

TOGETHER  
FOR A  
HAPPY  
WORLD



2018

ANNUAL REPORT  
CORPORATE  
SOCIAL  
RESPONSIBILITY



Sabine Thuysbaert

This is Vendor's CSR annual report. The European Commission has been stimulating the circular economy for many years, and Vendor is happy to play its part by recycling more, reducing consumption and reusing raw materials, products and waste, among other things. This means less energy consumption and fewer emissions of greenhouse gases. Vendor has also set itself the objective of doing business with respect for circularity, and introducing more innovations in its production processes. In addition to ecological objectives, we aim to add social value. In short, working towards a happy world. We're therefore pleased to report our progress, and let you know the results we've achieved in this area in 2018.

We hope you enjoy reading the report! If you have any suggestions, we're always happy to learn.

**Working together on a happy world**

Sabine Thuysbaert, CEO at Vendor, has a soft spot for our planet. "At home, I'm actively working on reducing packaging material. It's quick and easy for everyone to use reusable packaging, and costs nothing except a little effort. I also drive a 100% electric car, and follow the discussions about other forms of fuel, such as hydrogen, natural gas, green gas, biofuels and LPG, with great interest.

"In general, I think that efforts to meet CSR goals are often aligned with efforts to protect the environment," says Sabine. "Although protecting the environment is very important, especially in our sector given the large quantity of consumables, I tend to be most affected by altruistic efforts, such as helping the sick or people alienated from the labour market.

Vendor supports lots of good examples in this respect, such as Villa Pardoes. This is a holiday home for children with serious, potentially life-threatening illnesses, which we support both financially and with voluntary help. At least three times a year, a different group of volunteers from Vendor goes to the Villa to lend a hand. These groups contain colleagues from different departments, but all go with the same intention; the desire to help. It's very rewarding work."

"A happy colleague, an enthusiastic customer, or a significant reduction in CO2 emissions; Vendor can make a positive impact, and this is supported across our entire organisation. Implementing a CSR strategy means continuously taking into account the social consequences caused by an organisation in its daily operations.

That requires commitment and effort, which is why it's important for someone to play a pioneering role in the organisation. If this role is then followed properly by the entire management team, it will have a rapid positive impact on the rest of the organisation.

This becomes even more tangible if employees can participate in elaborating a CSR policy, especially if it reflects their own norms and values. It gives employees a sense of satisfaction and the feeling that they can contribute something, so it strengthens bonds with employees. We believe it's important to pull together on this."

**Sabine Thuysbaert**  
Vendor Group CEO



2012

- Introduction of a CSR meter in the organisation
- Sponsorship policy plan
- Introduction of CSR Annual Report
- Establishment of a multidisciplinary project group
- Supplier audits to eliminate child labour and forced labour
- Integration of the NVP Application code for recruitment and selection
- Introduction of the Vendor Sales College
- CSR training for Vendor employees
- Realisation of a charitable donation for each new order
- Integration of CSR and sponsorship in financial reporting
- Implementation of eco-friendly CO2-neutral transporter
- KPI: Short-term sickness absence less than 4% (per quarter)
- KPI: Number of accidents 0% (over 6 months)
- Introduction of Vendor Netherlands bicycle plan



# DE THREE HAPPY VENDOR SPOTS

We're aware of our impact, so we have to do our very best. We start out from the perspective of the three pillars that we consider important; People, Planet, Profit. As we're very ambitious, we've set ourselves objectives for 2022.

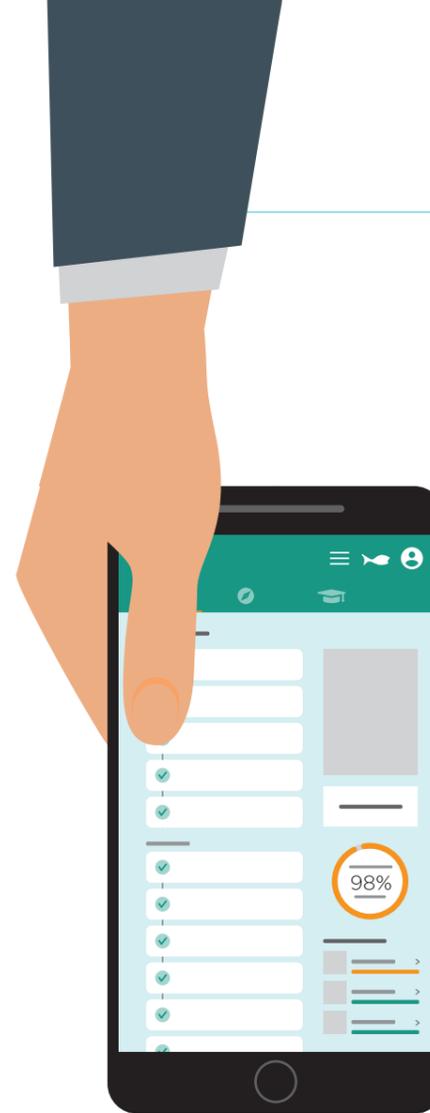
### The annual report review

In this annual report, we reveal our performance in 2018 in the field of Corporate Social Responsibility, based on the triple bottom line (TBL); people, planet, and profit. The CSR Performance Ladder links 6 core themes to the TBL, and a total of 33 indicators fall under these core themes. We're assessed on each of these themes, so we believe it's essential to be able to demonstrate that we do what we promise, and that we strive to continuously improve. Compared

