



ecovadis

## EcoVadis Sustainability Assessment Report

Company rated:  
CARGLASS AS

Overall score: 74 /100  
July 2024

Sustainability performance: Advanced

Size: M  
Headquarters country: Denmark  
Risk country operations: NO  
Industry: Maintenance and repair of motor vehicles

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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.

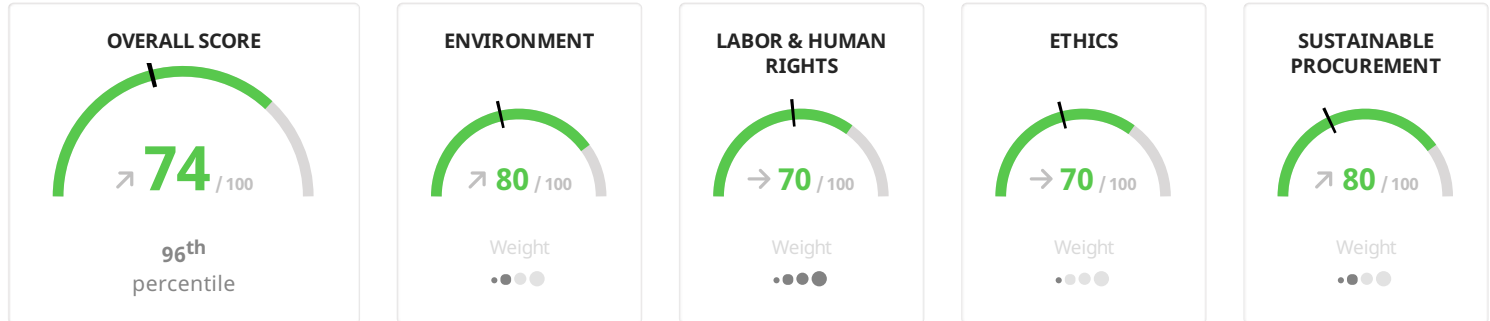
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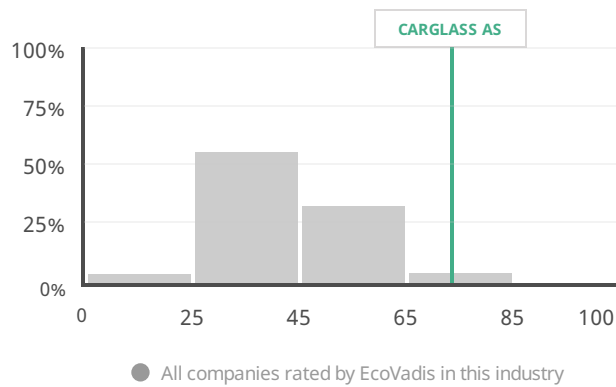
# 1. SUSTAINABILITY PERFORMANCE OVERVIEW

## Score breakdown

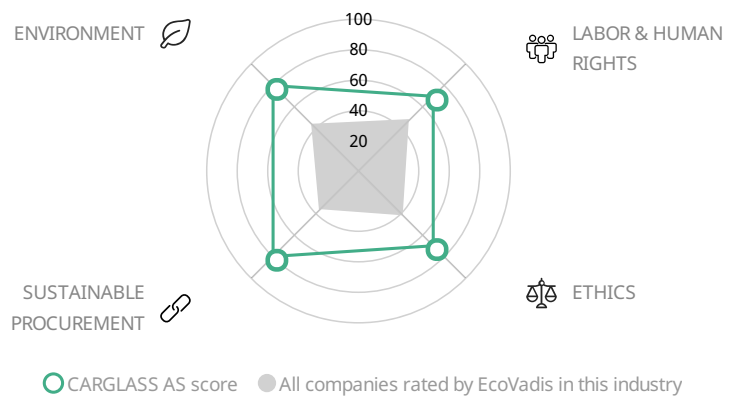
Sustainability performance ● Insufficient ● Partial ● Good ● Advanced ● Outstanding — Average score



## Overall score distribution



## Theme score comparison



CARGLASS AS has received a Gold 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. CARGLASS AS 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.

## 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



## 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

## 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 sustainability 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.

### 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.

### B. Qualitative Information: Strengths & Improvement Areas

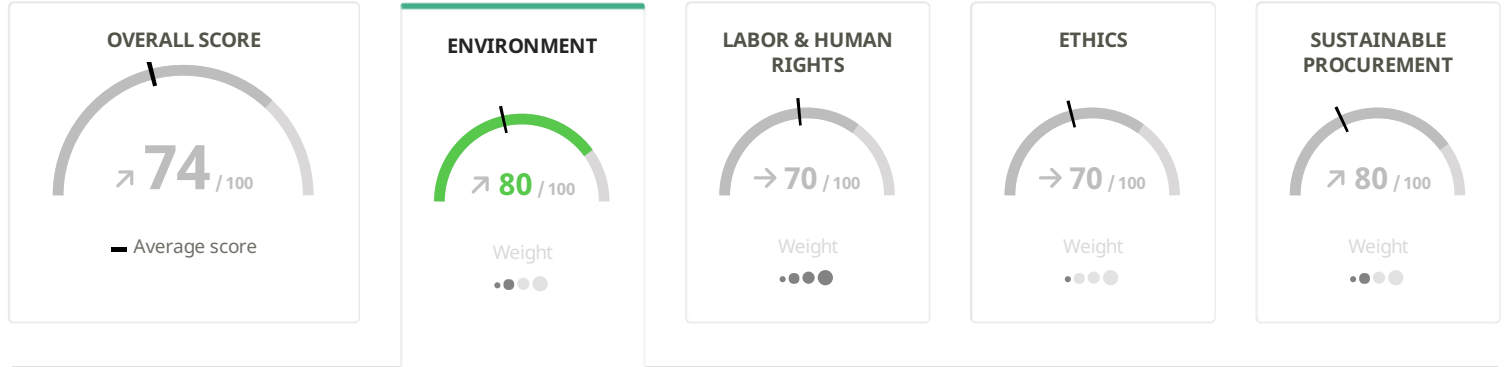
Qualitative information provides more details and insights into a company's score. For each theme, the company is assigned strengths (elements of their sustainability management system that are positive) and improvement areas (elements of their sustainability management system that need to be improved).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

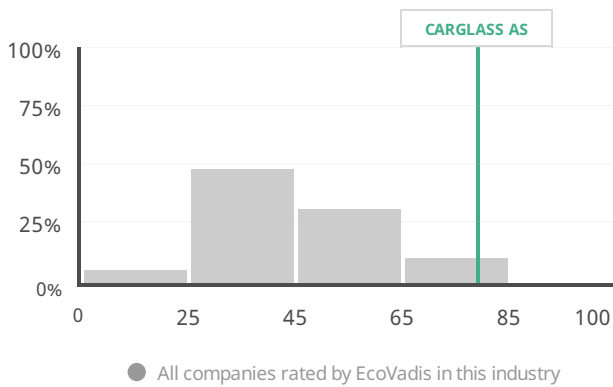
## 6. ENVIRONMENT

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

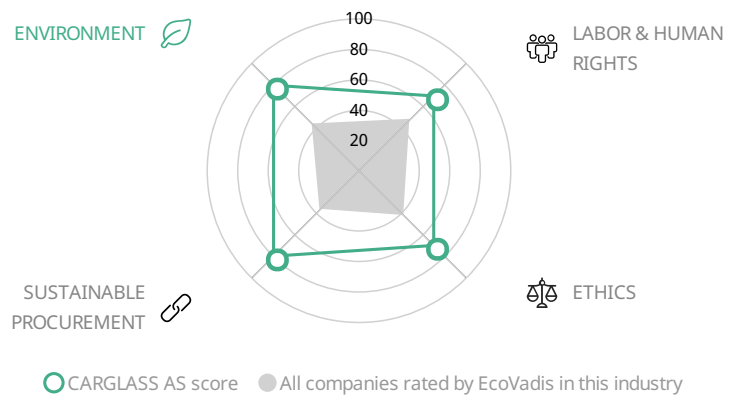
### Environment Score Breakdown



Theme score distribution



Theme score comparison



#### Environment: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

#### Environment: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

**Strengths**

**Policies**

**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 objectives set on materials, chemicals & waste**

**Quantitative objectives set on energy consumption & GHGs**

**Environmental policy on materials, chemicals & waste**

**Environmental policy on energy consumption & GHGs**

**Endorsement of the Science Based Targets initiative - Targets Set**

**Comprehensive policy on a majority of environmental issues**

**Information**

A comprehensive environmental policy includes commitments and/or operational objectives on the majority of environmental risks the company faces, and integrates quantitative objectives (i.e. targets) on those risks.

**Guidance**

Policies are deemed exceptional when all environmental 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).

**Actions**

**Other actions to promote the sustainable consumption of the company's products or services among the customer base**

**Information**

The company has implemented options to help customers understand, diagnose, reduce, adjust or choose the level of environmental impact related to the product or service they are buying.

