



ecovadis

EcoVadis Sustainability Assessment Report

Company rated:
KINGDOM SERVICES GROUP LTD (GROUP)

Overall score: 54 /100
January 2024

Sustainability performance: Good

Size: L
Headquarters country: United Kingdom
Risk country operations: Yes
Industry: Combined facilities support activities

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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

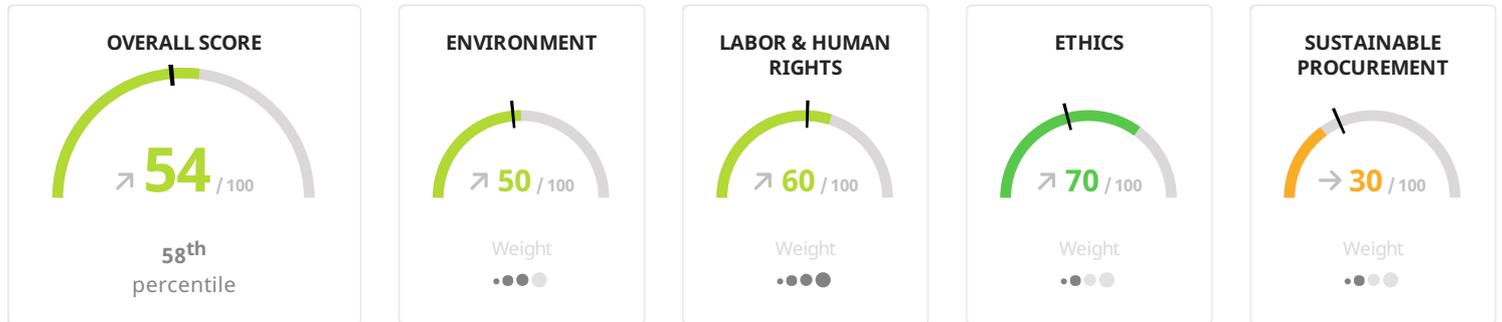
EcoVadis provides the leading solution for monitoring sustainability in global supply chains. Using innovative technology and sustainability expertise, we strive to engage companies and help them adopt sustainable practices.

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1. SUSTAINABILITY PERFORMANCE OVERVIEW

Score breakdown

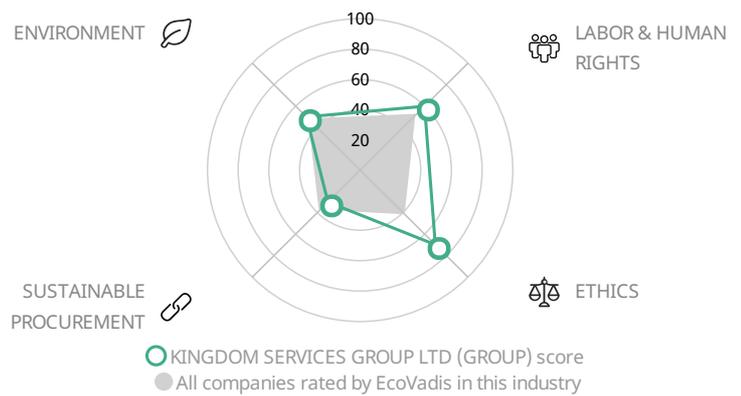
Sustainability performance ● Insufficient ● Partial ● Good ● Advanced ● Outstanding — Average score



Overall score distribution



Theme score comparison



An EcoVadis medal is awarded when a company is in the top 35% of companies assessed by EcoVadis, with no theme scores below 30 and no severe 360° Watch News findings. This medal can be shared online or included into printed materials.

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. KINGDOM SERVICES GROUP LTD (GROUP) 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.

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.

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.

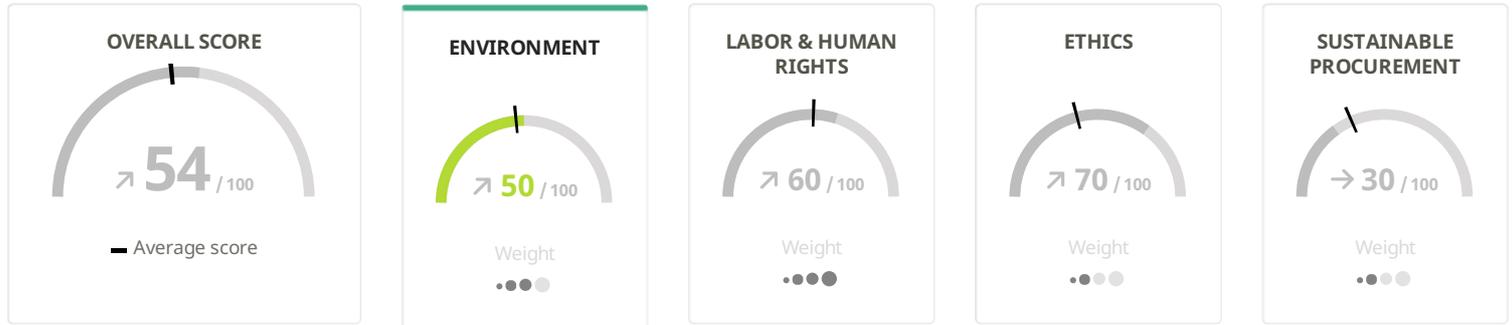
C. The Scoring Scale

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.

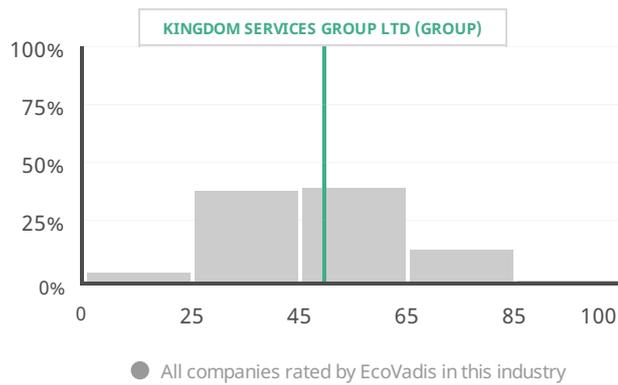
6. ENVIRONMENT

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).

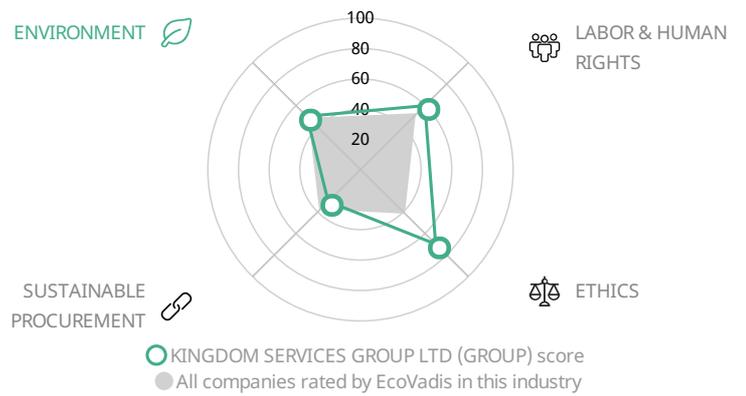
Environment Score Breakdown



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

Environmental policy on waste

Quantitative objectives set on energy consumption & GHGs

Environmental policy on energy consumption & GHGs

Actions

Reduction of internal wastes through material reuse, recovery or repurpose

Energy and/or carbon audit

Information

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

Guidance

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

ISO 14001 certified

Information

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

Guidance

The ISO 14001 standard belongs to the ISO 14000 series, a family of environmental management standards developed by the International Organization for Standardization (ISO) designed to provide an internationally recognized framework for environmental management, measurement, evaluation and auditing. The standard serves as a framework to assist organizations in developing their own environmental management system and is based on the continuous Plan-Do-Check-Act cycle.