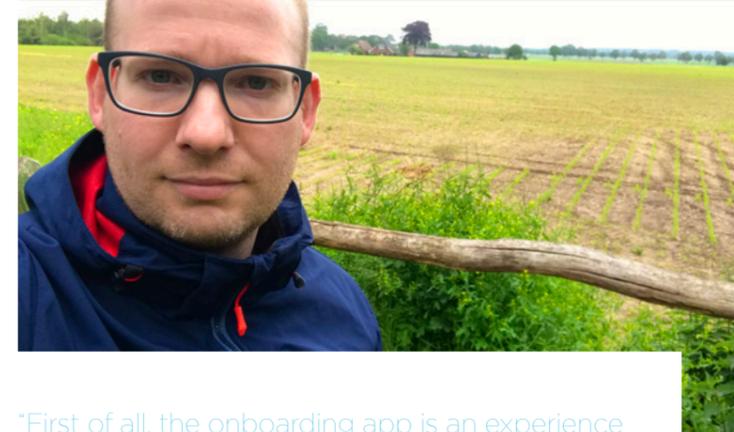
to 2017, we've managed to match (14) or even increase (16) our results in **30** of the **33** performance indicators! Our ISO procedure states that our aim is to achieve an annual score of **8** or higher per core theme (on a scale of 1 to 10), and we've achieved this with all core themes. Our average score is **8.9**, so we're very pleased with our performance. In this report, we use practical examples to explain how we meet our obligations, and how we link this to our ambitions.

"As a medium-sized company, we're not going to change the world. However, we're a sound, profitable and healthy company, and as such in a position to give something back to society. Wealth can't be measured by money alone."

John Heijmans  
Quality Manager



## WELCOME ON BOARD



"First of all, the onboarding app is an experience in itself! It takes you on a kind of digital journey through the world of Vendor. It's interactive because questions are asked. You also receive a kind of 'manual/check & to-do list' so you don't forget anything, and you can use it as a reference. The app takes you through Vendor's history, to its current position where it stands head and shoulders above the competition. In the beginning, I found the abbreviations of products really useful, as indeed were the FAQs and general questions and answers, the info about colleagues, management, and what you can expect during the first month. All this left me really well prepared for my first working day and first month on the path to becoming a member of the Vendor family."

Andries Hoekstra  
Account Manager at Vendor

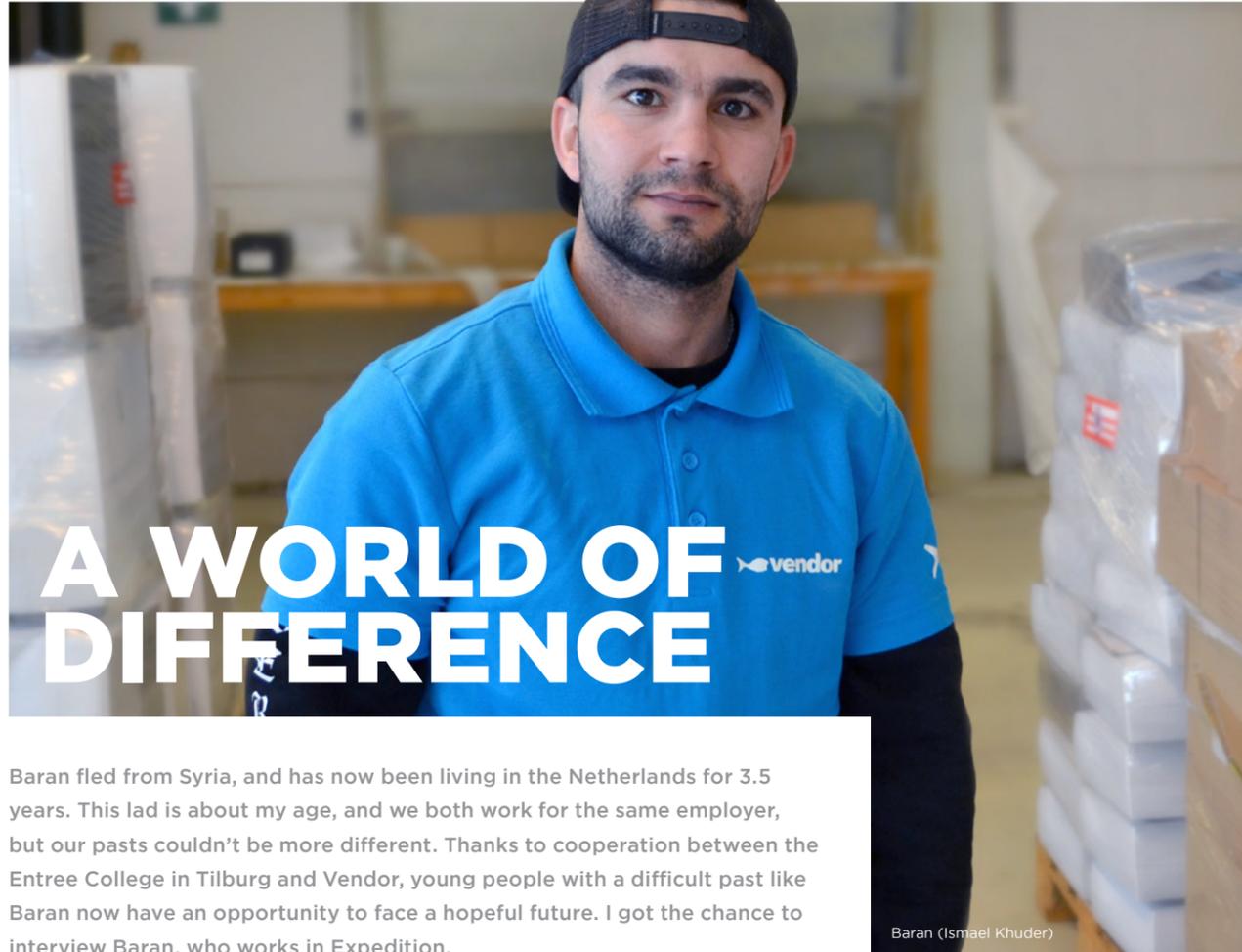
Our people are our most important capital, and we're well aware that a first impression is worth gold. You only get such a chance once. When we invite a new member into our Vendor clan, he or she can count on a warm welcome. That means immediate colleagues are on hand to show the ropes, everything is made easier on the first day in the new job, and our trainer Arnold shares a wealth of knowledge about the world of toilet hygiene. However, there's often still a period to be bridged between signing an employment contract and this first working day. To smooth things along, Vendor uses the Onboarding app to familiarise new colleagues with our organisation, and arrange the last few details for a quick start. It allows new colleagues to get acquainted with what Vendor stands for in a nutshell, and clarifies practical matters, such as how the HR system works. Welcome on board!

