



Journée Business RSE

Mettre en place concrètement une mission
d'accompagnement RSE

17 janvier 2019



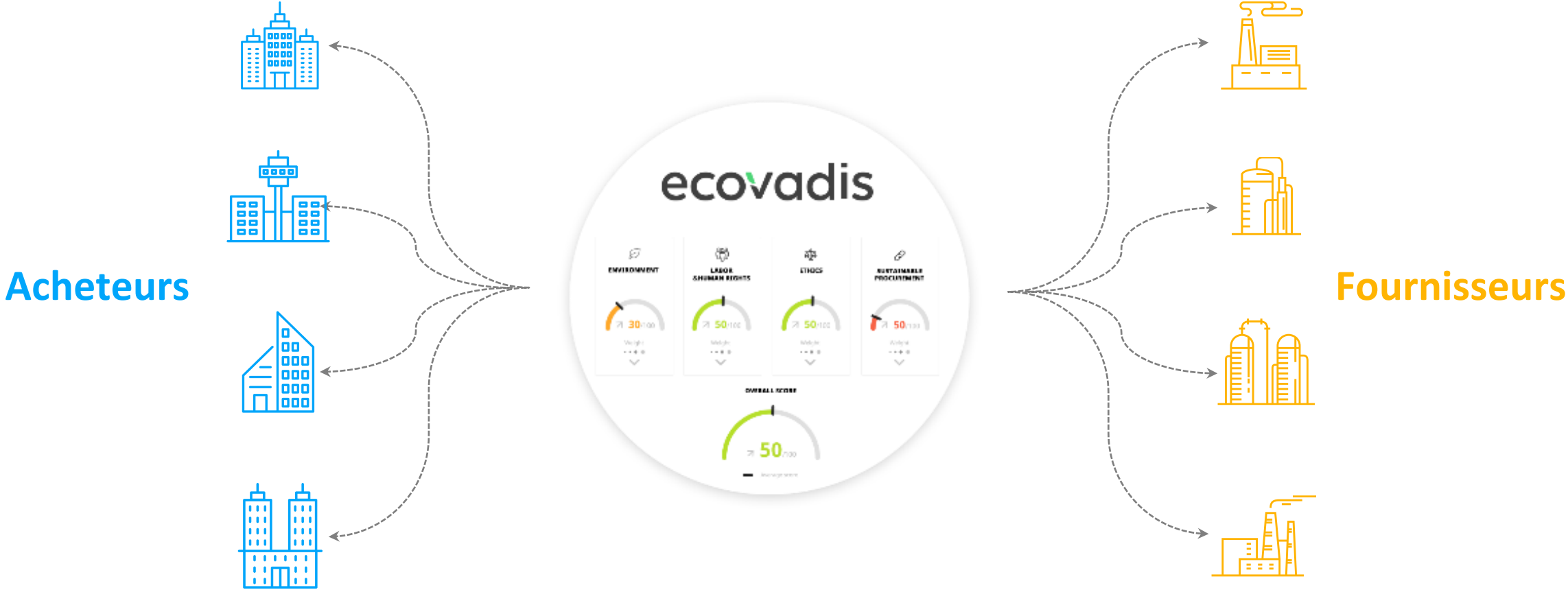
Améliorer la cotation RSE de vos clients vis-à-vis de leurs donneurs d'ordre



Delphine DURAND

- EcoVadis
- ✓ Operations manager

EcoVadis: Globale, Fiable et Comparable



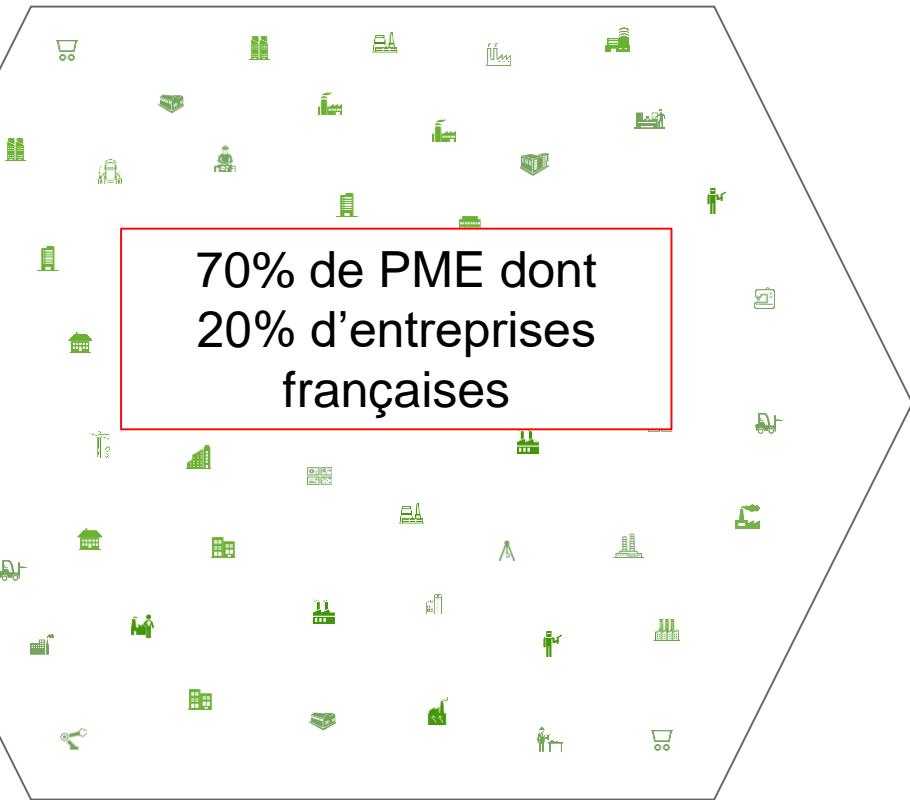
- Indicateurs fiables
- Réduire les couts & la charge administrative
- Piloter les plans d'améliorations
- Identifier les opportunités

- Comparer & améliorer sa performance
- Gagner du temps et des efforts
- Se différencier

EcoVadis : Réseau Global de Notation RSE

200 MNCs / Brands

45,000+ Suppliers

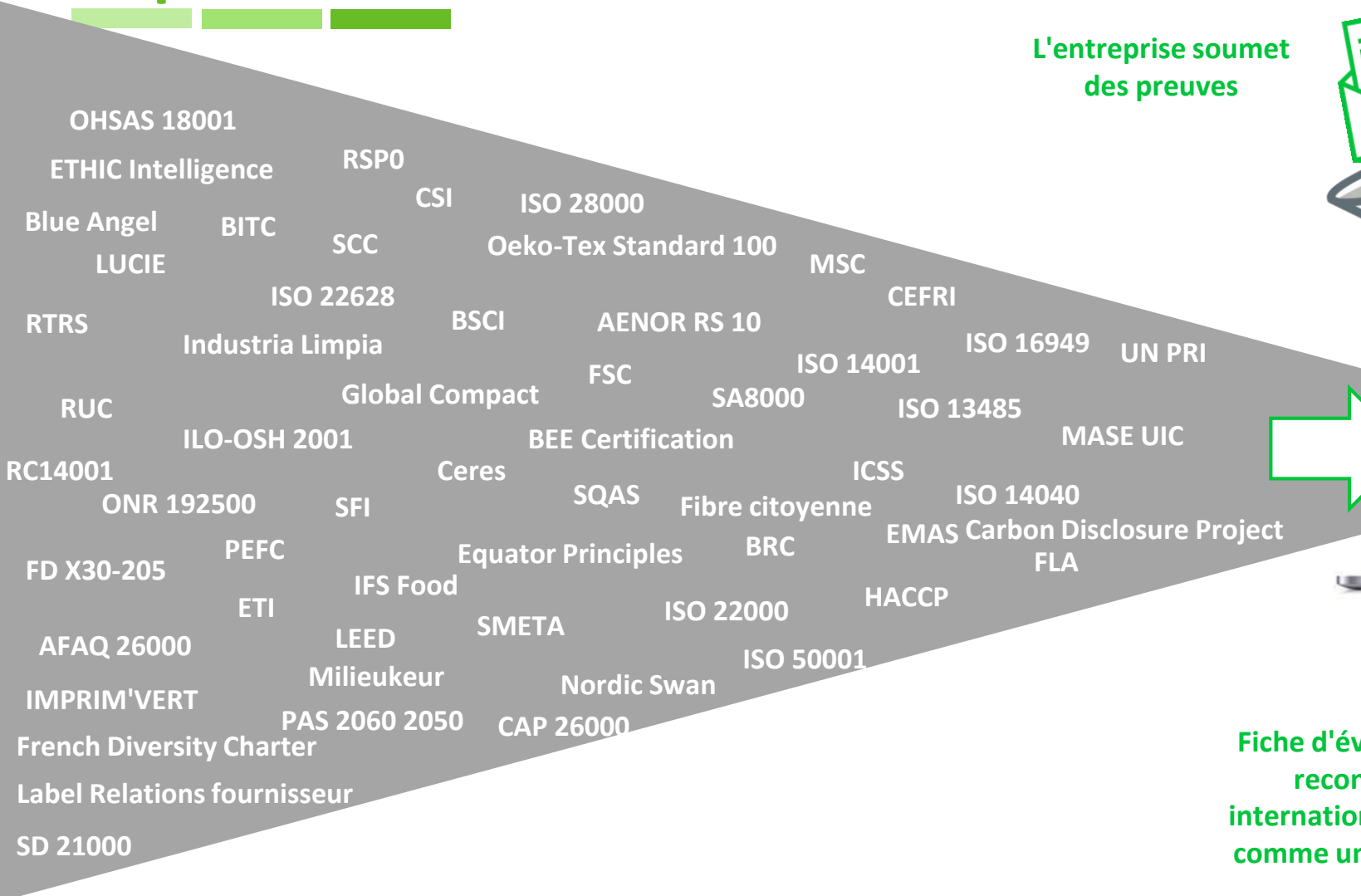


12,000 buyers • ~1Tn\$ spend

• 150 categories • 100+ countries



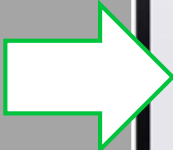
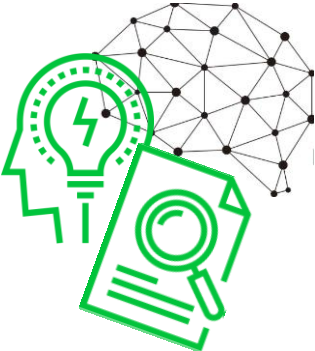
Méthodologie – Agrégation des normes de durabilité, certificats et labels pour chacun des secteurs



L'entreprise soumet des preuves



L'évaluation combine l'intelligence humaine et artificielle



Fiche d'évaluation reconnue internationalement comme une norme



Un Cercle Vertueux



Enregistrement

Inscription en ligne et
équipe support dédiée



Evaluation

Audit par 150 experts RSE
des documents collectés
Combiné à de multiples
sources de données externe
(360°)

