carry unacceptable risk of harm when used or consumed. The protection should cover both the intended use and foreseeable misuse. Clear instructions for safe use, including assembly and maintenance, are also an important part of the protection of health and safety. Companies should have a defined process to assess and document the customer health and safety risks.

Results

Total gross market-based Scope 2 GHG emissions value confirmed in supporting documentation

Reporting on total gross market-based Scope 2 GHG emissions

Total gross location-based Scope 2 GHG emissions value confirmed in supporting documentation

Reporting on total gross location-based Scope 2 GHG emissions

Reporting in accordance with ESRS Set 1

Total gross Scope 1 GHG emissions reporting value confirmed in supporting documentation

Information

It was confirmed in the documentation provided by the company that the declared value for total gross Scope 1 is true.

Guidance

The company provided supporting documentation which show that the reported value for total gross Scope 1 reporting value is true.

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Reporting on total gross Scope 1 GHG emissions

Information

The company demonstrates that there is public or internal reporting of consolidated data on the total gross Scope 1 GHG emissions.

Guidance

The company provided data which show the total gross Scope 1 GHG emissions, these are direct GHG emissions which occur from sources that are owned or controlled by the company, such as emissions from combustion in owned or controlled boilers, furnaces, vehicles; emissions from chemical production in owned or controlled process equipment.

Total gross Scope 3 downstream GHG emissions reporting value confirmed in supporting documentation

Reporting on total gross Scope 3 downstream GHG emissions

Reporting is formally aligned with a reporting standard on environmental issues

Reporting on total weight of waste recovered

Total gross Scope 3 GHG emissions reporting value confirmed in supporting documentation

Reporting on total amount of renewable energy consumed

Reporting on total weight of non-hazardous waste

Reporting on total weight of hazardous waste

Reporting on total gross Scope 3 GHG emissions

Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Information

The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.

Guidance

The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

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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

The company has provided comprehensive reporting figures or Key Performance Indicators (KPIs) on the majority of relevant environmental issues.

Guidance

The company has provided good quality KPIs on the majority of environmental criteria. To make the reporting figures more advanced in terms of quality, quantity and transparency, the KPIs should have all the following quality factors; (1) External assurance to assess the quality and credibility of the qualitative and quantitative information reported by the organization, (2) Alignment with reporting standards such as GRI Core/Universal/Comprehensive, SASB,...etc. (3) Materiality analysis to identify the most relevant environmental issues based on the company's activity (4) The reporting timespan should be extending over 36 months for the majority of activated criteria and the reporting figures should not be more than 2 years old. (XS company: KPIs/reporting figures provided on at least two material environmental topics which extends over a period of 24 months or more)

Improvement Areas

Policies

Low	No supporting evidence of quantitative target set on air pollution	Corrective Action requested

Actions

Medium	No supporting evidence of actions to prevent emissions of atmospheric pollutants and other environmental nuisances	Corrective Action requested
Medium	No supporting evidence of work processes or technologies to mitigate emissions of particulate matter	Corrective Action requested
Medium	No supporting evidence of work processes or technologies implemented to mitigate noise	Corrective Action requested

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Low — No supporting evidence of actions regarding air pollution — Corrective Action requested

Information

The company did not provide any information with regards to air pollution.

Guidance

The company has no conclusive measures in place to manage their operations impact resulting from hazardous and non-hazardous air emissions other than GHGs (e.g. SOx, NOx, VOC, PM, dust) and other emissions polluting the local environment such as odor, noise, and light including efforts to reduce and mitigate such emissions, as well as pollution caused due to road congestion and traffic.

Low — No supporting evidence of reduction of energy consumption of HVAC (heating, ventilation, and air conditioning) systems — Corrective Action requested

Low — No supporting evidence of environmental emergency measures — Corrective Action requested

Low — No supporting evidence of internal sorting and disposal of waste according to waste streams — Corrective Action requested

Low — No supporting evidence of training of employees on waste reduction and sorting — Corrective Action requested

Low — No supporting evidence of an infrastructure or program to collect and recycle used products — Corrective Action requested

Low — No supporting evidence of the execution of a physical climate risk assessment for the company's operations — Corrective Action requested

Low — No supporting evidence of the execution of an assessment of external environmental risks for the company's operations — Corrective Action requested

Low — No supporting evidence of the integration of adaptive practices into operational processes to withstand environmental disruptions — Corrective Action requested

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Results

Low — No supporting evidence of reporting on the total weight of air pollutants — Corrective Action requested

Information

The company has not provided documents about reporting on total weight of air pollutants. Air pollutants refer to any direct or indirect emission of pollutants into the air, indoor and outdoor.

Guidance

There is no reporting documentation available about total weight of air pollutants. Air pollutants refer to any direct or indirect emission of pollutants into the air, indoor and outdoor. These pollutants include SOx (sulphur oxides), NOx (nitrogen oxides), CO (carbon monoxide), PM (particulate matter), Heavy metals, POPs (persistent organic pollutants), VOCs (volatile organic compounds), ODS (ozone-depleting substances), NH3 (ammonia), other (hazardous) chemicals regulated by REACH and CLP including their compounds.

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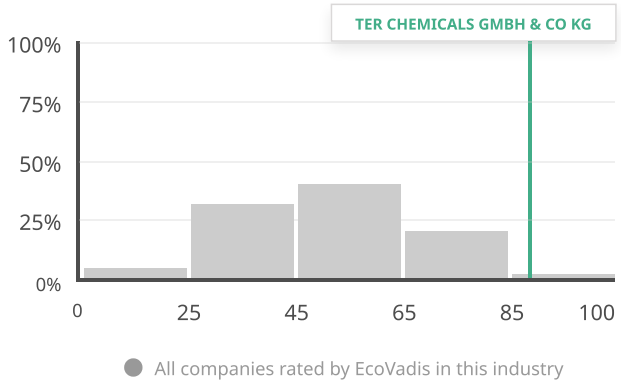
7.LABOR & HUMAN RIGHTS

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

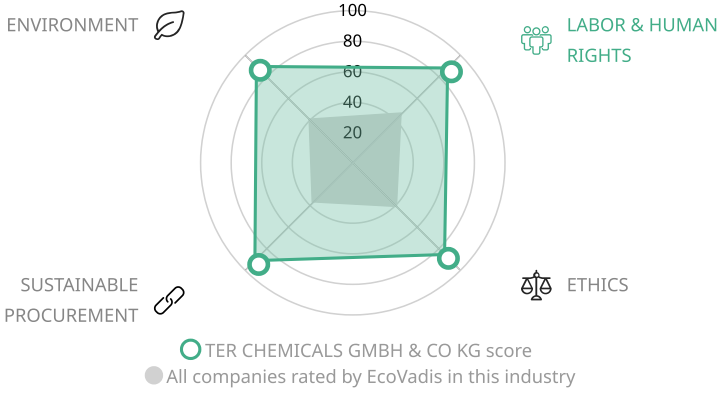
Labor & Human Rights Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
89 / 100	90 / 100	88 / 100	86 / 100	91 / 100
Average score	Weight	Weight	Weight	Weight

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' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

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Labor & Human Rights

Weight ●●●●

Strengths

Policies

Labor and human rights policy scope of application specified

Dedicated responsibility for labor and human rights policy

Formal mechanisms to review and amend labor and human rights policy

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, ethics and sustainable procurement. 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, both environmentally 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]).

Quantitative targets set on preventing discrimination and harassment

Labor and human rights policy on preventing discrimination and harassment

Labor and human rights policy on career management and training

Labor and human rights policy on social dialogue

Labor and human rights policy on working conditions

Labor and human rights policy on employee health and safety

Comprehensive policy on a majority of labor or human rights issues

Information

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

Guidance

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

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Endorsement of external initiative on labor or human rights issues [Responsible Care / Verantwortliches Handeln im Chemiehandel (VCH)]

Information

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

Guidance

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

Actions

Grievance mechanism on working conditions

Actions to ensure adequate wages

Equipment safety inspections or audits

Information

The company conducts regular inspections and/or audits of equipment used at work to ensure employee health and safety.

