

REFERENCEMATRIX ISO 26000





Table of contents

1. Introduction	4
1.1 Scope	4
2. CSR Principles	5
2.1 Accountability	5
1. Our organization is accountable for its impacts on society, the economy and the environment.....	5
2.2 Transparency	6
2. Our organization is transparent about decisions and activities which have an impact on our environment.	6
2.3 Ethical behavior.....	7
3. Our organization behaves ethically.....	7
2.4 Respect for the interests of stakeholders.....	8
4. Our organization respects the interests of our stakeholders and takes them into account.	8
2.5 Respect for laws and regulations	9
5. Our organization respects the applicable laws and regulations.....	9
2.6 Respect for international standards of conduct	9
6. Our organization respects the international norms of behavior	9
2.7 Respect Human rights.....	10
7. Our organization respects and recognizes the universal human rights.....	10
3. Identifying and engaging stakeholders	11
8. How did your organization identify its stakeholders (who were involved and how were they consulted)?	11
9. Who are the stakeholders of your organization?	11
10. Why and how does your organization engage its stakeholders? Give examples.....	11
4. Determining relevancy, significance and priority	12
11. State whether during the determination of relevant issues you have looked at:.....	12
12. Which subjects are relevant?.....	12
13. Which criteria did you use in determining the significant issues?.....	12
14. Which issues are significant?	13
15. Which criteria did you use in determining the issues of high priority?	13
16. Which issues have priority?	13
17. Which actions have been taken as a result of these priorities or which actions are you going to take?	14



18. Explanation on determining priorities (explain also why certain issues are or are not considered):..... 14

19. Indicate which stakeholders you have involved in determining relevancy, significance and the issues of priority and how you have done this:..... 14

5. Integration of CSR throughout the organization 15

20. Which (types of) organizations are in your sphere of influence and how are they related to your organization?..... 15

21. How does your organization encourage social responsibility with other organizations? Give examples. 15

22. How does your organization review (potential) (negative) impacts of its activities and decisions on society, environment and economy? 15

23. How does your organization review (potential) (negative) impacts of the activities and decisions of organizations in your sphere of influence on society, environment and economy?..... 16

24. How is due diligence exercised or implemented in your organization. Give examples: 16

25. Which (potentially) negative impacts on society, environment and economy has your organization identified?..... 16

26. How does your organization give direction to its social responsibility? Give examples: 17

27. How does your organization raise awareness for social responsibility, within your organization and outside?..... 17

28. How does your organization build the necessary competency for taking social responsibility, within the organization and, if relevant, outside?..... 18

29. How has your organization integrated its social responsibility in its governance structure, operating systems and procedures?:..... 18

30. Does your organization adhere to the following criteria when communicating on social responsibility?..... 19

31. How does your organization communicate on its social responsibility? Give examples. 20

32a. Does your organization report on social responsibility via a social report (with an independent report or otherwise)?..... 20

33a. Has your organization experienced conflicts or disagreements with stakeholders? ... 20

33b. Which mechanisms have you developed to resolve possible conflicts or disagreements?..... 20

34a. How does your organization monitor the activities which affect the relevant subjects and issues? 21

34b. Indicate whether the following points apply for this monitoring:..... 21

35. How does your organization review its performances on relevant subjects and issues? 21



36. Did you involve stakeholders, if so which ones?..... 21

37a. Which improvements or successes did your organization achieve?..... 21

37b. Which objectives have not (yet) been achieved? 22

38. In which social responsibility initiatives and possible matching instruments does your organization partake? 22

39. Which of the points underneath did you consider while choosing this initiative?..... 22

40. Which specific actions are carried out related to the social responsibility initiative? ... 22

1. Introduction

Prime Vision is an ISO 9001 and ISO 21001 certified organization based in Delft, the Netherlands with high technological and quality standards. Prime Vision's current State of the Art solutions include OCR (handwriting and machine printed text), Barcode reading, Object recognition, Robotics, AI solutions and Sortation management.

Prime Vision solutions lower costs for customers and increase the productivity of several industrial processes. Prime Vision is a descendant of the former KPN research and has been active in the field since 1967. During this time Prime Vision has amassed over 50 years of knowledge and experience in the field of pattern recognition. The company has two shareholders: PostNL and First Dutch Innovations. PostNL possesses 60% and First Dutch Innovations 40% of the shares.