**Guidance**

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

**Reduction of material consumption through process optimization**

**External partnerships or collection programs established to reuse and recycle vehicle components**



**Internal sorting & disposal of waste according to waste streams**

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**Actions or training to raise employee awareness on waste reduction & sorting**

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**Reduction of internal wastes through material reuse, recovery or repurpose**

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**Reduction of energy consumption of lighting systems**

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**Training of employees on energy conservation/climate actions**

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**Purchase and/or generation of renewable energy**

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**Measures to collect products at end-of-life from clients (e.g. free specific take-back infrastructure, formal partnership for product waste recycling established)**

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**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.

**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.

**Results**

**Total gross Scope 1 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.

**Reporting on total gross Scope 2 GHG emissions (market or location based)**

**Information**

The company demonstrates that there is public or internal reporting of consolidated data on the total gross Scope 2 GHG emissions (market or location based).

**Guidance**

The company provided data which show the total gross Scope 2 GHG emissions (market or location based), these emissions refer to the GHG emissions resulting from the generation of purchased or acquired electricity, steam, heating, and cooling.

**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.

**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 gross Scope 3 GHG emissions**

**Materiality analysis in sustainability reporting**

**Company communicates progress towards the Sustainable Development Goals (SDGs)**

**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.

**Standard reporting on environmental issues**

**Information**

There is evidence of formal reporting implemented regarding the management and the mitigation of the company environmental footprint from its supporting documentation, including key performance indicators (KPIs), statistical figures or associated concrete actions.

**Guidance**

Reporting items are standard in terms of quality and quantity, do cover the main issues, are meaningful enough, and are regularly updated. Examples of key performance indicators include total electricity consumption, electricity consumed per kg of product or per unit produced. Comprehensive reporting on environmental issues will additionally have KPIs reported in a formal public document available to stakeholders, and will be in compliance with the Global Reporting Initiative guidelines or other external sustainability reporting standards.

**Improvement Areas**

**Policies**

Medium

Inconclusive documentation for policies on environmental services & advocacy

Corrective Action in progress

**Actions**

Medium

No information on ISO 14001/EMAS certification

**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. Sustainability Report, Annual Report), which includes the percentage of sites covered by the ISO 14001 or EMAS certification, etc.

Results

Low

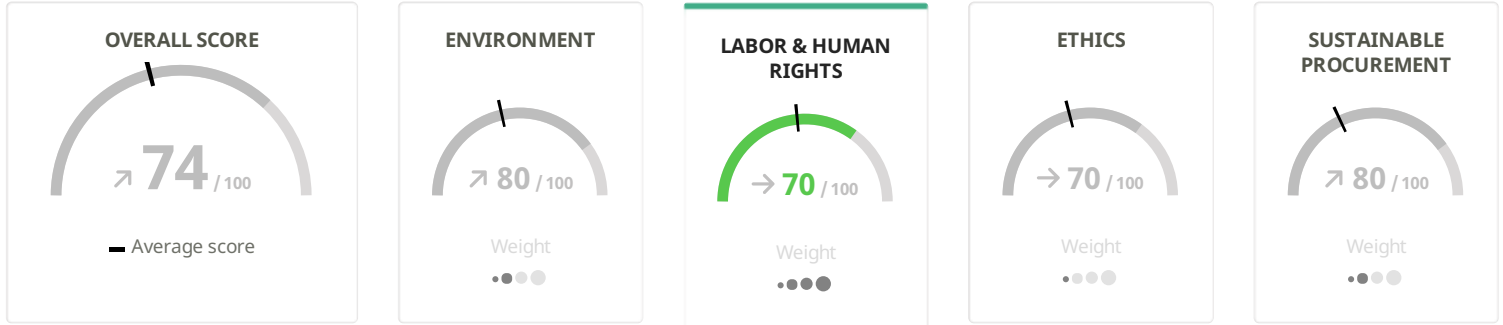
Declares reporting on total weight of hazardous waste, but no supporting documentation available

Corrective Action in progress

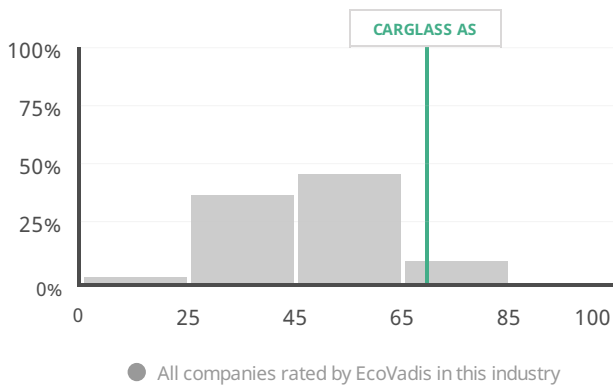
## 7. LABOR & HUMAN RIGHTS

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

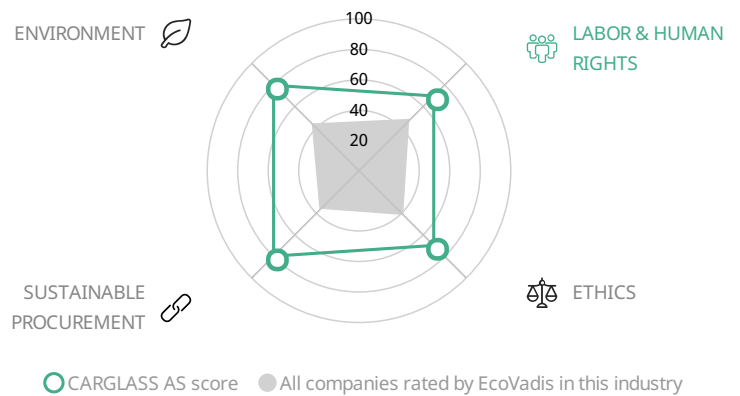
### Labor & Human Rights Score Breakdown



Theme score distribution



Theme score comparison



#### Labor & Human Rights: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

#### Labor & Human Rights: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.



**Strengths**

**Policies**

**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]).

**Labor & human rights policy on diversity, equity & inclusion**

**Labor & human rights policy on career management & training**

**Labor & human rights policy on social dialogue**

**Labor & human rights policy on working conditions**

**Labor & human rights policy on employee health & safety**

**Standard policy on a majority of labor or human rights issues**

**Information**

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

**Guidance**

A comprehensive labor and human rights policy includes commitments and/or operational objectives on the majority of labor and human rights risks the company faces, and integrates quantitative objectives (i.e. targets) on those risks. It is also mandatory for the policy to incorporate some of the following elements: scope of application, allocation of responsibilities, and/or a formal review process. Policies are deemed exceptional when all labor practice and human rights issues are covered by qualitative and quantitative objectives, in addition to all of the aforementioned elements.

**Actions**

**Actions to control hazardous substance exposure**

**Information**

The company has taken actions to limit/control the exposure of employees to hazardous substances at the workplace.

**Guidance**

The company has implemented actions such as work instructions, installation records of enclosures, ventilation or extraction systems, job rotation or work adjustment procedures to minimize employees' contact with chemicals or other hazardous substances. These actions have been taken to limit the negative health effects that these hazardous substances can have on employees after prolonged exposure at the workplace.

**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.

**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.

**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)**

**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.

**Communication to all employees of remuneration process (e.g. salary grid, procedure for salary advancement)**

**Employee stock ownership plan (not restricted to executive level)**

**Information**

The company has provided supporting documentation of a stock ownership plan available to employees (not just executives).

**Guidance**

An employee stock ownership plan or program provides the company's workforce with an ownership interest in the company. This employee stock ownership program must apply to employees other than executives and/or directors. Most employees should have access to the stock ownership plan (although some requirements may apply, e.g. regarding seniority, etc.).

**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 be used by companies to get feedback on employees about their engagement, morale, and satisfaction at work.

**Bonus scheme related to company performance**

**Information**

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

**Guidance**

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

**Collective bargaining agreement on diversity, discrimination and/or harassment**

**Information**

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

**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. A collective agreement is an agreement in writing regarding working conditions and terms of employment concluded between an employer, on the one hand, and one or more representative workers' organizations, in accordance with national laws and regulations, on the other. Content of collective agreements should focus on the most important social dialogue topics; e.g. a collective agreement regarding discrimination and/or harassment.

**Collective bargaining agreement on career management & training**

**Information**

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

**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. A collective agreement is an agreement in writing regarding working conditions and terms of employment concluded between an employer, on the one hand, and one or more representative workers' organizations, in accordance with national laws and regulations, on the other. Content of collective agreements should focus on the most important social dialogue topics; e.g. a collective agreement regarding career management & training.

**Collective bargaining agreement on working conditions**

**Information**

There is a collective bargaining agreement between an employer, its employees, and in accordance with national regulations regarding working conditions. A collective bargaining agreement is an agreement in writing regarding working conditions and terms of employment concluded between an employer, on the one hand, and one or more representative workers' organizations, in accordance with national laws and regulations, on the other.

**Guidance**

There is a collective bargaining agreement between an employer, its employees, and in accordance with national regulations regarding discrimination and/or harassment. A collective bargaining agreement is an agreement in writing regarding working conditions and terms of employment concluded between an employer, on the one hand, and one or more representative workers' organizations, in accordance with national laws and regulations, on the other.



