

Substantiation Self Declaration ISO 26000:2010

Appendix B Reference Matrix Based on NPR 9026+C1:2012

Date: 25-08-2016

Chapter	No	Question	Answer	Document
The Seven Principles of ISO 26000				
5.1	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?	<p>STE Trekwerk bv and STE Staal bv are accountable for its impact on society, the economy and the environment. We are accountable for:</p> <ul style="list-style-type: none"> √ The impacts of our decisions and activities to society, the environment and the economy. In negative consequences especially; √ The actions taken to prevent repetition of negative impacts. <p>STE Trekwerk bv and STE Staal bv are accountable by being attentive to the effect of the product on people, planet and profit during product development and by producing products with a long service life. The synchrodisks, for example, have a life expectancy of > 30 years. Our philosophy is to create products with a long life time cycle thereby taxing the environment as little as possible. The customer profits too, because of the long time span in which a product needs to be replaced.</p> <p>We are focused on effective energy consumption. By making use of kinetic energy, the installation is able to recover it and reuse this energy for other energy use.</p> <p>STE Trekwerk bv and STE Staal bv are accountable by:</p> <ul style="list-style-type: none"> - Organizing customer meetings where people, planet & profit are agenda topics. - Our membership of industry-specific associations. VPT content and Oistat meetings in which public debates are central. - Our R & D department to increase product life cycle time and safety during use of the products. - Complying with SIL3 standards where employee safety is key. - Analyzing the effects of our operations unit on society, environment and economy. 	ISO 26000 documents
5.2	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?	<p>We are transparent about:</p> <ul style="list-style-type: none"> √ The purpose, nature and location of our activities; √ The identity of any controlling interest in the activity of our organization; √ The manner in which decisions are made, implemented and reviewed; √ The definition of the roles, responsibilities, accountabilities and authorities across the different functions in our organization; √ Who in our organization has which position in the context of decision making; √ 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 performance; √ Sources, amounts and application of funds; √ 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. <p>This information is:</p> <ul style="list-style-type: none"> √ Public and easily available; √ Understandable for our stakeholders; √ Timely, factual correct, clear and objective. <p>STE Trekwerk bv and STE Staal bv has a clear organizational structure in which all functions are hierarchically defined. This is complemented by clear agreements regarding consultation and responsibility. Responsibilities are defined in job descriptions.</p> <p>We focus on CSR (people planet, profit). For people, the safety and employability is important. Planet, our focus on production and energy consumption. Profit, focus on continuity, innovation and reputation. These points are continuous focal points during the product and development. The decisions we make contribute to a good ethical business and a financially healthy organization. This currently results in products which meet the requirements in these areas.</p> <p>During annual management meetings CSR performance is evaluated.</p>	ISO 26000 documents ISO 9001 documents

5.3	3	<p>Our organization behaves ethically. Which activities does your organization undertake to give substance to this principle?</p>	<p>STE Trekwerk bv and STE Staal bv strive to behave in an ethical manner and actively promote ethical behavior.</p> <p>We:</p> <ul style="list-style-type: none"> ✓ Identify and state core values and principles; ✓ Develop and use governance structures that help promote ethical behavior within the organization, in decision making and in interactions with others. ✓ Identify, adopt and apply standards of ethical behavior fitting the purpose and activities and consistent with the principles outlined in ISO 26000. ✓ Encourage and promote the compliance to these standards; ✓ Define and communicate the standards of ethical behavior expected from our governance structure, personnel, suppliers, contractors, owners and managers and particularly from those who have the opportunity, while preserving local cultural identity, to significantly influence the values, culture, integrity, strategy and operation of our organization and people acting on its behalf; ✓ Prevent or resolve conflicts of interest throughout the organization which could otherwise lead to unethical behavior; ✓ Establish and maintain oversight mechanisms and controls to monitor, support and enforce ethical behavior; ✓ Recognize and address situations where local laws and regulations either do not exist or conflict with ethical behavior; ✓ Adopt and apply internationally recognized standards of ethical behavior when conducting research with respect to people; ✓ respect the welfare of animals, when affecting their lives and existence, including by providing decent conditions for keeping, breeding, producing, transporting and using animals. <p>STE Trekwerk bv and STE Staal bv uses a code of conduct for its employees. These are included in the employee Code of Conduct which is internally published (intranet) and annually distributed;. This to encourage desirable ethical behavior.