

GPSI ESG & Sustainability

SandenVendo America, Inc.

From 58 to 77: How a World-Leading Vending Manufacturer Leapt Directly to EcoVadis Silver

Client	SandenVendo America, Inc.
Industry	Commercial Equipment Manufacturing
Headquartered	Dallas, Texas, USA
Service	EcoVadis Assessment Support
Starting Score	58 / 100
Final Score	77 / 100
Medal Achieved	Silver (direct — no Bronze interim)
Key Result	+33% score improvement

EXECUTIVE SUMMARY

Turning Existing Strengths Into a Silver Medal

"The real challenge was never the absence of sustainability practices. The challenge was making everything SandenVendo already did visible, credible, and recognized by EcoVadis."

— GPSI Sustainability Team

SandenVendo America, Inc. arrived at the EcoVadis assessment with something most companies underestimate: a genuine foundation. Holding ISO 14001 (environmental management) and ISO 45001 (occupational health and safety) certifications, operating in a water-stressed region that compelled proactive resource monitoring, and maintaining a series of internal circularity initiatives — the company had real, substantive practices already embedded in its operations.

Yet a strong operational reality does not automatically translate into a strong EcoVadis score. The platform rewards documented, structured, and precisely articulated evidence. The gap between what

SandenVendo was doing and what its scorecard reflected was exactly the gap GPSI was engaged to close.

The result: a jump from 58 to 77 points — and a direct leap to EcoVadis Silver, bypassing the Bronze tier entirely.

ABOUT THE CLIENT

SandenVendo America, Inc.

Founded in 1937 and headquartered in Dallas, Texas, SandenVendo America, Inc. is a world-leading manufacturer of commercial refrigeration and heating equipment for the vending and convenience store industries. A subsidiary of Sanden Holdings Corporation of Japan since 1988, SandenVendo has spent nearly nine decades pioneering vending technology — from the first canned beverage dispenser to today's IoT-enabled, touchless micro-market solutions.

With product lines spanning refrigerated vending machines, food service equipment, and micro market infrastructure, SandenVendo serves global markets with an unwavering commitment to three principles: Products, People, Planet. The company holds ISO 9001, ISO 14001, and ISO 45001 certifications, reflecting mature systems for quality, environmental management, and employee safety.

Operating in Dallas — a region that faces ongoing water supply pressures — SandenVendo is subject to municipal monitoring requirements for water consumption and discharge. This context has made environmental stewardship not merely a corporate value, but an operational reality deeply embedded in day-to-day plant management.

THE CHALLENGE

When Good Practices Go Unrecognized

SandenVendo did not need a sustainability program built from scratch. The company already had one — it simply wasn't structured to be recognized by an external rating platform.

The EcoVadis methodology is precise. It rewards documented policies, structured evidence, and formally articulated processes. What was missing at SandenVendo was not action — it was translation: the ability to present existing practices in the language, format, and rigour that EcoVadis analysts look for.

01 Documentation Gaps

SandenVendo had numerous sustainability-relevant processes in place — cardboard recycling, water monitoring, and more — but these were not documented in a format aligned with EcoVadis submission standards.

02 Certification Knowledge Without Scoring Strategy

ISO 14001 and ISO 45001 are internationally recognized credentials. However, holding them is not sufficient without knowing precisely how to demonstrate their value within the EcoVadis scoring framework — a nuanced system that rewards specificity.

03 Underrepresentation of Environmental Context

Located in a water-stressed area of Texas, SandenVendo already tracked and reported water usage data under city requirements. This operational reality — a meaningful sustainability differentiator — was not being surfaced as evidence in its EcoVadis submission.

04 No Structured Governance Documentation

While governance practices existed informally, SandenVendo had not yet formalized the team-level structures that EcoVadis evaluates under its Ethics and Labour pillars. Creating basic governance documentation — including a defined team structure — yielded a disproportionately large point gain.

THE SOLUTION

From Existing Reality to Verified Excellence

GPSI's approach was not to rebuild SandenVendo's sustainability program. It was to reveal it — and to ensure that everything the company was already doing was presented in a way that EcoVadis could recognize, validate, and reward.

01 Scorecard Review & Gap Mapping

GPSI began with a deep analysis of SandenVendo's existing EcoVadis scorecard and internal documentation. Every gap was mapped not to what was missing operationally, but to what was missing in terms of structured evidence and documentation alignment.

02 Document Standardization

Existing materials — including ISO certificates, water monitoring reports, and recycling program records — were restructured to align with EcoVadis standards. This was not new policy creation; it was the strategic elevation of existing proof.

03 Sustainability Evidence Articulation

GPSI helped SandenVendo articulate the environmental significance of its operational context: mandatory water reporting in a water-stressed region, wood waste repurposing for packaging, and circular material handling. Each practice was translated into recognizable EcoVadis evidence.