Many aspects of Corporate Social Responsibility (CSR) have always been important to Prime Vision, these aspects however were never clearly identified and recorded. With this self-declaration of compliance with ISO 26000 Prime Vision hopes to bring all its relevant current and future initiatives under one umbrella to ensure continuous improvement and clear monitoring.

1.1 Scope of CSR norm ISO 26000

This self-declaration is applicable to all operations of Prime Vision, but the focus will lie on the headquarters of Prime Vision located on Olof Palmestraat 10, 2616 LR Delft, the Netherlands.



2. CSR Principles

2.1 Accountability

1. Our organization is accountable for its impacts on society, the economy and the environment.

Which activities does your organization undertake to give substance to this principle?

We are accountable for:

- ✓ the impacts of our decisions and activities on society, the environment and the economy, especially significant negative consequences.
- ✓ the actions we have taken to prevent negative consequences from reoccurring.

Explanation/examples:

- Prime Vision has instated a workers council to act as an intermediary between employees and management. So that management can be held accountable for its actions.
- Prime Vision is ISO 9001 certified and gets audited yearly to insure it's compliance with this norm on quality management systems.

Source:

- <https://www.primevision.com/>
- Prime Vision intranet (not public)
- Employee handbook (not public)

2.2 Transparency

2. Our organization is transparent about decisions and activities which have an impact on our environment.

Which activities does your organization undertake to give substance to this principle?

We are transparent regarding:

- ✓ the purpose, nature and location of our activities.
- ✓ the identity of any controlling interest in the activity of our organization
- ✓ the manner in which decision are made, implemented, and reviewed.
- ✓ the definition of the roles, responsibilities, accountabilities, and authorities across the different functions in our organization.
- ✓ the standards and criteria against which our organization evaluates its own performance relating to social responsibility.
- ✓ our performance on relevant and significant issues of social responsibility.
- ✓ our financial results
- ✓ the known and likely impacts of our decisions and activities on our stakeholders, society, the economy and the environment
- ✓ our stakeholders and the criteria and procedures used to identify, select and engage them.

Explanation/examples:

- General information can be found on the Prime Vision website.
- Prime Vision can be reached for questions via e-mail or phone.
- Organizational chart.
- Prime Vision is aware of her stakeholders.
- Decision-making process available on the Prime Vision intranet.
- Financial performance is available in the annual report which is retrievable from the KvK (Chamber of Commerce).
- Prime Vision holds a quarterly company meeting to update employees on KPI's and important issues.

This information is:

- ✓ Public and easily available
- ✓ Understandable for our stakeholders.
- ✓ Timely, factual, correct, clear and objective.

Source:

- <https://www.primevision.com/>
- Prime Vision intranet (not public)
- Annual report
- Stakeholders analysis (not public)

2.3 Ethical behavior

3. Our organization behaves ethically.

Which activities does your organization undertake to give substance to this principle?

We:

- ✓ identify and state our core values and principles
- ✓ develop and use governance structures that promote ethical behavior within our organization, in its decision making and its interaction with others
- ✓ identify, adopt and apply standards of ethical behavior appropriate to our purpose and activities and consistent with the principles outlined in NEN-ISO 26000
- ✓ encourage and promote the observance of these standards
- ✓ define and communicate the standards of ethical behavior expected from our governance structure, personnel, suppliers, contractors, owners and managers
- ✓ prevent or resolve conflicts of interest throughout the organization that could otherwise lead to unethical behavior
- ✓ establish and maintain mechanisms to facilitate the reporting of unethical behavior without fear of reprisal

Explanation/examples:

- Every Prime Vision employee has a confidant in the company.
- Prime Vision employees can reach out to the workers council (OR) to discuss important issues with management.
- The OR keeps employees updated on the progression of different issues via documents and minutes of the meetings with management published on the intranet.
- Every Prime Vision employee follows the code of conduct set out in the Prime Vision employee handbook.
- The core values and principles of Prime Vision are stated in the employee handbook.
- Whenever a new employee joins the company he/she will be informed about these measures to ensure their effectiveness.

How is this ethical behavior formalized?

- ✓ a code of conduct
- ✓ policy or standard for ethical behavior.

Source:

- Employee handbook (not public)
- HRM processes (not public)
- Prime Vision intranet (not public)
- <https://www.primevision.com/>



2.4 Respect for the interests of stakeholders

4. Our organization respects the interests of our stakeholders and takes them into account.

Which activities does your organization undertake to give substance to this principle?