Résultats

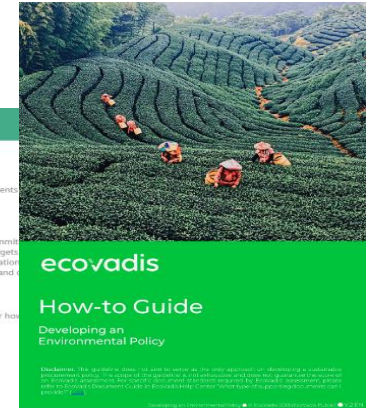
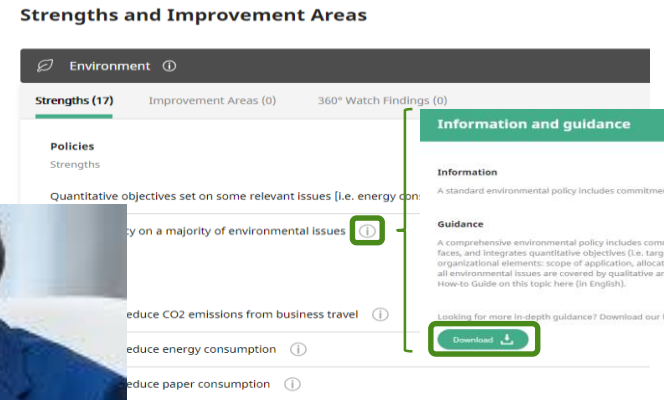
Fiche d'évaluation dynamique,
facile à utiliser disponible en
ligne.

Amélioration

Module de suivi en ligne des
plans d'action corrective à partir
des résultats de la fiche
d'évaluation

Le rôle des experts comptables dans la valorisation des pratiques

La RSE et la valorisation des pratiques est aujourd'hui un levier de différenciation important



Formaliser et valoriser les pratiques est un enjeu majeur pour les entreprises, et notamment les PME. Via leur rôle de conseil, les experts-comptables peuvent être créateurs de facteurs de différenciation et de valorisation des pratiques des entreprises.

Le processus d'évaluation

Analyse de matérialité par secteur



Countries



Size



Questionnaires

ecoVadis

Warning: This report lists all possible questions, with the online version in 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 (SAC), it is used as a tool by business to also collect supporting documents in order to perform the assessment of your company CSR performance. Answer to the questionnaire above are not sufficient to determine the company performance.

Restricted Use Only

EcoVadis Example of questionnaire, America Chemicals Council

ISIC: 201 Manufacture of basic chemicals, fertilizers and nitrogen compounds, plastics and synthetic rubber in primary forms
 Presence in a risky country: Yes
 Size: Large

General

In the 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 system put in place by your company using your answers and supporting documentation. Each theme is analysed according to 3 key indicators: your policies, your actions and finally, results. After analysis of your responses & supporting documentation, we summarize our findings and provide you with a score based on the results, and a set of strengths & weaknesses.

GENERAL: Does your company website (logged in public) address publicly one or more of the following international or industry sector initiatives, set of principles, charters, frameworks?

UN Global Compact (signature)

OECD Principles

Sector specific code of conduct (please specify) _____

Other (please specify) _____

No

Do not know

Documents justificatifs



Analyse de document et notation

Documents are categorized according to different types

The relevant content is systematically described by the document analyst for each applicable theme or criteria

Document Scope (e.g. document pertaining to parent company, regional division, local site etc.)

Management Indicator

Fiche d'évaluation

21 Critères RSE Couverts – adaptés selon les profils



ENVIRONNEMENT	SOCIAL & DROITS DE L'HOMME	ETHIQUE	ACHATS RESPONSABLES
Policies - Actions - Results			
<p>Opérations</p> <ul style="list-style-type: none"> • Energie/Gaz à effet de serre • Eau • Biodiversité • Pollution locale • Déchets <p>Produits</p> <ul style="list-style-type: none"> • Utilisation du produit • Fin de vie du produit • Sécurité des consommateurs • Sensibilisation/Promotion 	<p>Ressources Humaines</p> <ul style="list-style-type: none"> • Santé et sécurité des employés • Conditions de travail • Dialogue social • Gestion des carrières & formation <p>Droits de l'Homme</p> <ul style="list-style-type: none"> • Travail des enfants/Travail forcé • Discrimination et harcèlement • Droits de l'Homme des tiers 	<ul style="list-style-type: none"> • Corruption • Pratiques anticoncurrentielles • Gestion responsable de l'information 	<ul style="list-style-type: none"> • Pratiques environnementales des fournisseurs • Pratiques sociales des fournisseurs

Des critères activés selon les secteurs

Freight transport by road



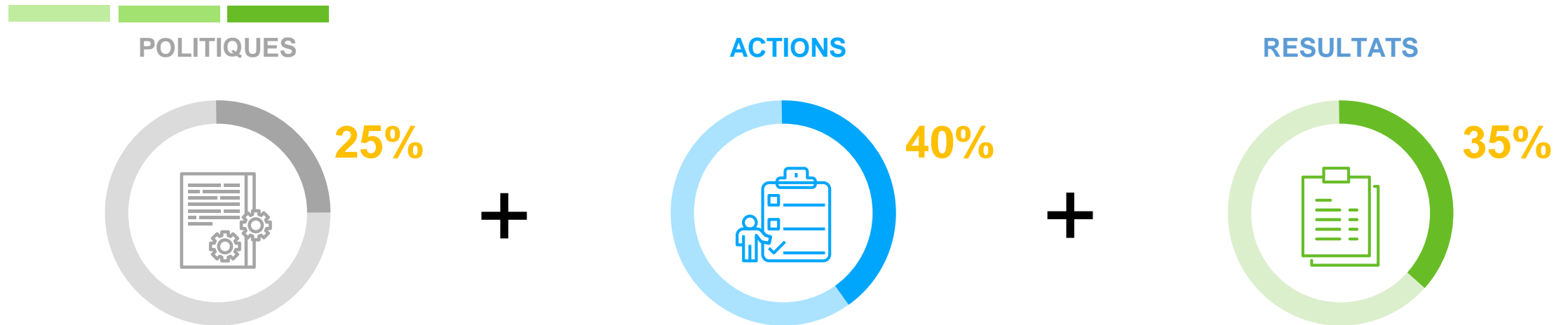
Sustainability Issues	Environment (30 %) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Energy Consumption & GHG <input type="checkbox"/> Water <input type="checkbox"/> Biodiversity <input checked="" type="checkbox"/> Local Pollutions <input checked="" type="checkbox"/> Chemicals & Waste <input type="checkbox"/> Product Use <input type="checkbox"/> Product End of Life <input type="checkbox"/> Customer Health & Safety <input type="checkbox"/> Promotion Sustainable Consumption 	Labor Practices (40 %) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Employees Health & Safety <input checked="" type="checkbox"/> Working Conditions <input checked="" type="checkbox"/> Labor Relations <input checked="" type="checkbox"/> Career Management <input type="checkbox"/> Child & Forced Labor <input checked="" type="checkbox"/> Discrimination <input checked="" type="checkbox"/> Fundamental Human Rights 	Fair Business Practices (10 %) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Corruption & Bribery <input type="checkbox"/> Anti-Competitive Practices <input type="checkbox"/> Fair & Responsible Marketing
			Suppliers (20 %) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Suppliers & Environment <input checked="" type="checkbox"/> Suppliers & Social

Consulting Services



Sustainability Issues	Environment (12.5 %) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Energy Consumption & GHG <input type="checkbox"/> Water <input type="checkbox"/> Biodiversity <input type="checkbox"/> Local Pollution <input checked="" type="checkbox"/> Materials, Chemicals & Waste <input type="checkbox"/> Product Use <input type="checkbox"/> Product End-of-Life <input type="checkbox"/> Customers Health & Safety <input checked="" type="checkbox"/> Sustainable Consumption 	Labor Practices (50 %) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Employee Health & Safety <input checked="" type="checkbox"/> Working Conditions <input checked="" type="checkbox"/> Social Dialog <input checked="" type="checkbox"/> Career Management & Training <input type="checkbox"/> Child & Forced Labor <input checked="" type="checkbox"/> Discrimination <input checked="" type="checkbox"/> Fundamental Human Rights 	Fair Business Practices (25%) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Corruption & Bribery <input checked="" type="checkbox"/> Anti-competitive Practices <input checked="" type="checkbox"/> Responsible Marketing
			Sustainable Procurement (12.5 %) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Suppliers & Environment <input checked="" type="checkbox"/> Suppliers & Social

Méthodologie : 7 Indicateurs d'Evaluation



- 1. Politiques**
Déclarations de mission, politiques, objectifs, cibles, gouvernance
- 2. Adhésion**
Adhésion à des initiatives RSE externes

- 3. Mesures**
Mesures et actions mises en place (ex: procédures, formations, équipements...)
- 4. Certifications**
Certifications et labels (ex: ISO 14001)
- 5. Couverture**
Taux de couverture de la mise en place des mesures et actions

- 6. Reporting**
Reporting sur les indicateurs clés de performance (KPIs)
- 7. Veille 360°**
Récompenses, condamnations, controverses

Méthodologie: Exemple des Sources Utilisées dans la Veille 360°

SOURCES GOUVERNEMENTALES

European Economic and Social Committee (Europe)
European Environment Agency (Europe)
Conseil de la Concurrence (France)
Competition Commission (UK)
Environmental Protection Agency (USA)
Food and Drug Administration (USA)

ORGANISATIONS INTERNATIONALES

European Court of Human Rights
Eco-Label Européen
Global Compact
International Labor Organization
United Nations Environment Program
World Bank
Extractive Industries Transparency Initiative...

SYNDICATS

Major Trade Unions in: Algeria America Latina
Argentina Australia Belgium Canada Ecuador
Europe France Germany India International
Ireland Italy Japan Mexico North America Peru
Portugal Scotland Spain Switzerland United
Kingdom USA etc.



COMPLIANCE DATABASE

Systematic screening of suppliers against compliance database (PEPs, sanctions etc.)

RESEAUX D'AFFAIRES

AccountAbility (International)
Instituto Ethos de Empresas e Responsabilidade Social (Brazil)
Business for Social Responsibility (International)
CSR Europe (International)
World Business Council for Sustainable Development (International)
Business Social Compliance Initiative (International)
Greenhouse Gas Protocol (International)
Business In The Community (UK)

ONG

China Labor Watch (China)
Human Rights In China (China)
Greenpeace (International)
Oxfam (International)
WWF (International)
Movimento Difesa del Cittadino (Italy)
Friends of the Earth Middle East (Middle East)
Milieudefensie (Netherlands)
Silicon Valley Toxics Coalition (USA)

PRESSE SPECIALISEE

China CSR Map (China)
Novethic (France)
Corpwatch (International)
OneWorld network (International)
Illegal Logging (UK)
Lawyers & Settlements (USA)

Le processus d'évaluation

Analyse de matérialité par secteur



Countries



Size



Questionnaires

ecoVadis

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Restricted Use Only

EcoVadis Example of questionnaire, America Chemicals Council

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GENERAL: Does your company website (logged in public) advertise publicly one or more of the following international or industry sector initiatives, set of principles, charters, frameworks?