ISO 14001 certified on more than 81% of operational sites

Information

The assessed company has several operational sites. More than 81% of operational sites are ISO 14001 certified.

Guidance

Publicly available information or supporting documents show over 81% coverage of operational facilities certified against the ISO 14001 standard. Companies that have more than one operational site, office or subsidiary must demonstrate that environmental certificates (like ISO 14001) are deployed across a majority of sites in order to guarantee an effective company-wide CSR management system.

Results

Declares none of the sites/operations located in or near biodiversity-sensitive areas (not verified)

Improvement Areas

Policies

Medium Basic environmental policies: lacks details on specific issues

Information

The company has issued formalized statements on environmental issues, which either lack specificity at issue level, do not cover all the major issues the company is confronted with, or lack organizational elements (e.g. review process, dedicated responsibilities, scope of application)

Guidance

A standard environmental policy integrates commitments and/or operational objectives on the main environmental risks the company faces. It is communicated to internal and external stakeholders through a formal dedicated document (e.g. QHSE Policy). A standard environmental policy contains qualitative objectives/commitments specific to those issues. The policy should also incorporate some of the following elements: scope of application, allocation of responsibilities, quantitative objectives (i.e. on energy consumption & GHG emissions), and review mechanisms.

Medium Inconclusive documentation for policies on water

Medium Inconclusive documentation for policies on environmental services & advocacy

Low No conclusive information on endorsement of external initiatives or principles on environmental issues

Actions

Low No information on measures regarding environmental services and advocacy

Information

No company declaration and no evidence in the supporting documentation on actions implemented on the promotion of the sustainable consumption of company's products or services among customer base.

Guidance

Some examples of actions on this topic include: promotion of products or services with positive environmental or social impacts (e.g. provision to customers of services for reducing material consumption, products eco-designed), provision of information to support more sustainable behavior of clients, or raising client awareness on sustainability issues.

Low Declares measures on water management, but no supporting documentation available

Information

The company declares it has implemented specific actions on water management, however, no information was found on this topic within the company's supporting documentation.

Guidance

Some examples of actions on this topic include: water treatment, recycling and reuse, reduction of wastewater discharge, measurement and control mechanisms for organic water pollutant (BOD) or chemical oxygen demand (COD).

Results

High No conclusive reporting on environmental issues

Information

The company has no formalized quantitative reporting figures on its environmental performance. The supporting documentation(s) provided by the company does not contain valid environment related Key Performance Indicators (KPIs).

Guidance

In order to measure and monitor the effectiveness of its environmental management system internally, and in order to report its performance to stakeholders, a company should provide KPIs on environmental issues. In the EcoVadis rating process, the Reporting indicator looks at the quality, transparency and period of reporting readily available to stakeholders. The KPIs provided should be recent (i.e. within the last 2 years), should have an SI unit and should cover the scope of evaluation (i.e. the company or group of companies being rated). KPIs can be sector-specific and should cover the relevant environmental criteria (energy, GHG emissions, water, waste,...etc) based on the company business activity. The relevant KPIs can be integrated within the company's environmental reports, sustainability report or any other applicable reporting document.

Medium No formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB)

Low No external assurance or verification of sustainability reporting

Information

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

Guidance

The company lacks evidence of external assurance that supports the quality and credibility of the qualitative and quantitative information reported by the organization. External assurance is provided by professional assurance providers such as KPMG and Deloitte (or others) that verify the credibility of reporting figures based on internationally recognized sustainability reporting standards such as the Global Reporting Initiative (GRI).

Low No information on reporting on total water consumption

Low No information on reporting on total weight of hazardous waste

Low No information on reporting on total weight of non-hazardous waste

Low No information on reporting on total energy consumption

Low

No information related to reporting on total amount of renewable energy consumed

Low

No information related to reporting on total weight of waste recovered

Low

No information on reporting on total weight of air pollutants

Information

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

Guidance

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

Low

No information on reporting on total amount of water recycled and reused

Information

The company has not provided documents about reporting on total amount of water recycled and reused.

Guidance

There is no reporting documentation available about total amount of water recycled and reused. Recycled or reused water is water and wastewater (treated or untreated) that has been used more than once before being discharged from the undertaking's boundary, so that water demand is reduced. This may be in the same process (recycled), or used in a different process within the same facility or another of the undertaking's facilities (reused).

Low

Declares reporting on total gross Scope 1 GHG emissions, but no supporting documentation available

Information

The company has not provided documents about reporting on total gross Scope 1 GHG emissions.

Guidance

There is no supporting documentation available about total gross Scope 1 GHG emissions even though it has been declared. Scope 1 GHG emissions 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.

Low

Declares reporting on total gross Scope 2 GHG emissions (market or location based), but no supporting documentation available

Information

The company has not provided documents about reporting on total gross Scope 2 GHG emissions.

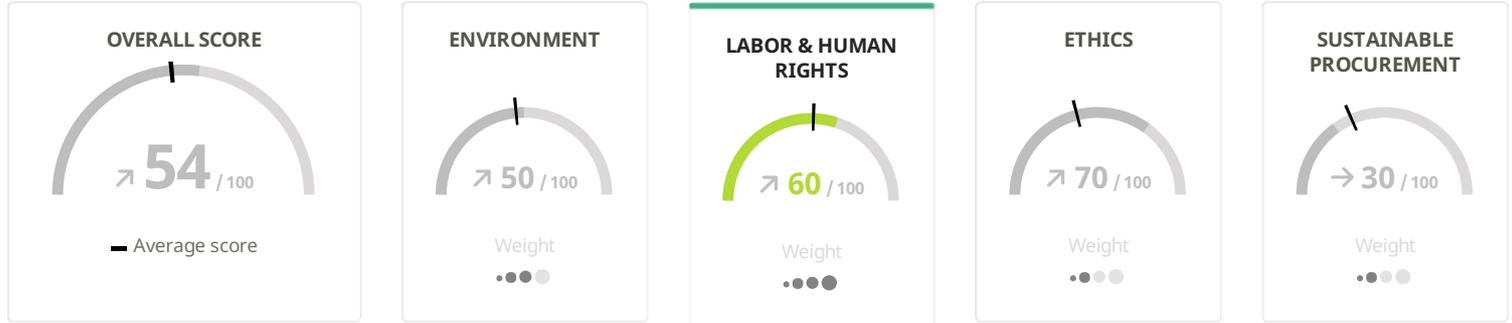
Guidance

There is no supporting documentation available about total gross Scope 2 GHG emissions even though is has been declared. Scope 2 GHG emissions (market or location based) refer to the GHG emissions resulting from the generation of purchased or acquired electricity, steam, heating, and cooling.

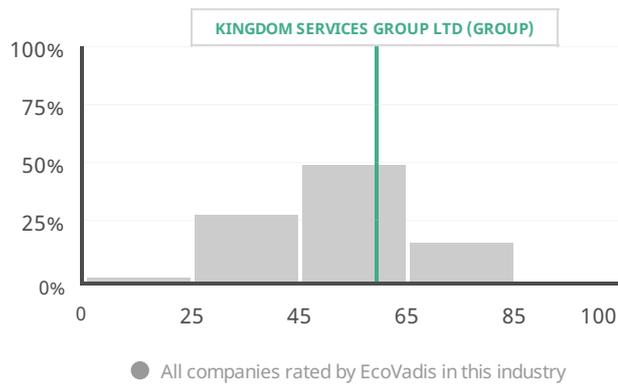
7. LABOR & HUMAN RIGHTS

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).