2012

- Establishment of SHE & Wellbeing Committee
- KPI: Less than 2 environmental reports per month - achieved
- Packaging complies with GHS criteria
- KPI: decrease energy consumption in 2012 by 5%
- Introduction of Cradle-to-Cradle wash cream

2013

- KPI: Waste percentage of toilet paper less than 3.25%
- KPI: Waste percentage of towel cassettes less than 2.25%
- KPI: Number of various types of customer complaints in accordance with objective
- Publication of CSR Annual Report
- Vendor Sales College
- Development and implementation of a questionnaire for new non-Western suppliers
- Implementation of a qualification system for the 20 most important suppliers
- Development and introduction of Aim-2-Help toilet paper
- Membership of CSR Netherlands



# A WORLD OF DIFFERENCE

Baran fled from Syria, and has now been living in the Netherlands for 3.5 years. This lad is about my age, and we both work for the same employer, but our pasts couldn't be more different. Thanks to cooperation between the Entree College in Tilburg and Vendor, young people with a difficult past like Baran now have an opportunity to face a hopeful future. I got the chance to interview Baran, who works in Expedition.

Baran (Ismael Khuder)

### An opportunity in society

We believe it's important to give young people with poor employment prospects a chance in society. By offering these internship places, young people such as Baran are given the opportunity to reduce their alienation from the labour market and have a better chance to find work. We also offer every intern the opportunity to obtain a forklift certificate, which increases their prospects on the labour market. Baran managed to obtain this certificate.

Baran, whose name is full Ismael Khuder, travelled an incredible distance before he ended up in the Netherlands. During the interview, I find out more about his troubled life. Baran is very open, and

tells me about his difficult journey from Syria to the Netherlands. It's terrible to hear someone my age and a colleague talk about such an awful past, especially as I can barely imagine what he's been through. Even so, the fact he shared his story with me was really special.

### Nowhere to turn to

Baran talks about how he and his family left for Turkey, because it was no longer safe to live in Syria. "They come to your home and order you to go and fight with them. I had no water or electricity, and didn't feel safe when I was asleep." The flight to Turkey was a nightmare, and they lost his 9-year-old sister. "We were there for 3 months looking for my sister, but she

"They come to your home and order you to go and fight with them."

was nowhere to be found. Then we left for Iraq." This is clearly a difficult subject for Baran to talk about, so I didn't ask any more questions about it.

### After setbacks and danger, finally a new home

There were also problems in Iraq, Baran says, and it was no longer safe for him to live there. He set off towards Greece with some friends, with the intention of reaching Great Britain via various countries. Unfortunately, he became separated from his friends underway, and Baran decided to go to the Netherlands on the advice of his big brother. His cousin had arrived in the Netherlands a few months earlier, so they were able to give each other some support. After spending 2 years in Utrecht and Rotterdam, Baran went to live in Tilburg, where another friend from his home town also lives.

### Pros and cons

Baran has now been attending Entree College in Tilburg for 18 months, and doing his internship at Vendor. When I ask him about his experience so far, he's really positive. He thoroughly enjoys working in Expedition, and says his colleagues are very kind and friendly. There's only one thing he doesn't like about his internship. "I have to cycle 35 minutes every morning, which is a pain, especially now Ramadan is about to begin," he says, although fortunately he has a big smile on his face. I can see that Baran has a



positive outlook, and he's not going to lose it anytime soon. A nice characteristic that lots of people in the Netherlands could learn from, I think to myself. When asked what kind of job he wants, Baran is also clear. "I don't mind what kind of work it is, I just want me to feel good about what I do. At the moment, I feel good at Vendor, and that makes me happy."

### A perspective on the future

When I ask him about his future, he responds with less certainty. He first wants to finish his studies, so that he is able to find work at more companies. He also wants to leave Tilburg after studying. "I like Tilburg, but I've already seen everything here. I'd like to get to know some new cities and new people." I think this is great to hear. You might expect that someone who has already moved so much at such a young age would be looking to settle somewhere, but Baran has clearly not reached that stage yet. This is also reflected in his last comment. "It's difficult for me to predict things in the future, because if I heard tomorrow that the problems in my home town had gone away, I'd want to go back to Syria immediately." That was the end of the interview, and I thank Baran again for his openness.

*This interview was conducted by Niels Bijl who, after his graduation internship at Vendor, worked in the marketing department for a while before continuing his studies.*

# WALL OF FAME



As everyone who has ever entered our head office in Tilburg knows, there's a huge 'Wall of Fame' attached to one of the walls. Every quarter, our management team honours one of our colleagues with a beautiful bunch of flowers, a certificate and a real trophy cup. Most importantly, they also hear about why they were chosen as **'Employee of the quarter'**. Without exception, this always creates a radiant colleague. After all, as we all know, who doesn't like to receive a compliment? Shortly after the official celebration, the employee of the quarter is immortalised with a beautiful plaque on our Wall of Fame. Our employees also honour a colleague once a year, when they elect the 'Employee of the Year'. In 2018, this honour was bestowed on our colleague **Recep Alakus**, a silent source of strength who has been making an important and crucial contribution to our objectives for almost 25 years. For all this time, we've been able to rely on his loyalty, involvement and commitment. Recep is open and honest, and nothing is too much for him. Another important thing is that he often gets *dürüm*, a Turkish wrap, for his colleagues on Fridays. We announced our Employee of the Year during our annual Christmas party; Recep Alakus, the driving force behind Expedition and Production.



