



# G3 CONTENT INDEX

GRI APPLICATION  
LEVEL B

APPLICATION LEVEL B

**STANDARD DISCLOSURES PART I PROFILE DISCLOSURES**

**1. Strategy and Analysis**

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	REASON FOR OMISSION	EXPLANATION
1.1	Statement from the most senior decision-maker of the organization.	●	Voorwoord van de CEO (p. 2-4) + Beelen en MVO (p. 18-21) + Resultaten en doelstellingen (10-11)		
1.2	Description of key impacts, risks, and opportunities.	●	Beelen en MVO (p. 18-21)		

**2. Organizational Profile**

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	REASON FOR OMISSION	EXPLANATION
2.1	Name of the organization.	●	Beelen Groep B.V.		
2.2	Primary brands, products, and/or services.	●	Organisatieprofiel (p. 12-15)		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	●	Organisatieprofiel (p. 12-15)		
2.4	Location of organization's headquarters.	●	Colofon (p. 59)		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	●	Organisatieprofiel (p. 12-15) + Colofon (p. 59)		
2.6	Nature of ownership and legal form.	●	Organisatieprofiel (p. 12-15) + Colofon (p. 59)		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	●	Organisatieprofiel (p. 12-15) + Kerncijfers (p. 5)		
2.8	Scale of the reporting organization.	●	Kerncijfers (p. 5)		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	●	Voorwoord van de CEO (p. 2-4). Advisor and sparring partner Jeroen Schothorst now participates for 25% in the Beelen Group		
2.10	Awards received in the reporting period.	●	Beelen en MVO (Belangrijkste resultaten en ambities) (p. 21). Beelen didn't win an award in 2011, but did get a certificate regarding the MVO and CO <sub>2</sub> -prestatieladder		

**3. Report Parameters**

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	REASON FOR OMISSION	EXPLANATION
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	●	Over dit verslag (p. 57)		
3.2	Date of most recent previous report (if any).	●	Report about 2010 was published by the end of 2011		
3.3	Reporting cycle (annual, biennial, etc.)	●	Annual		
3.4	Contact point for questions regarding the report or its contents.	●	Colofon (p. 59)		

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	REASON FOR OMISSION	EXPLANATION
3.5	Process for defining report content.	●	Stakeholdersdialoog (p. 24-27). Beelen reports about the stakeholders we expect to use the report (all stakeholders-table p. 25) and about the prioritisation of topics within the report ('Verantwoording' p. 26). Beelen does not yet report about determining materiality, but expects to do this in 2013)	Does not exist	Beelen does not yet report about determining materiality, but expects to do this in 2013.
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	Over dit verslag (p. 57)		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	Over dit verslag (p. 57)		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	●	Beelen Groep structuur (p. 13).		
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	●	Over dit verslag (p. 57)		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	Over dit verslag (p. 57)		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	●	Over dit verslag (p. 57)		
3.12	Table identifying the location of the Standard Disclosures in the report.	●	This GRI Content Index will be shown on our website		
3.13	Policy and current practice with regard to seeking external assurance for the report.	●	Over dit verslag (p. 57)		
<b>4. Governance, Commitments, and Engagement</b>					
PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	REASON FOR OMISSION	EXPLANATION
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	●	Organisatieprofiel (Directie Beelen) (p. 12-15)		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	●	The Chair Wim Beelen is also the CEO		

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	REASON FOR OMISSION	EXPLANATION
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	●	Beelen is a company with a Board of Management, see Organisatieprofiel (Directie Beelen (p. 12-15)		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	○		Does not exist	Beelen wants to formalize a works council in 2012. A previous attempt has not yet led to creation, but Beelen recognizes the usefulness and necessity to have a works council.
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	●	Medewerkers (afspraken over Cao en ARBO-onderwerpen) (p. 45). There are individual agreements with managers, but there is no link (yet) with social and environmental performance		
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	Beelen en MVO (Risico's en mogelijkheden en MVO-beleid en management) (p. 19-20)		
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	●	Medewerkers (Ontwikkeling, opleidingen en diversiteit) (p. 51)		
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	Beelen en MVO ( (p. 18-21)		
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	●	Beelen en MVO (p. 18-21)		
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	●	Beelen en MVO (p. 18-21)		
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	●	Risk Management has the full attention of the Management Team of Beelen. The mapping of all possible risks and transparent communication about it, is the starting point.		
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	●	Beelen en MVO (p. 18-21) and Kettenbeheer (p. 44-49)		