04 Governance Structure Formalization

One of the most impactful interventions was the creation of a formalized team governance structure — documentation of accountability, roles, and oversight mechanisms. This addition contributed a substantial point gain across the Labour and Ethics pillars, a return that surprised even GPSI's own consultant.

05 Submission Narrative Optimization

GPSI guided SandenVendo through the submission process, ensuring every response was clear, complete, and backed by the right documentation — structured to maximize the score SandenVendo's operational maturity genuinely deserved.

THE GPSI DIFFERENCE

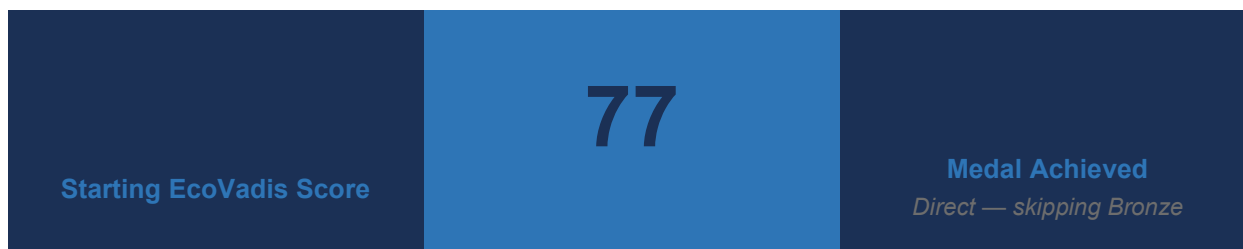
Before & After Engagement

A side-by-side view of how GPSI's strategic engagement transformed SandenVendo's submission posture, evidence base, and final EcoVadis outcome.

Dimension	Before GPSI	After GPSI
EcoVadis Score	58 / 100 — practices underrepresented	77 / 100 — accurately reflects operational maturity
EcoVadis Medal	No medal	Silver — achieved directly, skipping Bronze
ISO Credentials	ISO 14001 & ISO 45001 held but underutilized in submission	Certifications strategically deployed as structured EcoVadis evidence
Environmental Reporting	Water monitoring data not surfaced as ESG evidence	Dallas water context documented and recognized as a scoring differentiator
Circularity Practices	cardboard reuse active but undocumented	Circular practices formalized and submitted as environmental proof
Governance Structure	Accountability informally in place	Team structure formally documented — significant point gain across Labour & Ethics
Documentation Format	Strong operations, weak presentation	All materials restructured to EcoVadis standards
Effort vs. Outcome	Significant practices, limited recognition	Focused intervention — 19-point score gain, direct Silver medal

THE RESULTS

Exceptional Improvement From Existing Foundations



01 Score Jump of 19 Points

SandenVendo's EcoVadis score moved from 58 to 77 — a 19-point, 33% improvement that reflects the true depth of the company's sustainability practices rather than an inflated result.

02 Direct Silver Medal — No Bronze Interim

Remarkably, SandenVendo did not pass through Bronze on the way up. The score jump was substantial enough to achieve Silver in a single assessment cycle — a result that surprised even the GPSI consultant leading the engagement.

03 Governance as a Catalyst

The formalization of a team governance structure — a relatively straightforward exercise — generated one of the largest individual point contributions of the engagement, demonstrating how structural documentation can unlock disproportionate scoring gains.

04 Existing Certifications Fully Leveraged

ISO 14001 and ISO 45001 credentials, already earned and maintained, were finally utilized to their full scoring potential — turning existing compliance investments into EcoVadis points without additional operational effort.

CONCLUSION

The Power of Structured Translation

SandenVendo America's EcoVadis journey is a case study in a common challenge: the gap between what a company does and what the world can see it doing. For a manufacturer with nearly 90 years of operational discipline, genuine environmental commitment, and internationally recognized management certifications, that gap was never a reflection of insufficient effort — it was a reflection of an opportunity waiting to be realized.

By partnering with GPSI, SandenVendo closed that gap decisively. The work was already there. The proof needed to catch up.

The result — a direct leap to EcoVadis Silver — demonstrates not just what SandenVendo has built, but what that foundation can now support: stronger procurement standing, validated sustainability credentials, and a platform from which to pursue Gold in future assessment cycles.

"We didn't create their sustainability program — we revealed it. SandenVendo already had everything they needed. Our job was to make sure EcoVadis could see it."

— Shantala Hickey, Sustainability & Impact Director

Is your EcoVadis score reflecting your true sustainability performance?

Contact GPSI today to discover how our EcoVadis Assessment Support services can unlock the score your operations already deserve.

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