## ACHIEVEMENTS

- ✓ **Introduction of the Onboarding app**, introducing new colleagues to the organisation
- ✓ **Filling an internship position** in collaboration with Stichting Vluchtelingenwerk (Netherlands Refugee Foundation)
- ✓ Filling an internship position with a student from the VSO Parcours, a school with students aged twelve to eighteen who need **extra support and guidance** for their behaviour and social-emotional development.
- ✓ Filling **2 Apprenticeship** positions
- ✓ At least **3 standard internship positions** filled
- ✓ Announcement of Employee of the Year: **Recep Alakus**
- ✓ **Baseline percentage** of accidents at work
- ✓ Implementation of 5S in Production. This method is designed to make those involved in a process aware of their working environment. In the long run, this means an **increase in productivity**, because less time is spent looking for things.

- ✓ Sharing vacancies with non-profit organisations to help **people with poor job prospects** find work. These organisations include De Krachtcentrale, the Municipality of Tilburg, and the Employed Person's Insurance Administration Agency's (UWV)
- ✓ **Fruit available** at every Vendor location
- ✓ **Health page** on Vendor intranet
- ✓ Two annual **breakfast sessions** at the Vendor depots to chat with employees on important ongoing issues, and to create an extra opportunity for asking questions
- ✓ Meet & Greet with the CEO for new employees, an accessible way of getting to know each other and share information
- ✓ Vendor Sales College, an internal training course to prepare commercial colleagues for the singular world of toilet hygiene
- ✓ Start Grow Promoter, an employee satisfaction survey, on which we achieved an **average satisfaction score of 7.5**
- ✓ Motivational Interviewing training course for managers
- ✓ Participation in sports outside the company, **teambuilding** during exercise
- ✓ Participation in the PSV Umbro Cup, a **business tournament** in the Philips Stadium



## VENDOR INTRODUCES 'BREEZE' THE NEW EVERFRESH FRAGRANCE LINE

Vendor introduces 'BREEZE', a new line of Vendor fragrances for the Everfresh dispenser with scent strips. In cooperation with the perfume house, we spent a lot of time and attention on developing this special line of perfumes.

### Continuous work on making the product range more sustainable

The People, Planet, and Profit philosophy cherished by Vendor is at the heart of the continuous product development process within the company. The improved recipe and a carefully selected selection of BREEZE perfumes represent the next step in the ongoing process of making our product range more sustainable. The new line includes three scents: Breeze of Passion, Breeze of Mango and Breeze of Lemon.

### Scent perception in the toilet as an important factor

Seeing, hearing, feeling, tasting and smelling; people are constantly affected by their surroundings, including when they visit the toilet. Besides cleanliness, a pleasant scent is the most important factor for those using a toilet to experience it as pleasant. There are a number of solutions for achieving the most appropriate perception of odour. Vendor's Everfresh dispenser with scent strips responds to the need for a solution without batteries or propellant gases. This easy-to-install, trouble-free device provides variable scent perception based on evaporation, with a choice of perfumes.

2014

Introduction of service car with higher load capacity  
 KPI: Percentage of NEAR accidents 0% (over 6 months)  
 KPI: Percentage of ACTUAL accidents 0% (over 6 months)  
 Implementation of cold glue in roll cartons

2015

Implementation of blank foil with cassettes  
 All labelling complies with GHS legislation  
 Publication of CSR annual report 2014

2016

FSC-certified cardboard packaging  
 Implementation of CSR at Vendor Belgium  
 Vendor Sales College  
 Membership of CSR Netherlands  
 Realisation of a charitable donation for each new order  
 Participation in Beursvloer Tilburg 2015  
 Publication of CSR annual report 2015

# VENDOR'S HAND SOAPS REWARDED WITH CRADLE TO CRADLE GOLD



Vendor's Pure Foam and Pure Soap hand soap are the first in the world to be awarded the Cradle to Cradle 'Gold' level. EPEA, the research and certification agency of Michael Braungart, founder of the Cradle to Cradle philosophy, had already certified the Pure line with the 'Silver' level three years ago.

Cradle to Cradle (C2C) certification assesses products according to 5 categories:

1. choice of materials (health and safety for people and the environment),
2. reuse in a technical or biological cycle,
3. energy consumption during production,
4. water consumption during production and
5. social fairness.

John Heijmans, Quality Manager at Vendor, says, "We continuously monitor and safeguard all our processes and products, so we had absolute confidence that we would retain the previously obtained 'Gold' in the first four categories for Pure Soap and Pure Foam, and at the same time have a chance of winning gold in the 5th category."

### CSR as intrinsic driver

John continues, "Making our products and services circular is one of our core values, a philosophy embedded in our business genes. Achieving the C2C Gold level is a wonderful example of this intrinsic drive within Vendor. The aim is to do that little bit more, that little bit better: doing the ordinary extraordinarily well. That was how we were able to convert the silver into gold."

### "Gold" in social fairness

Vendor is developing various activities in the field of social fairness. According to John, "We achieved the C2C Gold level partly thanks to our Charity Toilet Paper. We support social institutions by making a financial donation to a pre-selected charitable initiative for each box of toilet paper sold. In 2017 and 2018, the beneficiaries were Villa Pardoos and Sympany."

### Fantastic recognition

In recent years, Vendor has maximised the reusability of products and raw materials, and minimised value destruction. Vendor is striving to ensure circularity of all its products, a more sustainable future, and a happy planet. Sabine Thuysbaert, CEO Vendor, says, "We're aware of our responsibility and impact on the world around us, which is why we support various initiatives and work hard every day on creating a world where we treat the environment, raw materials and each other with more care. Our choice of raw materials and production processes are subject to strict criteria, so we can guarantee the quality, safety and sustainability of our range. Being awarded C2C Gold level is a fantastic confirmation of our decisions."

## A SMART REVOLUTION IN THE WORLD OF DISPENSERS



After an intensive development process, our new 100% circular IQ liquid dispensing line for hand cleaning and disinfection and toilet seat cleaning saw the light of day in 2018. This product was developed according to circularity principles, so all materials used can be reused as they are or as raw materials, because all parts can be disassembled and reassembled. This offers benefits in terms of circularity, and results in a more sustainable product.



