

Self-declaration NEN-ISO 26000:2020

Reference matrix



EBLO SEATING b.v.

Version 1.0 (29-12-2022)

INDEX

1. Scope	4
2. Summary	5
3. Research questions CSR-principles	6
3.1 Question 1	6
3.2 Question 2	6
3.3 Question 3	7
3.4 Question 4	7
3.5 Question 5	8
3.6 Question 6	8
3.7 Question 7	8
4. Research questions Stakeholders	9
4.1 Question 8	9
4.2 Question 9	10
4.3 Question 10	11
5. Research questions CSR-key issues	12
5.1 Question 11	12
5.2 Question 12	12
5.3 Question 13	12
5.4 Question 14	12
5.5 Question 15	13
5.6 Question 16	13
5.7 Question 17	14
5.8 Question 18	15
5.9 Question 19	15
6. Research questions on integrating CSR responsibility in the organisation	16
6.1 Question 20	16
6.2 Question 21	16
7. Due diligence	17
7.1 Question 22	17
7.2 Question 23	17
7.3 Question 24	17
7.4 Question 25	18
8. Vision, mission and strategy	19
8.1 Question 26	19
9. Development support and competences	20
9.1 Question 27	20
9.2 Question 28	20
10. Integrate social responsibility into governance processes	21
10.1 Question 29	21
10.2 Question 30	21
10.3 Question 31	22
10.4 Question 32a	22
11. Conflicts and disagreements with stakeholders	23



11.1	Question 33a	23
12.	Monitoring activities and assessing performance	24
12.1	Question 34	24
12.2	Question 35	24
12.3	Question 36	24
12.4	Question 37a	24
13.	Selecting CSR initiatives and tools	26
13.1	Question 38	26
13.2	Question 39	26
13.3	Question 40	26

1. Scope

EBLO SEATING b.v.

The most important activities of the company:

Founded in 1986 as a one-man company selling forklift and tractor seats, EBLO has grown into an international distributor of seats for every fixed and mobile workplace. EBLO supplies seats for everything that drives and ships and other industrial workplaces from its head office in Zwijndrecht, the Netherlands, where more than 40 employees are involved daily in the sale, modification, assembly and repair of every conceivable type of driver's and work seat. In all our processes and daily activities, we not only strive for efficiency and fairness, but also focus on corporate social responsibility in the broadest sense. Our business operations are focused on how we can minimise our "ecological footprint" on the basis of environment, employees, stakeholders, and surroundings. We are ISO 9001 and ISO 14001 certified by Lloyds and all our processes are regularly reviewed by internal and external auditors.



The main activities (brands, products and/or services) of the organisation:

Advising, selling, assembling, repairing and modifying all types, brands and types of seats.

Countries in which the organisation operates:

EBLO operates worldwide, but the focus is Europe.

Location of the organisation's headquarters:

Schrijnwerkersstraat 10, 3334 KH, Zwijndrecht, the Netherlands.

Eventual divisions, operating companies and subsidiaries of the organisation:

Sales office in Northampton, United Kingdom.

2. Summary

In the following pages, the 40 questions from NPR 9026+C1 (Dutch Practice Guideline) are answered. This self-declaration describes where we are now. We see this as a starting point that forms a basis for further development. Systematically answering the 40 questions has positively stimulated us and challenges us to a better vision and a more conscious approach to the CSR core subjects. We will focus on the various topics specifically articulated in the following chapters. Thanks to an external consultant and other consultancies and with our own vision, we are experiencing CSR more and more emphatically. Our identity is being positively influenced by this. As this process progresses, we will be able to improve our identity on relevant stakeholders, giving more value to our business and opportunities to positively and actively influence CSR core values within our chain.



3. Research questions CSR-principles

3.1 Question 1

Our organisation is accountable for our impact on society, the economy and the environment. What activities does your organisation undertake to give substance to this principle?

- Account is rendered to the shareholder(s) through the annual report, the audit and monthly management meetings.
- Employees are informed of developments of all kinds through personal conversations and internal media such as the EBLO UPDATE. In addition, at the end of the year, employees are informed by means of a speech about what has happened last year and what will happen in the future.
- EBLO is ISO 9001 & ISO 14001 certified and reports through external and internal audits on how we deal with improvements and their assurance.
- Our paper, plastic and metal waste streams are recorded according to origin and processor. For our largest waste stream, cardboard, we have formulated objectives within our ISO 14001 manual to reduce this as much as possible with an ambitious attitude.
- External stakeholders can find information about our company at our website (www.eblo.nl, www.eblo.eu, www.eblo.de and www.eblo.fr) as well as in our annual report and management review. In addition, on request, accountability is provided in personal interviews
- Through a recognised system of Risk Inventory & Evaluation (RI&E), we take responsibility for the risks our employees are exposed to and mitigate them.

3.2 Question 2

Our organisation is transparent about decisions and activities that have an impact on the environment. What activities does your organisation undertake to give substance to this principle? We are transparent about:

- The purpose, nature and location of our activities;
- Who holds the controlling interest in our organisation;
- Our CSR performance on significant topics;
- Who we consider to be our stakeholders and how these are selected;
- How these stakeholders are involved in the organisation.

