





Warning: this export lists all possible questions, while the online version is dynamic and the choice of questions depends on your previous answers. Therefore, **some of the questions you see on the pdf won't appear in the online questionnaire. For this reason we recommend only answering the questionnaire online.** N.B. This is not a self-assessment questionnaire (SAQ), it is used as a tool by EcoVadis to also collect supporting documents in order to perform the assessment of your company CSR performance. Answers to the questionnaire alone are not sufficient to determine the company performance.

## General

In this survey you will be asked questions on 4 separate themes which cover different Corporate Social Responsibility (CSR) issues. The objective is to evaluate the CSR management systems put in place by your company using your answers and supporting documentation. Each theme is analyzed according to 3 key indicators: your policies, your actions and finally, results. After analysis of your responses & supporting documentation, we summarize our findings into an overall as well as theme based scores, and a set of strengths & weaknesses.







GEN300 : Does your company endorse (signed or public adherence) publicly one or more of the following international or industry sector initiatives, set of principles, charters, frameworks?

- GRI 
- Global Compact (signatory) 
- Sector specific code of conduct (please specify) \* 
- Others (please specify) \* 
- No
- Do not know

GEN320 : Is there one person in your organization officially responsible for the following issues?

- No person responsible for environmental issues
- No person responsible for environmental issues, but management committee instead
- There are people responsible for environmental issues (please specify name and title) \*
- Do not know if there are people responsible for environmental issues
- No person responsible for labor practices and human rights issues
- No person responsible for labor practices and human right issues, but management committee instead
- There are people responsible for labor practices and human rights issues (please specify name and title) \*
- Do not know if there are people responsible for labor practices and human rights issues


\* GEN400 : On which of the following topic(s) has your company formalized reporting/KPIs?

- No report -\*
- Environment and Customer safety 
- Labor Practices 
- Human Rights 
- Fair Business Practices (e.g. corruption issues) 
- Sustainable Procurement 
- Others (please specify) \* 

\* GEN5001 : Have some of your company's locations undergone an on-site audit, specifically related to CSR issues (e.g. Environment, Labor & Human Rights, Business Ethics)?

On-site audit(s) performed by independent 3rd party (excluding certification audits and regulatory audits) 

No on-site audits relating to CSR issues performed











Others (please specify) \* 

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# Environment

All companies leave some environmental impact, be it using electricity to run an office or contributing to deforestation for grazing land. This section is concerned with the environmental issues your company is confronted by and how you mitigate them. It is important for companies to take responsibility for the environmental impacts their operations may have (e.g. energy consumption during manufacturing, use of energy in the office, chemical use), but also for the products or services they market (e.g. impacts from product use, such as energy efficiency of an electronic product or end-of-life issues, such as recycling the product).








\* ENV100 : Does your company have a formalized environmental policy? (for suppliers environmental issues, see section SUSTAINABLE PROCUREMENT)

- No Policies -\*
- Energy Consumption and Greenhouse gases 
- Water 
- Biodiversity 
- Local Pollution 
- Materials, Chemicals and Waste 
- Environmental impacts from use of products 
- Environmental impacts from Products End-of-Life (e.g. recycling of products) 
- Customer Health and Safety 
- Promotion of Sustainable Consumption 
- Topics other than those mentioned above (please specify) \* 







ENV310 : What actions are in place regarding the reduction of energy consumption and the emissions of GHG?

- Reduction of energy consumption through employees awareness programs 
- Purchasing of renewable energy through the electrical grid 
- Production of renewable energy (e.g. solar, wind, biomass) 
- Reduction energy consumption through efficient equipments (please specify) \* 
- Innovative technologies implemented to reduce emissions of GHGs (e.g. carbon capture and storage) 
- Process optimization to reduce emissions of GHGs 
- Monitoring of direct or indirect GHG emissions (please specify) \* 
- Company wide measures to optimize transports or reduce CO2 emissions from transport (e.g. transfer volumes from road to rail) 
- Measures for Green IT (e.g. efficiency of data centers or office hardware, virtualization, data life cycle management, video conferencing etc.) 
- Official program of offsetting of CO2 emissions (e.g. Carbon neutral program) 
- Company sponsoring of research project on climate change \* 
- Energy audit or carbon assessment performed 
- Others (please specify) \* 
- No specific mechanisms in place -\*
- Do not know




ENV320 : What actions are in place regarding water management?

