

CLEAN

LINEN & WORKWEAR

## CLEAN LINEN SERVICES LTD

Camberley - United Kingdom | [Washing and \(dry-\) cleaning of textile a...](#)

Company size: L | Assessment scope: Entity

Subsidiary of [ALSCO INC.\(GROUP\)](#). (Not sharing your sustainability profile - [start sharing](#))

Overall score

↗ **73**/100

Percentile

**88th**

SILVER | Top 15%

ecovadis

Sustainability Rating  
DEC 2025

### Overall Score

Percentile

**88th**

↗ **73**/100



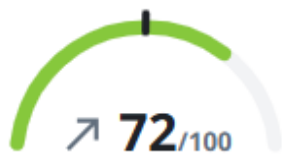
### Environment

Impact on score ●●●●



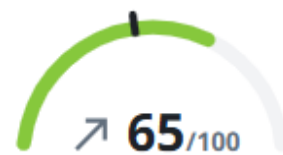
### Labor & Human Rights

Impact on score ●●●●



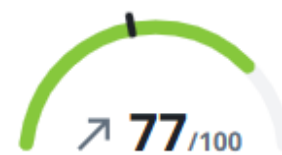
### Ethics

Impact on score ●○○○



### Sustainable Procurement

Impact on score ●●○○





Overall score

↗ **73**/100



Environment

Impact ●●●●



Labor & Human Rights

Impact ●●●●



Ethics

Impact ●○○○



Sustainable Procurement

Impact ●●○○

Indicator scores ⓘ	Theme scores ⓘ			
Policies <span>Impact ●●●●</span>	● <b>100</b> Outstanding	● <b>100</b> Outstanding	● <b>100</b> Outstanding	● <b>100</b> Outstanding
Endorsements <span>Impact ●○○○</span>	● <b>0</b> Insufficient	● <b>0</b> Insufficient	● <b>0</b> Insufficient	● <b>0</b> Insufficient
Measures <span>Impact ●●●●</span>	● <b>75</b> Advanced	● <b>75</b> Advanced	● <b>75</b> Advanced	● <b>75</b> Advanced
Certifications <span>Impact ●●●○</span>	● <b>100</b> Outstanding	● <b>0</b> Insufficient	● <b>50</b> Good	● <b>50</b> Good
Coverage <span>Multiplying factor ⓘ</span>	● <b>50</b> Good	● <b>75</b> Advanced	● <b>25</b> Partial	● <b>75</b> Advanced
Reporting <span>Impact ●●●○</span>	● <b>75</b> Advanced	● <b>75</b> Advanced	● <b>75</b> Advanced	● <b>75</b> Advanced
360° Watch <span>Impact ●●●●</span>	● <b>75</b> Advanced	● <b>75</b> Advanced	● <b>75</b> Advanced	● <b>75</b> Advanced
	↗ <b>75</b> /100	↗ <b>72</b> /100	↗ <b>65</b> /100	↗ <b>77</b> /100

Assessment scope: **CLEAN LINEN SERVICES LTD**

Theme

## General

This section includes general questions that cover more than one theme: Environment, Labor & Human Rights, Ethics and Sustainable Procurement.

For example, you'll be asked about adherence to **sustainability principles** and **initiatives**. We'll also ask you about your **KPI reporting standards**, **third-party assurance** and **materiality analysis**.

Indicator

## Endorsements

Endorsements are:

- Your company's **public adherence or commitment** to meeting objectives and principles defined by a recognized third-party organization.
- Active **participation in formal initiatives** to advance sustainability.

Your endorsements must be **publicly verifiable** or have **official documentation**. An example of a well-recognized endorsement is the UN Global Compact.

### Does your company formally and publicly endorse any external sustainability initiatives or sets of principles?

**United Nations Global Compact (UNGC)**

**Examples of documents to attach:**

- Signed codes of conduct or charters or principles
- Membership list screenshot
- Annual or Sustainability report
- Press release

**Endorsement overview:** The UNGC's ten principles guide businesses worldwide toward sustainable and socially responsible practices.

Learn more about the [UNGC Principles](#).

**Science Based Targets initiative (SBTi)**

**Examples of documents to attach:**

- Evidence of Science Based Target Initiative (SBTi) commitment or target approval
- SBTi Target dashboard screenshot
- Annual or Sustainability report
- Press release

**Endorsement overview:** The SBTi helps businesses set science-based targets to halve emissions by 2030 and achieve net-zero before 2050.

Learn more about the [SBTi](#).

**Other external sustainability initiative or set of principles**

Please select this option only if you have other or additional endorsements, and provide an explanation in the text field.

**Examples of documents to attach:**

- Signed codes of conduct or charters or principles
- Membership list screenshot
- Annual or Sustainability report
- Press release

Please specify

In line with our commitment to environmental leadership, we launched our "Sustainable 7" strategy and its supporting Sustainability Matrix across the business on 11th September 2024. This framework underpins our approach to embedding sustainability into every facet of our operations. Building on this foundation in 2025, we have achieved several key milestones: Completed our first CDP (Carbon Disclosure Project) submission, receiving a baseline score of 'C', which provides a valuable benchmark for future improvement. Joined the TSA's Infinite Textiles scheme, reinforcing our commitment to circularity and responsible textile management. Formed a strategic partnership with Greenly to support our carbon accounting and decarbonisation roadmap, enabling more accurate emissions tracking and reduction planning. These initiatives reflect our ongoing dedication to transparency, continuous improvement, and alignment with globally recognised sustainability standards.

**Attached document**

 [Launch of our Sustainability S...](#)   
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Indicated pages:**  
1-26

**Comment:**  
Presentation to the senior leadership team regarding our sustainability strategy.

**Attached document**

 [14001 audit booking and stra...](#)   
Other

[Replace document](#)

**Indicated pages:**  
2-3

**Comment:**  
strategy and matrix

**No endorsements yet/I don't know**

## Certifications

This indicator refers to the certifications of your sustainability management system. It includes questions about:

- Sustainability management certificates
- Ecolabels certifying products and services

Certifications confirm your **compliance with international standards** (for example, ISO 14001). They must be issued by an **external certification body**.

Does your company have any of the following certifications?

Environmental certifications, such as ISO 14001, EMAS, ISO 50001

Examples of documents to attach

- Environmental management certificate
Ecolabel
Certification audit report
Proof of certificate-in-progress
Annual or sustainability report with external third-party assurance

Document guidelines

The certificate should be issued by an accredited certification body. In the case the certificate is not yet issued, an audit report or proof of a certificate-in-progress issued by an accredited certification body can be provided.

In case your company has environmental certificates that are specific to your industry or cover a specific environmental topic other than those mentioned in this answer option, you can attach them as well.

If your company has more than one environmental certificate or label, you can attach multiple documents to this answer option.

Please specify

Stage 2 completed on 13th & 14th August we have been recommended for 14001 standard and now need to wait for receipt of our certificate from BCI

Attached document

14001 Cert Cheltenham Certificate [Replace document]

Indicated pages:

1

Comment:

Labor and human rights certifications, such as ISO 45001, SCC, SA8000, Fair Wage Network, B Corp, GEEIS, WBENC

Examples of documents to attach

- Labor or human rights management certificate
Certification audit report
Proof of certificate-in-progress
Annual or sustainability report with external third-party assurance

Document guidelines

The certificate should be issued by an accredited certification body. In the case the certificate is not yet issued, an audit report or proof of a certificate-in-progress issued by an accredited certification body can be provided.

In case your company has labor and human rights certificates that are specific to your industry or cover a specific labor and human rights topic other than those mentioned in this answer option, you can attach them as well.

If your company has more than one labor and human rights certificate, you can attach multiple documents to this answer option.

Please specify

Business ethics certifications, such as ISO 27001, ISO 37001

Examples of documents to attach

- Business ethics management certificate
Certification audit report
Proof of certificate-in-progress
Annual or sustainability report with external third-party assurance

Document guidelines

The certificate should be issued by an accredited certification body. In the case the certificate is not yet issued, an audit report or proof of a certificate-in-progress issued by an accredited certification body can be provided.

In case your company has business ethics certificates that are specific to your industry or cover a specific business ethics topic other than those mentioned in this answer option, you can attach them as well.

If your company has more than one business ethics certificate, you can attach multiple documents to this answer option.

Please specify

**Sustainable procurement certifications, such as FSC, RSPO, ISO 28000, SA8000**

**Examples of documents to attach**

- Sustainable procurement management certificate
- Chain-of-custody certificate
- Certification audit report
- Proof of certificate-in-progress
- Annual or sustainability report with external third-party assurance

**Document guidelines**

The certificate should be issued by an accredited certification body. In the case the certificate is not yet issued, an audit report or proof of a certificate-in-progress issued by an accredited certification body can be provided.

In case your company has other sustainable procurement or chain-of-custody certificates that are specific to your industry or cover a specific sustainable procurement topic other than those mentioned in this answer option, you can attach them as well.

If your company has more than one sustainable procurement or chain-of-custody certificate, you can attach multiple documents to this answer option.

The certificate should cover the activity and sites of your company. Certificates from your suppliers and products you purchase are **out of scope** and should not be provided.

Please specify

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**Other sustainability certifications**

Choose this option only if your company has other valid sustainability certifications or labels not fitting in the answer options above. Please provide **certifications that cover at least one of the 21 sustainability topics of the EcoVadis Methodology** and are issued by an accredited certification body. Certifications on quality management, such as ISO 9001, are out of scope and will not be considered.

If your company has various different sustainability certifications or labels that you have not already attached them above, you can attach them to this answer option.

Please specify

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**No certifications yet/I don't know**

Has your company been audited by an independent, accredited auditor regarding sustainability issues at one or more of your facilities? If yes, please review the Help Content to ensure that your documents meet the requirements. NOTE: Some audits (for example, audits related to management system certificates like ISO 14001, 45001, 27001, etc) are not considered valid in this question.

Yes, virtual audit

Examples of documents to attach:

- Full formalized audit report
• Full corrective action plan report The document type may be submitted as PDF, Excel, Powerpoint, or Word document.

Types of audit reports:

- Third-party audits (for example: SMETA, BSCI, RBA)
• Second-party audits (for example: Brand-specific Compliance Audits)

Your document should meet all of the following requirements to be accepted:

- 1. Date: The audit report must be dated within 2 years of the questionnaire submission.
2. Standard & Scope: The audit must follow a clear, non-certifiable standard. It must cover at least two sustainability criteria within the themes of Environment, Labor and Human Rights, Ethics, or Sustainable Procurement.
3. Non-Compliances: The report must contain a formalized list of fully described non-compliances.
4. Independent Verification: The report must be issued by an accredited independent auditor. It must include clearly-defined verification by the auditor to be valid.
5. Completeness: The document must be the full and complete audit report, including all sections (for example: cover pages, summary tables, table of contents, etc). Incomplete reports will be rejected.

What does NOT meet the requirements for this Question:

- Audits that cover one specific topic (such as machine safety audit, cyber security audit, working condition assessment), should be linked to the dedicated question on measures.
• Audits for management system certifications (like ISO 14001, 45001, 27001, etc) should be linked to the dedicated question about certifications.
• Audits conducted by internal employees should be linked to the dedicated question on measures.

Yes, on-site audit

Examples of documents to attach:

- Full formalized audit report
• Full corrective action plan report The document type may be submitted as PDF, Excel, Powerpoint, or Word document.

Types of audit reports:

- Third-party audits (for example: SMETA, BSCI, RBA)
• Second-party audits (for example: Brand-specific Compliance Audits)

Your document should meet all of the following requirements to be accepted:

- 1. Date: The audit report must be dated within 2 years of the questionnaire submission.
2. Standard & Scope: The audit must follow a clear, non-certifiable standard. It must cover at least two sustainability criteria within the themes of Environment, Labor and Human Rights, Ethics, or Sustainable Procurement.
3. Non-Compliances: The report must contain a formalized list of fully described non-compliances.
4. Independent Verification: The report must be issued by an accredited independent auditor. It must include clearly-defined verification by the auditor to be valid.
5. Completeness: The document must be the full and complete audit report, including all sections (for example: cover pages, summary tables, table of contents, etc). Incomplete reports will be rejected.

What does NOT meet the requirements for this Question:

- Audits that cover one specific topic (such as machine safety audit, cyber security audit, working condition assessment), should be linked to the dedicated question on measures.
• Audits for management system certifications (like ISO 14001, 45001, 27001, etc) should be linked to the dedicated question about certifications.
• Audits conducted by internal employees should be linked to the dedicated question on measures.

Attached document

ESOS Phase 4 action plan Audit report Replace document

Indicated pages: 1-42

Comment: This is for the entire business and supersedes site audits we had in 2024

## No audit yet/I don't know

EcoVadis may contract an independent auditor to conduct a site verification on the assessed company as a complementary part of the document-based assessment. The audits are conducted for internal quality assurance and methodology verification purposes.

Indicator

### Reporting

Reporting is based on **quantitative KPIs that measure your implementation of sustainability practices.**

We'll ask you to attach documents that include your sustainability metrics. A valid **reporting document** includes the reporting **year** and the reporting **unit** (such as kWh or liters).

Make sure the latest reporting period is within the **last 2 calendar years.**

[Learn more about the document requirements](#) 

### Which of the following applies to your company's reporting on sustainability metrics?


**The sustainability reporting is externally assured or verified by an independent third party**

Examples of documents to attach:

- Annual or Sustainability report
- Third party assurance or verification statement

**Your document should:** Demonstrate a statement by an independent and recognized third party assuring or verifying the quality and credibility of the metrics reported on environment, labor and human rights, ethics and sustainable procurement issues.

**Attached document**

 [2024 GHG report](#) ⓘ  
Sustainability / Annual Report

[Replace document](#)

**Indicated pages:** 1-28      **Comment:** Partnered with Greenly and this is our first HGHG Report covering 2024 FY

**The reporting is formally aligned with a sustainability reporting standard**

You must indicate which reporting standards your company used in the text field below.

Examples of documents to attach:

- Annual or Sustainability Report

**Your document should:** Demonstrate that the metrics on environment, labor and human rights, ethics and sustainable procurement issues are aligned with a formally recognized national or international reporting standard, including but not limited to:


- Global Reporting Initiative (GRI)
- European Sustainability Reporting Standards (ESRS)
- IFRS Sustainability Disclosure Standards
- Voluntary Sustainability Reporting Standard for Small and Medium-sized Undertakings (VSME)

**To be considered formally aligned, the reports must respect the compliance requirements defined by the reporting standards themselves.**

Please specify

SASB

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other

[Replace document](#)

**Indicated pages:** 11-12      **Comment:**

**A materiality analysis was conducted**

**Examples of documents to attach:**

- Annual or Sustainability report
- Materiality assessment document

**Your document should:** Demonstrate a materiality analysis conducted to identify relevant and significant sustainability topics that the company reported on.

**Attached document**



[CLS Sustainability Data](#) ⓘ

*Other*

[Replace document](#)

**Indicated pages:**

5-6

**Comment:**

**None of the above/I don't know**

**Does your company communicate progress towards the Sustainable Development Goals (SDGs)?**


**Yes, my company communicates progress towards the Sustainable Development Goals (SDGs)**

**Examples of documents to attach:**

- Annual or Sustainability report
- Meeting minutes

**Your document should:** Demonstrate public or internal reporting of the company's progress towards the Sustainable Development Goals (SDGs).

**Attached document**

 [2024 GHG report](#) ⓘ  
Sustainability / Annual Report

[Replace document](#)

**Indicated pages:**

1-33

**Comment:**

2024 GHG report which is publicly available

**Attached document**

 [Q1 Company Newsletter](#) ⓘ  
Other

[Replace document](#)

**Indicated pages:**

6,20,21,40,43,46,47,48,50,53

**Comment:**

Quarterly updates on all functions but heavily weighed towards safety and sustainability. This is publicly available.

**Attached document**


 [Weekly by Week KPI tracker](#) ⓘ  
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Comment:**

This document is populated weekly by sites and allows us to monitor energy kwh/kg product, water litres/kg product, fuel l/kg product and km driven and compared 2025 performance vs 2024, 2023 and our benchmark year of 2019

**Attached document**

 [Example of Monthly Senior L...](#) ⓘ  
Other

[Replace document](#)


**Indicated pages:**

14-20

**Comment:**

Sustainability progress delivered by Head of Safety and Sustainability every month to the SLT (Directors)

**Attached document**

 [H1 2025 Sustainability Report](#) ⓘ  
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Indicated pages:**

1

**Comment:**

This report is sent out and discussed with SLT twice per year

**Attached document**

[CLS Sustainability Data](#) ⓘ

**Indicated pages:**  
7-8

**Comment:**

**Not yet/I don't know**

Optional

GEN800

**Please provide information about your company's business activities and number of operational sites. Indicate if one or more sites has a significantly higher number of employees compared to other sites.**

Please specify

As one of the UK's leading providers of professional laundry and textile rental services, we specialise in delivering high-quality linen and workwear solutions tailored to the needs of hospitality, healthcare, and industrial sectors. Our core focus is on reliability, sustainability, and customer-centric service, ensuring our clients receive impeccably laundered products—on time, every time. With nearly 250 years of combined industry expertise, our team brings deep operational knowledge and a proactive approach to anticipating and meeting customer requirements. From the initial engagement, we offer a personalised service experience that reflects our commitment to excellence and long-term partnership. Our national infrastructure includes six manufacturing sites and a dedicated logistics and transport hub, enabling efficient service delivery across the UK. Workwear laundering operations are based in Cheltenham, Banbury, and Yeovil, while our largest flat linen processing facilities—serving the hotel and accommodation sector—are located in Nottingham, Slough, Camberley, and Yeovil. We proudly employ over 1,400 skilled professionals who uphold our standards of quality, hygiene, and sustainability. Through continuous investment in technology, process optimisation, and environmental stewardship, we remain at the forefront of the clean linen services industry.

Theme

**Environment** 

Impact on score ●●●●

This theme focuses on two areas:

- **Environmental management of operations**, such as energy use in offices, water and materials used during manufacturing, air pollution and threats to biodiversity.
- **Environmental management of products and services**. It includes:
  - **Product use and product end-of-life**, such as energy efficiency of electronics or take-back programs.
  - **Customer health and safety**, such as the hygiene and safety of products for consumption and use.
  - **Environmental service and advocacy**, such as programs or services to encourage sustainable consumption.

**Sustainability issues** relevant for your company:

Energy consumption & GHGs Water Materials, Chemicals & Waste

- Based on your company's **industry, size and location**, we selected the most relevant sustainability issues.
- Selected sustainability issues define **what questions you receive** and the impact of this theme on your **overall score**.

Indicator

**Policies**

Impact on score ●●●●

A policy is a set of objectives that addresses specific sustainability issues. It shows your **company's intention** to reduce impact, mitigate risk, or improve performance.

Examples of policies:

- General **principles, statements and qualitative objectives** to improve sustainability.
- Specific **quantitative targets** with a defined deadline in the future. You can submit both absolute and relative targets. A conclusive target should meet the following conditions:
  - Be time-bound: include a baseline and target year.
  - Be measurable: include a quantitative goal to be achieved.
  - Be achievable: realistic and relevant to the company's activities.

[Get more examples and best practices for developing policies](#) 

### Does your company have a policy with qualitative objectives and quantitative targets for:

#### Energy consumption and GHGs

##### Examples of documents to attach

- Environmental Policy
- Energy Policy
- Climate Policy
- CDP Climate Change Report
- Annual or Sustainability Report


##### Document guidelines

Your document should state your company's energy and GHG commitment. It should include your company's objectives to address energy consumption and scope 1 and scope 2 greenhouse gas-related issues from company operations and transport (includes direct and indirect emissions of CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFC, PFC and SF<sub>6</sub>). Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to mitigating climate change through increasing energy efficiency and renewable energy use during operations.
- **Quantitative target:** Reduce absolute scope 1 and 2 GHG emissions by 50% by 2030 from a 2020 baseline.

**Attached document**

 [Environmental Policy](#) ⓘ  
*Policy / Code of Conduct*
[Replace document](#)

**Indicated pages:** 1-3      **Comment:**

#### Water

Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

##### Examples of documents to attach

- Environmental Policy
- Water Policy
- CDP Water Report
- Annual or Sustainability Report


##### Document guidelines

Your document should state your company's commitment towards responsible water management. It should include your company's objectives to address water consumption and pollution issues from direct operations. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to responsibly handling natural resources such as water by implementing actions that will reduce water consumption.
- **Quantitative target:** Achieve 25% reduction of total water consumption by 2030 from a 2020 baseline.

**Attached document**

 [Environmental Policy](#) ⓘ  
*Policy / Code of Conduct*
[Replace document](#)

**Indicated pages:** 1-3      **Comment:**

**Air pollution**

Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

**Examples of documents to attach**

- Environmental Policy
- Pollution Policy
- Biodiversity and Nature Policy
- Annual or Sustainability Report

**Document guidelines**

Your document should state your company's commitment towards reducing non-GHG air and atmospheric pollutants. It should include your objectives to address impacts to the local environment from air emissions other than GHGs (e.g. SOx, NOx, VOC, PM, dust), and other atmospheric emissions such as odor, noise, light, road congestion and traffic resulting from the company's direct operations. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Strive to reduce PM emissions from manufacturing processes.
- **Quantitative target:** Achieve 35% reduction of VOC emissions by 2030 from a 2020 baseline.

**Materials, chemicals, and waste**

**Examples of documents to attach**

- Environmental Policy
- Waste Management Policy
- Hazardous Materials Policy
- Annual or Sustainability Report

**Document guidelines**

Your document should state your company's commitment towards reducing waste and effective management of hazardous materials. It should include your objectives to minimize environmental impact from use of raw materials, chemicals, and non-hazardous and hazardous waste in the company's direct operations. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to reduce harm to the environment by substituting input materials with less hazardous or toxic alternatives.
- **Quantitative target:** Reduce wastes sent to landfill 30% by 2030 from a 2020 baseline.

**Attached document**

 **Environmental Policy** ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**

1-3

**Comment:**

**Biodiversity**

Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

**Examples of documents to attach**

- Environmental Policy
- Biodiversity and Nature Policy
- Land Use and Deforestation Policy
- Animal Welfare Policy
- Annual or Sustainability Report

**Document guidelines**

Your document should state your company's commitment towards biodiversity and animal welfare. It should include your company's objectives to address impacts from direct operations on the health, diversity and abundance of local ecosystems, species and genetic resources, including the welfare of animals used in direct operations. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Strive to sustain and promote local biodiversity through sustainable land management and conservation.
- **Quantitative target:** Reduce utilization of synthetic fertilizers 50% by 2030 from a 2020 baseline.

## Customer Health and Safety

Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

### Examples of documents to attach

- Environmental Policy
- Customer Health and Safety Policy
- Annual or Sustainability Report

### Document guidelines

The document should state your company's commitment towards effective management of customer health and safety. It should include your objectives to mitigate negative health and safety impacts of products and services on customers or consumers. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to the release of products that are safe for their customers.
- **Quantitative target:** Achieve zero product recall or safety incidents yearly to 2030.

## Environmental services and advocacy

Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

### Examples of documents to attach

- Environmental Policy
- Sustainability Promotion Policy
- Sustainable Consumption Policy
- Annual or Sustainability Report

### Document guidelines

Your document should state your company's commitment towards the provision of environmental services and advocacy. It should include your objectives on services or alternative solutions offered to enable customers to diagnose and mitigate their environmental impacts resulting from their own consumption. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** (1) Strive to help customers to reduce their carbon footprint by offering alternative or innovative solutions. (2) Aim to promote responsible consumption by scaling up services that emit fewer emissions such as second life and repairs. (3) Support phase-out of fossil fuel through financing low carbon technologies and businesses with transition plans to a net positive future.
- **Quantitative target:** To provide customers with carbon footprint on 100% of products by 2030.

## No policies


Indicator

### Measures

Impact on score ●●●●

This indicator is about your company's **actions to support your sustainability policies and commitments**.

The answer options in each question represent best practices for your company's size and industry. Select options that your company **has already implemented** and provide the documented proof of your actions.