Yes

Global Compact (signed)

UN Global Principles

Sector specific code of conduct (please specify)

Other (please specify)

No

Do not know

Documents justificatifs



Analyse de document et notation

Documents are categorized according to different types

The relevant content is systematically described by the document analyst for each applicable theme or criteria

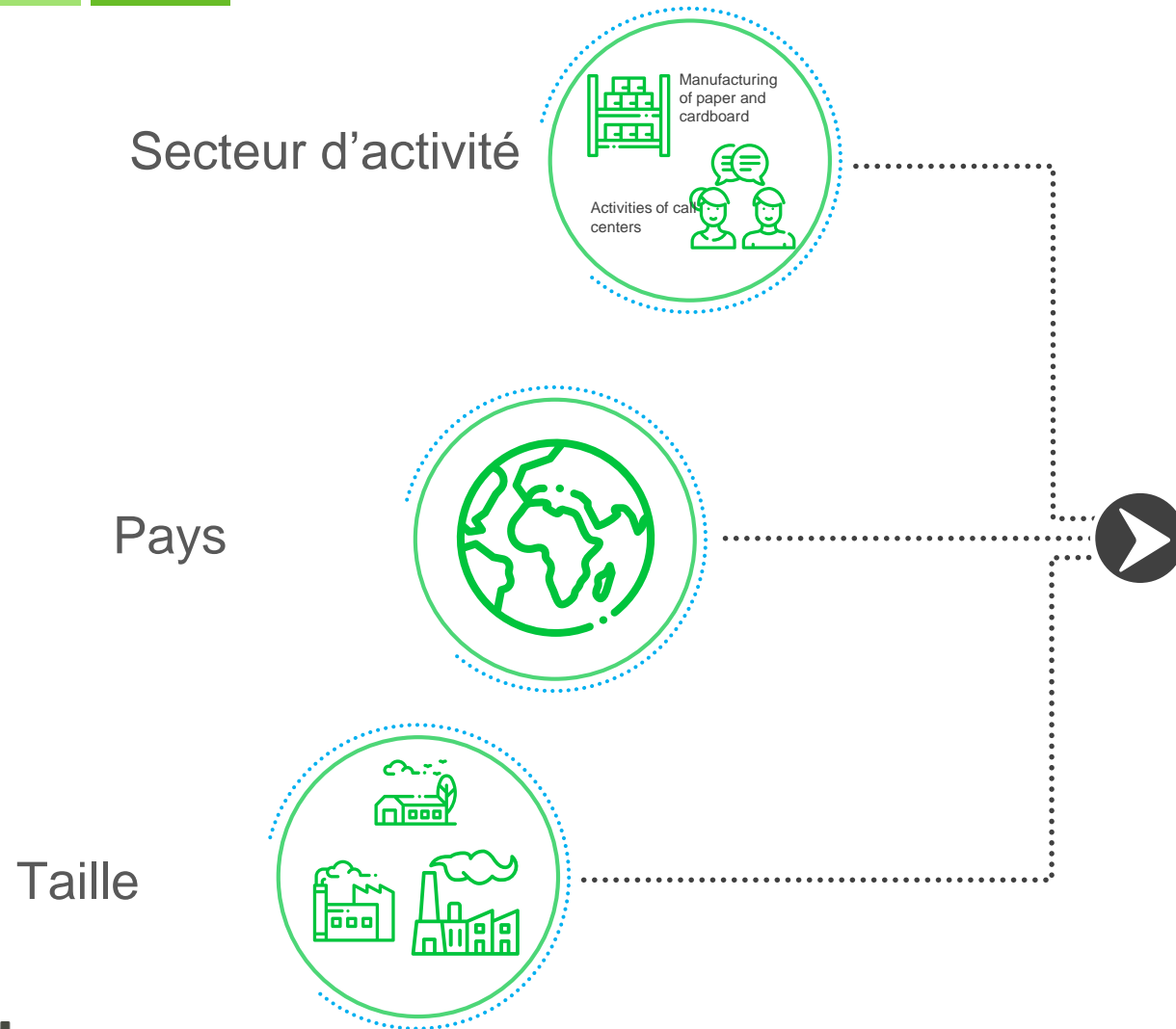
Document Scope (e.g. document pertaining to parent company, regional division, local site etc.)

Management Indicator

Fiche d'évaluation



Méthodologie : Questionnaires Fournisseurs Personnalisés



Un questionnaire dynamique et personnalisé est généré selon **le secteur d'activité, la taille et les pays d'opérations** des fournisseurs

Les questionnaires

- Customisés par secteur d'activité, ils sont le fruit de travaux de recherche conduits par l'équipe d'analyse sur les enjeux RSE propres à chaque secteur:
 - Activation des critères d'évaluation
 - Les pratiques innovantes dans les différentes industries
 - Intégrations des régulations et des initiatives sectorielles
- Les questions sont spécifiques à chacun des 190 secteurs couverts

GEN303 : 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?

Responsible Care Global Charter

SusChem (sustainable chemistry)

AISE Charter for Sustainable Cleaning

Others (please specify) *

No

Do not know

Sector-specific initiatives
(chemical industry)






Exemples de questionnaires

Exemple de question sur les matériaux, produits chimiques et déchets d'entreprises de **deux secteurs différents**













Conseil juridique et comptable

Fabrication de pesticides et produits agrochimiques

ENV352 : What actions are in place regarding waste management?

- Work processes implemented to recycle paper/cardboard waste 
- Work processes implemented to recycle toners and ink cartridges 
- Work practices implemented to recycle IT equipment (laptops, desktop, printers, monitors) 
- Work processes implemented to recycle Others (Please specify) * 
- Others (please specify) * 
- No specific mechanisms in place -*-
- Do not know

ENV369 : What actions are in place regarding the management of hazardous materials and waste?





- Company wide work processes for labeling, storing and handling of hazardous materials 
- Monitoring of pollutant concentrations into waste gas (e.g. VOC, heavy metals, NOx, SOx) 
- Enclosure of sources and airtightness of equipment (if applicable) 
- Optimization of layout of distillation condensers (if applicable) 
- Water-free vacuum generation (if applicable) 
- Measures to treat waste gas or reduce air pollutant rejected (please specify) (e.g. extraction of VOC, particles, solvents recovery) * 
- Implemented process for recovery/abatement of NOx 
- Work process implemented to reduce, recycle or reuse hazardous waste 
- Measures to reuse process by-products (please specify) * 
- Work process implemented to treat hazardous waste or facilitate clean disposal 
- Internal chemical classification and labeling system with reference to Global Harmonized System (GHS) and/or references to regional classifications (e.g. TSCA, IESCS) (please specify) * 
- Others (please specify) * 
- No specific mechanisms in place -*-
- Do not know

Exemples de questionnaires

Exemples de questions sur les formations et la gestion des carrières d'entreprises de **tailles différentes**









Small (26-100 employés)

LAB340s : What actions are in place regarding training and career management?

- Regular assessment (at least once a year) of individual performance 
- Setting of Individual development and career plan for all employees 
- Provision of skills development training 
- Others (please specify) * 
- No specific mechanisms in place -*-
- Do not know -*-

Large (1000+ employés)

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

Evaluation des Toutes Petites Entreprises

- ✓ Processus simplifié pour les fournisseurs de 1-25 employés
- ✓ Méthodologie personnalisée
 - 10 questions maximum
 - Applicable à 150 catégories d'achat
 - Seuls les critères clés sont activés (ex : Santé & Sécurité, Energie, Corruption) en fonction du secteur
- ✓ Fiche d'évaluation et score (sur 100) comparable à celui de tout autre fournisseur

	Fabrication I et Services Industriels	Fabrication II	Autres Services	Wholesale
THÈME / CRITÈRES	ENV Environnement	Consommation d'énergie & émissions de GES	Consommation d'énergie & émissions de GES	ENV Environnement
		Déchets	Eau	Consommation durable
	LAB Social	Santé & Sécurité des employés	Déchets	LAB Social
			Consommation durable	Santé & Sécurité des employés
		Santé & Sécurité des employés	LAB Social	FBP Ethique
		Corruption & extorsion	FBP Ethique	Corruption & extorsion
		Corruption & extorsion	FBP Ethique	SUP Achats Responsables
			Gestion Responsable de l'Information	Performances sociales
				Performances environnementales

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GENERAL: Does your company website (logged in public) advertise publicly one or more of the following international or industry sector initiatives, set of principles, charters, frameworks?

UN Global Compact (signature)

OECD Principles

Sector specific code of conduct (please specify) _____

Other (please specify) _____

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Documents justificatifs

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Management Indicator

Fiche d'évaluation

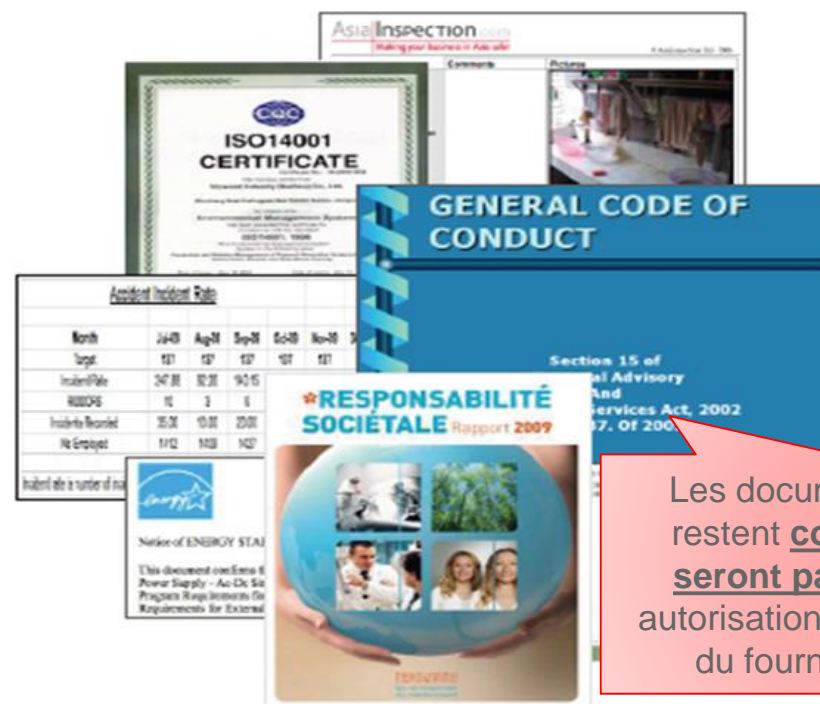
Méthodologie: Documents Justificatifs - une Étape Clé de l'Évaluation RSE