- Reduction of water consumption through employees awareness program or innovative work practices 
- Reduction of water consumption through innovative equipments or technologies 
- Infrastructures implemented to enable significant recycling of water 
- Measures implemented to reduce pollutants rejected into water (please specify) \* 
- Removal of hazardous compounds from waste water streams (if applicable) 
- Steps to detect and eliminate any groundwater contamination 
- Others (please specify) \* 
- No specific mechanisms in place -\*










ENV345 : What specific mechanisms are in place to ensure effective implementation of your company's local pollution policy during operations?

- Response procedure in place for emergencies (e.g. oil spill) 
- Regular soil testing to check soil contamination of heavy metals (e.g. lead, arsenic, mercury, selenium, cadmium) 
- Measures in place to control or minimize odor generated from operation (if applicable) 
- Measures to reduce noise level (e.g. fleet, manufacturing sites) (please specify) \* 
- Measures to avoid emissions of dust/particles (if applicable) (please specify) \* 
- Others (please specify) \* 
- No specific mechanisms in place -\*





ENV376 : What specific mechanisms are in place to ensure effective implementation of your company's product end of life policy?

- Products designed for easy recyclability 
- Company specific take back programs, or facilities for collection of equipment (e.g. free collection infrastructure) 
- Others (please specify) \* 
- No specific mechanisms in place -\*
- Do not know





ENV408 : What specific mechanisms are in place to ensure effective implementation of your company's Materials, Chemicals and Waste policy?

- Company wide work processes for labeling, storing, handling and transporting hazardous goods 
- Reduction of the use of petroleum-based raw materials (if applicable) 
- Use of water-soluble and biodegradable lubricants 
- Use of natural materials or recovered materials (please specify) \* 
- Formal timeline defined to reduce consumption of hazardous substances 
- Formal timeline defined to eliminate the use of PVC (if applicable) 
- Work process or innovative technologies implemented to reduce, recycle or reuse waste 
- Work process or innovative technologies implemented to treat waste or facilitate clean disposal 
- Others (please specify) \* 
- No specific mechanisms in place -\*
- Do not know


CP325 : What specific mechanisms are in place to ensure effective implementation of your company's customer health and safety policy?

- Information on health & safety issues associated with products (e.g. allergic reactions) 
- Mechanisms to limit level of VOC emissions of products (if applicable) (please specify) \* 
- Products that do not require any harsh chemicals for cleaning 
- Others (please specify) \* 
- No specific mechanisms in place -\*
- Do not know

\* ENV5001 : Please identify the coverage (in %) of your company's actions throughout all company operations on one or more of the following items:

- % of the total workforce across all locations who received training (internally or externally) on environmental issues (please specify) \* 
- % of all operational sites for which an environmental risk assessment has been conducted (please specify) \* 
- % of all operational sites for which a formal environmental management system (EMS) has been implemented (please specify) \* 
- Other indicator on the % of the deployment of environmental actions throughout all company operations (please specify) \* 
- No environmental actions in place
- Do not know

\* ENV6001 : Is your company a respondent to the Investor or Supply Chain Carbon Disclosure Project, and do you authorize EcoVadis to integrate the answers you provided to the CDP in its CSR assessment?

- Yes 
- No, my company is a respondent to the CDP but our answers are private
- No, my company is not a respondent to the CDP
- Do not know

ENV639 : Water recycling or/ and reuse rate (%)? (year n-1, process only) (total water recycled or/ and reused as a percentage of total water consumed)

- 0 %
- 1 - 20 %
- 21 - 40 %
- 41 - 60 %
- 61 - 80 %
- 81 - 100 %
- Not applicable
- Not monitored
- Do not know

ENV647 : Does your company offer a line of eco-friendly or ethical products?

- Yes (please specify) \*
- No
- Do not know

ENV675 : Weight of NOx, SOx, VOC, and other significant air emissions (year n-1)

- NOx (please specify) \*
  - SOx (please specify) \*
  - VOC (please specify) \*
  - Particulate matters (PM10) (please specify) \*
  - Others (please specify) \*
  - Do not know
  - Not monitored -\*-
  - Not applicable -\*-
- 




ENV678 : Percentage of items with an indoor air quality label? (year -1)

- 0 %
  - 1 - 5 %
  - 6 - 10 %
  - 11 - 20 %
  - 21 - 50 %
  - Above 50%
  - Not Applicable
  - Not Monitored
  - Do not know
- 

ENV679 : Percentage of PVC free products in catalogue? (year n-1)

- 0 %
  - 1 - 5 %
  - 6 - 10 %
  - 11 - 20 %
  - 21 - 50 %
  - Above 50%
  - Not Applicable
  - Not Monitored
  - Do not know
- 

ENV7101 : Has your company environmental management system obtained any certifications?