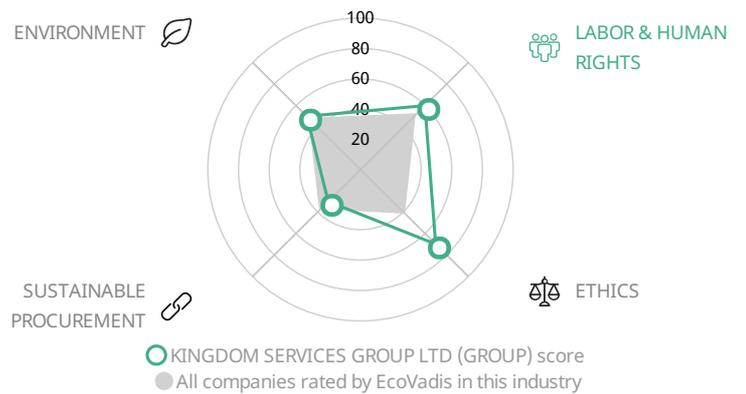
Labor & Human Rights Score Breakdown



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 Alcumus' SafeContractor scheme

Labor & human rights policy on diversity, equity & inclusion

Labor & human rights policy on child labor, forced labor & human trafficking

Information

The company has issued a formal policy that integrates commitments and/or operational objectives on child labor, forced labor & human trafficking.

Guidance

The company has implemented a policy on the prevention of child labor, forced labor & human trafficking in its operations. There are at least qualitative objectives/commitments which specifies the efforts to be made by the company to eradicate the occurrence of child labor, forced labor & human trafficking.

Labor & human rights policy on career management & training

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.

Health and safety policy also covers subcontractors working on the company premises

Information

The health and safety policy provided by the company also covers subcontractors working on the premises.

Guidance

Companies who engage the services of contractors and subcontractors to undertake different tasks on their company premises should commit to protecting the health & safety of these workers. The company has a duty to ensure that all practical steps are taken to safeguard their safety by considering the nature of hazards that subcontractors could be exposed to and minimizing the risk of injury. The first step in mitigating these risks is to issue dedicated policies (detailed objectives and commitments) that cover subcontractors working on the company premises, or including subcontractors in the scope of the other labor policies issued.

Actions

Employee health and safety emergency action plan

Information

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

Guidance

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

Monitoring of internal controls and effectiveness of actions taken to prevent child labor, forced labor and/or human trafficking

ISO 45001 certified on more than 81% of operational sites

ISO 45001 certified

Information

The company has provided a valid ISO 45001 certificate that covers all of its operations.

Guidance

ISO 45001 is an international standard for occupational health and safety management systems. It addresses employee health and safety issues and involves an external audit on the facilities' health & safety conditions. Organizations that implement ISO 45001 have a clear management structure with defined authority and responsibility, clear objectives for improvement, with measurable results and a structured approach to risk assessment. This includes the monitoring of health and safety management failures, auditing of performance and review of policies and objectives.

Remediation procedure in place for identified victims of child labor, forced labor and/or human trafficking

Information

The company has put in place a remediation procedure for identified cases of child labor, forced labor or human trafficking in their business operations.

Guidance

The company has a remediation process for identified cases of child labor, forced labor or human trafficking issues related to their activities. The remediative efforts were set up to help to identify and correct any harm caused to the victims. The programme include a remediation process to support the victims of child labor, forced labor or human trafficking and mitigate the associated ill-effects of these malpractices on them. The process is also continuously monitored to ensure its effectiveness.

Employee satisfaction survey

Information

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

Guidance

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

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

Information

The company has official measures to promote work-life balance in place, which have been found within the supporting documentation. The company provides flexible hours and organization for employees to work.

Guidance

The company has implemented working practices that acknowledge and aim to support the needs of staff in achieving a balance between their home and working lives. The company has supporting documentation showing a flexible organization of working hours is provided for employees, which can include evidence of options for part-time work, telecommuting or remote work, job-shares, and other forms of variable work schedules.

Specific employee health & safety management system certification [Avetta SSIP certificate, CHAS (Contractors Health and Safety Assessment Scheme)]

Information

The assessed company has a specific employee health and safety management system certificate.

Guidance

Specific employee health and safety management system certificates include CHAS (Contractors Health and Safety Assessment Scheme), ILO-OSH 2001 Certification - Occupational Health and Safety, MASE UIC, OHRIS, SCC (SHE Checklist Contractors) (VCA, VCA LSC, VCA P), etc.

Employee health & safety risk assessment

Information

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

Guidance

A health and safety risk assessment is systematically conducted to identify and evaluate the potential impact of operational tasks or conditions on employees' health and safety. The main elements of a complete risk assessment are; 1) description of hazards or risk factors identified to have the potential to cause harm and determining the significance of the risks. 2) periodic review of risks to reflect the latest risks and health and safety environment in the business. 3) presence of a preventive and corrective action plan in the form of steps and/or recommendations that an organization needs to take to effectively prevent and address the risks identified, mapped & evaluated in risk assessments. If applicable, the results of a health and safety risk assessment should be made available to relevant stakeholders such as employees, members of the health and safety committee, staff representatives, the occupational physicians, and labor inspectors.

Grievance mechanism on child labor, forced labor and/or human trafficking issues

Information

The company has established a grievance mechanism to report child labor, forced labor or human trafficking issues if identified in the company's operations.

Guidance

The company has established a reporting mechanism for different parties to report child labor, forced labor and/or human trafficking issues if found in the company's operations. The elements of the grievance mechanism includes firstly a communication channel communicated to all stakeholders about the presence of a grievance mechanism and the provision of support for those who may face particular barriers (ie. language, minority status).The second element is a non-retaliation policy to protect those who make use of the grievance mechanism and the third element is a confidentiality policy for those who make use of the grievance mechanism.

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.

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 employees from minority and/or vulnerable groups in the whole organization

Information

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

Guidance

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

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

Report on average unadjusted gender pay gap

Reporting on accident severity rate

Information

The company reports, either through formal documentation or questionnaire declaration, on the accident severity rate among its employees for the last reporting year.

Guidance

The accident severity rate (or Lost Time Injury Severity Rate) measures the time lost due to occupational injuries in relation to the total amount of time worked. It indicates how severe the accidents were and how long the injured employees were out of work as a result of disabling injuries. The calculation method varies from country to country; for instance in the way lost time injury events are determined or what baseline is used to calculate the rate. In the UK it is calculated as follows: $[(\text{number of days lost due to injuries}) \times 200,000 / \text{total hours worked}]$, whereas in France it is: $[(\text{number of days lost due to injuries}) \times 1000 / \text{total hours worked}]$. In India, the rate is calculated as $[(\text{number of days lost due to injuries}) \times 1,000,000 / \text{total hours worked}]$.

Reporting on accident frequency rate

Information

The company reports, either through formal documentation or questionnaire declaration, on the accident frequency rate among its employees for the last reporting year.

Guidance

The accident frequency rate (or the lost time injury frequency rate) measures the number of lost time injuries in relation to the total number of hours worked by employees. It indicates the extent to which injury accidents are repeated over time and their number of occurrence. The calculation method varies from country to country, depending for instance on the way lost time injury events are determined or the baseline used to calculate the rate. In the UK it is calculated as follows: $[(\text{total number of lost time injury events}) \times 100,000 / \text{total hours worked}]$, whereas in USA it is: $[(\text{total number of lost time injury events}) \times 200,000 / \text{total hours worked}]$. In France or Japan, the rate is calculated as $[(\text{total number of lost time injury events}) \times 1,000,000 / \text{total hours worked}]$.

Improvement Areas

Policies

Medium

Inconclusive documentation for policies on social dialogue

Low

No quantitative target on labor and human rights issues

Information

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

Guidance

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

Actions

Low

No information on measures regarding structured social dialogue (e.g. collective agreements)

Information

No company declaration and no evidence within the supporting documentation on actions implemented on structured social dialogue.

Guidance

Some examples of actions on this topic include collective bargaining agreements on specific labor practices issues, implementation of a European Works Council and election of employee representatives.

Low

Declares that workers' rights to join labor unions, workers' councils, or other collective bargaining organizations are granted, but are restricted in compliance with applicable law

Information

The company declares that workers' rights to join labor unions, workers' councils, or other collective bargaining organizations are granted, but are restricted in compliance with applicable law.