Pour évaluer la performance du fournisseur, nos analystes ont besoin d'éléments qui témoignent des pratiques de l'entreprise. Tout document reflétant l'engagement RSE de l'entreprise peut être fourni:

- ✓ **Tout type** de pièce justificative: politique formalisée, rapports, plans d'action, certificats, etc.
- ✓ **Tout format** possible: texte, PDF, lien internet, images, brochure, etc.
- ✓ **Les documents peuvent être communiqués quelque soit la langue dans laquelle ils sont rédigés**

Exemples de documents collectés:

- Certification ISO 14001
- Certification Eco-label
- Rapport RSE
- Charte QSE
- RoHS - Déclaration ML600G
- Rapport d'inspection interne des procédures de sécurité
- Code de déontologie
- Rapport d'impact environnemental
- Plan de pilotage santé – sécurité
- Manuel Qualité
- Rapport d'Audit sur site (Usine X)
- Déclaration REACH
- Manuel de l'employé 200X



Les documents communiqués restent **confidentiels** et **ne seront pas partagés**, sauf autorisation expresse de la part du fournisseur concerné

Les documents justificatifs

The screenshot displays the EcoVadis user interface. At the top left is the EcoVadis logo with the tagline 'SUSTAINABLE SUPPLY MANAGEMENT'. The user is identified as 'Gillian ARNONE'. The date is '29/01/2013' and the group is 'LAB GROUP V2'. A progress bar shows '100%' completion. The left sidebar contains navigation options: 'Get Started', 'Questionnaire', 'Account information', and 'Survey progress report'. The main content area is titled '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?'. Below this, there is a list of initiatives, each with a checkbox and an upload icon (a document with a paperclip):

- UN Universal Declaration of Human Rights
- ILO Principles
- OECD Guidelines
- GRI
- AA1000
- Global Compact
- CERES Principles
- Carbon Disclosure Project
- Sector specific code of conduct (please specify) *
- Others (please specify) *
- No
- Do not know

At the bottom of the main area, there are two buttons: 'Save & Previous' and 'Save & Next'. A callout box with a green background and a white circle points to the upload icon next to the 'Sector specific code of conduct' option. The text inside the callout box reads: 'Directly upload supporting documents'.

Exemples de documents valides

Policy documents

Health Safety & Environment **Company logo**

Policy statement on Health, Safety, Environment and Security (HSE&S)

Our health, safety and environment vision is zero injuries, waste and harm. All our activities are underpinned by the core principles of safety, integrity and sustainability.

We acknowledge our responsibility for:

- Protecting the health and safety of our employees, our contractors, our customers and our neighbours
- Maintaining the security of our people and assets
- Protecting the environment.

actively supports the United Nations Global Compact's 'Business Charter for Global Responsible Care' Charter.

In addition to compliance with laws, we pursue the following objectives in our distributors and other service providers:

- Ensure that all activities across the globe are consistent with our Health, Safety and Environment Rules and Procedures, including selection and evaluation of suppliers
- Ensure that business activities are conducted in a way that does not cause or contribute to customer-facing activities, including safety, health, safety, and environment
- Develop, manufacture, distribute and support products that meet or exceed the highest regard for HSE&S aspects, environmental stewardship, management systems, and safety
- Protect people, assets, intellectual property, and the environment
- Openly communicate on the progress of our health, safety, and environment performance

To achieve this we will:

- Set challenging targets and measure progress to ensure continuous improvement in HSE&S performance
- Provide safe and healthy workplaces for our employees, contractors and other service providers
- Provide information, instruction and training to enable employees to meet their responsibility to contribute to compliance with the Policy
- Provide appropriate HSE&S information for all contractors, customers and other service providers who work for us, handle our products, or operate our technologies
- Protect the environment by:
 - developing products and processes that help preserve resources and the environment
 - preventing or minimizing the environmental impact due to our facilities, activities and products through appropriate design (R&D and engineering), manufacturing, maintenance processes, product distribution and by promoting circular thinking with responsible material use and waste management practices
 - aiming for 100% sustainable use of fresh water for all our operations
 - implementing management practices to enhance security throughout the industry value chain
 - minimizing carbon emissions of our leased passenger car fleet
 - ensuring the appropriate and effective management of legacy sites, taking remedial action when required and have procedures to control risks for people & the environment and prevent future contamination
 - through evaluation of the environmental impacts of mergers & acquisitions through a rigid risk assessment and approval process

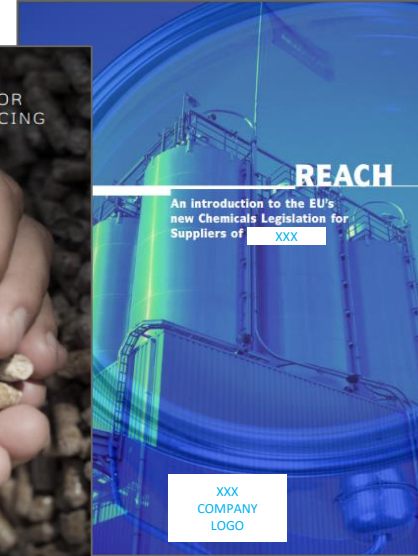
This policy applies to our company and its subsidiaries worldwide, including joint ventures where we have a majority shareholding. We expect other partners (including Joint Ventures, third party manufacturers, outsourcing partners) where we do not have operational control to operate to consistent standards according to the Responsible Care principles.

2005/2016

Procedure documents

Contents

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- NEW AND GREENER LIFE FOR CENTRAL CIP PLANTS..... 4
- CO₂ reduction from central CIP plants..... 4
- A continued need for central CIP plants..... 4
- Enough wood available..... 4
- A successful use for wood CO₂ emissions..... 6
- The biomass must be sustainable..... 5
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- Sustainable production..... 6
- Operationalisation of sustainability requirements..... 7
- Implementation of sustainability requirements throughout..... 8
- CERTIFICATION OF SUPPLIERS OF WOOD CHIPS AND WOOD PELLETS..... 9
- Documentation for CO₂ emission and traceability..... 10
- Recertification..... 10
- Continuous inspection of the suppliers..... 10



What does xxx expect of you, as our supplier?

EU suppliers:

- We want you to make sure all substances supplied to us are pre-registered under REACH. You should inform us immediately if substances in materials to be supplied to us are not to be pre-registered.
- We want you to ensure that all substances in the materials which you supply to us are registered in accordance with REACH. If a substance is not to be registered, we need to know about this as soon as possible and will discuss it with you.
- In the registration documentation, you will have to include references to uses of each substance in our products for a variety of applications. Please discuss the information to be included in this area with us before submitting your registration documents.

Suppliers based outside the EU :

- In order for substances in your product to be pre-registered and registered under REACH the application must be completed by an organisation with an EU address. You must tell us who will be acting on your behalf for this purpose – if your substances are not registered by your agents or importers, you will have to appoint an "only representative".
- REACH regulates substances; therefore, if we buy a preparation from you, each chemical in it must be registered separately. The organisation applying for registration will therefore need to know the identity and quantity of each component in the mixture.

Reporting documents

lower footprints.

In 2016, 12 percent of all our organic raw materials came from bio-based (renewable) sources (2015: 11 percent). This is 6 percent (2015: 5 percent) of the total volume of raw materials purchased, including other raw materials such as salt, minerals and clay.

We made progress with our existing partnerships to tap into the alternative feedstock sources that are becoming available. We also announced additional collaborations involving a number of our key raw materials, and partnerships to produce chemicals from waste. For more details see Note 8 of the Sustainability statements.

Total volume of raw materials in % per source

Source	2016	2015
A Renewable raw materials (Bio-based)	12%	11%
B Fossil-derived materials (petrochemicals)	43%	43%
C Inorganic materials (e.g. salt, minerals, clay)	31%	31%

*12 percent of organic raw materials are from renewable sources.

cost. Our company indicator combines energy, water, waste and air emissions, as well as cost elements.

In 2016, we achieved a footprint measure improvement of 28 percent (since 2009). Many of our businesses achieved eco-efficiency footprint improvements, including many small site contributions, upgrading of existing processes, rationalization of the manufacturing footprint and application of best available technology for new investments.

In order to focus even more attention on this program and accelerate progress towards our 40 percent ambition, projects are now being integrated into the main supply chain improvement monitoring tool to quantify all site improvement activities. For more details, see Notes 8 and 9 of the Sustainability statements.

OEE footprint improvement % reduction from 2009

Year	2009	2010	2011	2012	2013	2014	2015	2016
Value	100	34	38	39	39	39	39	40

The OEE footprint is calculated from the weighted average of nine footprint parameters and production volumes.

developed to achieve this with specific projects.

Total waste per ton of production generated and leaving our sites was down by 10 percent to 8.1 kg/ton (2015: 9 kg/ton). The total waste volume was down to 143 kilotons, a decrease of 8 percent. The focus on waste over recent years has resulted in a reduction in waste at the majority of our sites. For more details, see Note 9 of the Sustainability statements.

Total waste in kilotons

Year	2013	2014	2015	2016
Value	155	143	143	135

Legend: ■ Reusable, ■ Non-reusable

Notes: Means any substance or object arising from our mobile operations which we intend or expect to discard or will be treated to discard. Reusable waste is waste which is used, for example, for resource recovery, recycling, reclamation, direct re-use or alternative uses (e.g. composting). All other waste is non-reusable waste.

Exemples de documents non valides

Document specifically prepared for the EcoVadis Evaluation

LAB320s: What actions are in place regarding working conditions?

We obey Labor Standard Act enacted by government, and also observe rules of employment made by the company and employees.

Ⓞ Additional rest periods or vacations, above legal requirements



vacations.pdf

This document has been created and information related to the holiday. The contents such as regular holidays, annual leave, parental leave menstrual leave is created

Ⓞ Company specific pension plan

Conclude a contract relating to retirement pensions between companies and banks

Ⓞ Transparency (process and criteria communicated to all employees) on remuneration system

Ⓞ Policy to have fixed salary systematically above minimum legal (when existence of minimum legal)

NOT VALID

Obsolete information

We withdrew 138 million m³ of water in 2012 (2011: 143 million m³) or 2.89 m³ per tonne of product (2011: 3.17). This is a 9% reduction in withdrawal per tonne of product from 2011.