This information is:

- Publicly and easily available.
- Understandable to our stakeholders.
- Timely, factually correct, clear and objective.

Where can this information be found?

- Our Website: www.eblo.nl | www.eblo.eu | www.eblo.de | www.eblo.fr &
- Chamber of Commerce.
- The EBLO corporate regulations.
- Audit reports carried out by our customers and by Lloyds (LRQA Netherlands).
- Inspection reports, REACH statements (SVHC list), Material Safety Data Sheets are provided to our customers upon request.
- ISO 9001 and ISO 14001 handbook is accessible to all employees, and we provide inspection upon customer request.

3.3 Question 3

Our organisation behaves ethically.

What activities does your organisation undertake to give substance to this principle? We:

- Disclose our core values and principles;
- Identify and apply standards of ethical behaviour, which are consistent with our own objectives and activities and with NEN-ISO 26000;
- Encourage adherence to these standards;
- Disclose the standards of behaviour expected of different people in and around the organisation (e.g. board, employees, suppliers, contractors, owners and managers);
- Prevent or resolve conflicts of interest throughout the organisation that could lead to unethical behaviour;
- Enable people inside and outside our organisation to report unethical behaviour, without fear of reprisal;
- Adhere to internationally recognised standards of ethical conduct in medical research;
- Respect animal welfare;
- Factor the degree of sustainability of the decision into every major business decision;
- Train on awareness and ensure that people hold each other accountable to standards and values.

How is this ethical behaviour formalised:

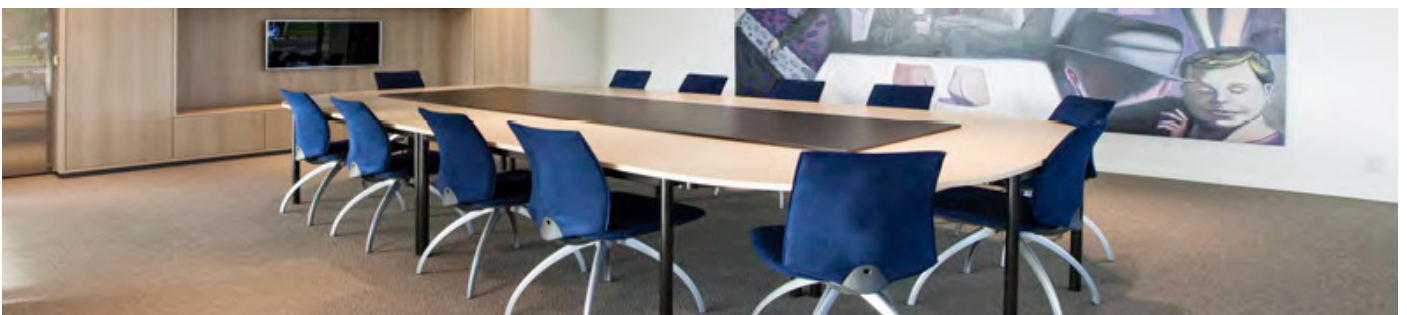
- Code of conduct, which is part of our company regulations and it is displayed on our website.

3.4 Question 4

Our organisation respects the interests of stakeholders and responds accordingly.

What activities does your organisation undertake to give substance to this principle? We:

- Know who our stakeholders are;
- Acknowledge and value stakeholders and we respond to stakeholder concerns;
- Recognise that stakeholders can influence our organisation's activities;
- Have established whether stakeholders are able to engage with us to influence and that take this into account;
- Consider the interests of our stakeholders in the light of wider societal expectations;
- Take into account the interests of stakeholders with whom we do not have a formal relationship;
- Consider the interests of regional entrepreneurs in the final decision on local procurement;
- Include staff input in the decision when it comes to changes that relate to their work;
- Do business only with suppliers who declare to do business only with companies that respect local laws and do not use child labour.



3.5 Question 5

Our organisation respects applicable laws and regulations.

What activities does your organisation undertake to give substance to this principle?

We:

- Keep up to date with applicable laws and regulations;
- Comply with legislation in all countries where we operate, even when government enforcement is poor;
- Take measures to ensure that our relationships and activities are in compliance with laws and regulations;
- Inform employees about recent and relevant laws and regulations and how they can comply with them;
- Receive annual inspections by the municipality (environment), fire brigade (safety) and insurance (risk of damage);
- Comply with legislation and stakeholder expectations, such as food safety, REACH, etc.

3.6 Question 6

Our organisation respects international standards of behaviour.

What activities does your organisation undertake to give substance to this principle?

We:

- Respect, as a minimum, international standards of behaviour in countries where legislation does not sufficiently protect the environment or society or conflicts with international standards of behaviour;
- Do not maintain relationships and do not conduct activities in areas where international standards of behaviour are not respected;
- Avoid being complicit in the violation of international standards of behaviour by other organisations;
- Have regular dialogues with our customers and suppliers on these issues;
- This allows us to know what is important in the market, what is going on and how to anticipate it.