</p> <p>If employees detect unwanted behavior by their peers, they can be report this anonymously to their supervisor or to Human Resources. This is treated as an anonymous tip.</p> <p>Conflicts of interest on a job level is counteracted by concretely defined responsibilities and decision-making in the job profile. Nepotism is thus prevented.</p> <p>We communicate directly with so-called "toolbox" meetings at a departmental level. Relevant topics at that particular time are discussed, such as security and solidarity.</p> <p>STE Trekwerk bv and STE Staal bv work with suppliers who comply with labor regulations, directives and legislation in accordance with the global general acceptable standards. Thereby influencing suppliers integrity and ethical behavior.</p> <p>STE Trekwerk bv and STE Staal bv use a questionnaire, according to the International Social Accountability standard SA 8000 . This questionnaire is added to each machine order with a return request.</p> <p>The answers to the questionnaire is archived with the purchase policy.</p>	<p>ISO 26000 documents ISO 9001 documents Code of Conduct Procurement policy Marketing documents</p>
5.4	4	<p>Our organization respects the interests of our stakeholders and take them into account. Which activities does your organization undertake to give substance to this principle?</p>	<p>STE Trekwerk bv and STE Staal bv respect stakeholder interests. We:</p> <ul style="list-style-type: none"> ✓ 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 stakeholders can significantly affect the activities of the organization; ✓ Assess and take into account the 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; ✓ Consider the views of stakeholders whose interests are likely to be affected by a decision or activity, even if they have no formal role in the governance of the organization or are unaware of these interests. <p>STE Trekwerk and STE Staal bv have identified its stakeholders and have determined how they influence the organization. This is done by means of a stakeholder analysis according to the Gardner methodology.</p> <p>An important stakeholder for example are the operators in theaters. He/she operates the system by using a TNM client. Annually organized TNM Club Day presentations are given on the developments in software. These developments are the result of input given by these operators throughout the year. The organization meets the user needs/requirements, years after the delivery of the product. The operating system is also tailored to the needs of these stakeholders.</p>	<p>ISO 26000 documents</p>

5.5	5	Our organization respects the applicable laws and regulations. Which activities does your organization undertake to give substance to this principle?	<p>STE Trekwerk bv and STE Staal bv accept that respect for the rule of law is mandatory.</p> <p>We:</p> <ul style="list-style-type: none"> ✓ Keep ourselves informed of all legal obligations; ✓ 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; ✓ Inform employees about recent and relevant laws and regulations and how they can comply; ✓ Periodically review compliance with applicable laws and regulations. <p>STE Trekwerk bv and STE Staal bv are aware of the laws and regulations of the countries in which the company operates. The company feels obligated to prove that the law and regulations are complied with the required documentation given to the client.</p> <p>STE Trekwerk bv and STE Staal bv implemented a management system according to ISO 9001:2015.</p>	ISO 9001 documents
5.6	6	Our organization respects the international norms of behavior. Which activities does your organization undertake to give substance to this principle?	<p>STE Trekwerk bv and STE Staal bv respects international norms of behavior. We:</p> <ul style="list-style-type: none"> ✓ respect international norms of behavior in situations where the law or its implementation does not provide for adequate environmental or social safeguards, or conflicts 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; ✓ consider legitimate opportunities and channels to seek to influence relevant organizations and authorities to remedy conflicts of laws and regulations with the international norms of behavior; ✓ avoid being complicit in the activities of another organization which are not consistent with international norms of behavior. <p>STE Trekwerk bv and STE Staal bv act in all situations according to its own principles and values as written down in the Code of Conduct and the ISO 9001 documents. The Code of Conduct is based on international norms of behavior. The general manager is responsible for ensuring the Code of Conduct is understood by all employees. The Code of Conduct is distributed among employees in employee meetings and on the intranet.</p> <p>The Procurement policy is based on the international norm SA 8000 as well as the ISO 26000 principles.</p> <p>STE Trekwerk bv and STE Staal bv places emphasis on good relationship with stakeholders and strives to find the right balance between all expectations and needs. The management and the designated employees are encouraged to work with the authorities and other legislative and regulation bodies to draw up legislation and regulations. STE Trekwerk bv and STE Staal bv take actively part in standardization commissions and working groups. We also are in regular contact with various social organizations.</p> <p>STE Trekwerk bv and STE Staal bv does not support any political party or political organization.</p>	Code of Conduct Procurement policy