NOT VALID

Pictures



NOT VALID

Out of scope (legal compliance)

LEGAL REGISTER
ENVIRONMENTAL COMPLIANCE REVIEW AND UPDATE
FOR THE PERIOD TO DECEMBER 2014 TO FEBRUARY 2016

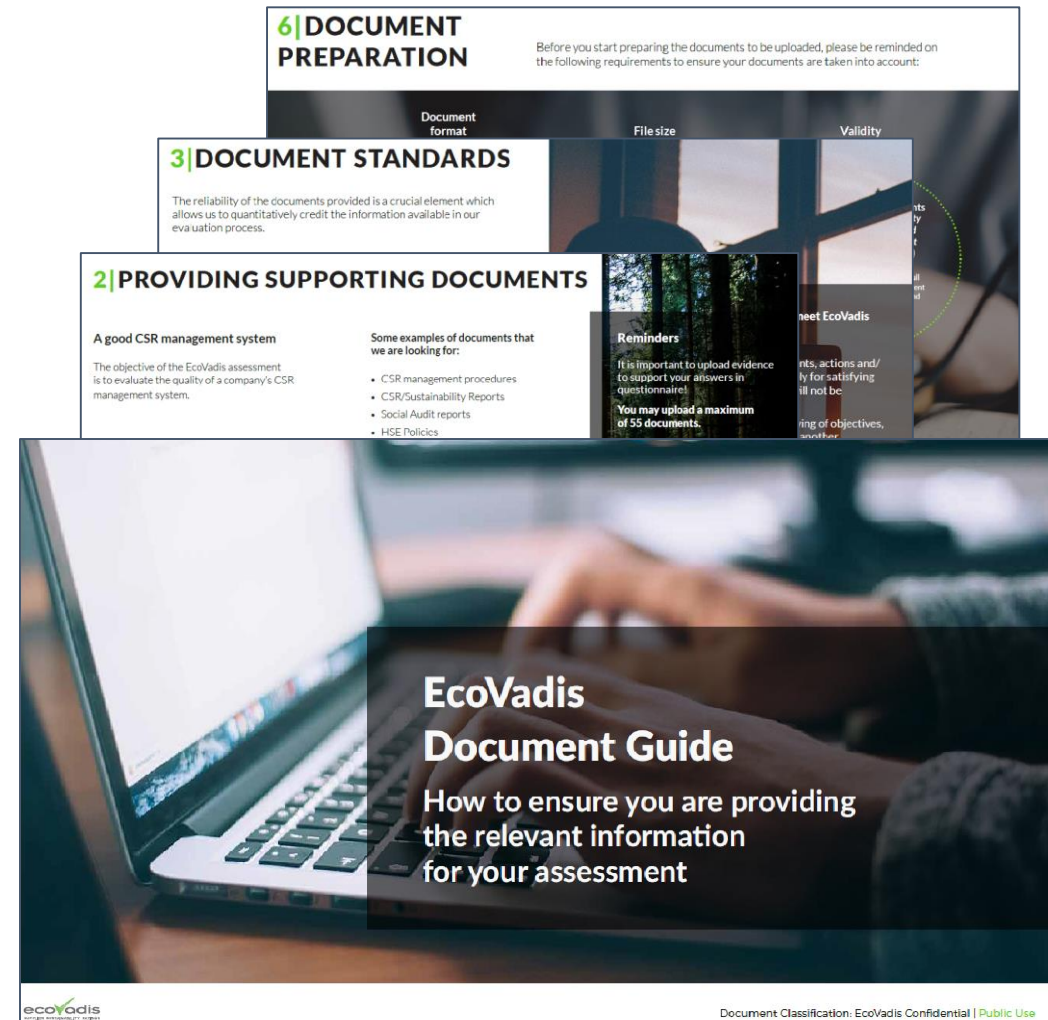
NOT VALID

Le guide des documents



C'est un outil disponible afin de permettre aux entreprises évaluées de comprendre:

- Les documents les plus pertinents à soumettre pour l'évaluation
- Les standards attendus pour les documents envoyés



L'importance du reporting et des indicateurs-clefs

Elément majeur de la notation: 35% de la note finale.

RESULTS (35%)

6 REPORTING

Reporting on Key
Performance Indicators
(KPIs)

La formalisation et le suivi de ces indicateurs représentent un challenge important pour les entreprises. En effet, nombre d'entre elles mettent des mesures en place mais rencontrent des difficultés quant à la mise en forme et au suivi de ces indicateurs.

Appui des experts-comptables sur:

L'identification

La formalisation

Le suivi

Le processus d'évaluation

Analyse de matérialité par secteur



Countries



Size



Questionnaires

ecoVadis

Warning: This report 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 (SAC), it is used as a tool by auditors to collect supporting documents in order to perform the assessment of your company's CSR performance. Answers to the questionnaire above are not sufficient to determine the company's performance.

Restricted Use Only

EcoVadis Example of questionnaire, America Chemicals Council

ISIC: 201 Manufacture of basic chemicals, fertilizers and nitrogen compounds, plastics and synthetic rubber in primary forms
 Presence in a risky country: Yes
 Size: Large

General

In the 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 analysed according to 3 key indicators: your policies, your actions and finally, results. After analysis of your responses & supporting documentation, we summarize our findings on an overall as well as theme based basis, and a set of strengths & weaknesses.

GENERAL: Does your company website (hosted or public advertised) publicly use or mention the following international or industry sector initiatives, set of principles, charters, frameworks?

UN Global Compact (signature)

OECD Principles

Sector specific code of conduct (please specify): _____

Others (please specify): _____

No

Do not know

Documents justificatifs

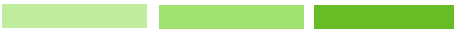


Analyse de document et notation

Fiche d'évaluation



Les documents fournis



Copy Document Analysis Doc Analysis Completed

24 Document(s) found from current evaluation

Change Language <input type="checkbox"/>												
#	Creation	File Name	Language	Issue	User	Links	Provided	Expiration	New	CA	Comment	Doc Analysis <input type="checkbox"/>
999	30/11/2017	Questionnaire_document			ADA				★			L0
1	29/11/2017	Notfallanweisungen	🇩🇪	R	andres.kwiatkowski@sbdinc.com	1	👉	30/09/2025	★			L0 <input type="checkbox"/>
2	29/11/2017	CM overview	🇬🇧		andres.kwiatkowski@sbdinc.com	1	👉	03/08/2025	★			L1 <input type="checkbox"/>
5	29/11/2017	Mitarbeiterbewertung	🇩🇪	R	andres.kwiatkowski@sbdinc.com	1	👉	29/11/2025	★			L1 <input type="checkbox"/>
6	29/11/2017	Hausordnung Fremdfirmen	🇩🇪	R	andres.kwiatkowski@sbdinc.com	1	👉	30/01/2023	★			L0 <input type="checkbox"/>
10	29/11/2017	Öllager	🇩🇪	R	andres.kwiatkowski@sbdinc.com	1	👉	31/10/2023	★			L1 <input type="checkbox"/>
11	29/11/2017	Rivolta Sprühöl	🇩🇪	R	andres.kwiatkowski@sbdinc.com	1	👉	31/12/2024	★			L1 <input type="checkbox"/>
12	29/11/2017	Gefahrstofffassung	🇩🇪	R	andres.kwiatkowski@sbdinc.com	1	👉	16/01/2025	★			L1 <input type="checkbox"/>
13	29/11/2017	EHS Webside Gießen	🇬🇧		andres.kwiatkowski@sbdinc.com	2	👉	31/10/2019	★			L0 <input type="checkbox"/>
14	29/11/2017	SWK018_2016-Sustainability-Highlights	🇬🇧		andres.kwiatkowski@sbdinc.com	1	👉	31/12/2024	★			L2 <input type="checkbox"/>
15	29/11/2017	Product Compliance Declaration	🇬🇧		andres.kwiatkowski@sbdinc.com	5	👉	30/05/2025	★			L0 <input type="checkbox"/>
16	29/11/2017	Guiding Principles 2017	🇩🇪	R	andres.kwiatkowski@sbdinc.com	2	👉	31/10/2025	★			L2 <input type="checkbox"/>
17	29/11/2017	Zertifikat Iso 50001	🇬🇧		andres.kwiatkowski@sbdinc.com	6	👉	07/12/2018	★			L0 <input type="checkbox"/>
18	29/11/2017	SBD SA Manual	🇬🇧		andres.kwiatkowski@sbdinc.com	1	👉	31/01/2024	★			L2 <input type="checkbox"/>
19	29/11/2017	Social Accountability Standards	🇬🇧		andres.kwiatkowski@sbdinc.com	6	👉	29/11/2025	★			L1 <input type="checkbox"/>
20	29/11/2017	Zertifikat OHSAS 18001	🇬🇧		andres.kwiatkowski@sbdinc.com	4	👉	13/01/2019	★			L0 <input type="checkbox"/>
21	29/11/2017	Certifikat Iso 14001/2015	🇬🇧		andres.kwiatkowski@sbdinc.com	4	👉	21/11/2020	★			L0 <input type="checkbox"/>
22	29/11/2017	Business Conduct Guidelines 2016	🇬🇧		andres.kwiatkowski@sbdinc.com	3	👉	31/10/2024	★			L2 <input type="checkbox"/>
23	22/01/2018	SWK_ConflictMineralsPolicy	?	R	BEG		👉	22/01/2026	★			L2 <input type="checkbox"/>
3	29/11/2017	IT Schulung	🇩🇪	R	andres.kwiatkowski@sbdinc.com	1	👉		★			L0 <input type="checkbox"/>

Chaque document est analysé par l'équipe d'analyse

La grille de notation

0-1 : Points d'amélioration sur la fiche d'évaluation

2-4 : Forces sur la fiche d'évaluation

Les informations analysées sont évaluées et scorées

ENV POLI [3] - ENDO [0] - MESU [2] - COVE [2] - CERT [4] - REPO [1] - 360 [3]

POLI 0 1 2 3 4

- ENV
#4 ; Other ; (L1:Assumed L1 since no mention of 'CRIT INTERIM) :
Basic OBJ - p5. sensitization of temporary workers on environment (environment pages info security manual) + communication-revise flashes on environment

- ENV1
#4 ; Other ; (L1:Assumed L1 since no mention of 'CRIT INTERIM) :
Basic OBJ -
p4. Limit CO2 emissions + p5. awareness campaign on maximum speed

(HEM p4 TARGET 2012 100% compliant air cons and fuel heaters in agencies i.e. with

MESU 0 1 2 3 4

- ENV
#4 ; Other ; (L1:Assumed L1 since no mention of 'CRIT INTERIM) :
p2. Plan to prioritize environmental impacts by risk

- ENV1
#4 ; Other ; (L1:Assumed L1 since no mention of 'CRIT INTERIM) :
(HEM p4 ACHIEVEMENT 2011 57% air cons with dedicated maintenance contract)

(HEM p4 ACHIEVEMENT 2011 84% Cat A and B vehicles)