3.7 Question 7

Our organisation respects and recognises universal human rights.

What activities does your organisation undertake to give substance to this principle?

We:

- Respect these rights in all countries, cultures and situations;
- Take steps in situations where human rights are violated in the context of our business operations, value chain and/or our sphere of influence;
- Do not abuse or take advantage of situations where human rights are inadequately protected;
- Respect international standards of conduct.

4. Research questions about stakeholders

4.1 Question 8

How does your organisation identify its stakeholders (who are consulted in what form)?

From our other certifications, the stakeholders were already identified and named. In cooperation with our external advisors and auditors, an overview was drawn up, which is also used in the Management Review and includes how we maintain contact with our stakeholders and how they assess us on relevant topics. Suppliers are regularly invited and visited to discuss issues such as environment and safety, sustainability and innovation, and objectives are discussed and recorded. These objectives are tested periodically and included in our register EMF 6.2A of our quality and environment manual. Through the collective entrepreneurs' association "de Geer", annual meetings are organised and local entrepreneurs, local residents, the municipality and other direct stakeholders are invited for collective consultation.



4.2 Question 9

We have divided our organisation's stakeholders into the following groups:

Stakeholder main group	Subdivision
1. Supplier	1a. Complete products
	1b. Semi-finished products or parts
	1c. Services
	1d. Transporter
2. Own organisation	2a. Management and shareholders
	2b. Employees
	2c. Hired and temporary staff
	2d. Consultants and self-employed persons
3. Customers	3a. OEM customers
	3b. US Dealers and key account customers
	3c. Government and Public Transport
	3d. Other customers
	3e. End users/webshop customers
4. Shareholders	4a. See register of shares (3 stakeholders)
5. Banks/insurance	5a. Banks/insurance company
6. Government	6a. Environment Service and Government
7. Local community	7b. Entrepreneurs' association "de Geer"

4.3 Question 10

Why and where does your organisation engage its stakeholders (give examples of how your organisation has done so)?

EBLO involves stakeholders in its organisation. The knowledge and network of stakeholders contribute to the further development of EBLO. Here are a few examples of how stakeholders are involved in the organisation.

- We involve suppliers by holding supplier talks and testing new products.
- We involve the MT team, among other things, in drawing up the RI&E, the legal guidelines and ISO 26000 collective working group.
- In conversations with customers and suppliers, CSR is regularly on the agenda.
- The aim of these talks is to gain insight into the CSR ambitions of clients and suppliers and to identify opportunities for jointly tackling CSR issues.
- EBLO is open to invitations to meetings where participants exchange knowledge and experience on CSR. These meetings often lead to inspiration and contacts to further implement CSR.
- We involve our stakeholders to assess our CSR performance.
- We publish a quarterly "EBLO/US update and EBLO INSIDE in which we communicate important items and new developments and plans. These newsletters are sent digitally and distributed on social media.

UnitedSeats news updates



Download the latest UnitedSeats Update:

[2023 – Q2](#) | [2023 – Q1](#)

Download previous editions:

[Number 9](#) | [Number 8](#) | [Number 7](#) | [Number 6](#) | [Number 5](#) | [Number 4](#) | [Number 3](#) | [Number 2](#) | [Number 1](#)

5. Research questions CSR key topics

5.1 Question 11

Please indicate, when you were considering the relevant subjects, if you have been considering: We have reviewed:

- Our own activities and decisions.
- Activities and decisions of organisations in the value chain and sphere of influence of our organisation.
- Daily activities and special situations.
- What perception have our stakeholders of our organisation.

5.2 Question 12

Which topics are relevant?

Our collective impact sessions, MT consultations and stakeholder dialogues have shown that various CSR topics are relevant for EBLO. However, there is a difference in the degree of relevance. The eight most relevant topics are:

- Maintaining/improving health and safety at work (work practice);
- Providing good working conditions and social protection (labour practice);
- Protecting consumer health and safety (consumer affairs);
- Preventing environmental degradation (the environment);
- Providing personal development and training in the workplace (labour practice);
- Using resources sustainably (the environment);
- Creating transparent work relations (labour practice);
- Engaging in social dialogue (labour practice).

The stakeholders we consulted confirmed our perception and policies.

5.3 Question 13

What criteria did you use to determine the significant issues?

- The effect of taking or not taking additional action(s) on this topic;
- The degree of concern of our stakeholders about the topic;
- The assessment of the participants in collective ISO 26000 project about the effectiveness of (collective) action on a topic. Systematically, all CSR topics were scored and discussed for this purpose. The outcome was then presented to a representation of 3 stakeholder groups: employees, suppliers and customers.

5.4 Question 14

Which topics are significant?

Our collective impact sessions, MT consultations and stakeholder dialogues have shown that many CSR topics are significant for EBLO. However, there is a difference in the level of significance. The 8 most significant topics are:

- Maintain/improve health and safety at work (labour practice);

- Provide personal development and training in the workplace (labour practice);
- Provide good working conditions and social protection (labour practice);
- Integrating CSR into decision-making processes and structures (organisational governance);
- Preventing and adequately resolving complaints (consumer affairs);
- Creating transparent working relationships (labour practices);
- Using resources sustainably (the environment);
- Being involved in the local community (engaging with and developing the community).