[Learn more about the document requirements](#) 

## What actions has your company implemented to reduce energy consumption and GHGs?


### Training of employees on energy conservation and climate action

Examples of documents to attach:

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)


**Your document should:** Demonstrate that your company provides training to employees to strengthen their knowledge on energy conservation and climate actions related to their job. The training topics may include energy conservation practices, GHG emissions reduction strategies, and international or national climate policy relevant to your company's business.

**Attached document**


10 examples of ESG training c... Certificate
Ⓞ
[Replace document](#)

**Indicated pages:** 1-10      **Comment:**

**Attached document**


Execl download from our brid... Reporting (KPI) Documents / CDP r...
Ⓞ
[Replace document](#)

**Comment:**  
Download of all 2025 training around ESG from our Bridge training platform


### Purchase or generation of renewable energy

Examples of documents to attach:

- Contractual agreement or invoice of purchasing renewable energy
- Maintenance record of on-site renewable energy generation
- CDP Climate Change Report

**Your document should:** Demonstrate evidence that the company purchases or generates energy from renewable sources such as solar, wind, hydro, and geothermal.

**Attached document**


Electricity Contract Certificate
Ⓞ
[Replace document](#)

**Indicated pages:** 1-3      **Comment:** Electrical contract confirming 100% of our energy is from green sources

### Purchase of verified carbon offset credits

Examples of documents to attach:

- Contractual agreement or invoice of purchasing carbon offset from a reputable carbon offset program or marketplace
- Carbon Offset Retirement Certificate
- CDP Climate Change Report

**Your document should:** Demonstrate actions where the company has purchased and retired verified carbon offset credits, which allow the company to offset its own GHG emissions.

Carbon offset credits shall be purchased via a reputable carbon offset program (such as Verified Carbon Standard - VCS, Gold Standard, American Carbon Registry - ACR, or Climate Action Reserve, etc.) or from a voluntary carbon offsetting program marketplace. REDD+, afforestation, renewable projects, and waste management are common types of carbon offset projects.


**✓ Energy or carbon audit**

**Examples of documents to attach:**

- Energy or Carbon audit certification
- Energy or Carbon audit report written by a third party expert
- Internal energy or carbon assessment reports with tangible energy or GHG reduction action plan
- CDP Climate Change Report

**Your document should:** Assure that an energy or carbon audit has been conducted to assess the energy or GHG emissions profile of a company's site facilities, including office building, manufacturing sites, and transportation. It helps your company to identify potential reductions associated with energy consumption and GHG emissions."

**Attached document**


 [2024 GHG report](#) ⓘ  
*Sustainability / Annual Report*

[Replace document](#)

**Indicated pages:**  
1-33

**Comment:**  
2024 GHG report

**Attached document**

 [ESOS Phase 4 action plan](#) ⓘ  
*Audit report*

[Replace document](#)

**Indicated pages:**  
1-50

**Comment:**  
ESOS Phase 4 audit and action plan

**Reduction of energy consumption of lighting systems**

**Examples of documents to attach:**

- Control dashboard of smart lighting system
- Interior lighting analysis to identify and maximise the use of daylight
- Lighting retro-fitting records
- Purchasing records of energy-efficient lighting system

**Your document should:** Demonstrate implementation of energy-efficient lighting systems or through retro-fitting, upgrading existing fixtures with more energy-efficient parts.

**Attached document**

 [2025 Capex](#) ⓘ  
*Other* [Replace document](#)

**Comment:**

This is Our capex plan i can confirm VO completed at 2 sites and Camberley to follow. LED lights completed at Slough

**Attached document**

 [Newsletter - VO & LED Lighting](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

1

**Comment:**

Yeovil installed VO systems, Slough also done this in July 24 and Camberley to following in August backed up by capex plan spend

**Attached document**

 [ESOS Phase 4 action plan](#) ⓘ  
*Audit report* [Replace document](#)

**Indicated pages:**

6-8

**Comment:**

Details our commitments for energy investment as part of the ESOS Phase 4 plan and links in with our 2025 capex

**Reduction of energy consumption of HVAC (heating, ventilation, and air conditioning) systems**

**Examples of documents to attach:**

- Installation records of HVAC variable speed drives chillers
- Operational records of district cooling systems or smart controls and building automation systems
- Occupancy sensor control interface

**Your document should:** Demonstrate installation or adoption of energy-efficient HVAC systems, or adoption of other smart technologies to reduce energy consumption of HVAC systems.

**Reduction of energy consumption of IT infrastructure**

**Examples of documents to attach:**

- Process of adopting data virtualization
- Deployment evidence of energy-efficient equipment
- Installation or maintenance record of energy-efficient cooling system or processors

**Your document should:** Demonstrate implementation of measures to reduce energy consumption of IT infrastructure, such as data centers, server rooms, etc.

**Attached document**

 Greenly\_co2\_data\_detailed\_aro...  [Replace document](#)  
*Other*

**Indicated pages:**  
1-3

**Comment:**  
Detailed evidence of co2 tracking around IT

**Attached document**

 Greenly\_data\_co2\_reductions...  [Replace document](#)  
*Other*

**Comment:**  
This document demonstrates co2 performance for computer equipment, electronic equipment, waste office supplies and telecommunications

**Other actions to reduce energy consumption and GHGs not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Your document should:** Demonstrate actions other than those specified in the other options that leads to better energy-efficient and GHG emission reduction.

**Examples of documents to attach:**

- Standard operating procedure
- Work instruction
- Annual or Sustainability Report

Please specify

Economiser on condensating steam boilers

**Attached document**

 2025 Capex  [Replace document](#)  
*Other*

**Comment:**  
50% of this capex has already been delivered.

**No actions yet/I don't know**

## What actions has your company implemented to ensure responsible water management?

### ✔ Technologies or practices to recycle or reuse water

**Examples of documents to attach:**

- Water recycling equipment installation record
- Operational or maintenance report
- Work instruction for water reuse

**Your document should:**

Show processes or technologies to reclaim water for internal reuse in operations. Reclaimed water can come from internal or external sources and be intended for reuse in direct or indirect operations.

**Attached document**

 [Weekly by Week KPI tracker](#)   
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Comment:**

The significant reduction in water L/Kg of product 2024, 2023, 2025 vs 2019 is due to us investigating in Christeyns EPIX system - The Christeyns EPIX system is part of their EPIC solution, which stands for Enzymatic Process Innovation by Christeyns. Here's a simple breakdown of what it is and what it does: □ What is EPIC? EPIC is an innovative laundry detergent system that uses enzyme technology to clean textiles more efficiently and sustainably. It's designed to: Reduce wastewater pollution (lower COD and BOD levels) Cut chemical usage (especially surfactants) Lower carbon footprint Improve stain removal with precision dosing □ What is EPIX? EPIX is the high-tech dosing unit that makes EPIC work. It: Produces and doses enzyme mixtures on-site at the laundry facility Delivers ultra-precise doses (as low as 0.05 grams per kg of textile) Targets specific stains based on type and soiling level Prevents overdosing, reducing chemical waste and rewash rates □ Key Benefits Up to 30% reduction in wastewater load Up to 25% savings on wastewater costs Lower environmental impact Flexible integration with existing Christeyns systems like PureSan or Cool Chemistry

### ✔ Training of employees on water conservation

**Examples of documents to attach:**

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

**Your document should:**

Demonstrate that your company provides training to employees to strengthen their knowledge on water impacts related to their jobs. Training content could include best practices for water efficiency related to specific job functions, information on water scarcity impacts or economic benefits of water conservation.

**Attached document**

 [Execl download from our brid...](#)   
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Comment:**

ESG Training

### ❑ Water audit

**Examples of documents to attach:**

- Water audit report
- Water intensity mapping per process
- Corrective actions report

**Your document should:**

Show evidence that water audits are conducted. Water audits assess water consumption efficiency and identify intensive processes where water use can be reduced within your company. A water audit typically includes a water usage inventory and analysis, efficiency assessment, quality analysis and a compilation of findings and recommendations.

**On-site or off-site wastewater treatment facilities**

**Examples of documents to attach:**

- Maintenance record
- Equipment installation record
- Inspection report

**Your document should:**

Show that wastewater is being treated before discharge. The evidence **should** prove at least one of the following:

1. **\*\*Wastewater treatment facilities\*\*** or deployment of technologies that can reduce wastewater pollutant contents
2. **\*\*Partnership with third parties to treat wastewater\*\*** in centralized facilities.

**Water network maintenance or leakage detection**

**Examples of documents to attach:**

- Maintenance record
- Equipment installation record
- Inspection report

**Your document should:**

Show an established mechanism to ensure water leak prevention. The evidence **should** demonstrate at least one of the following:

1. Regular **\*\*maintenance of water supply and drainage systems\*\*** to prevent leakage
2. Regular inspection or deployment of technologies to **\*\*detect leakage\*\***.

**Other actions to ensure responsible water management not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Examples of documents to attach:**

- Standard operating procedure
- Work instruction
- Annual or Sustainability report

**Your document should:**

Show actions, other than those specified in the other options, related to water conservation. These should aim for the reduction of freshwater withdrawals or the reduction of pollutants discharged to water bodies.

Please specify

All of our sites have moved to Christeyns EPIX Chemistry - The EPIX unit is a high-tech dosing system developed by Christeyns to precisely deliver enzyme-based detergent mixtures directly into industrial laundry machines. It's a key component of the broader EPIC system, which uses enzyme technology to improve cleaning performance while reducing environmental impact. □ How It Works Enzymes are used instead of—or alongside—traditional surfactants. The EPIX unit produces and doses custom enzyme blends on-site, tailored to the type of stain and level of soiling. Doses are extremely precise—as low as 0.05 grams per kilogram of textile—ensuring effective cleaning with minimal chemical use 1. □ Key Benefits Reduced Environmental Impact Cuts COD (Chemical Oxygen Demand) and BOD (Biological Oxygen Demand) in wastewater by 20–30% Lowers carbon footprint by up to 20% compared to standard processes 1 Cost Savings Up to 25% reduction in wastewater treatment costs Less chemical use means lower detergent costs and fewer rewash cycles Improved Cleaning Efficiency Targeted stain removal with enzyme blends tailored to specific soils Works across sectors: healthcare, hospitality, workwear, and food service Easy Integration Can be added to existing Christeyns systems like PureSan or Cool Chemistry No need to overhaul existing equipment—just change the detergent and add the EPIX unit We have seen a 26% water reduction litres/ kg of product 2024 vs 2019 (as attached). We track water usage week by week as you can see from the uploaded document

**Attached document**

 [Example of Monthly Senior L...](#) ⓘ  
Other

[Replace document](#)

**Indicated pages:**

16

**Comment:**

Water usage 26.07% reduction vs 2019 and 20.50% reduction YTD 2025 vs 2024

**Attached document**

 [Weekly by Week KPI tracker](#) ⓘ  
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Comment:**

No actions yet/I don't know

### What actions has your company implemented to manage waste?

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

**Examples of documents to attach:**

- Instructions for waste management
- Contract with third party
- Records of material reused
- Website extract on waste avoided

**Your document should:**

Demonstrate evidence that the company adopts methods that reduce internal waste generation.

This may include:

- Using reusable and compostable instead of single-use items
- Reducing paper consumption
- Repairing and repurposing office and IT equipment

**Attached document**

 [ENV-PR-031 Infinite Textiles S...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**

1-6

**Comment:**

: Infinite Textiles Scheme Treatment and Condemned Linen Procedure

**Attached document**

 [ENV-PR-028 Infinite Textiles S...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**

1-10

**Comment:**

Procedure on how we comply with the TSA infinite textile scheme for End of life circular recycling

**Attached document**

 [Avena Workwear Recycling.pr...](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

1-8

**Comment:**

Avena circular recycling program

**✓ Training of employees on waste reduction and sorting**

**Examples of documents to attach:**

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

**Your document should:**

Demonstrate the provision of training programs on waste management-related issues for employees. The training should aim to increase material reuse, recycling, and reduce improper waste separation and disposal in your operations.

**Attached document**

 Example of waste arrangeme... ⓘ  
Other [Replace document](#)

**Comment:**

Training records, certificate, labelling and waste segregation arrangements

**✓ Internal sorting and disposal of waste according to waste streams**

**Examples of documents to attach:**

- Instructions for sorting of waste
- Invoice of waste sorting system
- Waste transportation or treatment contract
- Waste management plan

**Your document should:**

Demonstrate evidence that operational waste is being sorted into its respective waste streams before disposal. This action ensures that each waste stream is appropriately prepared to facilitate treatment or recycling.

Waste streams can be categorised into organic waste, paper, glass, metals, plastics, and hazardous waste such as batteries or chemicals.

Actions may include implementation of bins or containers labeled for different types of waste to make it easy for employees to separate waste at the source, or partnerships with waste management companies to ensure that sorted waste is processed properly.

**Attached document**

 Environment Work Instructions ⓘ  
Procedure [Replace document](#)

**Indicated pages:**

1

**Comment:**

Waste disposal operating procedure for site teams to follow

**Attached document**

 Example of waste arrangeme... ⓘ  
Other [Replace document](#)

**Comment:**

Example of waste arrangements, segregation, training


**✓ Reduction of material consumption through process optimization**

**Examples of documents to attach:**

- Instructions or communication materials for employees
- Presentation of improvements achieved
- Comparison of consumption records (before and after implementation)

**Your document should:** Show the processes or technologies implemented to reduce material consumption in operations. This may include digitalization of processes and switching from single-use items to reusable items.

**Attached document**

 [2024 GHG report](#) ⓘ  
Sustainability / Annual Report

[Replace document](#)

**Indicated pages:**  
22

**Comment:**  
Trending of our co2 emissions relating to waste

**Attached document**

 [Weekly by Week KPI tracker](#) ⓘ  
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Comment:**

Through plant optimisation, investment and training to change peoples behaviours we have seen water reduction by 26%, gas reduction of 15.28%, electric reductions of 7.92%, fuel reduction of 15.29% and kilometers driven by 3.98% vs 2019. On the attached document you can see comparisons with 2023 and 2024

**✔ Use of eco-friendly or bio-based process materials**

**Examples of documents to attach:**


- Invoices
- Ingredient or component lists
- Material or product specifications
- Material use and handling guidelines
- Research and development documentation

**Your document should:** Show that the company uses eco-friendly or bio-based process materials in its operations, reducing environmental impact and reliance on hazardous materials. This action specifically refers to the materials consumed in the operational process, and not materials used within the finished product, primary packaging, or direct service offering.

This may include:

- Substituting conventional cleaning solutions, sanitizers, detergents, degreasers, and pest control with low-toxicity, biodegradable, or eco-certified alternatives
- Implementing eco-friendly materials for internal logistics and material handling, such as reusable, recycled, or bio-based stretch film, crates, and pallets, or wooden pallets from certified sustainable sources
- Adopting eco-conscious display and storage materials, such as recycled or rapidly renewable point-of-sale stands with non-toxic inks, and reusable containers for bulk ingredient storage

**Attached document**

 Recycling of shrink-wrap 100... ⓘ  
*Supplier code of conduct* [Replace document](#)


**Indicated pages:**

1

**Comment:**

shrink-wrap is 100% recyclable material that we communicate to our customers and 30% of this is from recyclable materials

**Attached document**

 30% Recycled Material ⓘ  
*Supplier code of conduct* [Replace document](#)

**Indicated pages:**

1-10

**Comment:**

Our shrink wrap now has 30% recycled content

**Attached document**

 Post we made to LinkedIn ex... ⓘ  
*Other* [Replace document](#)

**Comment:**

LinkedIn post around us adopting eco friendly materials in our Chef wear

**Attached document**

 Example % recycled content f... ⓘ  
*Other* [Replace document](#)

**Comment:**

We receive a monthly breakdown of all purchased garments / linen from our suppliers which i upload into greenly to calculate our co2 footprint. The attached is an example from our main packaging supplier

**Employee platform available to exchange office supplies between different departments or units**

**Examples of documents to attach:**

- Platform user manual
- Promotional material
- Records of supplies exchanged

**Your document should:**

Demonstrate the use or establishment of a platform enabling employees to exchange office equipment to promote reuse and sustainability. The platform may be in the form of a physical exchange market, such as a meet-up or organized event, or an online marketplace. The evidence should demonstrate an online platform that is live, an event that has already taken place or an event that is planned with a set time and date. The evidence should provide reasonable indication of active engagement or participation of employees and should demonstrate a clear objective on reducing wastes or achieving sustainability goals.

Office supplies may include:

- Stationery and printer supplies
- Electronics
- Ergonomic equipment and furniture
- Personal items such as coffee mugs, water bottles, reusable foodware

**Refurbishing and internal reuse of IT hardware**

**Examples of documents to attach:**

- Sales reports
- Refurbishment guidelines
- IT asset management plans

**Your document should:** Provide evidence that the company refurbishes IT equipment to reduce electronic waste. Refurbishing includes reassembling, inspecting, cleaning, upgrading, and replacing components to restore the equipment to its original condition when it was first manufactured. This process helps extend the life of the equipment and reduces the amount of electronic waste produced.

**Other actions to manage waste not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Your document should:**

Show additional actions, beyond those listed in other options, to manage hazardous or non-hazardous waste generated from the company's activities throughout its production processes - such as material extraction, processing, procurement, product or service design, production, and distribution.

**Examples of documents to attach:**

- Standard operating procedures
- Work instructions
- Annual or Sustainability Report

Please specify

Clean services has teamed up with Every Cloud Play & Creative Arts Therapy CIC to recycle IT 4 Free to create a really unique and creative way to help the business sector meet their corporate social responsibility targets through The Silver Lining CSR Programme. When Clean use Recycle IT 4 Free's data destruction and IT asset disposal services, 50% of the wholesale value of their redundant IT is donated to Every Cloud's subsidised session fund. These donations are then used to subsidise children and young people's therapy sessions enabling them to have access to more therapeutic support than might otherwise have been possible.

**Attached document**

 Certificate of donation WEEE...   
Certificate [Replace document](#)

**Indicated pages:**

1

**Comment:**

WEEE waste donation certificate

**No actions yet/I don't know**

## What actions has your company implemented to manage materials and chemicals?

### Reduction of material consumption through process optimization

**Examples of documents to attach:**

- Invoice of high-efficiency equipment
- Installation records for high-efficiency equipment
- Presentation of improvements achieved
- Comparison of consumption records (before and after implementation)

**Your document should:**

Show the processes or technologies implemented to reduce material consumption in operations.

This may include:

- Improving catalyst efficiency and reuse to reduce catalyst consumption
- Implementing closed-loop chemical recovery systems
- Adoption of technologies that reduce the volume of raw materials being used for the same product strength, durability etc.

### Use of eco-friendly or bio-based process materials

**Examples of documents to attach:**

- Invoices
- Ingredient or component lists
- Material specifications
- Research and development documentation

**Your document should:**

Show that the company uses eco-friendly or bio-based process materials in its production or operations, reducing environmental impact and reliance on hazardous materials. This action specifically refers to the materials consumed in the production or operational process, and not materials used within the finished product or primary packaging.

This may include:

- Replacing petroleum-based lubricants with plant-derived alternatives
- Substituting volatile organic compounds like solvents and degreasers with low-toxicity cleaners
- Using biodegradable materials or materials derived from renewable feedstocks for internal logistics

**Attached document**


Post we made to LinkedIn ex... 👁

Replace document

Other

**Comment:**

Post we made to LinkedIn explaining our Eco friendly material in our Chefs wear

**Environmental emergency measures**

**Examples of documents to attach:**


- Emergency response procedure or instructions
- Drill or inspection records
- Emergency equipment installation records

**Your document should:**

Demonstrate measures in place to address emergencies posing a risk to the environment. Examples of measures include emergency preparedness and response procedure in case of **soil, water or air contamination** from solvents, chemical additive spills or other incidents.

The evidence may include actions such as communication and documentation of emergency plans and revisions, testing of emergency procedures or equipment, and assessments of the effectiveness of response to ensure readiness.

**Attached document**

 [Environment Emergency.policy](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**

1-2

**Comment:**

**Actions for labeling, storing, handling, and transporting hazardous substances**

**Examples of documents to attach:**

- Detailed instructions for handling and sorting hazardous substances
- Invoice for purchases of equipment
- Inspection report
- Incident report or record

**Your document should:**

Demonstrate evidence that the company implements specific protocols to label, store, handle and transport hazardous substances to minimize environmental impact or exposure. The actions should refer specifically to the management of hazardous substances as process materials, and exclude the management of hazardous waste.

This may include:

- Providing labels that are clear, easy to read, and follow industry standards such as GHS (Globally Harmonized System)
- Implementing procedures to store and transport hazardous substances safely to prevent leaks or spills, such as using sealed containers and spill-proof packaging
- Installing equipment or using mechanical lifts and protective barriers to reduce exposure
- Displaying safety signs, examples and instructions in facilities to help employees avoid risks

**Training of employees on safe management of hazardous substances**

**Examples of documents to attach:**

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

**Your document should:**

Demonstrate that the company provides specific training to employees aimed at enhancing their knowledge and application of safe management practices for toxic and hazardous substances.

This action refers specifically to the management of hazardous substances as process materials, and excludes the management of hazardous wastes.

**Attached document**

 [COSHH Policy](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**

1-7

**Comment:**

**Specialized treatment and safe disposal of hazardous substances or waste**

**Examples of documents to attach:**

- Hazardous waste management plan
- Permits or licenses
- Service agreements
- Certificates of disposal

**Your document should:**

Demonstrate evidence that the company implements specific protocols focused on the treatment of hazardous substances and safe disposal of hazardous waste to minimize environmental impact. This includes detailed procedures for the proper treatment of hazardous substances and waste, ensuring they are neutralized or processed in a way that eliminates potential risks. Additionally, the company may share its safe disposal protocols or inspections to ensure that hazardous substances and waste are disposed of according to regulations and best practices.

**Use of alternative, less hazardous substances in operations**

**Examples of documents to attach:**

- Production process description
- Substitution testing and efficacy studies
- Product formulation reports
- Waste management plans

**Your document should:**

Demonstrate the company's efforts to minimize the use of hazardous substances by opting for alternative and less harmful materials in its operations. This includes examples such as adopting greener solvents and reagents in production processes, shifting from fossil feedstock to bio-based or renewable feedstock, and using eco-friendly chemical additives and plasticizers.

This action refers specifically to the management of hazardous substances as process materials, and excludes the management of hazardous wastes.

**Actions to reduce or eliminate the use and release of Persistent Organic Pollutants and its associated waste**

**Examples of documents to attach:**

- Feasibility study
- Substitution testing
- Comparative Life Cycle Assessment
- Website extract demonstrating efforts to eliminate Persistent Organic Pollutants (POPs)

**Your document should:**

Demonstrate the substitution of process material to use of POPs, or modification of processes to limit their release, in line with the relevant clauses of the [Stockholm Convention](#) of 22 May 2001 on POPs. Modified operational processes described should ensure that process material is handled, managed, stored, and transported in a manner that minimizes the release of POPs into the environment.

For companies that use waste as a process material, evidence related to hazardous waste management may be accepted if the waste is classified as hazardous due to the presence of POPs. Waste containing POPs should be destroyed or otherwise irreversibly transformed so that it no longer persists in the environment.

**Other actions to ensure management of materials and chemicals not included elsewhere in the question**

Please select this option only if the rest of the options listed do not apply.

**Your document should:**

Demonstrate actions beyond those listed in other options to ensure the safe handling, storage, transportation, and use of hazardous chemicals and substances. This should include measures to prevent and respond to any environmental emergencies that could arise during operations involving hazardous materials.

The actions should refer specifically to the management of hazardous substances as process materials, and exclude the management of hazardous wastes.

**Examples of documents to attach:**

- Standard operating procedures
- Work instructions
- Annual or Sustainability Report

Please specify

---

**No actions yet/I don't know**

## Coverage

Multiplying factor ⓘ

Coverage means the level of deployment of measures and certifications throughout your company. This indicator includes questions about:

- **Implementation level of sustainability actions** (for example, the percentage of the total workforce across all locations who received career training).
- **Operational sites certified throughout your company's locations** (for example, the percentage of sites that are ISO 14001 certified).

Make sure the latest reporting period on coverage is **within the last 2 calendar years**. If you don't include the percentage of coverage, we'll make an approximate calculation from the total number of employees or operational sites.

