

Statement of policy

Corporate Social Responsibility

4 October 2011

Introduction

TNO connects people and knowledge to create innovations that sustainably boost the competitiveness of industry and the welfare of society. On the basis of that mission TNO aims to make a significant contribution to sustainability in the Netherlands and beyond with the seven themes on which the innovations are focused. For good reason, social responsibility is one of the key values of the TNO organisation.

In line with the principle 'preach what you practice, practice what you preach', it is evident that TNO also sets great store by sustainability in its own operations. Some examples to illustrate that:

- A Corporate Social Responsibility (CSR) officer has been appointed, who plays a central role in disseminating the CSR mindset in the organisation and prompting activities that tangibly enable TNO to become a more sustainable organisation;
- TNO invests and innovates in developing countries and emerging economies with the aim of socio-economic development that has an impact on local business. Products and services that correspond to the wishes and purchasing power of the poorest are developed and the local production and distribution thereof is strengthened;
- TNO opts for the sustainability targets and the transparency to achieve them using the guidelines for sustainability reports of the Global Reporting Initiative.

This policy statement presents an overview of the way TNO fleshes out responsible dealing with the 'people, planet, profit' concepts and is intended for TNO's customers. A subdivision is made into the chapters 'Ethics', 'Labour', 'Health and safety' and 'Environment'.

Ethics

The ethical standards of TNO are written down in the '[TNO Code of Conduct](#)', which is based, among other sources, on legal requirements and other written and obvious rules and standards.

Business Integrity

TNO regards integrity as one of the key principles of organisational policy. TNO employees are expected to behave honestly and openly. They reject any form of corruption, bribery or blackmail and avoid personal relationships that might cast doubt on the objectivity of their decisions or lead to any form of coercion or extortion.

Research with human subjects and animals

TNO employees show respect for people and animals involved in research. Research with human subjects is only permitted in conformity with valid 'informed consent' rules and with minimal risks. When relevant, such research is verified by an external Medical Ethics Committee (METC). The '[TNO policy on laboratory animal testing and the Refinement, Reduction and Replacement of animal testing \(3Rs\)](#)' aims at maintaining proper animal welfare standards and adhering to the 3R principles of Replacement, Reduction and Refinement of animal experiments. Studies involving animals must have received a positive recommendation from the Animal Ethics Committee (DEC).

No improper advantage

TNO employees make clear agreements when entering into assignments or cooperation contracts concerning the publication by TNO of research results in order to prevent conflict of interest, taking account of the wishes and preferences of customers in respect of reporting and without compromising the objectivity and scrupulousness of the reporting. TNO employees accept no gifts or other favours of any sort that could influence the integrity of their decisions. Any gifts valued at more than 50 Euros will not be accepted; where the refusal to accept such a gift might be construed as impolite, such a gift will be handed over to the superior manager who will assign it appropriately.

Disclosure of information

TNO employees deal correctly and confidentially with data received as a result of their work. They refer properly to sources and do not commit plagiarism. The information provided by customers that comes to TNO's knowledge during the performance of the commission will be kept confidential by TNO as agreed. TNO employees present a full and honest picture of their competence in the event of decisions concerning their career or work.

Intellectual property

Intellectual property rights are treated with due care. See also the '[General Terms and Conditions for commissions to TNO](#)'.

Fair business, advertising and competition

TNO complies with common standards of fair business, advertising and competition.

Protection of identity

TNO has a 'whistle-blowers' order' based on the Dutch Corporate Governance Code established by the end of 2003 (Committee Tabaksblat). The regulation applies to all working for or on the premises of TNO. It offers employees the opportunity and encourages employees to report a supposed irregularity or abuse so that appropriate steps can be taken to take the required measures in case of any breach of internal or external regulations or any other abuse.

Labour

TNO is committed to observance of human rights and basic rights of its employees inasmuch as these are relevant for the relationship between TNO and its employees and to respectful treatment of its employees in all other respects. In addition, TNO complies with legal regulations for terms of employment and labour conditions. In this context, TNO departs from the following standards.