The stakeholders consulted confirmed our perception, adding:

- Promoting CSR in the supply chain (doing fair business).

5.5 Question 15

What criteria did you use in determining the priority topics?

- Our performance against laws and regulations and international (behavioural) standards.
- The extent to which the topic contributes to or detracts from our objectives.
- The costs versus benefits of taking action on the issue.

5.6 Question 16

Which topics have priority?

PRIORITIES EBLO

Priority topics for 'The environment'

- Preventing environmental pollution.

Priority topics for 'Good governance'

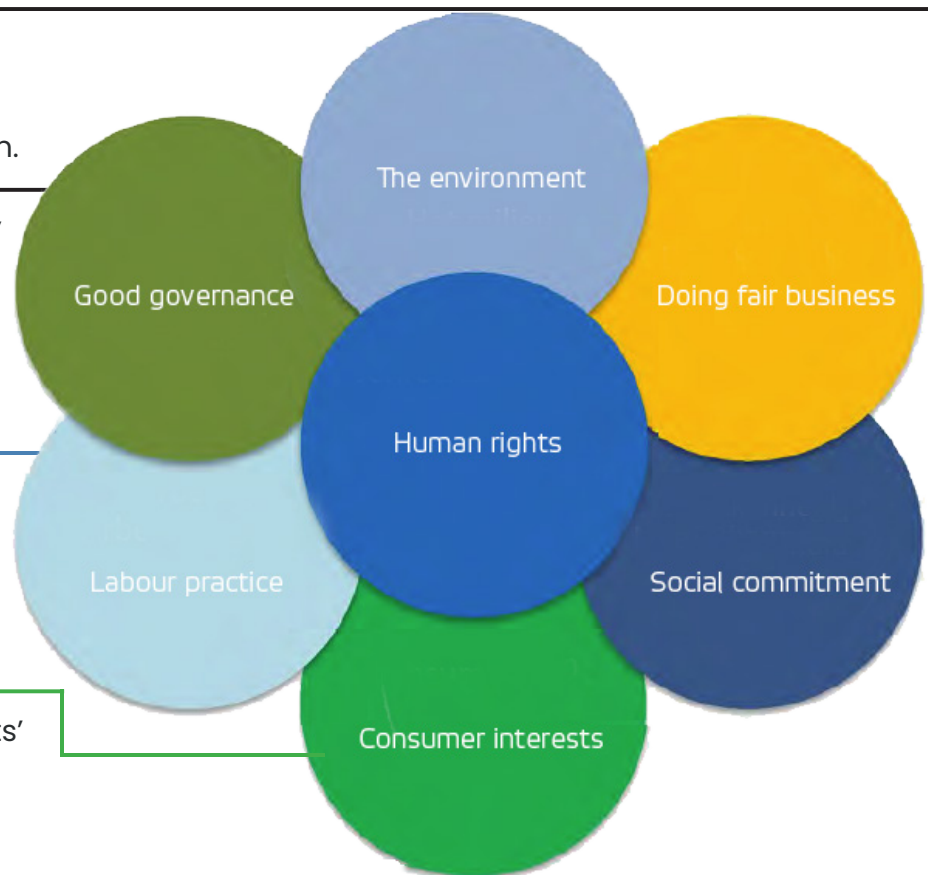
- Integrating CSR into decision-making processes and structures.

Priority topics for 'Labour practice'

- Maintain/improve health and safety at work.
- Provide good working conditions

Priority topics for 'Consumer interests'

- Protecting consumer health and safety.
- Preventing and adequately resolving complaints.



5.7 Question 17

To what actions has this resulted or are you going to take?

Subject	Theme	Taken actions	Actions in the next 1-2 years	KPI (how to measure?)
Prevent environment pollution	The environment	<ul style="list-style-type: none"> Placing 740 solar panels on our own rooftop. CO2 neutral. Alternative heating, using infrared panels local workplaces. Targets formulated to reduce waste percentage of cardboard. → Waste-reduction-programme. 	<ul style="list-style-type: none"> Installing more LED-lightening. More guidance + motivation on waste reduction. Reducing packaging where possible. Starting up Seat Recycling programma. 	<ul style="list-style-type: none"> Energy consumption. Waste rate. Waste management.
Integrate CSR into decision-making processes and structures	Governance of the company	<ul style="list-style-type: none"> When acquiring new production assets, CSR is part of decision-making (environment + employees). 	<ul style="list-style-type: none"> Management Review ISO 9001 and ISO 140001. Include CSR as part of the strategy. 	<ul style="list-style-type: none"> Outcome Management Review. Outcome strategic discussions periodic review.
Maintaining/improving occupational health and safety	Labour practice	<ul style="list-style-type: none"> Monthly internal meetings by HR with staff. RI&E assessment internal audits. 	<ul style="list-style-type: none"> Annual review RI&E in stead of every 2 years. Advice and audits by external consultants. 	<ul style="list-style-type: none"> Outcomes of annual reviews. Review of compliance with laws and regulations.
Protecting consumer health and safety	Consumer interests	<ul style="list-style-type: none"> Working with raw materials that are safe for health. 	<ul style="list-style-type: none"> Involving the customer in possible changes in legislation concerning their product. 	<ul style="list-style-type: none"> Outcomes of interviews with customers.
Providing good working conditions and social protection	Labour practice	<ul style="list-style-type: none"> Working with user-friendly and environmentally friendly cleaning agents Periodic performance reviews. Requiring personal protective equipment. 	<ul style="list-style-type: none"> Making a confidential advisor available. Keeping RI&E up to date and actively monitoring. 	<ul style="list-style-type: none"> Number of visits to confidential advisor. Outcomes of annual RI&E review.
Prevention and adequate resolution of complaints	Stakeholder issues	<ul style="list-style-type: none"> Good complaints registration and analysis (ISO 9001). Optimal internal control which minimises the likelihood of complaints. ISO 9001-certified suppliers. 	<ul style="list-style-type: none"> Comprehensive counselling of employees who have been involved in complaints. Search for tools that can reduce certain complaints. 	<ul style="list-style-type: none"> Number of complaints handling and Products with shortcomings.

