

Policy Statement

itsme strives to continuously improve the quality of its services through corporate social responsibility ('CSR') where quality, integrity, reliability and professionalism are the basis.

One of the starting points for this is the CSR Performance Ladder, inspired by the ISO 26000, which has been elaborated for itsme in a number of relevant themes identified by its key stakeholders. This is achieved in policy and implementation through ethically correct behaviour, open and honest communication, compliance with laws and regulations and always doing what is right.

To achieve this aim, itsme has set up a harmonised management system in accordance with the Harmonised Structure ('HS'). This incorporates the quality requirements of ISO 9001, the information security requirements of ISO 27001 and the requirements of the CSR Performance Ladder (level 3) and has been fully implemented within the organisation. itsme has an internal audit system to check compliance with the quality, information security and CSR policies and the implementation of the associated processes.

In addition, itsme uses an external certifying body to periodically and independently check compliance with the obligations in respect of the aforementioned management systems.

itsme strives:

- *to fully comply with applicable laws and regulations;*
- *that every employee is familiar with the principles of the quality, information security and CSR policy in order to achieve and maintain the desired level;*
- *that everyone feels welcome and valued;*
- *to be a diverse and inclusive organisation that puts energy into its working environment. A place where cooperation, equal opportunities, attention to individual quality and development opportunities are paramount;*
- *to ensure a safe and healthy working environment in accordance with the Working Conditions Act and the Working Hours Act;*
- *to pursue an open social policy with regard to its own employees, the living environment, suppliers and customers, based on mutual cooperation, trust and respect;*
- *to act with a fair price within a competitive market;*
- *make every effort to establish a sustainable relationship with its customers, suppliers and employees every day in which customer requirements and specifications are normative;*
- *to treat the environment and society with respect;*
- *to achieve energy savings wherever possible, to electrify the vehicle fleet and thus to minimise CO2 emissions and waste in the chain;*

- *to implement these principles in all business units and actively communicate them to its employees, customers and suppliers;*
- *to draw its suppliers' attention to the requirements of the CSR Performance Ladder that we as itsme impose on them, which includes taking into account conflict minerals, human rights, working conditions and the environment in the countries where the substances or articles are manufactured or these articles or substances originate;*
- *to rule out corruption or bribery, conflicts of interest, fraudulent activities, money laundering or anti-competitive practices throughout the supply chain;*
- *to give professional attention to customer queries and enjoy customer confidence.*
- *that resources, processes and people meet the desired standard requirements so that only top-quality services are provided;*
- *ensure and control the totality of business processes, meet specified standard requirements and, where possible, continuously improve so that deviations, complaints and damages are minimised, risks are addressed and opportunities are exploited;*
- *to use an administrative system that is reliable and set up in such a way that the activities carried out can be viewed and measured at all times, thus enabling optimisation of business activities;*
- *that (digital) company data are handled with integrity by employees and that security systems are set up so that these data can be stored confidentially and securely and cannot fall into the wrong hands.*

This policy statement has been made known as such within the organisation.

Raamsdonksveer, 15 May 2023

Taco Leeftang

Director