**Please report on the coverage of your company's actions throughout all operations:**

**Percentage of employees trained on specific environmental issues**

**Examples of documents to attach:**

- Environmental program implementation record
- Environmental training report
- Reporting section in your Annual or Sustainability Report

**Document guidelines:**

Your document should demonstrate the percentage of employees who have attended any internal or external training on a specific environmental issue. The training must be focused on a specific environmental issue relevant to your company's operations, such as energy and greenhouse gas emissions, water, air pollution, or waste.

Please specify

20%

**Attached document**

 10 examples of ESG training c... ⓘ  
Certificate [Replace document](#)

**Indicated pages:**

1-10

**Comment:**

Examples of our training certificates

**Attached document**

 Execl download from our brid... ⓘ  
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Comment:**

All ESG Training from our bridge training platform

**Attached document**

 CLS Sustainability Data ⓘ  
Other [Replace document](#)

**Indicated pages:**

9

**Comment:**

**✓ Percentage of operational sites assessed on specific environmental risks**

**Examples of documents to attach**

- Environmental program implementation record
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the percentage of operational sites assessed on a specific **environmental issue**. The risk assessment must be focused on a specific environmental **issue relevant to your company operations**, such as energy and greenhouse gas emissions, water, air pollution, waste.

**Operational site** refers to all sites conducting the company's **core business activity** and sites conducting **other risky support activity** such as R&D centers and warehouses. Offices and sales representatives are excluded (unless it is your company's main activity). For more details, please [click here](#).

Alternatively, provided evidence can mention the percentage of employees covered.

Please specify

100%

**Attached document**

 [ENV-PR-002 Environmental A...](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)


**Indicated pages:**

1-4

**Comment:**

Policy

**Attached document**


 [Aspects and Impact register](#) ⓘ  
*Other*

[Replace document](#)

**Comment:**

register

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other*

[Replace document](#)

**Indicated pages:**

9

**Comment:**

**Percentage of operational sites with an environmental certification, such as ISO 14001, EMAS, ISO 50001**

**Examples of documents to attach**

- Certificate issued by an accredited third party with an annex indicating the sites/entities included in the scope of the certification
- List of certified sites and expiry dates in a third-party verified Annual or Sustainability Report

Please note that the list of certified sites should clearly indicate the sites and the associated certificate expiry dates.

**Document guidelines**

Your document should demonstrate the percentage of **operational sites certified** according to an environmental management system certification (such as ISO 14001 or EMAS), or to a specific environmental issue that is material to your company (such as energy management, water management, food safety). Examples of such specific certifications are ISO 50001, ISO 22000, BRC, etc.

Coverage will be calculated for each type of certification provided.

**Operational site** refers to all sites conducting the company's **core business activity** and sites conducting **other risky support activity** such as R&D centers and warehouses. Offices and sales representatives are excluded (unless it is your company's main activity). For more details, please [click here](#).

Alternatively, provided evidence can mention the percentage of employees covered."

Please specify

17% - Cheltenham (1 site from 6 - next site due for audit in Q2 2026)

**Attached document**

 [ENV-PR-04 Objectives and Tar...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**

3

**Comment:**

page 3 KSO 4

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

9

**Comment:**

✔ **Percentage of total energy consumption from renewable sources**

Examples of documents to attach

- Company reporting on energy mix
- Reporting section in your Annual or Sustainability Report

Document guidelines

Your document should demonstrate the percentage of total energy consumption coming from renewable sources such as wind, solar, hydropower, geothermal, biomass, etc. Renewable energy is understood as energy derived from natural sources that are replenished at a higher rate than they are consumed. This includes the above mentioned sources and excludes oil, coal, and fossil natural gas.

Please specify

14%

Attached document

 [Electricity Contract](#)   
Certificate

[Replace document](#)



Indicated pages:

4

Comment:

page 4 confirms that 100% of our energy comes from green/renewable sources

Attached document

 [CLS Sustainability Data](#)   
Other

[Replace document](#)

Indicated pages:

9

Comment:

✔ **Percentage of total waste from company operations diverted from landfills**

Examples of documents to attach

- Internal waste inventory
- Waste records
- Reporting section in your Annual or Sustainability Report



Document guidelines

Your document should demonstrate the percentage of total waste produced from operations that are diverted from landfills, i.e. **directed towards recycling or other material valorization processes**. Material valorization methods can include reuse, upcycling, composting, methanisation.

Please specify

100%

Attached document



 [Screen shot from Suez 1st Jan...](#)   
Reporting (KPI) Documents / CDP r...

[Replace document](#)

Comment:

breakdown of waste from all sites 1st Jan 2024 - 15th July 2025

Attached document

 [CLS Sustainability Data](#)   
Other

[Replace document](#)

Indicated pages:

9

Comment:

**Other metrics related to the deployment of specific environmental actions throughout all company operations**

Please select this option only if the rest of the options listed do not apply and describe your own declaration in the open text field.

**Examples of documents to attach**

- Internal report
- Reporting section in your Annual or Sustainability Report

**Document guidelines** Your document should mention the **type of action implemented and its level of deployment across the company**. It should also mention the **perimeter over which it is calculated**, such as number of employees or sites covered.

Please specify

Weekly, monthly, quarterly and half yearly reporting to all levels of the business

**Attached document**

 [ENV-PR-013 ESG Policy](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
102

**Comment:**

**Attached document**

 [ENV-PR-07 Communications...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1-2

**Comment:**

**Attached document**

 [ENV-PR-019 ESH Committee...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
Rules and arrangements for the ESG Committee

**Attached document**

 [Sites Sustainability action tra...](#) ⓘ  
*Reporting (KPI) Documents / CDP r...* [Replace document](#)

**Comment:**  
ESG Committee meetings held at least every 3 months at each site - they outputs / actions and identified projects are documented on the attached and reviewed

**Attached document**

 [Weekly by Week KPI tracker](#) ⓘ  
*Reporting (KPI) Documents / CDP r...* [Replace document](#)

**Comment:**  
Tuesday weekly ops call 8.45am current efficiency data is discussed (water, energy, fuel)

**Attached document**

 [Example of Monthly Senior L...](#)  [Replace document](#)  
*Other*

**Indicated pages:**  
13-20

**Comment:**  
Monthly SLT presentation

**Attached document**

 [H1 2025 Sustainability Report](#)  [Replace document](#)  
*Reporting (KPI) Documents / CDP r...*

**Indicated pages:**  
1

**Comment:**  
Half year report sent to all sites posted on boards and discussed in meetings

**Attached document**

 [ENV-PR-019 ESH Committee...](#)  [Replace document](#)  
*Policy / Code of Conduct*

**Indicated pages:**  
1-3

**Comment:**  
ESG Meeting Policy

**Attached document**

 [Sites Sustainability action tra...](#)  [Replace document](#)  
*Reporting (KPI) Documents / CDP r...*

**Comment:**  
action tracker from our ESG site meetings 1 tracker per site and also group functions

**Attached document**

 [Q1 Company Newsletter](#)  [Replace document](#)  
*Other*

**Indicated pages:**  
20-68

**Comment:**  
Quarterly Report issued to all employees

**Attached document**

 [Example of waste arrangeme...](#)  [Replace document](#)  
*Other*

**Comment:**  
Waste segregation training, certificates and areas

No actions yet/Not yet monitored/I don't know

Indicator

## Reporting

Impact on score ●●●○

Reporting is based on **quantitative KPIs that measure your implementation of sustainability practices.**

We'll ask you to attach documents that include your sustainability metrics. A valid **reporting document** includes the reporting **year** and the reporting **unit** (such as kWh or liters).

Make sure the latest reporting period is within the **last 2 calendar years.**

[Learn more about the document requirements](#) 

 Complete

ENV6001



Impact on score ●●●○

**Is your company a respondent to CDP's Climate Change Questionnaire? If so, please upload the latest response you have provided to CDP.**

**Yes**

Select if your company is a respondent to CDP's Climate Change questionnaire. The date of the report provided should be within the last two calendar years.

### Attached document

 [2024 CDP submission](#)   
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Indicated pages:**  
1-140

**Comment:**  
2024 CDP submission

**No/I don't know**

### On which of the following topics does your company report metrics?

**Energy consumption and GHGs**

Select this option if you have additional reporting metrics on Energy consumption and GHGs, on top of the metrics declared in the previous Environmental or GHG Reporting questions.

Examples of documents to attach:

- Energy consumption report
- Greenhouse gas emissions report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on energy consumption and greenhouse gas emissions from company operations.

#### Attached document

 **2024 GHG report** ⓘ  
Sustainability / Annual Report [Replace document](#)

**Indicated pages:**  
10-28

**Comment:**  
2024 GHG Report

#### Attached document

 **CLS Sustainability Data** ⓘ  
Other [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**Water**

Select this option if you have additional reporting metrics on Water, on top of the metrics declared in the previous Environmental Reporting question.

Examples of documents to attach:

- Water consumption report
- Wastewater discharge report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on water consumption and volume and weight of pollutants in wastewater discharges from company operations.

**Attached document**

 [Waste water sample report - I...](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
example of PH monitoring in place

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
9

**Comment:**


**Biodiversity**

Examples of documents to attach:

- Biodiversity impact report
- Rehabilitation program report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on species biodiversity and the condition and extent of ecosystems, including the welfare of animals used in company operations.

**Attached document**

 [Our certificate for co2 reducti...](#) ⓘ  
Certificate [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
Following a review of our PPE supplier we have chosen to work with SMI as they have planted trees for us and will work with us on the recycling of used PPE collected from each of our sites including safety shoes, gloves, hats, aprons

**Attached document**

 [Green the UK Project](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
1-17

**Comment:**  
We are partnering with Green the UK as part of our CSR KSO 6 to work with environmental charities on biodiversity and environmental projects. We have committed to funding 1,000 employer hrs to work within local communities or charities

**Air pollution**

Select this option if you have additional reporting metrics on Air Pollution, on top of the metrics declared in the previous Environmental Reporting question.

Examples of documents to attach:

- Local pollution report
- Dust emissions report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the production of non-GHG air emissions (such as SOx, NOx, VOC, PM, dust), as well as other local atmospheric emissions such as odor, noise, light, road congestion, and traffic from company operations.

**Materials, chemicals, and waste**

Select this option if you have additional reporting metrics on Materials, Chemicals and Waste, on top of the metrics declared in the previous Environmental Reporting question.

Examples of documents to attach:

- Raw material consumption report
- Waste management report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the consumption of raw materials and chemicals (hazardous and non-hazardous), and the production of non-hazardous and hazardous waste, as well as accidental pollution events (such as spills, leakages) from company operations.


**Attached document**

 [Example chemical report fro...](#)   
*Reporting (KPI) Documents / CDP r...* [Replace document](#)

**Indicated pages:**  
1-2

**Comment:**  
This is for one of our sites we have available one report for each site

**Attached document**

 [CLS Sustainability Data](#)   
*Other* [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**Customer health and safety**

Examples of documents to attach:

- Product recall report
- Customer health and safety incidents report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on customer health and safety, such as number of product recalls, numbers of incidents related products safety, and number of customer feedback collection regarding product safety.

**Environmental services and advocacy**

**Examples of documents to attach:**

- Client carbon offsetting program report
- Environmental services program report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the progress of environmental services and advocacy to enable customers to diagnose and mitigate the environmental impacts resulting from their own consumption, such as the amount of used products collected and recycled.

**Attached document**

 Example of Monthly Senior L...  [Replace document](#)  
*Other*

**Indicated pages:**


15

**Comment:**

Examples of the co2 footprint reports we have completed for our customers. this data is generated from greenly and our financial system to give co2 per hotel or chain of hotels

**No metrics yet/I don't know**

**Please report on the following GHG metrics:**


 Answers to this question will be shown in a dedicated section in your EcoVadis platform - [Metrics](#). This useful tool helps you store all relevant quantitative data and track your sustainability progress.

✓ **Total gross Scope 1 GHG emissions** 

**Examples of documents to attach:**

- Energy audit report
- Energy consumption report
- GHG emissions report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on total gross scope 1 GHG emissions in tons of CO2 equivalent.

Scope 1 emissions are the GHG emissions from sources the company owns or controls, which includes the generation of heat, steam, or electricity, physical or chemical processing, etc. Company can refer to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard for the accounting principles of scope 1 emission.

Reporting on this specific metrics needs to cover at least **95%** of your company's operations (number of sites, employees, or revenues).

Year	Unit	Value
2024 	tons of CO <sub>2</sub> equivalent 	18300.00

**Attached document**



CLS Sustainability Data 

Other

[Replace document](#)

**Indicated pages:** 9      **Comment:**

✓ **Total gross Scope 2 GHG emissions (market or location based)** 

**Examples of documents to attach:**

- Energy audit report
- Energy consumption report
- GHG emissions report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on total gross scope 2 GHG emissions in tons of CO2 equivalent.

Scope 2 emissions are the GHG emissions from the generation of purchased electricity consumed by the company. Purchased electricity is defined as the electricity that is purchased or otherwise brought into the operation of the company. Different from scope 1 emissions, scope 2 emissions physically occur at the facility where the electricity is generated. Company can refer to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard for the accounting principles of scope 2 emissions.

Reporting on this specific metrics needs to cover at least **95%** of your company's operations (number of sites, employees, or revenues).

Year	Unit	Value
2024 	tons of CO <sub>2</sub> equivalent 	2470.00

**Attached document**



CLS Sustainability Data 

Other

[Replace document](#)

**Indicated pages:** 9      **Comment:**

**Total gross Scope 3 GHG emissions** ↗

**Examples of documents to attach:**

- Energy audit report
- Energy consumption report
- GHG emissions report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on total gross scope 3 GHG emissions in tons of CO2 equivalent.

Scope 3 emissions include all indirect GHG emissions that fall within the following 15 categories (as defined by GHG Protocol):

- purchased goods and services
- capital goods
- fuel and energy related activities (not included in scope 1 or 2)
- upstream transportation and distribution
- waste generated in operations
- business travel
- employee commuting
- upstream leased assets
- downstream transportation and distribution
- processing of sold products
- use of sold products
- end-of-life treatment of sold products
- downstream leased assets
- franchises
- investments

The company can refer to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard for the accounting principles of scope 3 emissions.

Reporting on this specific metrics needs to cover at least **95%** of your company's operations (number of sites, employees, or revenues).

Year	Unit	Value
2024	tons of CO <sub>2</sub> equivalent	17000.00

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**Total gross Scope 3 Downstream GHG emissions** ↗

**Examples of documents to attach:**

- Energy audit report
- Energy consumption report
- GHG emissions report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on total gross Scope 3 Downstream GHG emissions in tons of CO2 equivalent.

Scope 3 downstream emissions includes all indirect GHG emissions related to sold goods and services. Scope 3 Downstream emissions include the following categories (as defined by GHG Protocol):

- downstream transportation and distribution
- processing of sold products
- use of sold products
- end-of-life treatment of sold products
- downstream leased assets
- franchises
- investments

The company can refer to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard for the accounting principles of scope 3 emissions.

Reporting on this specific metrics needs to cover at least **95%** of your company's operations (number of sites, employees, or revenues).

If valid evidence is provided for this option, it will be credited for environment theme.

Year	Unit	Value
2025	tons of CO <sub>2</sub> equivalent	

**Total gross Scope 3 Upstream GHG emissions** ↗

**Examples of documents to attach:**

- Energy audit report
- Energy consumption report
- GHG emissions report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on total gross scope 3 Upstream GHG emissions in tons of CO2 equivalent.

Scope 3 upstream emissions include all indirect GHG emissions related to purchased or acquired goods and services. Scope 3 Upstream emissions include the following categories (as defined by GHG Protocol):

- purchased goods and services
- capital goods
- fuel and energy related activities (not included in scope 1 or 2)
- upstream transportation and distribution
- waste generated in operations
- business travel
- employee commuting
- upstream leased assets

The company can refer to the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard for the accounting principles of scope 3 emissions.

Reporting on this specific metrics needs to cover at least **95%** of your company's operations (number of sites, employees, or revenues).

If valid evidence is provided for this option, it will be credited for sustainable procurement theme.

Year	Unit	Value
2024	▼ tons of CO <sub>2</sub> equivalent	▼ 906.00

**Attached document**

 CLS Sustainability Data ⓘ  
Other

[Replace document](#)

**Indicated pages:**

9

**Comment:**

**Total gross annual revenue** ↗

We use revenue data for accurate Metrics Benchmarks and to calculate the reliability level of your carbon emissions. This data is kept confidential and secure following industry privacy practices and [EcoVadis privacy policy](#).

Year	Unit	Value
2025	▼ million EUR	▼

**No metrics yet/I don't know**

**Please report on the following environmental metrics:**

Answers to this question will be shown in a dedicated section in your EcoVadis platform - [Metrics](#). This useful tool helps you store all relevant quantitative data and track your sustainability progress.

**✓ Total energy consumption**

**Examples of documents to attach:**

- Energy audit report
- Energy consumption report
- Internal energy tracking report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on energy consumption. Energy consumption includes fuels before combustion and the amount of purchased energy inputs, which include electricity, heat, steam and cooling for use in operations.

Reporting on this specific metrics needs to cover at least **95%** of your company's operations (number of sites, employees, or revenues).

Year	Unit	Value
2024	megawatt-hour (MWh)	85172

**Attached document**

CLS Sustainability Data
👁

[Replace document](#)

Other

**Indicated pages:** 9      **Comment:**

**✓ Total renewable energy consumption**

**Examples of documents to attach:**

- Energy audit report
- Energy consumption report
- Internal energy tracking report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the energy consumed from renewable sources, whether it is supplied via a specific contract or from an on-site self-production installation. The renewable sources that can be considered are: wind turbine, solar energy, biomass, methanization, geothermal energy, hydraulics, etc.

The quantity of energy from renewable sources must be reported in the same unit as the quantity of energy reported under the "Energy consumption" indicator.

Reporting on this specific metrics needs to cover at least **95%** of your company's operations (number of sites, employees, or revenues).

Year	Unit	Value
2024	megawatt-hour (MWh)	12102

**Attached document**

CLS Sustainability Data
👁

[Replace document](#)

Other

**Indicated pages:** 9      **Comment:**

**Total water consumption** ↗

"Examples of documents to attach:

- Water audit report
- Internal water tracking report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the volume of water withdrawal from the environment that is not returned to the original water source (Water Consumption = Water Withdrawal - Water Discharge)."

Year: 2024, Unit: liter (L), Value: 425657000

**Attached document**

PDF CLS Sustainability Data ⓘ  
Other [Replace document](#)

**Indicated pages:** 9  
**Comment:**

**Total amount of water recycled and reused** ↗

"Examples of documents to attach:

- Water audit report
- Internal water tracking report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the volume of water recycled and reused. 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)."

Year: 2025, Unit: megaliter (ML), Value:

**Total weight of hazardous waste** ↗

Examples of documents to attach:

- Internal hazardous waste tracking report
- Reporting on hazardous waste prepared for regulatory purposes
- Reporting on hazardous waste compiled by a third party
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on total hazardous waste generated, recycled, reused, recovered, transported, exported, imported, and treated by the company operations in tons. Hazardous waste is dangerous or capable of having a harmful effect on human health or the environment (such as hazardous chemicals, electronic waste such as control room desktops, laptops, mainframes, servers, hard drives, monitors, UPS batteries and variety of network equipment, corrosive and toxic metals, etc.).

Year: 2024, Unit: metric ton (T), Value: 0

**Attached document**

PDF CLS Sustainability Data ⓘ  
Other [Replace document](#)

**Indicated pages:** 9  
**Comment:**

**Total weight of non-hazardous waste** ↗

**Examples of documents to attach:**

- Internal waste tracking report
- Reporting on non-hazardous waste prepared for regulatory purposes
- Reporting on non-hazardous waste compiled by a third party
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on total non-hazardous waste emitted by the company operations, independently of the treatment or disposal method used. Non-hazardous waste include all other waste that does not fit the definition of hazardous waste. The different non-hazardous waste types must be aggregated in order to obtain the total weight of waste.

Year	Unit	Value
▼	metric ton (T)	▼ 347

**Attached document**

 CLS Sustainability Data ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**Total weight of waste recovered** ↗

**Examples of documents to attach:**

- Internal waste tracking report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the total weight of waste (hazardous and non-hazardous) that is subject to recovery treatment at the end of its life. Waste for recovery is waste that undergoes one of the following treatments: reusing, recycling, composting, and other recovery operations. Waste that is not sorted on site but which would benefit from recovery through the treatment of ordinary industrial waste (OIW) by the municipality cannot be included in the quantity of waste recovered, unless the site is able to demonstrate the effective recovery achieved by the municipality.

Year	Unit	Value
▼	kilogram (kg)	▼ 263

**Attached document**

 CLS Sustainability Data ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**No metrics yet/I don't know**

**What is the scope of the GHG emissions monitoring in your entity? (applicable to scope 1 and 2 emissions only. Select the most suitable answer)**

**We monitor relevant GHG emissions for our entire scope**

**Examples of documents to attach**

- Corporate GHG audit report
- List of operational sites covered by a GHG emissions monitoring system
- Working files of a monitoring system
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include evidence that the GHG monitoring accounts for **all GHG emission sources** and activities within the organizational boundaries of the company, its subsidiaries, and joint ventures.

If some of the facilities are unable to report GHG emissions data to the monitoring system, the coverage is said to have significant exclusions, and in this case, please select option 2 of the question.

**Attached document**

2024 GHG report 👁

[Replace document](#)

*Sustainability / Annual Report*

**Indicated pages:**  
11-33

**Comment:**  
GHG Report

**We monitor GHG emissions with significant exclusions**

**Examples of documents to attach**

- Corporate GHG audit report
- List of operational sites covered by a GHG emissions monitoring system
- Working files of a monitoring system
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include evidence that some of the facilities within the organizational boundaries of the company are **unable** to report GHG emissions data to the monitoring system and the coverage is said to have significant exclusions.

**No GHG inventory yet/I don't know**

### How does your entity's management structure facilitate GHG emissions reduction? (select all that apply)

We have a dedicated budget for GHG management

Examples of documents to attach

- Internal meeting minutes
- Internal announcement
- CDP Report
- Annual or Sustainability report

Document guidelines

Your document should include a **financial budget** that is allocated to implementing **GHG emissions management practices**.

Attached document

 2025 Capex   
Other [Replace document](#)

Comment:

Sustainability features heavily each year and 2025 we have installed VO at 3 sites, H2 2025 Solar will be fitted to camberley, LED lighting fitted throughout Slough in May 2025.

We have a management team dedicated to GHG emissions reduction

Examples of documents to attach

- Internal meeting minutes
- Internal announcement
- CDP Report
- Annual or Sustainability report

Document guidelines

Your document should include a **group of people** (e.g. a committee), that are held **accountable** for the achievement of the company's objectives or commitments made on GHG emissions reduction.

Attached document

 evidence of historical meetin...   
Reporting (KPI) Documents / CDP r... [Replace document](#)

Indicated pages:

1-14

Comment:

Head of Safety and sustainability, CFO, CCO & X2 Operations directors form the ESG steering committee we met at the start June 2024 monthly from April 2025 we meet quarterly

Attached document

 Example of Monthly Senior L...   
Other [Replace document](#)

Indicated pages:

1-21

Comment:

Directors are committed to ESG and Head of Safety and Sustainability has to update the SLT monthly on our progress

**Our management team's compensation is linked to progress towards GHG reduction targets**

**Examples of documents to attach**

- Internal meeting minutes
- Internal announcement
- CDP Report
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate that the **management team's compensation** is associated with the management of \*\*climate change issues including attainment of the GHG emissions reduction targets.

This ensures that climate-related ambitions and goals are embedded throughout the company and that management is held accountable for the achievement of these goals.

**GHG emissions reduction is not embedded in the management structure yet/I don't know**

**Describe your entity's GHG reporting practices (select all that apply)**

**We share GHG emissions with internal stakeholders**

**Examples of documents to attach**

- Carbon audit report
- Internal GHG report
- Email communications
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include evidence that the company compiles GHG emissions figures and shares them with internal stakeholders (i.e. employees).

This is to communicate the performance and highlight the collective efforts to achieve the targets.