5.8 Question 18

Explanation of prioritisation:

At basic level, all legal obligations are embedded. We review our CSR parameters annually and strive for continuous improvement.

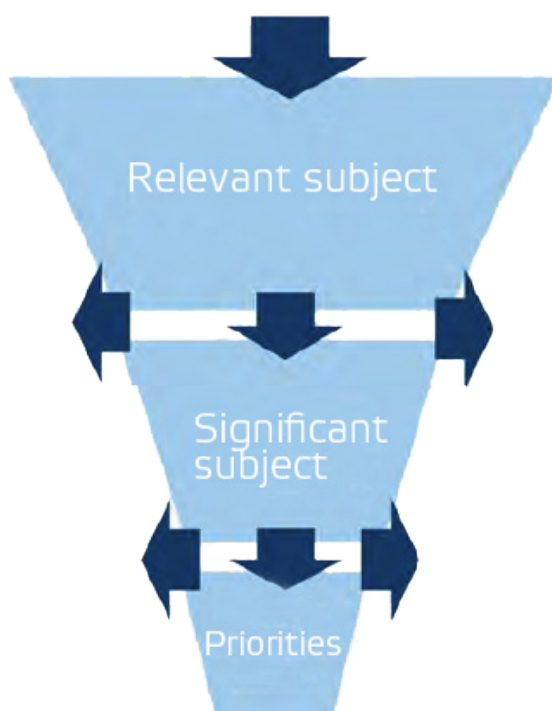
Our priorities are chosen with the following motivation:

- Environment | Everyone wants to avoid environmental pollution by definition, but we do not want it to become an afterthought in decision.
- Good governance | Socially responsible governance is only possible when it is integrated into decision-making processes and structures, because that is where the starting point for changes in the future lies.
- Labour Practices – We pursue an active and widely supported policy that ensures the safety and health of our employees at all times.
- Consumer interests – Our end user is not the consumer, however, the welfare of the consumer may depend on our product. Introducing socially responsible products to the market is therefore essential.

5.9 Question 19

Indicate which stakeholders – and in what way – you have involved in identifying relevant, significant and priority topics:

EBLO has, together with the internal working group, participated in workshops and meetings with its own employees, customers and suppliers for the collective ISO 26000 processes. During these workshops, the relevance and significance of the CSR topics were always discussed in a systematic way and finally scored. The filtering process followed per stakeholder group is visualised in the figure below. We then used the outcome of this multi-stakeholder consultation to arrive at the prioritisation.



For this purpose, we involved the following stakeholders: Suppliers, various customers and employees.

We continue to have these discussions with our stakeholders and outcomes are included in MT consultations and documented in annual target ISO 9001 & ISO 14001 action plans.

RELEVANT

- Is this subject relevant?

SIGNIFICANT

- How much effect does (improving this) issue have on CSR performance?

PRIORITIES

- Priority for action. By what deadline do we think this issue should be addressed?

6. Research questions on integrating CSR responsibility in the organisation

6.1 Question 20

- Which (types of) organisations are in your sphere of influence and how do they relate to your organisation?

Ownership/governmental relationship:

Shareholders.

Economic and formal relationship:

Customers

Suppliers

Transporters

Accountants/insurance

External consultants

Competitors

Trade association "De Geer" (Zwijndrecht, the Netherlands).

Legal/political relationship:

Employees, interns, temporary workers

Public authorities

Municipality/province

Labour inspection, competent authority.

Informal relationship:

Neighbourhood/environment

Citizens (the public)

Media

Educational institutions.

6.2 Question 21

In what ways does your organisation encourage social responsibility in other organisations?
Give examples.