PROFILE DISCLOSURE	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	REASON FOR OMISSION	EXPLANATION
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	●	Ketenbeheer (p. 44-49)		
4.14	List of stakeholder groups engaged by the organization.	●	Stakeholdersdialoog (p. 24-35)		
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	Stakeholdersdialoog (p. 24-35)		
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	●	Stakeholdersdialoog (p. 24-35)		
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	●	Stakeholdersdialoog (p. 24-35)		

### STANDARD DISCLOSURES PART II DISCLOSURES ON MANAGEMENT APPROACH (DMAS)

G3 DMA	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	FURTHER COMMENTS
<b>DMA EC</b>	<b>Disclosure on Management Approach EC</b>			
Aspects	Economic performance	◐	Organisatieprofiel (p. 12-15) and Beelen en MVO (p. 18-21)	
	Market presence	●	Organisatieprofiel (p. 12-15)	
	Indirect economic impacts	◐	Beelen en MVO (p. 18-21)	
<b>DMA EN</b>	<b>Disclosure on Management Approach EN</b>			
Aspects	Materials	●	Milieu (p. 36-43)	
	Energy	●	Milieu (p. 36-43)	
	Water	●	Milieu (p. 36-43)	
	Biodiversity	●	Milieu (p. 36-43)	
	Emissions, effluents and waste	●	Milieu (p. 36-43)	
	Products and services	●	Milieu (p. 36-43)	
	Compliance	●	Milieu (p. 36-43)	
	Transport	●	Milieu (p. 36-43)	
	Overall	●	Milieu (p. 36-43)	
<b>DMA LA</b>	<b>Disclosure on Management Approach LA</b>			
Aspects	Employment	●	Zorg voor onze medewerkers (p. 50-53)	
	Labor/management relations	●	Zorg voor onze medewerkers (p. 50-53)	
	Occupational health and safety	●	Zorg voor onze medewerkers (p. 50-53)	
	Training and education	●	Zorg voor onze medewerkers (p. 50-53)	
	Diversity and equal opportunity	●	Zorg voor onze medewerkers (p. 50-53)	

G3 DMA	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	FURTHER COMMENTS
<b>DMA HR</b>	<b>Disclosure on Management Approach HR</b>			
Aspects	Investment and procurement practices	●	Integriteits- en leverancierscode (p. 20)	
	Non-discrimination	●	Integriteits- en leverancierscode (p. 20)	
	Freedom of association and collective bargaining	●	Beelen operates in the Netherlands where freedom of expression legislation has been passed through the Law on Works and the right to belong to a union	
	Child labor	●	Integriteits- en leverancierscode (p. 20)	
	Forced and compulsory labor	●	Integriteits- en leverancierscode (p. 20)	
	Security practices	●	Integriteits- en leverancierscode (p. 20)	
	Indigenous rights	●	Beelen operates in the Netherlands and therefore this indicator is not material	
<b>DMA SO</b>	<b>Disclosure on Management Approach SO</b>			
Aspects	Community	●	Beelen has no activities that are have significant impact on the local economy. Therefore this indicator is not material	
	Corruption	●	Integriteits- en leverancierscode (p. 20)	
	Public policy	●	Participations and contributions are not allowed (p. 55)	
	Anti-competitive behavior	●	Integriteits- en leverancierscode (p. 19)	
	Compliance	●	Beelen en MVO (Wet- en regelgeving) (p. 21)	
<b>DMA PR</b>	<b>Disclosure on Management Approach PR</b>			
Aspects	Customer health and safety	○		
	Product and service labelling	●	Meting klanttevredenheid en klachten (p. 26-27)	
	Marketing communications	●	There are no programs or complaints regarding this topic	
	Customer privacy	●	There were no complaints regarding customer privacy. A full report on other complaints and Beelen's policy is displayed in the report (p. 26-27)	
	Compliance	●	Beelen en MVO (Wet- en regelgeving) (p. 21)	