Guidance

The company conducts audits of control and/or inspections for equipment that employees use daily. The actions conducted include evaluation reports on equipment safety, work instructions on equipment safety, tracking record of equipment used or audits conducted by a third party regarding equipment used.

Complaints procedure in place for employees to report on occupational health and safety issues

Information

The company has provided documents that demonstrate a company-based mechanism for its employees to report any incident, risks or concerns related to occupational health and safety.

Guidance

The company has implemented a mechanism for its employees report any incident, risk or concern related to occupational health and safety. This reporting process includes a record system on complaints filed and how they are processed through investigation and/or remediation.

Actions to address stress and psychological wellbeing in the workplace

Information

The company has implemented measures that will help with the employee wellbeing, not only physically but psychologically as well. These measures help prevent or reduce stressful situations that can also be linked to mental health issues.

Guidance

The company has implemented actions that demonstrate their commitment to minimize stress at the workplace and support their employees' psychological well being. These actions consist of stress check assessments, resources to help employees with a better management of their workload, assistance programs, counseling hotlines, among other support initiatives.

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Employee health and safety emergency action plan

Information

The company has formal procedures that have been communicated to all employees regarding accidents, injuries, provision of emergency equipment, emergency evacuation, first aid, fire drills and other situations regarding health and safety at the workplace.

Guidance

A health and safety emergency action plan is a document that demonstrates the health and safety plan created by each company in order to guide its employees when facing emergency situations. These emergency situations depend on the operations of the company as well as their workforce, but also include accidents related to operations of heavy equipment, injuries, fires, chemical spills, explosions, falls, among others.

Other actions to prevent discrimination and harassment

Other actions to promote structured social dialogue

Other actions on employee health & safety

Information

Actions other than those specified in the other options to ensure employee's health and safety at work.

Guidance

Actions other than those specified in the other options to ensure employees' health and safety at work for example addressing physiological and psychological issues arising from dangerous equipment, work practices and hazardous substances amongst others. Examples of documents to attach: standard operating procedures, work instructions, Annual Report, Sustainability Report, etc.

Family Friendly programs (FFPs) implemented (e.g. parental or care leaves, childcare services or allowances)

Information

The company has implemented family-friendly programs to improve employees' work-life balance.

Guidance

The company has evidence that proactive initiatives have been put in place to help caretakers balance their work and family lives.

Actions to promote equal opportunities for all in the workplace

Information

The company has implemented actions to promote equal opportunities for all in the workplace.

Guidance

Companies should ensure equal opportunities for all in the workplace by taking concrete actions such as offering equal access to networking groups, mentoring programs, and other inclusive initiatives.

Actions to prevent workplace harassment

Information

The company has proactive actions in place to prevent workplace harassment.

Guidance

Harassment impacts negatively on the organization of work, workplace relations, worker engagement, enterprise reputation and productivity. Some actions that a company can take to prevent workplace harassment are; identify hazards and assess the risks of harassment along the participation of workers and their representatives, and take measures to prevent and control them.

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Remediation procedure in place for victims of discrimination and/or harassment

Information

The company has put in place a remediation procedure for victims of discrimination and/or harassment at the workplace.

Guidance

The company has implemented non-judicial actions at operational-level to support victims of discrimination and/or harassment issues in the workplace. The elements of remedial procedure should include: 1. Proportional: Identifying what level of action is the most appropriate response to the gravity of the violation 2. Transparent: Keeping stakeholders informed about how and which forms of remedy will be provided 3. Effective: Ensuring that implementation and outcomes of remedy provided were effective (i.e., through monitoring of the process)

Compensation for extra or atypical working hours

Information

The company provides additional remuneration to compensate for overtime work.

Guidance

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.

Employee satisfaction survey

Information

The company conducts a survey to employees regarding satisfaction in the work environment.

Guidance

An employee satisfaction survey can be conducted by companies to gain information on how and if employees are satisfied in the work environment. The results of these surveys can used by companies to get feedback on employees about their engagement, morale, and satisfaction at work.

Flexible organization of work (eg. remote work, flexi-time)

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

Information

The company has implemented a health care plan which provides medical care for participants or their dependents.

Guidance

The company has measures in place to provide medical care for their employees and their dependents directly or through insurance, reimbursement, or otherwise.

RCMS (Responsible Care Management System) certified

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Grievance mechanism on discrimination and/or harassment issues

Information

The company has established a grievance mechanism to report on discrimination and/or harassment issues.

Guidance

The company has established a reporting mechanism for all parties, regardless of their employment status or position, to report on discrimination and/or harassment issues. The elements of a grievance mechanism should include: 1. Accessibility/Clear Communication channel communicated to all stakeholders about the presence of a grievance mechanism and the provision of support for those who may face particular barriers (i.e., language, minority status). 2. Non-retaliation policy to protect those who make use of the grievance mechanism. 3. Confidentiality of those who make use of the grievance mechanism.

Awareness training on discrimination and harassment

Information

The company has provided awareness training on diversity, discrimination, and/or harassment issues to its employees

Guidance

The company has evidence that specific awareness or training programs have been offered to employees to prevent a hostile work environment.

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).

Employee health & safety risk assessment

Information

The company has provided documents which demonstrate that an employee health and safety risk assessment has been conducted. The assessment took into consideration the daily operational tasks of employees, the health and safety hazards present at the workplace and the associated risks and has a proposed corrective action plan to address these identified risks.

Guidance

A health and safety risk assessment is systematically conducted to identify potential impact of operational tasks and monitor conditions on employee health and safety. The main elements of a complete risk assessment are 1) periodic review of risks to reflect the latest risks and health and safety environment in the business. 2) description of hazards or risk factors identified to have the potential to cause harm and determining the significance of the risks. 3) presence of a preventive and corrective action plan in the form of steps and/or recommendations that an organization needs to take to effectively prevent and address the risks identified, mapped, & evaluated in risk assessments.

Regular assessment of individual performance

Information

The company demonstrates evidence of regular assessments of individual performance.

Guidance

The company has a process in place to quantitatively and/or qualitatively assess and review employee's job performance on a regular basis. This includes processes such as performance reviews to allow the company to identify areas for improvement, provide support and guidance to employees as well as recognizing and rewarding top performers.

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Regular employee health check-up

Information

The company has been conducting regular health screening tests for employees.

Guidance

The company has made regular health check arrangements for employees through health service contracts or employee health surveillance procedures. These periodical and relevant occupational health check-ups provided to employees have had a particular focus on the health risk factors that the employees are exposed to at the workplace. Some of the health risks are; exposure to chemicals, potentially dangerous machines, noise, or other potential hazards to allow for early detection of effects on health and timely treatment.

Preventive actions for repetitive strain injury (RSI)

Information

The company has taken actions to prevent any type of repetitive strain injury (RSI) resulting from work process and/or task.

Guidance

A Repetitive Strain Injury (RSI) is the damage caused to a person's muscles, tendons or nerves caused by repetitive motions or constant use. The company has implemented actions to prevent any RSI from its work processes or tasks. They provide an environment that is ergonomically optimized, that will help mitigate any painful or uncomfortable conditions of muscles tendons or nerves cause by repetitive movements and overuse.

Actions to promote internal 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/pay grades 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.

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Individual development and career plan for all employees

Information

The company demonstrates evidence of creating individual development and career plans for all employees.

Guidance

Career planning is an ongoing process that can help employees manage their learning and development/progress within the company. It is also a key component of a company's attraction and retention strategy. The company has mechanisms in place to provide career opportunities to employees, allowing them to access to promotions and higher pay. For example, an individual development plan can be put in place by analyzing skills and competencies needed by the employees to achieve their short, mid and long term goals. This process should also be coupled with the annual review process of the employee.

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

Information

The company has provided its employees with necessary training to strengthen their knowledge about health and safety risks at work and good working practices.

Guidance

The company has provided training with the help of training materials (slide decks, training content summaries) and/or evidence of training execution (progress reports, certificates of completion, attendance sheets) to demonstrate the execution of training programs regarding health and safety risks at work and good working practices. A best practice is to have a training matrix which helps to keep track of which employees have been trained, the date of the training, the training topic, and expected dates for refresher trainings. Monitoring of training attendance certificates is also suggested. It is also a best practice to have the training carried out in the language that the employees understand best and to carry out tests or quizzes to ensure training concepts have been successfully transmitted to participants.