**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**

**Grievance mechanism on discrimination and/or harassment issues**

**Information**

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

**Guidance**

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

**Awareness training regarding diversity, discrimination, and/or harassment**

**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).

**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.

**Actions to prevent noise exposure**

**Information**

The company has taken actions to minimize the noise exposure of employees at the workplace.

**Guidance**

The company has implemented actions to limit the noise exposure of employees by implementing work instructions to prevent noisy work environments or by implementing records of noise barriers or noise cancelling equipment, or noise inspection reports.

**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.

**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 percentage of women employed in relation to the whole organization**

**Materiality analysis in sustainability reporting**

**Company communicates progress towards the Sustainable Development Goals (SDGs)**

**Improvement Areas**

**Policies**

Low

No quantitative target on labor and human rights issues

Corrective Action in progress

**Information**

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

**Guidance**

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

**Actions**

Low

No information on ISO 45001 certification

Results

**High** Insufficient reporting on labor and human rights issues **Corrective Action in progress**

Information

The company has provided reporting figures or Key Performance Indicators (KPIs) on some relevant labor and human rights issues but the reporting figures are limited in terms of quantity or quality.

Guidance

The company has provided KPIs only on some of the relevant labor and human rights topics but the quality, transparency and level of reporting is not up to the required level. To improve labor and human rights data communication to its stakeholders, the company should provide KPIs on the majority of activated labor and human rights topics. Some additional quality factors which might also affect the level of reporting are; (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 reporting figures should not be more than 2 years old. (XS company: KPIs/Reporting figures provided at parent level only and/or provided for only one or a few material labor and human rights topics and/or the time period covered by the reporting figures might be too short, time period should be 12 months or more.)

**Low** Declares reporting on average training hours per employee, but no supporting documentation available **Corrective Action in progress**

**Low** Declares reporting on number of days lost to work-related injuries, fatalities and ill health, but no supporting documentation available **Corrective Action in progress**

Information

The company has not provided documents about number of days lost to work-related injuries, fatalities and ill health.

Guidance

There is no supporting documentation available about number of days lost to work-related injuries, fatalities and ill health even though is has been declared. 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.

**Low** Declares reporting on number of recordable work-related accidents, but no supporting documentation available **Corrective Action in progress**

Information

The company has not provided documents about number of work-related accidents.

Guidance

There is no supporting documentation available about number of work-related accidents even though is has been declared. An accident refers to an incident that results in injury or ill health.

Low

No information on reporting on ratio of the annual total compensation of the highest paid individual, to the median annual total compensation for all employees

Corrective Action in progress

**Information**

The company has not provided documents about reporting on ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees.

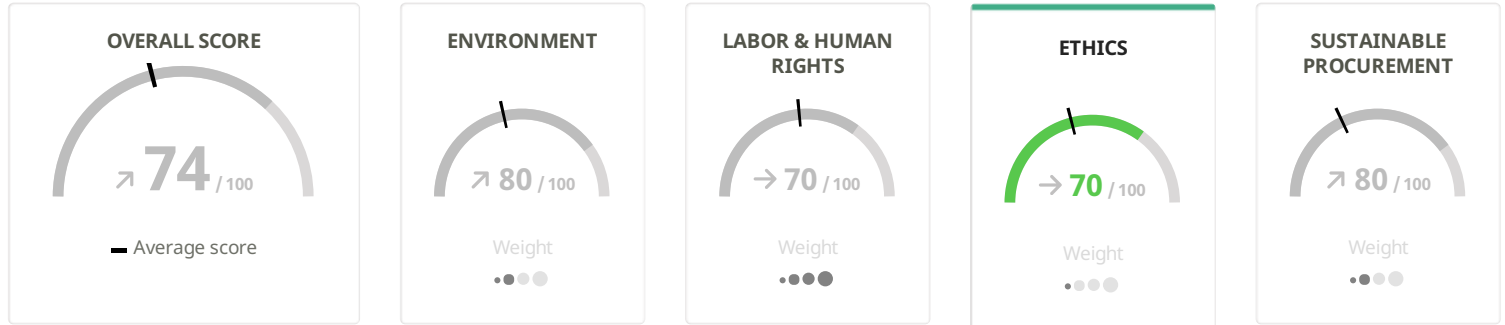
**Guidance**

There is no reporting documentation available about ratio of the annual total compensation for 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.

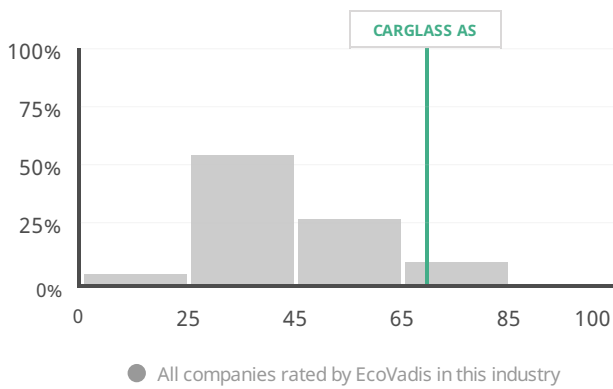
## 8. ETHICS

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

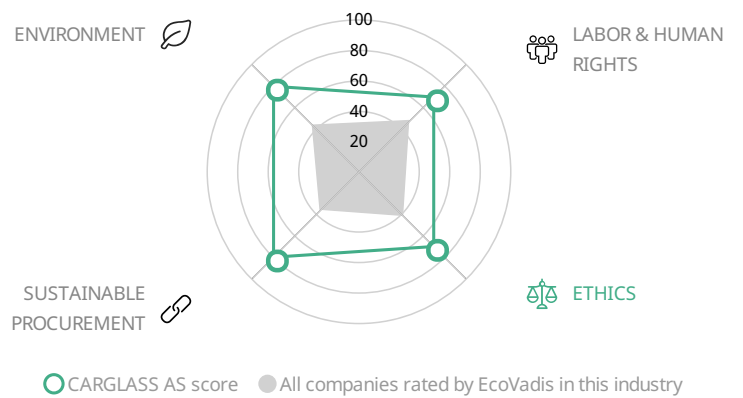
### Ethics Score Breakdown



Theme score distribution



Theme score comparison



#### Ethics: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

#### Ethics: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.

**Strengths**

**Policies**

**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**

**Policy on conflict of interest**

**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 ethics policies, companies should establish procedures to administer investigations and sanction employees for eventual violations (i.e. disciplinary measures up to and including possible termination).

**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.

**Dedicated responsibility for ethics issues**

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**Comprehensive policies on ethics issues**

**Information**

A comprehensive policy on business ethics issues integrates commitments and/or operational objectives on all or almost all of the main fair business practices issues a company is confronted with: namely corruption & bribery issues, and information security and responsible marketing if applicable. It is also compulsory to have additional elements such as formal mechanism to communicate on business ethics, scope of the policy's application and allocation of responsibilities, among others.

**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 allocation of responsibilities, mechanisms to deal with policy violations, formal review process, communication of the policy to all employees and business partners, etc.

**Actions**

**Whistleblower procedure for stakeholders to report information security concerns**

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**Whistleblower procedure for stakeholders to report corruption and bribery**

---

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

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**Implementation of a records retention schedule**

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**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.

**Corruption risk assessments performed**

**Information**

The company carries out 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.



**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.

**Audits of control procedures to prevent corruption**

**Information**

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

**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 and bribery policies. Periodic audits of those controls, done either through an external third party that performs business ethics audits or an internal audit team, are carried out to ensure their effectiveness and provide reasonable assurance that internal processes are being adhered to.

**Awareness training performed to prevent corruption**

**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.

**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**

**Materiality analysis in sustainability reporting**

**Company communicates progress towards the Sustainable Development Goals (SDGs)**

**Improvement Areas**

**Actions**

**High** No conclusive documentation regarding information security risk assessments Corrective Action in progress

**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.

**Low** No conclusive documentation regarding an anti-corruption due diligence program on third parties Corrective Action in progress

**Information**

No company declaration and no evidence within the supporting documentation regarding the implementation of 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.