# WHAT YOU CAN DO TO HELP THE CIRCULAR ECONOMY

More than a quarter of a century ago, I started as Quality Manager at Vendor toilet hygiene in Tilburg. At that time, we were already producing the covers for our toilet rolls. Production was kept going thanks to lubricating oil, but it could be better described as filthy old oil considering how polluting it was. The idea then arose that maybe it was better to try something a bit less damaging, and it didn't take long to decide to try out salad oil. It turned out to be equally effective, and much better for the environment. It was ingrained in me at home at an early age that it's important to care for a better world and the nature around us, keep things tidy, and think about how things can be done better for the environment. So, at home we separate waste into plastics, glass, paper, organic waste and residual waste. It doesn't take much effort. At Vendor, we're also reclaiming a world of new raw materials and energy from waste by simply separating waste properly, and using our residual flows intelligently. This results in an immediate reduction in our CO2 emissions.

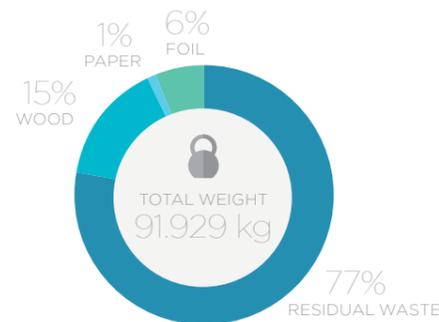
Take a look around you tomorrow at work, and think about what you're doing for the circular economy. When you develop or buy new products, do you think about the waste created during manufacture? And what happens to the product when it's disposed of after fulfilling its destiny? Can the product enjoy a second life? It requires a different way of working, a different way of thinking, and your employer obviously has to be open to it and allow you the flexibility necessary. However, be honest, do you really want to work for a company that accepts no responsibility for the condition in which it hands over our planet to following generations?



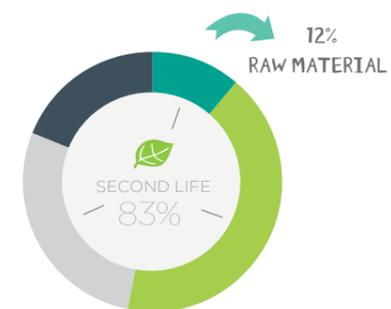
John Heijmans

## 2018 RESULTS WASTE SEPARATION

### WASTE PERFORMANCE



### TOTAL WASTE FLOWS



#### RAW MATERIAL

Reused as raw material after recycling.

#### GREEN ENERGY

Material from a renewable (biogenic) source, such as wood, swill or green waste.

#### GREY ENERGY

Converted to hot steam and energy when burned. Comes from non-renewable (fossil) sources.

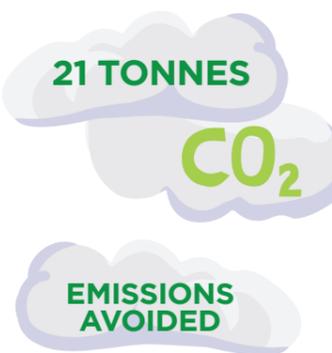
#### RESIDUE

Remains as non-recyclable waste that is incinerated without energy recovery.

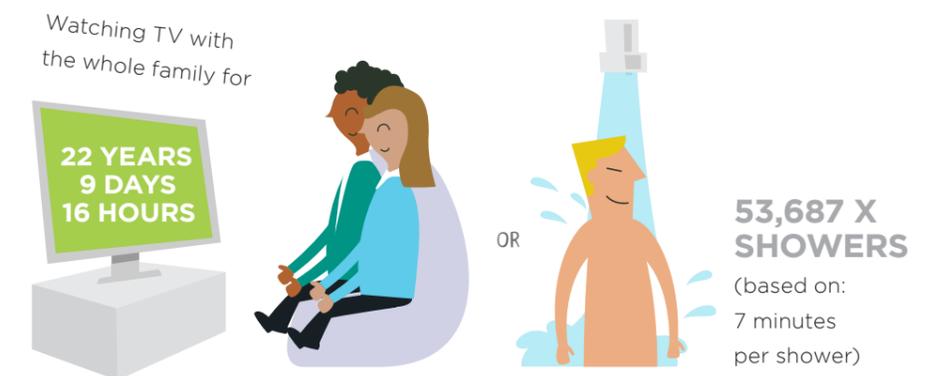
### NEW RAW MATERIAL AND ENERGY PER WASTE STREAM, BASED ON WEIGHT



### WASTE BAROMETER



### THIS IS EQUAL TO



### 2017

- Participation in cycling event De Zuiderzee Klassieker
- Fewer NOx emissions thanks to AdBlue equipment for our trucks, which reduces emissions from diesel vehicles
- Publication of CSR annual report 2016
- 5% refurbishment (2nd life) of dispensers
- Implementation of CO2 emissions monitoring system for fleet and Production
- Installation of electric charging stations at Vendor site
- Implementation of bicycle allowance at Vendor Belgium
- Creation of VSO Concours internship position
- Biennial breakfast sessions at the Vendor depots
- Meet & Greet with the CEO for new employees
- Official recognition by the Business Sector Vocational Training Association (SSB)
- Vendor Sales College
- 46 Studytube certificates obtained after 99 hours of e-training
- Membership of CSR Netherlands



# REFURBISHMENT

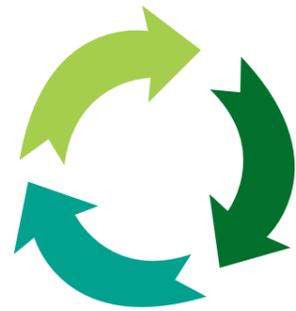
Vendor managed to give some used dispensers for towels and toilet rolls a second life in 2017, thanks to some smart thinking and looking for reuse possibilities. After thorough inspection, maintenance and cleaning, we were able to give 5% of our return machines a second life last year. The remainder was collected separately, processed into plastic granules, and used to make new products. The main benefit is that virgin raw materials no longer have to be extracted from nature to make these new products. Our aim in 2018 was achieving 10% reuse, and we were successful. That's made us really happy at Vendor!