- ENV5
#4 ; Other ; (L1:Assumed L1 since no mention of 'CRIT INTERIM) :
p3. KPI on electricity consumption
p3. KPI on natural gas consumption
p3. KPI on domestic fuel oil consumption
p3. KPI on CO2 emissions

ENDO 0 1 2 3 4

COVE 0 1 2 3 4

CERT 0 1 2 3 4

- ISO 14001
#2 ; Certificate ; (L-1:-) :
Certified entity: CRIT (Les Compagnons-Les Volants-AB Intérim)
Site certified: 2 rue Toulouse Lautrec, 75017 Paris, FRANCE
Activity: Recruitment and Provision of temporary staff

REPO 0 1 2 3 4

- ENV1
#4 ; Other ; (L1:Assumed...) :
p3. KPI on electricity consumption
p3. KPI on natural gas consumption
p3. KPI on domestic fuel oil consumption
p3. KPI on CO2 emissions

360 0 1 2 3 4

(+) 09-2007/L+1/ENV
CRIT Group creates an internal structure for sustainable development

POLI					
Mission/value statements AND/OR engagements and/or principles AND/OR objectives AND/OR policies issued by the company					
GENERAL RULES. The hereafter rules are applicable for all types of companies. Please note, that whatever the theme: ** Any L0 policy, either from supporting documents or from the public domain, is fully scored at 10. ** Any L1 policy provided by LG is fully scored at 10. ** Some L1 policies coming from the public domain can be fully scored at 10, provided that guidelines "PARENT_LEVELS_DOC_GUIDELINES_parent_not_shared_docs" are respected. *** If some policies only available at L-1, then scoring can not exceed 5 (Basic policy)					
OBJECTIVES at criteria level according to Avatar: Basic OBJ: vague qualitative objective (e.g. basic engagement/value statement) / Stand OBJ: precise qualitative objective / TARGET: quantitative obj					
Level 0 & Level 1	0	1	2	3	4
	None	BASIC	STANDARD	COMPREHENSIVE	EXCEPTIONAL
ALL	<ul style="list-style-type: none"> None (no recognition of issues) Generic policies that are only basic statements (e.g. General engagement of the company website or in a report: "We will make sure that our activities have no negative impacts on the environment") 	<ul style="list-style-type: none"> Mission/value statement at criteria level OR Basic commitments/qualitative objectives with few details at criteria level (e.g. few bullet points on each issue or on some issues on the company website) 	<ul style="list-style-type: none"> Qualitative objectives with details at criteria level on main criteria 	<ul style="list-style-type: none"> Qualitative objectives with details at criteria level on all criteria AND Few detailed organizational factors associated with the policy (e.g. Quantitative objectives, Formal mechanisms to communicate, Review and amend policy, Allocation of responsibilities, Scope & date of issue) 	<ul style="list-style-type: none"> Qualitative objectives with details at criteria level on all criteria AND Many detailed organizational factors associated with the policy (e.g. Quantitative objectives, Formal mechanisms to communicate, Review and amend policy, Allocation of responsibilities, Scope & date of issue)
ENV & LAB	<ul style="list-style-type: none"> None (no recognition of issues) No formalized policies (i.e. not in one formal doc. BUT only generic policies that are basic statements <u>not</u> at criteria level OR Other policies on some <u>past</u> relevant issues (e.g. Quality management policy) 	<ul style="list-style-type: none"> No formalized policies (i.e. not in one formal doc.) BUT Mission/value statement at criteria level OR Ad-Hoc commitments scattered across documentation at criteria level 	<ul style="list-style-type: none"> Formal policy document(s) with Quantitative objectives (Basic OBJ or Stand OBJ) detailed at criteria level on <u>LESS</u> than two-thirds of activated criteria AND 100% of activated level 2 criteria covered, certain 	<ul style="list-style-type: none"> Formal policy document(s) with Quantitative objectives (at least Stand OBJ) on <u>MORE</u> than two-thirds of activated weights of activated criteria AND 100% of activated level 2 criteria covered, certain 	<ul style="list-style-type: none"> Formal policy document(s) with Quantitative objectives (at least Stand OBJ) on <u>ALL</u> activated criteria AND Quantitative objectives (TARGETS) on <u>MORE</u> than 100% of activated weights of activated criteria

Exemples des règles de scoring

5 POLI Management Indicator



Definition

Policies are a set of objectives that address relevant CSR issues for the company. These objectives can be principles, engagements, or qualitative and/or quantitative objectives.

Scoring principles

- Specificity of objectives, ranging from general engagements to quantitative targets
- Coverage of relevant CSR issues, i.e. criteria activated (Information on criteria activation can be found in category profiles)
- Governance and allocation of responsibilities
- Review mechanism and updates
- Scope of application
- Group policies are taken into account ⚠️

0 NO EVIDENCE	25 BASIC	50 STANDARD	75 COMPREHENSIVE	100 EXCEPTIONAL
------------------	-------------	----------------	---------------------	--------------------

Minimum requirements

No evidence of a formalized policy or, Only general statements at theme level	Statements or qualitative objectives on less than 2/3 of criteria activated	Qualitative objectives on more than 2/3 of criteria activated	Standard requirements + Quantitative targets + One of the following: <ul style="list-style-type: none"> • Governance • Review mechanism • Scope of application 	Qualitative objectives on ALL criteria activated + Quantitative targets on high importance criteria + Two of the following: <ul style="list-style-type: none"> • Governance • Review mechanism • Scope of application
---	---	---	---	--

10 REPO Management Indicator



Definition

A company's method of communication to stakeholders on the implementation of its CSR practices and KPI-based performance. Quality of qualitative or quantitative reporting readily available to stakeholders.

Scoring principles

- Transparency: publicly available to stakeholders
- Reliability: 3rd party verification
- Timeliness: within last 2 calendar years
- Comparability of reporting: over time and to peers
- Coverage of relevant CSR issues, i.e. criteria activated (information on criteria activation can be found in category profiles)
- Only reporting related to the evaluated entity is taken into account

Evidence

Reporting is often found in annual reports and CSR reports, but may also be disclosed in stand-alone reporting documents.

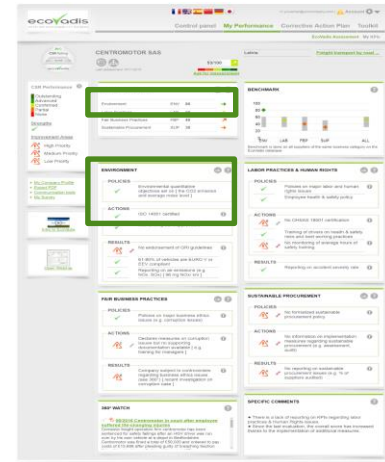
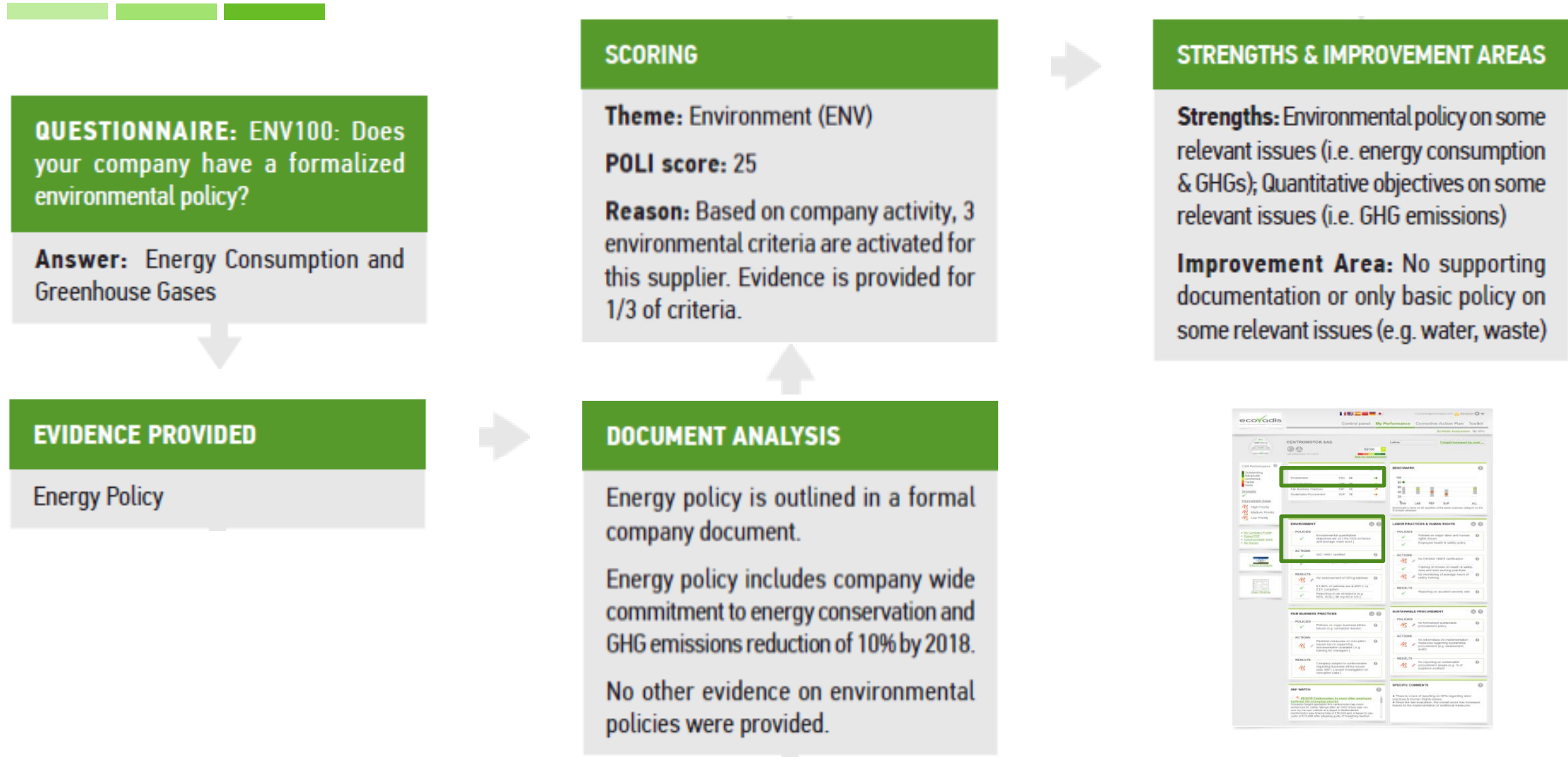
0 NO EVIDENCE	25 BASIC	50 STANDARD	75 COMPREHENSIVE	100 EXCEPTIONAL
------------------	-------------	----------------	---------------------	--------------------

Minimum requirements

No reporting or Only outdated reporting (more than 2 years) or Only questionnaire declarations	Reporting on recent KPIs (within last 2 years) Covers less than 2/3 of criteria activated	Reporting on recent KPIs (within last 2 years) Covers more than 2/3 of criteria activated	Standard requirements + Publicly available report + One of the following: <ul style="list-style-type: none"> • Alignment with CSR reporting standard • 3rd party independent verification 	Reporting on recent KPIs covering more than 80% of criteria activated + Multiple-year reporting or progress compared to targets and, + Alignment with CSR reporting standard + 3rd party independent verification
--	---	---	---	---

Note: Simplified grid presented above, specific differences for themes exist

Exemple: les politiques environnementales



Exemple: le reporting sur les aspects sociaux

QUESTIONNAIRE: GEN400: On which topics does your company publish a report (e.g. CSR report)?