We:

- ✓ identify our stakeholders
- ✓ recognize and have due regard for the interests as well as the rights of our stakeholders and we respond to their expressed concerns
- ✓ recognize that some stakeholders can significantly affect the activities of the organization
- ✓ asses and take into account the relative ability of stakeholders to contact, engage with and influence the organization
- ✓ take into account the relation of our stakeholders' interests to the broader expectations of society and to sustainable development, as well as the nature of the stakeholders' relationship with our organization.

Explanation/examples:

- Prime Vision has identified her stakeholders using methods to determine their relevant influence on the businesses' prime activities.
- Employees can influence Prime Vision by proposing policy changes to the workers council.
- Customers can rely on 24 hour support from Prime Vision support staff and can reach Prime Vision via telephone during office hours.
- Prime Vision uses an annual customer satisfaction survey to asses her customers' needs and wants.

Source:

- Stakeholders analysis (not public)
- <https://www.primevision.com/>
- Prime Vision intranet (not public)

2.5 Respect for laws and regulations

5. Our organization respects the applicable laws and regulations.

Which activities does your organization undertake to give substance to this principle?

We:

- ✓ comply with legal requirements in all jurisdictions in which the organization operates, even if those laws and regulations are not adequately enforced
- ✓ ensure that our relationships and activities comply with the intended and applicable legal framework
- ✓ keep ourselves informed of all legal obligations
- ✓ inform our employees about relevant legal obligations and how to comply to those
- ✓ periodically review our compliance with applicable laws and regulations.

Explanation/examples:

- Prime Vision is in compliance with all relevant laws and makes sure that her products are in compliance with all relevant legislation and regulation.
- Prime Vision ensures compliance with The General Data Protection Regulation and is ISO 27001 certified.

Source:

- Prime Vision Intranet (not public)
- <https://www.primevision.com/>
- ISO 27001 audit (not public)

2.6 Respect for international standards of conduct

6. Our organization respects the international norms of behavior

Which activities does your organization undertake to give substance to this principle?

We:

- ✓ respect international norms of behavior in situations where the law or its implementation does not provide for adequate environmental or social safeguards, or conflict with international norms of behavior
- ✓ reconsider our relations and activities in areas where the law or its implementation is in conflict with international norms of behavior and where not following these norms would have significant consequences
- ✓ avoid being complicit in the activities of another organization that are not consistent with international norms of behavior.

Explanation/examples:

Prime Vision currently does not operate in countries where international norms of behavior are in jeopardy. If this is the case in the future Prime Vision will re-evaluate this principle to more accurately describe how the company gives substance to this principle.

2.7 Respect Human rights

7. Our organization respects and recognizes the universal human rights.

Which activities does your organization undertake to give substance to this principle?

We:

- ✓ respect the universality of these rights, that is, that they are indivisibly applicable in all countries, cultures and situations
- ✓ take action in situations where human rights are violated in the course of our business, the value chain and our sphere of influence
- ✓ adhere to the principle of respect for international norms of behavior in situations where the law or its implementation does not provide for adequate protection of human rights.

Explanation/examples:

- Even though Prime Vision currently does not have to deal with human rights crises, the company shall remain vigilant when it comes to the protection of human rights.
- Prime Vision will continue to monitor its sphere of influence to identify potential infringements on human rights.



3. Identifying and engaging stakeholders

8. How did your organization identify its stakeholders (who were involved and how were they consulted)?

Prime Vision is going to conduct a holistic stakeholders analysis in 2020 to get a better view of its influence sphere and its socio-economic impact in it. During this analysis Prime Vision will involve certain stakeholders to ensure a complete view.

9. Who are the stakeholders of your organization?

Prime Vision Stakeholders	
Internal <i>(Involved internal parties)</i>	Shareholders Employees Management
External <i>(involved external parties)</i>	Customers Partners Suppliers
Interface <i>(un-involved external parties with legitimate interest)</i>	Community Competition Government

10. Why and how does your organization engage its stakeholders? Give examples.

We engage our stakeholders to:

- ✓ Increase our understanding of the likely consequences of our decisions and activities on specific stakeholders.
- ✓ Increase transparency of our activities and decisions
- ✓ form partnerships to achieve mutually beneficial objectives.
- ✓ find out whether Prime Vision can increase its positive impact or decrease its negative impact.