- By assessing and selecting suppliers on the basis of CSR objectives and actively encouraging this.
- By involving our stakeholders in CSR issues with the help of the collective ISO26000 project.
- By including social criteria in the company regulations issued to all employees.
- By doing business with suppliers who declare that they only do business with companies that respect local legislation and do not use child labour. By doing so, we hope to ensure that our customers and suppliers see this as a good example.
- By communicating clearly and openly about our CSR goals and working methods.

7. Due diligence

7.1 Question 22

How does your organisation assess (potential) (negative) impacts of its own activities and decisions on society, environment and economy?

- All effects of our own activities and decisions are at least assessed on the core themes of safety (people and society) and effect on profitability (shareholder value, financial stability).
- With regard to RI&E, a safety check is performed on our company by external specialists via internal audits. We assess the negative effects of our own activities on the basis of a complaints register (from customers, own production and procurement-related).
- We have our installations (electrical installations, central heating installations, compressors) tested periodically.

7.2 Question 23

How does your organisation assess the (potential) (negative) effects of the activities and decisions of organisations in your sphere of influence on society, the environment and the economy?

We assess the potential negative effects of the activities and decisions of organisations in our sphere of influence first of all by being as transparent as possible (see question 2), and by actively seeking dialogue with parties in our sphere of influence. Participation in collection stakeholder dialogues is an example of this. In addition, a positive and close cooperation with competent authorities, external advisors and outcome of internal and external audits. In addition, there is annual consultation with the business association "De Geer".



7.3 Question 24

How is due diligence exercised or implemented in your organisation (and give examples of how it is implemented):

- By taking the energy consumption or energy savings into account when making an investment.
- By considering whether business operations contribute to the continuity of the company.
- By investigating whether the products we buy are ultimately easy to recycle.
- By regularly assessing whether the work is becoming easier, more efficient or safer.
- By assessing whether our CSR policy contributes to the objectives of our company.
- By checking whether a decision is supported by the personnel.
- By including active objectives in Management reports from ISO 9001 & ISO 14001.

7.4 Question 25

What (potential) negative impacts on society, environment and economy has your organisation identified?

As a wholesaler, we are concerned with our impact on the environment by, among other things, identifying our CO2 emissions, our energy consumption and production waste. Significant energy savings have already been achieved by installing 740 solar panels and new LED lighting at our Zwijndrecht premises. Clearly defined objectives to reduce our waste and a related 'Waste-reduction-programme' should contribute to a more efficient use of our raw materials. For several years now, we have offered a "seat recycling programme". This offers customers the opportunity to hand in their old seat and EBLO will take care of stripping and recycling the product.

We also offer this service for larger projects and tenders. We have implemented an RI&E tool and we regularly check compliance with laws and regulations through internal audits. In our warehouse and assembly environment, people can be exposed to heavy loads. In an extreme case, this can lead to injuries. We are aware of the fact that manual labour, especially at an older age, can cause physical complaints. We make continuous efforts to reduce risks. Employees are trained and educated in working safely as much as possible. This is done through internet training as well as external training such as VCA.



8. Vision, mission, policy and strategy

8.1 Question 26

Our organisation has given direction to its corporate social responsibility:

- By integrating and prioritising improvement points regarding CSR themes in our management system.
- By including employees' input when making decisions about changes at the workplace. For example, when purchasing new vehicles.
- People and the environment occupy an important place in our business operations. In various improvement projects, the three Ps (People, Planet and Profit) are among the core themes.
- By translating priorities for action on core themes into objectives (SMART).
- Social responsibility towards all stakeholders is defined in our corporate mission and vision.
- By consciously asking ourselves how we want to be seen and assessed as an organisation.
- By communicating clearly and openly about our CSR objectives and business operations.
- By encouraging our stakeholders in active CSR policy and respect for people and the environment.



9. Developing support and competences

9.1 Question 27

How does your organisation create support for social responsibility – both inside and outside the organisation?

- Increasing knowledge of the principles, core CSR themes and topics.
- The involvement of the top management of the organisation in taking up its social responsibility.
- Creating a social responsibility culture.
- Via our company regulations, all employees are informed about our CSR policy and the way in which we implement it.
- By working with manufacturers to develop products that are as recyclable as possible.
- By reusing packaging and shipping goods in recycled boxes.
- By setting up a “seat recycle programme” for various customers.

9.2 Question 28

In what way does your organisation develop the competences needed to take social responsibility – inside and possibly outside the organisation?

- Innovating together with other parties in the chain is of key importance within our organisation.
- Taking into account our social responsibility is inextricably linked to this continuous innovation process. As also described in previous and subsequent chapters, we involve our stakeholders in this process.

Concrete examples of competence development for taking social responsibility include:

- Being proactively engaged with developments in the market and stakeholders’ wishes.
- Education and training, and active workshops with staff.
- Through regular forms of work consultations and by organising special meetings, employees are made aware of their duties and responsibilities to take social responsibility. Depending on the position and any contacts with stakeholders, this responsibility is fulfilled.
- We have regular dialogues with our customers and suppliers on these topics. This allows us to know what is important in the market, what is going on and how to anticipate it.



10. Integrate social responsibility into governance processes

10.1 Question 29

How has your organisation integrated its corporate social responsibility into its management processes, systems and procedures?