Results

Reporting on the number of identified discrimination or harassment incidents or corrective actions

Reporting in accordance with ESRS Set 1

Reporting on percentage of employees from minority and/or vulnerable groups at top management level

Information

The company demonstrates that there is public or internal reporting of consolidated data on on percentage of employees from minority and/or vulnerable groups at top management level.

Guidance

The company provided data which show the recorded percentage of workers in top management levels. Top management level should include all management levels below the company's board of directors, as well as members of mid and top management. A minority group is usually defined as a group of people with common interests or characteristics (e.g. ethnicity, religion, sexual orientation, disability, or gender identity), which distinguish them from the majority of the population. Vulnerable workers are those with some specific physical, social, political, or economic condition or characteristic that places them at higher risk of suffering a burden (e.g. children and youth, the elderly, people with disabilities, refugees, etc).

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Reporting on the percentage of women at top management level

Information

The company demonstrates that there is public or internal reporting of consolidated dataon the percentage of women at top management level.

Guidance

The company provided data on the percentage of women at top management level. Top management level should include all management levels below the company's board of directors, e.g. Chief Officers (CEO, CFO, CTO, etc); as well as members of mid and top management (Directors, VPs, Team Leaders, etc).

Reporting on ratio of the annual total compensation of the highest paid individual, to the median annual total compensation for all employees

Information

The company demonstrates that there is public or internal reporting of consolidated data of the ratio of the annual total compensation from the highest paid individual to the median annual total compensation for all employees.

Guidance

The company provided data which show the ratio of the annual total compensation from the highest paid individual to the median annual total compensation for all employees. Annual total compensation includes salary, bonus, stock awards, option awards, non-equity incentive plan compensation, change in pension value, and nonqualified deferred compensation earnings provided over the course of a year.

Reporting on number of recordable work-related accidents

Information

The company demonstrates that there is public or internal reporting of consolidated data on the recorded number of work-related accidents.

Guidance

The company provided data which show the recorded number of work-related accidents. An accident refers to an incident that results in injury or ill health.

Reporting on number of days lost to work-related injuries, fatalities and ill health

Information

The company demonstrates that there is public or internal reporting of consolidated data on the number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health.

Guidance

The company provided data which show the recorded number of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health and fatalities from ill health. This metric applies to employees. Work-related injuries and work-related ill health arise from exposure to hazards at work. Injuries and ill health that occur when working from home are work related; if the injury or ill health occurs while the worker is performing work from home and the injury or ill health is directly related to the performance of work.

Reporting on the percentage of employees from minority and/or vulnerable groups in the whole organization

Information

The company has provided documents which demonstrate public or internal reporting of consolidated data on the percentage of workers from minority groups and/or vulnerable groups employed in the whole organization.

Guidance

The company demonstrates evidence of public or internal reporting of employees from minority and/or vulnerable groups in the whole organization. A minority group is usually defined as a group of people with common interests or characteristics (e.g. ethnicity, race, religion, sexual orientation, disability, or gender identity) which distinguish them from the majority of the population. Vulnerable workers are those with some specific physical, social, political, or economic condition or characteristic that places them at higher risk of suffering a burden (e.g. children and youth, the elderly, people with disabilities, refugees, etc). There was no negative repercussion on the EcoVadis rating if the KPIs are not available. Reporting for a partial scope or outside of company operations (e.g. from a subsidiary, parent company, sister company, etc.) is not guaranteed to have an impact on the assessment.

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Reporting on the percentage of women employed in relation to the whole organization

Report on average unadjusted gender pay gap

Report on percentage of women within the organization's board

Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Information

The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.

Guidance

The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

Exceptional reporting on labor and human rights issues

Information

The company has provided advanced reporting figures or Key Performance Indicators (KPIs) on the all/majority of relevant labor and human rights issues.

Guidance

The company has provided exceptional KPIs on all relevant labor and human rights criteria. The reporting figures are advanced in terms of quality, quantity, transparency and satisfy all the required quality factors; (1) External assurance to assess the quality and credibility of the qualitative and quantitative information reported by the organization, (2) Alignment with reporting standards such as GRI Core/Universal/Comprehensive, SASB,...etc. (3) Materiality analysis to identify the most relevant labor and human rights issues based on the company's activity (4)Reporting timespan over 36 months for the majority of activated criteria and KPIs are less than 2 years old. (XS company: KPIS/reporting figures provided on at least 3 material labor and human rights topics for a timeframe which extends for a period of 36 months.)

Reporting on number of average training hours per employee

Information

The company reports, either through formal documentation or questionnaire declaration, on the average number of training hours per employee for the last reporting year.

Guidance

Investment in training is considered as beneficial for both the employees and the company. Training is a mean to increase the knowledge base of employees, to diversify the skills among the staff and can even act as a retention tool for the company. On the company side, different kinds of training can lead to different positive outcomes such as higher customer satisfaction, more innovation, and safer working practices for employees. By monitoring the number of hours of training provided to employees, a company can keep track on the training performance and where improvement is needed.

Improvement Areas

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Policies

Low — No supporting evidence of quantitative target set on employee health and safety — Corrective Action requested

Low — No supporting evidence of quantitative target set on working conditions — Corrective Action requested

Low — No supporting evidence of quantitative target set on career management and training — Corrective Action requested

Actions

Low — No supporting evidence of ISO 45001 certification — Corrective Action requested

Information

No evidence in the supporting documentation on ISO 45001 certification achieved for at least one operational site.

Guidance

ISO 45001 is an international standard for occupational health and safety management systems. It is intended to help organizations to control occupational health and safety risks. It was developed in response to widespread demand for a recognized standard against which to be certified and assessed. The certification involves an external audit on the facilities' health & safety conditions.

Low — No supporting evidence of actions to prevent discrimination during recruitment phase — Corrective Action requested

Low — No supporting evidence of actions to manage working hours and overtime — Corrective Action requested

Low — Current labor and human rights certification(s) are insufficiently stringent in their requirements. The existing frameworks lack the necessary depth and comprehensive scope to effectively address all material issues within the theme — Corrective Action requested

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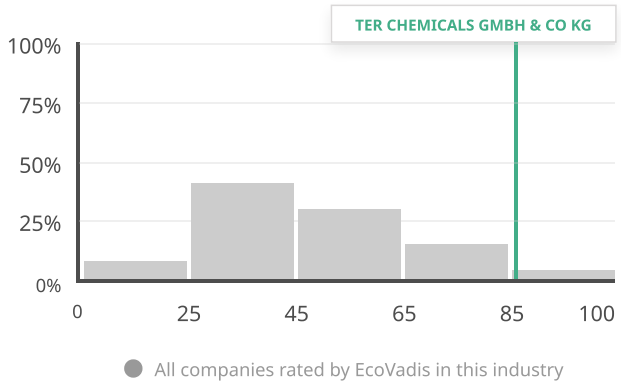
8.ETHICS

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

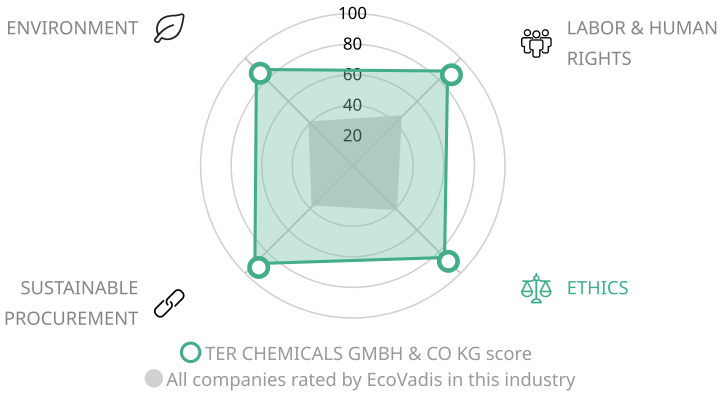
Ethics Score Breakdown

OVERALL SCORE	ENVIRONMENT	LABOR & HUMAN RIGHTS	ETHICS	SUSTAINABLE PROCUREMENT
89 / 100	90 / 100	88 / 100	86 / 100	91 / 100
Average score	Weight	Weight	Weight	Weight

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' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

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Ethics

Weight

Strengths

Policies

Ethics policy scope of application specified

Detailed examples available regarding ethics issues

Formal mechanisms to review and amend ethics policy

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, ethics and sustainable procurement. 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, both environmentally 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]).