**Attached document**

 [2024 GHG report](#) ⓘ  
Sustainability / Annual Report [Replace document](#)

**Indicated pages:**  
1-50

**Comment:**

**Attached document**

 [H1 2025 Sustainability Report](#) ⓘ  
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
H1 REPORT

**Attached document**

 [H1 2025 Sustainability Report](#) ⓘ  
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
Distributed on site and to all key stakeholders

**Our GHG emissions report is publicly available**


**Examples of documents to attach**

- Screenshot of company website
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include publication of GHG performance via **public reporting** in order to keep external stakeholders informed of progress towards achieving the targets.

**Attached document**

 [Cleans Public ESG Report 2025](#) ⓘ  
Sustainability / Annual Report

[Replace document](#)

**Indicated pages:**  
1-92

**Comment:**  
Public ESG Report

**We respond to CDP**


**Examples of documents to attach**

- Third party verified CSR report that mentions CDP participation
- Screenshot of CDP website which shows the company's participation
- CDP Score Report
- CDP Report

**Document guidelines**

Your document should demonstrate that the company is a respondent to **CDP's Climate Change questionnaire**.

**Attached document**

 [2024 CDP submission](#) ⓘ  
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Indicated pages:**  
1-183

**Comment:**  
2024 CDP Submission

**We verify our GHG emissions through a third party**


**Examples of documents to attach**

- Third party verification statement on GHG emissions
- CDP report with the information of third party verification on carbon disclosure
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate that **third party verification of GHG emissions in accordance with a recognized verification standard**, such as ISO 14064-3, ISAE 3410, etc., to assure credibility and reliability of GHG emissions disclosure.

**Attached document**

 [2024 GHG report](#) ⓘ  
Sustainability / Annual Report

[Replace document](#)

**Indicated pages:**  
1-98

**Comment:**  
Greenly platform

**We do not disclose our emissions yet/I don't know**

**Describe your entity's progress towards GHG reduction targets (Select the most suitable answer)**

**Our latest review showed that we are falling behind**

**Examples of documents to attach**

- Documented meeting minutes
- GHG performance review report
- Progress report for specified company
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include a performance review to understand the GHG reduction **progress against** the target.

The latest results have shown that the company **might not be on track** to meet the target.

**Our latest review showed that we are on track to meet our targets**

**Examples of documents to attach**

- Documented meeting minutes
- GHG performance review report
- Progress report for specified company
- Annual or Sustainability report

**Document guidelines**

Your document should include a performance review to understand the GHG reduction **progress against** the target.

The latest review or emission figures show that the company is **on track** to meet GHG emissions reduction target (i.e. meeting the target on pro-rata basis or meeting company's own action plan if applicable).

**Our latest review showed that we are ahead**

**Examples of documents to attach**

- Documented meeting minutes
- GHG performance review report
- Progress report for specified company
- Annual or Sustainability report

**Document guidelines**

Your document should include a performance review to understand the GHG reduction **progress against** the target.

The latest review or emission figures show that the company is **ahead** of the GHG emissions reduction plan (i.e. achieving the reduction target sooner than the expected timeline).

**Attached document**

 [H1 2025 Sustainability Report](#) ⓘ  
 Reporting (KPI) Documents / CDP r... [Replace document](#)

**Indicated pages:**

1

**Comment:**

Report shows half year result bringing us below 2024 total Co2 and as report states 2025 includes other co2 data we did not capture in 2024 due to development of our scope 3

**Attached document**

 [Weekly by Week KPI tracker](#) ⓘ  
 Reporting (KPI) Documents / CDP r... [Replace document](#)

**Comment:**

You can see on the dashboard our water, energy efficiency 2025 vs 2024, 2023, And 2019 all going in the right direction we are using less energy, water and fuel.

No review yet/I don't know

### Describe your entity's GHG emissions inventory (select all that apply)

We have a GHG inventory at the corporate level in accordance with GHG protocol or other GHG accounting standards

**Examples of documents to attach**

- Corporate GHG audit report
- Inventory document or spreadsheet
- Screenshot of an IT system that collects and stores GHG data
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include a GHG monitoring system or inventory for collecting emissions data on a **corporate level or scale** (emissions from company operations, company-operated facilities, value chain-related emissions, etc.) that are **in accordance with** GHG protocol: Corporate Standard or other GHG accounting standards (e.g. ISO 14064-1, The Climate Registry - General Reporting Protocol).

We have GHG data at the product level in accordance with the GHG Protocol or other GHG accounting standards

**Examples of documents to attach**

- Product carbon footprint assessment or audit report
- Product carbon footprint inventory
- Product carbon footprint verification statement
- Recognized product carbon footprint label (e.g. Carbon Trust "CO2 measured")
- CDP report

**Document guidelines**

Your document should include a **product GHG inventory** for calculating the carbon footprint of their products throughout the life cycle (i.e. cradle-to-gate or cradle-to-grave) that are **in accordance with** GHG protocol: Product Life Cycle Accounting and Reporting Standard or other product GHG accounting standards (e.g. ISO 14067, PAS 2050).

**Attached document**

 [H1 2025 Sustainability Report](#) ⓘ  
*Reporting (KPI) Documents / CDP r...* [Replace document](#)


**Indicated pages:**

1

**Comment:**

You can see the multiple levels our Greenly system allows us to track

**Attached document**

 [2024 GHG report](#) ⓘ  
*Sustainability / Annual Report* [Replace document](#)

**Indicated pages:**

1-98

**Comment:**

**Attached document**

 [Example of Monthly Senior L...](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

15

**Comment:**

This demonstrates we can provide co2 data to customers by product level and hotel or group of hotels. This data is generated by our Greenly platform.

**We update our inventory at least once per year**

**Examples of documents to attach**


- Corporate GHG audit report
- Inventory document or spreadsheet
- Screenshot of an IT system that collects and stores GHG data
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include evidence that GHG-related activity data is tracked on a regular basis, and at least once a year, to ensure timely review and the formulation of follow-up actions.

The GHG inventory should show the specific timeframe or frequency of monitoring or **at least 2 consecutive years** of data provided.

**Attached document**

 **2024 GHG report** ⓘ  
*Sustainability / Annual Report*

[Replace document](#)

**Indicated pages:**

1-98

**Comment:**

Greenly platform produces annual GHG report

**No GHG inventory yet/I don't know**

### Describe your entity's GHG reduction targets (select all that apply)

Answers to this question will be shown in a dedicated section in your EcoVadis platform - Metrics. This useful tool helps you store all relevant quantitative data and track your sustainability progress.

**We publicly announce our targets**

**Examples of documents to attach**

- Standalone GHG emissions reduction statement
- Corporate website with the target announcement
- Endorsement certificate
- Policy statement
- Annual or Sustainability report

**Document guidelines**

Your document should include a **public announcement** on the company's GHG emissions reduction targets.

Your target should include a **future timeline** that is valid at the time of the assessment.

**Attached document**

[Cleans Public ESG Report 2025](#)

Sustainability / Annual Report

[Replace document](#)

**Indicated pages:**

8,10,33,35,36,37,38,53,61,75,76,77  
,78,79,80,81,88,89

**Comment:**

Pages we mention our targets

**We have an absolute scope 1 reduction target**

**Examples of documents to attach:**

- Standalone GHG emissions reduction statement
- Corporate website with the target announcement
- Endorsement certificate
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include time-bound quantitative **absolute target** on **gross** GHG emissions reduction at the corporate level that cover **scope 1 emissions**.

Your target should include a **valid target date** of achievement at the time of the assessment and a **unit** (such as tons of CO2eq). The target should also include a **base year** as a reference point to measure and track emissions reductions over time.

**Scope 1 GHG emissions** include direct GHG emissions that occur from sources owned or controlled by the company.

Examples include: GHG emissions from combustion in owned or controlled boilers, furnaces, vehicles, and GHG emissions from chemical production in owned or controlled process equipment.

**Baseline year and emissions**

A baseline year is a reference point in the past with which target emissions can be compared

Year		Unit			
2025	▼	tons of CO <sub>2</sub> equivalent	▼	Value	_____

**Reduction target**

Indicate the targeted percentage reduction and year in which you plan to achieve it (e.g. 40% reduction by 2025)

Year		Target			
_____	▼	_____	▼	_____	_____

**We have an absolute scope 2 reduction target** ↗

**Examples of documents to attach**

- Standalone GHG emissions reduction statement
- Corporate website with the target announcement
- Endorsement certificate
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include time-bound quantitative **absolute target** on **gross** GHG emissions reduction at corporate level that cover **scope 2 GHG emissions**.

Your target should include a **valid target date** of achievement at the time of the assessment and a **unit** (such as tons of CO<sub>2</sub>eq). The target should also include a **base year** as a reference point to measure and track emissions reductions over time.

**Scope 2 GHG emissions** refer to the GHG emissions resulting from the generation of purchased or acquired electricity, steam, heating, and cooling.

**Baseline year and emissions**

A baseline year is a reference point in the past with which target emissions can be compared

Year	Unit	Value
2025	▼ tons of CO <sub>2</sub> equivalent	▼ _____

**Reduction target**

Indicate the targeted percentage reduction and year in which you plan to achieve it (e.g. 40% reduction by 2025)

Year	Target
▼ _____	_____

**We have an absolute scope 3 reduction target** ↗

**Examples of documents to attach**

- Standalone GHG emissions reduction statement
- Corporate website with the target announcement
- Endorsement certificate
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include time-bound quantitative **absolute target** on **gross** GHG emissions reduction at corporate level that cover **scope 3 GHG emissions**.

Your target should include a **valid target date** of achievement at the time of the assessment and a unit (such as tons of CO<sub>2</sub>eq). The target should also include a **base year** as a reference point to measure and track emissions reductions over time.

**Scope 3 GHG emissions** are the result of activities from assets not owned or controlled by the reporting organization, but that the organization indirectly impacts in its **value chain**.

Scope 3 emissions include all sources not within an organization's scope 1 and 2 boundary.

Examples include: extraction and production of purchased materials, transportation of purchased fuels, and use of sold products and services.

**Baseline year and emissions**

A baseline year is a reference point in the past with which target emissions can be compared

Year	Unit	Value
2025	▼ tons of CO <sub>2</sub> equivalent	▼ _____

**Reduction target**

Indicate the targeted percentage reduction and year in which you plan to achieve it (e.g. 40% reduction by 2025)

Year	Target
▼ _____	_____

**✔ We have an intensity reduction target**

**Examples of documents to attach**


- Standalone GHG emissions reduction statement
- Corporate website with the target announcement
- Endorsement certificate
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include a **time-bound GHG emissions reduction intensity target**, which is defined by GHG reduction per unit of physical activity or unit of economic output with a **valid target date** of achievement at the time of the assessment and unit (such as %). The target should also include a **base year** as a reference point to measure and track emissions reductions over time.

Examples include: % of GHG emissions reduction per square feet (CO<sub>2</sub>eq or sq.ft), % GHG emissions reduction per ton of cement produced (CO<sub>2</sub>eq or ton).

**Attached document**

 [2024 GHG report](#) ⓘ  
*Sustainability / Annual Report*

[Replace document](#)

**Indicated pages:**

75,78

**Comment:**

To meet the 2015 Paris Agreement target of a 50% reduction in GHG emissions between 2020 and 2030, we need to achieve a 6.3% reduction in emissions within one year (-2.4k tCO<sub>2</sub>e). and 3% year on year

**Attached document**

 [Weekly by Week KPI tracker](#) ⓘ  
*Reporting (KPI) Documents / CDP r...*

[Replace document](#)

**Comment:**

We track weekly our water , energy and fuel intensity

**We have committed to setting science-based targets via SBTi**


**Examples of documents to attach**

- Evidence of Science Based Target Initiative (SBTi) commitment
- SBTi website screenshot
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate your commitments made to SBTi to set a science-based target. Science-based targets provide a clearly-defined pathway for companies to reduce GHG emissions, helping prevent the worst impacts of climate change and future-proof business growth. Companies can have their time-bound quantitative targets on GHG emissions reduction approved by the Science Based Targets Initiative (SBTi) or make a commitment to SBTi to set a science-based target. [More information about the Science-based Targets Initiative.](#)

**Attached document**


 [Sustainable 7 \(Sustainability S...](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
8

**Comment:**  
KSO 4 details our commitment towards science based targets within our strategy

**Attached document**

 [ENV-PR-04 Objectives and Tar...](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
3

**Comment:**  
Page 3 KSO 5 shows 2027 will be when we work on SBTi

**We have science-based targets approved by SBTi**

**Examples of documents to attach**

- Evidence of Science Based Target Initiative (SBTi) target approval
- SBTi website screenshot
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate a verifiable science-based GHG emission reduction target approved by the SBTi. Science-based targets provide a clearly-defined pathway for companies to reduce GHG emissions, helping prevent the worst impacts of climate change and future-proof business growth. Companies can have their time-bound quantitative targets on GHG emissions reduction approved by the Science-based Targets Initiative (SBTi) or make a commitment to SBTi to set a science-based target. Targets should include a future timeline that is valid at the time of the assessment. [More information about the Science-based Targets Initiative.](#)

**No formal targets yet/I don't know**

**Describe your entity's plan to achieve GHG reductions (select all that apply)**

**We have a time-bound action plan to reduce GHG emissions**

**Examples of documents to attach**

- Standalone action plan
- Any other form of document that can show a series of GHG reduction actions with specific timeline
- Annual or Sustainability report

**Document guidelines**

Your document should include an **action plan** with **clear timeline** defined to reduce GHG emissions from the company's operations.

The best practice is to estimate the amount of emissions that can be reduced by the planned actions.

**Attached document**

 [Weekly by Week KPI tracker](#)  [Replace document](#)  
*Reporting (KPI) Documents / CDP r...*

**Comment:**

track progress weekly and against 2019, 2023, 2024

**Attached document**

 [ENV-PR-019 ESH Committee...](#)  [Replace document](#)  
*Policy / Code of Conduct*

**Indicated pages:**

1-2

**Comment:**

**Attached document**

 [Sites Sustainability action tra...](#)  [Replace document](#)  
*Reporting (KPI) Documents / CDP r...*

**Comment:**

Action tracker for every site outputting from ESG meetings

**Attached document**

 [ENV-PR-04 Objectives and Tar...](#)  [Replace document](#)  
*Policy / Code of Conduct*

**Indicated pages:**

1-4

**Comment:**

Our Kpi's included in this document

**We use LCA as an analytical tool for planning**

**Examples of documents to attach**

- Action plan that considers different stages of a life cycle of the products or services (Product carbon footprint study report)
- Product life cycle analysis report
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should include evidence that the company is using a **product life cycle analysis approach** to analyze **carbon footprint of the processes, operations, products or services** to formulate the action plan for reduction GHG emissions.

A **cradle-to-customer or cradle-to-grave life cycle assessment (LCA)** is specific to a product or service GHG emissions impact at product or service level, that is conducted to study the emissions hotspots and hence identify opportunities of GHG emissions reductions.

**We have a time-bound action plan to transform into a low carbon business model**

**Examples of documents to attach**

- Standalone transformation plan or roadmap
- Analysis report
- Corporate website with time-bound action plan
- Annual or Sustainability report

**Document guidelines**

Your document should include **long term (5 years or more), strategic plans** to change its systems or operations to reduce GHG emissions.

Examples of changes in systems or operations include: phasing out fossil fuels and switching to renewable energy, discontinuing products that have a higher impact on the climate, using low carbon transportation or distribution.

**No action plan yet/I don't know**

Theme

**Labor & Human Rights**  Impact on score ●●●●

This theme focuses on two areas:

- **Labor rights**, such as health and safety, working conditions, structured social dialogue, career management and training.
- **Human rights**, such as prevention of human trafficking, child and forced labor, as well as discrimination and harassment.

**Sustainability issues** relevant for your company:

- Employee Health & Safety
- Working Conditions
- Social Dialogue
- Career Management & Training
- Child Labor, Forced Labor & Human Trafficking
- Discrimination and Harassment

- Based on your company's **industry, size and location**, we selected the most relevant sustainability issues.
- Selected sustainability issues define **what questions you receive** and the impact of this theme on your **overall score**.

Indicator

**Policies** Impact on score ●●●●

A policy is a set of objectives that addresses specific sustainability issues. It shows your **company's intention** to reduce impact, mitigate risk, or improve performance.

Examples of policies:

- General **principles, statements** and **qualitative objectives** to improve sustainability.
- Specific **quantitative targets** with a defined deadline in the future. You can submit both absolute and relative targets. A conclusive target should meet the following conditions:
  - Be time-bound: include a baseline and target year.
  - Be measurable: include a quantitative goal to be achieved.
  - Be achievable: realistic and relevant to the company's activities.

[Get more examples and best practices for developing policies](#) 

### Does your company have a policy with qualitative objectives and quantitative targets for:

#### ✓ Employee health and safety

##### Examples of documents to attach

- Employee Health and Safety Policy
- Employee Health and Safety Manual
- Code of Conduct covering employee health and safety issues
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

##### Document guidelines

Your document should demonstrate your company's commitments to address health and safety issues encountered by employees at work. This may include safety at work, physical health at work, psychological health at work and stress prevention. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to providing all employees with a safe working environment by conducting frequent health and safety risk assessments and providing adequate personal protective equipment.
- **Quantitative target:** Achieve 20% reduction of the number of work related accidents by 2030 compared to 2020.

##### Attached document

 [Labour & Human Rights Policy](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1-3

**Comment:**

#### ✓ Working conditions

##### Examples of documents to attach


- Working Conditions Policy
- Minimum Wage Policy
- Adequate Remuneration Policy
- Mission statement
- Policy on improving employee benefits
- Code of Conduct covering issues related to working conditions
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

**Document guidelines** Your document should demonstrate your company's commitments to address various issues on working conditions such as work-life balance, right to disconnect, employee satisfaction survey, remunerations and social benefits granted to employees. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to providing all employees with good working conditions by ensuring that they have adequate wages, working hours, and benefits.
- **Quantitative target:** Achieve a 20% increase in the number of employees eligible for health care coverage by 2030 compared to 2020.

##### Attached document

 [Labour & Human Rights Policy](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1-3

**Comment:**

## ✔ Social dialogue

Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

### Examples of documents to attach


- Company's Union Policy
- Code of Conduct covering issues related to labor relations
- Human Rights Policy
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

**Document guidelines** The document should demonstrate your company's commitments to address structured social dialogue through recognized employee representatives and collective bargaining. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Aim to build constructive relationships with employees and trade representatives.
- **Quantitative target:** Maintain the number of employees covered by a collective bargaining agreement at 100% in 2030.

### Attached document

 [Labour & Human Rights Policy.](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**

1-3

**Comment:**

## ✔ Career management and training

### Examples of documents to attach

- Career Development Policy
- Training Policy
- Skills Development Policy
- Code of Conduct covering issues related to career management and training
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report


### Document guidelines

Your document should demonstrate your company's commitments to address main career stages, including recruitment, evaluation, training, career mobility, and professional development in all stages. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to supporting employees' career development by providing adequate training.
- **Quantitative target:** Achieve a 20% increase in the average training hours per employee by 2030 compared to 2020.

### Attached document

 [Career Development Policy.](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**

1-7

**Comment:**

**✔ Child labor, forced labor, and human trafficking**


Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

**Examples of documents to attach**

- Human Rights Policy
- Human Rights Charter
- Code of Conduct covering issues related to child and forced labor
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

**Document guidelines** Your document should demonstrate your company's commitments to address child, forced, or compulsory labor issues within the company owned operations. Your policy can include either qualitative objectives or quantitative targets or both. Here are some examples: - **Qualitative objective:** Do not condone any usage of child or forced labor. - **Quantitative target:** Aim to achieve a 20% increase in the number of internal audits carried out to assess child and forced labor in their operations by 2030.

**Attached document**

 Modern Slavery Policy - Nov 2... ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
1-3

**Comment:**

**✔ Discrimination and Harassment**

**Examples of documents to attach**


- Anti-discrimination Policy
- Anti-harassment Policy
- Code of Conduct covering issues related to discrimination and harassment
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

**Document guidelines**

The document should demonstrate your company's commitments to prevent discrimination, harassment, physical, psychological and verbal abuse for all employees in the work environment. Your policy can include either qualitative objectives or quantitative targets or both. Here are some examples:

- **Qualitative objective:** Commit to provide equal treatment, fairness and respect for all employees, whether temporary, part-time or full-time.
- **Quantitative target:** Aim to increase by 20% the number of employees who participate in awareness training on discrimination and harassment by 2030.

**Attached document**

 Labour & Human Rights Policy. ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
1-3

**Comment:**

External stakeholder human rights

Select this option only if it's listed as a relevant sustainability issue for your company. You can confirm this on the theme's introduction page.

Examples of documents to attach



- Human Rights Policy
- Human Rights Charter
- Code of Conduct covering issues related to external stakeholder human rights
- Annual or Sustainability Report

**Document guidelines** Your document should demonstrate your company's commitments to address direct and indirect human rights impacts your company's operations have on external stakeholders. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Aim to respect the land rights of local populations in business operation areas.
- **Quantitative target:** Aim to achieve a 20% increase the number of human rights impact assessments conducted on critical operations by 2030.

**Attached document**

 [Suppliers codes of conduct](#) 

*Policy / Code of Conduct*

[Replace document](#)

<b>Indicated pages:</b> 8-11	<b>Comment:</b>
---------------------------------	-----------------

No policies yet/I don't know

Complete LAB1004

**Have you made a commitment to pay a living wage or reviewed whether your employees are paid a living wage?**

Yes

If you choose the option "yes", subsequent questions regarding living wage will follow.

Not yet/I don't know

When answering this question, please focus only on whether your company made a proactive living wage commitment, irrespective of your company's location and any local minimum wage requirements that may apply.

A living wage ("Living Wage") refers to the remuneration level that an employee is paid, which is sufficient to guarantee a decent standard of living for both the employee and their family dependents, considering their location and the prevailing time period. Elements of a decent standard of living include food, water, housing, education, health care, transportation, clothing, and other essential needs including provision for unexpected events.

A minimum wage is usually the statutory minimum amount of remuneration that an employer is required to pay wage earners for the work performed during a given period. A living wage, on the other hand, is not a legal requirement.

If you answer "no", you can still provide supporting documentation related to working conditions, specifically for the following options:

- Collectively bargained wages;
- Actions to ensure adequate wages.


Please refer to the Measures section related to Working Conditions and Social Dialogue for further indications on these options.

Indicator

**Measures** [Impact on score](#) ●●●●

This indicator is about your company's **actions to support your sustainability policies and commitments.**

The answer options in each question represent best practices for your company's size and industry. Select options that your company **has already implemented** and provide the documented proof of your actions.

[Learn more about the document requirements](#) 

### Who pays recruitment fees?

**Company**

Recruitment fees (to obtain or retain employment) include any and all fees, charges, costs, assessments or other financial obligations associated with the recruitment process, regardless of when, how and whom they are collected. Select the option that applies to your organisation.

**Job applicant**

Recruitment fees (to obtain or retain employment) include any and all fees, charges, costs, assessments or other financial obligations associated with the recruitment process, regardless of when, how and whom they are collected. Select the option that applies to your organisation.

**Company and job applicant**

Recruitment fees (to obtain or retain employment) include any and all fees, charges, costs, assessments or other financial obligations associated with the recruitment process, regardless of when, how and whom they are collected. Select the option that applies to your organisation.

**Direct hiring (no fees apply)**

**Do not know**

### Does your company employ migrant workers?

**Yes**

**I don't know**

**No**

## What actions has your company implemented to protect employee health and safety?

### Employee health and safety risk assessment

#### Examples of documents to attach

- Internal health and safety risk assessment
- Safety procedure
- Safety matrix
- Hazard analysis document

#### Document guidelines

Your document should demonstrate that a regular health and safety risk assessment takes place to systematically identify and evaluate potential health and safety risks on employees.

Elements of a risk assessment to be credited should include at least 2 out of 3 of the following elements:

1. **Description of hazards or risk factors** identified to have the potential to cause harm and determine 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 or recommendations that an organization needs to take to effectively prevent and address the risks identified."