Explanation/examples:

- Due to the nature of Prime vision’s business model there is constant communication with customers. This communication is essential to reach satisfactory project results. This includes a constant feedback loop with customers.
- One of Prime Vision’s selling points is the transparency policy when doing business, and it is why the company has many long lasting relationships.

4. Determining relevancy, significance and priority

- ✓ Our own activities and decisions
- ✓ The activities and decisions of organizations in the value chain and sphere of influence of our organization
- ✓ Daily activities and special situations.

11. State whether during the determination of relevant issues you have looked at:

Explanation/examples:

For every issue the relevancy was determined by looking at if the issue had any impact in the value chain of Prime Vision. This includes possible future endeavors.

12. Which subjects are relevant?

Of the 37 issues raised in the ISO 26000 norm only 3 of them are not relevant for Prime Vision. These three issues are:

1. Issue 4.4: protection of the environment, biodiversity and recovery of natural habitats. This issue is not relevant for Prime Vision because the company has no activities that impact this particular issue.
2. Issue 5.2 Responsible political involvement: this issue is not relevant for Prime Vision because Prime Vision does not associate itself with a political party and does not plan to do so in the future.
3. Issue 6.6 Access to essential facilities: this issue is not relevant because Prime Vision does not sell to consumers but to businesses and has no control of essential facilities.

To see the full list of relevant issues please consult the priority matrix.

Source:

- NEN-ISO 26000 priority matrix (publicatieplatform ISO26000 - www.nen.nl/publicatieplatform)

13. Which criteria did you use in determining the significant issues?

- ✓ The extent of the impact of the issue on stakeholders and sustainable development
- ✓ The potential effect of taking action or failing to take action on the issue
- ✓ The level of stakeholder concern about the issue
- ✓ The societal expectations of responsible behavior concerning these impacts.

Explanation/examples:

The significance of topics is divided into High, Mediocre and Low (H/M/L).

14. Which issues are significant?

To see the significance of the 37 issues please consult the priority matrix (publicatieplatform ISO26000 - www.nen.nl/publicatieplatform).

15. Which criteria did you use in determining the issues of high priority?

- ✓ The current performance of the organization with regard to legal compliance, international standards and international norms of behaviour
- ✓ The current performance of the organization with regard the state-of-the-art and best practice.
- ✓ Whether the issue can significantly affect the ability of the organization to meet important objectives.
- ✓ The potential effect of the related action compared to the resources required for implementation.
- ✓ The time it takes to achieve significant results.
- ✓ Whether there can be significant cost implications if not addressed quickly.
- ✓ The ease and speed of implementation, which may have a bearing on increasing awareness of and motivation for action on social responsibility within the organization – the ‘quick wins’.

Explanation/examples:

To determine the priority of the 37 issues addressed in the ISO 26000 norm Prime Vision looked at the possibilities for improvement in the year 2020. This list of actions will be reviewed every year to monitor the progress and the capacity of Prime Vision to do more.

16. Which issues have priority?

- 1.1 Management of the organization
- 2.1 Due diligence
- 2.6 Economic, social and cultural rights
- 2.7 Fundamental principles and labor rights
- 3.1 Employment opportunities and labor relations
- 3.2 Working conditions and social protection
- 3.4 Health and safety at the workplace
- 4.1 Prevention of environmental pollution
- 4.2 Sustainable use of resources
- 6.3 Sustainable consumption
- 6.7 information and awareness
- 7.3 Creating employment opportunities and developing skills
- 7.7 Social investment



17. Which actions have been taken as a result of these priorities or which actions are you going to take?

Action list 2020:

- **Business travel with CO2 compensation:** every time a business travel is made, greenhouse gas emissions will be compensated via the website greenseat.nl.
- **Establishing sustainability standards for partners and suppliers**
 - Part of policy statement
 - Part of vendor evaluation
- **Policy statement about human rights and labor right; and other sustainable topics**
- **LED-Tubes instead of TL-tubes;**
 - test with daylight and normal type first. 2 small offices at R&D where we can test.
 - Possibly install movement sensors.
- **Choosing a goal or charity to support with the company**
- **When the ISO 26000 self-declaration is published Prime Vision will send a sustainable gift to customers and partners to celebrate.**
- **Installing reflective material behind the radiators to minimize heat leakage to outside**
- **In Q1 Prime Vision will have switched to separated waste bins**
- **Providing summer work for children of Prime Vision employees**

More investigation needed:

- Use of “green” datacenters
- Lease construction for bikes and e-bikes
- Sponsoring schools with IT equipment
- Picking up used hardware from customers

18. Explanation on determining priorities (explain also why certain issues are or are not considered):

The determination of priority was decided on by looking at which issues Prime Vision could and should take action on in 2020. Based on this criteria the issues were sorted on priority by high, mediocre and low. So issues where Prime Vision’s impact is minimal have a low priority.