### A second life for Vendor dispensers

Refurbishment? What is it, actually? Mark van der Haar, Supply Chain Manager and Annelieke de Pooter, Marketing and Innovation Manager, joined the refurbishment team at Vendor for a day, and are happy to tell us how this works in practice.

### Refurbishment, from A to Z

'Simply refurbishing' an old device and making it as good as new for the next user sounds a whole lot easier than it is. Before a device can be supplied to a customer again, a lot has to be done. After receiving the dispensers, they have to be first sorted and assessed. Some dispensers



5% | 10%  
2017 | 2018



are obviously visibly unusable, others are placed in a different container for further assessment. After being professionally cleaned, a whole range of aspects are examined. For example, can the dispenser be reused immediately, or does it need a new layer of paint? The dispensers suitable for immediate reuse are put in a box with all their associated parts. The rest are repaired in-house, fitted with new parts, or prepared for transport to the sprayer, where they receive a new layer of paint. This is followed by administrative processing, after which the dispensers return to the warehouse in Tilburg and await a new place on the wall."

Annelieke continues, "It's not a simple task, but something which has to be done professionally. Even just assessing the dispensers takes quite a while, because you have to be critical. If a scratch is too deep, it remains visible even when the dispenser is given a new layer of paint, something unacceptable to Vendor. We want to communicate clearly and transparently about our CSR activities at Vendor, so it was very useful to go through the process ourselves and get feedback from Martin about where there is room for improvement."

A second life for 10% of our dispensers is great, of course, but what happens to the other 90%? Together with our raw material supplier, these are used as raw materials for new products for the automotive sector, among others.



# ACHIEVEMENTS

- ✓ **Introduction of new Breeze fragrance line** for Everfresh dispenser without warning signs
- ✓ **Vendor hand soaps Pure Foam and Pure Soap achieve Cradle-to-Cradle 'Gold' level**
- ✓ Introduction of new 100% circular **soap platform**
- ✓ At least 10% refurbishment achieved, i.e. at least 10% of the written-off dispensers given a **second life**
- ✓ The first supplier audits were carried out in late 2018, with new assessment forms that also looked at **CSR aspects**.
- ✓ **New design** of sustainability sign for customers
- ✓ 83% of waste reused as a **raw material**
- ✓ **Reduction in CO2** emissions of 21 tonnes

# VENDOR NAMED TILBURG'S COMPANY OF THE MONTH



Berend de Vries & Sabine Thuysbaert

Vendor, specialist in toilet hygiene, was named 'Tilburg's company of the month'. Tilburg's companies of the month are ambassadors for the city of Tilburg. Vendor received the prize because we have made such enormous advances as a socially-aware company, won awards, and been a major ambassador and employer for the city.

Alderman Berend de Vries (economy) presented the prize during a visit on 16 November, Day of the Entrepreneur. "It's really great to be able to honour a company from Tilburg on the Day of the Entrepreneur! Vendor is a strong brand, known across the Netherlands. In Tilburg, it makes innovative products, and often works together with local organisations. In addition, the company provides jobs to more than 200 people,

including those alienated from the labour market. Basically, it's a company that's continually making progress, just like Tilburg itself, and a worthy winner of 'Company of the Month'."

### Social engagement

"In our CSR policy, creating and filling a number of internship and learning places is an important KPI.

"Vendor's solution is the right answer to our toilet hygiene needs," according to Claire Druijts. "We decided to choose Vendor primarily because of the personal approach it offers, its highly flexible service, and the way in which Vendor has integrated CSR into its business operations. We're looking forward to a fantastic cooperation!"

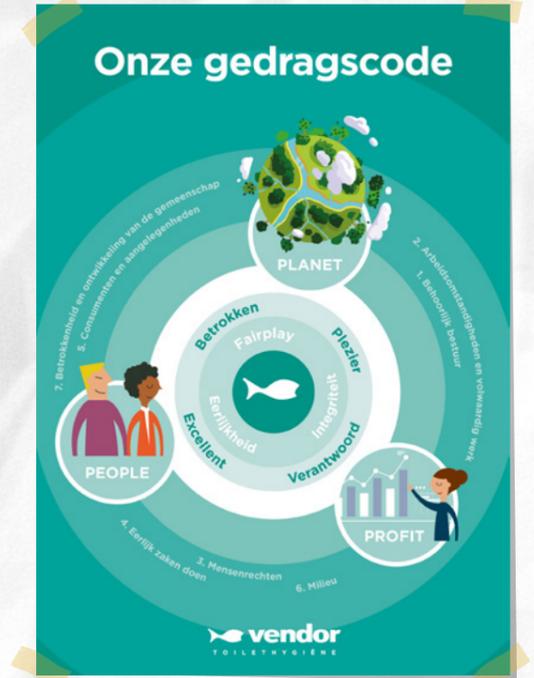
Claire Druijts  
Procurement consultant, Diamant-Groep



Last year, the process with VSO Parcours was very successful, and resulted in a new colleague who is combining learning and working thanks to an apprenticeship (BBL) course. That makes us really happy! We also support social initiatives in our region, such as Villa Pardoos, where colleagues literally offer Helping Hands. We also actively participate in the Beursvloer event, in which Tilburg companies support a number of social organisations. Last year, for example, we helped the Tilburg Sint Nicolaas Committee, the 'Broodje Aap & Linke soep' (intercultural meal with a positive narrative) Foundation, and the Tilburg Petanque Association, with the design of their toilet hygiene. Corporate Social Responsibility is high on our agenda.

### Social return on investment (SROI) pays off

Vendor's efforts in the field of Social Return have not gone unnoticed, and are being rewarded. One example is the agreement we've concluded with the Diamant-Groep from Tilburg, which includes us using part of the investment to implement its social return activities. In this context, Vendor will be deploying people alienated from the labour market during the implementation phase. They will be assisting installers with preparatory work to ensure installations are optimal, following which they will make sure that the various toilet areas are representative. "Corporate Social Responsibility is high on the agenda at Vendor, and the cooperation with the Diamant-Groep reflects this perfectly. Our slogan exists for a good reason: "Smart solutions, happy people," says Dennis Kleppe, Vendor CFO.