Guidance

Structured labor unions, workers' councils or other collective bargaining enables the negotiation or exchange of information on labor related issues (e.g. remuneration) between representatives of both employers and workers (i.e. trade unions).

Low

Declares actions on diversity, equity & inclusion, but no supporting documentation available

Information

The company declares having measures on discrimination and/or harassment issues in place but there is no evidence within the supporting documentation provided by the company.

Guidance

Discrimination refers to the different treatment given to people in hiring, remuneration, training, promotion, and termination which is based on race, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age (source: ISO 26000). Harassment (as per the US Equal Employment Opportunity Commission) refers to the unwelcome conduct based on the same criteria mentioned above. Offensive conduct may include, but is not limited to, offensive jokes, slurs, physical assaults or threats, intimidation, insults, and interference with work performance. Examples of measures might include the presence of complaint and reporting mechanisms, actions implemented for the integration of disabled people in the company, actions to promote gender and racial equality in the workplace, and awareness training on these issues. Download the How-to Guide on this topic here.

Results

High Insufficient reporting on labor and human rights issues

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.)

Medium The 360° Watch has identified at least one significant controversy, fine or penalty regarding labor and human rights issues in the last five years (see news with red downward arrow in the 360° Watch section).

Information

Major allegations, condemnations, fines or controversies have been reported in the last 5 years by stakeholder representatives (e.g. NGOs, trade unions, press, international organizations) directly exposing the company regarding its labor and human rights practices.

Guidance

The EcoVadis "360° Watch" has searched over 800+ stakeholder sources (e.g. NGOs, trade unions, governments, press), looking for external views on the company's sustainability approach and impacts. A major allegation, condemnation, fine or controversy involving the company under evaluation or one of its subsidiaries has been reported in the last 5 years on labor practices & human rights.

Medium No formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB)

Medium The 360° Watch has identified at least one significant adverse report regarding working conditions (e.g. wages, work overtime).

Low No external assurance or verification of sustainability reporting

Information

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

Guidance

The company lacks evidence of external assurance that supports the quality and credibility of the qualitative and quantitative information reported by the organization. External assurance is provided by professional assurance providers such as KPMG and Deloitte (or others) that verify the credibility of reporting figures based on internationally recognized sustainability reporting standards such as the Global Reporting Initiative (GRI).

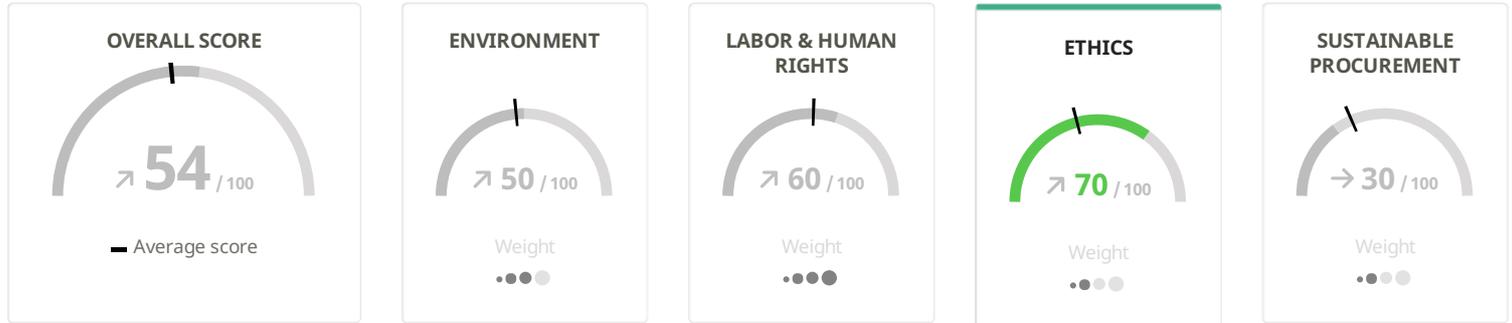
Low

No information related to reporting on average training hours per employee

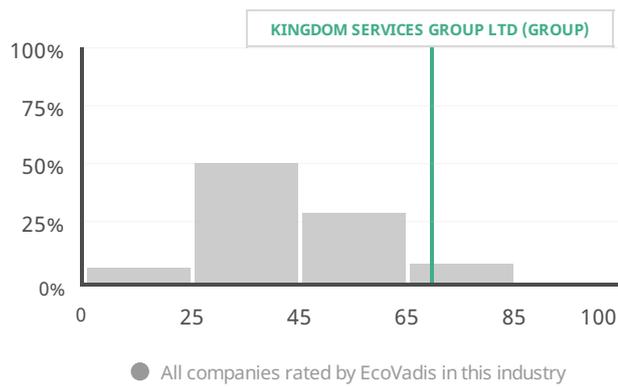
8. ETHICS

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

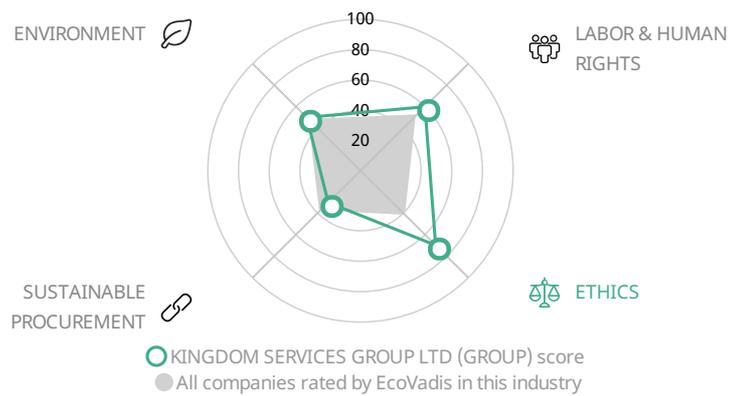
Ethics Score Breakdown



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

Policy on fraud

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).

Employee signature acknowledgement of ethics policies

Information

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

Guidance

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

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.

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

Whistleblower procedure for stakeholders to report corruption and bribery

Information security certification schemes [Cyber Essentials Certification, ISO 27701]

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

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.

Supporting documents show a high level of coverage of ethics actions or certification throughout company operations

Information

The company has provided supporting documentation demonstrating a high level of deployment of ethics actions or certification throughout the company sites/subsidiaries or operational units.

Guidance

Companies with more than 1000 employees and/or more than one operational site (such as manufacturing plants, offices, divisions, branches) have inherently greater potential sustainability risks and impacts. Therefore, the coverage/deployment of actions and certifications are important as a higher level of deployment provides higher assurance of an effective, company-wide sustainability management system. Some examples of proxies used to determine the level of deployment of ethics actions within the organization are: % of the total workforce who received training on business ethics issues, % of all operational sites with an information security management system (ISMS) certified to ISO 27000 (or other equivalent/similar standard), % of all operational sites with certified anti-corruption management system, etc.

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.