Policy on fraud

Policy on money laundering

Disciplinary sanctions to deal with policy violations

Information

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

Guidance

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

Employee signature acknowledgement of ethics policy

Information

There is evidence within the supporting documentation provided by the company that it is mandatory for employees to sign their acknowledgement of the company's business ethics policies.

Guidance

Business ethics policies such as Code of Ethics/Code of Conduct should include a section requiring employees to sign (to ensure that all employees are aware of the policy).

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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.

Policies on corruption

Information

There is a formal policy that integrates qualitative objectives/commitments on anti-corruption & bribery issues (including for example conflict of interest, fraud and money laundering) in the supporting documentation provided by the company.

Guidance

Corruption & bribery covers all forms of corruption issues at work namely extortion, bribery, conflict of interest, fraud, money laundering. A comprehensive policy is formalized in a standalone document or is part of a Code of Ethics/Conduct on the issues mentioned and incorporate as well some of the following elements: scope of application, allocation of responsibilities, quantitative objectives, and review mechanisms.

Exceptional policy on ethics issues

Information

The company has issued a formal exceptional policy that integrates commitments, qualitative and quantitative objectives on business ethics issues.

Guidance

Policies are deemed exceptional when all business ethics issues are covered by qualitative and quantitative objectives. Additionally, an exceptional policy has exhaustive organizational elements such as the allocation of responsibilities, structured mechanisms to deal with policy violations, a formal review process, and communication of the policy to all employees and business partners, etc.

Dedicated responsibility for ethics issues

Endorsement of external initiative on ethics issues [Responsible Care / Verantwortliches Handeln im Chemiehandel (VCH)]

Information

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

Guidance

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

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Actions

Whistleblower procedure for stakeholders to report information security concerns

Information

The company has established a whistleblower mechanism to report on information security issues.

Guidance

The company has established a reporting mechanism for all parties, regardless of their employment status or position, to report on information security issues. The elements of grievance mechanism should include: 1. Accessibility/Clear Communication channel communicated to all stakeholders about the presence of a whistleblower mechanism and the provision of support for those who may face particular barriers (for example, language, minority status). 2. Non-retaliation policy to protect those who make use of the whistleblower mechanism. 3. Confidentiality for those who make use of the whistleblower mechanism.

Whistleblower procedure for stakeholders to report corruption and bribery

Information

The company has established a whistleblower mechanism to report on corruption or bribery issues.

Guidance

The company has established a reporting mechanism for all parties, regardless of their employment status or position, to report on corruption and bribery issues. The elements of grievance mechanism should include: 1. Accessibility/Clear Communication channel communicated to all stakeholders about the presence of a whistleblower mechanism and the provision of support for those who may face particular barriers (for example, language, minority status). 2. Non-retaliation policy to protect those who make use of the whistleblower mechanism. 3. Confidentiality for those who make use of the whistleblower mechanism.

Information security due diligence program on third parties in place

Information

The company has implemented systematic compliance and due-diligence measures when dealing with third-party intermediaries (i.e. commission agents, brokers, sales representatives, distributors, contractors, customs brokers, consultants) acting on its behalf.

Guidance

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

RCMS (Responsible Care Management System) certified

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

Information

The company has implemented an incident response procedure to identify and contain breaches of confidential information

Guidance

The company has evidence of a procedure in place to identity and contain security breaches to prevent further damage and reassure external stakeholders.

Audits of control procedures to prevent information security breaches

Information

The company's information security policies and compliance mechanisms are regularly audited.

Guidance

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

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.

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

Information

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

Guidance

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.

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Training of employees on corruption and bribery prevention

Information

The company has implemented awareness or training program on anti-corruption and bribery issues for its 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 workplace, including among other things 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.

Anti-corruption due diligence program on third parties in place

Information

The company has implemented systematic compliance and due-diligence measures when dealing with third-party intermediaries (i.e. commission agents, brokers, sales representatives, distributors, contractors, customs brokers, consultants) acting on its behalf.

Guidance

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

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

Information

The company has implemented a verification process for sensitive transactions.

Guidance

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

Results

Reporting in accordance with ESRS Set 1

Materiality analysis in sustainability reporting

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External assurance or verification of sustainability reporting

Information

The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.

Guidance

The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

Exceptional reporting on ethics issues

Improvement Areas

Policies

Low	No supporting evidence of policies on conflict of interest	Corrective Action requested
Low	No supporting evidence of quantitative target set on ethics	Corrective Action requested
Low	The company has yet to commit to top-tier ethics initiatives that integrate sector-specific issues with rigorous, science-based, or third-party verified constraints	Corrective Action requested

Actions

High	No supporting evidence of corruption risk assessments	Corrective Action requested

Information

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

Guidance

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

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High — No supporting evidence of information security risk assessments — Corrective Action requested

Information

The company did not provide document evidence to show that it conducts regular information security risk assessments.

Guidance

An information security risk assessment is carried out across a company's operations to identify risks associated with the storage or processing of third-party data. The main elements of a complete information security risk assessment are; (i) periodic review of risks (ii) presence of risks' descriptions (iii) presence of a corrective action plan. If these requirements/conditions are not met, this measure is not credited.

Medium — No supporting evidence of ISO 27001 certification — Corrective Action requested

Medium — No supporting evidence of ISO 37001 certification — Corrective Action requested

Low — No supporting evidence of audits of control procedures to prevent corruption — Corrective Action requested

Information

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

Guidance

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

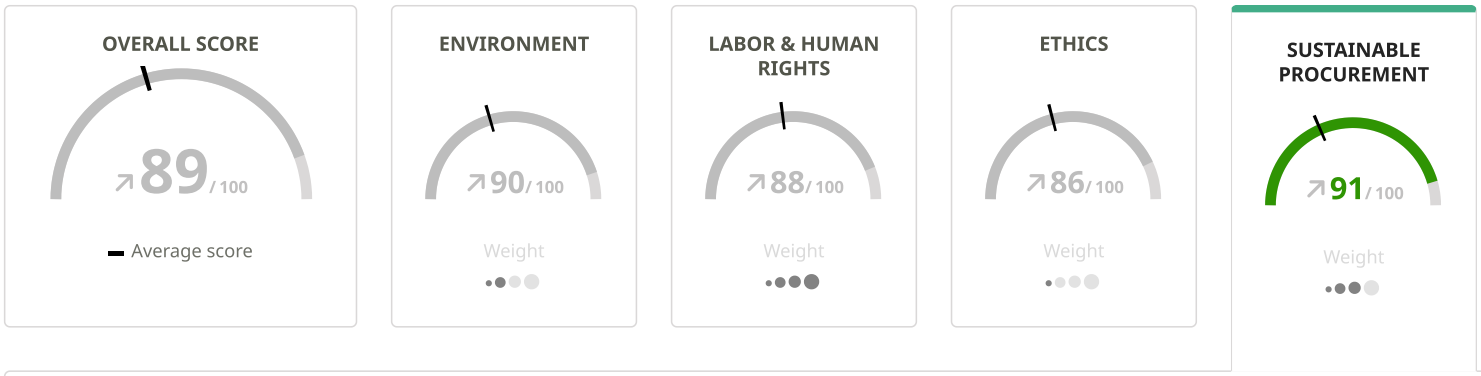
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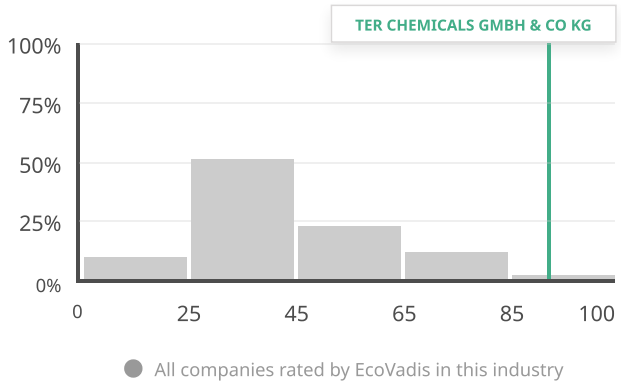
9.SUSTAINABLE PROCUREMENT