## VENDOR'S CODE OF CONDUCT

Over the past year, we have laid down arrangements regarding fair business practices in a Code of Conduct, applicable to all Vendor employees.

As a company we apply three basic principles:  
**HONESTY, INTEGRITY AND FAIR PLAY.**

In this Code of Conduct we describe how these principles are reflected in the way we operate and do business. The Code of Conduct prevails above all else, even if this means losing an important contract or failing to achieve a target. We expect every colleague to take the time to read, acknowledge and officially confirm agreement with the Code of Conduct. The Code of Conduct helps our employees by clearly indicating what's permitted, and what isn't.



Claire Druijts & Dennis Kleppe

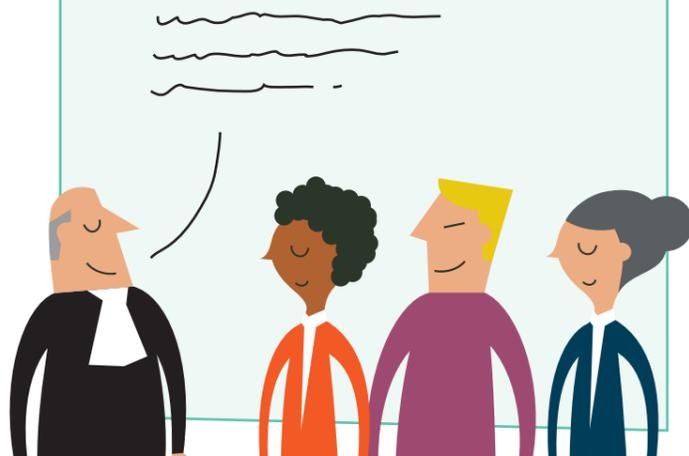
### 2018

- Free toilet hygiene for 4 local charities and foundations
- In cooperation with the Homeplan Foundation, we created two personal toilet facilities for two poor African families
- Joined the Villa Club (Villa Pardoos)
- Publication of CSR annual report 2017
- 10% refurbishment (2nd life) of dispensers
- Creation of VSO Parcours internship
- Cradle-to-Cradle Gold certification achieved for Pure Soap and Foam Hand Soaps
- Update of CSR information on website
- KPI of at least 3 internship positions - achieved
- Introduction of the new BREEZE fragrance line for Everfresh dispenser
- Participation in the Helping Hands Programme at Villa Pardoos
- FIRA Assurance Statement - achieved
- Fruit available at every Vendor location
- Baseline percentage of accidents at work achieved?

Doing business responsibly, honestly and transparently might seem obvious, but in practice it doesn't always work this way. The world around us has changed in recent years. More and more laws and regulations and associated case law in the areas of anti-trust (such as price agreements and cartels) and anti-bribery can lead to significantly higher risks for organisations. Wanting to do business fairly is beyond question at Vendor, and most of us can clearly distinguish between right and wrong. In a number of cases, employees find making this distinction more difficult.

## “ANTI-TRUST & ANTI-BRIBERY -TRAINING COURSE”

To increase awareness among our employees, they followed the compulsory, interactive 'Anti-trust & Anti-bribery training course' in 2018. This was given by an external lawyer, specialised in these subjects, who taught employees a number of things, including what legislation is relevant in our industry in relation to doing business fairly, what may and may not be accepted, and when something can be defined as a gift from a third party.



## SLEEVES ROLLED UP DURING THE NATIONALE MEEWERK WEEK (WORKING-ALONG-SIDE-EMPLOYEES WEEK) 2018

*It's important for both business processes and employees that management is engaged with people on the work floor. Like every other employer, Vendor wants to offer its employees good working conditions. Employees are responsible for a large part of a business's success, which is why Vendor took part in the National Working-Alongside-Employees Week from 5 to 9 November 2018. It gave the management team immediate insight into what was going on, and the options and ideas on hand to improve conditions and increase sustainable employability.*



Sabine Thuysbaert



Peggy Huijbregts

### Working alongside each other

At Vendor, we believe that creating bonds between management and employees improves every aspect of business operations. During the National Working-Alongside-Employees Week, our management and our employees really did stand side by side. The knowledge and experience available in the daily workplace is extremely valuable to Vendor. That's how we pull together to ensure the success of our company!

### “Good afternoon, Vendor here.”

Ingrid van Haarlem, HR Manager, speaks about working alongside employees in the front office in the Netherlands. “Working in the front office was great fun. I was received with loads of enthusiasm, and given a headset. After hearing the encouraging words ‘go ahead’, I spoke with various customers about a variety of topics. The result was a particularly enjoyable and educational afternoon.”

### A look behind the scenes at Bol.com

Sabine Thuysbaert, CEO at Vendor, checked out three different locations, including with Stefan and Angie in planning and the workplace, and also worked alongside employees at Bol.com in Utrecht, among others. Sabine

says, “I want to get a better understanding of our cleaning and other customers. At Vendor, we want to understand the priorities of our cleaning customers and other customers, and how we can take this into account when developing our products and services. It's extremely interesting to hear first-hand what works well, and where there's room for improvement. I'm taking all this information with me to our quality and innovation departments.”

### Breaking into a sweat

Colleague Peggy Huijbregts, Head of Commercial Back Office, helped out in the Expedition department. Talking about the experience, Peggy says, “Danny, Expedition Coordinator, was well prepared for my arrival, and had organised a number of tasks for me. Task 1: Repackaging returns sent back by the customer because they were “not ordered” or “delivered incorrectly”. On return, the boxes are so damaged and dirty that the contents have to be repackaged by hand. I quickly broke into a sweat. This would be an ideal job for somebody alienated from the labour market. It was an amazingly fun, educational and interesting afternoon. Danny is a good teacher, and has the necessary dose of humour.”