ISO 27001 certified (certification of information security management system)

Information

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

Guidance

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

Improvement Areas

Policies

Low

No conclusive information on endorsement of external initiatives or principles on ethics issues

Actions

High

No conclusive documentation regarding information security risk assessments

Medium

No conclusive documentation on awareness training to prevent corruption and bribery

Information

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

Guidance

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

Low

No conclusive documentation on audits of control procedures to prevent corruption

Information

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

Guidance

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

Low

No conclusive documentation regarding an anti-corruption due diligence program on third parties

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

No conclusive reporting on ethics issues

Medium

No formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB)

Low

No external assurance or verification of sustainability reporting

Information

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

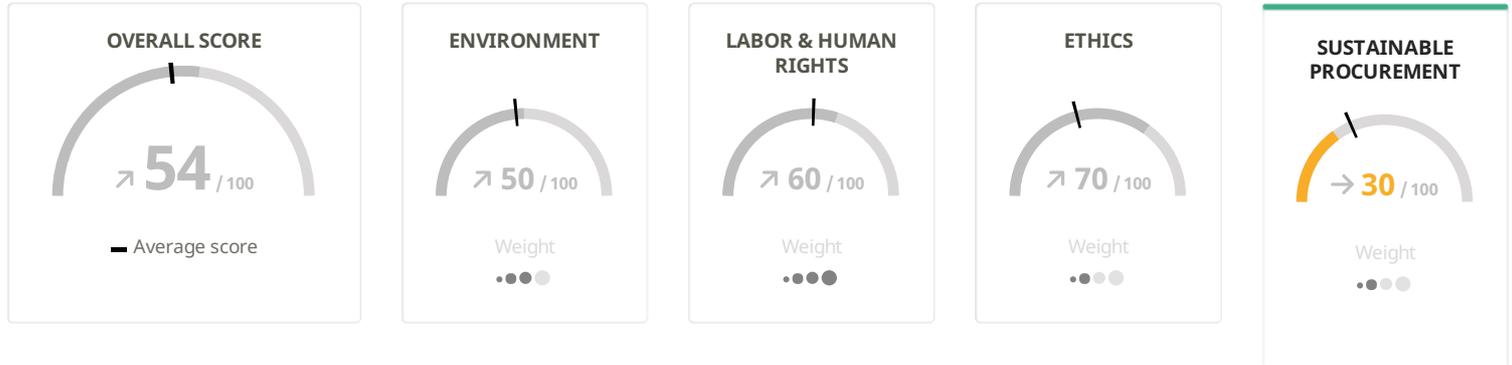
Guidance

The company lacks evidence of external assurance that supports the quality and credibility of the qualitative and quantitative information reported by the organization. External assurance is provided by professional assurance providers such as KPMG and Deloitte (or others) that verify the credibility of reporting figures based on internationally recognized sustainability reporting standards such as the Global Reporting Initiative (GRI).

9. SUSTAINABLE PROCUREMENT

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

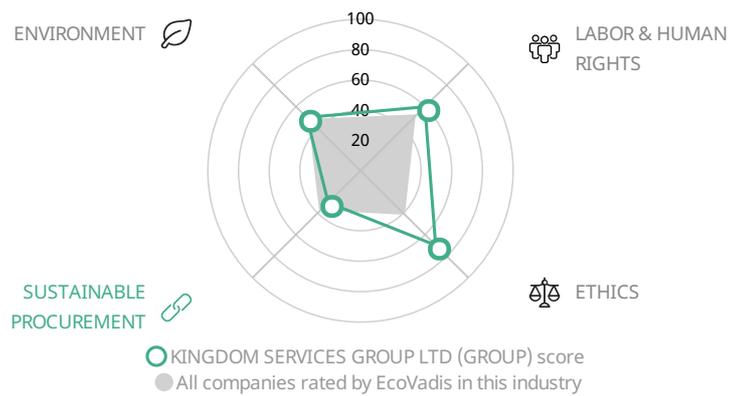
Sustainable Procurement Score Breakdown



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

Sustainable procurement policies on supplier environmental practices

Information

The company has formalized statements, commitments, and operational objectives on the management of its sustainable procurement policies, focusing on some material issues. The existing policy covers environmental issues in the company's supply chain.

Guidance

A standard sustainable procurement policy also covers environmental issues in addition to social issues in the supply chain. It also includes commitments and/or operational objectives designed to improve performance or mitigate risk. The policy is communicated to internal and external stakeholders through a formal dedicated document.

Actions

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.

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).

Improvement Areas

Policies

Medium

Inconclusive documentation for policies on supplier social practices

Information

The company has either no supporting documentation on social issues in the supply chain, or has provided supporting evidence that was not approved due to quality/acceptance requirements. e.g. company name, recent date (8 years).

Guidance

A standard sustainable procurement policy on social issues on the supply chain includes commitments and/or operational objectives designed to improve performance or mitigate risk. It is communicated to internal and external stakeholders through a formal dedicated document.

Medium

Basic sustainable procurement policies: lacks details on specific issues

Information

The company has sustainable procurement policies that may include commitments and operational objectives on the management of its sustainable procurement practices, but lacks details on specific issues.

Guidance

A standard sustainable procurement policy includes commitments and/or operational objectives on all material sourcing risks the company faces in its supply chain. It is communicated to internal and external stakeholders through a formal dedicated document. A standard policy contains qualitative objectives/commitments specific to those issues.

Actions

High

No supporting documents on the coverage of sustainable procurement actions throughout company operations or supplier base

Information

There is insufficient or inconclusive evidence within supporting documentation on the level of deployment of sustainable procurement actions throughout the company.

Guidance

Companies shall demonstrate that their sustainable procurement management system is deployed across its buyers and supplier base. The buyers within the assessment scope may include those associated to operational sites including facilities such as manufacturing plants, offices, divisions, branches, and those of subsidiaries, across all the company's geographic locations. The supplier base may include all providers of products and services to the assessment scope, encompassing any level of risk and/or spend. Some examples of evidence used to determine effective deployment of a sustainable procurement management system's actions and certifications include (but are not limited to): - % of targeted suppliers who have signed the supplier code of conduct - % of targeted contracts that include clauses on environmental, labor, human rights, and ethics requirements - % of all buyers across all locations who received training on sustainable procurement - % of targeted suppliers who have gone through a sustainability assessment.

High

No conclusive documentation on the integration of social or environmental clauses into supplier contracts

Information

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

Guidance

There is no conclusive evidence of provisions/clauses in business contracts that cover labor practices and human rights issues such as good working conditions, health and safety precautionary measures, anti-discrimination/anti-harassment measures and/or environmental issues such as energy consumption and GHG emissions reduction, biodiversity, or waste management initiatives which are not directly connected to the contract subject matter with the aim to set the expectations on sustainability.

Medium

No conclusive documentation on sustainability risk analysis (i.e. prior to supplier assessments or audits)

Information

The company lacks evidence of formalized documents that demonstrate execution of a sustainability risk analysis prior to supplier assessments or audits.

Guidance

There is no conclusive evidence of a process to identify which suppliers, products or purchasing categories expose the company to sustainability risks. This risk analysis should demonstrate evidence of consideration whether further action should be taken on a particular supplier, product or purchasing category in case their sustainability practices are not up to the required standards.

Medium

No conclusive documentation on the training of buyers on social and environmental issues within the supply chain

Information

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

Guidance

There is no conclusive evidence of training of the company's procurement professionals on sustainable purchasing to ensure understanding of social and environmental issues and their integration into the procurement function. This can be demonstrated through training programs such as training progress reports, certificates of completion with company name or training materials.

Medium

No conclusive documentation on on-site audits of suppliers on environmental or social issues

Information

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

Guidance

There is no conclusive 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.

Results

High

No conclusive reporting on sustainable procurement issues

Medium

No formal alignment with a sustainability reporting standard (e.g. in accordance with GRI, SASB)

Low

No external assurance or verification of sustainability reporting

Information

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

Guidance

The company lacks evidence of external assurance that supports the quality and credibility of the qualitative and quantitative information reported by the organization. External assurance is provided by professional assurance providers such as KPMG and Deloitte (or others) that verify the credibility of reporting figures based on internationally recognized sustainability reporting standards such as the Global Reporting Initiative (GRI).

10. 360° WATCH FINDINGS

23 Mar 2023 | <https://violationtrackeruk...>

Impact on Score

Negative ↘

valid from 1 Mar 2023 to 1 Apr 2028

Severity

Minor ● ● ●

Impacted themes



Violation Tracker UK Individual Case - Kingdom Services Group Ltd

On 23/03/2023, Kingdom Services Group Ltd was fined a penalty of £620 by the Employment Tribunal Authority for Race Discrimination, Unlawful Deduction from Wages, Working Time Regulations, Written Pay Statement.