5.7	7	Our organization respects and recognizes the universal human rights. Which activities does your organization undertake to give substance to this principle?	<p>STE Trekwerk bv and STE Staal bv respect and acknowledge the Universal Human Rights. We:</p> <ul style="list-style-type: none"> ✓ Respect these rights in all countries, cultures and situations; ✓ Take steps to respect human rights and avoid taking advantage of these situations in situations where human rights are not protected; ✓ 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. <p>The organization respects and recognizes the universal human rights and internationally accepted norms of behavior. Recruitment and selection of personnel is examined by skills and personality only, not gender, culture, sexual orientation or religion.</p> <p>No business is execute with customers and suppliers, which are known to potentially violate universal human rights, for example slavery and harsh working conditions.</p>	Code of Conduct Procurement policy
Stakeholder identification and engagement				
6.1	8	How did your organization identify its stakeholders (who were involved and how were they consulted)?	To identify stakeholders STE Trekwerk bv and STE Staal bv used the stakeholders analysis method of Gardner.	ISO 9001 documents

6.1	9	Who are the stakeholders of your organization?	<p>Power/ Interest Matrix (Gardner, 1986)</p> <table border="1"> <thead> <tr> <th colspan="2" rowspan="2"></th> <th colspan="2">Level of Interest</th> </tr> <tr> <th>Low</th> <th>High</th> </tr> </thead> <tbody> <tr> <th rowspan="2">Power</th> <th>Low</th> <td data-bbox="787 371 1255 756"> <p>★ <u>Subsidy disposer</u></p> <p>A Monitor (Minimal Effort)</p> </td> <td data-bbox="1260 371 1726 756"> <p><u>Academic and research bodies</u> ★ ★ <u>Suppliers</u> ★ <u>Entertainment industry</u> ★ <u>Branche organizations</u></p> <p>B Keep Informed</p> </td> </tr> <tr> <th>High</th> <td data-bbox="787 762 1255 1142"> <p>★ <u>Standardization organizations</u> C Keep Satisfied</p> <p>★ <u>Certification bodies and testing laboratories</u> ★ <u>Government/ governmental institutions</u></p> </td> <td data-bbox="1260 762 1726 1142"> <p>★ <u>Employees</u> D Key Players</p> <p>★ <u>Competitive enterprises</u> ★ <u>Clients</u></p> </td> </tr> </tbody> </table>			Level of Interest		Low	High	Power	Low	<p>★ <u>Subsidy disposer</u></p> <p>A Monitor (Minimal Effort)</p>	<p><u>Academic and research bodies</u> ★ ★ <u>Suppliers</u> ★ <u>Entertainment industry</u> ★ <u>Branche organizations</u></p> <p>B Keep Informed</p>	High	<p>★ <u>Standardization organizations</u> C Keep Satisfied</p> <p>★ <u>Certification bodies and testing laboratories</u> ★ <u>Government/ governmental institutions</u></p>	<p>★ <u>Employees</u> D Key Players</p> <p>★ <u>Competitive enterprises</u> ★ <u>Clients</u></p>	ISO 9001 documents
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6.2	10	Why and how does your organization engage its stakeholders? Give examples.	<p>STE Trekwerk bv and STE Staal bv engage stakeholders to:</p> <ul style="list-style-type: none"> ✓ Increase our understanding of the likely consequences of our decisions and activities on specific stakeholders; (e.g. client approval, consult, meeting with suppliers, etc.) ✓ Determine how best to increase the beneficial impacts of our decisions and activities and how to lessen any adverse impact; (e.g. client survey, Procurement policy) ✓ Determine whether our claims about our social responsibility are perceived to be credible; (e.g. client contact during TNM Club Days) ✓ Help us to review and improve our social responsibility performance; (e.g. client survey, Procurement policy) ✓ reconcile conflicts involving our own interests, those of our stakeholders and the expectations of society as a whole; (e.g. client approval, consult, meeting with suppliers, etc.) ✓ Fulfil the legal obligations we have towards stakeholders; (e.g. ISO 9001 processes) ✓ Increase transparency of our decisions and activities; (by setting up a social responsibility policy which will be improved regularly) ✓ forming partnerships to achieve mutually beneficial objectives (e.g. collaboration with other companies, consultative work for clients or the branch). <p>Developing and stimulating dialogues with our stakeholders. The client determines what they need while suppliers indicate what materials may be used. This dialogue will be made at the appropriate interviews, training sessions and meetings. We also seek to be an easily accessible and open organization aiming to develop sustainable products.