### STANDARD DISCLOSURES PART III PERFORMANCE INDICATORS

ECONOMIC				
PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER	FURTHER COMMENTS
<b>Economic performance</b>				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	Kerncijfers (p. 5)	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	○		
EC3	Coverage of the organization's defined benefit plan obligations.	○		
EC4	Significant financial assistance received from government.	●	Beelen does not receive any significant financial assistance from the government	

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Market presence</b>			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	●	Beelen operates in the Netherlands and meets the statutory minimum requirements
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	○	Beelen does not report on this indicator, because its activities have no significant impact on the local economy
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	●	Beelen does not have specific procedures for local hiring
<b>Indirect economic impacts</b>			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	●	Beelen does not report on this indicator. Beelen has no investments or services primarily for public benefit
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	●	Beelen en MVO (p. 18-21)
<b>ENVIRONMENTAL</b>			
PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Materials</b>			
EN1	Materials used by weight or volume.	●	Milieu (p. 36-43)
EN2	Percentage of materials used that are recycled input materials.	●	Milieu (Nuttig hergebruik afvalstromen (p. 37-48)
<b>Energy</b>			
EN3	Direct energy consumption by primary energy source.	●	Milieu (p. 36-43)
EN4	Indirect energy consumption by primary source.	●	Milieu (p. 36-43)
EN5	Energy saved due to conservation and efficiency improvements.	●	Milieu (p. 36-43)
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	●	Milieu (p. 36-43)
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	●	Milieu (p. 36-43)
<b>Water</b>			
EN8	Total water withdrawal by source.	○	This indicator is not material for Beelen. At its office locations Beelen only uses tap water and does not consume substantial amounts of water-Milieu (Water en licht) (p. 40 )
EN9	Water sources significantly affected by withdrawal of water.	○	
EN10	Percentage and total volume of water recycled and reused.	○	

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Biodiversity</b>			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	○	Beelen has no significant impact on biodiversity in the operating areas. Therefore this indicator is not material. Beelen does have a checklist regarding biodiversity in place which is part of the working procedures at the locations we operate -Milieu (Biodiversiteit) (p. 42)
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	○	Beelen has no significant impact on biodiversity in the operating areas. Therefore this indicator is not material. Beelen does have a checklist regarding biodiversity in place which is part of the working procedures at the locations we operate -Milieu (Biodiversiteit) (p. 42)
EN13	Habitats protected or restored.	○	Beelen has no significant impact on biodiversity in the operating areas. Therefore this indicator is not material. Beelen does have a checklist regarding biodiversity in place which is part of the working procedures at the locations we operate -Milieu (Biodiversiteit) (p. 42)
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	●	Beelen has no significant impact on biodiversity in the operating areas. Therefore this indicator is not material. Beelen does have a checklist regarding biodiversity in place which is part of the working procedures at the locations we operate -Milieu (Biodiversiteit) (p. 42)
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	○	Beelen has no significant impact on biodiversity in the operating areas. Therefore this indicator is not material. Beelen does have a checklist regarding biodiversity in place which is part of the working procedures at the locations we operate -Milieu (Biodiversiteit) (p. 42)
<b>Emissions, effluents and waste</b>			
EN16	Total direct and indirect greenhouse gas emissions by weight.	●	Milieu (p. 36-43)
EN17	Other relevant indirect greenhouse gas emissions by weight.	●	Milieu (p. 36-43)
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	●	Milieu (p. 36-43)
EN19	Emissions of ozone-depleting substances by weight.	●	Milieu (p. 36-43)
EN20	NOx, SOx, and other significant air emissions by type and weight.	●	Milieu (p. 36-43)
EN21	Total water discharge by quality and destination.	○	
EN22	Total weight of waste by type and disposal method.	●	Milieu (p. 36-43)
EN23	Total number and volume of significant spills.	○	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	○	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	○	Beelen has no significant impact on biodiversity in the operating areas. Therefore this indicator is not material. Beelen does have a checklist regarding biodiversity in place which is part of the working procedures at the locations we operate -Milieu (Biodiversiteit) (p. 37)
<b>Products and services</b>			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	Milieu (p. 36-43)
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	○	