12 May 2022 | <https://www.readingchronic...>

Impact on Score

Neutral →

valid from 1 May 2022 to 1 Jun 2027

Impacted themes



Reading hospital security guards' victory in pay dispute

The 20 security guards at the Royal Berkshire Hospital in Craven Road, Reading have been attempting to secure wage increases from their outsourced employer Kingdom Services Group Ltd since December 2020. To that end, the security guards have been engaging in 'industrial action' and negotiations with assistance from the trade union Unite. Recently, the guards were able to secure a one-year pay deal, which represents a pay increase of 7.5 per cent, backdated to December 2021, with each worker receiving approximately £400 in back pay.

5 Apr 2022 | <https://gender-pay-gap.ser...>

Impact on Score

Neutral →

valid from 1 Apr 2022 to 1 May 2027

Impacted themes



2022/23 Gender pay gap report Kingdom Services Group Limited

In this organisation, women earn £1 for every £1 that men earn when comparing median hourly pay. Their median hourly pay is 0% lower than men's. When comparing mean (average) hourly pay, women's mean hourly pay is 0.9% higher than men's.

7 Jan 2022 | <https://www.hamhigh.co.uk/...>

Impact on Score

Neutral →

valid from 1 Jan 2022 to 1 Feb 2027

Impacted themes



Staff told to target ethnic minorities with littering fines, tribunal hears

A former litter enforcement team manager in Barnet claims he was sacked for blowing the whistle after allegedly being told to target ethnic minorities with fines. Gary Forrester, 39, told an employment tribunal staff with the company Kingdom Services Group were under "daily threat" of being fired if they did not issue enough fixed penalty notices. He said they were told to go after minorities because they were unlikely to challenge penalties and were less likely to understand UK law.

17 Dec 2021 | <https://violationtrackeruk...>

Impact on Score

Negative ↘

valid from 1 Dec 2021 to 1 Jan 2027

Severity

Minor ● ● ●

Impacted themes



Violation Tracker UK Individual Case - Kingdom Services Group Ltd

On 15/07/2021, Kingdom Services Group Ltd was fined a penalty of £13,457 by the Employment Tribunal Authority for Unlawful Deduction from Wages

29 Jun 2021 | <http://www.unitetheunion.o...>

Impact on Score

Neutral →

valid from 1 Jun 2021 to 1 Jul 2026

Impacted themes



Reading hospital security guards renew strikes in July, as Unite calls on NHS bosses to take them back 'in-house'

NHS bosses should take the security staff at the Royal Berkshire Hospital in Reading back 'in house', after the guards announced new strike dates for July against their outsourced employer Kingdom Services Group Ltd. The security guards, who have been on the Covid-19 frontline for the last 16 months, voted overwhelmingly for a renewal of strike action as Kingdom Services Group continues to treat them in a shabby way over pay, and health and safety concerns.

16 Feb 2021 | <http://www.gmb.org.uk/news...>

Impact on Score

Neutral →

valid from 1 Feb 2021 to 1 Mar 2026

Impacted themes



'Unscrupulous' company pockets £10,000 from school cleaners' pensions

Kingdom Services Group, a cleaning contractor for Lyndon School in Solihull, have failed to deposit more than ten thousand pounds into their workers' pension funds, despite deducting money from their pay cheques for more than three years. A dozen workers discovered the scandal last week as part of routine checks while Kingdom Cleaning attempts to sell its contract on to a new firm - which it failed to inform about the missing funds.

23 Dec 2020 | <https://www.unitetheunion...>

Impact on Score

Neutral →

valid from 1 Dec 2020 to 1 Jan 2026

Impacted themes



Hospital security guards in Reading to strike over pay

The 23 security guards are striking from 07.00 on Monday 4 January over the failure of their employer Kingdom Services Group Ltd to make a decent pay offer for 2020. Their strike action will end at 19.00 on Friday 12 February. They have already taken five days of strike action which ended on Friday.

26 Mar 2020 | <https://violationtrackeruk...>

Impact on Score

Negative ↘

valid from 1 Mar 2020 to 1 Apr 2025

Severity

Minor ● ● ●

Impacted themes



Violation Tracker UK Individual Case - Kingdom Services Group Limited

On 26/03/2020, Kingdom Services Group Limited was fined a penalty of £1,488 by the Employment Tribunal Authority for Unlawful Deduction from Wages.

Expired

22 Jan 2019 | <https://www.theguardian.co...>

Impact on Score

Neutral →

valid from 1 Jan 2019 to 1 Feb 2024

Impacted themes



Firm 'uses aggressive tactics' to collect millions in fines for councils

Councils are making millions of pounds from a private company accused of using aggressive and intimidating tactics to issue fines for minor offences such as littering and dog-fouling, an investigation has found. In interviews with the Guardian, whistleblowers said staff working for Kingdom Services Group - one of the fastest growing private security and services firms in the country - had targeted elderly people for littering because they knew they would be more likely to pay the fines.

23 Oct 2023 |

Impact on Score

Neutral →

valid from 20 Jun 2024 to 23 Nov 2028

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.
- ☰ There is a lack of reporting on KPIs regarding ethics issues.
- ☰ There is a lack of reporting on environmental KPIs.
- ☰ Since the last assessment, the overall score has increased thanks to the implementation of additional policies.
- ☰ Since the last assessment, the overall score has increased thanks to the implementation of additional measures.

12. CONTACT US

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

APPENDIX:

INDUSTRY RISK PROFILE

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

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

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

CRITERIA ACTIVATION BY THEME:

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

Environment

Medium	Energy consumption & GHGs
Non-activated	Water
Non-activated	Biodiversity
Non-activated	Air Pollution
High	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
Medium	Child Labor, Forced Labor & Human Trafficking
Medium	Diversity, Equity and Inclusion
Non-activated	External Stakeholder Human Rights

Ethics

Medium	Corruption
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Non-activated

Anticompetitive Practices

Medium

Responsible Information Management

Sustainable Procurement



Medium

Supplier Environmental Practices

Medium

Supplier Social Practices

KEY SUSTAINABILITY ISSUES

Find qualitative explanations of the key sustainability issues and risk associated with Combined facilities support activities



Environment

Importance

Sustainability issue

Medium

Energy consumption & GHGs

Definition

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

Industry issues

Combined facilities support activities is a service providing sector in which no direct consumption or emissions of GHG occurs. However due to the nature of the services provided, energy consumption and GHG emissions do occur because of transportation requirements and/or electricity usage. Due to climate change, companies have to raise their environmental awareness and initiatives towards reducing energy consumption and carbon dioxide emissions. In 2008, in Canada, the emissions for the Administrative and Support sector which includes Combined Facilities Support activities was a total of 1,617 tons CO₂ equivalent [1]. Companies involved in this sector can use energy-efficient equipment to reduce electricity consumption as well as using hybrid vehicles to allow for 60% to 100% fuel efficiency [2]. Furthermore, driving more efficiently can save up to 20% fuel [3], for example by avoiding aggressive driving, reducing the use of air conditioning, minimizing vehicle idling time and/or upgrading lighting to high efficiency bulbs and fixtures. Another helpful measure is to train all employees on energy efficiency measures and raising company awareness.

High

Materials, Chemicals & Waste

Definition

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

Industry issues

Use of chemicals will be more pronounced in general interior cleaning activities and laundry services. These chemicals will ultimately be disposed of and can generate hazardous waste. Some corrective measures can reduce the use of raw materials/ chemicals such as the use of microfiber cleaning systems. Additionally it generates less waste since microfiber lasts longer than cotton. Also, appropriate waste management measures such as separation of waste or the use of third party recycling services reduce the environmental impact. Based on a program conducted by Asset Skills [4], out of 10 respondents in Wales, only 4 were resorting to waste management measures in their facilities and cleaning activities. Only 5 of them claimed that they were motivating to reduce waste.