#### Attached document

 [Example Risk Assessment](#) ⓘ  
*Other* [Replace document](#)

#### Indicated pages:

1-8

#### Comment:

Example risk assessment. We have these for every process

### Health and safety emergency action plan

#### Examples of documents to attach

- Emergency procedures for employees in case of accident or injury
- Standard operating procedure for the provision of emergency equipment
- Emergency evacuation procedures (such as fire drills, etc.)
- Safety Manual

#### Document guidelines

Your document should demonstrate that your company has a health and safety plan in place that will guide all employees in emergency situations. The type of emergency situations depend on your company's operations and workforce, but may include incidents such as accidents related to operation of heavy equipment, injuries, fires, chemical spills, explosions, falls, etc.

#### Attached document

 [Site example emergency man...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

#### Indicated pages:

1-54

#### Comment:

Site example of a emergency management plan

#### Attached document

 [Corporate Policy for emergen...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

#### Indicated pages:

1-2

#### Comment:

Policy guiding all sites to ensure their site specific emergency management plans include all

**Training of employees on health and safety risks and good working practices**

**Examples of documents to attach**

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

**Document guidelines**

Your document should demonstrate that your company provides training to employees to strengthen their knowledge on health and safety related to their job.

**Attached document**

 [Training Skills Presentation 2...](#)  [Replace document](#)  
*Other*

**Indicated pages:**  
1-2

**Comment:**  
Training Skills example cert with matrix

**Complaints procedure for employees to report on occupational health and safety incidents, risks, and concerns**

**Examples of documents to attach**

- Employee complaints reporting procedures related to health and safety issues
- Code of conduct
- Health and safety complaint form for employees

**Document guidelines**

Your document should demonstrate that the company has an established company-based mechanism for all employees to report on occupational health and safety incidents, risks, and concerns. The process is recommended to include a record system of complaints filed, including how they are processed through investigation and remediation.

**Attached document**

 [Grievance Policy Oct 2022](#)  [Replace document](#)  
*Policy / Code of Conduct*

**Indicated pages:**  
1-4

**Comment:**  
Grievance Procedure

**Regular employee health check-up**

**Examples of documents to attach**

- Occupational health check-up report
- Health check arrangement
- Employee contract
- Employee health surveillance procedure

**Document guidelines**

Your document should demonstrate that your company provides a constant and relevant health check-up to all employees. Particular focus should be put on those employees who are regularly exposed to risk factors, such as chemicals, potentially dangerous machines, noises, or other potential hazards to allow for early detection of effects on health and timely treatment.

✔ **Preventive actions for repetitive strain injury (RSI)**


**Examples of documents to attach**

- Employee instructions or operational processes aimed to reduce the risk of RSI
- Specific programs on preventing RSI at work
- Email communication with digital material on RSI

**Documents guidelines**

Your document should demonstrate that your company ensures the work process, task or environment is ergonomically optimized to mitigate painful or uncomfortable conditions of the muscles, tendons, or nerves caused by repetitive movements and overuse.

**Attached document**

 [Manual Handling procedure](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
1-5

**Comment:**  
This procedure supports out pristine condition handling training program

✔ **Actions to address stress and psychological wellbeing in the workplace**


**Examples of documents to attach**

- Evaluations of stress levels
- Procedures and resources for employees to better manage their workload
- Employee assistance programs and counselling hotlines

**Documents guidelines**

Your document should demonstrate that the company provides proactive efforts to minimize stress and support your employees' psychological wellbeing in the workplace. This can include **preventative actions**, such as hotlines or channels for employees, that reshape the work environment and organization to reduce stress and mental health risks, or **intervention procedures** in case of stress or mental health issues.

**Attached document**

 [Work Related Stress Policy](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
1-3

**Comment:**  
This policy sets out arrangements in place for our management team to manage work related stress. We also have mental health 1st aiders at every site and ones representing the central team

✔ **Actions to control hazardous substance exposure**


**Examples of documents to attach**

- Work instructions and installation records of enclosures
- Ventilation or extraction systems
- Job rotation or work adjustment procedures to minimize contact with hazardous chemicals
- Safety and preventive instructions for employees working with chemicals

**Document guidelines**

Your document should demonstrate that your company provides active control measures to prevent employees from exposure to hazardous substance in the workplace, or protect them from excess exposure.

**Attached document**

 [COSHH Policy](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
1-2

**Comment:**  
COSHH Procedure supported by training on our bridge system

**Actions to control radiation exposure**

**Examples of documents to attach**

- Radiation protection program
- Radiation exposure assessments
- Personal exposure monitoring (dosimetry) reports
- Work instructions

**Document guidelines**

Your document should demonstrate that your company provides employee instructions or operational processes to reduce the risk of employee exposure to ionizing radiation, which can pose a considerable health risk to affected employees if not properly controlled.

**Actions to ensure health and safety of non-employee workers and other contracted workers on premises**

Please note that this option should only be selected if the action specifically covers non-employee workers.

**Non-employee workers** include individual contractors supplying labor to the company and workers provided by employment placement agencies. Examples of non-employee workers include:

- Individual contractors and self-employed workers
- Temporary agency workers and dispatched workers

**Examples of documents to attach**

- Training materials and additional evidence of training execution (progress reports, certificates of completion, etc.)
- Standard operating procedures
- Work instructions
- Program implementation records

**Document guidelines**

The document should show the implementation of health and safety-related actions for non-employee workers. Such actions can include trainings, health and safety risk analyses, health check-ups, and emergency action plans covering non-employee workers or other contracted workers working on the company premises.

**Attached document**

 [Contractors Induction proced...](#) ⓘ  
Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
Procedure to support the contractors induction

**Attached document**

 [Contractors Induction](#) ⓘ  
Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
1-2

**Comment:**  
This is the induction sign off for all contractors

**Attached document**

 [Contractors requirements do...](#) ⓘ  
Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
1-27

**Comment:**  
This has to be read, signed and returned before we allow any contractor to work on site. It outlines the minimum standards of safety. It is accompanied by a contractors induction

**Other actions to protect employee health and safety not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Document guidelines** Your document should demonstrate that your company has actions other than those specified in the other options to address health and safety issues encountered by employees at work. For example, physiological issues arising from the use of dangerous equipment, or remediation procedures for work accidents or ill-health, etc.


**Examples of documents to attach**

- Standard health and safety procedures
- Health and safety work instructions
- Employee handbook
- Annual or Sustainability report

Please specify

Stop Tour is a process which allows to engage with employees by observation and conversation. It is design to increase the employees involvement and to grow safety culture within the company.

**Attached document**

 Spot check ⓘ  
*Other*

[Replace document](#)

**Indicated pages:**

1-2

**Comment:**

Spot check completed on our Evotix safety system

**No actions yet/I don't know**

### What actions has your company implemented to ensure good working conditions?

**Actions to manage working hours and overtime**

Examples of documents to attach:

- Internal audits on working hours
- Time-tracking records
- Employee handbook

Your document should:

Demonstrate the implementation of time-tracking systems or internal audits on working hours that actively monitor the working hours of your employees. Regular monitoring of working hours allows your company to identify cases of overtime and irregular working hours within your operations.

**Compensation for extra or atypical working hours**


Examples of documents to attach

- Employee handbook
- Company hiring document
- Remuneration handbook

Document guidelines

Your document should demonstrate provision of additional compensation to employees for overtime, including all other forms of hours worked in excess or outside of the hours indicated in the employees' employment contract.

#### Attached document

 Sample Terms of Employment ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
Clause 6.4

**Comment:**  
shows overtime payment at x1.5 hourly rate

#### Attached document

 Flexible working confirmation ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
1-3

**Comment:**  
Commitment to flexible working

**Actions to ensure adequate wages**

**Examples of documents to attach:**

- Remuneration (wage) manual
- Wage monitoring
- Employee handbook

**Your document should:** Demonstrate operational processes that your company has implemented to review and monitor wage levels and ensure their adequacy. This may include a review against local economic conditions such as inflation, cost of living increase, and industry averages, or against external benchmarks.

Please note that compliance with local minimum wage requirements alone is not sufficient to demonstrate adequacy of wages for your company's local economic context.

**Attached document**

 Gender Pay Gap Report - 2020  [Replace document](#)  
*Other*

**Indicated pages:**

1-7

**Comment:**

**Communication to all employees of remuneration process**

**Examples of documents to attach**

- Employee contracts
- Communication materials to employees on remuneration processes
- Salary report

**Document guidelines**

Your document should demonstrate clear communication by your company on the remuneration system to your employees that goes beyond HR personnel, which allows employees to understand their remuneration. (i.e. base salary, bonus schemes, financial remuneration benefits etc). This can be in the form of a salary grid, salary matrix, and/or information on salary advancement.

**Family-friendly programs**

**Examples of documents to attach**

- Employee handbook
- Induction training materials
- Hiring information

**Document guidelines**



Your document should demonstrate proactive initiatives put in place by your company to help employees balance their work and family lives. These actions are not limited to working parents but should also be available for all employees.

The actions could be in the form of:

- Paid parental and other care leaves
- Affordable and quality childcare services or allowances
- Access to minimum social protection measures (maternity protection from workplace risks, protection from dismissal)

*This option is not limited to parental care, but also includes those with care responsibilities such as taking care of grandparents, other family members.*

**Attached document**

 HR Statement for maternity a...  [Replace document](#)  
*Other*

**Comment:**

Statement from HR Manager on status of Policies for Maternity, Paternity and shared parental leave

✓ **Flexible organization of work available to employees**

**Examples of documents to attach**

- Employee handbook
- Employee contract
- Induction training or other communication materials

**Document guidelines**

Your document should demonstrate provision of flexible working arrangements to employees with the aim to support their needs in achieving a balance between their home and work lives. This can be in the form of part-time, telecommuting, flexi-time, job-shares or variable work schedules.

**Attached document**

 [Flexible working confirmation](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
All

**Comment:**  
This letter demonstrates that CLEAN gives flexible working to employees.

✓ **Health care coverage of employees**

**Examples of documents to attach**

- Detailed health care plan
- Program implementation record
- Communication material to employees on their health care plan

**Document guidelines**

Your document should demonstrate your company's specific health care plan(s), which provides medical care for employees or their dependents directly through insurance, reimbursement, or otherwise. The provided health care can cover both work and non-work related injuries/accidents/illness as soon as the employee chooses to avail of medical care.

*In case health care is mandated in your countries of operating, documents must demonstrate that the health care is issued by your company, such as evidence of corporate health insurance associations.*

**Attached document**

 [Service Agreement Sample](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
Clause 13

**Comment:**  
This shows that Private Healthcare is a contractual right for employees

**Attached document**

 [Benefits Policy](#) ⓘ  
Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
2

**Comment:**  
Reference to medical care for employees

**Attached document**

 [Cleans Heath and Safety Policy](#) ⓘ  
Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
New 2024 safety policy

**Employee satisfaction survey**

**Examples of documents to attach:**

- Employment satisfaction survey results
- Survey questionnaire template

**Your document should:** Demonstrate your company's efforts to get feedback from employees on their morale and satisfaction at work. This can also include third-party worker voice surveys.

**Third-party worker voice survey**

**Examples of documents to attach:**

- Screenshots or reports from third-party worker voice surveys
- Third-party worker voice survey data exports
- Contract with a third-party worker voice survey provider

**Your document should:** Demonstrate that the company employs a worker survey managed by a third-party to collect feedback from its own workforce. Acceptable third-party worker survey providers include EcoVadis Worker Voice and Ulula U-Impact, or any other tool that meets all the following criteria:

1. **Third-party platform** providing real-time data for proactive risk management
2. **Confidential** for worker respondents
3. **Accessible** to workers via multiple channels or languages

The survey should cover relevant workplace issues, which may include, but are not limited to, grievance mechanism access, health and safety protections, working hours, and overtime practices.

**Grievance mechanism on working conditions**

**Examples of documents to attach:**


- Code of Conduct
- Employee handbook
- Grievance mechanism reporting procedure

**Your document should:** Demonstrate an established mechanism for different parties to report issues related to working conditions such as working hours, remuneration, and social benefits for workers.

**Grievance mechanisms must include the following elements:**

1. **Accessibility:** Communication to all stakeholders regarding the availability of a grievance mechanism. This information should be available at all times, particularly to those who may face barriers (linguistically or geographically) and those who may have minority status within your workforce.
2. **Non-retaliation:** Those who report any grievances should be protected and not face retaliation.
3. **Confidentiality:** Steps in place to maintain the confidentiality of those who make use of the grievance mechanism.

**Attached document**

 Combination of New updated... ⓘ  
Policy / Code of Conduct

[Replace document](#)

**Indicated pages:**  
20-24

**Comment:**  
Grievance policy

**Other actions to ensure good working conditions not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Examples of documents to attach**

- Work instruction, manual or handbooks
- Presentation or training materials
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate actions by your company addressing working conditions of employees that is not covered by the options above. The evidence may be related to working hours, remunerations, social benefits or other actions that you believe do not fit with the specific options.

**Please provide details on the specific action implemented.**

Please specify

---

**No actions yet/I don't know**

## What actions has your company implemented to promote structured social dialogue?

### Employee representatives or employee representative body

Examples of documents to attach:

- Meeting minutes
- bilateral agreement, collective bargaining agreement
- employee election result
- Annual report/CSR/Sustainability report

**Your document should demonstrate the following:** existence of labor unions, works councils or other agency/representative body that the company recognizes for the purpose of collective bargaining, consultation or other forms of engagement on behalf of all employees.

In most cases, employee representatives are elected by other employees and are regularly involved in two-way communication between management and workers.

#### Attached document

Colleague Engagement Foru...
👁

[Replace document](#)

Other

#### Indicated pages:

All

#### Comment:

We have an established forum with elected employee representatives that meet on a scheduled basis. This forum allows for open 2-way comms and discussion.

#### Attached document

Workforce Agreement - Drivers
👁

[Replace document](#)

Other

#### Indicated pages:

All

#### Comment:

Our Colleague Engagement Forum (Driver) Reps consulted with senior management on this document; they have all signed it off.

### Collective bargaining agreement on employee health and safety

Examples of documents to attach:

- Collective bargaining agreements
- Annual Report/CSR/Sustainability Report

**Your document should demonstrate the following:** Agreements in writing regarding employee health & safety concluded between the company as an employer and at least one employee representative, in accordance to national laws and regulations. The document should be signed by the relevant stakeholders, and be within the expiration time frame of the agreement (as a result, please attach the most recent agreement).

Please note that as there should be enough assurance that the agreement is being implemented at the company, any documentation that surpasses the expiration period will be considered expired and obsolete (with the exception of agreements noting an automatic renewal clause).

#### Attached document

Copy of CEF (Colleague involv...
👁

[Replace document](#)

Other

#### Indicated pages:

1-8

#### Comment:

CEF reps in relation to safety

**Collective bargaining agreement on working hours, overtime, or leaves**

**Examples of documents to attach:**

- Collective bargaining agreements
- Annual Report/CSR/Sustainability Report

**Your document should demonstrate the following:** Agreements in writing regarding employee working conditions concluded between the company as an employer and at least one employee representative in accordance to national laws and regulations. The document should be signed by the relevant stakeholders, and be within the expiration time frame of the agreement (as a result, please attach the most recent agreement).

Please note that as there should be enough assurance that the agreement is being implemented at the company, any documentation that surpasses the expiration period will be considered expired and obsolete (with the exception of agreements noting an automatic renewal clause).

**Attached document**

 [Workforce Agreement - Drivers](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
All

**Comment:**  
Workforce Agreement for Drivers regarding hours, as agreed by all Driver Reps.

**Collectively bargained wages**

**Examples of documents to attach:**

- Collective bargaining agreements

**Your document should:** Demonstrate agreements in writing regarding employee wages concluded between the company as an employer and at least one employee representative in accordance with national laws and regulations. The document should be signed by the relevant stakeholders, and be within the expiration time frame of the agreement (as a result, please attach the most recent agreement).

Please note that, as there should be sufficient assurance that the agreement is being implemented at the company, any documentation that surpasses the expiration period will be considered expired and obsolete (with the exception of agreements noting an automatic renewal clause).

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

**Examples of documents to attach:**

- Collective bargaining agreements
- Annual Report/CSR/Sustainability Report

**Your document should demonstrate the following:** Agreements in writing regarding training & career management concluded between the company as an employer and at least one employee representative in accordance to national laws and regulations. The document should be signed by the relevant stakeholders, and be within the expiration time frame of the agreement (as a result, please attach the most recent agreement).

Please note that as there should be enough assurance that the agreement is being implemented at the company, any documentation that surpasses the expiration period will be considered expired and obsolete (with the exception of agreements noting an automatic renewal clause).

**Attached document**

 [Learning and DevelopmentP...](#) ⓘ  
Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
2

**Comment:**  
Paragraph H - reference to agreement of objectives with learner

**Collective bargaining agreement on discrimination and harassment**

**Examples of documents to attach:**

- Collective bargaining agreements
- Annual Report/CSR/Sustainability Report

**Your document should demonstrate the following:** Agreements in writing regarding discrimination and/or harassment concluded between the company as an employer and at least one employee representative in accordance to national laws and regulations. The document should be signed by the relevant stakeholders, and be within the expiration time frame of the agreement (as a result, please attach the most recent agreement).

Please note that as there should be enough assurance that the agreement is being implemented at the company, any documentation that surpasses the expiration period will be considered expired and obsolete (with the exception of agreements with an automatic renewal clause).

**Other actions on social dialogue not included elsewhere in this question**

Please select this option if your company has other actions in place that promote social dialogue not included elsewhere in the question.

**Examples of documents to attach:**

- Employee handbooks
- Meeting minutes
- Collective bargaining agreements or other formal agreements
- Annual Report/CSR/Sustainability Report

**Your document should demonstrate the following:** a **formal (binding) agreement** between the company, the employee and/or other third party (i.e. the government) that demonstrates actions to promote structured social dialogue. These can take the form of, Ombudsman Committees, Arbitration Committees etc.

*Note that structured social dialogue consist of a recognized employee representative and/or presence of trade unions/work councils. Joint committees and other two-way communication systems would only be valid if they include the above components.*

Please specify

---

**No actions yet/I don't know**

## What actions has your company implemented to promote employee career management and training?

### Skills development program tailored to employee needs

Examples of documents to attach:

- Employee skills profile / skills mapping / matrix to determine skills gap
- Upskilling program for employees according to employee needs
- Online learning platforms, training universities/academies accessible to all employees
- Completed training needs assessment forms
- Information about skills development program tailored to employee needs shared in an Annual/CSR/Sustainability Report

**Your supporting document should demonstrate the following:** Comprehensive training program (on-site, digital, or hybrid) that identifies an employee's skills profile or training needs (including hard and/or soft skills) and provides learning paths for the employee to address or improve on these training needs. Training completion records or training slides without any details on how it was tailored to the employees training needs will not be accepted.

#### Attached document

Learning and Development
Ⓞ

[Replace document](#)

Other

**Indicated pages:**

1-3

**Comment:**

• We have a matrix for learners' development based on roles, which is currently being updated to be more relevant and against nationally recognised standards. (Image 1 and 2)

### Regular assessment of individual performance

Examples of documents to attach:

- Completed employee performance evaluation forms
- Management guidelines on how to perform an annual assessment
- Performance review invitations sent to employees

**Your supporting document should demonstrate the following:** Instructions or operational process to quantitatively and/or qualitatively assess and review employees' job performance on a regular basis. Conducting regular assessments of individual performance allows your company to identify areas for improvement, provide support and guidance to employees, and recognize and reward top performers.

#### Attached document

Learning and Development
Ⓞ

[Replace document](#)

Other

**Indicated pages:**

1-3

**Comment:**

• Through conversations, like 1:1 or a manager being aware of a skills gap, the person may be allocated to ongoing training, or training can be created, or external training provision will be reviewed. (Image 3)


## ✓ Individual development and career plan for all employees

### Examples of documents to attach:

- Individual Development Plans (IDP)
- Guidelines for managers on how to hold regular career development conversations
- Dedicated career development section in annual review

**Your supporting document should demonstrate the following:** Instructions or operational process to support employees in their professional growth according to their potential and priorities. This process should be followed consistently over time and include your employees' short and long-term career goals, current strengths, areas of improvement, and action plans detailing how the employee can make their career aspirations a reality.

### Attached document

 Learning and Development ⓘ  
Other

[Replace document](#)

#### Indicated pages:

1-3

#### Comment:

- There are personal development plans that are used for helping set a plan for development and measuring the development. (Image 4)

## ✓ Actions to promote internal mobility

### Examples of documents to attach:

- Communication materials or procedural documents about employee promotions, transfers, or role changes
- Implementation records of job shadowing programs, internal mentoring/sponsorship programs, employee job rotation programs/job swaps
- Evidence of internal hiring practices such as internal job postings, announcements and internal talent marketplace platforms

**Your supporting document should demonstrate the following:** Specific program(s) implemented by your company to encourage employee internal mobility. Internal mobility can be vertical, horizontal, geographical, or transversal:

- **Vertical mobility** involves employee promotions/transfers that advances them to the next level of the organization.
- **Horizontal mobility** involves employees changing functions/departments, but remain at the same job level within the organization.
- **Geographical mobility** involves developing an activity on another site/location within the organization.
- **Transversal mobility** involves employees moving across different roles/functions, by leveraging their transferable or cross-functional skills ("cross-skilling")

### Attached document

 Learning and Development ⓘ  
Other

[Replace document](#)

#### Indicated pages:

1-3

#### Comment:

- There are management programmes that are used to help develop employees who are in starting supervisory or management roles. In terms of vacancies, all roles are posted on UKG (our HR database) and are accessible to all staff through ESS (Employee Self Service). Staff have received training on how to use ESS. I also send out a vacancy list every other week to someone at each site (usually an admin team member) so it can be printed and displayed at each site. I attach a copy for info. We also have a Driver Academy which is open to both internal and external candidates to train to become an HGV driver; this is on our careers page on our external website. In terms of announcing/communicating internal movements/ promotions, this is done through the employee newsletter which is emailed out to all staff from marketing.

**Other actions to promote career management and training not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Examples of documents to attach:**

- Standard operating procedures
- Work instructions
- Annual/CSR/Sustainability Report

**Your supporting document should demonstrate the following:** Actions other than those specified in the other options that benefit employees in their main career stages, such as recruitment, evaluation, training, and management of layoffs.

Please specify

• Our learning platform Bridge, provides the opportunity for people to select learning from the library of courses, creating their own development and a learning culture. The platform is also used for allocating training as part of their development and organisational needs. An example of this could be a manager off the back of a 1:1 discussing a requirement for Excel knowledge and service improvement, allocating an Excel course and lean introduction. Then this being built on by internal coaching, training or external training.

**Attached document**

 Learning and Development ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

1-3

**Comment:**

• Our learning platform Bridge, provides the opportunity for people to select learning from the library of courses, creating their own development and a learning culture. The platform is also used for allocating training as part of their development and organisational needs. An example of this could be a manager off the back of a 1:1 discussing a requirement for Excel knowledge and service improvement, allocating an Excel course and lean introduction. Then this being built on by internal coaching, training or external training.

**No actions yet/I don't know**

### What actions has your company implemented to address child labor, forced labor, and human trafficking?

**Impact assessment identifying potential child labor, forced labor, or human trafficking**

**Examples of documents to attach**

- Human rights impact assessment reports
- Social impact assessment reports

**Document guidelines**

Your document should demonstrate impact assessments conducted internally or by a third party regarding child labor, forced labor, and human trafficking. Human rights impact assessments are one of the key components of human rights due diligence and is essential in identifying and assessing any potential or actual adverse human rights impacts your company's operations may have on your employees and the document should demonstrate identification of levels of severity for that particular impact.

Note that while traditional risk assessments evaluate risks from the perspective of the company, human rights impact assessments considers the adverse risk and impacts of the affected stakeholders, who in this case are your employees.

**Stakeholder consultation with potentially affected groups or NGOs to address child labor, forced labor, and human trafficking**

**Examples of documents to attach**

- Stakeholder engagement plans or schedules
- Meeting minutes with stakeholder groups
- Worker voice surveys

**Document guidelines**

Your document should demonstrate your company's engagement with affected groups in order to identify and mitigate child labor, forced labor, and human trafficking issues stemming from the company's operations. Affected groups refers to those who may be directly or potentially impacted by your company's operations, for example, migrant or child workers.