</p> <p>Stakeholders are involved in different ways and for different reasons with the company. There is the previously mentioned example of the TNM club day . This allows the user to be directly involved in the latest software developments and he/she can deliver input to the company's next developmental steps. This has a direct impact on the daily work of the user.</p> <p>A number of customers are aware of the relationship between their company and the environment. Because our product is considerably more energy-efficient to operate than comparable products.</p> <p>STE Trekwerk bv and STE Staal bv is convinced that this open communication ensures good communication with all stakeholders. We believe that a good cooperation with stakeholders is crucial for making product chains and business processes more sustainable.</p>	ISO 26000 documents ISO 9001 documents Client survey Procurement policy Marketing documents													
Determining relevance, significance and priority																	
7.1	11	State whether during the determination of relevant issues you have looked at:	<p>To determine the relevance of issues, the following criteria are used:</p> <ul style="list-style-type: none"> ✓ What the relation of the issue has with the own activities and decisions; ✓ What the relation of the issue has with the value chain and partners (activities and decisions of organizations in the supply chain and sphere of influence); ✓ What the relation of the issue has with stakeholder expectations and sustainable development (both with regards to daily activities and exceptional situations). <p>In determining the relevant focal topics we have assessed the 37 CSR topics. These are reflected in our activities, decisions and the impact across the value chain.</p>	ISO 26000 documents													

7.1	12	Which subjects are relevant?	<p>The result of the issue selection is included in appendix C of the ISO 26000 documents. All ISO 26000 issues are relevant for STE Trekwerk bv and STE Staal bv.</p> <p>The issues with high relevance are: Decision-making processes and structures Resolving grievances Health and safety at work Promoting social responsibility in the sphere of influence Consumer service, support, and dispute resolution Community involvement Education and culture</p> <p>The issues with low relevance are: Human rights risk situations Civil and political rights Economic, social and cultural rights Human development and training in the workplace Climate change mitigation and adaptation Protection and restoration of the natural environment Anti-corruption Responsible political involvement Access to essential services</p> <p>All other issues are rated 2 being medium relevant for STE Trekwerk bv and STE Staal bv.</p>	ISO 26000 documents
7.2	13	Which criteria did you use in determining the significant issues?	<p>To determine the significance of issues the following criteria were used: <input checked="" type="checkbox"/> The extent of the impact of the issue on stakeholders and sustainable development. <input checked="" type="checkbox"/> The potential effect of taking action or failing to take action on the issue. <input checked="" type="checkbox"/> The level of stakeholder concern about the issue. <input checked="" type="checkbox"/> The potential effect of action versus the resources required for implementation. <input checked="" type="checkbox"/> The current performance versus existing laws, regulations and benchmarks (assumed to be the expectations of society).</p>	ISO 26000 documents
7.2	14	Which issues are significant?	<p>The result of the issued selection is included in appendix C of the ISO 26000 documents.</p> <p>All ISO 26000 issues are significant for STE Trekwerk bv and STE Staal bv. The issues rated being highly significant are: Resolving grievances Health and safety at work Human development and training in the workplace Consumer service, support, and dispute resolution Community involvement Education and culture Employment creation and skills development Health</p> <p>The issues rated being low significant are: Due diligence Human rights risk situations Civil and political rights Economic, social and cultural rights Anti-corruption Responsible political involvement Consumer data protection and privacy Access to essential services</p> <p>All other issues are rated 2 being medium significant.</p>	ISO 26000 documents
7.3	15	Which criteria did you use in determining the issues of high priority?	<p>The criteria that are used to establish priority of CSR issues for STE Trekwerk bv and STE Staal bv are: <input checked="" type="checkbox"/> The level of compliance with laws, norms of behavior, human rights, and health, associated with the issue; <input checked="" type="checkbox"/> Whether or not actions will have an effect in the long term (time to reach the desired results); <input checked="" type="checkbox"/> The level of concern to stakeholders or contribution to meeting the company's own objectives; <input checked="" type="checkbox"/> Whether there can be significant cost implications if the issue is not addressed quickly; <input checked="" type="checkbox"/> Whether actions on the issue can be easily implemented and has a motivating effect on employees (ease and speed of implementation and 'quick wins').</p>	ISO 26000 documents