- By taking into account the effects of decisions, for example on new activities.
- By continuing to fulfil our responsibilities and monitoring our compliance with applicable laws and regulations on (food) safety and the environment.
- By ensuring that the principles of corporate social responsibility are applied in our management processes and are reflected in our structure and culture.
- By periodically assessing whether we take corporate social responsibility sufficiently into account in our procedures and processes.

EBLO has included in its operations:

- ISO 9001:2015
- ISO 140001:2015
- ISO 26000
- RI & E
- Management reviews
- Monthly sales meetings.



10.2 Question 30

Does your organisation take the following criteria into account when communicating about social responsibility?

- Understandable: the information is easily understood by the target group. This concerns both the use of the target group's language and the way the information is presented.
- Responsive: the information addresses the interests of stakeholders.
- Accurate: the information is factually correct and contains sufficient depth.
- Balanced: the information is balanced and fair. The organisation not only reports good news, but also provides information on any negative social effects.
- Up-to-date: it should therefore always be clear to which period the information relates.

Our organisation communicates about its social responsibility:

- Through the Management review.
- CSR is included in direct-mail.
- Through consultation with customers about requirements and specifications.
- CSR is discussed during work meetings.
- Through internal communication between management and employees or members of the organisation about social responsibility.

10.3 Question 31

In what ways does your organisation communicate its social responsibility? (give examples)

- In meetings and conversations with stakeholders.
- In work meetings and informative meetings.
- Objectives are included and tested on the basis of ISO 9001 & ISO 14001.
- Through inspection reports and audits.
- During MT meetings, CSR topics are discussed and agreements on follow-up measures are made.
- Website and newsletters, social media and direct mail.
- Guided tours with customers and suppliers.

10.4 Question 32a

Does your organisation report on CSR through a social report (whether or not as a stand-alone report)?

Yes, this report is prepared following the annual review. It is available for inspection by stakeholders when requested.

Question 32b

Our social report contains information on:

- Objectives in terms of topics and key themes.
- Performance in terms of topics and key themes.
- Successes and shortcomings and ways of addressing shortcomings.

Question 32c

Have you taken the following considerations into account when preparing your social report?

- Yes, the size, topic and scope suits the size and nature of our organisation. We communicate our reports through various (open) channels.
- Our reports include all CSR-related issues and are described in detail.
- Objectives are updated and reviewed annually and audited by external auditors.



11. Conflicts and disagreements with stakeholders

11.1 Question 33a

Are there conflicts or disagreements (have there been) with stakeholders?

☐ Yes

☒ No

Question 33b

What methods do you have to resolve conflicts (if any)?

- Direct discussions with stakeholders with whom a conflict or disagreement has arisen.
- Providing written information to avoid misinterpretations.
- Formal procedures for complaint handling.

12. Monitoring activities and assessing performance

12.1 Question 34

In what way does your organisation monitor its activities that have an impact on relevant themes and topics? Indicate whether the following points apply to this monitoring:

- Our monitoring is in line with the scope and importance of the activities.
- This monitoring provides results that are reliable, timely and easy to find and understand.
- The monitoring is tailored to the needs of the stakeholders.
- In the context of our ISO 9001, ISO 14001 & ISO 26000 and our RI&E, we set ourselves new (SMART) goals every year. These are assessed during the annual management review, and new targets are set at that time.
- Audits by various authorities that check whether business activities comply with the social themes.
- Gathering feedback from stakeholders on activities that impact on relevant themes and topics.

12.2 Question 35

How did your organisation assess its performance on relevant themes and topics?

- Yes through various internal audits and review by external consultants.
- Interviews with stakeholders.
- Management Review & MT reports.

In doing so, we asked ourselves the following questions:

- Were the intended goals achieved?
- Were they, in retrospect, the right goals?
- Did we have the right strategies and processes for the goals to be achieved?
- What did not work well, and why not?
- What could we have done differently?
- Are all relevant people involved?

12.3 Question 36

Have you involved stakeholders, if so which ones?

Yes, from the ISO 26000 collective project we have collectively involved our employees, customers and suppliers in assessing our efforts and performance on the relevant topics (see also question 12).

12.4 Question 37

What improvements or successes has your organisation achieved recently?

- Environment- Further reduce energy use. 2023 - CO2 neutral, 2025 completely gasless.
- Reduce absences due to illness and intensify supervision of staff, appoint external confidential advisor.
- Further reduce waste streams, paper and cardboard.
- More seats taken for recycling and re-use. Set up "Re-Use seats" programme.

Governance of the organisation

- Actively driving CSR policy and decisions at MT level.
- Objectives ISO 9001 & ISO 14001.

Consumer affairs

- Adequate response to complaints; if necessary, issue a corrective action immediately with eventually the development of technical tools.

Question 37b

Which goals have not been achieved?