**Attached document**

 [Suppliers codes of conduct](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
8-11

**Comment:**

**Training of employees on child labor, forced labor, and human trafficking**

**Examples of documents to attach**

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

**Document guidelines**

Your document should demonstrate that your company provides training to employees to strengthen their knowledge on child labor, forced labor, and human trafficking issues.

Please note that it should be clear from your document that the training includes human rights topics. General mentions of business ethics would be considered under the "ethics" theme.

**Attached document**

 [Modern Slavery presentation](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
4

**Comment:**

Reference made to child labour and human trafficking in the training presentation carried to all employees

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

**Examples of documents to attach**

- Monitoring report
- Internal or external auditing procedures or reports


**Document guidelines**

Your document should demonstrate monitoring of internal controls conducted in order to mitigate human rights violations.

Companies should regularly monitor the effectiveness of the measures implemented to mitigate child labor, forced labor and human trafficking risks, and this can be done with regular audits. These can be both internal or external.

Please note however that a third party external sustainability audit (such as SMETA, RBA, etc) does not fall under the this indicator, and should be answered in the GEN section of the questionnaire.

**Attached document**

 [Modern Slavery Statement](#) ⓘ  
*Policy*

[Replace document](#)

**Indicated pages:**

1-3

**Comment:**

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

✔ **Grievance mechanism on child labor, forced labor, or human trafficking**

**Examples of documents to attach**

- Code of Conduct
- Employee handbook
- Grievance mechanism reporting procedure


**Document guidelines**

Your document should demonstrate an established mechanism for different parties to report child labor, forced labor and human trafficking issues.

**Grievance mechanisms must include the following elements:**

1. **Accessibility:** Communication to all stakeholders regarding availability of a grievance mechanism. This information should be available at all times, in particular to those who may face barriers (linguistically or geographically) and those who may have minority status within your workforce.
2. **Non-retaliation:** Those who report any grievances should be protected and not face retaliation.
3. **Confidentiality:** Steps in place to maintain confidentiality of those who make use of the grievance mechanism.

**Attached document**

 [Modern Slavery Statement](#) ⓘ  
*Policy*

[Replace document](#)

**Indicated pages:**

1-3

**Comment:**

Process in place to prevent the retention of employee identification documents

✓ **Remediation procedure for identified victims of child labor, forced labor, or human trafficking**

**Examples of documents to attach**

- Code of conduct
- Employee handbook
- Standalone remediation procedure docs

**Document guidelines**

Your document should demonstrate operational process or evidence of remediation efforts to support victims of child or forced labor. Remediation procedures are an operational-level, non-judicial process to help mitigate incidents of child labor, forced labor or human trafficking as it helps to identify and correct any harm towards victims.

**Remedial procedures must include the following elements:**

1. **Proportionality:** Identification of appropriate responses to the violation
2. **Transparency:** Transparent communication with stakeholders
3. **Monitoring:** Measures to monitor effectiveness of the implemented remedy

**Attached document**

 [Modern Slavery presentation](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

1

**Comment:**

Presentation in place at all sites

✓ **Process to prevent the retention of employee identification documents**

**Examples of documents to attach**

- Employee onboarding procedures
- HR procedural manual

**Document guidelines**

Your document should demonstrate processes in place to ensure that employees are never required to relinquish their personal identification documents. Where such actions are necessary, your documents should demonstrate processes in place to ensure that the personal identifications documents of your employees are not retained and your employees are provided with means to safely store them.

In the case where such mitigating measures are already mandated by your (local) government, please upload documents that demonstrate that your company ensures this is communicated to your employees.

**Attached document**

 [New Starter ID checks](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

1

**Comment:**

ID checks carried out pre employment

**Attached document**

 [Recruitment Policy](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**

4

**Comment:**

Reference identification check process and modern slavery policy referral

**Actions to prevent excessive use of force and limitation of freedom of movement of employees by security forces**

**Examples of documents to attach**

- Risk mitigation plan
- Rules of engagement
- Internal audits on the use of force
- Training of security forces

**Document guidelines**

Your document should demonstrate actions implemented by your company to ensure understanding by security officers of the scope of their power, as well as acceptable use of force to prevent excessive restraint. The UN defines "excessive force" as force that exceeds what is reasonable and necessary in the circumstances confronting the officer.

**Attached document**



[Suppliers codes of conduct](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**  
8-9

**Comment:**

**Other actions to address child labor, forced labor, and human trafficking not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Document guidelines**

Your document should demonstrate actions other than those specified in the other options that prevent child labor, forced labor, and human trafficking.

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Annual or Sustainability report

Please specify

---

**No actions yet/I don't know**

## What actions has your company implemented to prevent discrimination and harassment?

### ✓ Actions to prevent discrimination during recruitment phase

#### Examples of documents to attach

- Internal audit on recruitment practices
- Evidence of implementation of a blind recruitment system or software (this may include anonymization of candidate names and any other identifying factors such as age, gender, location etc.)
- Publicly shared information on accessible and non-discriminatory recruitment practices
- Sample of internal or external job postings using accessible or non-discriminatory language

#### Document guidelines

Your document should demonstrate an open, transparent and merit-based recruitment process that prevents discriminatory hiring practices and ensures equal opportunities to all job candidates, internal or external, entering the company's employee selection process.

Please specify

We ensure that our managers use objective recruitment techniques and all candidates for a role are asked the same questions, we also offer adjustments for the recruitment process where it might impact disability.

#### Attached document

 [Equality, Diversity and Inclusi...](#) ⓘ  
*Other* [Replace document](#)

#### Indicated pages:

All

#### Comment:

This document was used as part of training to employees to show the importance and value in treating people appropriately. There was an introductory video from the CEO to show that it's driven from the top of the organisation.

#### Attached document

 [Combination of New updated...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

#### Indicated pages:

1-24

#### Comment:

**✓ Actions to prevent discrimination in professional development and promotion processes**

**Examples of documents to attach**

- HR Manual
- Training materials for HR or recruiters

**Document guidelines**

Your document should demonstrate your company's efforts to provide equal opportunities to all employees in your promotion and professional development practices. This can be through training or instructions provided to human resources on preventing discrimination or increasing accessibility.

Please specify

see HR Policies

**Attached document**

 [Gender Pay Gap Report - 2020](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
1-3

**Comment:**  
Gender gap report

**Attached document**

 [Combination of New updated...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1-24

**Comment:**

**✓ Training of employees on discrimination and harassment**

**Examples of documents to attach**

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

**Document guidelines**

Your document should demonstrate that your company provides training to enable all employees to thrive in the workplace and prevent a hostile work environment.

**Attached document**

 [Diversity and Inclusion Toolb...](#) ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
Toolbox talk training delivered

**✓ Actions to prevent workplace harassment**

**Examples of documents to attach**

- Program implementation records
- Communication materials
- Employee handbook

**Document guidelines**

Your document should demonstrate specific measures to prevent and monitor harassment in the workplace that is separate to grievance mechanisms, remediation processes and training programs.

Examples of expected actions:

- Establishing an anti-harassment committee
- Internal audit or monitoring reports on harassment cases
- Open dialogue initiatives on workplace harassment

Please specify

**Policies in place as attached**

**Attached document**

 Diversity and Inclusion Toolb...   
Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
2

**Comment:**  
Harassment reference included in policy

**✓ Employee resource or support groups open to all**

**Examples of documents to attach**

- Standard operating procedures
- Program implementation records
- Communication materials
- Employee handbook

**Document guidelines**

Your document should demonstrate specific programs or actions towards the formation and continuity of affinity or other support groups for minorities or vulnerable employees in the workplace, for example, affinity groups for working parents, employees of specific gender identities, or dedicated ethnic, religious, and cultural groups.

**Attached document**

 Copy of CEF (Colleague involy...   
Other [Replace document](#)

**Indicated pages:**  
1-6

**Comment:**

## ✓ Actions to promote the inclusion of employees with disabilities

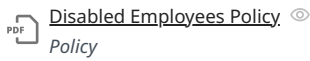
### Examples of documents to attach

- Employee handbook
- Program implementation records

### Document guidelines

Your document should demonstrate actions to enable employees with a wide range of disabilities to perform their job duties, such as providing accessible infrastructure or specific training programs for psychological adaptation.

#### Attached document



[Replace document](#)

#### Indicated pages:

1-2

#### Comment:

Company policy in place to help support and manage disabilities in job roles

## ✓ Grievance mechanism on discrimination and harassment

### Examples of documents to attach

- Code of Conduct
- Employee handbook or manual
- Grievance mechanism manual or reporting procedure
- Anti-harassment policy

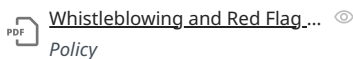
### Document guidelines

Your document should demonstrate established mechanism for different parties to report on discrimination and harassment issues.

### Grievance mechanisms must include the following elements:

1. **Accessibility:** Communication to all stakeholders regarding availability of a grievance mechanism. This information should be available at all times, in particular to those who may face barriers (linguistically or geographically) and those who may have minority status within your workforce.
2. **Non-retaliation:** Those who report any grievances should be protected and not face retaliation.
3. **Confidentiality:** Steps in place to maintain confidentiality of those who make use of the grievance mechanism.

#### Attached document



[Replace document](#)

#### Indicated pages:

All

#### Comment:

We have a clear whistleblowing policy and offer a confidential Red Flag Reporting system, this has been cascaded out to all employees with posters at all work places.

✓ **Remediation procedure for victims of discrimination and harassment**

**Examples of documents to attach**

- Code of Conduct
- Employee handbook
- Grievance mechanism manual or reporting procedure
- Anti-harassment policy

**Document guidelines**

Your document should demonstrate operational procedures or evidence of remediation efforts to support victims of discrimination or harassment. Remediation procedures are an operational-level, non-judicial process to help mitigate incidents of discrimination and harassment as they help to identify and correct any harm caused to victims.

**The remediation process must include the following elements:**

1. **Proportionality:** Identification of appropriate responses to the violation
2. **Transparency:** Transparent communication with stakeholders
3. **Monitoring:** Measures to monitor effectiveness of the implemented remedy

**Attached document**



Combination of New updated... ⓘ

*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**

20-24,1-10

**Comment:**

✓ **Actions to ensure equal pay for equal work**

**Examples of documents to attach**

- Pay gap report
- Equal pay gap or wage audit
- Pay gap study
- Wage monitoring reports

**Document guidelines**

Your document should demonstrate monitoring or auditing of remuneration practices to identify unequal pay, analysis of factors that contribute to the pay gap, and all other measures to eliminate the pay gap.

**Attached document**



Gender Pay Gap Report - 2020 ⓘ

*Other*

[Replace document](#)

**Indicated pages:**

All

**Comment:**

Our gender pay gap is carefully monitored. We are confident that both men and women are paid equally for a similar job, however we recognise that we have fewer female employees in the upper pay quartile and we have a working party reviewing opportunities to balance this, moving forward.



**Actions to promote equal opportunities for all in the workplace**

**Examples of documents to attach**

- Program implementation records
- Communication materials
- Employee handbook

**Document guidelines** Your document should demonstrate operational processes, programs or any other actions to promote an inclusive environment for all employees in the workplace such as networking groups, mentoring programs, or any other specific initiative.

**Attached document**

 Combination of New updated...   
Policy / Code of Conduct [Replace document](#)

**Indicated pages:** 16-19      **Comment:**

**Other actions to prevent discrimination and harassment in the workplace not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply and describe your own declaration in the open text field.



**Document guidelines** Your document should demonstrate actions other than those specified in the other options that prevent discrimination and harassment in the workplace.

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Annual or Sustainability report

Please specify  
to be uploaded

**Attached document**

 Combination of New updated...   
Policy / Code of Conduct [Replace document](#)

**Indicated pages:** 1-32      **Comment:**

**No actions yet/I don't know**

Indicator

**Coverage** Multiplying factor ⓘ

Coverage means the level of deployment of measures and certifications throughout your company. This indicator includes questions about:

- **Implementation level of sustainability actions** (for example, the percentage of the total workforce across all locations who received career training).
- **Operational sites certified throughout your company's locations** (for example, the percentage of sites that are ISO 14001 certified).

Make sure the latest reporting period on coverage is **within the last 2 calendar years**. If you don't include the percentage of coverage, we'll make an approximate calculation from the total number of employees or operational sites.

**Please report on the coverage of your company's actions throughout all operations:**

**Percentage of operational sites for which an employee health and safety risk assessment has been conducted**

**Examples of documents to attach**

- Annual safety report
- Health and safety committee report
- Risk assessment document with indication on the scope of the assessment
- Control of Substances Hazardous to Health (COSHH) assessment document

**Document guidelines**

Your document should demonstrate the percentage of all operational sites for which an employee health & safety risk assessment or a hazard identification and risk assessment has been conducted.

**Operational site** refers to all sites conducting the company's **core business activity** and sites conducting **other risky support activity** such as R&D centers and warehouses. Offices and sales representatives are excluded (unless it is your company's main activity). For more details, please [click here](#).

Alternatively, provided evidence can mention the percentage of employees covered.

Please specify

100%

**Attached document**

PDF [CLS Sustainability Data](#) ⓘ [Replace document](#)  
*Other*

**Indicated pages:**

9

**Comment:**

**Percentage of employees covered by formally-elected employee representatives or collective agreements**

**Examples of documents to attach**

- Yearly human resource management report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the percentage of employees across all company locations who are covered by collective agreements or formally represented by elected employee representatives.

Please specify

100%

**Attached document**

PDF [CLS Sustainability Data](#) ⓘ [Replace document](#)  
*Other*

**Indicated pages:**

9

**Comment:**

**Percentage of employees who received regular performance and career development reviews**

**Examples of documents to attach**

- Yearly human resource management report
- Training report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the percentage of employees across all company locations who received regular performance and career development reviews (quantitative and/or qualitative reviews).

Please specify

**Percentage of employees who received skills-related training**

**Examples of documents to attach**

- Yearly human resource management report
- Training report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the percentage of employees who received training to strengthen their knowledge and skills specific to their work or their career advancement.

Please specify

32%

**Attached document**

 [Litmos e-learning record](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

All

**Comment:**

This is a record showing all those who took part in e-learning in the last year, and the courses attended. This is only one method of training our colleagues.

**Attached document**

 [10 examples of ESG training c...](#) ⓘ  
*Certificate* [Replace document](#)

**Indicated pages:**

1-10

**Comment:**

**Attached document**

 [Training matrix by role](#) ⓘ  
*Reporting (KPI) Documents / CDP r...* [Replace document](#)

**Comment:**

Training matrix

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

9

**Comment:**

✔ **Percentage of employees trained on discrimination and harassment**

**Examples of documents to attach**

- Yearly human resource management report
- Training report
- Diversity report or statement
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the percentage of employees who received training to strengthen their knowledge on discrimination and harassment. It should provide them the ability to avoid any situations which could become hostile, discriminatory, or could lead to human rights violations.

Please specify

81%

**Attached document**

 [Equality, Diversity and Inclusi...](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

All

**Comment:**

This was used for training to colleagues.

**Attached document**

 [Modern Slavery presentation](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

All

**Comment:**

This document was used to train our colleagues

**Attached document**

 [Training matrix by role](#) ⓘ  
*Reporting (KPI) Documents / CDP r...* [Replace document](#)

**Comment:**

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

9

**Comment:**

✔ **Percentage of operational sites assessed for human rights impact or risks**

**Examples of documents to attach**

- Human rights report
- Human rights impact assessment report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the percentage of all operational sites that have been subject to human rights reviews or impact assessments to identify important issues and risks to the affected stakeholders.

**Operational site** refers to all sites conducting the company's **core business activity** and sites conducting **other risky support activity** such as R&D centers and warehouses. Offices and sales representatives are excluded (unless it is your company's main activity). For more details, please [click here](#).

Alternatively, provided evidence can mention the percentage of employees covered.

Please specify

0%

**Attached document**



[CLS Sustainability Data](#) ⓘ

Other

[Replace document](#)

**Indicated pages:**

9

**Comment:**

✔ **Percentage of operational sites with a labor and human rights certification, such as ISO 45001, SCC, SA8000, Fair Wage Network, B Corp, GEEIS, WBENC**

**Examples of documents to attach**

- Certificate issued by an accredited certifying body with an annex indicating the sites/entities included in the scope of the certification
- List of certified sites and expiry dates in a third-party verified Annual or Sustainability Report

Please note that if a list of certified sites is provided in a third-party verified report, it should clearly indicate the sites and the associated certificate expiry dates.

**Document guidelines**

Your document should demonstrate the percentage of operational sites certified on a labor and/or human rights standard such as but not limited to ISO 45001, SA8000, UNDP Gender Equality Seal etc.

Coverage will be calculated for each type of certification provided.

**Operational site** refers to all sites conducting the company's **core business activity** and sites conducting **other risky support activity** such as R&D centers and warehouses. Offices and sales representatives are excluded (unless it is your company's main activity). For more details, please [click here](#).

Alternatively, provided evidence can mention the percentage of employees covered.

Please specify

16%

**Attached document**



[CLS Sustainability Data](#) ⓘ

Other

[Replace document](#)

**Indicated pages:**

9

**Comment:**

**Other metrics related to the deployment of labor or human rights actions throughout all company operations**

Please select this option only if the rest of the options listed do not apply and describe your own declaration in the open text field.

**Examples of documents to attach**

- Internal report
- Reporting section in your Annual or Sustainability Report

**Document guidelines** Your document should mention the **type of action implemented and its level of deployment across the company**. It should also mention the **perimeter over which it is calculated**, such as number of employees or sites covered.

Please specify

---

**No actions yet/Not yet monitored/I don't know**

Indicator

**Reporting**

Impact on score ●●●○

Reporting is based on **quantitative KPIs that measure your implementation of sustainability practices**.

We'll ask you to attach documents that include your sustainability metrics. A valid **reporting document** includes the reporting **year** and the reporting **unit** (such as kWh or liters).

Make sure the latest reporting period is within the **last 2 calendar years**.

[Learn more about the document requirements](#) 

**Please report on the following metrics related to labor topics:**

Answers to this question will be shown in a dedicated section in your EcoVadis platform - [Metrics](#). This useful tool helps you store all relevant quantitative data and track your sustainability progress.

**Number of hours worked**

There is no document to attach to this option. The information provided should be public or internal reporting of consolidated data on the recorded number of hours worked over one reporting year. Hours worked is defined as the sum of all periods spent on direct and ancillary activities to produce goods and services. If the number of hours worked cannot be directly calculated, it may be estimated on the basis of normal or standard hours of work, taking into account entitlements to periods of paid leave of absence from work (e.g., paid vacations, paid sick leave, public holidays).

Year	Value
2024	2331523

**Number of days lost to work-related injuries, fatalities, and ill health**

**Examples of documents to attach:**

- Internal safety report
- Workplace accident report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the number of days lost to any of the following:

- work-related injuries and fatalities from work-related accidents
- work-related ill health and fatalities from work-related ill health

Work-related injuries and work-related ill health (such as occupational diseases) arise from exposure to hazards at work. Injuries and ill health that occur when working from home are work related if the injury or ill health occurs while the worker is performing work from home and if the injury or ill health is directly related to the performance of work.

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Value
2024	14

**Attached document**

PDF [CLS Sustainability Data](#) [Replace document](#)  
*Other*

**Indicated pages:**

9

**Comment:**

✔ **Number of work-related accidents** ↗

**Examples of documents to attach:**


- Internal safety report
- Workplace accident report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the recorded number of work-related accidents. An accident refers to an incident that results in injury or consequent ill health.

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Value
2024	196


**Attached document**

 [2024 accident details](#) ⓘ  
Reporting (KPI) Documents / CDP r...

[Replace document](#)

**Indicated pages:** 1      **Comment:**

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other

[Replace document](#)

**Indicated pages:** 9      **Comment:**

✔ **Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees** ↗

**Examples of documents to attach:**

- Internal wage tracking report
- Reporting section in your Annual or Sustainability report

**Your document should:**


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

**Example calculation** Percentage = Annual compensation for the highest compensated individual ÷ Median annual compensation for all employees (excluding the highest-compensated individual) x100

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit	Value
2024	percent (%)	12.5

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other

[Replace document](#)

**Indicated pages:** 9      **Comment:**

**Average hours of training per employee** ↗

**Examples of documents to attach:**

- Internal training report
- Reporting section in your Annual or Sustainability report


**Your document should:** Demonstrate the metrics on the number of hours each employee is trained on average. Training refers to all types of vocational training and instruction or external education that is paid fully or partly by the company.

**Example calculation** Average hours of training per employee = total training hours ÷ total number of employees taking part in the training

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit	Value
2024	hours/employee (H/employee)	104

**Attached document**

 CLS Sustainability Data ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**No metrics yet/I don't know**

**Please report on the following metrics related to discrimination and harassment in the workplace unless prohibited by the applicable law:**

Answers to this question will be shown in a dedicated section in your EcoVadis platform - [Metrics](#). This useful tool helps you store all relevant quantitative data and track your sustainability progress.

**Percentage of women employed in the whole organization**

Examples of documents to attach:

- Internal diversity report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the percentage of employees who identify as women in the company.

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit	Value
2024	percent (%)	39

**Attached document**

CLS Sustainability Data
Ⓞ

[Replace document](#)

Other

**Indicated pages:** 9      **Comment:**

**Percentage of women at top management level**

Examples of documents to attach:

- Internal diversity report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the percentage of employees who identify as women at top management level.

**Top management** includes all Chief Officers (CEO, CFO, CTO, etc.), and all members of mid and top management (directors, VP, team leaders, etc.), and **excludes** members of the board of directors.

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit	Value
2024	percent	19.00 %

**Attached document**

CLS Sustainability Data
Ⓞ

[Replace document](#)

Other

**Indicated pages:** 9      **Comment:**

✔ **Percentage of women within the organization's board** ↗

**Examples of documents to attach:**

- Internal diversity report
- Reporting section in your Annual or Sustainability report


**Your document should:** Demonstrate the metrics on the percentage of board members identifying as women in the company.

**The organization board** refers to the management or supervisory body of a company, including independent and advisory boards. It does not include mid-management and top executive positions.

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit	Value
2024	percent (%)	0

**Attached document**

 [Company Newsletter](#) ⓘ  
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Indicated pages:**  
1-10

**Comment:**  
Myra Tourick HR Director

**Attached document**

 [Q1 Company Newsletter](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
1-68

**Comment:**

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**Average unadjusted gender pay gap** ↗

**Examples of documents to attach:**

- Internal diversity report
- Internal wage tracking report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the difference between the average gross hourly earnings of employees identifying as male and of employees identifying as female as a percentage of the average gross hourly earnings of employees identifying as male. As opposed to the adjusted gender pay gap, the unadjusted gender pay gap does not factor in any differences in pay due to varying years of experience, position titles, contract types, or roles, among others.

**Example calculation** Average unadjusted gender pay gap = [average pay of men - average pay of women] ÷ average pay of men x 100

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit	Value
2024	percent (%)	18

**Attached document**

 [CLS Sustainability Data](#) 

[Other](#) [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**Percentage of employees from a minority or vulnerable group in the whole organization** ↗

**Examples of documents to attach:**

- Internal diversity report
- Reporting section in your Annual or Sustainability report


**Your document should:** Demonstrate the metrics on the percentage of workers from minority or vulnerable groups employed in the company.

- **Minority groups** here are covering a wide range of groups, including characteristics such as ethnicity, religion, disability, gender identity, etc.
- **Vulnerable groups** are those with some specific physical, social, political, or economic condition or characteristic that places them at higher risk of suffering a burden (such as children and youth, the elderly, people with disabilities, refugees, etc).

**We acknowledge that in some cases, data collection on minority or vulnerable groups is restricted in certain countries. Your company can choose the group covered with this metrics at your own discretion.**

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit	Value
2025	percent (%)	

**Percentage of employees from a minority or vulnerable group at top management level** 

**Examples of documents to attach:**

- Internal diversity report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on the percentage of workers from minority or vulnerable groups at top management levels.