7.3	16	Which issues have priority?	<p>The priorities of the ISO 26000 issues are included in the appendix C of the ISO 26000 documents.</p> <p>All issues are assessed on priority.</p> <p>High priorities:</p> <ul style="list-style-type: none"> Avoidance of complicity Resolving grievances Conditions of work and social protection Health and safety at work Human development and training in the workplace Promoting social responsibility in the sphere of influence Consumer service, support, and dispute resolution Community involvement Education and culture Employment creation and skills development <p>Low priorities:</p> <ul style="list-style-type: none"> Due diligence Human rights risk situations Discrimination and vulnerable groups Economic, social and cultural rights Anti-corruption Responsible political involvement Fair competition Access to essential services Social investment 	ISO 26000 documents
7.3	17	Which actions have been taken as a result of these priorities or which actions are you going to take?	<p>The ISO 26000 scan has lead to further points of improvement. We undertook the following actions:</p> <ul style="list-style-type: none"> - defined the operational implementation and monitoring process for CSR policies - improved the internal knowledge about CSR and ISO 26000 by adding the relevant information to our intranet site. <p>We will undertake the following actions:</p> <ul style="list-style-type: none"> - The ISO 26000 issues and principles will be added to the internal ISO 9001 control framework - Work on the actions coming out of the gap analysis 	ISO 26000 documents
7.3	18	Explanation on determining priorities (explain also why certain issues are or are not considered).	The priorities of the ISO 26000 issues can be found in appendix C of the ISO 26000 documents. All issues have been considered.	ISO 26000 documents
7.3	19	Indicate which stakeholders you have involved in determining relevancy, significance and the issues of priority and how you have done this.	STE Trekwerk bv and STE Staal bv initiates regularly contact with its stakeholders in various types of dialogues. The result of these dialogues have been considered when determining relevance, significance and priority of the ISO 26000 issues.	ISO 26000 documents
Chain responsibility and sphere of influence				
8.2	20	Which (types of) organizations are in your sphere of influence and how are they related to your organization?	<p>STE Trekwerk bv and STE Steel bv deal with a vast variety of organizations. This is made visible in the stakeholder analysis identified using the Gardner method (see question 8 and 9) and varies from producers to regulatory bodies (public authorities). STE Trekwerk and STE Staal bv strive to influence producer organizations, because of the demands made to the (semi) finished products supplied to us. These are technical requirements, but also environmental requirements. If the supplier does not meet these requirements, we chose not to place an order with that supplier.</p> <p>STE Trekwerk bv and STE Staal bv wishes to positively influence its suppliers. A number of suppliers have an economic dependence on STE Trekwerk bv and STE Steel bv or are small in size.</p> <p>Customers can take advantage of the knowledge and advisory roles STE Trekwerk bv and STE Staal bv. hold.</p> <p>Some examples of our influence regarding stakeholders are:</p> <ul style="list-style-type: none"> - Clients: Fair marketing of CSR aspects of new products. We fully sponsor knowledge sharing days (TNM Club Days). In 2016 130 operators participated. - Employees: handling of our Code of Conduct - Branch organizations: Taking actively part in meetings, giving advise to theatres that are not as developed as our techniques are, organizing educational theme days for the branch organizations. - Entertainment Industry: Spreading knowledge by giving lectures. We fund/support student fly actors via Sky Motion (vertical dance company) (http://sky-motion.nl/) - Suppliers: transparency about our procurement policy - Certification bodies: transparency about our products and installations - Standardization organizations: taking actively part in Commissions and Working groups - Governmental institutions: we fund/support our local theatre Wesopa for which we deliver service, maintenance & equipment (http://www.wesopa.nl/city/) 	ISO 26000 documents

8.2	21	How does your organization encourage social responsibility with other organizations? Give examples.	STE Trekwerk bv and STE Staall bv is exerting influence by using its Code of Conduct for employees and Procurement Policy for Suppliers. In addition STE Trekwerk bv and STE Staal bv is stimulating CSR through its stakeholder dialogues and by being a member of or an active participant in various branch organizations. By the dialogue with suppliers and clients we can come to more sustainable installations and products.	ISO 26000 documents
Due diligence				
8.3	22	How does your organization review (potential) (negative) impacts of its activities and decisions on society, environment and economy?	STE Trekwerk bv and STE Staal bv evaluates suppliers according to ISO 9001 documents on criteria as for example costs, value, risks and CSR. With an order all suppliers get a suppliers questionnaire with the demand or return. In addition we have the Code of Conduct for employees and the Procurement Policy for supplier due diligence. The general manager is responsible for ensuring the Code of Conduct are understood by all employees. Findings are reported to the general manager and adequate measures are taken at non-compliance.	ISO 26000 documents ISO 9001 documents Code of Conduct Procurement policy
