

*Supplier Sustainability  
Declaration*  
*<supplier>*

## 'From more to better'

*By signing this Supplier Sustainability Declaration, <supplier> declares to endorse the principles of the sustainability policy as expressed in this statement.*

## *Sustainability policy*

For de Volksbank N.V. (hereinafter de Volksbank), sustainability goes beyond compliance with laws and regulations. In this respect, we depart from our Manifesto, which defines what we stand for as a bank. Banking with a human touch implies that we actively want to invest in sustainable homes, a climate-neutral balance sheet, a simple business model and satisfied and financially resilient customers. Our Manifesto contains three longer-term ambitions:

- 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-related initiatives and pursue a responsible level of profit.
- 3: We are a sustainable bank: we work towards the creation of a climate-neutral bank, making our own business operations more sustainable and actively encouraging customers to save energy.

Having a corporate sustainability policy also means that we consider all the consequences of our actions. Nature and the environment must be protected and human rights must never be violated. We take this into account in our investments as well as in our business operations. We expect our suppliers to do the same. We want to collaborate on a sustainable procurement process by thinking and acting sustainably.

## *Principles*

- De Volksbank's procurement policy is based on ISO 20400, which contains guidelines for the implementation of environmental aspects and social themes in the procurement process;
- For purchases with a high impact on the three pillars of our sustainability policy, de Volksbank seeks to create optimum supply chain transparency, particularly with respect to risk management (for example reputation damage as a result of suppliers' involvement in child labour or the illegal dumping of waste);
- De Volksbank aims for circular procurement of products (avoiding depletion/value destruction of raw materials);
- De Volksbank wants to continue to engage with suppliers so they can achieve the same level of sustainability as de Volksbank;
- De Volksbank expects suppliers to have incorporated sustainability in their vision, mission and/or strategy, and to have determined which sustainability themes are important to them in relation to their customers and the sector in which they operate;
- For purchases with a high impact on the three pillars of our sustainability policy, de Volksbank wants to be aware of its suppliers' CSR performance and to monitor this performance. To give substance to this, it is important for suppliers to think about sustainability themselves and to report on it, preferably via an external independent organisation.
- De Volksbank collaborates with *Stichting MVO-Register* (CSR Register), a foundation that helps suppliers give concrete meaning to sustainability and to report on it. The foundation also assesses where suppliers stand on the various relevant sustainability themes. The results are subsequently published in the CSR Register. For more information about this register, please refer to their website: [www.mvo-register.nl](http://www.mvo-register.nl).

## *Manifesto-related criteria*

### *People-centred*

- The supplier has a Code of Conduct in place to encourage socially responsible employee behaviour and to prevent corruption;
- The supplier offers its staff development and training opportunities.
- The supplier makes every effort to promote diversity and inclusiveness within his company;
- The supplier endeavours to create employment opportunities for people who are at a distance from the labour market;
- The supplier offers a safe and healthy working environment with respect to physical work, machine work, use of chemicals, ergonomics, mental (stress) and social welfare for both permanent and temporary staff at company and customer locations. The aforementioned includes vitality, the prevention of injuries and occupational diseases.

### *Social*

- The supplier provides (unsolicited) sustainable options or alternatives when offering services;
- The supplier continuously measures customer satisfaction and has a complaints procedure in place;
- The supplier has a quality programme or management system to monitor the sustainability aspects in its services as expressed in this Supplier Sustainability Declaration.

### *Sustainable*

- The supplier has an environmental management system and/or a comparable ISO 14001 environmental certification;
- The supplier has an environmental programme that focuses on the following elements:
  - the reduction of CO<sub>2</sub> emissions and the harmful impact of the business operations on the environment;
  - circularity such as:
    - Reducing the use of materials and raw materials;
    - Promoting high-quality reuse or recycling;
    - Using raw materials that are 'renewable';
  - the reduction of water consumption;
  - the reduction and recycling of company waste;
- The supplier takes into account: safety, living wages, forced and child labour, equal treatment, anti-corruption, the environment, the use of materials and freedom of association<sup>1</sup>. The supplier also has a sustainable procurement policy in place that addresses these issues in its supply chain;
- The supplier reports on the progress and shall have this report audited by an external auditor (for example by the *Stichting MVO Register* or comparable organisation).

## *Signature*

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

[Bij de voetnoot zijn de vertalingen: OECD Guidelines, Universal Declaration of Human Rights, UN Global Compact Principles, ILO Guidelines]

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<sup>1</sup> \* Based on the guidelines endorsed by de Volksbank: [OESO Richtlijn](#), [Universele rechten van de mens](#), [UN Global Compact Principles](#), [ILO-richtlijnen](#). We do not expect suppliers to contravene these guidelines.

**<supplier>**

**Signature:**

**Date:**

**Name:**

**Position:**

## *Explanation*

*This Supplier Sustainability Declaration strives to realise the principles and development of a sustainability policy between de Volksbank and our suppliers.*

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

### *Preconditions*

Endorsement of the Supplier Sustainability Declaration by the supplier is based on:

- **Company attitude:** sustainability, and thus sustainable procurement, requires pioneering spirit, the desire to continuously achieve changes, resulting in improvements for and in society;
- **Transparency:** the supplier must be able to justify policy-related decisions, structures and collaboration agreements. The supplier must also be transparent and clear about the use of products and services and the terms and conditions;
- **Cross-chain responsibility:** the supplier takes responsibility for and promotes sustainability in, but also outside of, its own product chain;
- **Innovation:** the supplier links (the development of) its products and service range to sustainability.

### *Monitoring and evaluation*

De Volksbank assesses the (pro-)active participation and motivation of the supplier to promote sustainability in the procurement process as well as the supplier's visible commitment and efforts to achieve a more sustainable result. De Volksbank and the supplier discuss mutual experiences and the agreed sustainability provisions during the periodic contract evaluations:

- The supplier is able to give insight into how sustainability is included in the corporate strategy on the basis of CSR topics relevant to the business and/or what progress has been made on CSR themes;
- De Volksbank encourages the supplier to register with Stichting MVO Register ([www.mvo-register.nl](http://www.mvo-register.nl)), which makes the supplier transparent and shows the supplier's impact on sustainability;
- De Volksbank periodically assesses the supplier and they jointly determine the next steps they want to take to further improve sustainability and to improve the products/services from a sustainability perspective;
- If the result falls short of the predefined requirements, and any recent changes made by the supplier do not remedy this, de Volksbank and the supplier will jointly decide how and within what timeframe they will either implement the remedies or terminate the partnership.

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