

# Corporate Social Responsibility at Filoform B.V.

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A CRH COMPANY

[www.filoform.com](http://www.filoform.com)

This report is based on the CSR information of Filoform B.V. in the CSR Register. The information in this report has been verified by FIRA Sustainability. The assurance statement is included in this report.

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Chamber of commerce number	30100455
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# Company Profile

**For over 60 years, Filoform B.V. has developed expertise in manufacturing and supplying products and solutions to connect, seal and protect the underground cable networks of our international and domestic customers.**

## Vision

Filoform's vision is to provide products which meet the highest quality standards in the industry and at the same time provide sustainable business solutions. Besides providing high quality products Filoform aims to operate with the least amount of impact on the environment whilst achieving corporate goals which includes becoming energy independent for the future of the company. The vision of Filoform is to create a sustainable future for the cable industry.

## Mission

As energy, communications and continuous innovation are all inextricably linked with our lives today, modern communication and utility networks will play a vital role in the creation of our future society.

Filoform's mission is to assist customers in

planning for this opportunity now and to provide them with the best solutions, applications and products to protect their investments in the future.

## View on Corporate Social Responsibility

By using CSR Filoform can structurally implement changes that considers more aspects besides profit. Our vision is to look at all business aspects within our company and to re-asses these with a CSR mindset and to see if we can improve on our Corporate Social Responsibility with the departments. The main topics of CSR at Filoform are the environment, the employees and the customers. Filoform is active in a industry which uses many products which can harm the environment. Therefor the main focus is to decrease negative effects on the environment throughout the supply chain. Besides the environment Filoform wants to increase in employee well being so that every employee is satisfied and able to grow in their capabilities. Finally, the customers and suppliers of Filoform play a vital role in achieving environmental improvements within the supply chain.







# CSR Declaration

## Scope FIRA

Manufacturing and sales of products to connect, seal and protect underground cable networks by Filoform B.V. (chamber of commerce 30100455) based in the Netherlands.

## Our Commitment

As Filoform B.V. we recognize the importance of social responsibility and we are dedicated to ensure the interest of our clients, employees, shareholders and society through practical practices on Corporate Social Responsibility (CSR).

We subscribe to the principles of social responsibility. We commit to:

- **Accountability:** be accountable for our impacts on society, the economy and the environment;
- **Transparency:** be transparent in our decisions and activities that have impact on society and environment;
- **Ethical behavior:** engage in ethically behavior at all times;
- **Respect for stakeholder interest:** respect, consider and respond to the interest of our stakeholders;
- **Respect the rule of law:** accept that respect for the rule of law is mandatory;
- **Respect for international norms of behavior:** respect international norms of behavior, while adhering to the principle of respect for the rule of law;
- **Respect for human rights:** respect human rights and recognize both their importance and their universality.

We commit to inventory our material CSR issues, establish clear objectives and targets, develop and maintain social responsibility programs and management systems, and dedicate sufficient resources to respond to these principles. Management and employees are expected to contribute to this policy.

We will review our values, CSR strategy and performance annually to ensure that our commitments are in line with our forward thinking.

We will work with the FIRA Platform to provide our clients with reliable data on our CSR programs.

Geldermalsen, 1st March 2017

Alexander van Citters & Pim Claassen



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# CSR Program

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The CSR Program contains the operational strategy of Filoform B.V. for the most relevant CSR issues. Detailed descriptions of the Policies, Measures and Certificates mentioned here can be found in the relevant chapters below.



## Human rights

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### Work for Vulnerable Groups (Social Return)

**Ambition:** With the cooperation of a social work facilitator, Filoform has the commitment to employ people with a distance to the labour market from within the vulnerable group community.

**Objectives:** 3 employees with a distance to the labour market: Filoform has set the goal to employ three people in 2019 with a distance to the labour market.

**CSR Measures:** Social Return.

**Status:** Filoform is satisfied with the current practices and results.

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## Labour practices

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### Health & Safety at Work

**Ambition:** Filoform wants to pro-actively invest in a healthy and safe work environment.

**Objectives:** IF ratio: Ongoing: zero incidents (IF ratio=0)

Illness rate: 2019: Filoform strives after a illness rate of no higher than 4,0% in 2019. This rate is monitored monthly.

**Policies:** Mental health plan, Employee health plan, Safety and Education, Safety instructions

**CSR Measures:** Safety and illness rates

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## Environment

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### Prevention of Plastic Pollution

**Ambition:** Filoform has the ambition to investigate the possibilities to prevent plastic pollution.

**Certificates:** ISO 14001

### Pollution due to Production

**Ambition:** With the cooperation of suppliers and customers Filoform wants to reduce pollution within the supply chain which is caused by the manufacturing process.

### Circular Economy

**Ambition:** Filoform has the ambition to investigate possibilities to re-use existing products which are discarded by clients. Our ambition is to assess all new R&D projects to use bio based or recycled plastic before resorting to virgin oil based plastic.

**Objectives:** % recycled plastic input material: Minimal use of 50% recycled plastic for input material by 2020. This will be measured by the amount of purchased plastic in kilograms.