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

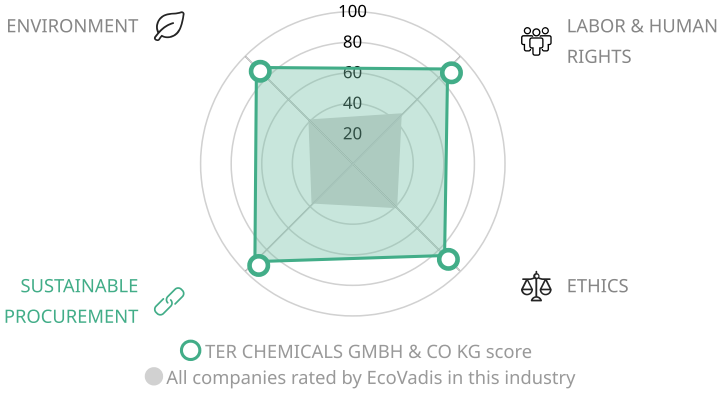
Sustainable Procurement Score Breakdown



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' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

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Sustainable Procurement

Weight ●●●●

Strengths

Policies

Sustainable procurement policy scope of application specified

Dedicated responsibility for sustainable procurement policy

Formal mechanisms to review and amend sustainable procurement policy

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, ethics and sustainable procurement. 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, both environmentally 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]).

Policy on the purchase of palm oil and palm-based products from sustainable sources

Quantitative targets set on sustainable procurement

Information

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

Guidance

Quantitative objectives or targets on sustainable procurement 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 the percentage of suppliers to be audited on sustainability issues, the percentage of suppliers signing the Supplier code of conduct, or the percentage of employees or buyers trained on sustainable purchasing. 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 buyers on sustainable purchasing issues).

Exceptional policy on sustainable procurement issues

Information

Policies are deemed exceptional when all sustainable procurement 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.

Guidance

Policies are deemed exceptional when all sustainable procurement issues are covered by qualitative and qualntitative objectives, in additional to the following elements such as allocation of responsibilities, formal review process, communication of the policy to all employees and business partners, etc.

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Actions

Worker voice surveys or grievance mechanisms for suppliers

Information

The company has provided formalized documents that demonstrate evidence of worker voice surveys or other advanced supplier monitoring practices such as second tier audits.

Guidance

There is evidence of procedures, work instructions or program implementation records to support supplier performance monitoring solution designated to obtain anonymous worker feedback as an input for buyers to verify risks. The deployment of technology enables workers to access surveys via text messages, phone calls and proprietary applications.

Supplier sustainability code of conduct in place

Information

The company has provided formalized documents that demonstrate evidence of a supplier CSR code of conduct in place.

Guidance

There is evidence of a separate supplier code of conduct document that outlines the company's expectations for their suppliers to follow in order to be socially and environmentally responsible.

Capacity building of suppliers on risks of sustainability adverse impacts

Information

The company has provided formalized documents that demonstrate capacity building of suppliers on environmental or social issues to improve their understanding of environmental and/or social issues.

Guidance

There is evidence of proactive or corrective action capacity-building training materials and/or programs to suppliers with the aim of improving their understanding of environmental and/or social issues.

On-site audits of suppliers on environmental and social issues

Information

The company has provided formalized documents that demonstrate on-site audits of suppliers on environmental or social issues.

Guidance

There is evidence of employee instructions or operational process relating to on-site audits of the company's suppliers, unannounced or announced, to identify non-conformances to the mandatory sustainability requirements.

Supplier assessment on environmental and social practices

Information

The company has provided formalized documents that demonstrate evidence of a supplier assessment (e.g. questionnaire) on environmental or social practices.

Guidance

There is evidence of a questionnaire-based review of a supplier's sustainability practices which is remote either done by a third party or directly by the supplier without verification (i.e. self-assessment).

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

Information

The company has provided formalized documents that demonstrate training of buyers on social and environmental issues within the supply chain.

Guidance

There is evidence of a training materials, programs and additional evidence of training execution such as progress reports, certifications of completion with company name. This demonstrates training of the company's procurement professionals on sustainable purchasing to ensure their understanding of social and environmental issues and their integration into the procurement function.

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Integration of social and environmental clauses into supplier contracts

Information

The company has provided formalized documents that demonstrate the integration of social or environmental clauses into supplier contracts.

Guidance

There is evidence of provisions/clauses in business contracts that cover labor practices and human rights and/or environmental issues which are not directly connected to the contract subject matter with the aim to set the expectations on sustainability.

Risk assessment of adverse sustainability impacts in the supply chain

Information

The company has provided formalized documents that demonstrate evidence of a CSR risk analysis process to identify which suppliers, products or purchasing categories expose the company to sustainability risks.

Guidance

There is evidence of a process to identify which suppliers, products or purchasing categories expose the company to sustainability risks. The result of this risk analysis demonstrates evidence of consideration whether further action should be taken on a particular supplier, product or purchasing category.

Results

Reporting in accordance with ESRS Set 1

Total gross Scope 3 upstream GHG emissions reporting value confirmed in supporting documentation

Reporting on total gross Scope 3 upstream GHG emissions

Declares using no tin, tantalum, tungsten, gold, and/or their derivatives (Not verified)

Materiality analysis in sustainability reporting

External assurance or verification of sustainability reporting

Information

The company has provided evidence of external assurance or verification of sustainability reporting by an independent third party in the documents provided.

Guidance

The company has provided valid evidence of external assurance of sustainability reporting through an independent third party such as KPMG or Deloitte (or others) which ensures the quality and credibility of the qualitative and quantitative information reported by the organization.

Company communicates progress towards the Sustainable Development Goals (SDGs)

Exceptional reporting on sustainable procurement issues

Improvement Areas

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Policies

Low	Current sustainable procurement endorsement(s) are too general. There is a lack of participation in high-impact, sector-specific initiatives that address the unique material issues of the company's industry	Corrective Action requested

Actions

Low	No supporting evidence of certification regarding the sustainable procurement theme	Corrective Action requested

Results

Low	No supporting evidence of reporting regarding palm oil	Corrective Action requested

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10. 360° WATCH FINDINGS

31 Aug 2026 | https://ditchcarbon.com/or...

Impact on Score
Neutral →
valid from 31 Aug 2026 to 30 Sep 2031

Impacted themes

DitchCarbon - TER Chemicals

TER Chemicals is a global distributor of specialty chemical products, supplying essential raw materials for the plastics, coatings, and pharmaceutical sectors. While the firm highlights its commitment to quality and sustainable solutions, its environmental metrics show room for progress. TER Chemicals currently holds a DitchCarbon score of 3, which is 26 points below the average for its sector. This rating places the company's performance lower than 18% of its industry competitors.

16 Jul 2026 |

Impact on Score
Neutral →
valid from 12 Aug 2026 to 16 Jul 2031

No records found for this company on Compliance Database

Environment | Labor & Human Rights | Ethics | Sustainable Procurement

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

EcoVadis is connected to the following international sources:

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

11. SPECIFIC COMMENTS

Additional comments from our analysts pertaining to the assessment.

Specific comments

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

12. CONTACT US

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

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APPENDIX:

INDUSTRY RISK PROFILE

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

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

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

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CRITERIA ACTIVATION BY THEME:

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

Environment

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

Labor & Human Rights

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

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Ethics

Medium	Corruption
Non-activated	Anticompetitive Practices
Medium	Responsible Information Management

Sustainable Procurement

High	Supplier Environmental Practices
High	Supplier Social Practices

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KEY SUSTAINABILITY ISSUES

Find qualitative explanations of the key sustainability issues and risk associated with Wholesale of waste, chemicals, fertilizers and agrochemical products, and other products n.e.c.