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

The combined facilities support activities sector can promote sustainable consumption among its customers through collective action or through their products and services. For example, sector leaders offer systematic CO2 or water footprint measurement options to their clients. Companies could develop and implement public awareness programs with a focus on consumer education and access to information. Furthermore, it is important to provide information to customers on how to reduce their energy consumption or CO2 emissions, for example.



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

Even though the combined facilities support activities sector is a service industry, it involves dangers and risks like injury from falling, electric shock, damaged and dangerous equipment and road accidents to name a few. A survey carried out by the European Social Statistics showed that in the Administrative and Support Service activities, there were 8% serious accidents and about 5.2% fatal accidents in 2011 [5]. Health and safety issues in this sector could be reduced and/or avoided by providing regular training on safety issues to managers, supervisors and team leaders. Other examples include: demonstrating safe work habits and carrying out regular audits to ensure compliance with company's safety procedures; providing personal protective equipment (PPE) to employees and ensuring their proper use; encouraging workers to report illnesses, injuries and hazardous situations immediately; performing regular risk assessments especially in case of change in activity or new activity; staying aware of the hazards in the workplace and how to handle them; having Health and Safety Committee meetings for consultation, discussion and cooperation from workers; and medical screening of employees on a yearly basis.

Medium

Working Conditions

Definition

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

Industry issues

The fifth European Working Conditions survey performed in 2010 [6] shows that overall, 18% of workers in the EU27 are not satisfied with their work-life balance. Apart from issues regarding standard working conditions applicable to any activity (e.g. normal working hours, holidays, wages and benefits), the combined facilities support activities sector has to face specific issues such as compensating night working hours owing to guard and security activities, for example. Measures such as shift system, night working payment and reasonable rest periods between shifts can be implemented to improve employees' work-life balance.

Medium

Social Dialogue

Definition

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

Industry issues

Labor relations is a critical issue for all organizations. Bad labor relations can be very harmful to the organization and may result in strikes. This can affect operations and revenue could be significantly impacted. In order to avoid this, structured communication systems with unions are one of the measures that can be implemented.

Medium

Career Management & Training

Definition

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

Industry issues

From a survey carried out by Asset Skills in the UK, it was found that some 28% of employers thought there was a need for new skills amongst existing staff, with increasing needs for specific technical training. Approximately 60% of employers seem satisfied with the skills levels and personal qualities of new recruits and a good proportion (41%) feel that their skill levels have increased [7]. Nevertheless it was found that there is a barrier for companies to offer training, which can be associated with the cost and time allocation. However, provision of training would benefit a large majority of employers since it helps the employees improve their skills and consequently their career path, which reduces the employee turnover within a company.

Medium

Child Labor, Forced Labor & Human Trafficking

Definition

Deals with child, forced or compulsory labor issues within the company owned operations.

Industry issues

Modern slavery—characterized by low wages, wage theft, violent and coercive working conditions, debt bondage, identification documentation retention, forced trafficking and exposure to unsafe working conditions is a global phenomenon. An estimated 40 million people worldwide are the victims of some form of forced labor—16 million in the private sector alone [8]. An estimated 168 million children are engaged in labor—an estimated 79 million are exposed to hazardous work that jeopardizes the physical, mental or moral well-being of a child [9]. The reasons for labor exploitation include companies seeking cheap labor—often through the hiring of indigenous groups, children and migrant workers to perform hazardous work, and the dependency on temporary labor—often filled through labor agents that engage in practices that facilitate worker indebtedness. Services to buildings and landscape activities, including combined facilities support activities, are a high-risk sector for modern slavery. They operate on private property, behind closed doors and regulation is sparse in comparison to other industries. Labor rights knowledge among workers is lower than in many other industries, and companies commonly use layered systems of sub-contracting to insulate customer companies and properties from knowledge of labor abuses perpetrated against workers. A growing body of research [10] is now showing that coercive practices can predominantly affect migrant workers, a large group of workers in the building services and landscape industries [11]. Migrant workers, as a vulnerable group, may be recruited in their home countries, on the understanding that they will have a particular job and fixed salary in the destination place, only to receive on arrival a contract with entirely different conditions. These are some key features of modern debt bondage, with its complex web of deception in which apparently above board and legitimate recruitment agencies are sometimes involved. Some examples include the withholding of wages, immigration-related coercion and threats, deceptive recruitment, debt bondage, confiscation of personal and travel documents, and dangerous and substandard working conditions. Many of these practices originate at the point of labor procurement, with low levels of due diligence with regard to contracting practices and poor oversight of contractor compliance [12,13]. Building maintenance and cleaning activities have heightened forced labor risks in emerging and developed economies alike, including recent cases in the building services industry in countries like Belgium, Austria, Germany and the United States [14, 15]. The U.S. Department of State continues to identify building services as one of the most at-risk sectors for human trafficking globally [16]. Companies should develop policies, due diligence procedures and remedy human rights violations. In accordance with the Dhaka Principles, companies should prohibit recruitment fees or deposits from workers and should allow workers to move or relocate freely. Companies must implement effective slavery and child labor awareness training, perform impact assessments and monitoring procedures such as site audits. Employers should provide transparent contracts to all workers regardless of their status, should not require employees to pay recruitment fees or withhold employee documentation during any duration of the labor contract. When cases of forced or child labor are discovered, it is important for companies to remedy the issues through engagement with NGOs to provide remedies to victims, e.g., housing, psychological support and educational opportunities for child workers.

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 addressed by specific regulations in most countries, in addition to sectorial and national initiatives that have been created to act on this particular issue. All employers have to be careful when dealing with diversity and discrimination issues of their workers. Discrimination issues within the Combined Facilities Support activities can be avoided by engaging the company with authorities, international organization or NGOs to prevent discrimination, having policies on discrimination issues, integrating disabled people within the company and putting in place a whistle blowing procedure for reporting discrimination issues.



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

Corruption and bribery issues are major issues for any company, particularly when operating in risk countries. Regulations such as the FCPA (Foreign Corrupt Practice Act) in the US or even the UK Bribery Act address these issues and make it unlawful to make payments to foreign government officials to obtain or retain business. For example, due to competitive pressure in the sector, companies can be forced to gain public contracts by offering benefits to public officials. To avoid such situations and the associated lawsuits and fines, companies can resort to the implementation of whistle blowing measures. Employees should be encouraged to report any case of corruption and bribery by having in place a designated channel that is operational 24/7 (for example a hotline) to report any related violation. Companies should also ensure that anonymity is maintained and that there is no act of retaliation faced by the whistle-blower. Disciplinary measures up to termination of employment can also be taken in case an employee is found involved in a corruption or bribery case.

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 [18]. 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 [19]. 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

Medium

Supplier Environmental Practices

Definition

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

Industry issues

Purchasing of products with reduced environmental impacts are direct concerns of the industry. Sector leaders select products and suppliers based on environmental specifications, which include compliance with REACH or ROHS. Consideration should be given to environmental impacts of chemicals being bought by the Company. For instance, environmentally friendly detergents, softeners, or other cleaning substances should be prioritized over traditional ones. During the selection process of new cleaning equipment, environmental impacts need to be considered as well, such as more energy efficient vacuum cleaners. Support activity companies can shortlist preferred suppliers with more environmentally friendly alternatives (eco-products) or consider the environmental impacts associated with new vehicles being purchased.

