



Sustainable Procurement

CSR* performance monitoring of Belgacom suppliers

For more information, visit our Help Center: support.ecovadis.com



Belgacom and EcoVadis

➤ Belgacom & Corporate Responsibility Ambitions

Our approach is to raise social and environmental standards throughout the supply chain by working with our direct suppliers to improve their Corporate Social Responsibility and their own supply chain management, while increasing our efficiency. Embedding CSR standards into our procurement practices helps us to protect our reputation and makes a real difference to the communities where our suppliers operate.

Our Key priorities are:

- Raising CSR standards of our suppliers
- Including CSR as sourcing and selection criteria

➤ Why EcoVadis?

Belgacom decided to implement a simple process, based on international CSR standards and providing CSR experts' feedback. The EcoVadis platform is quickly emerging as a standard for supplier CSR performance monitoring, used in many different industry sectors. Moreover, using a collaborative solution allows suppliers to minimize the workload linked to CSR reporting, by sharing their results with multiple customers.

➤ Annual subscription fees

The costs of using the EcoVadis platform are shared between Belgacom and its suppliers. In addition to Belgacom participation, suppliers are asked to contribute towards an annual subscription fee. Among other services, it covers the cost of analysis of your data by CSR experts.

Please refer to the Fees section on the EcoVadis Website for the latest version of the subscription fees: fees.ecovadis.com



CSR Monitoring: a virtuous circle

➤ CSR monitoring: a continuous improvement process



The first step:

CSR assessment

How does it work?

1. Registration	2. Data Collection	3. Analysis	4. Results
<p>Register online using the code, that you have been sent by email, and identify the appropriate contact in your company -> Takes only 5 to 10 minutes</p>	<p>Fill out an online CSR questionnaire and upload all the relevant documents -> Tailored to your company size, industry and countries of operation</p>	<p>EcoVadis analyzes your answers and audits your documents -> Performed by EcoVadis Sustainable Development experts</p>	<p>Access your personalized report online Easily manage and reuse this information with new clients -> Avoid duplication of effort</p>

After completion of the assessment, you will be able to access further steps of the monitoring process on the EcoVadis platform



What are the benefits for my company?

1. Meet Belgacom's expectations

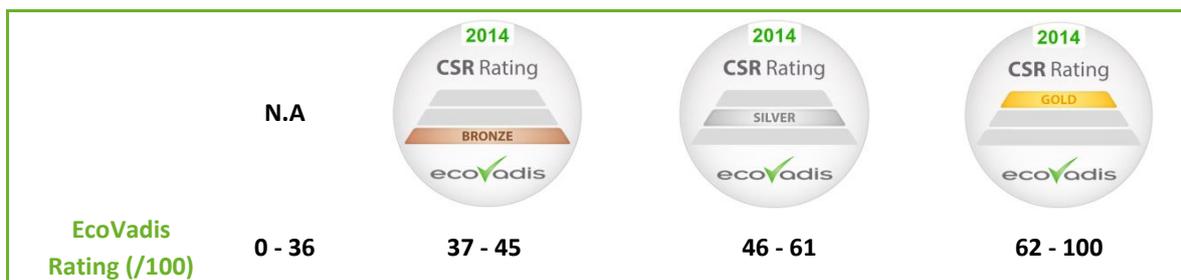
- ✓ **A CSR assessment performed in the last 12 months**
is necessary for suppliers' qualification and sourcing decisions.
- ✓ **Participation in our CSR monitoring platform**
is necessary to identify improvement opportunities and foster a long-term relationship with Belgacom
- ✓ **The visibility for your company**
In a common database shared by all Belgacom's entities

2. EcoVadis provides you with extensive feedback on your CSR practices

- ✓ **Understand your CSR positioning**
With a complete assessment of your CSR performance, including a rating on 4 themes (environment, social, ethics and supply chain), and your main strengths and opportunities for improvement
- ✓ **Compare your performances with sector practices**
On which theme are you performing better than your competitors? How are you positioned in comparison to your sector average? [[Premium service](#) only]
- ✓ **Improve your CSR performance**
Prioritize your actions and manage your improvement plans directly online

3. EcoVadis allows you to communicate your practices

- ✓ **Reuse your EcoVadis results for all your clients' requests**
And report on a continuous basis for multiple customers
- ✓ **Use advanced reporting and communication tools to highlight your good practices**
e.g. your company detailed report or CSR commitment logo [[Premium service](#) only]



Your CSR assessment results

One of the main benefits from the EcoVadis solution is the Scorecard, where you visualize the detailed results of the analysis of your CSR practices, performed by Sustainable Development experts. The Scorecard is shared with Belgacom, and gives you both quantitative and qualitative reliable information, in an easy-to-understand layout.

