***Sustainability Statement***

***<supplier>***

*’From more to better’*

*By signing this Sustainability Statement <supplier> declares to endorse the principles of Corporate Responsibility as expressed in this statement.*

*Corporate Responsibility*

For de Volksbank, Corporate Responsibility goes beyond compliance with laws and regulations. At de Volksbank, we depart from our Manifesto. Our Manifesto states our values. As a people-orientated bank we help our customers making their [homes more sustainable](https://www.snsbanknv.nl/en/corporate-responsibility/banking-with-the-human-touch/sustainable-housing-project), we create a carbon neutral investment portfolio and we leave our customers satisfied and financially resilient. We have formulated the following three longer-term ambitions to translate our views into specific goals:

1: We are a people-oriented bank: we aim for high appreciation scores from both customers and staff.

2: We are a social bank: we want to create customer value with simple, responsible products and services. Moreover, we take financial resilience initiatives. In doing so, we strive for a responsible profit level.

3: We are a sustainable bank: we are working towards the creation of a carbon neutral bank, making our own business operations more sustainable and actively encouraging customers to save energy.

Corporate responsibility also means taking responsibility for the consequences of our actions. Minimalizing effects on the environment and acting strong on human rights in our investments as well as in our business operations. We expect no less from our suppliers. Together we will work on sustainable solutions by thinking sustainable and acting sustainable.

*Socially responsible organisation*

* Supplier has included Corporate Responsibility in its vision, mission and/or strategy and has identified which Corporate Responsibility themes are important for the company in relation to its customers;
* Supplier publishes reports on its results in the field of Corporate Responsibility, preferably in accordance with the Global Reporting Initiative guidelines;
* Supplier signs the UN Global Compact Principles and specifies these principles in its own Corporate Responsibility policy;
* Supplier endorses the Universal Declaration of Human Rights and the International Labour Organisation Principles (Principles of the International Labour Organisation, ILO) and has a policy for both its own operations and its chain to prevent violations of human rights and fundamental labour standards. The fundamental labour standards of the ILO are:
* freedom of association and collective bargaining (ILO conventions 87 and 98);
* no forced labour (ILO conventions 29 and 105);
* no child labour (ILO conventions 138 and 182); and
* no discrimination (ILO conventions 100 and 111);
* Supplier signs or follows the OESO guidelines for international enterprises;
* Supplier has a diversity policy (composition of the workforce);

Supplier structurally engages with stakeholders on sustainable initiatives or intends to enter into dialogues.

Macintosh HD:Users:redgerwesterdijk:Desktop:PROJECTS:INVOLVE:LOGOS:Logos_A4_MENSVOORMENS.pdf*Criteria related to our Manifesto*

*People-orientation*

* Supplier has a Code of Conduct to stimulate the socially responsible behaviour of its employees and to prevent corruption;
* Supplier offers its employees personal development and training opportunities.

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*Social responsibility*

* Supplier shall specify (also voluntarily) sustainable options or alternatives for its services;
* Supplier continuously measures customer satisfaction and has a complaints mechanism in place;
* Supplier has a quality programme to monitor the Corporate Responsibility aspects in its services as expressed in this Sustainability Statement.

*Environment*

* Macintosh HD:Users:redgerwesterdijk:Desktop:PROJECTS:INVOLVE:LOGOS:Logos_A4_DUURZAAMHEID.pdfSupplier has an environmental management system and/or comparable ISO 14001 environmental certification;
* Supplier has an environmental programme, including:
* Reducing the company’s CO2 emissions;
* Reducing the use and/or substitution of materials and materials that are harmful to the environment;
* Reducing water consumption;
* Reducing and recycling company waste;
* Supplier has a sustainable procurement policy;
* Supplier reports on the progress and has this report audited by an external auditor.

*Signature*

By signing this Sustainability Statement you, as a de Volksbank supplier, declare to endorse the above-mentioned provisions and to apply any such provisions in your operations.

<supplier>

Signature:

Date:

Name:

Position:

*Explanation*

*This Sustainability Statement aims to realise the principles and development of Corporate Responsibility between de Volksbank and its suppliers.*

The Sustainability Statement offers de Volksbank and its suppliers the opportunity to work towards sustainability in the procurement process. Collaboration greatly strengthens the relationship between de Volksbank and its suppliers. It is also a source of inspiration for suppliers, in order to deploy innovations and creativity in cooperation with their supply chain partners to shape and give substance to sustainability. Through dialogue, both de Volksbank and its suppliers become co-designers and owners of the sustainability process in procurement.

*Preconditions*

Endorsement of the Sustainability Statement by the supplier is based on:

* **Company attitude**: Corporate Responsibility, and hence sustainable procurement, requires pioneering spirit, the will to continuously achieve changes, resulting in improvements for and to society;
* **Transparency**: the supplier must be accountable for the choices made regarding policies, structures and cooperation agreements. The supplier must also be transparent and clear about the use and terms and conditions of products and services;
* **Cross-chain responsibility**: the supplier takes responsibility for sustainability in, but also outside, its own product chain and propagates it;
* **Innovation**: the supplier links (the development of) its products and service range to Corporate Responsibility.

*Monitoring and evaluation*

De Volksbank monitors Corporate Responsibility in the Procurement Department through evaluations and direction of the procurement processes used and of the products and services provided.

De Volksbank assesses suppliers on (pro)active participation and motivation to promote sustainability in the procurement process and on visible commitment and efforts to realise a sustainable result.

In periodical contract evaluations de Volksbank and the supplier discuss mutual experiences and the agreed provisions on Corporate Responsibility:

* Supplier provides insight on how Corporate Responsibility is included in its corporate strategy and/or which improvements it has made to its processes;
* Supplier provides insight into what the applicable and or proposed laws and regulations on Corporate Responsibility means for the company and for de Volksbank;
* De Volksbank specifies its assessment results and substantiates them;
* If the result of the assessment is satisfactory, de Volksbank and the supplier determine the next steps for further Corporate Responsibility improvements for example in the field of:
* Certification (of subcontractors as well);
* Using social labels and eco-labels (products that are made in a socially and environmentally responsible way), such as
  + procurement of paper and wood from FSC certified forests;
  + application of social return and code responsible market behaviour (see for example <http://www.pianoo.nl/themas/duurzaam-inkopen/sociale-aspecten-van-duurzaam-inkopen/social-return> (in Dutch only));
  + exclude the use/application of PVC (polyvinyl chloride) used in office supplies and office furniture;
* Further improvements to the products/services from a Corporate Responsibility perspective;
* If the result does not meet the requirements specified in advance, and any recent changes made by the supplier do not remedy these, de Volksbank and supplier will determine in consultation in what way and how soon they will implement corrections, or terminate the cooperation.

Any supplier may subsequently, from the supplier’s position in the (production) chains, assess its own business relations on the above. This working method will contribute to a rapid increase in the number of participants and a faster realisation of mutual and shared goals for sustainable procurement.