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Module V – Social responsibility and equity

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Agenda

5.1. Ethics in supply chain management

- ensuring that the supply chain complies with ethical and social standards
- fight labor force and aother practice adverse

5.2.Equity in retail

-promotion diversity and inclusion in environmentretail
-creation a environmentofwork fair and responsivesocial

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Fairness VS Ethics

- Equity= >treatment correct and balanced of people.

It assumes that every person receives the support or resources necessary to have equal opportunities.

- Ethical =>set of moral principles that guide human behavior and decisions about what is right or wrong.

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5.1. Ethics in supply chain management



A crucial aspect of social responsibility in retail is ensuring that the supply chain adheres to ethical and social standards. This involves carefully evaluating and selecting suppliers that respect human rights, provide fair working conditions, protect the environment, and uphold other ethical standards.
Additionally, it is important to implement monitoring and auditing practices to regularly check compliance throughout the supply chain.

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Ensuring that the supply chain complies with ethical and social standards

Fora touching these objection,companies from retail must implemented the following practices:



- *evaluation providers*
- *contracts and agreements*
- *monitoring and audit*
- *transparency and reports*



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Ensuring that the supply chain complies with ethical and social standards

The International Labour Organization (ILO) Conventions – regulate working conditions, the elimination of forced labor, and protection against exploitation.

Corporate Codes of Conduct – companies develop internal policies to ensure that suppliers respect human rights and working conditions.

The EU Non-Financial Reporting Directive – requires large companies to disclose information about their environmental impact and social aspects within the supply chain.

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CARREFOUR'S PRINCIPLES OF ETHICS

Our ethical principles are intended to serve as an **ethical framework** within which all Carrefour employees must conduct their professional activities on a day-to-day basis.

Everyone must be familiar with these principles and apply them – regardless of their position within the company – demonstrating thought, common sense and good judgement.

Carrefour's ethical commitment, which is detailed in our Policies, **is consistent with its compliance with and promotion of:**

- the Universal Declaration of Human Rights;
- the ILO's eight fundamental conventions;
- the OECD guidelines for multinational enterprises;
- the 10 principles that make up the United Nations Global Compact;
- the international agreement entered into with the UNI.

OUR PRINCIPLES OF ETHICS, UNDERPIN EVERYTHING THAT CARREFOUR DOES

Our legitimacy is underpinned by the strength of our beliefs, the sincerity of the way in which we behave and the transparency of the positions we adopt.

Our reputation, like the trust that our customers and all of our partners have in us, therefore depends **on the way in which we carry out our job as a retailer.**

Our project succeeding is also contingent on **harmonious working relations based on the women and men who make up the Group being respected and listened to, together with an exemplary code of ethics and strict compliance with regulations.**

Each policy must be implemented in a way that does not contravene our ethical principles.

OUR PRINCIPLES OF ETHICS

Respect diversity

Contribute to a safe and healthy working environment

Promote social dialogue

Outlaw all harassment and discrimination

Ensure the safety of people and property

Protect the company's resources and assets

Guarantee confidentiality

Protect the environment

Select and treat suppliers in an objective and loyal way

Cultivate transparent business relationships

Adhere to our commitments in relation to our partners

Outlaw any unfair agreements or practices

Demonstrate integrity – both individually and collectively

Provide reliable and accurate reporting

Avoid conflicts of interest

Refuse all forms of corruption

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Combating Forced Labor and Other Harmful Practices

Responsible retail is committed to combating forced labor, modern slavery, and other harmful practices within the supply chain. This can be achieved by implementing clear policies and procedures that prohibit such practices, collaborating with organizations and government agencies to monitor and report abuses, and supporting suppliers in adopting fair and transparent labor standards.

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Combating Forced Labor and Other Harmful Practices

- implementation of some policies and proceeding which grounds explicit work force and other practice adverses.these policies must press clear to everyone providers and employees.
- Collaboration with governmental organizations,agencies and other entity specialized in labor force fight .these cooperation may include sharing of information, support for investigations and initiative common of awareness.