- ISO 14001 
  - EMAS 
  - Others (please specify) \* 
  - No
  - Do not know
-









ENV800 : General comments regarding the environment (Please note: Weblinks and references to documents must be uploaded as supporting documentation in the "Document Library" section):

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# Labor practices and human rights

The criteria in this theme are divided into 2 parts: first on human resources (such as health & safety, working conditions, structured social dialog, career management & training) and secondly on human rights issues (such as child & forced labor and discrimination).

\* LAB100 : Does your company have a policy regarding labor practices or human rights issues ?

- No policies -\*
- Employees health and safety (e.g. management of employees health and safety issues) 
- Working Conditions (e.g. wages & working benefits, working hours, exchange of information and participations on working conditions) 
- Labor Relations (e.g. structured relations with employee representatives / trade unions) 
- Career Management (e.g. management of recruitment, training & career development) 
- Child and Forced Labor (e.g. engagements or measures taken to prevent or eradicate child or forced labor) 
- Discrimination & Harassment 
- External stakeholder human rights 
- Topics other than those mentioned above (please specify) \* 

\* LAB1001 : Does your company health & safety policy also cover activities carried out by your subcontractors? (e.g. at construction sites, on chartered vessels)

- Yes 
- No
- No subcontractors working on the company premises or on construction sites
- Do not know

\* LAB1003 : Who pays recruitment fees?

- Company
- Job applicant
- Company & job applicant
- Do not know



LAB310 : What actions are in place regarding employee health and safety?

- Health and safety detailed risk assessment
- Procedure in place to anticipate health & safety risks related to change of operations (e.g. start-up of new operations, change of operations)
- Provision of protective equipment to all impacted employees
- Specific procedures for handling of chemicals or hazardous substances
- Health and Safety procedures translated in major languages spoken by employees
- Formal targets to reduce occupational injury and illness
- Formal targets to reduce physically demanding work and repetitive strain injuries (RSI)
- Joint labor management health and safety committee in operation
- Active preventive measures for stress and noise
- Training of all relevant employees on health and safety risks and good working practices
- Mandatory health check up for all employees
- Training on health and safety issues for subcontractors working on premises (if applicable)
- Regular inspection or audit to ensure safety of equipment
- Others (please specify) \*
- No specific mechanisms in place -\*-

\* LAB3201 : What actions are in place regarding working conditions?

- Interactive communication session with employees regarding working conditions
- Compensation for extra or atypical working hours
- Additional leave beyond standard vacation days
- Flexible organization of work available to employees (e.g. remote work, flexi-time)
- Childcare services or allowance
- Health care coverage of employees in place
- Remuneration process (e.g. salary grid, procedure for salary advancement) communicated to employees
- Employee satisfaction survey
- Employee stock ownership plan (not restricted to executive level)
- Bonus scheme related to company performance
- Others (please specify) \*
- No specific mechanisms in place
- Do not know

LAB330 : What actions are in place regarding social dialogue?

- Employee representatives or employee representative body (e.g. works council)
- European Works Council in place
- Collective agreement on employees' health & safety
- Collective agreement on working conditions
- Collective agreement on training & career management
- Collective agreement on discrimination and/or harassment
- Collective agreement in place
- Others (please specify) \*
- No actions in place -\*-
- Do not know

LAB340 : What actions are in place regarding training and career management?

- Transparent recruitment process (communicated clearly and formally to all candidates)
- Regular assessment (at least once a year) of individual performance
- Setting of Individual development and career plan for all employees
- Official measures promoting career mobility
- Policy to give priority to internal recruitment
- Provision of skills development training
- Official measures to anticipate or reduce layoffs and associated negative impacts (e.g. financial compensation, outplacement service)
- Others (please specify) \*
- No specific mechanisms in place -\*-
- Do not know

\* LAB3601 : What actions are in place to prevent discrimination and harassment?

- Proactive measures to prevent discrimination during recruitment phase (please specify) \*
- Awareness training to prevent discrimination and/or harassment
- Provision of working conditions and infrastructure to accommodate employees with disabilities (e.g. work stations)
- Whistleblower procedure on discrimination and harassment issues
- Measures to promote wage equality in the workplace (e.g. equal pay monitoring)
- Measures to prevent discrimination
- Measures to promote a gender inclusive environment
- Measures for the integration of senior employees
- Others (please specify) \*
- Do not know
- No actions in place

\* LAB4501 : Please identify the coverage (in %) of your company's actions throughout all company operations/workforce on one or more of the following items:

- % of all operational sites for which an employee health & safety risk assessment has been conducted (please specify) \*
- % of the total workforce across all locations represented in formal joint management-worker health & safety committees \*
- % of the total workforce across all locations who are covered by formal collective agreements concerning working conditions (please specify) \*
- % of the total workforce across all locations who are covered by formally-elected employee representatives (please specify)
- % of the total workforce across all locations who received regular performance and career development reviews (please specify) \*
- % of the total workforce across all locations who received career- or skills-related training (please specify) \*
- % of the total workforce across all locations who received training on preventing discrimination and human rights violations (please specify)
- % of all operational sites that have been subject to human rights reviews or human rights impact assessments (please specify) \*
- Other indicator on the % of the deployment of labor or human rights actions throughout all company operations/workforce (please specify) \*
- No labor or human rights actions in place
- Do not know

LAB5020 : Health and safety indicators for direct workforce (year n-1)

- Number of lost time injury events (please specify) \*
  - Number of days lost due to injuries (please specify) \*
  - Total number of hours worked (please specify) \*
  - Not monitored -\*-
  - Do not know
- 

LAB5021 : Lost time injury rate for direct workforce (year n-1), please select the calculation method that best suits you.

- (total number of lost time injury events) x 100,000 / total hours worked (please specify) \*
  - (total number of lost time injury events) x 200,000 / total hours worked (please specify) \*
  - (total number of lost time injury events) x 1,000,000 / total hours worked (please specify) \*
  - Other (please specify) \*
  - Not monitored -\*-
  - Do not know
- 

LAB5031 : Lost time severity rate for direct workforce (year n-1), please select the calculation method that best suits you.

- (number of days lost due to injuries) x 1,000 / total hours worked (please specify) \*
  - (number of days lost due to injuries) x 200,000 / total hours worked (please specify) \*
  - (number of days lost due to injuries) x 1,000,000 / total hours worked (please specify) \*
  - Other (please specify) \*
  - Not monitored -\*-
  - Do not know
- 

LAB507 : Average hours of training per year per employee. (year n-1)

- Please type in \*
  - Not monitored
  - Do not know
- 


LAB560 : Percentage of women in top executive positions (e.g. steering committee, management board members)

- Please type in \*
  - Not Monitored
  - Do not know
-

LAB710 : Has your company employees health and safety management system obtained any certifications?

OHSAS 18001 

MASE 

Others (e.g. Safety Contractor Checklist, Contractors Health and Safety Assessment Scheme) (please specify) \* 

No

Do not know

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LAB800 : General comments regarding labor and human rights (Please note: Weblinks and references to documents must be uploaded as supporting documentation in the "Document Library" section):

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# Fair business practices

In this section, questions are based on 3 topics: corruption & bribery, anti-competitive practices & responsible marketing. There is increasing regulation which addresses business ethics and these regulations often have a supply chain element to them. Threats to fair business practices arise more often in risky countries and for sectors which regularly work on government contracts, but nevertheless, it is a growing expectation for the basic threats of corruption & bribery to be addressed by all companies. All will be asked on corruption and bribery, while further questions on anti-competitive practices and so on, will be asked if relevant to your sector, size and location of operations.








\* FB100 : Has your company implemented a formal policy covering any of the following topics?

- No policy -\*
- Anti-corruption and bribery 
- Conflict of interest 
- Fraud 
- Money laundering 
- Anti-competitive practices 
- Responsible marketing 
- Information security 
- Others (please specify) \* 













\* FB1101 : How has your company formalized its policies on business ethics?

- Allocation of responsibilities (e.g. Ethics Committee, Ethics Officer) 
- Signature acknowledgement of business ethics policies (e.g. Code of Ethics/Conduct) 
- Disciplinary sanctions to deal with policy violations 
- Others (please specify) \* 
- No specific mechanisms in place
- Do not know






\* FB3102 : What actions are in place to prevent corruption and bribery?

- Periodic corruption and bribery risk assessments performed 
- Awareness training performed to prevent corruption and bribery 
- Audits of control procedures (e.g. accounting, purchasing etc.) to prevent corruption and bribery 
- Whistleblower procedure for stakeholders to report corruption and bribery 
- Specific approval procedure for sensitive transactions (e.g. gifts, travel) 
- Specific procedures for retaining and using third-party intermediaries (i.e. due diligence etc.) 
- Others (please specify) \* 
- No specific mechanisms in place
- Do not know





\* FB3301 : What actions are in place regarding information security?