- **Top management** includes all Chief Officers (CEO, CFO, CTO, etc.), all members of mid and top management (directors, VP, team leaders, etc.), and **excludes** members of the board of directors.
- **Minority groups** here are covering a wide range of groups, including characteristics such as ethnicity, religion, disability, gender identity, etc.
- **Vulnerable groups** are those with some specific physical, social, political, or economic condition or characteristic that places them at higher risk of suffering a burden (such as children and youth, the elderly, people with disabilities, refugees, etc).

**We acknowledge that in some cases, data collection on minority or vulnerable groups is restricted in certain countries. Your company can choose the group covered with this metrics at your own discretion.**

**This metrics applies to direct employees** (individuals who have a direct employment relationship with your company).

Year	Unit		Value
2025	percent (%)		

**Number of identified discrimination or harassment incidents or corrective actions**

**Examples of documents to attach**

- Internal diversity report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate metrics on the number of discrimination or harassment incidents, or corresponding corrective actions. This metrics should include direct employees only.

Please specify

3 Discrimination, 2 Harassment

**Attached document**

 <a href="#">CLS Sustainability Data</a> 	<a href="#">Replace document</a>
<i>Other</i>	

**Indicated pages:**

9

**Comment:**

**No metrics yet/I don't know**

### On which of the following topics does your company report metrics?

**Employee health and safety**

Select this option if you have additional reporting metrics on Employee Health & Safety, on top of the metrics declared in the previous Labor Reporting question.

Examples of documents to attach:

- Annual safety incident report
- Health and safety training summary report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on employee health and safety at work, such as absenteeism rate, number of employees trained on health and safety issues, number of employee health and safety risk assessments conducted, etc.

#### Attached document

 Ethics and H&S ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
Pg 43

**Comment:**  
Reporting period to data on accidents and ill health data to senior leadership team

#### Attached document

 CLS Sustainability Data ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
9

**Comment:**

**Working conditions**



Select this option if you have additional reporting metrics on Working Conditions, on top of the metrics declared in the previous Labor Reporting question.

Examples of documents to attach:

- Annual employee benefits report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on remuneration and social benefits granted to employees, such as number of employees covered with healthcare, employees satisfaction rate, etc.

**Attached document**

 [Gender Pay Gap Report - 2020](#)  [Replace document](#)  
*Other*

**Indicated pages:**

All

**Comment:**

We report externally and internally on our gender pay gap

**Attached document**

 [CLS Sustainability Data](#)  [Replace document](#)  
*Other*

**Indicated pages:**

9

**Comment:**

**Social dialogue**

Examples of documents to attach:

- Labor union report
- Employee representatives coverage report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on social dialogue mechanisms such as number of employees covered by employee representatives, number of employees covered by collective agreements, etc.

**Attached document**

 [Chefware, GGH trend year, S...](#)  [Replace document](#)  
*Other*

**Indicated pages:**

1,10-18

**Comment:**

**Attached document**

 [CLS Sustainability Data](#)  [Replace document](#)  
*Other*

**Indicated pages:**

9

**Comment:**

**✔ Career management and training**

Select this option if you have additional reporting metrics on Career Management & Training, on top of the metrics declared in the previous Labor Reporting question.

Examples of documents to attach:

- Annual training report
- Annual employee development report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on employee career development and training, such as number of skills trainings provided, number of employees with personal development plans, number of internal mobility cases, etc.

**Attached document**

 [Litmos e-learning record](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**

1

**Comment:**

Example training

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**

9

**Comment:**

**✔ Child labor, forced labor, and human trafficking**

**Examples of documents to attach:**

- Annual human rights report
- Human rights violation incident report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on child, forced, or compulsory labor issues within company-owned operations, such as number of child or forced labor incidents reported, number of child or forced labor audits conducted in own operational sites, etc.

**Attached document**



Suppliers codes of conduct ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**

1-13

**Comment:**

**Attached document**



Combination of New updated... ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**

1-32

**Comment:**

HR Policies

**Attached document**



CLS Sustainability Data ⓘ  
*Other*

[Replace document](#)

**Indicated pages:**

9

**Comment:**

**Discrimination and Harassment**

Select this option if you have additional reporting metrics on Discrimination and Harassment, on top of the metrics declared in the previous Reporting question.


**Examples of documents to attach**

- Annual social data report
- Corporate diversity report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the metrics on the prevention of discrimination and physical, psychological and verbal abuse in the workplace. This may include number of employees trained on prevention of discrimination and harassment, number of Employee Resource Groups conducted, etc.

**Attached document**

 [Diversity and Inclusion Toolb...](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)


**Indicated pages:**

1-4

**Comment:**

Diversity Tool box talk training

**Attached document**

 [Combination of New updated...](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)


**Indicated pages:**

1-32

**Comment:**

HR Policies

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other*

[Replace document](#)

**Indicated pages:**

9

**Comment:**


**External stakeholder human rights**

**Examples of documents to attach:**

- Annual human rights report
- Reporting section in your Annual or Sustainability report

**Your document should:** Demonstrate the metrics on direct and indirect human rights impacts of the company's operations on external stakeholders, such as number of human rights impact assessments performed, number of grievance mechanism cases of human rights incidents, etc.

**Attached document**

 [Modern Slavery Statement](#) ⓘ  
*Policy*

[Replace document](#)

**Indicated pages:**

1

**Comment:**

document

**No metrics yet/I don't know**

## Sustainability procurement

Impact on score ●●○○

The theme focuses on the management of sustainability risks in your supply chain. The key questions relate to:

- the **materials** you buy
- the **services** you hire
- your actions to promote **sustainable practices and operations among your supplier base**
- your actions to support **sustainable procurement**

**Sustainability issues** relevant for your company:

Supplier Environmental Practices    Supplier Social Practices

- Based on your company's **industry, size and location**, we selected the most relevant sustainability issues.
- Selected sustainability issues define **what questions you receive** and the impact of this theme on your **overall score**.

Indicator

### Policies

Impact on score ●●●●

A policy is a set of objectives that addresses specific sustainability issues. It shows your **company's intention** to reduce impact, mitigate risk, or improve performance.

Examples of policies:

- General **principles, statements** and **qualitative objectives** to improve sustainability.
- Specific **quantitative targets** with a defined deadline in the future. You can submit both absolute and relative targets. A conclusive target should meet the following conditions:
  - Be time-bound: include a baseline and target year.
  - Be measurable: include a quantitative goal to be achieved.
  - Be achievable: realistic and relevant to the company's activities.

[Get more examples and best practices for developing policies](#) 

### Does your company have a policy with qualitative objectives and quantitative targets for:

#### ✓ Supplier environmental practices

Examples of documents to attach:

- Sustainable Procurement Policy
- Supply Chain Due Diligence Policy
- Annual or Sustainability report

**Your document should:** Demonstrate your company's commitment to managing the risks of environmental impacts in supply chain management, alongside conventional procurement considerations such as price, quality, and reliability. Your policy can include either qualitative objectives, quantitative targets, or both.

Here are some examples:

- **Qualitative objective:** Commit to managing the risks of adverse environmental impacts in our supply chain and selecting suppliers that implement the best environmental practices.
- **Quantitative targets:**
  - Global Sustainable Procurement level: Aim to train 90% of its employees from the procurement team on environmental issues in the supply chain by 2025 (baseline year: 2020).
  - Criteria level: Reduce supply chain emissions by 20% by 2025 (baseline year: 2023)

A Sustainable Procurement Policy should exist in a separate document from a Supplier Code of Conduct. A Sustainable Procurement Policy aims to communicate the company's commitments for sustainable procurement internally.. While a Supplier Code of Conduct aims at communicating externally the company's requirements for suppliers in order to do business with them.

#### Attached document

 Sustainable Procurement Poli... Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
1-4

**Comment:**

#### ✓ Supplier social practices

Examples of documents to attach:

- Sustainable Procurement Policy
- Supply Chain Due Diligence Policy
- Annual or Sustainability Report

**Your document should:** Demonstrate your company's commitment to managing risks of social impacts (such as working hours, wages) in supply chain management alongside conventional procurement considerations. Your policy can include either qualitative objectives, quantitative targets, or both.

Here are some examples:

- **Qualitative objective:** Commit to managing the risks of adverse social impacts in our supply chain and selecting suppliers that implement the best social practices.
- **Quantitative targets:**
  - Global Sustainable Procurement level: Aim to train 90% of its employees from the procurement team on environmental issues in the supply chain by 2025 (baseline year: 2020).
  - Criteria level: 100% suppliers' employees paid a living wage by 2030 (baseline year: 2022)

A Sustainable Procurement Policy should exist in a separate document from a Supplier Code of Conduct. A Sustainable Procurement Policy aims to communicate the company's commitments for sustainable procurement internally. While a Supplier Code of Conduct aims at communicating externally the company's requirements for suppliers in order to do business with them.

#### Attached document

 Sustainable Procurement Poli... Policy / Code of Conduct [Replace document](#)

**Indicated pages:**  
1-4

**Comment:**

No policies yet/I don't know

Indicator

## Measures

Impact on score ●●●●

This indicator is about your company's **actions to support your sustainability policies and commitments**.

The answer options in each question represent best practices for your company's size and industry. Select options that your company **has already implemented** and provide the documented proof of your actions.

[Learn more about the document requirements](#) 

## What actions has your company implemented to integrate social and environmental factors within procurement?

### Supplier sustainability code of conduct

Examples of documents to attach:

- Supplier code of conduct
- Annual or Sustainability report

**Your document should:** Demonstrate your company's communication towards suppliers, setting the expectations for suppliers to follow in order to be socially and environmentally responsible.

A supplier code of conduct should exist in a separate document from a company's sustainable procurement policy as each serves a different purpose (the former is external for suppliers and the latter is internal for the procurement team or other purchasing employees).

**Attached document**

Procurement and Health & Sa...  
*Other*
Ⓞ

[Replace document](#)

<b>Indicated pages:</b>	<b>Comment:</b>
24	Sustainable sourcing policy for textiles

**Attached document**

Suppliers codes of conduct  
*Policy / Code of Conduct*
Ⓞ

[Replace document](#)

<b>Indicated pages:</b>	<b>Comment:</b>
1-13	Issued to all suppliers and signed and returned

### Integration of social and environmental clauses into supplier contracts

Examples of documents to attach:

- Supplier contracts' instructions
- Supplier contracts with clauses
- Supplier Code of Conduct with a section indicating how suppliers will be held legally responsible in case of a breach

**Your document should:** Demonstrate provisions or clauses in business contracts that cover sustainability issues and the management of risks of adverse impacts in cooperation with the supplier. These issues are not directly related to the contract's subject matter but aim to set expectations for sustainability and due diligence.

These clauses contractually bind suppliers to abide by their requirements and usually contain disciplinary sanctions in case of a breach of contract, including termination.

**Attached document**

Supplier engagement and T...  
*Other*
Ⓞ

[Replace document](#)

<b>Indicated pages:</b>	<b>Comment:</b>
1-4	Quarterly meeting with Clean, Linen supplier and end customer

**✓ Risk assessment of adverse sustainability impacts in the supply chain**


**Examples of documents to attach:**

- Work instructions on supply chain risk assessments
- Internal supply chain risk assessment documents
- Supplier's sustainability risk assessment documents

**Your document should:** Demonstrate a process for identifying the most significant risks of adverse sustainability impacts in the supply chain and among suppliers. Adverse sustainability impacts include negative effects on individuals, workers, communities, and the environment related to disclosure, human rights, employment, bribery, and consumer interests. The process should assess the nature and extent of actual and potential impacts along the supply chain, incorporating relevant sustainability information from stakeholders and rights-holders, and prioritize risks based on severity and likelihood.

The result of this risk assessment could serve as a reference point for the company to consider whether further action should be taken on a particular supplier, product, or purchasing category (such as assessments and audits).

**Attached document**

 [Cleans ESG Materiality Matrix](#) ⓘ  
*Other*

[Replace document](#)

**Indicated pages:** 1-3      **Comment:**

**✓ Supplier assessment on environmental and social practices**


**Examples of documents to attach:**

- Supplier assessment's instructions
- Example of questionnaires
- Checklists

**Your document should:** Demonstrate questionnaire-based review of a supplier's sustainability practices to verify that risk mitigation measures are being implemented and to ensure that adverse impacts have been prevented or addressed.

The supplier assessment can be remote, such as, without going to a supplier site, done either by a third party or directly by the supplier without verification, for example, a self-assessment.


**Attached document**

 [H1 2025 Sustainability Report](#) ⓘ  
*Reporting (KPI) Documents / CDP r...*

[Replace document](#)

**Indicated pages:** 1      **Comment:** section on supplier engagement

**Attached document**

 [Suppliers Sustainability Align...](#) ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:** 1-3      **Comment:**

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

### Examples of documents to attach:

- Training materials (such as slide decks, training content summaries)
- Evidence of training execution (such as progress reports, certificates of completion)

**Your document should:** Demonstrate that your company provides training programs to the company's procurement professionals on sustainable purchasing. This training program is for strengthening their knowledge of social and environmental issues and the risks of adverse impacts along the supply chain.

### Attached document

 [Booking sustainable procure...](#)  [Replace document](#)  
*Other*

**Indicated pages:**  
1-5

**Comment:**  
Booking sustainable procurement course

## ✓ On-site audits of suppliers on environmental and social issues

### Examples of documents to attach:

- Supplier audit instructions
- Inspection or audit reports

**Your document should:** Demonstrate instructions or operational process for conducting on-site or virtual audits of your company's suppliers, unannounced or announced, to identify non-conformances to the mandatory sustainability requirements. This process should enable monitoring the implementation and effectiveness of your internal commitments, activities and goals related to due diligence.

### Attached document

 [Environment and Sustainabili...](#)  [Replace document](#)  
*Other*

**Indicated pages:**  
Pg121 Section 3

**Comment:**  
Audits and details of supply chain checks

## ✓ Capacity building of suppliers on the risks of adverse sustainability impacts

### Examples of documents to attach:

- Training materials or presentation for suppliers
- Evidence of training execution (such as progress reports, certificates of completion with your company name)
- Minutes or acts with suppliers to jointly carry out programs
- Documented programs or projects carried jointly with suppliers

**Your document should:** Demonstrate programs to support suppliers in the improvement and the prevention or mitigation of adverse impacts or risks. It can include in-person training, participation in third-party training programs, upgrading of facilities, strengthening of their management systems, formal sharing of best practices and performance.

These capacity-building measures may be proactive or due to corrective actions identified in sustainability audits or assessments.

### Attached document

 [Chefware, GGH trend year, S...](#)  [Replace document](#)  
*Other*

**Indicated pages:**  
2-9

**Comment:**  
Greenly supplier maturity

**Incentive programs for suppliers based on their environmental and social performances**

**Examples of documents to attach:**

- Incentive program instructions
- Program implementation records
- Letters or other communication materials

**Your document should:** Demonstrate a process or mechanism in place to reward suppliers who perform well in terms of sustainability, and prevention and mitigation of risks of adverse impacts. This is for motivating suppliers to continue or further improve their sustainability efforts through supplier awards, preferred supplier program, or access to Requests for Proposals.

**Sustainable procurement objectives integrated into buyer performance reviews**

**Examples of documents to attach:**

- Work instructions on buyer performance review
- Employee evaluation documents with sustainable procurement objectives

**Your document should:** Demonstrate a process or mechanism that integrates the sustainability performance of suppliers into the performance appraisal of buyers. These objectives must be specific for buyers working in the procurement department who are responsible for selecting, managing, and interacting with your company's suppliers.

**Attached document**

 Suppliers Sustainability Align... ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**

1-3

**Comment:**

**Worker voice surveys or grievance mechanisms for suppliers**

**Examples of documents to attach:**

- Worker voice surveys for suppliers
- Worker voice program implementation records
- Grievance mechanism manual or reporting procedure


**Your document should:** Demonstrate programs for obtaining anonymous feedback from suppliers' workers through surveys via text messages, phone calls, or proprietary applications. Alternatively, demonstrate an active grievance mechanism available to relevant rightsholders in the supply chain (such as local and indigenous communities, suppliers' workers and employees). Both actions should serve as tools to obtain information and verify the risks of adverse impacts from suppliers operations, as well as identify the relevant rights-holders that should be engaged.

Rights-holders refers to individuals or groups that have a particular entitlement and can make legitimate claims regarding Human Rights.

**Grievance mechanisms must include the following elements:**

1. **Accessibility:** Communication to all stakeholders regarding availability of a grievance mechanism that takes into account possible linguistic or geographical barriers.
2. **Non-retaliation:** Those who report any grievances should be protected and not face retaliation.
3. **Confidentiality:** Steps in place to maintain confidentiality of those who make use of the grievance mechanism.

**Attached document**

 Copy of CEF (Colleague involv... ⓘ  
*Other* [Replace document](#)

**Indicated pages:**

1-6

**Comment:**

CEF Colleague engagement forum

**Other actions to promote sustainable procurement not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Your document should:** Demonstrate actions, other than those specified in other options, to promote sustainable procurement. These actions are conducted by integrating environmental and labor and human rights issues in supply chain management alongside conventional procurement considerations (such as price, quality, reliability.)

**Examples of documents to attach:**

- Standard operating procedures
- Work instructions
- Program implementation records

Please specify

CLEAN has a policy in place for the responsible sourcing of our textiles in the sustainability of our textile products

**Attached document**

 9th September Suppliers me...  [Replace document](#)  
*Other*

**Indicated pages:**

1

**Comment:**

Agenda for our meeting to get all suppliers on the same page

**No actions yet/I don't know**

### Do you have an inclusive sourcing program in place or other actions designed to prevent discrimination in the supply chain?

#### Actions to ensure inclusive sourcing in the supply chain

Examples of documents to attach

- Supplier Ownership Classifications
- Supplier program implementation records
- Standard operation procedures
- Supplier data bases with information on ownership
- Annual Report, CSR/Sustainability Report

Document guidelines

The document(s) should demonstrate operational process/efforts to ensure inclusive sourcing in their supply chain. Examples of actions include: preventing any type of discrimination against suppliers and using supplier selection processes that give equal consideration to local and/or global companies.

Attached document

 [Suppliers codes of conduct](#) ⓘ  
*Policy / Code of Conduct*
[Replace document](#)

Indicated pages:  
1-17

Comment:

#### Actions to prevent discrimination and harassment in the workforce of suppliers


Examples of documents to attach

- On-site audit records for supplier
- Standard operation procedures
- Program implementation records
- Training materials and additional evidence of training execution (progress reports, certificates of completion, etc.)
- Annual Report or CSR/Sustainability Report

Document guidelines

The document(s) should demonstrate the implementation of actions to prevent discrimination and harassment within the workforce and operations of the company's suppliers. For example (but not limited to) provision of training program on anti-discrimination for suppliers, monitoring of implementation of anti-discrimination actions in the suppliers operations, monitoring discrimination cases in the workforce, ensuring suppliers are certified in anti-discrimination topics, linking procurement-management compensation to supplier anti-discrimination goals.

Attached document

 [Suppliers codes of conduct](#) ⓘ  
*Policy / Code of Conduct*
[Replace document](#)

Indicated pages:  
1-13

Comment:  
This document has to be signed by suppliers

#### Other actions designed to prevent discrimination in the supply chain not included elsewhere in this question

Please select this option only if the rest of the options listed do not apply and describe your own declaration in the open text field.

Document guidelines

Your document should demonstrate actions other than those specified in the other options to prevent discrimination in the supply chain.

Examples of documents to attach

- Standard operating procedures
- Work instructions
- Program implementation records
- Annual Report or CSR/Sustainability Report

Please specify

No actions yet/I don't know

Complete SUP613 Impact on score ●●●●

**Has your company performed a formal assessment of its suppliers progress with regards to the REACH regulation?**

**Yes, my company assesses its suppliers' progress with regards to the REACH requirements**

The document(s) should demonstrate the following: either an on-site inspection of suppliers' REACH compliance, (e.g. audit/inspection reports), or a remote questionnaire-based review (i.e. conducted without going to a supplier site) done either by a third party or directly by a supplier without verification (i.e. self-assessment). Examples of documents to attach: standard operating procedures, work instructions, questionnaires, checklists, Annual Report, CSR/Sustainability Report, etc.

**No actions yet/ I don't know**

**Not applicable (no article or substance impacted by the REACH regulation used in processes) (please specify)**

Please specify

---

**Not applicable (for example, the company is located outside of the EU and has no business with the EU)**

Please specify

We are not a manufacturer or distributor and only a downstream user. None of our substances appear on the REACH register

---

**I don't know**

Indicator

**Coverage** Multiplying factor ⓘ

Coverage means the level of deployment of measures and certifications throughout your company. This indicator includes questions about:

- **Implementation level of sustainability actions** (for example, the percentage of the total workforce across all locations who received career training).
- **Operational sites certified throughout your company's locations** (for example, the percentage of sites that are ISO 14001 certified).

Make sure the latest reporting period on coverage is **within the last 2 calendar years**. If you don't include the percentage of coverage, we'll make an approximate calculation from the total number of employees or operational sites.

**Please report on the following sustainable procurement metrics:**

**Reporting year**

Please provide the calendar year(s) the declared reporting data covers. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

2024

**Percentage of targeted suppliers that have signed the sustainable procurement charter or supplier code of conduct**

The document(s) should demonstrate the following: public or internal reporting of consolidated data on the percentage of targeted suppliers (e.g. by purchasing category, strategic suppliers, or other targeting factors) who have signed the supplier code of conduct during the reporting period. Examples of documents to attach: procurement management report, Annual Report, CSR/Sustainability Report, etc. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

28%

**Attached document**

 Supply maturity data % from... ⓘ  
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Comment:**

Breakdown of supply sustainability maturity

**Attached document**

 Chefware, GGH trend year, S... ⓘ  
Other [Replace document](#)

**Indicated pages:**

2-18

**Comment:**

**Attached document**

 CLS Sustainability Data ⓘ  
Other [Replace document](#)

**Indicated pages:**

10

**Comment:**


**✓ Percentage of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements**

The document(s) should demonstrate the following: public or internal reporting of consolidated data on the percentage of targeted contracts (e.g. by purchasing category, strategic suppliers, or other targeting factors) that include clauses on environmental, labor, human rights, and ethical requirements during the reporting period. Examples of documents to attach: procurement management report, Annual Report, CSR/Sustainability Report, etc. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

100%

**Attached document**

 [T&C For suppliers](#) ⓘ  
*Collective agreement*

[Replace document](#)


**Indicated pages:**

6

**Comment:**

sec 18

**Attached document**

 [Suppliers codes of conduct](#) ⓘ  
*Policy / Code of Conduct*


[Replace document](#)

**Indicated pages:**

1-17

**Comment:**

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other*

[Replace document](#)

**Indicated pages:**

10

**Comment:**


**Percentage of targeted suppliers that have gone through a sustainability assessment**

The document(s) should demonstrate the following: public or internal reporting of consolidated data on the percentage or number of targeted suppliers (e.g. by purchasing category, strategic suppliers, or other targeting factors) that are covered by an assessment on their environmental and/or social practices. Examples of documents to attach: procurement management report, Annual Report, CSR/Sustainability Report, etc. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

43%

**Attached document**

 [H1 2025 Sustainability Report](#) ⓘ  
Reporting (KPI) Documents / CDP r... [Replace document](#)

**Indicated pages:**

1

**Comment:**

You can see that 39 surveys finished, 7 started, 6 accounts created, 54 invited and logged in and 8 not engaged

**Attached document**

 [Chefware, GGH trend year, S...](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**

1-18

**Comment:**

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**

10

**Comment:**

**Percentage of targeted suppliers that have gone through a sustainability on-site audit**

The document(s) should demonstrate the following: public or internal reporting of consolidated data on the percentage or number of targeted suppliers (e.g. by purchasing category, strategic suppliers, or other targeting factors) that are covered by an on-site audit of their environmental and/or social practices. Examples of documents to attach: procurement management report, Annual Report, CSR/Sustainability Report, etc. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

0%

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
Other [Replace document](#)

**Indicated pages:**

10

**Comment:**

**Percentage of buyers across all locations who have received training on sustainable procurement**

The document(s) should demonstrate the following: public or internal reporting of consolidated data on the percentage or number of the company's employees from the procurement team who received training on sustainable procurement to ensure understanding of social and environmental issues and how to integrate them into their procurement function. Examples of documents to attach: procurement management report, Annual Report, CSR/Sustainability Report, etc. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

67%

**Attached document**

 [Booking sustainable procure...](#)  [Replace document](#)  
*Other*

**Indicated pages:**

1-5

**Comment:**

Booking sustainable procurement course

**Attached document**

 [CLS Sustainability Data](#)  [Replace document](#)  
*Other*

**Indicated pages:**

10

**Comment:**

**Percentage or number of audited or assessed suppliers engaged in corrective actions or capacity building**

The document(s) should demonstrate the following: public or internal reporting of consolidated data on the percentage or number of audited/assessed suppliers that are engaged in corrective actions or capacity building on environmental or social issues. Examples of documents to attach: procurement management report, Annual Report, CSR/Sustainability Report, etc. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

0%

**Attached document**

 [CLS Sustainability Data](#)  [Replace document](#)  
*Other*

**Indicated pages:**

10

**Comment:**

**Other metrics on sustainable procurement**

The document(s) should demonstrate the following: public or internal reporting of consolidated data on any other CSR KPIs on suppliers not listed above. Examples of documents to attach: procurement management report, Annual Report, CSR/Sustainability Report, etc. 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. The reporting period should be specified and cover a minimum period of one year. The latest reporting period should not be older than the last two calendar years.