Example of a Premium scorecard

CSR Performance

Global Rating, by theme of your CSR performance, (Environment, Social, Ethics, Suppliers)

Benchmark

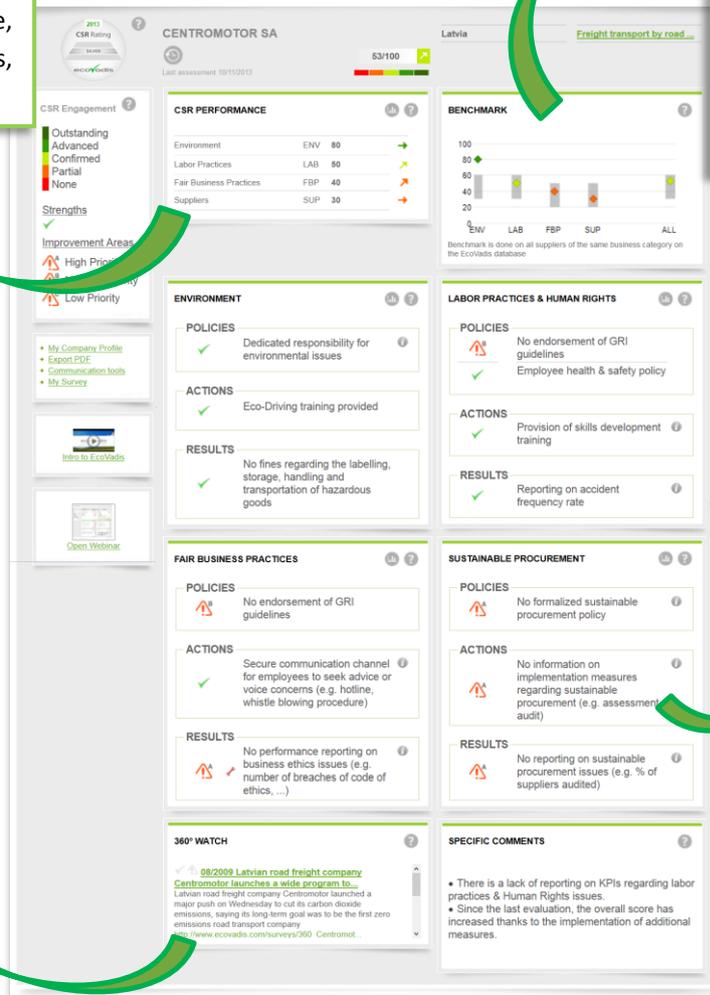
Allows you to compare your performance with other companies in your industry sector [Premium service]

Strengths and Improvement Areas

Detailed presentation of your positive CSR practices and your areas for improvement

Stakeholder information

Based on more than 500 reliable sources (NGOs, press, trade unions, etc.) [Premium service]



EcoVadis is used by over 100 multinational companies, including: Alcatel, Alstom, Areva, Axa, BASF, Bayer, Bouygues, Centrica, Coca-Cola, Heineken, Henkel, Johnson & Johnson, Lafarge, Nestlé, Orange, Pernod Ricard, Renault, Schneider Electric, Sanofi, SHELL, Société Générale, Telefonica, Veolia, Vodafone ...



FAQ

1. Which suppliers are involved?

See details on the Suppliers portal on [Belgacom's website](#) (Sourcing and Selection criteria)

2. What happens if I don't want to participate?

If you don't want to participate please inform us. During a call for competition the candidate suppliers who will already get such an evaluation will have undoubtedly an advantage, furthermore any new contract >= 125 k€ includes in the obligation to get registered to EcoVadis, so it is far easier to participate now.

3. Why do I have to pay for this service?

Suppliers are asked to contribute towards an annual subscription fee, which covers:

- Access to online CSR monitoring services, including one annual assessment of your data by EcoVadis experts
- Possibility to share your CSR online profile for all your customer's requests.

See fees.ecovadis.com for more information.

4. I am not responsible for CSR in my company

In the registration system you can indicate the name of the relevant contact in your company: EcoVadis will contact this person for the assessment.

5. How much time will the questionnaire take to be completed?

Before answering the questionnaire, you will need to register online, which takes around 5 minutes. It will take approximately from a few hours to a few days to complete the dynamic questionnaire and upload all required docu-

ments. This depends on your company size and CSR maturity level, as well as whether you have all the requested information (including documents) at hand. After your results are published you will be able to re-use them for other clients' requests.

6. Will my information be kept confidential?

Your information will be kept strictly confidential and will not be shared or distributed. The assessment results will be exclusively visible by Belgacom, unless specifically authorized by you. EcoVadis is fully committed to ensure the safety of our customers' data, and provide highly secured online solutions.

7. How will Belgacom use my EcoVadis assessment results?

- Scores will be used in the sourcing process (calls for competition) to select the best supplier among candidate suppliers (for new contracts).

- Detected high risk suppliers based on campaign results will be subject to a follow-up by Belgacom (assistance will be provided to improve their CSR performance).

- Belgacom grants on a yearly basis a [sustainability award](#) to its suppliers.

8. What technical resources do I need?

No software installation is required: EcoVadis uses a web-based solution, available via a secure platform. EcoVadis provides updates and technical support. All you need is an internet connection.

Need more information? Click here:
support.ecovadis.com