- Providing support to suppliers in adopting fair and transparent work practices. This support may include training and resources to improve working conditions, as well as technical assistance for the implementation of ethical standards.
- Ensuring fair and equitable treatment of all employees, customers, and suppliers. This includes providing fair working conditions, access to equal opportunities, and respecting diversity and inclusion. By promoting equity, retail companies can create a positive work environment and attract a diverse and loyal customer base.

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Example: CompanyXYZ

XYZ Company, a fictitious global apparel retailer, has implemented a robust social responsibility program to ensure compliance with ethical and social standards in its supply chain.



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This covers the following aspects:

Supplier evaluation by XYZ based on a strict set of criteria, including compliance with international labor and environmental protection standards. Each supplier is assessed before being approved for collaboration.All XYZ suppliers must sign a code of conduct that includes clauses prohibiting forced labor, ensuring workers' rights, and protecting the environment. Contracts also contain provisions for unannounced audits and corrective measures for non-compliance.XYZ conducts annual audits, both scheduled and unannounced, for all its suppliers. These audits are carried out by internal compliance teams and independent third parties. The audit results are published in an annual social responsibility report.XYZ publishes an annual social responsibility report, detailing its policies, audit results, and measures taken to improve working conditions in its supply chain. The report also includes case studies and examples of best practices.

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5.2.Equity in retail

Promotion of diversity and inclusion in environment retail

Equity in retail involves promoting diversity and inclusion in the workplace and among customers. This can be achieved by recruiting and hiring a diverse workforce that reflects the diversity of the community and customers, as well as by creating a work environment that supports and fosters a culture of respect and inclusion for all employees and customers.



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Creating a fair and socially responsible work environment

Responsible retail is committed to creating a fair and socially responsible work environment, where all employees are treated with respect and have access to equal opportunities for development and advancement. This may include implementing policies and practices that ensure fair wages, safe and healthy working conditions, and access to training and professional development programs for all employees.



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Promoting diversity and inclusion in retail



Recruitment and engaging diverse forcework:

- **Diversifying Recruitment Channels**
- **Eliminating Unconscious Bias:** Unconscious bias refers to prejudices or stereotypes that people hold without being aware of them. These biases can subtly but significantly influence decisions and behaviors and are often based on factors such as gender, race, age, ethnicity, sexual orientation, socioeconomic status, and more.
- **Internship and Mentorship Programs**

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Creating an inclusive work environment

- Anti-discrimination and anti-harassment policies
- Continuing education in diversity and inclusion
- Groups of resources for employees



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Creation of a responsible and fair work environment can be realized by equitable wages and safe working conditions, which mean

Salary structure review

Equal opportunities for professional development

Safe and healthy working conditions

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Example: diversity and inclusion initiative at ABC company

ABC Company, a fictional retailer with a national presence, noticed that while its customers come from diverse backgrounds, its workforce does not reflect this diversity. Additionally, there have been reports of discrimination and harassment in the workplace, leading to a decline in employee morale and productivity.

To address these issues, ABC Company launched a diversity and inclusion initiative with the following components:

- Reviewing recruitment processes by collaborating with community organizations to attract candidates from diverse backgrounds.
- Implementing anonymous CVs and providing training to eliminate unconscious bias in recruitment processes.

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Diversity and inclusion training by organizing diversity and inclusion sessions for all employees, from managers to frontline staff. These sessions are designed to raise awareness among employees about the importance of respect and inclusion.

Implementing strict anti-discrimination and anti-harassment policies and establishing an anonymous reporting mechanism for incidents.

Creating support networks for employees from diverse minority groups and mentorship programs for professional development.

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danke
謝謝
ngiyabonga
teşekkür ederim
спасибо
dank je
thank you
gracias
tapadh leat
bedankt
hvala
mauruuru
mochchakkeram
dziękuję
go raibh maith agat
obrigado
sukriya
kop khun krap
sagolun
arigatō
takk
dakujem
grazie
мерси
tenima kasih
감사합니다
merci



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QUESTIONS...





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