- Periodic information security risk assessments performed 
- Awareness training to prevent information security breaches 
- Audits of control procedures to prevent information security breaches 
- Whistleblower procedure for stakeholders to report information security concerns 
- Incident response procedure (IRP) to manage breaches of confidential information 
- Implementation of a records retention schedule 
- Waste anonymization (e.g. deletion of company' s logo) 
- Certificate of data destruction issued by the partner in charge of the destruction or recycling for all relevant waste 
- Restrictions related to the type and quantity of confidential information collected and stored 
- Measures to protect customer/client data from unauthorized access or disclosure 
- Measures to consult customers/clients on personal/confidential data 
- Others (please specify) \* 
- No specific mechanisms in place
- Do not know

\* FB4001 : Please identify the coverage (in %) of your company's actions throughout all company operations on one or more of the following items:

- % of the total workforce across all locations who received training (e.g. e-learning) on business ethics issues (please specify) \* 
- % of all operational sites for which an internal audit/risk assessment concerning business ethics issues has been conducted (please specify) \* 
- % of all operational sites with an information security management system (ISMS) certified to ISO 27000 (or other equivalent/similar standard) (please specify) \* 
- % of all operational sites with certified anti-corruption management system (please specify) \* 
- Other indicator on the % of the deployment of business ethics actions throughout all company operations (please specify) \* 
- No business ethics actions in place
- Do not know

FB450 : Has your company obtained external certifications related to business ethics issues (e.g. anti-corruption, information security)?

- ISO 27000 
- Other anti-corruption certification schemes (e.g. Ethic Intelligence, Trace, etc)(please specify) \* 
- Other information security certification schemes (e.g. Cyber Essentials etc.)(please specify) \* 
- Others (please specify) \* 
- No business ethics certification
- Do not know

FB500 : Has your company faced charges or been subject to legal proceedings related to business ethics (e.g. corruption and bribery, anti-competitive practices) in the past 5 years?

- Yes (please specify e.g. details of legal proceedings, amount of fines) \*
- No
- Do not know




FB800 : General comments regarding Fair Business Practices (Please note: Weblinks and references to documents must be uploaded as supporting documentation in the "Document Library" section):

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# Sustainable procurement

The risks your clients face on CSR issues are increasingly felt along their supply chain, which entails your own supply chain too. It is important therefore for all companies to be concerned with where their resources come from, how they are made and ultimately what the CSR management systems of their suppliers are. This section may ask you questions on the materials you buy, the services you hire, the condition of those who make components for you, and/or what you're doing to enable Sustainable Procurement within your supply chain.









\* SUP100 : Does your company have a policy regarding sustainable/responsible procurement?

- No policy -\*
- Suppliers/subcontractors and Environmental issues 
- Suppliers/subcontractors and Labor practices (Human resources, Human Rights) 
- Others (please specify) \* 

SUP300 : What actions are in place regarding sustainable/responsible procurement?

- Supplier CSR code of conduct in place 
- Detailed risk analysis per purchasing category completed 
- Company specific training of buyers on social and environmental issues within the supply chain 
- Systematic integration of specific social or environmental contract clauses 
- Regular supplier assessment on environmental or social issues 
- On-site audits of suppliers on environmental or social issues 
- Corrective actions to facilitate supplier capacity building on environmental or social issues 
- Integration of social and environmental principles into buyers performance appraisal 
- Others (please specify) \* 
- No specific mechanisms in place -\*
- Do not know

\* SUP5001 : Please identify the coverage (in %) of your company's actions throughout all company supplier base/operations on one or more of the following items:

- % of all suppliers who have signed the sustainable procurement charter/supplier code of conduct (please specify) \* 
- % of all supplier contracts that include clauses on environmental, labor, human rights, and ethical requirements (please specify) \* 
- % of all buyers across all locations who received training on sustainable procurement (please specify) \* 
- % of total procurement spend which has gone through a CSR assessment or audit (please specify) \* 
- % of total procurement spend which has gone through a CSR on-site audit (please specify) \* 
- % of all suppliers which has gone through a CSR assessment (e.g. questionnaire)(please specify) \* 
- % of all suppliers which has gone through a CSR on-site audit (please specify) \* 
- Other indicator on the % of the deployment of sustainable procurement actions throughout all company supplier base/operations (please specify) \* 
- No sustainable procurement actions in place
- Do not know



SUP614 : Sustainable materials purchased (year n-1)

- Organic cotton (please specify percentage) \*
  - Wool yarn spun with biodegradable spinning agents (please specify percentage) \*
  - Material treated with biodegradable preparation agents (please specify percentage) \*
  - Others (please specify) \*
  - Not Applicable -\*-
  - Not Monitored -\*-
  - Do not know
- 

SUP800 : General comments regarding Sustainable Procurement (Please note: Weblinks and references to documents must be uploaded as supporting documentation in the "Document Library" section):

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