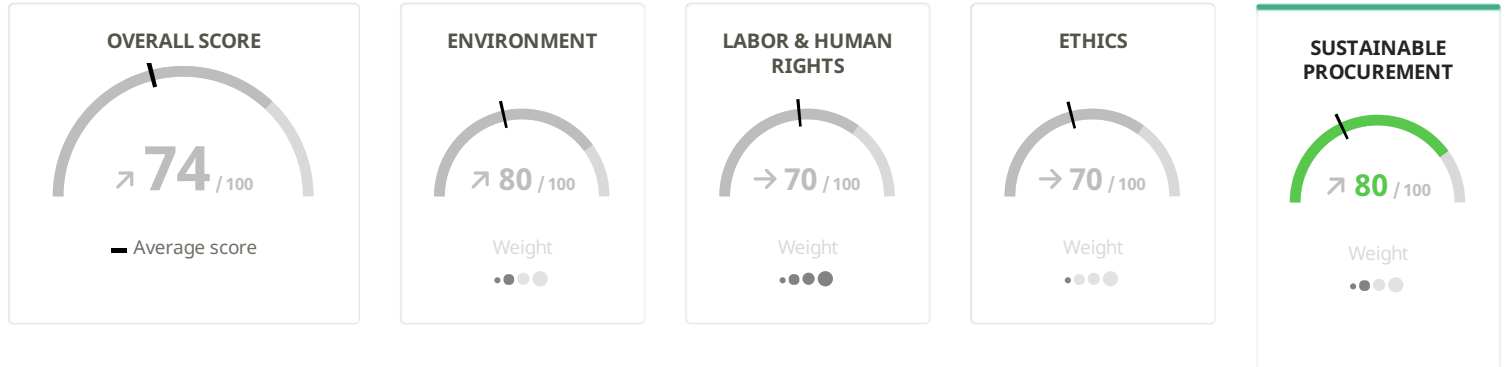
**Results**

**High** Insufficient reporting on ethics issues Corrective Action in progress

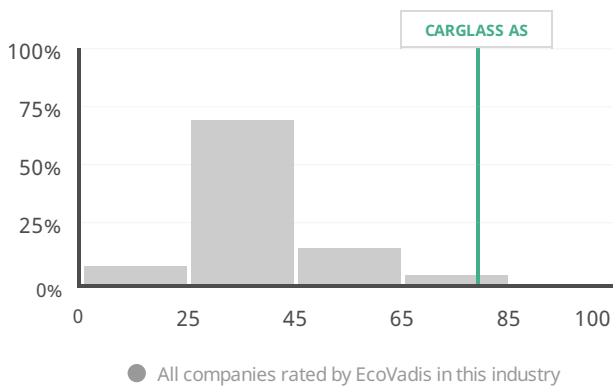
## 9. SUSTAINABLE PROCUREMENT

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

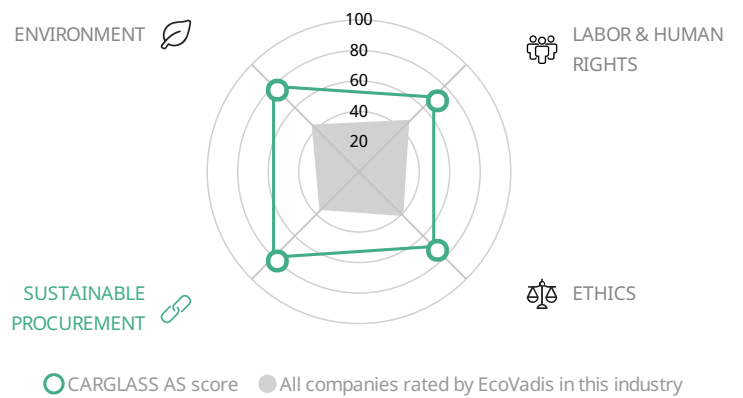
### Sustainable Procurement Score Breakdown



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.



**Strengths**

**Policies**

**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]).

**Comprehensive sustainable procurement policies on both social and environmental factors**

**Information**

The company has issued a comprehensive policy that integrates commitments, qualitative and quantitative objectives on the management of its sustainable procurement issues.

**Guidance**

The existing policy covers both environmental and social issues that the company may impact through its procurement strategy. Policies are deemed exceptional when they integrate not only qualitative but also quantitative operational objectives on all material sourcing risks the company faces, in addition to the following organizational elements: regular review mechanisms, a scope of application, the allocation of responsibilities, and communication of the policy to all stakeholders.

**Actions**

**Other actions designed to advance diversity in the supply chain**

**Information**

Actions other than those specified to advance diversity in the supply chain.

**Guidance**

Examples of documents to attach: Standard operating procedures, work instructions, program implementation records, Annual Report, CSR/Sustainability Report, etc.

**Performing suppliers on environmental and social issues have access to unique incentives (e.g. supplier awards, preferred supplier program, access to RFPs)**

**Information**

The company has provided formalized documents that demonstrate that performing suppliers on environmental and social issues have access to unique incentives such as supplier awards, preferred supplier programs, or access to RFPs.

**Guidance**

There is evidence of procedures, work instructions or programs that demonstrate a process or mechanism to reward suppliers who perform well in terms of sustainability to motivate them to continue or further improve their sustainability efforts by giving awards, access to RFPs, or any other preferential treatment.

**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 environmental or social issues (e.g. corrective actions, training)**

**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 or 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.

**Regular supplier assessment (e.g. questionnaire) on environmental or 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.

**Integration of social or 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.

**Sustainability risk analysis (i.e. prior to supplier assessments or audits)**

**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**

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

Reporting on total gross Scope 3 upstream GHG emissions

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Materiality analysis in sustainability reporting

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Company communicates progress towards the Sustainable Development Goals (SDGs)

**Improvement Areas**

**Results**

High	Insufficient reporting on sustainable procurement issues	Corrective Action in progress
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## 10. 360° WATCH FINDINGS

1 Jan 2024 | <https://egapro.travail.gou...>

Impact on Score

**Neutral** →

valid from 1 Jan 2024 to 1 Feb 2029

Impacted themes



### L'index égalité professionnelle pour Carglass pour l'année 2024

Carglass S.A.S et Carglass Services ont reçu une note de 88 sur 100 et 83 sur 100 respectivement de l'index égalité professionnelle entre les femmes et les hommes pour l'année 2024.

11 Oct 2023 | <https://www.droits-salarie...>

Impact on Score

**Neutral** →

valid from 1 Feb 2022 to 1 Mar 2027

Impacted themes



### Accords d'entreprise chez CARGLASS SAS

Les négociations entre la direction de CARGLASS S.A.S. et les instances représentatives du personnel ont abouti sur les accords et avenants suivants. Les résultats des négociations avec les partenaires sociaux chez CARGLASS S.A.S. précisent les droits, avantages et obligations de l'employeur et des salariés.

19 Sep 2023 | <https://fleetpeople.es/arv...>

Impact on Score

**Neutral** →

valid from 1 Sep 2023 to 1 Oct 2028

Impacted themes



### Arval electrificará toda la flota de vehículos de servicio de Carglass

La compañía de renting Arval acompañará al especialista del negocio de acristalamiento de automóviles Carglass en la transición de su flota de vehículos en Francia hacia un modelo completamente eléctrico. Así lo ha anunciado la compañía controlada por el banco BNP Paribas, que a finales de 2022 acordó con Carglass la provisión de 328 vehículos comerciales nuevos cien por cien eléctricos para ser añadidos de modo paulatino a la flota de la empresa de servicios de mantenimiento y reparación.

21 Jul 2023 | <https://www.droits-salarie...>

Impact on Score

**Neutral** →

valid from 1 Feb 2022 to 1 Mar 2027

Impacted themes



### Accords d'entreprise chez CARGLASS SERVICES

Les négociations entre la direction de CARGLASS SERVICES et les instances représentatives du personnel ont abouti sur les accords et avenants suivants. Les résultats des négociations avec les partenaires sociaux chez CARGLASS SERVICES précisent les droits, avantages et obligations de l'employeur et des salariés.

Expired

29 Jun 2023 | <https://www.doctrine.fr/d/...>

Impact on Score

**Neutral** →

valid from 1 Feb 2018 to 1 Mar 2023

Impacted themes



### Cour d'appel de Paris, Pôle 6 chambre 10, 29 juin 2023, n° 20/02583

La cour, Infirme le jugement entrepris, sauf en ce qu'il a débouté M. [J] [O] de ses demandes de dommages-intérêts au titre de l'exercice abusif de la procédure, de l'exécution déloyale du contrat de travail, des conditions vexatoires du licenciement et d'un manquement de l'employeur à son obligation de sécurité, Statuant à nouveau et y ajoutant, Dit que le licenciement pour faute est fondé, Déboute M. [J] [O] de l'ensemble de ses demandes, Condamne M. [J] [O] à verser à la société Carglass la somme de 1 200 euros au titre des frais irrépétibles d'appel, Déboute les parties de leurs demandes plus amples ou contraires, Condamne M. [J] [O] aux dépens de première instance et d'appel.

26 Jun 2023 | <https://www.autohaus.de/na...>

Impact on Score

**Neutral** →

valid from 1 Jun 2023 to 1 Jul 2028

Impacted themes



### Claims service provider: Carglass receives award duo for sustainability and service strength [DE]

In addition to the award as a "service-strong claims service provider", which Carglass recently received for the ninth time, this year the Cologne-based auto glass specialist also received the award for sustainability, which was presented for the first time.

21 Apr 2023 | <https://www.flotauto.com/c...>

Impact on Score

**Neutral** →

valid from 1 Apr 2023 to 1 May 2028

Impacted themes



**Carglass passe sa flotte à l'électrique**

Les derniers modèles encore en place disparaissent progressivement et d'ici un an et demi, Carglass ne gèrera plus aucun diesel et privilégiera l'électrique. Le spécialiste des vitrages dispose de 400 ateliers mobiles, des VUL aménagés pour les interventions sur site, et de 175 véhicules de fonction. Aujourd'hui la flotte compte 36 modèles hybrides rechargeables et quatre électriques. Le passage à une mobilité plus respectueuse de l'environnement découle des ambitions du groupe Belron, la maison-mère de Carglass, en matière de développement durable.