Please specify

**No metrics yet/I don't know**

### How does your entity monitor scope 3 emissions? (select all that apply)

We screen scope 3 categories to identify the most relevant for our activity


Examples of documents to attach

- Scope 3 GHG emissions report
- Results of the GHG screening
- Scope 3 inventory
- Annual or Sustainability report

Document guidelines

Your document should include a screening process that determines the significance of the scope 3 categories as stated in the GHG Protocol or other relevant standards.

**Attached document**

 [2024 GHG report](#) ⓘ  
*Sustainability / Annual Report*

[Replace document](#)

**Indicated pages:** 11-28      **Comment:**

We use industry-average-data to estimate our scope 3 emissions

Examples of documents to attach

- Document demonstrating the use of secondary data (i.e. industry averages) in calculating GHG emissions
- GHG inventory report
- Scope 3 GHG emissions report
- CDP report
- Annual or Sustainability report

Document guidelines

Your document should include the use of secondary data to calculate scope 3 GHG emissions (e.g., industry-average data from published databases or government statistics).

We collect primary scope 3 data from internal stakeholders

Examples of documents to attach


- Scope 3 GHG emissions report or inventory
- Document demonstrating the use of primary data from the company in calculating GHG emissions
- Annual or Sustainability report

Document guidelines

Your document should include the collection of **primary data** from internal stakeholders (i.e. employees) to calculate scope 3 GHG emissions (e.g. business travel, employee commuting, waste generation of internal operations).

Primary data may be obtained through meter readings, purchase records, utility bills or other methods.

**Attached document**

 [2024 GHG report](#) ⓘ  
*Sustainability / Annual Report*

[Replace document](#)

**Indicated pages:** 11-28      **Comment:**

**We collect primary scope 3 data from suppliers**

**Examples of documents to attach**

- Scope 3 GHG emissions report or inventory
- Document demonstrating the use of primary data from the company in calculating GHG emissions
- Annual or Sustainability report

**Document guidelines**

Your document should include the utilization of **primary data** from suppliers at the corporate or product level (e.g. supplier GHG data collection, supplier carbon audit) to calculate scope 3 GHG emissions.

Primary data may be obtained through meter readings, purchase records, utility bills or other methods.

For specific scope 3 GHG emissions categories, the best practice is to collect primary emissions data from suppliers.

**Attached document**



[2024 GHG report](#) ⓘ

*Sustainability / Annual Report*

[Replace document](#)

**Indicated pages:**

11-28

**Comment:**

**We do not monitor scope 3 emissions yet/I don't know**

### How does your entity reduce GHG emissions in the supply chain? (select all that apply)

**We engage suppliers in climate action**

**Examples of documents to attach**

- Supplier management procedure
- Supplier communication record
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate **supplier communication and engagement** to promote GHG emissions reduction, through the company's supplier code of conduct, contract clauses, awards, recognition, etc., that are related to GHG emissions reduction.

Supplier engagement exemplifies a dedication to educate the company's value chain, while also incentivizing suppliers who incorporate best practices into their operations.

**Attached document**

 9th September Suppliers me... 

*Other* [Replace document](#)

**Indicated pages:**

1

**Comment:**

**We select suppliers based on GHG emissions intensity or GHG reduction efforts**

**Examples of documents to attach**

- Supplier management procedure
- Supplier communication record
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document demonstrates integration of **GHG emissions intensity** or **GHG emissions reduction effort** as one of the factors in determining whether to proceed in a relationship with a supplier.

**We partner with suppliers to help them achieve GHG emissions reduction**

**Examples of documents to attach**

- Supplier management procedure
- Program report
- CDP report
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate **specific efforts** by the company to help suppliers reduce GHG emissions, e.g. energy and/or carbon **audits or assessments** at the supplier's sites, technological support, joint projects or R&D.

**Attached document**

 [Chefware, GGH trend year, S...](#)   
*Other*

[Replace document](#)



**Indicated pages:**

2-6

**Comment:**

Supplier Engagement



**Attached document**

 [Supply maturity data % from...](#)   
*Reporting (KPI) Documents / CDP r...*

[Replace document](#)

**Comment:**

**Attached document**

 [Suppliers Sustainability Align...](#)   
*Policy / Code of Conduct*

[Replace document](#)

**Indicated pages:**

1-2

**Comment:**

supplier alignment

**We took other actions to reduce GHG emissions in the supply chain**

**Examples of documents to attach**

- Supplier management procedure
- Internal meeting minutes
- Annual or Sustainability report

**Document guidelines**

Your document should demonstrate any other actions that aim to reduce GHG emissions along the supply chain, e.g., provision of financial resources.

**No actions yet/I don't know**

This theme focuses on managing business ethics issues, such as:

- **Corruption**, including bribery, fraud, conflict of interest and money laundering.
- **Anticompetitive practices**, including cartels, abuse of dominant position, illegal mergers and acquisitions.
- **Poor information management**, including violation of information security.

**Sustainability issues** relevant for your company:

Corruption

Responsible Information Management

- Based on your company's **industry, size** and **location**, we selected the most relevant sustainability issues.
- Selected sustainability issues define **what questions you receive** and the impact of this theme on your **overall score**.

A policy is a set of objectives that addresses specific sustainability issues. It shows your **company's intention** to reduce impact, mitigate risk, or improve performance.

Examples of policies:

- General **principles, statements** and **qualitative objectives** to improve sustainability.
- Specific **quantitative targets** with a defined deadline in the future. You can submit both absolute and relative targets. A conclusive target should meet the following conditions:
  - Be time-bound: include a baseline and target year.
  - Be measurable: include a quantitative goal to be achieved.
  - Be achievable: realistic and relevant to the company's activities.

[Get more examples and best practices for developing policies](#) 

### Does your company have a policy with qualitative objectives and quantitative targets for:

#### Corruption

##### Examples of documents to attach

- Anti-corruption policy
- Business Ethics Policy
- Code of Conduct covering issues related to corruption
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

##### Document guidelines

Your document should demonstrate your company's commitments to prevent offering, promising, giving, accepting or soliciting an advantage as an inducement for an action which is illegal, unethical or a breach of trust. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to the prevention of bribery.
- **Quantitative target:** Conduct corruption risk assessment for 100% of sites by 2030.

##### Attached document

 [Business Ethics Policy](#)   
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1-12

**Comment:**

#### Conflict of interest

##### Examples of documents to attach

- Conflict of Interest Policy
- Business Ethics Policy
- Code of Conduct covering issues related to conflict of interest
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

##### Document guidelines

Your document should demonstrate your company's commitments to prevent occurrence of a situation where an individual or the entity for which they work is confronted with choosing between the duties and demands of their position and their own private interests. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Expect personnel to avoid conflict of interest.
- **Quantitative target:** Train 100% of its employees on conflict of interest topic by 2030.

##### Attached document

 [Business Ethics Policy](#)   
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1-12

**Comment:**

## ✔ Fraud

### Examples of documents to attach

- Fraud Policy
- Business Ethics Policy
- Code of Conduct covering issues related to fraud
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

### Document guidelines

Your document should demonstrate your company's commitments to prevent offences that intentionally deceive someone in order to gain an unfair or illegal advantage. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to act in full transparency and condemn any illegal actions to gain an advantage.
- **Quantitative target:** Educate 100% of employees on fraud topics by 2030.

### Attached document

 **Business Ethics Policy.** ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

#### Indicated pages:

1-12

#### Comment:

## ✔ Money laundering

### Examples of documents to attach

- Anti Money Laundering Policy
- Business Ethics Policy
- Code of Conduct
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

### Document guidelines

Your document should demonstrate your company's commitments to prevent concealing the origin, ownership or destination of illegally or dishonestly obtained money by hiding it within legitimate economic activities to make them appear legal. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to never take part in any money laundering.
- **Quantitative target:** Educate 100% of employees on money laundering topics by 2030.

### Attached document

 **Business Ethics Policy.** ⓘ  
*Policy / Code of Conduct*

[Replace document](#)

#### Indicated pages:

1-12

#### Comment:

**Responsible information management**

**Examples of documents to attach**

- Information Security Policy
- Business Ethics Policy
- Code of Conduct
- Employee Handbook with a dedicated policy section
- Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate your company's commitments to ensure the secure collection, processing or storage of third-party information for business purposes. Your policy can include either qualitative objectives or quantitative targets or both.

Here are some examples:

- **Qualitative objective:** Commit to the responsible management of confidential information.
- **Quantitative target:** Conduct IT security risk assessment for 100% of sites by 2030.

**Attached document**

 [Information Security Policy](#) ⓘ [Replace document](#)

**Indicated pages:**  
Pg1

**Comment:**  
Screen shot from Policy

**Attached document**

 [IS1 - Information Security Pro...](#) ⓘ [Replace document](#)

**Indicated pages:**  
1-14

**Comment:**

**No policies yet/I don't know**

Indicator

**Measures** Impact on score ●●●●

This indicator is about your company's **actions to support your sustainability policies and commitments**.

The answer options in each question represent best practices for your company's size and industry. Select options that your company **has already implemented** and provide the documented proof of your actions.

[Learn more about the document requirements](#) ↗

## What actions has your company implemented to prevent corruption?

### ✓ Training of employees on corruption and bribery prevention

#### Examples of documents to attach

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

#### Document guidelines

Your document should demonstrate training programs provided to employees to strengthen their knowledge on corruption-related issues (such as slide decks, training content summaries, progress reports, certificates of completion, etc.)

#### Attached document

 L&D Process guide ⓘ  
*Procedure* [Replace document](#)

**Indicated pages:**  
1-7

**Comment:**  
process for L & D

### ✓ Anti-corruption due diligence program on third parties

#### Examples of documents to attach

- Standard due diligence procedures
- Work instructions on conducting the due diligence exercise
- Due diligence program implementation records

#### Document guidelines

Your document should demonstrate detailed and concrete steps to investigate third-parties the company engages with (ie. suppliers, vendors, commission agents, brokers, sales representatives, distributors, contractors, customs brokers, consultants) to ensure anti-corruption compliance and prevent third-party corruption incidents.

Elements of a due diligence program to be credited should include at least 2 out of the 3 following:

1. Evidence of risk-based approach
2. Collection of data on 3rd parties
3. Benchmarking or other results.

#### Attached document

 Suppliers codes of conduct ⓘ  
*Policy / Code of Conduct* [Replace document](#)

**Indicated pages:**  
1-13

**Comment:**  
sent to all suppliers and they have to sign and return it

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

**Examples of documents to attach**

- Standalone whistleblower procedure
- Description of a procedure in an anti-corruption policy document
- Description of a procedure in a Code of Ethics or Code of Conduct
- Description of a procedure in an employee handbook or manual

**Document guidelines**

Your document should demonstrate an established mechanism for different parties to report corruption issues.

Elements of a whistleblower procedure to be credited should include all of the following:

1. Confidentiality guarantee
2. Non-retaliation guarantee
3. Dedicated reporting channel (such as internal or third-party email, phone, hotline, contact person)"

**Attached document**

 Whistleblowing and Red Flag...  [Replace document](#)  
*Policy*

**Indicated pages:**

All

**Comment:**

This policy shows CLEAN's determination to have an ethical business. The policy guides employees how to whistleblow and, in addition, how to report internally, anonymously if required, using our Red Flag Reporting system. The RFR is monitored by our parent company in America.

**Corruption risk assessments performed**

**Examples of documents to attach**

- Standard operating procedures
- Third-party conducted risk assessments
- Internal system monitoring documents

**Document guidelines**

Your document should demonstrate an assessment of corruption-related risks across the company operations to prioritize risk management efforts.

Elements of a risk assessment to be credited should include at least 2 out of 3 of the following:

1. Periodic review of risks
2. Risks' descriptions
3. Presence of a corrective action plans

**Audits of control procedures to prevent corruption and bribery**

**Examples of documents to attach**

- Formal audit reports
- Internal auditing procedures

**Document guidelines**

Your document should demonstrate regular monitoring of the effectiveness of ethics and compliance control systems performed through internal testing and formal external auditing.

Elements of an audit of control procedures to be credited should include at least 2 out of 3 of the following:

1. Indication of the scope of the audit
2. Indication of the accountable person or entity
3. Retrospective control of the existing system

**Attached document**

 Ethics and H&S  [Replace document](#)  
*Other*

**Indicated pages:**

Pg 12

**Comment:**

Auditing of accounts

**Specific approval procedure for sensitive transactions**

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Code of Ethics or Code of Conduct

**Document guidelines**

Your document should demonstrate instructions or processes in place to report or obtain approval for sensitive transactions that typically involve external stakeholders, and could be perceived or implied as favors. Approval items may include, but are not limited to, a range of values, types of items accepted, and other relevant criteria.

Sensitive transactions refer to discretionary transactions where there is, or is perceived to be, a personal benefit in addition to the benefit for the company. They often occur in the context of hospitality, travel, or in appreciation of professional services. The risk of corruption is inherently higher in these contexts.

**Other actions to prevent corruption not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Document guidelines**

Your document should demonstrate actions other than those specified in the other options taken by your company to tackle ethics-related problems like corruption, fraud, conflict of interest or money laundering.

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Annual or Sustainability report

Please specify

---

**No actions yet/I don't know**

## What actions has your company implemented to ensure responsible information management?

### ✓ Training of employees on information security

#### Examples of documents to attach

- Training materials (such as slide decks, training content summaries, etc.)
- Evidence of training execution (such as progress reports, certificates of completion, etc.)

#### Document guidelines

Your document should demonstrate training programs provided to employees to strengthen their knowledge on information security-related issues, such as slide decks, training content summaries, progress reports, certificates of completion, etc.

#### Attached document

 Training\_Cyber Security. ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
pg1-7

**Comment:**  
Training document

### ✓ Information security due diligence program on third parties

#### Examples of documents to attach

- Standard due diligence procedures
- Work instructions on conducting the due diligence exercise
- Due diligence program implementation records

#### Document guidelines

Your document should demonstrate detailed and concrete steps to investigate third-parties the company engages with (such as suppliers, vendors, commission agents, brokers, sales representatives, distributors, contractors, customs brokers and consultants) to ensure information security compliance and prevent third-party information security incidents.

Elements of a due diligence program to be credited should include at least 2 out of the 3 following:

1. Evidence of risk-based approach
2. Collection of data on 3rd parties
3. Benchmarking or other results

#### Attached document

 Information Security. ⓘ  
*Policy* [Replace document](#)

**Indicated pages:**  
1

**Comment:**  
Third party covered in policy

## ✔ Whistleblower procedure for stakeholders to report information security concerns

### Examples of documents to attach

- Standalone whistleblower procedure
- Description of a procedure in an information security policy document
- Description of a procedure in a Code of Ethics or Code of Conduct
- Description of a procedure in an employee handbook or manual

### Document guidelines

Your document should demonstrate an established mechanism for different parties to report information security issues. Elements of a whistleblower procedure to be credited should include all of the following:

1. Confidentiality guarantee
2. Non-retaliation guarantee
3. Dedicated reporting channel (i.e. internal or third-party email, phone, hotline, contact person).

### Attached document



Whistleblowing and Red Flag...  
Policy

[Replace document](#)

### Indicated pages:

1

### Comment:

Covers procedure

## ✔ Information security risk assessments performed

### Examples of documents to attach

- Standard operating procedures
- Third-party conducted risk assessments
- Internal system monitoring documents

### Document guidelines

Your document should demonstrate assessment of information security-related risks across the company operations to prioritize risk management efforts.

Elements of risk assessment to be credited should include at least 2 out of 3 of the following elements:

1. Periodic review of risks
2. Risks' descriptions
3. Presence of a corrective action plans

### Attached document



IT Risk assessment score card  
Audit report

[Replace document](#)

### Indicated pages:

1

### Comment:

Risk assessment scorecard

**Audits of control procedures to prevent information security breaches**

**Examples of documents to attach**

- Formal audit reports
- Internal auditing procedures

**Document guidelines**

Your document should demonstrate regular monitoring of the effectiveness of an ethics and compliance control system performed through internal testing and formal external auditing.

Elements of an audit of control procedures to be credited should include at least 2 out of the 3 following:

1. Indication of the scope of the audit
2. Indication of the accountable person or entity
3. Retrospective control of the existing system

**Attached document**

 [Information Security Policy](#) ⓘ [Replace document](#)

**Indicated pages:**

1

**Comment:**

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

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Business continuity plans covering information security

**Document guidelines**

Your document should demonstrate instructions or a procedure to detect, respond to and limit the impact of information security breaches to prevent further damage and reassure affected parties.

**Attached document**

 [Information Security Policy](#) ⓘ [Replace document](#)

**Indicated pages:**

1

**Comment:**

**Implementation of a records retention schedule**

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Employee handbook or manuals
- Documented retention records

**Document guidelines**

Your document should demonstrate a formalized and detailed schedule indicating the length of time each type of third-party data must be retained for.

**Measures to protect third party data from unauthorized access or disclosure**

**Examples of documents to attach**

- Work instructions or procedures
- Subject access request procedure
- Description of functioning of firewalls

**Document guidelines**

Your document should demonstrate internal controls to restrict physical or digital access to the customer or client data by unauthorized employees or third parties.

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

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Consent forms used by the company
- Records of consent documents kept by the company

**Document guidelines**

Your document should demonstrate instructions or an operational process to consult and inform the customers or clients on the particulars of collection and storage of their personal data (such as the type of data collected, data sharing with third parties, etc).

**Other actions to ensure responsible information management not included elsewhere in this question**

Please select this option only if the rest of the options listed do not apply.

**Document guidelines**

Your document should demonstrate actions different than those specified in the other options taken by your company to tackle problems related to information security.

**Examples of documents to attach**

- Standard operating procedures
- Work instructions
- Annual or Sustainability report

Please specify

---

**No actions yet/I don't know**

Indicator

**Coverage** Multiplying factor ⓘ

Coverage means the level of deployment of measures and certifications throughout your company. This indicator includes questions about:

- **Implementation level of sustainability actions** (for example, the percentage of the total workforce across all locations who received career training).
- **Operational sites certified throughout your company's locations** (for example, the percentage of sites that are ISO 14001 certified).

Make sure the latest reporting period on coverage is **within the last 2 calendar years**. If you don't include the percentage of coverage, we'll make an approximate calculation from the total number of employees or operational sites.

Please report on the following metrics related to business ethics topics:

Answers to this question will be shown in a dedicated section in your EcoVadis platform - Metrics. This useful tool helps you store all relevant quantitative data and track your sustainability progress.

Number of reports related to whistleblower procedure

Examples of documents to attach

- Business ethics report
- Business ethics whistleblower report
- Reporting section in your Annual or Sustainability Report

**Document guidelines** Your document should demonstrate KPIs (Key Performance Indicators) on the number of reported cases of business ethics related violations through internal or external whistleblower procedure.

Year	Value
2024	0

Attached document

PDF CLS Sustainability Data [Replace document](#)  
*Other*

**Indicated pages:** 10  
**Comment:**

Number of confirmed corruption incidents

Examples of documents to attach

- Business ethics report
- Business ethics whistleblower report
- Reporting section in your Annual or Sustainability Report

**Document guidelines** Your document should demonstrate KPIs (Key Performance Indicators) on the number of confirmed cases of corruption.

A confirmed corruption incident is defined as the corruption incident that has been found to be a substantiated violation of the corruption related code of conduct, company policies or law.

Incident that is still under investigation during the reporting period is not regarded as a confirmed incident.

Year	Value
2024	0

Attached document

PDF CLS Sustainability Data [Replace document](#)  
*Other*

**Indicated pages:** 10  
**Comment:**

✔ **Number of confirmed information security incidents** ↗

**Examples of documents to attach**

- Business ethics report
- Business ethics whistleblower report
- Reporting section in your Annual or Sustainability Report



**Document guidelines** Your document should demonstrate KPIs (Key Performance Indicators) on the number of confirmed information security related incidents.

A confirmed information security incident is defined as the information security incident that has been found to be a substantiated violation of the information security related code of conduct, company policies or law. It includes unauthorized access to company networks, data or applications, breaches of customer privacy, etc.

Incidents that are still under investigation during the reporting period is not regarded as a confirmed incident.

Year	Value
2024	0

**Attached document**

 [CLS Sustainability Data](#) 

*Other*

[Replace document](#)

**Indicated pages:** 10

**Comment:**

✔ **Percentage of employees trained on business ethics** ↗

**Examples of documents to attach**



- Business ethics report
- Training report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the percentage of employees who received training to strengthen their knowledge on corruption under its different forms (such as conflict of interest or fraud). It should provide them the ability to avoid any such situation and inform them about the company's code of conduct, rules, and procedures.

Year	Unit	Value
2024	percent (%)	85

**Attached document**

 [CLS Sustainability Data](#) 

*Other*

[Replace document](#)

**Indicated pages:** 10

**Comment:**

**Percentage of risky trading partners covered by a due diligence process on corruption or information security**

**Examples of documents to attach**

- Business ethics report
- Internal control report
- Risk assessment report
- Reporting section in your Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate the public or internal reporting of consolidated data on percentage of your trading partners for which risk is identified that are covered by a due diligence process on corruption and/or information security issues. Trading partners refers to suppliers, clients, and other types of intermediaries company has interactions with.

**Please note that this option may be used to assess the coverage of your actions throughout your company.**

Please specify

0%

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
10

**Comment:**

**Percentage of all sites assessed or audited internally on a specific business ethics issue**

**Examples of documents to attach:**

- Business ethics report
- Internal control report
- Risk assessment report
- Annual or Sustainability Report

**Document guidelines**

Your document should demonstrate public or internal reporting of consolidated data on the percentage of your sites that have gone through a business ethics related internal audit or risk assessment.

**Please note that this option may be used to assess the coverage of your actions throughout your company.**

Please specify

17%

**Attached document**

 [CLS Sustainability Data](#) ⓘ  
*Other* [Replace document](#)

**Indicated pages:**  
10

**Comment:**

**Percentage of all sites with an ethics certification, such as ISO 27001 or ISO 37001**

**Examples of documents to attach**

- Certificate issued by an accredited certifying body with an annex indicating the sites/entities included in the scope of the certification
- List of certified sites and expiry dates in a third-party verified Annual or Sustainability Report

Please note that if a list of certified sites is provided in a third-party verified report, it should clearly indicate the sites and the associated certificate expiry dates.

**Document guidelines**

Your document should demonstrate the percentage of sites certified on an ethics standard such as but not limited to ISO 37001, ISO 27001 etc. Site refers to all sites representing a corruption or information security risk, including all offices and sales representation. Alternatively, provided evidence can mention the percentage of employees covered.

Coverage will be calculated for each type of certification provided.

**Please note that this option may be used to assess the coverage of your actions throughout your company.**

Please specify

17%

**Attached document**



[CLS Sustainability Data](#)

*Other*

[Replace document](#)

**Indicated pages:**

10

**Comment:**

**Other metrics on business ethics**

Please select this option only if the rest of the options listed do not apply and describe your own declaration in the open text field.

Please specify

**No metrics yet/I don't know**