Environment

Importance	Sustainability issue
Medium	Energy consumption & GHGs

Definition

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

Industry issues

For wholesale companies, energy consumption and greenhouse gas emissions come primarily from electricity and fuel use for warehouses and offices and from the transportation of goods[1]. In the US, lighting in warehouses accounts for 60% of total electricity usage while heating accounts for 84% of natural gas usage[2]. The total cost of energy use typically accounts for 15% of a warehouse's operating budget[2], with the largest energy cost being lighting at 41%[3]. Since the recent implementation of energy legislation in many states and countries[4][5][6], there are regulations in place that mandate companies to reduce their greenhouse gas emissions within a certain time frame, as well as sizeable incentives and tax rebates that go towards companies that are able to cut down on energy use. Energy consumption and the consequent greenhouse gas (GHG) emissions from transportation are increasingly crucial CSR issues for companies in this category. Transport emissions in the US made up 27% of total GHG emissions in the country in 2013[7]. These emissions have increased by 16% since 1990 and continue to rise at an alarming rate[7]. Similarly in the United Kingdom, road transport makes up 27% of energy consumed, contributing a large proportion of total GHG emissions[8]. This has resulted in increasing scrutiny on transportation, particularly as public awareness of climate change continues to develop. Furthermore, the likelihood of government regulations limiting energy consumption and GHG emissions is growing, posing substantial risk for companies that don't address the problem proactively. The European Commission passed legislation in 2014 addressing GHG emissions from trucks and other high occupancy vehicles[9]. There is similar legislation in the US and other countries, and governments are likely to strengthen these laws in the coming years. There are a myriad of changes, from small and low-hurdle to more extensive, which companies can implement to bring down energy consumption and greenhouse gas emissions. In warehouses and offices, lighting fixtures can be replaced with, for example, linear fluorescent or pulse start metal halide lamps, and heating and cooling systems upgraded to high efficiency models[10]. For more drastic improvements, buildings can be retrofitted to incorporate sustainable design, making use of natural lighting and other elements to reduce the need for energy use[11]. To cut down fuel-use in transportation operations and the associated greenhouse gas emissions, fuel efficient or even electric vehicles can make a significant difference. More radically, the mode of transport and/or route can be optimized in order to maximize efficiency. For example, goods previously transported by air could be shipped instead.

Non-activated	Water
Non-activated	Biodiversity

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Medium

Air Pollution

Definition

Impact from operations on local environment around company facilities: emissions of dust, noise, and odor. It also includes road congestion around the operation facilities.

Industry issues

Local pollution is often a consequence of normal day-to-day operations for many wholesale companies. Noise and traffic congestion from transporting goods are among the most common forms of local pollution for wholesalers. These can be significant issues, particularly when distribution centers or trucking routes are located near residential areas. A heavy truck can produce the same level of noise as over 30 cars, and can subsequently constitute a threat to health as well as quality of life[12]. Failure to address these issues can lead to negative relationships with local stakeholders. For wholesalers handling hazardous goods there are also other risks to address, primarily the danger of a toxic spill. In the United States alone there are around 30,000 chemical and other hazardous spill incidents a year[13]. Legal issues, community anger, and damaging media attention are all potential consequences of a hazardous material accident. Carefully selecting trucking routes to reduce congestion around company sites and avoid areas that are sensitive to noise can help reduce local pollution impacts from transport. Utilizing quieter braking systems in trucks and instructing drivers not to use horns unless absolutely necessary are also viable ways to reduce noise. For wholesale companies dealing with hazardous products, stringent procedures for handling these goods should be put in place to avoid the potentially disastrous impacts of a spill. These procedures should cover packaging, labelling, storage, transportation, and loading and unloading. Employees should be regularly trained on these processes and on emergency preparedness measures to ensure consistent safety and readiness in case of an accident.

High

Materials, Chemicals & Waste

Definition

Management of raw materials, chemicals, non-hazardous and hazardous waste generated from operations.

Industry issues

This criteria is particularly important for companies involved in the wholesale of chemicals and other potentially hazardous goods. There are a number of laws that companies in this sector must take into account. For example in France and other European nations the European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR) lays out regulations for the transportation of hazardous goods between countries. Similarly, the REACH requirements concern chemicals produced in, and coming into, the European Union. Wholesale companies dealing with hazardous goods must navigate the various laws and requirements in order to avoid fines and other serious sanctions. Successfully navigating these regulations must start with formal, company-wide procedures for handling, storing, and transporting hazardous goods. These procedures should leave every employee clear on their individual responsibilities. Regular awareness and training programs are also suggested. Chemical wholesalers must be aware of the risks of mixing different chemicals, which can cause harmful air emissions, such as volatile organic carbons, and even explosions. Again, clear procedures should be implemented to reduce the likelihood of an accident.

Non-activated

Product Use

Non-activated

Product End-of-Life

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Medium

Customer Health & Safety

Definition

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

Industry issues

Any companies that supply products need to make sure the products are safe. The heaviest responsibility of product safety falls on manufacturers, but in many countries importers and distributors also have significant legal responsibilities with regard to the products they supply. The impacts of unsafe products can affect both direct customers of wholesalers (such as chemical manufacturers) during product use, or the end-consumer over the life of the product, and thus is a critical concern for companies in this category. When distributing materials, it is important for companies to ensure that the products they are selling conform to relevant regulations regarding dangerous chemicals and substances. The consequences of failing to meet safety responsibilities include legal action with possible fines or even criminal charges. Companies can also be sued by anyone who has been injured as a result of using their products. Wholesale businesses, even though they did not manufacture the products, can be held jointly liable by consumers and governments if a product causes harm. Additionally, in many countries governments have the authority to pursue recalls and to ban products that expose consumers to risks or death, which can cause major financial impacts for businesses, damage of reputation, and disruption of operations. To avoid facing legal trouble, wholesalers can take an active approach to preventing safety problems with the products they distribute. Wholesalers must be aware of the materials they are distributing and have control and monitoring systems in place regarding toxic or harmful substances in products. They also have a responsibility to warn consumers about potential risks of using the product by providing information to help consumers understand the risks. To further reduce liability with regard to product safety, companies can implement formal procedures to quickly address product safety incidents, such as formal product call back processes.

Medium

Environmental Services & Advocacy

Definition

Services or alternative solutions offered to enable customers to diagnose and mitigate their environmental impacts, including issues related to climate change, biodiversity loss, pollution, water consumption, and other environmental topics.

Industry issues

Companies in the wholesale of waste, chemicals, fertilizers, agrochemicals, and other products can provide information to consumers on how they can mitigate indirect impacts through the purchase of a certain product or service. The mitigation of impacts can be either related to the products themselves, or to the products' life cycle. Through the proper communication tools, consumers can be adequately informed and given the opportunity to actively choose to mitigate their impacts through their purchasing decisions. Providing detailed information about the environmental and social issues associated with products is a crucial step in enabling sustainable consumption. Awareness programs can take many forms, from the inclusion of booklets to meetings and information seminars with buyers. Additionally, to empower buyers to make sustainable purchasing decisions, qualifying products can be branded with eco-labels.