Answer: Labor Practices

EVIDENCE PROVIDED

CSR Report



DOCUMENT ANALYSIS

CSR Report does not follow any reporting standard.

Reporting on KPIs: lost time injury rate of past year, % of employees covered by collective bargaining agreements in past year, average hours of training per employee in past year.



SCORING

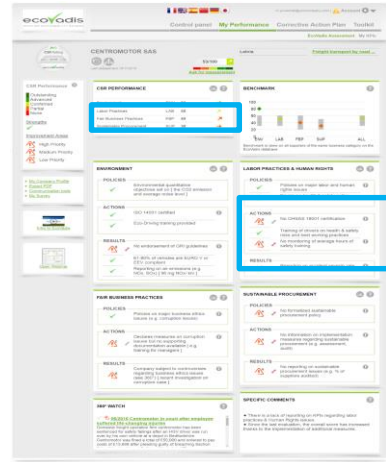
Theme: Labor Practices & Human Rights (LAB)

REPO score: 50

Reason: Has formal report, is recent enough (past year performance), KPIs for most activated criteria. But does not follow a reporting standard and has no external assurance.

STRENGTHS & IMPROVEMENT AREAS

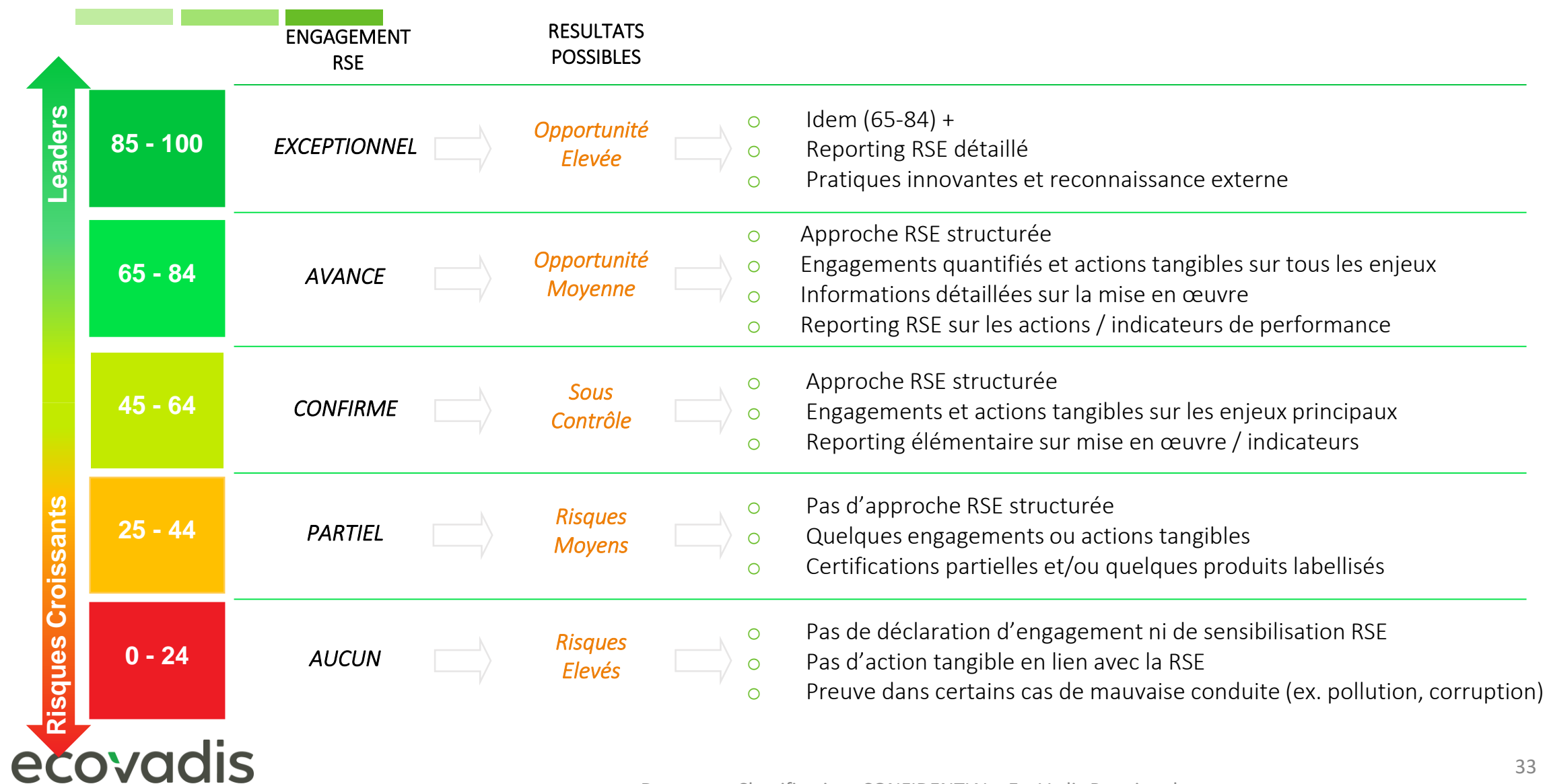
Strengths: Standard reporting on labor practices & human rights issues



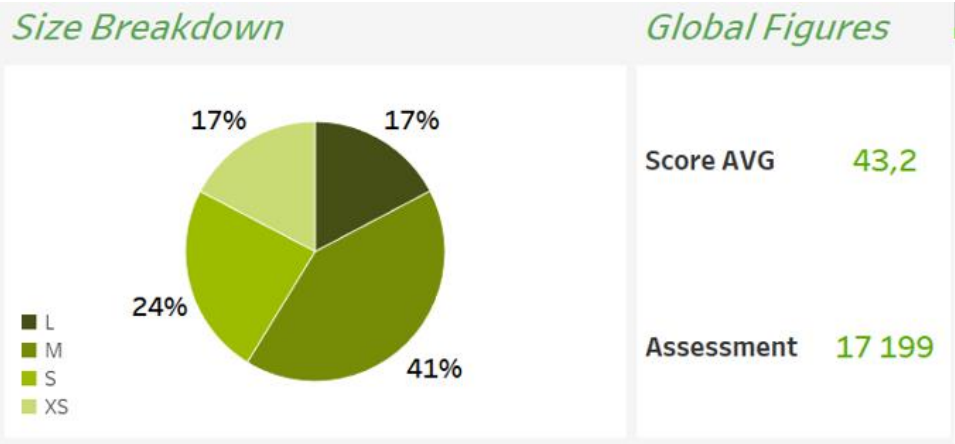
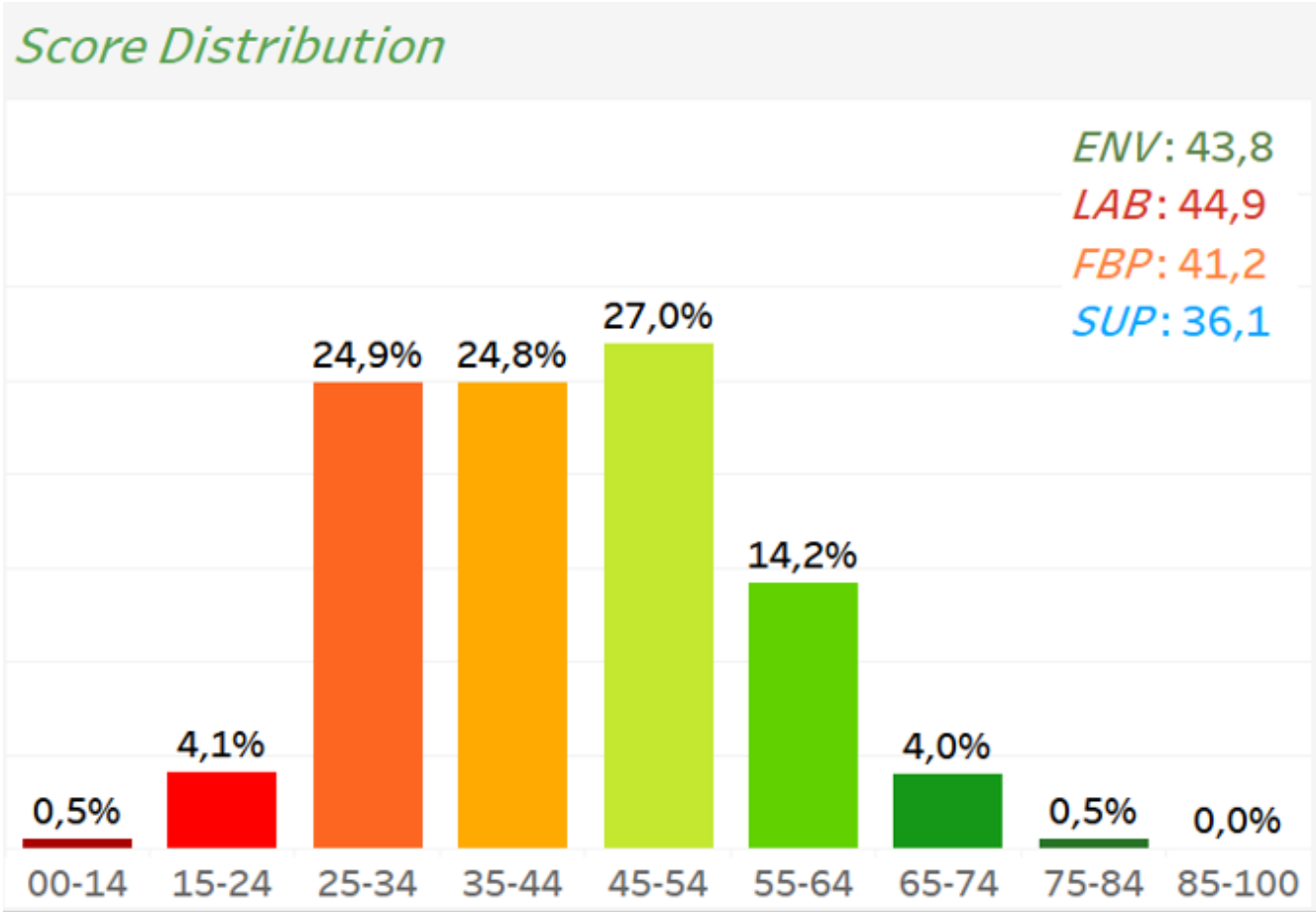
L'échelle de notation