**Expired**

12 Jan 2023 | <https://www.dalloz.fr/docu...>

Impact on Score

**Neutral** →

valid from 1 Jun 2016 to 1 Jul 2021

Impacted themes



**Carglass est condamné par la Cour d'appel de Versailles**

La société Carglass a été condamné par la cour d'appel de Versailles à verser à Mme [D] [F] la somme de 10 250 euros à titre d'indemnité pour licenciement sans cause réelle et sérieuse, avec intérêt au taux légal à compter du présent arrêt.

1 Jan 2023 | <https://www.top-employers...>

Impact on Score

**Neutral** →

valid from 1 Jan 2023 to 1 Feb 2028

Impacted themes



**Top employers 2023 - Carglass GmbH**

Carglass GmbH has been identified as a top employer for the year 2023.

24 Oct 2022 | <https://www.parool.nl/nede...>

Impact on Score

**Neutral** →

valid from 1 Oct 2022 to 1 Nov 2027

Impacted themes



**Employers backtrack on wage increases [NL]**

It is not the first time that wage agreements have been adjusted. It has now been agreed with the unions that wages will rise by 14 percent from 1 January. The remaining 6 percent is now paid out in three parts of 2 percent. This proposal still has to be approved by the members of the unions and the employers. In addition, additional agreements have also been made at Carglass.

4 Oct 2022 | <https://www.cnvvakmensen.n...>

Impact on Score

**Neutral** →

valid from 1 Oct 2022 to 1 Nov 2027

Impacted themes



**Carglass will increase wages with effect from 1 January next [DE]**

All Carglass employees are experiencing the consequences of the increased prices in the supermarket and of energy. Carglass has taken the initiative to mean something to its employees, in addition to the existing collective agreements.

8 Sep 2022 | <https://www.capital.de/kar...>

Impact on Score

**Neutral** →

valid from 1 Sep 2022 to 1 Oct 2027

Impacted themes



**The most attractive employers in the city 2022 [DE]**

Carglass was among the attractive employers in the city of Cologne for the year of 2022.

19 Aug 2022 | <https://www.hv-almere.nl/2...>

Impact on Score

**Neutral** →

valid from 1 Aug 2022 to 1 Sep 2027

Impacted themes



**Large fire on the roof of, among others, Carglass Zandzuidstraat [DE]**

A major fire broke out on the roof of a multi-company building on Zandzuidstraat in Almere on Friday afternoon. Repair company Carglass is located in the building. Work was carried out on the roof, but it is still unknown how the fire started and whether the fire is related to this work.

10 Jun 2022 | <https://www.pneurama.com/d...>

Impact on Score

**Neutral** →

valid from 1 Jun 2022 to 1 Jul 2027

Impacted themes



**Carglass: from damaged windshields to recycled glass [IT]**

Thanks to the collaboration between Carglass and Eurovetro Recycling, an equivalent of 2,500,000 bottles were produced in 2021 starting from damaged windshields. This is 2,125 tons of windshields, which made it possible to obtain 1,800 tons of 100% recycled glass. %, saving 1,044 tons of CO2. Furthermore, for every 10% more recycled glass used to produce glass products, 2.5% of the fusion energy required to produce the products with virgin raw materials is saved.

**Expired**

20 Jan 2022 | <https://www.doctrine.fr/d/...>

Impact on Score

**Neutral** →

valid from 1 Dec 2016 to 1 Jan 2022

Impacted themes



**Carglass est condamné par la Cour d'appel de Versailles**

La Cour d'appel de Versailles, 11e chambre, 20 janvier 2022, condamne Carglass à payer à M. K.L X la somme de 12'000 euros sur la demande indemnitaire au titre du licenciement brutal et vexatoire.



10 Jan 2022 | <https://www.cnvvakmensen.n...>

Impact on Score

**Neutral** →

valid from 1 Jan 2022 to 1 Feb 2027

Impacted themes



**Result member consultation JUS at Carglass [NL]**

A majority of both FNV Metaal and the members of CNV Vakmensen voted in favor of the new Annual Hours Systematic proposal. This means that Carglass's proposal has been adopted. This regulation will be added as an appendix to the Carglass Collective Labor Agreement after it has been signed. For the record, this arrangement has a temporary character. When the scheme expires, the parties will once again discuss the scheme after evaluation of the scheme. In that case, the arrangement and possible continuation will be discussed depending on the results of the evaluation to be held among the members.

15 Dec 2021 | <https://www.droits-salarie...>

Impact on Score

**Neutral** →

valid from 1 Dec 2021 to 1 Jan 2027

Impacted themes



**Accords d'entreprise chez CARGLASS MAISON**

Les négociations entre la direction de CARGLASS MAISON et les instances représentatives du personnel ont abouti sur les accords et avenants suivants. Les résultats des négociations avec les partenaires sociaux chez CARGLASS MAISON précisent les droits, avantages et obligations de l'employeur et des salariés.

24 Oct 2021 | <https://www.fnv.nl/nieuwsb...>

Impact on Score

**Neutral** →

valid from 1 Oct 2021 to 1 Nov 2026

Impacted themes



**New collective labor agreement Carglass is a fact [NL]**

There is a final agreement for a new collective labor agreement for the employees of Carglass. Workers will gain 4.75% in the next 24 months, which is above the inflation level. In addition, there is an increase in the variable remuneration within the salary scale of 0.25% for performance at or above expectations. The term of the collective labor agreement is from 2021-2023.

26 May 2021 | <https://emobilitaet.online...>

Impact on Score

**Neutral** →

valid from 1 May 2021 to 1 Jun 2026

Impacted themes



**Carglass electrifies vehicle fleet [DE]**

Carglass wants to operate around 30 percent of its own fleet electrically by 2025 – including numerous customer replacement vehicles. At the beginning of May, the first 85 of 121 Renault Twingo Electric Vibes were handed over to the customer centers. According to the glass specialist, it is investing around half a million euros in the electrification of its own vehicle fleet. The investment in the modernization of the fleet should result in significant cost savings in addition to an improved CO2 balance.

12 May 2021 | <https://www.posventa.info/...>

Impact on Score

**Neutral** →

valid from 1 May 2021 to 1 Jun 2026

Impacted themes



**Carglass España obtiene la certificación 'Great Place to Work'**

Carglass España ha conseguido la certificación como un "Gran Lugar para Trabajar", otorgado por la consultora Great Place to Work, especialista en la identificación y certificación de excelentes lugares para trabajar. Se trata de un reconocimiento en la gestión de personas y estrategia de negocio en el ámbito nacional e internacional, el cual se otorga anualmente a los mejores empleadores del mundo. Los resultados de la encuesta realizada a las personas de Carglass reflejan un índice de confianza del 74%. Este elevado nivel de confianza del empleado hacia la organización se mide por cinco parámetros: Credibilidad (75%), Respeto (70%), Imparcialidad (70%), Orgullo (81%) y Camaradería (81%).

17 Nov 2020 | <https://www.vbo-feb.be/en/...>

Impact on Score

**Neutral** →

valid from 1 Nov 2020 to 1 Dec 2025

Impacted themes



**Carglass Couronné Ambassadeur Hr 2020**

Bart Lambrechts est revenu sur une année très mouvementée au cours de laquelle 90% des collaborateurs de Carglass ont été en chômage temporaire au paroxysme de la crise sanitaire. Mais il a aussi analysé les opportunités offertes par cette période, dont certainement la vision nouvelle du télétravail.

15 Apr 2020 | <https://www.bbglive.de/202...>

Impact on Score

**Neutral** →

valid from 1 Apr 2020 to 1 May 2025

Impacted themes



**Fire in at Carglass in Bernburg [DE]**

At 5:43 p.m., the Bernburg volunteer fire brigade was alerted by the Salzlandkreis control center to a fire in Kalistraße. The situation was confirmed on site. Flames erupted from a window in the Carglass workshop and smoke could clearly be seen in the roof area.

19 Feb 2020 | <http://www.automobilwoche...>

Impact on Score

**Neutral** →

valid from 1 Feb 2020 to 1 Mar 2025

Impacted themes



**Carglass among the best employers [DE]**

Carglass came out on top in the Top Employer Awards: 15th place in the ranking of all participating companies and 1st place among companies from the automotive industry.

20 Nov 2019 | <https://www.ft.com/content...>

Impact on Score

**Neutral** →

valid from 1 Nov 2019 to 1 Dec 2024

Impacted themes



**Striving for inclusion: top European companies ranked**

Carglass has been included in the list of Diversity Leaders and has obtained a score of 7.95. Diversity Leaders is an inaugural ranking of the extent to which 700 companies in 10 European countries offer a diverse and inclusive workplace.

24 Apr 2024 |

Impact on Score

**Neutral** →

valid from 31 Jul 2024 to 24 May 2029

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

**11. SPECIFIC COMMENTS**

Additional comments from our analysts pertaining to the assessment.