8.3	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?	Annually the received suppliers questionnaires are evaluated and processed into a supplier rating as preparation for the management review.	ISO 26000 documents ISO 9001 documents Code of Conduct Procurement policy
8.3	24	How is due diligence exercised or implemented in your organization. Give examples.	The following components are included in due diligence: <ul style="list-style-type: none"> √ Organizational policies which give meaningful guidance to those within the organization and those closely linked to the organization; (e.g. Code of Conduct) √ Means of assessing the impact of existing and proposed activities; (e.g. toolbox meetings) √ Means of integrating social responsibility core subjects throughout the organization; (e.g. newsletters) √ Means of tracking performance over time, to be able to make necessary adjustments in priorities and approach; (e.g. management review) √ Appropriate actions to address possible negative impacts. (actions according to ISO 26000 gap analysis) <p>The regularly monitoring and evaluation moments for improvement of the ISO 26000 CSR issues is implemented in our ISO 9001 management system</p>	ISO 26000 documents ISO 9001 documents Code of Conduct Procurement policy
8.3	25	Which (potentially) negative impacts on society, environment and economy has your organization identified?	Possible negative impacts on society, environment and economy have been identified through an approach on stakeholder engagement and the ISO 26000 gap analysis. Through approach on stakeholder engagement and the ISO 26000 gap analysis the following possible negative impact on society, environment and economy have been identified: Recourse consumption: energy, water, packaging, steel, wiring and other production materials, paper, printer cartridge Transportation (car, flights, product transport) Waste production Procurement at suppliers that do not work conform the principles of international human rights norms and the principles of sustainability and social responsibility Changes in consumer behaviour Financial situation of suppliers and customers	ISO 26000 documents
Vision, mission, policy and strategy				

8.4	26	How does your organization give direction to its social responsibility? Give examples.	<p>STE Trekwerk bv and STE Staal bv integrated CSR in its organization by:</p> <ul style="list-style-type: none"> ✓ Including in the organization's aspirations or vision statement reference to the way in which it intends social responsibility to influence its activities; (vision statement see ISO 9001 manual) ✓ Incorporating in our purpose or in a mission statement specific, clear and concise references to important aspects of social responsibility, including the principles and issues of social responsibility that help determine the way the organization operates; (mission statement see ISO 9001 manual) ✓ Adopting written codes of conduct or ethics that specify the organization's commitment to social responsibility by translating the principles and values into statements on appropriate behavior; (see Code of Conduct) ✓ Including social responsibility as a key element of the organization's strategy, through its integration into systems, policies, processes and decision-making behavior. (ISO 9001 documents) ✓ Translating the priorities for action on core subjects and issues into manageable organizational objectives with strategies, processes and timelines. Objectives should be specific and measurable or verifiable. This includes detailed plans for achieving the objectives, including responsibilities, timelines, budgets and the effect on other activities of the organization. (ISO 26000 documents). <p>See also answer to question 24.</p>	<p>ISO 26000 documents</p> <p>ISO 9001 documents</p> <p>Code of Conduct</p>
Creating awareness and developing competencies				
8.5	27	How does your organization raise awareness for social responsibility, within your organization and outside?	<p>STE Trekwerk bv and STE Staal bv is creating awareness and developing competencies for social responsibility in its own organization and in its supply chain by:</p> <ul style="list-style-type: none"> ✓ Increasing the knowledge of the principles, social responsibility core subjects and issues; ✓ The involvement the organization's leadership in taking its social responsibility; ✓ Creating a culture of social responsibility. <p>STE Trekwerk bv and STE Staal bv strives to be a good employer. Employees are the most important link to the quality and CSR chain. Therefore processes are documentend in the ISO 9001 and ISO 26000 and are implemented.</p> <p>There are for example annual employee evaluations and training schedules. For a better awareness for social responsibility STE Trekwerk bv and STE Staal bv distributes Sales brochures with focus on CSR items.</p>	<p>ISO 26000 documents</p> <p>ISO 9001 documents</p> <p>Procurement policy</p> <p>Code of Conduct</p>