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Labor & Human Rights

Importance	Sustainability issue
High	Employee Health & Safety

Definition

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

Industry issues

Workers in this wholesale category can be exposed to a wide variety of health and safety hazards, depending on their specific role and work environment. Drivers, vulnerable road safety threats, are amongst the most at risk. There are around 500,000 trucking accidents every year in the US alone[14]. In the EU, approximately 4,000 people die annually in accidents involving heavy goods vehicles[15]. Warehouse workers are also exposed to various threats, including injury from lifting, falling objects, and forklifts and other machinery related accidents[16]. Companies engaged in the wholesale of hazardous goods need to take special precautions to protect their employees working with or near these products. Contact with toxic substances, for example through chemical spills or the inhalation of toxic fumes, must be avoided. As well as being an ethical matter, addressing health and safety also makes good business sense. Employees who feel safe at work have higher job satisfaction and productivity rates than those who do not[17]. Decreased time off due to injury and illness are also benefits of a robust health and safety management system[17]. Companies must take proactive precautions to ensure the safety of their workers in order to foster a safe, productive, and liability free work environment. Routine risk assessments are a good first step as they enable the identification and assessment of hazards. Providing personal protective equipment (PPE) and training on health and safety best practices for relevant workers are important further preventative measures. Truck and forklift drivers should receive special training to deal with the particular risks that they face, as should employees handling hazardous materials. For chemical wholesalers, safety data sheets and formalized storage and transport procedures should be used to reduce the risks to workers. For a robust health and safety management system wholesale companies can be certified as OHSAS 18001 compliant. As well as ensuring a safe working environment, having this certification reassures employees and external stakeholders that the company operates a responsible working environment that is compliant with regulatory requirements.

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Medium

Working Conditions

Definition

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

Industry issues

According to a 2010 European Union survey, 18% of workers in the EU are not satisfied with their work-life balance[18]. In France, a 2003 study showed that 23.7% of wholesale and retail workers reported working beyond their official work hours[19]. A similar survey in Sweden in 2009 found that 37% of employees in this sector had to cut down on lunch breaks, work overtime, and/or bring work home at least once a week[19]. Long working hours have been associated with high levels of work intensity[18], compounding employee stress and leading to lower overall job satisfaction and productivity. These statistics demonstrate a real risk and missed opportunity for companies in the wholesale sector. There is evidence that workers with inadequate work-life balance and working conditions tend to be less productive[20] and often quit their jobs earlier, resulting in higher turnover[19]. Furthermore, workers who are fatigued, from lack of sleep or time off, are not only unmotivated, they may also place themselves and coworkers at higher risk of work-related accidents[21]. This especially pertains to drivers, machinery operators, and warehouse workers doing heavy lifting, which are common activities in the wholesale sector. There are also legal considerations as companies that lag behind laws face financial impacts through government fines and lawsuits[22][23]. Even those companies that meet the legal minimums can face employee strikes and denunciation by non-governmental organizations or labor groups and face reputational damage and disruptions. In order to avoid the negative impacts of a dissatisfied and unproductive workforce, companies should think specifically in terms of remuneration, time off, and the social benefits they provide to their employees. A happy workforce can provide many financial and operational benefits to businesses, including talent attraction and retention, building diversity in skills and personnel, reducing sickness and absenteeism, and decreasing employee stress and burnout[24]. Recommendations for employers in this sector include being familiar with local and national labor laws on minimum wage and overtime pay and maintaining time records of employees[22], as well as providing flexible working arrangements, maternity and paternity leave, and employee assistance programs[24]. Companies can also take a more proactive approach by establishing frequent communication between management and employees regarding working conditions[19].

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Medium

Social Dialogue

Definition

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

Industry issues

Social dialogue with work councils and labor unions is an effective tool to assist companies in identifying human capital management needs, including in areas such as wages, benefits and skills development training. A vast majority of ITUC's 2014 respondents believe that workplaces with unions provide better wages, work conditions and safety, evidence of the impact that advanced social dialogue has in reinforcing human capital management strategies[25] (see Working Conditions and Career Management). Numerous factors influence the level of social dialogue with workers representatives, including national laws that outlaw labor unions, and employee apathy caused by the declining impact of unions to serve worker interests. From an internal management perspective, the challenges associated with managing social dialogue in global operations is exacerbated by the disparity in union membership across the world, currently 6.7% in the US[26], 30-35% in China[27], and over 60% in the Nordic countries[26]. According to the 2014 ITUC survey, a vast majority of respondents disapprove of their working conditions, including the wages, benefits and job security-a figure that provides tremendous opportunities for companies by implementing effective dialogue in countries that clearly lack such engagements[25]. Given the importance of social dialogue in helping establish policies and procedures that promote both employer and employee interests, companies should work to promote collective bargaining. Collaboration with work councils, labor unions or worker representatives can be leveraged to address working conditions, remuneration, skills development and occupational health and safety needs. In countries where union membership is not permitted, or are insignificant due to low member rates, companies should establish alternative modes of social dialogue that promote worker interests.

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Medium

Career Management & Training

Definition

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

Industry issues

In addition to fair pay, social benefits and safe and stimulating working conditions, companies can include occupational skills development in their human capital management strategies. Many positions in the wholesale sector require skills in areas including sales, customer service, staff supervision, training, and back office work. At higher levels and in larger organizations, wholesale companies are dependent on professional skills such as accountancy, information technology, finance and human resource management, supply chain management and modelling, category management and data mining[28]. Over the last decade, trends in efficient supply management, including the proliferation of new technologies, have led to a need for a highly skilled and innovative workforce[28]. Additionally, workers increasingly expect occupational skills development in order to stay up-to-date on technological developments, ultimately ensuring they remain competitive. These reciprocal benefits ultimately reduce employee turnover costs, evidenced by one HBR report that finds that workers are 125% less likely to change jobs due to burnout when these needs are met[29]. To take advantage of the benefits provided by a skilled workforce, wholesale companies can develop and implement occupational training and development programs across all operations. Ongoing employee evaluations accompanied by continuous feedback can be deployed to identify skills that enable companies to place employees in positions that reflect their skill levels, allowing for promotions as skill levels increase. Lastly, companies can ensure that, when necessary, workers required to perform redundant tasks are helped to access other functional areas through training. Occupational skills development programs can benefit companies across all functional areas, and can therefore be embedded throughout all operations.

Non-activated

Child Labor, Forced Labor & Human Trafficking

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Medium

Discrimination and Harassment

Definition

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

Industry issues

Discrimination is a key issue in organizations worldwide. The risk of discrimination is especially high for low-skilled employees, older and migrant workers, women, and other vulnerable groups [30]. Research shows that women's wages globally are on average 70–90% of men's, while gay employees earn 3–30% less than their non-gay counterparts [30]. In a 2009 EU survey, 58% of respondents considered age discrimination to be widespread in their country [31]. Discrimination can take many forms, both direct and indirect. It may occur in recruitment, promotion, termination, compensation, training and development, or in ensuring workplace accessibility for employees with disabilities, among other areas [30][32]. Workplace discrimination can result in a poor work culture, a demoralized workforce, reduced job performance and productivity, and damage to organizational reputation [32]. In addition, many countries have laws against workplace discrimination, and violations of these laws can expose companies to costly lawsuits [33]. By contrast, diversity provides multiple benefits to companies through the wide range of experiences, perspectives, and cultural understanding employees bring to the workplace [33]. Diversity has been identified as a key driver of innovation and is crucial for companies aiming to attract and retain top talent [32]. Other business advantages include higher productivity, sharper market focus, stronger reputation, and reduced vulnerability to legal challenges [34]. To minimize the risks of discrimination and capture the benefits of an inclusive workforce, wholesale companies should implement clear zero-tolerance policies on discrimination and establish procedures to enforce them [34]. Proactive measures include training employees and managers on discrimination and harassment issues and reviewing labor policies and practices to identify potential risks. Employees should also have access to confidential grievance procedures to report violations without fear of retaliation.

Non-activated

External Stakeholder Human Rights

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Ethics

Importance	Sustainability issue
Medium	Corruption

Definition

Abuse of entrusted power in the workplace for private gain, taking the form of bribery, conflict of interest, fraud and/or money laundering.

Industry issues

Corruption and bribery presents a constant risk for wholesale companies. According to a recent OECD report, bribes amount to approximately 19% of total transaction value in the wholesale and retail industry[36], representing a high cost of corruption in the industry. Whether it is the risk of company employees or external parties acting unethically, organizations must proactively confront these issues in order to reduce the dangers that they pose. Legal cases or allegations of corruption that come to light can seriously damage a company's reputation and can even result in the loss of a company's social 'license to operate' in the eyes of stakeholders. Furthermore, sanctions can be extremely costly. It is important to note that these risks are especially high when it comes to dealing with government entities and employees[37]. In order to mitigate the risk of corruption and bribery, companies should develop strong formal policies that apply to all employees. Employees should also be trained on corruption and bribery issues and be required to sign a company Code of Conduct or Ethics. These formal documents are most effective when they contain detailed guidelines for what constitutes corruption and bribery violations. Finally, implementation of clear disciplinary procedures for offenders and anonymous whistleblowing channels for employees to report violations will ensure a strong reduction in risk.