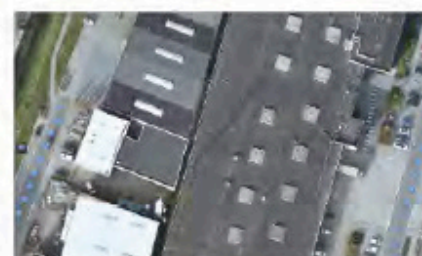
- Targets not yet achieved have been translated into actions, an overview of which is included with question 17.
- Below is an annual overview of the PV installation.

Huidig vermogen	Energie vandaag	Energie maand	Totale energie
85,16 kW	854,03 kWh	2,88 MWh	805,28 MWh

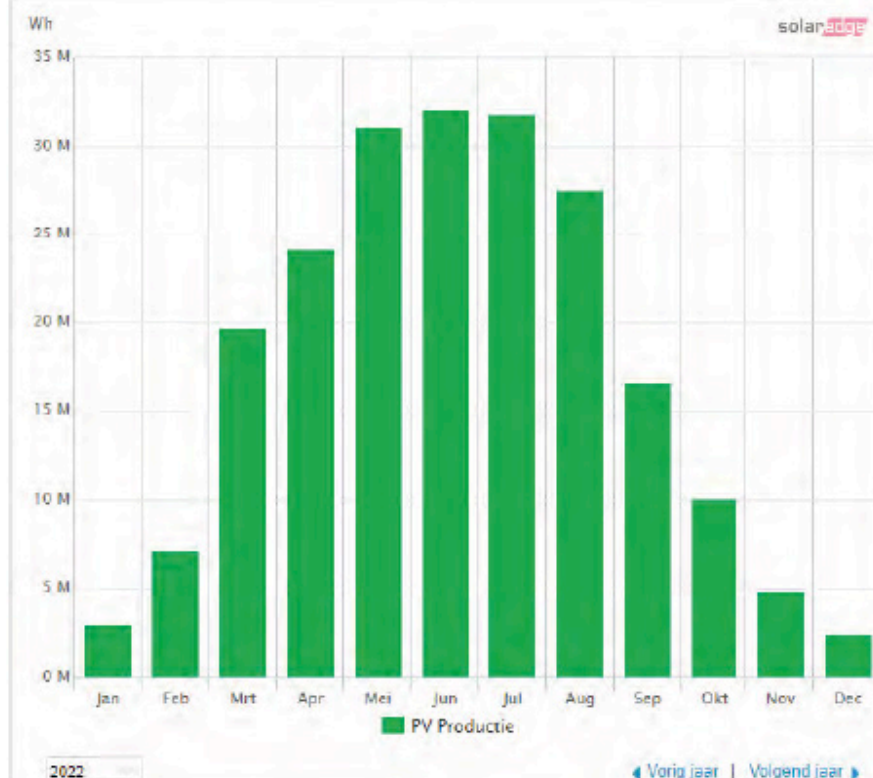


Vermogen en energie				
Dag	Week	Maand	Factureringsperiode	Jaar
01-01-22 - 31-12-22				

Installatie Productie: 210,39 MWh

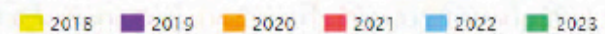


ID:	948659
Naam	Eblo Seating
Adres	Schrijnwerkersstraat 10, Zwijndrecht, South Holland, N...
Geïnstalleerd:	17-12-2018
Laatste update:	04-04-2023 16:37
Piekvermogen	207,48 kWp



 <p>Overwegend zonnig 9.8 °C Voelt als 8.3 °C Wind ENE 10.8 km/h Vochtigheid 48 % Zonsopgang bij 07:11 Zonsondergang om 20:20</p>		
<p>Dinsdag</p>  <p>0 - 10 °C Gedeeltelijk bewolkt</p>	<p>Woensdag</p>  <p>4 - 11 °C Gedeeltelijk bewolkt</p>	<p>Donderdag</p>  <p>7 - 10 °C 50% kans op regen</p>

Voordelen voor het milieu	
	Vermeden CO ₂ -uitstoot 315.670,47 kg
	Gelijk aan aantal geplante bomen 9.421,8

Opbrengstvergelijking				
Maand	Kwartaal	Jaar		
				

13. Selecting CSR initiatives and tools

13.1 Question 38

Which CSR initiatives and any associated instruments does your organisation participate in?

- EBLO is a recognised training company and we supervise students from various training courses.
- EBLO actively participates in the Stichting de Geer (Zwijndrecht, the Netherlands) to improve and preserve a green environment.
- EBLO supplies green electricity to the surrounding area and residents in the direct area of Zwijndrecht.
- EBLO annually sponsors various charities including Roparun, KIKa.



13.2 Question 39

Which of the following points did you consider when choosing this initiative?

- It supports our principles, norms and values.
- It supports our objectives.
- It aligns with our business operations.
- It is easily implementable, measurable and verifiable.

13.3 Question 40

What concrete actions are carried out in relation to the CSR initiative?

- Annual updating of self-declaration ISO 26000 (CSR initiative: ISO 26000).
- Participation in/contribution to our CSR initiatives (other than the collective ISO 26000 project).
- Monthly MT consultations and annual management reports in which objectives are set and assessed.
- Consultation and cooperation with external advisors.