**Specific comments**

- No records found in third party risk and compliance database.

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- The company demonstrates an advanced sustainability management system that covers all four themes under review.

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- Since the last assessment, the overall score has increased thanks to the publication of additional sustainability reporting.

**12. CONTACT US**

# APPENDIX:

## INDUSTRY RISK PROFILE

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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.

## CRITERIA ACTIVATION BY THEME:

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

### Environment

Medium	Energy consumption & GHGs
Medium	Water
Non-activated	Biodiversity
Medium	Air Pollution
Medium	Materials, Chemicals & Waste
Non-activated	Product Use
Non-activated	Product End-of-Life
Non-activated	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	Diversity, Equity and Inclusion
Non-activated	External Stakeholder Human Rights

### Ethics

Medium	Corruption
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Medium

Anticompetitive Practices

Medium

Responsible Information Management

**Sustainable Procurement**



High

Supplier Environmental Practices

High

Supplier Social Practices

## KEY SUSTAINABILITY ISSUES

Find qualitative explanations of the key sustainability issues and risk associated with Maintenance and repair of motor vehicles



### 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 CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFC, PFC and SF<sub>6</sub>. Also includes production of renewable energy by the company.

#### Industry issues

Even though mechanical repair workshops are less energy-intensive compared to other activities in the automotive industry, multiple elements of major energy consumption can be identified. An average mechanical workshop uses 27,668kWh of electricity per year and this is mostly linked to lighting, heating ventilation and air conditioning (HVAC), and air compressor (1). Energy efficiency thus targets the buildings used by the company to repair and maintain the vehicles and the different equipment used. Improvement can be made on the ventilation system (HVAC) which is challenging as it is often necessary considering the activities and constant release of materials. However, intelligent use of thermostats, HVAC program controllers matching operating hours as well as dragught proof doors and windows can lead to significant efficiency gains. Further energy saving opportunities lie in smarter decisions regarding lighting and air compressors: Installation of sensors, employee awareness raising and maximizing the use of natural light can help to reduce electricity costs. With regard to air compressors, devices should be checked for leaks and replaced in case of damage. Optimizing use time and systme pressure are further examples of quick steps to save energy (1). Alternatively, experts in car repairs involving employees intervention at different sites could also develop a program of 'remote expertise' to avoid constant transport (2). Regarding the activities related to roadside recovery or roadside repairs, companies proposing these services operate their own fleet of specialized vehicles. Issues related to fleet operation such as monitoring and reducing CO<sub>2</sub> emissions from vehicles, use of alternative fuel or energy (e.g. hybrid, biofuel) are relevant as well.

Medium

Water

#### Definition

Water consumption during operations. Pollutants rejected into water.

#### Industry issues

This category also includes car washing and polishing with the potential risk of water pollution. Depending on the car washing services used – on site or via a washing service, the company will have more or less control over these operations. Eliminating unnecessary car washing can be a first step in reducing the water used. Installing a closed loop vehicle washing system is another step as the water is recycled and re-used or the water is rinsed. Using low-water use fixture would generate reduction in water use. Besides, there are risks of water pollution related to the cleaning of the equipment used for painting. With an oil/water separator set up on site, re-use of water could be facilitated. Proper on site storage of the products would be necessary to avoid risk of washing the chemicals to the drain. This is also applicable to vehicles: Cars stored outside must be leak-free, engine components covered to avoid hazardous substances being washed to waterways with storm water. This is also applicable to used car parts stored outside.

Medium

Air Pollution

**Definition**

Impact from operations on local environment around company facilities: emissions of dust, noise and odor. It also includes accidental pollution (e.g. spills) and road congestion around the operation facilities.

**Industry issues**

The automotive maintenance and repair industry handles a variety of toxic substances. In relation to the mix and vast number of hazardous products used and generated in a car repair facilities (used oils, antifreeze fluids, paint, cleaning agents to name a few) monitoring and reduction of air pollution is needed as some are volatile compounds (they transition from liquid into gaseous phase under normal temperature and pressure). Spill prevention equipment and programs are recommended in order to prevent accidental and local pollution. Sealing the shop floor could also be a solution to avoid the contamination of the surrounding. Eventually, regular soil testing for contamination should be performed in collaboration with local authorities.

Medium

Materials, Chemicals & Waste

**Definition**

Consumption of all types of raw materials and chemicals. Non-hazardous and hazardous waste generated from operations. Also includes air emissions other than GHG (e.g. SOx, NOx).

**Industry issues**

As hazardous products in the vehicle repair business, we can quote the organic solvents used in cleaning/ degreasing which are solvent based; antifreeze fluid; fluids replaced within the cars such as used engine oil, transmission and brake fluids; used vehicles batteries; rags soaked with hazardous substances. Hazardous materials also include all the pressurized spray bottles available which can be refilled in order to decrease the amount of raw materials needed. Implementation of a proper waste management process involving planning, inventorying and monitoring is thus necessary. First of all, it is recommended to recycle and reuse the fluids whenever possible or to schedule similar jobs together, e.g. when multiple cars need to be washed or require primer or paint. Alternatives such as the elimination of chemical stripping and the use of water-based solutions, primers and paints could reduce the hazardous substances in the working environment. Ideally, repair companies use low- or no-volatile organic compound (VOC) paints, and avoid paints that contain toxic metals like cadmium, chromium and lead. Cleaning solutions could re-circulate and filtered and then re-used. Pre-cleaning with a wire brush, shop towel or used of a pre-cleaning bath would reduce the quantity of solvent used. To optimize the quantity used, recycling of the solvent-based and water-based paint could be initiated (3). Repairs and maintenance work generate many wastes as the work performed by workers consists of fluid changes, repair and rework of fixable components, and replacement of non-repairable parts. While cleaning and dismantling the engine and other components, many fluids are gathered. In case of repairs, there are solutions to reduce the needs for new parts: either by giving priority to repair over replacement or, in case of unavoidable replacement, by re-using secondary parts whenever possible.

Medium

Environmental Services & Advocacy

**Definition**

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

**Industry issues**

Vehicle repair services carry a responsibility to incentivize the extension of vehicle life time. By making repair more attractive than replacement, they contribute to improve consumption patterns. Customers should be encouraged to consider alternatives to using brand new parts for their car repairs: To accept repairs over replacement, and even in case of replacement, to accept second-hand spare parts are decisions to be promoted by repair services. These initiatives usually involve the insurance companies or network of car experts with their car repair networks which requires close collaboration, of course. Additionally, car repairs facilities could also offer to collect waste such as used oil filters so that customers are encouraged to bring back these wastes to be correctly disposed of. Another opportunity to encourage customers to adopt ecological behaviour is by offering them a vehicle with low CO2 emission or even an electrical/hybrid vehicle as replacement car during the repair time.





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 substance.

**Industry issues**

There are several major occupational hazards in this labor intensive sector, including exposure to heavy metals and hazardous chemicals, and ergonomic problems from long working hours. Insufficient ventilation, inadequate protection gear and the lack of relevant information on the dangers of chemicals contribute to accidents and illness in this kind of working environment. The UK Health and Safety Executive presents the most common risks related to motor vehicle repair: The use of benzene, choosing the correct gloves, cleaning/degreasing substances including valeting, falling from heights, fire and explosion, harmful dusts, noise, slips and trips and many more (4). This non-exhaustive list of dangers require preventive actions and responsible decisions from management. For example, when using solvents, low hazard ones should be selected (non-chlorinated, low toxicity and low flammability). 100% water-based cleaning solutions are available with no petroleum distillates (and thus no VOC – volatile organic components). Ensuring proper ventilation, natural or forced one via use of fans, in particular when using cleaning/decreasing substances inside vehicles would reduce the worker exposure. Frequent and prolonged contact with engine oil may cause dermatitis and other skin disorders hence the need for protective clothing and personal protective equipment as necessary. Regarding mechanical repairs, most deaths are caused when a person is trapped and crushed under an inadequately supported vehicles which has been raised and had a wheel removed. Workers in this industry can also work roadside, when recovering or repairing vehicles on the road. In this instance, they are at risks from other road users and moving vehicles. These workers should receive information and training related to road traffic safety. Overall, to minimize occupational safety risks, companies should undertake a detailed risk assessment to understand the existing and potential risks in the working environment. Companies should adopt a health & safety management system through implementing safety measures to workers' daily routines and periodical monitoring to ensure a safe work environment. To further establish a solid health & safety management system, audits to obtain recognizable health & safety certifications such as ISO 45001 will demonstrate the company's commitment to workers' health & safety towards stakeholders.