Indicator	Calculation	Description	Scoring Scale
POLICIES (25%)	POLI 80%	Policies, objectives, targets, governance	0 NO EVIDENCE 25 BASIC 50 STANDARD 75 COMPREHENSIVE 100 EXCEPTIONAL
	+ ENDO 20%	Endorsement of external CSR initiatives and 20% Principles, e.g. UN Global Compact	
ACTIONS (40%)	MESU 65%	Actions put in place to support objectives 65% and targets	0 NOTHING TANGIBLE 25 BASIC 50 STANDARD 75 COMPREHENSIVE 100 EXCEPTIONAL
	+ CERT 35%	Certifications, labels, 3rd party audits 35%	
	COVE multiplying factor	Level of deployment ^X of certificates or actions throughout the company	
RESULTS (35%)	REPO 40%	Quality of reporting readily available to stakeholders	0 NO EVIDENCE 25 BASIC 50 STANDARD 75 COMPREHENSIVE 100 EXCEPTIONAL
	+ 360° 60%	Standpoints of stakeholders' representatives, e.g. administrative & judicial authorities, trade unions, NGOs	

Comprendre l'Echelle de Notation EcoVadis



La distribution des scores (2017)



Le processus d'évaluation

Analyse de matérialité par secteur



Countries



Size



Questionnaires

ecoVadis

Warning: This report lists all available 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 (SAC), it is used as a tool by consultants to also collect supporting documents in order to perform the assessment of your company's CSR performance. Answers to the questionnaire above are not sufficient to determine the company's performance.

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ISIC: 201 Manufacture of basic chemicals, fertilizers and nitrogen compounds, plastics and synthetic rubber in primary forms

Presence in a risky country: Yes

Size: Large

General

In the 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 system put in place by your company using your answers and supporting documentation. Each theme is analysed according to 3 key indicators: your policies, your actions and finally, results. After analysis of your responses & supporting documentation, we summarize our findings and send it as well as these key indicators, and a set of strengths & weaknesses.

GENERAL: Does your company website (logged in public) address publicly one or more of the following international or industry sector initiatives, set of principles, charters, frameworks?

UN Global Compact

Global Compact (signed)

OECD Principles

Sector specific code of conduct (please specify) _____

Other (please specify) _____

No

Do not know

Documents justificatifs



Analyse de document et notation

Documents are categorized according to different types

The relevant content is systematically described by the document analyst for each applicable theme or criteria

Document Scope (e.g. document pertaining to parent company, regional division, local site etc.)

Management Indicator

Fiche d'évaluation



Les fiches d'évaluation

CENTROMOTOR SAS

53/100

Last assessment 10/11/2013

CSR PERFORMANCE

Environment	ENV	80	→
Labor Practices	LAB	50	→
Fair Business Practices	FBP	40	→
Sustainable Procurement	SUP	30	→

Weight: 4

Supplier score overview

✓ 61-80% of vehicles are EURO V or EEV compliant

✓ Reporting on air emissions (e.g. NOx, SOx) [96 mg NOx/ km]

Identify best practices

ecoVadis SUPPLIER SUSTAINABILITY RATINGS

Control panel My Performance Corrective Action Plan Toolkit

EcoVadis Assessment My KPIs

2013 CSR Rating

CENTROMOTOR SAS Latvia

53/100

Last assessment 10/11/2013

CSR PERFORMANCE

Environment	ENV	80	→
Labor Practices	LAB	50	→
Fair Business Practices	FBP	40	→
Sustainable Procurement	SUP	30	→

ENVIRONMENT

POLICIES Environmental quantitative objectives set on [the CO2 emission and average noise level]

ACTIONS ISO 14001 certified
Eco-Driving training provided

RESULTS No endorsement of GRI guidelines
61-80% of vehicles are EURO V or EEV compliant
Reporting on air emissions (e.g. NOx, SOx) [96 mg NOx/ km]

FAIR BUSINESS PRACTICES

POLICIES Policies on major business ethics issues (e.g. corruption issues)

ACTIONS Declares measures on corruption issues but no supporting documentation available [e.g. training for managers]

RESULTS Company subject to controversies regarding business ethics issues (see 360°) [recent investigation on corruption case]

360° WATCH

08/2016 Centromotor in court after employee suffered life-changing injuries
Domestic freight operation firm centromotor has been sentenced for safety failings after an HGV driver was run over by his own vehicle at a depot in Bedfordshire. Centromotor was fined a total of £50,000 and ordered to pay costs of £15,698 after pleading guilty of breaching Section

LABOR PRACTICES & HUMAN RIGHTS

POLICIES Policies on major labor and human rights issues
Employee health & safety policy

ACTIONS No OHSAS 18001 certification
Training of drivers on health & safety risks and best working practices
No monitoring of average hours of safety training

RESULTS Reporting on accident severity rate

SUSTAINABLE PROCUREMENT

POLICIES No formalized sustainable procurement policy

ACTIONS No information on implementation measures regarding sustainable procurement (e.g. assessment, audit)

RESULTS No reporting on sustainable procurement issues (e.g. % of suppliers audited)

SPECIFIC COMMENTS

- There is a lack of reporting on KPIs regarding labor practices & human rights issues.
- Since the last evaluation, the overall score has increased thanks to the implementation of additional measures.

BENCHMARK

Benchmark is done on all suppliers of the same business category on the EcoVadis database

Benchmark suppliers' performance

SUSTAINABLE PROCUREMENT

POLICIES No formalized sustainable procurement policy

ACTIONS No information on implementation measures regarding sustainable procurement (e.g. assessment, audit)

Prioritize Improvement Areas

Le support disponible sur les fiches d'évaluation

The screenshot displays the EcoVadis 'My Performance' dashboard for CENTROMOTOR S.A. The score is 53/100. The dashboard is divided into several sections:

- CSR PERFORMANCE:** A table showing scores for Environment (80), Labor Practices (30), Fair Business Practices (30), and Suppliers (30).
- BENCHMARK:** A bar chart comparing scores for ENV, LAB, FBP, SUP, and ALL categories.
- ENVIRONMENT:** A section with 'POLICIES' (e.g., environmental objectives, EPA SmartWay program) and 'ACTIONS' (e.g., carbon compensation, measures for invasive organisms, Eco-Driving training).
- RESULTS:** A section with 'RESULTS' (e.g., 61-80% of vehicles are EURO IV or EEV compliant, reporting on air emissions, more than 80% of vehicles are low noise).
- 360° WATCH:** A news section titled '08/2009 Latvian road freight company Centromotor launches a wide program to...'.
- SPECIFIC COMMENTS:** A section with a comment: 'The company's environmental practices are above average in the road freight sector due in part to its carbon neutral policy and the majority of its fleet being EURO V compliant.'

The zoomed-in view shows the following content:

- More Information:**
 - No company declaration and no evidence within the supporting documentation on ISO 14001 or EMAS certifications achieved for at least one of its operational sites.
- Guidance:**
 - The ISO 14001 standard belongs to the ISO 14000 series, a family of environmental management standards developed by the International Organization for Standardization (ISO) designed to provide an internationally recognized framework for environmental management, measurement, evaluation and auditing. The standard serves as a framework to assist organizations in developing their own environmental management system and is based on the continuous Plan-Do-Check-Act cycle.
 - The Eco-Management and Audit Scheme (EMAS) an EU voluntary instrument which acknowledges organizations that evaluate, report, and improve their environmental performance on a continuous basis. Organizations located outside the EU Community can also participate (EMAS Global).
 - Some examples of evidence used to demonstrate the coverage of ISO 14001 or EMAS certifications include (but are not limited to): - Individual certificates for each certified site; - A certificate annex clearly stating each individual site covered by the certificate - A sample certificate for one site, along with formalized reporting in a third-party verified report (i.e. CSR Report, Annual Report), which includes the percentage of sites covered by the ISO 14001 or EMAS certification, etc.

Description et explication des points d'amélioration actifs sur la fiche.

Explication sur les attentes relatives aux standards et aux documents pour les points cités



Le support fourni
par EcoVadis

Une équipe et des outils dédiés

60 customer engagement, support, and data management agents

6 offices worldwide: Paris (HQ), NYC, Toronto, Hong Kong, Mauritius, Warsaw

Hotline available **24h / 5 days**

17 nationalities, **14** languages spoken

Help center **support.ecovadis.com**



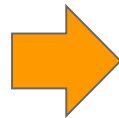
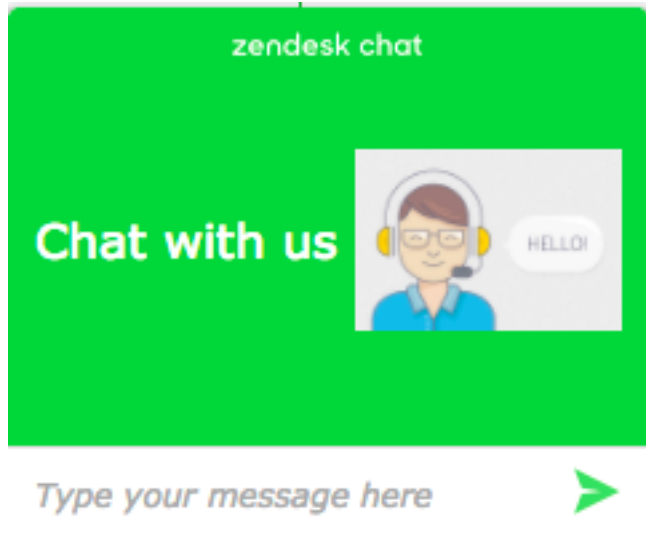
Live multilingual chat

Video tutorials

Email and phone contact

Platform interactive toolkit

Chat en ligne



22H / 5 jours

8 langues

Temps de réponse:
1 minute

Help Center : support.ecovadis.com

The screenshot displays the EcoVadis Help Center homepage. At the top left is the EcoVadis logo with the tagline 'SUPPLIER SUSTAINABILITY RATINGS' and the text 'HELP CENTER'. On the top right, there are links for 'English (US)', 'Log in', 'Register your company', and 'Contact us'. The main header area features a wooden background with the text 'Welcome to EcoVadis Help Center' and a search bar. A language dropdown menu is open, listing various languages: Deutsch, Español (España), Français, Italiano, 日本語, Nederlands, Português do Brasil, Русский, Tiếng Việt, and 简体中文. Below the header, a section titled 'Most Popular' lists several help topics, each with a horizontal line underneath: 'Benefits from the EcoVadis solution?', 'Deadline extension', 'What type of supporting documents can I provide?', 'How to read a Scorecard?', 'How to use the Corrective Action Plan tool?', and 'How can I pay for my EcoVadis subscription?'.