Henk, Barry, John, Mariska, Ghislaine en Jacco during baking pancakes in the villa.

## AN UNFORGETTABLE HOLIDAY AT **VILLA PARDOES**



Vendor has a soft spot for Villa Pardoos, where children with potentially life-threatening illnesses, along with their parents and siblings, are pampered for a week. Since it was founded in 2000, around 7,000 families have enjoyed a fantastic week's holiday at the Villa. Villa Pardoos receives no grants or cash from health insurers, and relies entirely on the efforts of a large number of volunteers and sponsors.

### Helping hands

Vendor and Villa Pardoos are linked to each other in various ways. For example, there is an arrangement where Vendor donates an amount for each signed customer contract. Vendor also regularly helps colleagues in the villa with the activities it organises for guests, such as the time six colleagues worked together in the kitchen to bake no less than 150 pancakes. On another occasion, at Halloween, Vendor employees Niels, Paul and Iwan (sales), Remy (export)

and Ilona (back office) were on hand to help the guests dress up and paint their faces to look like zombies, vampires and witches, which was followed by a real Halloween parade.

"There's a really pleasant atmosphere when you enter. It's rewarding to make a contribution, no matter how small, to ensure the families have an even better time. It's great to see how many people go that extra mile to make the stay as pleasant as possible."

Wendy van Rotten  
Vendor account manager



## ACHIEVEMENTS

- ✓ **Tilburg's Company of the Month** thanks to efforts in the field of social return
- ✓ **Code of Conduct**, applicable to all employees, drawn up and signed
- ✓ Anti-trust and anti-bribery **training course completed**
- ✓ Participation in National **WORKING-ALONGSIDE-EMPLOYEES WEEK** (partnership)
- ✓ **Realisation of a charitable donation** for each new order
- ✓ **Helping hands programme** participation in Villa Pardoos
- ✓ **Sponsoring** PSV Foundation Business Run
- ✓ Implementation of **new privacy and cookie policy** Vendor website
- ✓ **Membership** CSR Netherlands
- ✓ **Partnership** CSU and Asito
- ✓ **PIS Update** (product information sheets)
- ✓ **CSR Update information** on website
- ✓ CSR passage **in board report**
- ✓ New **CSR company presentation** completed
- ✓ **Publication of CSR annual report**



### ISO 9001:2015

Vendor Netherlands and Belgium are ISO 9001:2015 certified. This is the international standard for quality management systems, proving we comply with requirements by recording our procedures. This might be a work instruction, an assessment form, or the steps that have to be followed if one of our products is changed.

### ISO 14001:2015

Vendor Netherlands is ISO 14001:2015 certified. We were recertified in 2018. ISO 14001:2015 is the international standard for environmental management systems. The environmental management system is used to develop an environmental policy which matches an organisation, and ensure its implementation. In this CSR annual report, we report transparently on the results of this policy.

### CSR Performance Ladder Level 4

Vendor Netherlands and Vendor Belgium are certified as Level 4 on the CSR Performance Ladder. This is the only CSR standard with a management system, and puts

Vendor in a position to do sustainable business with the right balance of People, Planet and Profit. The structure is inspired by the ISO 26000 standard, and identical to the structure of ISO 9001 and 14001. It therefore completely integrates Quality, Environment and CSR into a single management system, that is assessed annually by Bureau Veritas.

### FIRA

We are incredibly proud of achieving FIRA Membership in 2018. FIRA stands for Firmus Agnitio, which roughly means 'reliable knowledge'. The FIRA platform is a digital register where suppliers can show their CSR performance to customers. FIRA independently monitors and verifies this performance, and makes the performance clear and open to discussion on the basis of reliable data. This is then checked annually. Together, the FIRA report, the Scorecard and the official FIRA statement form an objective assessment of Vendor, which we can use to demonstrate convincingly and clearly that our CSR strategy and performance are transparent and credible.

Creation of refugee internship place with Dutch Refugee Council  
Participation in National Working-Alongside-Employees Week  
Social procurement (MVI) - 1st supplier audits with new assessment forms, including CSR  
PIS (product information sheets) updated



Products from Vendor's portfolio bear information about their environmental properties. Below is a brief explanation per label of what these mean, and the products which bear them.



### CRADLE TO CRADLE GOLD

OUR PURE FOAM AND PURE SOAP WASH CREAM  
Cradle-to-Cradle represents the idea that every raw material and every material used to make a product must also be reusable, and that the raw material must not lose any value when it's reused. This can be achieved in two ways; in the biosphere, or in the technosphere. Materials in the biosphere can eventually biodegrade; they are compostable. Materials in the technosphere are made from raw materials that can be reused endlessly for industrial applications. Recertification takes place every 3 years.



### DER BLAUE ENGEL

OUR SINGLE-PLY FOLDING TOWELS  
This quality label has been around since 1978, making it the oldest environmental quality label in the world. The Der Blaue Engel label on a product indicates that the product is less harmful to the environment than similar products in most key ecological aspects, and is safe for consumers.



### FSC

OUR CARDBOARD PACKAGING  
This quality label provides a guarantee that the raw material used to make paper or cardboard comes from responsibly managed forests, and not from forests with high natural values (virgin forest) or where tropical rain forest has been replaced by plantations. The quality label does not specify how paper or cardboard is produced.



### NORDIC SWAN ECOLABEL

OUR SINGLE-PLY AND 2-PLY TOILET PAPER AND TOWEL CASSETTES  
This quality label guarantees that the product was made in an eco-friendly manner. It also sets quality requirements for products. An independent body inspects the process, and recertification takes place every 3 years.



### EUROPEES ECOLABEL (flower)

OUR SINGLE-PLY AND 2-PLY TOILET PAPER AND OUR SOAPS  
The aim of this European environmental label for non-food products and services is to stimulate more sustainable production and consumption. The EU Ecolabel encourages producers to generate less waste and CO2 during the manufacturing process. Checks are carried out by an independent party, and recertification takes place every 3 years.

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