

Facilicom Group Sustainable Procurement Code | 31-01 2017

Facilicom Group (hereinafter: Facilicom) is the holding of a large number of companies involved in providing facility services. Key objectives for Facilicom are return and growth. However, at least as important is the company's aim to have and promote a common corporate culture and joint core values. Facilicom's core values are: result-oriented, sustainable, working together and innovative. Facilicom's goal is to be a company that conducts its business in a conscientious, ethical and socially responsible way and this is consistent with these core values. Facilicom has developed a CSR policy and a Sustainable Procurement Code for this purpose that is endorsed by suppliers and shared with clients.

CSR and Facilicom

Corporate Social Responsibility (CSR) is doing business with respect for the '3 Ps'. Facilicom assumes its responsibility for the impact of its business activities on people, the environment and business operations. At Facilicom, People (P), its employees and society are key. In this respect, there is a great deal of attention on sustainability in terms of dealing with the Planet (P), as well as in terms of establishing sustainable relationships among people, and the development and/or co-development of sustainable products, services and concepts. All of this is done in light of the aspect Profit (P). After all, if Facilicom does not achieve positive results, then this can have far-reaching consequences as well.

The CSR indicators and objectives are formulated in SMART terms. This means that they are specific, measurable, acceptable, realistic and time-specific. Reporting is systematic and is posted on Facilicom's website ('Facilicom's Social Position' column) and is also published in the form of the Annual CSR Report. In the context of CSR, organisations and authorities are increasingly committed to creating more employment for people with poor prospects on the job market (also referred to as social return). Our sustainable and high-quality contribution to this issue was assessed objectively and independently, and awarded with a PSO certificate. PSO is an abbreviation of Prestatieladder Sociale Ondernemen, or Corporate Social Performance Ladder by TNO. This is the quality mark and measuring instrument in the Netherlands for objectively expressing the degree of corporate social responsibility.

The Reason for a Sustainable Procurement Code

Common values, standards and responsibilities are developed for good reason. They must have an impact on the actions of parties/suppliers that produce, deliver or in some other way offer services for or under contract to Facilicom. In this Sustainable Procurement Code, we have set out in broad outline what we expect from our suppliers. In addition, our management is required to act in accordance with these rules and to see to it that employees also act conscientiously, honestly and with

social responsibility. In every area of endeavour. This includes how they deal with each other, with our clients, the way in which we respect the environment or how we handle Facilicom's property or that of our clients. Our buyers are also required to act in accordance with the provisions of the Sustainable Procurement Code in this regard.

Implementation of the Sustainable Procurement Code

- All current and potential suppliers receive a copy of the Facilicom Sustainable Procurement Code;
- We disseminate the Sustainable Procurement Code top-down (from the Group Management Board down to the work floor) and anchor it into policy/procurement policy;
- In every tender and request for proposal, we refer to the Sustainable Procurement Code and ask the relevant parties to sign it;
- The signed Sustainable Procurement Code forms a legal part of price agreements or purchase contracts;
- We have developed a procedure for regularly checking compliance with the Sustainable Procurement Code and incorporating the findings into the regular supplier evaluations;
- In the event of Sustainable Procurement Code violations, we apply sanctions, with contract termination as the ultimate sanction.

Supervisory Authority

The Group Management Board appoints the Group Director or another member of the Board as the Supervisory Authority. The Supervisory Authority performs a pivotal function and plays a key role in enforcing compliance with the Sustainable Procurement Code. For example, he/she sees to it that the Board of Directors, management and buyers comply with the obligations ensuing from the Code.

The Board of Directors carries ultimate responsibility.

When there is doubt or the rules of conduct have been violated, it is up to the Supervisory Authority to take a decision and to advise the Board of Directors accordingly. It is subsequently up to the Board of Directors to decide on the imposition of a sanction.

Facilicom Sustainable Procurement Code Rules of Conduct

Facilicom operates in accordance with the spirit of the Ten Principles formulated by the UN Global Compact and at a minimum expects an equivalent way of working from its suppliers. Facilicom's procurement requests are based on the above, depending on the requested service or product group. Facilicom serves as an example for its clients and suppliers and expresses this through means of the Sustainable Procurement Code. In addition, Facilicom has issued a Company Code for all of its employees, which

forms part of the employment contract signed on hiring. This Company Code includes rules, standards and core values that employees are expected to abide by. These rules are also embedded in Facilicom's Strategic Policy. Facilicom's buyers also have committed themselves to abide by the rules of conduct concerning procurement ethics (such as agreements about policy concerning incentives). These rules of conduct are reflected in procurement documents and in agreements made with contracted suppliers.

Facilicom is committed to reducing CO₂ emissions. The policy governing the choice of car brands has been adjusted accordingly to focus on environmentally friendly brands and models. Furthermore, branch offices are configured to be as energy efficient as possible and make use of power generation facilities.

Facilicom applies an absolute prohibition on the use of child labour. Any violation of this principle leads to immediate partnership termination. Facilicom sees to this at the moment it enters into partnership with suppliers, as well as during the partnership with its suppliers and their suppliers in the product chain.

Facilicom aims to collaborate with organisations that also demonstrate a more social way of operating and have a valid PSO certificate. Collaboration with PSO certificate holders yields a positive contribution to our PSO score, resulting in more opportunities for people with poor prospects on the job market. The PSO score consists of a direct contribution (persons we put to work within our own organisation) and an indirect contribution (partners that also apply corporate social responsibility). In order to develop our performance relating to 'social procurement', we expect our chain partners to also make an effort. Relating to environmental issues, we look for demonstrable supplier performance in sustainability in the form of innovations, certifications and policy.

Conclusion

The Facilicom Sustainable Procurement Code is an instrument designed to ensure that the partnership with suppliers is based on a conscientious, ethical and socially responsible way of doing business. Furthermore, it invites suppliers to take additional steps in enhancing their level of sustainability.

Together with our suppliers, we would like to promote innovation in this area and to further increase the sustainability of products and services.

Facilicom Group

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