Medium

Supplier Social Practices

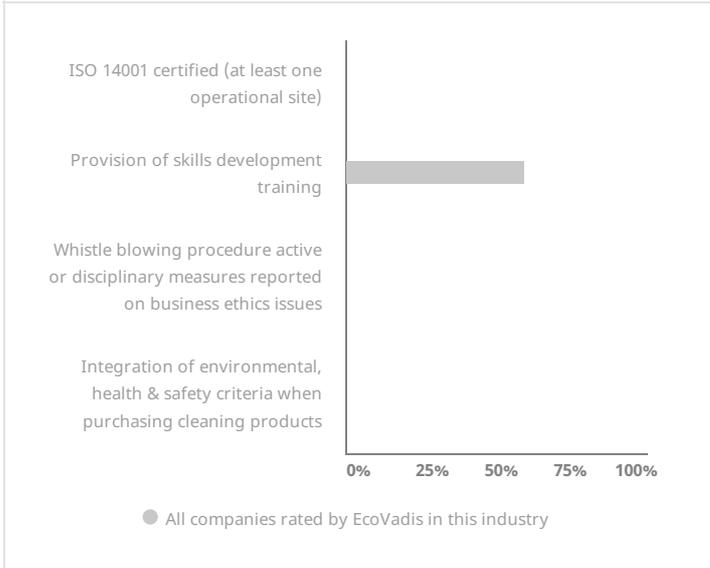
Definition

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.

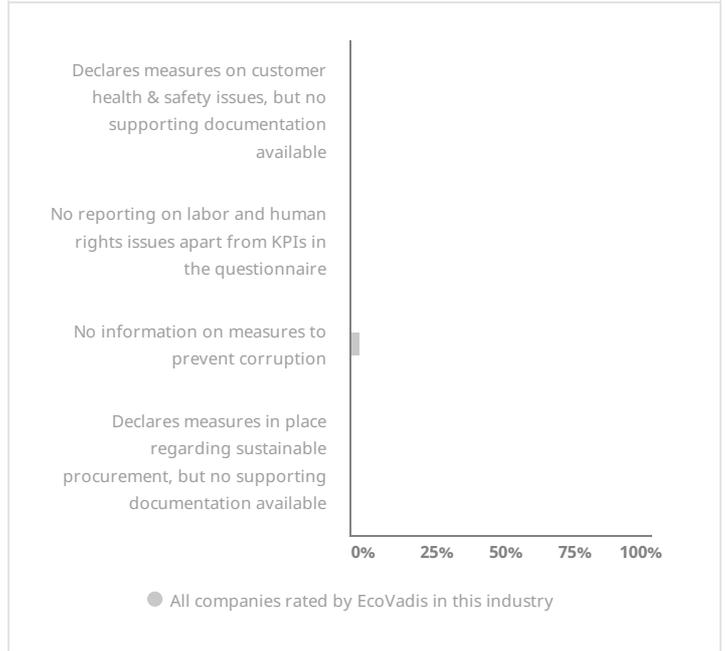
Industry issues

Many companies' most significant impacts on the society occur in the supply chain. As these networks have grown in scale and complexity over the past years, so has the opportunities for companies to promote human rights, improve labor conditions and support ethical business conduct [17]. So to reduce the impacts in the supply chain, companies could provide suppliers with a supplier code of conduct which includes clauses on labor and ethical issues and request a signature acknowledgment. On-site audits also help to ensure that suppliers abide to the clauses mentioned in the code of conduct. Checking suppliers/sub-contractors compliance of basic labor requirements through CSR assessments or audits is a way to lower these risks.

Key industry Strengths



Key industry Improvement Areas



Sustainability KPIs Overview

KPI	All companies rated by EcoVadis in this industry
Active whistleblowing procedure in place	27%
Audit or assessment of suppliers on CSR issues	33%
Carbon disclosure project (CDP) respondent	10%
Global Compact Signatory	12%
ISO 14001 certified (at least one operational site)	34%
OHSAS 18001/ISO 45001 certification or equivalent (at least one operational site)	21%
Policy on sustainable procurement issues	30%
Reporting on energy consumption or GHGs	40%
Reporting on health & safety indicators	28%

Main Regulations and Initiatives

Code of conduct CRRU (Campaign for Responsible Rodenticide Use)

<http://www.thinkwildlife.org/crru-code/>

The rodenticide industry, acting as a whole, has recognised the need to address the concerns surrounding the responsible use of rodenticides and the need to ensure that rodenticides are used correctly and in ways that will minimise the exposure of wildlife. The industry has therefore initiated the Campaign for Responsible Rodenticide Use (CRRU).

 Environment

EU directive on batteries and accumulators and waste batteries and accumulators

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

 Regulatory

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

 Environment

EU Directive related to risks employee exposures of electromagnetic waves (Directive 2004/40/CE, into in force in 2008).

http://eur-lex.europa.eu/smartapi/cgi/sga_doc?smartapi!celexplus!prod!DocNumber&type_doc=Directive&an_doc=2004&nu_doc=40&lg=en

 Regulatory

Directive 2004/40/EC of the European parliament and Of the Council on the minimum health and safety requirements regarding the exposure of workers to the risks arising from physical agents (electromagnetic fields)

 Environment

EU Directive Use and removal of hazardous substances

http://europa.eu/legislation_summaries/environment/air_pollution/l28029b_en.htm

 Regulatory

Directive 1999/13/EC on the limitation of emissions of volatile organic compounds due to the use of organic solvents

 Environment

EU directive WEEE (waste electrical and electronic equipment)

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

 Regulatory

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

 Environment

EC Regulation No 2037/2000 on substances that deplete the ozone layer

<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32000R2037&qid=1424773599515&from=EN>

 Regulatory

EC Regulation No 2037/2000 on substances that deplete the ozone layer

 Environment

EU Directive on Radio and Telecommunication Terminal Equipment (RTTE)

http://ec.europa.eu/enterprise/policies/european-standards/harmonised-standards/rtte/index_en.htm

 Regulatory

Directive of 9 March 1999 of the European Parliament and of the Council on Radio Equipment and Telecommunications Terminal Equipment and the mutual recognition of their conformity.

 Environment

EU directive RoHS (Restriction of Hazardous Substances)

http://ec.europa.eu/environment/waste/rohs_eee/index_en.htm

 Regulatory

The RoHS directive restricts the use of six hazardous materials in the manufacture of various types of electronic and electrical equipment.

 Environment

EU Directive Use and removal of hazardous substances

http://ec.europa.eu/environment/waste/oil_index.htm

 Regulatory

Waste Oil Directive 75/439/EEC, as last amended by Directive by Directive 2000/76/EC, is designed to create a harmonised system for the collection, storage, recovery and disposal of waste oils

 Environment

EU Regulations related to the magnetic waves exposition

http://www.anacom.eu/streaming/1999-519-CE.pdf?categoryId=31136&contentId=33252&field=ATTACHED_FILE

EU Council Recommendation related to public exposure to electromagnetic waves (Recommendation 1999/519/CE of 12 July 1999).

 Environment

Label European Ecolabel

<http://ec.europa.eu/environment/ecolabel/>

The European Ecolabel is a voluntary scheme, established in 1992 to encourage businesses to market products and services that are kinder to the environment.

 **Environment**

Label Nordic Swan

<http://www.svanen.nu/Default.aspx?tabName=ProductListEng&menuItemID=7068&pgr=26&Fritext=>

The Swan is the official Nordic ecolabel, introduced by the Nordic Council of Ministers. The Swan logo demonstrates that a product is a good environmental choice. It is available for around 60 product groups such as cleaning products.

 **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**

Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

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

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

 **Labor & Human Rights**

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**

Label NF Environnement

<http://www.marque-nf.com/>

La certification NF Environnement pour les sacs poubelle atteste des qualités environnementales du sac et de sa résistance de celui-ci.

 **Environment**

Standard ISO 14000 (International Standard Organisation)

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

The ISO 14000 family addresses various aspects of environmental management

 **Environment**

International Labor Organization's Fundamental Conventions

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

 Regulatory

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

 **Labor & Human Rights**

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**

OECD guidelines for multinational enterprises

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

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

    **All themes**

Standard ISO 26000 (International Standard Organisation)

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

The future International Standard ISO 26000, Guidance on social responsibility, will provide harmonized, 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**

Standard Global Reporting Initiative's (GRI)

<https://www.globalreporting.org/Pages/default.aspx>

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

    **All themes**

Carbon disclosure project

<https://www.cdp.net>

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

 **Environment**

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