8.5	28	How does your organization build the necessary competency for taking social responsibility, within the organization and, if relevant, outside?	<p>We frequently provide knowledge through intranet and newsletters. Also by sending our suppliers questionnaire with our orders we raise the awareness for CSR issues at our suppliers.</p> <p>During TNM Club Days and client meetings we advise our clients also regarding CSR questions.</p>	<p>ISO 26000 documents</p>
Integration of CSR in governance, systems and procedures				
8.6	29	How has your organization integrated its social responsibility in its governance structure, operating systems and procedures?	<p>STE Trekwerk bv and STE Staal bv integrated all issues and principles of the ISO 26000 in our organization. We integrated this:</p> <ul style="list-style-type: none"> ✓ By monitoring and carefully managing the impacts of our activities on society, environment and economy. ✓ By monitoring the impacts of organizations within our sphere of influence. ✓ 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. <p>Also see answer to question 24.</p>	<p>ISO 26000 documents</p> <p>Procurement policy</p>
Communication and reporting				

8.7.2	30	Does your organization adhere to the following criteria when communicating on social responsibility?	<p>STE Trekwerk bv and STE Staal bv make sure that the CSR related information that is distributed is:</p> <ul style="list-style-type: none"> ✓ 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. <p>The ISO 9001 and ISO 26000 documents including our policy are published on the intranet.</p>	ISO 26000 documents ISO 9001 documents Intranet
8.7.2	31	How does your organization communicate on its social responsibility? Give examples.	<p>STE Trekwerk bv and STE Staal bv communicate on CSR by:</p> <ul style="list-style-type: none"> ✓ In meetings or conversations with stakeholders. (e.g. work preparing toolboxes, first on-site meetings with clients) ✓ By communication with stakeholders on specific issues or projects of social responsibility; (e.g. work preparing toolboxes, first on-site meetings with clients) ✓ Internal communications between management and employees or members of the organization. (toolbox meetings, employees meetings, annual management review) ✓ Internal team activities focused on integration of social responsibility throughout the organization. (e.g. processes acc. to ISO 26000) ✓ Communication on the performances in the area of social responsibility. (e.g. newsletter, intranet) ✓ Communication with suppliers about procurement requirements related to social responsibility. (e.g. Procurement policy) ✓ Communication to the public about emergencies, in preparation for as well during an emergency. (some years ago we had a big fire damage. Therefore we set up a communication team for external and internal communication about environmental and company information for all stakeholders) ✓ Product-related communication for consumers. (e.g. by sales conversations and public presentations) ✓ Articles on social responsibility in magazines or newsletters. (e.g. newsletters) ✓ Advertisements or other public statements to promote social responsibility. (e.g. public presentations) ✓ Submitting information to government bodies or public inquiries. (did not happen yet) ✓ Public social reporting. (we plan to publish our ISO 26000 documents on the ISO 26000 Platform of the Dutch standardization organization NEN) 	ISO 26000 documents Procurement policy Intranet Sales brochures
8.7.3	32	<p>A) Does your organization report on social responsibility via a social report (with an independent report or otherwise)?</p> <p>B) Indicate whether your social report contains information on:</p> <p>C) Did you consider the following while preparing your social report?</p>	<p>A) STE Trekwerk bv and STE Staal bv does not yet report externally using a sustainability report.</p> <p>B) The CSR report will include information on: (not applicable yet)</p> <ul style="list-style-type: none"> ✓ Goals related to issues and core subjects. ✓ Performances related to issues and core subjects. ✓ How and when stakeholders are involved in the reporting. ✓ Successes and failures and how failings are dealt with. <p>C) In the CSR report the following aspects will be taken into account: (not applicable yet)</p> <ul style="list-style-type: none"> ✓ The scale, substance and scope of the report should be appropriate for the size and nature of the organization; ✓ The level of detail reflects the extent of our experience with such reporting. 	ISO 26000 documents

8.7.4	33	<p>A) Has your organization experienced conflicts or disagreements with stakeholders?</p> <p>B) Which mechanisms have you developed to resolve possible conflicts or disagreements?</p>	<p>A) No, in the period of this self-declaration STE Trekwerk bv and STE Staal bv did not encounter conflicts with stakeholders.</p> <p>B) STE Trekwerk bv and STE Staal bv uses the following mechanisms for resolving possible conflicts: <input checked="" type="checkbox"/> Direct discussions with affected stakeholders; <input checked="" type="checkbox"/> Provision of written information to prevent misunderstandings; <input checked="" type="checkbox"/> Formal complaints handling procedures; <input checked="" type="checkbox"/> Mediation or arbitration procedures; <input checked="" type="checkbox"/> Systems that enable reporting of wrongdoing without fear of reprisal.</p> <p>STE Trekwerk bv and STE Staal bv included complaints handling procedures within our ISO 9001 processes. During annual employee evaluation meetings employees are asked about reporting of wrong doing and fear of reprisal.</p>	<p>ISO 26000 documents</p> <p>ISO 9001 documents</p>