Medium

Working Conditions

**Definition**

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

**Industry issues**

Human capital investment is increasingly important for companies seeking to develop a sustainable workforce while reducing hiring costs associated with high employee turnover. Employees should be adequately compensated through wages and other social benefits that reflect regional variations in living costs and state provided social protections. According to the 2017 International Trade Union Confederation Global Poll, nearly half of global respondents claim that their household incomes fail to accommodate cost of living (5). 84% of respondents believe that national minimum wages are insufficient to enable workers to lead a decent life (5). In the absence of public provision of social protections, including healthcare, family vacation and rest periods, workers are likely to change employers in order to obtain livable wages and adequate social protections. Companies that voluntarily develop human capital management systems position themselves to attract and retain the best talent, while preventing operational disruptions caused by worker strikes. In determining adequate wages companies operating in less developed countries where minimum wage laws are deemed inadequate, companies should default to wage standards established by ILO conventions. In addition to benchmarking with international standards, companies should also engage their workers through labor unions or employee representatives to determine workers' needs. In countries where unions and worker appointed representatives are illegal, it is key to leverage employee satisfaction surveys and other forms of worker voice tools to determine worker needs. When operating in countries where state provided social protections are minimal or absent, companies should provide employees with employer paid healthcare benefits and retirement pensions.

Medium

Social Dialogue

**Definition**

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

**Industry issues**

Social dialogue, as defined by the International Labour Organization, includes all types of negotiation, consultation or exchange of information between, or among, government representatives, employers and workers (6). Companies that promote social dialogue through unions and other forms of worker-selected representatives are in a better position to obtain better visibility of potential health and safety issues and worker grievances around wages, working conditions, career development. A vast majority of the International Trade Union Confederation’s 2017 respondents disapprove of their working conditions, including wages, benefits and job security. As a result of the concerns by global workers, 91% of respondents are in support of laws that give workers the right to collective bargaining, while 85% want the right to unionize (7). When worker issues are not identified and remedied, companies and their supply chain partners risk business interruptions caused by worker strikes. While there is no “one size fits all” model of social dialogue that can be readily exported from one country to another due to cultural and political factors, adapting social dialogue to the national situation is key to ensuring local ownership of the worker engagement process. When companies engage in worker dialogue, they are in a better position to manage talent retention issues that potentially hinder long-term business sustainability. 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, regardless of national laws that prohibit such activity. 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.

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 in this industry should include occupational skills development in their human capital management strategies. Occupational skills development, through formal training, developmental assignments, and feedback, provides mutual benefits for employees and employers. Manufacturers will benefit from a higher skilled workforce capable of meeting market demands, and workers will develop skills necessary for promotions and/or future employment opportunities in the sector. Workers are increasingly demanding occupational skills development in order to stay up-to-date on technological developments, ultimately ensuring they remain competitive on the job market. The reciprocal benefits ultimately reduce employee turnover costs, evidenced by one Harvard Business Review article (8) that finds that thriving workers are 32% more committed to their organization and 46% more satisfied with their jobs. To take advantage of the benefits provided by a skilled workforce, companies should develop and implement occupational training and development programs. Ongoing employee evaluations accompanied by continuous feedback should be deployed to identify skills that enable employees to be placed in positions that allow for promotions. Lastly, companies should ensure that, when necessary, workers performing redundant tasks are helped to access other responsibilities through training. Occupational skills development programs can benefit companies across all functional areas and should therefore be embedded throughout all operations.

Medium

Diversity, Equity and Inclusion

**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**

Diversity at work is a key issue to any company. It is already addressed by specific regulations in most countries in addition to sectorial and national initiatives that have been created to act on this particular issue. Meanwhile in the USA, it is estimated that in 2013, women made up 1.5% of automotive body and related repairers and 1.8% of automotive service technicians and mechanics (9). This calls for further voluntary action at the level of each company. Developing a diverse workforce is not only a socially responsible business practice, it is also good for business. Diverse workforce unlocks business innovation and drives market growth due to the knowledge that workers from different gender, sexual orientation, race and ethnicity bring to their functions. More diverse companies are better able to win top talent and improve customer orientation, employee satisfaction, and decision making, each of which lead to increasing financial returns. A 2015 report by McKinsey found that companies in the top quartile for racial and ethnic diversity are 35 percent more likely to have financial returns above their respective national industry medians, and companies in the top quartile for gender diversity are 15 percent more likely to have financial returns above their respective national industry medians. In the United States, there is a linear relationship between racial and ethnic diversity and better financial performance: for every 10 percent increase in racial and ethnic diversity on the senior-executive team, earnings before interest and taxes (EBIT) rise 0.8 percent (10). Many of the world’s biggest and most successful companies have advanced diversity strategies that include respect of LGBT. Nearly 90% of Fortune 500 companies prohibit discrimination based on sexual orientation and gender identity and almost 60% of them extend benefits to the same-sex partners of their employees (11). Given the higher returns associated with a diverse workforce, it is important that companies take steps to promote diversity in their operations. Companies must first create an environment that is welcoming of workers from all social backgrounds. Anti-discrimination and harassment policies should be framed to protect workers from all social backgrounds including, but not limited to, gender, race, ethnicity and national identity and increasingly important-sexual identity. While most countries have laws that prohibit discrimination, differences exist in the scope of groups protected and the level of enforcement—making it a strategic challenge for companies that operate in less progressive countries. When developing policies for operations in such locations, it is key for companies to be as inclusive as possible and to keep the business benefits in mind. In order to reinforce policies, diversity training should be provided to all employees, and anti-discrimination training should be required of all management levels—particularly human resources—with decision making authority. Human resources personnel should perform frequent internal salary audits to determine where wage gaps exist between different social groups within the organization. Additional pro-diversity measures that reinforce non-discriminatory efforts include employee cultural and gender associations that enable social groups to share experiences related to professional integration and networking. Lastly, an effective whistleblowing procedure should be available to all employees to report concerns related to, or violations of, established anti-discrimination policy.



Ethics

Importance

Sustainability issue

Medium

Corruption

**Definition**

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

**Industry issues**

As the regulations become stricter to control cars and deliver roadworthiness certificates, bribes could be paid to pass cars that have failed. For example, staff in Ireland has been fired for taking part in a scheme to accredit taxis that have initially failed the National Car Test (12). Another issue is related to the fact that in some countries, the same centers are licensed to accredit the vehicles by testing them and to carry out the necessary repairs with a risk of conflict of interest. Eventually, with strict regulations to control vehicles emissions and with bonuses paid to remove vehicles with higher emissions from traffic, test centers could be tempted to raise the emissions to benefit from the scrappage bonuses. Fraud issues are around the necessity to replace parts. The California State in the USA has voted a law against air bag fraud to ensure they are replaced with proper equipment (13). Other scams have been reported regarding replacement of parts paid by insurance companies, i.e. windshields (14). In more general terms, corruption distorts fair markets and, if not managed effectively by the automotive manufacturing sector, exposes companies to financial losses from both the act itself and the increased cost of business caused by rampant industry-wide corruption. The Foreign Corrupt Practices Act and the UK Bribery Act expose companies and individuals working on behalf of companies to financial and criminal penalties, while similar legislation is currently being debated in Brazil and France exposing companies to risks in additional jurisdictions. FCPA risks take different forms depending on the nature, scope and location of a company's international activity. They can arise both when companies seek to sell their products and services directly to foreign governments and state-owned entities and in the form of bribe payments in return for favorable contracting decisions. FCPA risks can also take other, less obvious forms, such as when companies face shakedowns from customs inspectors and tax assessors during efforts to import or export raw materials or finished products. Additionally, risks can surface when companies operate manufacturing facilities in foreign countries, which requires frequent interaction with hosts of foreign officials ranging from maintaining utility service to paying local taxes and securing police protection. The UK Bribery Act expands the scope of bribe recipients to any individual, regardless of their government relationship. To minimize corruption risks, companies should implement a risk-based due diligence procedure to identify opportunities or situations where corrupt transactions are possible. It is important that companies identify anti-corruption training needs in order to keep employees abreast of the regional or sector environment that exposes them to potential risks. Lastly, companies must document and maintain detailed records of all due diligence measures in order to minimize liability in the event that the company is implicated in corruption investigations involving internal employees or third-party relationships.

Medium

## Anticompetitive Practices

**Definition**

Deals with anti-competitive practices including among others: bid-rigging, price fixing, dumping, predatory, pricing, coercive monopoly, dividing territories, product tying, limit pricing, and the non respect of intellectual property.

**Industry issues**

In this industry, there is a certain risk for agreements concluded between insurance companies and their network of car repair shops on price fixing. In Hungary, the national competition authority has imposed fines in this instance (15). Also, there could be restrictions in relation to original equipment – car manufacturers keep their original parts in their own channel and refuse warranties if the cars are not repaired in their own shops. This could restrict the options offered by independent car repair services as agreements are set up between car manufacturers and their authorized repairers. For example, the European Commission has voted a rule allowing access to spare parts by independent repairers (16). The issue is also being tackled in France with a transition period allowing car manufacturers to adapt their business model before the opening of the market (17). Anticompetitive practices are relevant mostly for companies of large size, given their potential leverage on the market. Industry cartel behavior harms a wide range of stakeholders. When companies form cartels, market dominance prevents smaller businessmen from accessing and competing in markets, and consumers are unable to freely select the quality and variety of goods and services they desire. Buyers working in a cartelized sector are also subjected to higher prices that ultimately cut into the company bottom line. In order to ensure market competition, antitrust enforcement has received greater attention from US, EU and global law enforcement agencies in recent years. The electronics sector has been subjected to enhanced antitrust scrutiny due to large cartel settlements, most notably in the components sector: the cathode ray tube cartel in 2006, involving major market players such as Samsung, Philips, LG Electronics and Panasonic was even described as a textbook case. As part of their compliance systems, companies in the electronics sector should implement internal controls to prevent employees and business partners from engaging in anti-competitive practices. Employees should be adequately trained in the market impacts caused by such behaviors. Providing clear and detailed competitor interaction guidelines is one effective way to raise awareness among key employees. Lastly, companies should have an effective whistleblower procedure allowing employees to confidentially report collusion concerns without retaliation by employers.