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Compliance</b>			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	●	Beelen en MVO (p. 21)
<b>Transport</b>			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	●	Milieu (Milieuvriendelijk materieel) (p. 40-41)
<b>Overall</b>			
EN30	Total environmental protection expenditures and investments by type.	●	Milieu (Milieu-investeringen) (p. 42)
<b>SOCIAL: LABOR PRACTICES AND DECENT WORK</b>			
PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Employment</b>			
LA1	Total workforce by employment type, employment contract, and region.	●	Zorg voor onze medewerkers (p. 50-53)
LA2	Total number and rate of employee turnover by age group, gender, and region.	●	Zorg voor onze medewerkers (p. 50-53)
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	Zorg voor onze medewerkers (p. 50-53)
<b>Labor/management relations</b>			
LA4	Percentage of employees covered by collective bargaining agreements.	●	Zorg voor onze medewerkers (p. 50-53)
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	●	Zorg voor onze medewerkers (p. 50-53)
<b>Occupational health and safety</b>			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	○	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	●	Zorg voor onze medewerkers (p. 50-53)
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	●	Zorg voor onze medewerkers (p. 50-53)
LA9	Health and safety topics covered in formal agreements with trade unions.	●	Zorg voor onze medewerkers (p. 50-53)

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Training and education</b>			
LA10	Average hours of training per year per employee by employee category.	○	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	Zorg voor onze medewerkers (p. 50-53)
LA12	Percentage of employees receiving regular performance and career development reviews.	●	Zorg voor onze medewerkers (p. 50-53)
<b>Diversity and equal opportunity</b>			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	●	Zorg voor onze medewerkers (p. 50-53)
LA14	Ratio of basic salary of men to women by employee category.	●	We have found no significant differences in salaries between men and women.
<b>SOCIAL: HUMAN RIGHTS</b>			
PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Investment and procurement practices</b>			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	◐	Integriteits- en leverancierscode (p. 20)
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	◐	Integriteits- en leverancierscode (p. 20)
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	○	
<b>Non-discrimination</b>			
HR4	Total number of incidents of discrimination and actions taken.	●	There were no incidents of discriminations
<b>Freedom of association and collective bargaining</b>			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	●	Beelen operates in the Netherlands where freedom of expression legislation has been passed through the Law on Works and the right to belong to a union
<b>Child labor</b>			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	○	

PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Forced and compulsory labor</b>			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	○	
<b>Security practices</b>			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	○	
<b>Indigenous rights</b>			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	●	Beelen operates in the Netherlands. Therefore this indicator is not material
<b>SOCIAL: SOCIETY</b>			
PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Community</b>			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	●	Beelen has no activities that are have significant impact on the local economy. Therefore this indicator is not material
<b>Corruption</b>			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	○	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	●	Integriteits- en leverancierscode (p. 20)
SO4	Actions taken in response to incidents of corruption.	●	No incidents in 2011
<b>Public policy</b>			
SO5	Public policy positions and participation in public policy development and lobbying.	●	Participations are not allowed (p. 55)
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	●	Contributions are not allowed (p. 55)
<b>Anti-competitive behavior</b>			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	●	No legal actions regarding this topic in 2011
<b>Compliance</b>			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	●	Beelen en MVO (Wet- en regelgeving) (p. 21)

SOCIAL: PRODUCT RESPONSIBILITY			
PERFORMANCE INDICATOR	DESCRIPTION	REPORTED	CROSS-REFERENCE/DIRECT ANSWER
<b>Customer health and safety</b>			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	○	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	○	
<b>Product and service labelling</b>			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	○	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	●	No incidents in 2011
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	●	Meting klanttevreden en klachten (p. 26-27)
<b>Marketing communications</b>			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	●	There are no programs regarding this topic
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	●	There were nog complaints regarding this topic
<b>Customer privacy</b>			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	●	There were no complaints regarding customer privacy. A full report on other complaints is displayed in the report (p. 26-27)
<b>Compliance</b>			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	●	Beelen en MVO (Wet- en regelgeving) (p. 21)