**CSR Measures:** Resource passport Filoslim

**Status:** Filoform will start the investigation into reusing existing products.

### Energy Efficiency and Renewable Energy

**Ambition:** Filoform has the ambition to generate renewable energy to become less dependent of energy suppliers and to generate clean energy to utilize in our daily activities. Furthermore, Filoform wants to improve energy efficiency from it's operations.

**Objectives:** Co2 /turnover: Target is to realise 93% reduction of CO2 emissions in tonnes per turnover in 2021 compared to 2015.

75% electrical fleet 2021: The whole fleet of Filoform will be 75% electric in 2021, what will mean that we will have a CO2-neutral fleet.

Energy efficiency in investments: Energy

efficiency is one of the selection criteria for the investment decisions for the new production location.

Solar panels: Produce our own renewable energy with 652 solar panels in 2019.

### Policies:

**CSR Measures:** Renewable Energy, CO2-performance ladder level 5

**Certificates:** CO2 Prestatieladder

**Status:** Filoform is satisfied with current measures and results.

**Improvement plans:** 75% Electric cars in 2021

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## Fair Operating Practices

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### Sustainable Procurement

**Ambition:** Filoform has the ambition to incorporate sustainability in our procurement procedure.

**Objectives:** Implement CSR in the supply chain: Ambition to implement a code of conduct for our suppliers in 2019. This code will be signed by our top 5 biggest suppliers by the end of 2020.

**Policies:** Code of conduct Suppliers

**Improvement plans:** Create sustainable procurement approach

# Policies

**Overview of relevant policies, translating CSR ambitions into implementation plans and guidelines for employees.**

**Code of conduct**

**Code of conduct Suppliers**

**Employee health plan**

Filoform considers the health of an employee to be of high importance in the success of the company. Therefor the policy of a health plan has been set up to provide all employees with a free health plan schedule and workout possibilities to increase the general health and to decrease absence. With the policy employees can work out under professional supervision of a physiotherapist to address health issues.

**Mental health plan**

Filoform has a mental health policy which provides professional guidance for employees with possible private issues. The policy stipulates that every employee is able to visit a psychologist if he or she requested one. The request is issued through the HR manager at Filoform. The psychologist is named: Vitaliteitscoach, to lower the barrier to step forward and request guidance.

**Safety and Education**

Filoform provides all employees the opportunity to follow first aid courses and safety courses according to Quality, Health and Safety regulations. Besides first aid and safety courses the employees are able to select other programs to develop their personal skill further and to add more value to the company. The company policy stipulates that an employee will receive a yearly education plan in December. If an employee wants to follow additional courses, he or she is able to issue a request.

**Safety instructions**

Filoform has the policy to inform all employees with the safety instructions at Filoform.

# CSR Measures

**Overview of concrete measures and programs, illustrating how the CSR strategy is implemented in the organization, including actual performance (impact).**

 **Human rights**

**Social return**

Filoform cooperates with a social agency called: Werkzaam Rivierenland (WRL) who specializes in facilitating jobs, for those who are recognized as vulnerable individuals. Filoform and Werkzaam Rivierenland have both signed a Cooperation agreement which stipulates that Filoform B.V. has actively created social work spaces and has every intention to do so in the future.

Since our move in 2018 we hired a cleaning company Speciaal Facilitair, working with employees with a distance to the labour market.

Filoform employed one person with a distance to the labour market in 2018 through Werkzaam Rivierenland working in production. And we hired two new cleaners through Speciaal Facilitair.

 **Labour practices**

**Safety and illness rates**

Filoform reports monthly and annually their illness rates and IF ratio.

Filoform takes following vitality measures :

- Physiotherapy and training possibilities for free
- Free fruit and healthy lunch at work
- Anti smoke campaign
- Offering mental health support for free

The illness rate has been dramatically reduced since 2015, from 6% to 1,5% in 2018. We use Marap for the registration.

The IF ratio in 2018 was 0. There have been no reported incidents. We also use Marap for the registration.

 **Environment**

**CO<sub>2</sub>-performanceladder level 5**

As part of our CO2-Prestatieladder certification, we identify and report on our scope 1, 2 and 3 CO2 emissions which are



applicable for Filoform. In December 2016 we have performed a supply chain analyses for our product FiloSlim Hars P2662.

In 2018 CO2 emissions for scope 1 and 2 were 108,90 ton compared to 185,49 ton CO2 in 2015 (base year). This is a reduction of 65% in CO2 tonnes/turnover. According our supply chain analyses our product FiloSlim Hars P2662 emits 1,1 kg CO2 per bag.

Renewable Energy

Since September 2018 Filoform has moved to a new building (factory, warehouse and office). On this building 650 solar panels have been installed, and the building is heated with heat pumps combined with thermal energy storage systems. Moreover, NUON delivers 100% Dutch wind energy to Filoform's locations.

As of September 2018 we have no CO2 emissions from our electricity and gas consumption at our new location.

Resource passport Filoform

Filoform has implemented a document that is called a resource passport (RPP)for Filoform. The RPP is a collaboration with one of Filoform's customers who is also highly dedicated to CSR. The document insures that manufacturers and users understand how to recycle the product properly and which materials were used to manufacture the product.