Medium

Responsible Information Management

**Definition**

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

**Industry issues**

Companies collect, process and share confidential information belonging to third-parties in order to operate their business. Third-party confidential information includes employee and consumer personal identification information, third parties' intellectual property, and business partner trade secrets. Companies are legally mandated in several jurisdictions to manage third party data responsibly. Breaches of third-party data, including proprietary intellectual property, trade secrets and employee and consumer PII expose companies to operational seizures, financial and reputational impacts caused by stakeholder lawsuits and regulatory penalties. The financial impacts of information security breaches can be both immediate and drawn out over several years, due to possible litigation action by parties who lost confidentiality of their information entrusted to the breached company. The costs of regulatory violations remain severe, and proposed changes to major regulatory frameworks in major countries are likely to impose greater fines. Ponemon Institute estimates the global average cost of a cyber-attack to be US\$3.86 million (19). 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 (20). In order for companies to manage operational and legal risks associated with information security breaches, it is vital that robust information security management systems are developed and implemented across to the operational scope. Companies should perform vulnerability assessments, implement access and disclosure controls and provide thorough training for all employees responsible for processing third-party data. An adequate incident response procedure capable of preventing further data loss, communicating with exposed stakeholders, and systems updates is necessary to meet legal requirements in key jurisdictions.



Sustainable Procurement

Importance

Sustainability issue

High

Supplier Environmental Practices

**Definition**

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

**Industry issues**

Sustainable supply chains in the repair sector involve responsible management of spare parts procurement with regard to their ecological impact. The responsibility for offering eco-efficient, reusable and recyclable vehicle components lies with the Original Equipment Manufacturers (OEMs). However, Repair shops will have to maximize transparency within their supply chains and increase the demand for parts with the least environmental impact. Regarding the procurement of spare parts, companies should deal with wholesalers or dealers able to provide them with used or recycled auto parts which is sometimes even encouraged by insurance companies (18). Some of the activities offered by vehicle repair centers could also be contracted out such as the washing/cleaning of the vehicles. In these instances, confirming contractor’s compliance with basic environmental law for example on prevention of water pollution through CSR assessment or audits is one way to mitigate the risks. Environmental issues in the supply chain of companies in the repair sector can be further effectively addressed through a variety of due diligence management activities. This may start with developing a supplier code of conduct, contract clauses or a risk analysis of the supplier base. Once expectations with regard to environmental factors are set, further monitoring, evaluation or capacity building should follow, which may lead to long-term partnerships with suppliers to address major environmental concerns along the value chain.

High

Supplier Social Practices

**Definition**

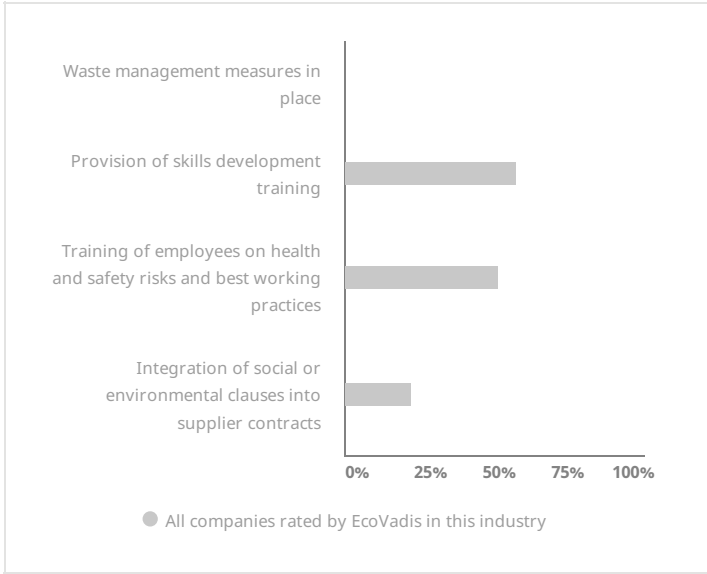
Deals with labor practices and human rights issues within the supply chain i.e. labor practices and human rights issues generated from the suppliers and subcontractors own operations or products.

**Industry issues**

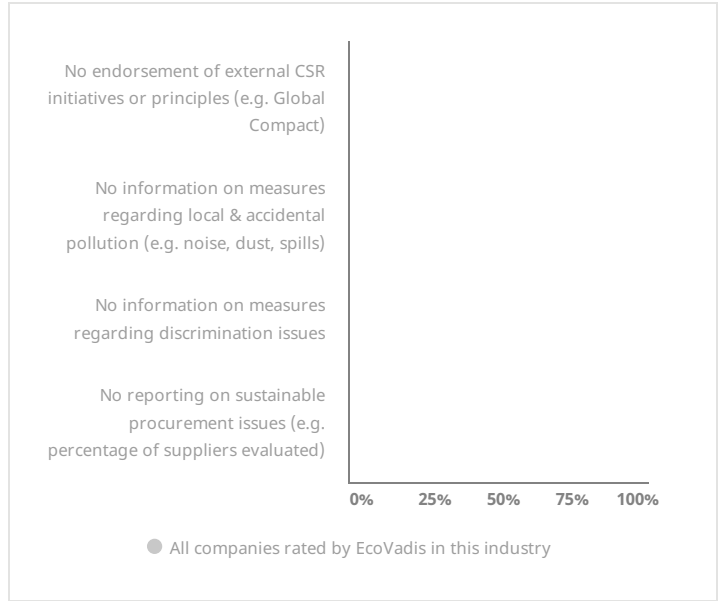
To prevent supply disruptions and potentially costly litigation, companies should work to embed their human rights and business ethics commitments throughout their supply chain operations in order to address operational impacts on stakeholders. Companies have an obligation to respect human rights of both internal and external stakeholder groups, and the public seems increasingly engaged holding companies accountable. In accordance with the UN Guiding Principles on Business and Human Rights, human rights impact assessments should include those of supply chain operations. Companies should develop and implement due diligence procedures, to include supply chain mapping, risk assessments and follow up supplier engagements, including training and on-site audits. Companies should also establish contract provisions detailing supplier expectations regarding human rights protections. To minimize liability for supplier corruption, companies should implement a risk-based due diligence procedure to identify suppliers at greatest risk of being accused of such transactions. Training in anti-corruption management systems, is a must in order to establish an ethical culture internally as well as throughout their supply chains. Lastly companies should, when necessary, establish grievance procedures in the absence of a supplier procedure.



**Key industry Strengths**



**Key industry Improvement Areas**



**Sustainability KPIs Overview**

KPI	All companies rated by EcoVadis in this industry
<b>Audit or assessment of suppliers on CSR issues</b>	33%
<b>Carbon disclosure project (CDP) respondent</b>	10%
<b>Global Compact Signatory</b>	12%
<b>Grievance mechanism or whistleblowing procedure in place</b>	28%
<b>ISO 14001 certified (at least one operational site)</b>	34%
<b>ISO 45001 certification or equivalent (at least one operational site)</b>	21%
<b>Policy on sustainable procurement issues</b>	31%
<b>Reporting on energy consumption or GHGs</b>	41%
<b>Reporting on health &amp; safety indicators</b>	29%

## Main Regulations and Initiatives

### Label NF Environnement - Service de rénovation

[http://www.marque-nf.com/marquenf/pdf/nf\\_environnement\\_services\\_de\\_renovation.pdf](http://www.marque-nf.com/marquenf/pdf/nf_environnement_services_de_renovation.pdf)

French label on maintenance services for automobiles

 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

### ISO 45001 Standard for Occupational Health and Safety

<https://www.iso.org/iso-45001-occupational-health-and-safety.html>

The standard was developed by a committee of occupational health and safety experts, and follows other generic management system approaches such as ISO 14001 and ISO 9001. It was based on earlier international standards in this area such as OHSAS 18001, the International Labour Organization's ILO-OSH Guidelines, various national standards and the ILO's international labour standards and conventions

 Labor & Human Rights

### 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\\_1,00.html](http://www.oecd.org/about/0,2337,en_2649_34889_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 14000 (International Standard Organisation)

[http://www.iso.org/iso/iso\\_14000\\_essentials](http://www.iso.org/iso/iso_14000_essentials)

The ISO 14000 family addresses various aspects of environmental management


 Environment

### International Labor Organization's Fundamental Conventions

[http://www.ilo.org/wcmsp5/groups/public/---ed\\_norm/---declaration/documents/publication/wcms\\_095895.pdf](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

### 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

**Standard ISO 26000 (International Standard Organisation)**

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

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

    **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**

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