19. Indicate which stakeholders you have involved in determining relevancy, significance and the issues of priority and how you have done this:

Determining relevancy, significance and priority was done in participation with the sustainability team within Prime Vision. This sustainability team consists of Prime Vision employees and upper management.



5. Integration of CSR throughout the organization

20. Which (types of) organizations are in your sphere of influence and how are they related to your organization?

The different types of organizations in the sphere of influence of Prime Vision are established in the stakeholders analysis. Every stakeholder is judged on the amount of influence it has on Prime Vision.

Source:

- Stakeholders analysis (not public)

21. How does your organization encourage social responsibility with other organizations? Give examples.

- ✓ By setting social responsibility criteria in contractual provisions or incentives.
- ✓ By promoting good practices.
- ✓ By sharing knowledge about social responsibility issues with stakeholders, thereby enlarging their awareness.
- ✓ By making public statements about social responsibility.

Explanation/examples:

- Prime Vision likes to show that they are actively participating in sustainability practices by making this public self-declaration based on the NEN-ISO 26000 norm.
- One of the action points for the upcoming year is to make a clear and condensed public statement on sustainability that will be available on the Prime Vision website.
- Another action point for 2020 is to include sustainability as an evaluation criteria in the supplier evaluation.
- Employees will be informed and kept up to date about Prime Vision's sustainability practices via the quarterly company meetings.

Source:

- Sustainability action plan 2020
- Supplier evaluation (not public)

22. How does your organization review (potential) (negative) impacts of its activities and decisions on society, environment and economy?

Prime Vision reviews its potential negative impact on society, environment and economy in the bi-quarterly sustainability meetings and during the yearly ISO 9001 review. In the sustainability meetings progress on ongoing initiatives is discussed as well as ideas for new initiatives.



Suggestions for new initiatives arrive based on the company's current performance on certain topics and the input of employees via the suggestion box.

Topics of particular concern will also be identified during the review of the quality management systems ISO 9001 norm.

Source:

- Sustainability guild intranet page (not public)
- QMS review (not public)
- Sustainability meeting minutes (not public)

23. How does your organization review (potential) (negative) impacts of the activities and decisions of organizations in your sphere of influence on society, environment and economy?

Prime Vision conducts a supplier evaluation on which it bases which suppliers to use. These supplier evaluations will from 2020 on include sustainability as an evaluation criteria. Currently suppliers are evaluated on price, quality of work, communication and billing.

Source:

- Supplier evaluation (not public)

24. How is due diligence exercised or implemented in your organization. Give examples:

- ✓ Means to integrate core CSR-themes throughout the organization.
- ✓ Means to resolve potential negative effects.
- ✓ Means to follow the progress of initiatives and make changes in priority and approach.

Explanation/examples:

- Prime Vision has founded the sustainability team to act as a catalyst in the integration of CSR, the team will initiate the different actions and then monitor the progress of these actions to ensure completion or if necessary change the approach.
- When negative effects arise during the reviews or as a result of stakeholder feedback, the sustainability team will assess the impact and the possible solutions to these effects.
- By integrating CSR in the supplier evaluation process and making it part of the yearly reviews it ensures that sustainability is a continuous process.

Source:

- Sustainability action plan 2020
- Sustainability guild intranet page (not public)

25. Which (potentially) negative impacts on society, environment and economy has your organization identified?

Prime Vision has identified a few negative impacts on society that will be the subject of her sustainability efforts. The negative impacts identified are as follows:

- Energy usage; Prime Vision is, first and foremost, a software company. The development and execution of this software can cost a lot of electricity.



- Possible negative effects of workload on employees; to minimize work related injury and to promote healthy behavior Prime Vision has introduced in-house sports activities and a physical therapist. Prime Vision also organizes trainings for employees to promote the personal development of employees.

Source:

- Minutes of sustainability meetings (not public)
- NEN-ISO 26000 priority matrix (publicatieplatform ISO26000 - www.nen.nl/publicatieplatform)
- Employee handbook (not public)

26. How does your organization give direction to its social responsibility? Give examples:

- ✓ By including social responsibility as a key element of the organization's strategy, through its integration into systems, policies, processes and decision-making behavior.
- ✓ By setting SMART goals based on the priority of actions.