As of March 2018 the Filoform wikkelmof has its own passport. In 2018 and 2019 Filoform also developed a passport for its Perswikkelmof. By 2020 we would like to have a RPP for at least 2 more products.

The document allows the manufacturer to identify parts within the product that are most polluting. With this information manufacturers are able to find suitable replacements which are less polluting.

# Improvement plans

Overview of plans to improve or expand the CSR program.

75% Electric cars in 2021

Filoform will replace 75% of the fossil fuel-based cars for electric cars in 2021.  
*Timeframe: 31-dec-2021*


Create sustainable procurement approach

Filoform developed a sustainable procurement approach.  
*Timeframe: 31-dec-2020*



# Certificates, Product Labels and Assessments

Overview of certificates, product labels and other assessments by independent third parties.

CO <sub>2</sub> - Prestatieladder	CO2-Prestatieladder certificate level 5.
	
ISO 14001	Development, manufacturing and sales of cable joints, sealing systems, special resins and customer specific products by Filoform in The Netherlands.
ISO 9001	Development, manufacturing and sales of cable joints, sealing systems, special resins and customer specific products by Filoform in The Netherlands.







# CSR Scorecard

## Filoform B.V.

CSR performance of this organization is assessed annually by FIRA Sustainability. Scores are based on the maturity of the CSR program, whether it matches the activities and size of the organization, as well as the level of ambition and actual impact.

### Human Rights

	Current performance	Last year
<b>Work for Vulnerable Groups (Social Return)</b> ISO 26000 Class: Discrimination & vulnerable groups		









### Labour practices

	Current performance	Last year
<b>Health &amp; Safety at Work</b> ISO 26000 Class: Health and safety at work		





-  No initiatives have been disclosed.
-  There is ambition, including policy, certificates or improvement plans on this issue.
-  There are specific measures that contribute in a positive way to mitigate risks or realise opportunities.
-  The ambition has been translated into clear goals, that are monitored periodically..
-  Tangible CSR-impact has been realised on all relevant aspects of this issue.

### Environment

	Current performance	Last year
<b>Pollution due to Production</b> ISO 26000 Class: Prevention of pollution		
<b>Prevention of Plastic Pollution</b> ISO 26000 Class: Prevention of pollution		
<b>Circular Economy</b> ISO 26000 Class: Sustainable resource use		
<b>Energy Efficiency and Renewable Energy</b> ISO 26000 Class: Climate Change		

### Fair Operating Practices

	Current performance	Last year
<b>Sustainable Procurement</b> ISO 26000 Class: Promoting social responsibility		

# Assurance statement Filoform

Filoform B.V. (further referred to as Filoform) has commissioned FIRA Sustainability B.V. (further referred to as FIRA) to provide external assurance on the reliability of its Corporate Social Responsibility information as presented in the CSR-Register (also known as MVO-Register). This statement is issued to Filoform based on our assessment of the content, including underlying systems and available evidence, as disclosed in its CSR Report and CSR Scorecard. This statement is intended for clients and other stakeholders who have a professional interest in Filoform sustainability performance and opportunities.

## Scope

The scope for this assignment is: Manufacturing and sales of products to connect, seal and protect underground cable networks by Filoform B.V. (chamber of commerce 30100455) based in the Netherlands.

## CSR Report: TIM M

Filoform expresses commitment to the principles of corporate social responsibility, and discloses its ambition on CSR issues as prioritized by the CSR-Register, including management approach, policies, measures and plans.

## Methodology & Work Undertaken

Organizations process its sustainability information in the CSR-Register. FIRA verifies all claims and information in accordance with the standard particular to the TIM M – CSR Report (see CSR-Register Protocol for details), based on moderate assurance. Claims and related information in the CSR-Register were reviewed based on the evidence made available by Filoform to FIRA to determine the plausibility of information. FIRA ensures that the assessment team possesses the required competencies and adheres to the principles of auditing regarding ethical conduct, professional integrity, and independence.

## Conclusion

Filoform reports about initiatives and performance related to sustainability. Based on the work undertaken, we conclude that the claims and information portrayed through its report in the CSR-Register are reliable.

## Summary FIRA Comments

We compliment Filoform on initiatives undertaken. Please find a summary of our comments as published in the CSR-Register below:

**- Balance & Completeness:** Management approach has been disclosed and objectives are in place for most relevant CSR issues. We encourage Filoform to disclose clear objectives for pollution related issues. Practices are focused on social return, health and safety, reduction of carbon emissions and sustainable resource use. We encourage Filoform to disclose practices on circular design, prevention of pollution and sustainable procurement.

**- Code of Conduct:** A company code of conduct is in place.

**- Commitment to CSR:** Filoform has committed to the template CSR declaration, including commitment to all CSR principles and to progress on material issues. We encourage Filoform to work on a company specific declaration.

Date of issue: July 07, 2020

On behalf of FIRA,



Mr. E.V. de Wit

Lead Assessor & Technical Verifier





**This report has been assembled from the CSR information of Filoform B.V. as registered in the CSR Register. The information in this report has been verified by FIRA Sustainability. The assurance statement is included in this report.**

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