Monitoring activities and assessing performance				
8.8	34	<p>How does your organization monitor the activities which affect the relevant subjects and issues? Indicate whether the following points apply for this monitoring:</p>	<p>STE Trekwerk bv and STE Staal bv uses the following method for monitoring activities: <input checked="" type="checkbox"/> Feedback from stakeholders; <input checked="" type="checkbox"/> Benchmarking; <input checked="" type="checkbox"/> Measuring by means of performance indicators.</p> <p>For monitoring the following points are relevant: <input checked="" type="checkbox"/> The extent of the monitoring process is in line with the extent and importance of activities; <input checked="" type="checkbox"/> The monitoring gives results that are reliable, timely available and easy to understand; <input checked="" type="checkbox"/> The monitoring process is tuned to the needs of stakeholders.</p> <p>STE Trekwerk bv and STE Staal bv implemented an ISO 9001 management system. With the help of this management system also the ISO 26000 issues and the feedback from stakeholders concerning CSR issues are monitored.</p>	<p>ISO 26000 documents</p> <p>ISO 9001 documents</p>
8.8	35	<p>How does your organization review its performances on relevant subjects and issues?</p>	<p>STE Trekwerk bv and STE Staal bv asked the following questions when assessing our performance: <input checked="" type="checkbox"/> Did we achieve the intended goals? <input checked="" type="checkbox"/> If we look back, did we choose the correct goals? <input checked="" type="checkbox"/> Did we choose the proper strategies and processes for these goals to be achieved? <input checked="" type="checkbox"/> What worked out well, and why? What did not work out well, and why not? <input checked="" type="checkbox"/> What should we have done different? <input checked="" type="checkbox"/> Are all relevant persons involved?</p> <p>STE Trekwerk bv and STE Staal bv implemented an ISO 9001 management system. With the help of this management system also the ISO 26000 issues and the feedback from stakeholders concerning CSR issues are monitored.</p>	<p>ISO 26000 documents</p> <p>ISO 9001 documents</p>
8.8	36	<p>Did you involve stakeholders, if so which ones?</p>	<p>This is the first year of operation according to the ISO 26000. In the future we aim to alert and involve our clients and suppliers.</p> <p>Following our ISO 9001 and ISO 26000 structure, in the future at least the following stakeholders will be involved - Employees - Suppliers - Clients</p>	<p>ISO 26000 documents</p> <p>ISO 9001 documents</p>
8.8	37	<p>A) Which improvements or successes did your organization achieve?</p> <p>B) Which objectives have not (yet) been achieved?</p>	<p>A) Considering the recent introduction of the ISO 26000 it's too early to come up with improvements. The reached successes are registered in the gap analysis of ISO 26000. Also the targets for the significant issues are registered. The result of the progress will be reported in our next update of this document.</p> <p>B) Our CSR policy is not a target but an improvement process. The targets of our core issues can be found in our ISO 26000 gap analysis.</p>	<p>ISO 26000 documents</p>
Selecting CSR initiatives and tools				
8.9	38	<p>In which social responsibility initiatives and possible matching instruments does your organization partake?</p>	<p>STE Trekwerk bv and STE Staal bv has adopted the ISO 26000 guidelines as its CSR instrument.</p>	<p>ISO 26000 documents</p>

8.9	39	Which of the points underneath did you consider while choosing this initiative?	<p>STE Trekwerk bv and STE Staal bv included the following criteria in its choice for initiatives:</p> <ul style="list-style-type: none"> √ Supports the principles of ISO 26000. √ Gives practical guidelines to initiate working with social responsibility. √ Whether the initiative is designed for our type of organization or our fields of interest; √ Whether the initiative is developed to be used by different organizations; √ Whether the initiative assists us to reach specific stakeholder groups; √ Whether the initiative has a good reputation where credibility and integrity are concerned; √ Has been developed in an open and transparent manner; √ The accessibility of the initiative. 	ISO 26000 documents
8.9	40	Which specific actions are carried out related to the social responsibility initiative?	<p>According to this CSR initiative the following concrete actions will be carried out:</p> <ul style="list-style-type: none"> √ Adopting CSR guidelines within the ISO 9001 management system √ Communicate CSR openly and transparently √ Measure, monitor, and evaluate regularly our CSR performance <p>Examples of CSR initiatives for each core subject can be found in the ISO 26000 document appendix C.</p>	ISO 26000 documents