Explanation/examples:

- Prime Vision is dedicated to integrate sustainability practices in to it's processes which is why the company wants to include sustainability as an evaluation criteria for suppliers in 2020. Prime Vision wants to continue this trend beyond 2020 until sustainability is interwoven with the core business and strategy of Prime Vision.
- The sustainability team has set SMART goals for the execution of the action plan for 2020.

Source:

- Sustainability guild intranet page (not public)
- Action list 2020

27. How does your organization raise awareness for social responsibility, within your organization and outside?

Explanation/examples:

- Prime Vision participated in a charity event called "Steptember". For this charity employees try to walk 10.000 steps per day in September. They also try to find sponsors for their efforts. The proceeds go to battling cerebral palsy.
- The CEO of Prime Vision is part of the sustainability team to ensure the integration of sustainability in the organization.

Indicate whether you have given attention to:

- ✓ The involvement of the upper management of the organization in taking her social responsibility.
- ✓ Creating a culture that promotes social responsibility.

Source:

- Sustainability guild intranet page (not public)
- Prime Vision internal news update (not public)



28. How does your organization build the necessary competency for taking social responsibility, within the organization and, if relevant, outside?

Prime Vision has appointed the sustainability team to specialize itself in what Prime Vision can contribute with regards to social responsibility. The team members do desk research based on the priority matrix and proposed initiatives. The results of this desk research is then discussed in the sustainability meetings.

Source:

- Minutes of the sustainability meetings
- Sustainability guild intranet page (not public)

29. How has your organization integrated its social responsibility in its governance structure, operating systems and procedures?:

- ✓ By taking into account impacts of decisions, for example about new activities.
- ✓ By ensuring that the principles of social responsibility are part of our governance structure and are applied to our operating systems and culture.
- ✓ By periodically reviewing whether we sufficiently take social responsibility into account in our procedures and processes.

Explanation/examples:

By making this self-declaration based on the NEN-ISO 26000 norm and reviewing and updating it annually it ensures that social responsibility is a recurring topic for Prime Vision. By having a dedicated team that guards the progress that the company makes it ensures that the right people are held accountable.

Source:

- Sustainability guild intranet page (not public)
- Self-declaration NEN-ISO 26000 (publicatieplatform ISO26000 - www.nen.nl/publicatieplatform)



30. Does your organization adhere to the following criteria when communicating on social responsibility?

- ✓ Complete: information should address all significant activities and impacts related to social responsibility.
- ✓ Understandable: information should be provided with regard for the knowledge and the cultural, social, educational and economic background of those who will be involved in the communication. Both the language used, and the manner in which the material is presented, including how it is organized, should be accessible for the stakeholders intended to receive the information.
- ✓ Responsive: information should be responsive to stakeholder interests.
- ✓ Accurate: information should be factually correct and should provide sufficient detail to be useful and appropriate for its purpose.
- ✓ Balanced: information should be balanced and fair and should not omit relevant negative information concerning the impacts of an organization's activities.
- ✓ Timely: out of date information can be misleading. Where information describes activities during a specific period of time, identification of the period of time covered will allow stakeholders to compare the performance of the organization with its earlier performance and with the performance of other organizations.
- ✓ Accessible: information on specific issues should be available to the stakeholders concerned.

Explanation/examples:

The three main outlets for information about the sustainability efforts of Prime Vision are the intranet of Prime Vision, the Prime Vision website, and the NEN-ISO 26000 self-declaration documents. The sustainability team makes sure that the information shared about sustainability efforts adheres to these criteria.

Source:

- Prime Vision intranet (not public)
- Self-declaration NEN-ISO 26000 (publicatieplatform ISO26000 - www.nen.nl/publicatieplatform)
- Sustainability guild page (not public)
- www.PrimeVision.com



31. How does your organization communicate on its social responsibility? Give examples.

- ✓ In meetings or conversations with stakeholders.
- ✓ Internal communication between management and employees or members of the organization.
- ✓ Internal team activities focused on integration of social responsibility throughout the organization.
- ✓ Communication on the performances in the area of social responsibility.

Explanation/examples:

Prime Vision organizes quarterly meetings to inform employees about developments in different areas including sustainability. In these meetings the progress on different sustainability initiatives is shared with the company.