Non-activated	Anticompetitive Practices

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Medium

Responsible Information Management

Definition

Securing of third-party information collected, process or stored by companies for business purposes

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[44]. 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[45]. 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.

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Sustainable Procurement

Importance	Sustainability issue
High	Supplier Environmental Practices

Definition

Integration of environmental issues in supply chain management alongside conventional procurement considerations (e.g. price, quality, reliability).

Industry issues

One of the most crucial issues for wholesale companies in this category is the environmental performance and practices of their suppliers. In order to have an effective environmental management system, companies must ensure that good practices extent into their supply chain, where many risks originate. More than three quarters of the greenhouse gas (GHG) emissions associated with many industry sectors come from their supply chains[38]. This is particularly true in this wholesale category where the manufacturing stage accounts for most of the greenhouse gas emissions[39]. Similarly, the majority of the waste and material consumption occurs at the manufacturing stage or earlier in the supply chain[40]. Companies can suffer if their suppliers have a negative environmental performance. Brand image and company reputation can be badly damaged if environmental harm further up the supply chain is revealed. There are also legal risks, either due to current legislation or the danger of being caught unprepared if new laws are enacted. For chemical wholesalers, regulations like the European Union REACH regulation (Registration, Evaluation, Authorization and Restriction of Chemicals) must be taken into consideration. Engaging with suppliers on environmental issues can have many positive results. As well as reducing the aforementioned risks, it can also help improve supplier relationships and lead to exchange of best practices. To mitigate environmental risk within the supply chain, wholesalers can implement policies, processes and incentives to ensure that environmental regulations are complied with and environmental performance is improved. Companies can help ensure that their suppliers are acting in an environmentally responsible way by including environmental criteria in supplier codes of conduct and contracts, by monitoring or auditing their performance, or having them complete questionnaires. Chemical wholesalers should do formal assessments of supplier's progress with regards to REACH requirements.

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High

Supplier Social Practices

Definition

Integration of labor and human rights issues (e.g. working hours, wages) in supply chain management alongside conventional procurement considerations (e.g. price, quality, reliability).

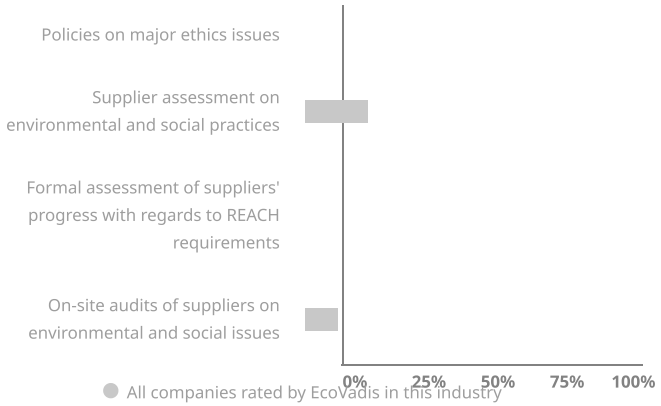
Industry issues

Wholesalers must be fully aware of how social issues in their supply chain can affect their own business. As many examples have demonstrated in recent years, supplier's maltreatment of employees can damage a company's reputation to a considerable extent[1]. Reputational damage can occur even if the company concerned is unaware of the issues or events unfolding in its supply chain. It is also important for companies to ensure that suppliers are acting socially responsible in order to mitigate the risk of supply disruptions[41]. Worker strikes, legal proceedings, and other disruptions can prevent a company from accessing critical products or resources[42]. Suppliers with substandard social practices are also vulnerable to strengthening regulations creating the risk of future liability and disruptions. There is a likelihood that some waste, chemical, fertilizer, agrochemical, or other products will be sourced from various manufacturers present in identified high-risk countries. Sourcing from risk countries compounds the risk of suppliers operating unsafe work environments, using forced or child labor, discriminating against vulnerable groups, or abusing basic human rights[43]. Companies should be proactive in mitigating these risks by selecting suppliers and partners that have at least standard social measures in place, especially regarding health and safety conditions. Wholesalers in the industry can mitigate risks by confirming supplier compliance with basic labor and human rights requirements through CSR assessments or audits. If there are any violations of social issues found within the supply chain, companies can implement processes to provide capacity-building to suppliers such as specific trainings on human rights and conflict minerals.

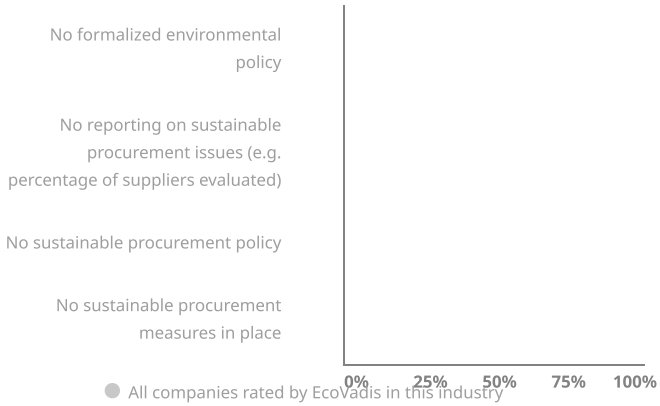
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Key industry Strengths



Key industry Improvement Areas



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Sustainability KPIs Overview

KPI	All companies rated by EcoVadis in this industry
Audit or assessment of suppliers on CSR issues	40%
Carbon disclosure project (CDP) respondent	10%
Global Compact Signatory	14%
Grievance mechanism or whistleblowing procedure in place	60%
ISO 14001 certified (at least one operational site)	39%
ISO 45001 certification or equivalent (at least one operational site)	26%
Policy on sustainable procurement issues	47%
Reporting on energy consumption & GHGs	59%
Reporting on health & safety indicators	44%

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Main Regulations and Initiatives

Agreement ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road)

http://www.unece.org/trans/danger/publi/adr/adr_e.html

Regulatory

The agreement, adopted under the auspices of the United Nations Economic Commission for Europe,

Environment

Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal

http://www.basel.int/index.html

Regulatory

The Basel Convention, which came into force in 1992, is the most comprehensive global environmental agreement on hazardous and other wastes. The Convention has 172 Parties and aims to protect human health and the environment against the adverse effects resulting from the generation, management, transboundary movements and disposal of hazardous and other wastes.

Environment

EU directive on batteries and accumulators and waste batteries and accumulators

http://ec.europa.eu/environment/waste/batteries/index.htm

Regulatory

The directive, which cames into force in September 2008 aims at minimising the negative impacts of batteries and accumulators on the environment and also harmonising requirements for the smooth functioning of the internal market. It introduces measures to prohibit the marketing of some batteries containing hazardous substances such as mercury or cadmium and establishes rules for the collection, recycling, treatment and disposal of batteries and accumulators.

Environment

EU directive WEEE (waste electrical and electronic equipment)

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

Regulatory

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

Sustainable Procurement

Standard ISO 14000 (International Standard Organisation)

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

The ISO 14000 family addresses various aspects of environmental management

Environment

Universal Declaration of Human Rights

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

Regulatory

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

Labor & Human Rights

International Labor Organization's Fundamental Conventions

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

Regulatory

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

Labor & Human Rights

Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

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

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

Labor & Human Rights

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Foreign Corrupt Practices Act of 1977

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

Regulatory

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

Ethics

United Nations Global Compact (10 principles)

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

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

All themes

Standard Global Reporting Initiative's (GRI)

http://www.globalreporting.org/Home

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

All themes

Carbon disclosure project

https://www.cdp.net

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

Environment

United Nations Convention against Corruption (UNCAC)

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

Regulatory

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

Ethics

OECD guidelines for multinational enterprises

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

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

All themes

Standard ISO 26000 (International Standard Organisation)

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

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

All themes

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