Communication between employees and management happens in the sustainability team, the CEO of Prime Vision is part of the sustainability team and will represent management in these meetings. This also ensures that all sustainability initiatives are run by management before being implemented.

Communication also takes place on the intranet of Prime Vision where the sustainability team will post articles about the progress and the minutes of the meetings, so that everyone can stay informed on the process. This ensures that there is support and involvement from the whole company.

Source:

- Sustainability guild page (not public)
- Prime Vision intranet (not public)
- Quarterly company meetings (not public)
- www.PrimeVision.com
- Minutes of sustainability meetings (not public)
- Self-declaration NEN-ISO 26000 (publicatieplatform ISO26000 - www.nen.nl/publicatieplatform)

32a. Does your organization report on social responsibility via a social report (with an independent report or otherwise)?

✓No

33a. Has your organization experienced conflicts or disagreements with stakeholders?

✓No

33b. Which mechanisms have you developed to resolve possible conflicts or disagreements?

- ✓ Direct discussion with affected stakeholders.
- ✓ Provision of written information to prevent misunderstandings.
- ✓ Systems that enable reporting of wrongdoing without fear of reprisal.
- ✓



Explanation/examples:

- If the stakeholder does not want to remain anonymous it is standard practice to have a direct discussion with the stakeholder.
- It is also standard practice within Prime Vision to write up an “after incident” report when needed. This way there is clear written information on the incident.
- For internal stakeholders there are several ways to report wrongdoing. Employees can talk to their confidant in the company and can also let their voice be heard in the anonymous employee satisfaction survey.

Source:

- Employee satisfaction survey (not public)
- Prime Vision employee handbook (not public)

34a. How does your organization monitor the activities which affect the relevant subjects and issues?

- ✓ Feedback from stakeholders.

34b. Indicate whether the following points apply for this monitoring:

- ✓ The scale of this monitoring is proportional to the size and importance of the activities.
- ✓ The monitoring is in tune with stakeholder needs.

35. How does your organization review its performances on relevant subjects and issues?

During this review, did you ask yourselves the following questions:

- ✓ Did we achieve the intended goals?
- ✓ If we look back, did we choose the correct goals?
- ✓ Did we choose the proper strategies and processes for these goals to be achieved?
- ✓ What worked out well, and why? What did not work out well, and why not?
- ✓ What should we have done different?
- ✓ Are all relevant persons involved?

This is the first year that Prime Vision will structurally work on sustainability, as such there was no one system in place to evaluate individual initiatives. However, the initiatives that were implemented internally were evaluated via the employee satisfaction survey. These initiatives include internal training and in-house sports programs.

36. Did you involve stakeholders, if so which ones?

Prime Vision employees were consulted via the employee satisfaction survey.

Source:

- Employee satisfaction survey 2019 (not public)



37a. Which improvements or successes did your organization achieve?

- Personal trainer/ fitness program for employees
- Chair massage for employees
- Electric company car
- Prayer room for employees
- Founding of a dedicated sustainability team
- Offering summer work for children of Prime Vision employees
- Possibility to consult with a physical therapist in the office
- Separated waste bins throughout the company
- Free fruit available for employees
- Nespresso cups recycling
- Sustainable products in all bathrooms
- Co2 compensation for flights

37b. Which objectives have not (yet) been achieved?

- Installing LED tubes instead of TL-tubes throughout the office
- Establishing sustainability standards for partners and suppliers
- Facilitating Recycling Hardware from customers
- Investigating Lease program for bikes and e-bikes
- Installing reflective material behind the radiators to minimize heat leakage
- Installing movement sensors to decrease idle use of lights

Source:

- Employee handbook (not public)
- Prime Vision "fun at work" intranet page (not public)

38. In which social responsibility initiatives and possible matching instruments does your organization partake?

- NEN-ISO 26000
- NPR 9026

39. Which of the points underneath did you consider while choosing this initiative?

- ✓ Supports the principles of ISO 26000.
- ✓ Gives practical guidelines to initiate working with social responsibility.
- ✓ Is developed to be used by different organizations.
- ✓ Is managed by a non-profit organization
- ✓ Is accessible
- ✓ Has a good reputation when it comes to integrity and trustworthiness.

Explanation/examples:

The NEN and ISO have a reputation for trustworthiness all over the world and are recognizable names. It also gives Prime Vision a clear framework to start working in sustainability.

40. Which specific actions are carried out related to the social responsibility initiative?

See action list 2020 under question 17.