Freely chosen employment

Employees are fully free in their choice of labour acceptance. There is no coercion whatsoever. Employees are also free to discontinue employment and to leave TNO in conformity with the terms arranged between TNO and the employee and based on Dutch law.

Child labour

TNO does not employ minors beyond legal possibilities.

Working hours

TNO complies with working times regulations in force. Overtime is never structural. Employees are at least entitled to the statutory minimum number of holiday.

Wages and benefits

TNO pays employees at least in keeping with legal norms so that all of its employees are entitled to at least the minimum wage including holiday allowance. TNO deducts from the wages legal taxes and social insurance contributions. Employees are informed in writing every month about the composition of their wages in pay slips.

Non-discrimination and equal labour opportunities

All employees are offered an employment contract. Employees are not discriminated or intimidated and TNO complies with equal treatment legislation, which implies that employees are not treated unequally or slighted because of their religion, life principles, political convictions, ethnicity, gender, nationality, sexual inclination, civil status, age, handicap or chronic disease, type of employment contract or hours of employment.

In the employment relationship TNO acts in keeping with regulations in force regarding illness, pregnancy and delivery, military or alternative national services, membership of an employee participation body, trade union membership and activities, political leave, care and maternity leave.

Freedom of association and assembly

Employees are free to associate in a trade union or otherwise. TNO has a representative advisory body structure, thus complying at least with legal preconditions.

Health and safety

TNO's health and safety policy complies with prevailing legislation and regulations. The outlines of that policy have been laid down in the 'Intentieverklaring Arbeidsomstandigheden TNO' [TNO declaration of intent for working conditions] and 'Arbobeleid TNO' [TNO health and safety policy]. Both documents are incorporated in 'Arbocatalogus TNO' [TNO health and safety catalogue], in which employees also find information, measures and solutions regarding healthy and sound work.

Occupational safety

Risks for employees during execution of their activities are mapped in a Risk Inventory and Evaluation (RI&E). The RI&E covers many aspects including physical strain, work with and exposure to hazardous substances, machine safety, safety devices, biological and radiological safety, company first aid and tidiness of work and rest rooms. In addressing risks TNO follows the occupational hygiene strategy in which preferably source-focused measures are taken rather than effect-focused measures. If necessary or desirable because of the nature of activities, employees are offered the opportunity to undergo periodical medical examinations. Such examinations are intended to prevent or limit inasmuch as possible risks to the health of employees ensuing from their activities.

Occupational health

TNO's health policies focus on the mental and physical health of its employees, with an emphasis on prevention. The outcomes of the RI&E are taken into account. TNO enables its employees to work actively on their health and lifestyle by offering supportive programmes. Agreements with catering services are made to stimulate employees to use more healthy foods. Policies related to psychosocial workload in the form of abolition of sexual intimidation, bullying, aggression, violence, work pressure and discrimination have been laid down in an internal regulation.

Occupational illness and injury

TNO's sickness absence and integration policies focus predominantly on specific prevention of sickness absence and return of employees to the work process as soon as possible, whether or not within TNO. Pertinent rules have been laid down in an internal regulation. Prevention and registration of industrial accidents have been laid down in an internal regulation. Complementary rules are applicable on a local level.

Emergency preparedness

On each site company first aid has been arranged. This service is responsible for the availability and training of first-aiders and the company fire brigade. Relevant training and exercises for personnel are also organised. On each site a company emergency plan for calamities is available.

Working environment

Employees are offered a working environment with ample space, climate provisions and catering facilities.

Environment

TNO's environmental policies comply with legal requirements and, for each site, local environmental regulations. On the Helmond site an environmental management system certified in compliance with ISO 14001 is in force. TNO's policies aim at raising consciousness of the organisation's own environmental footprint and concrete dedication to reduction of that footprint, predominantly through control of energy consumption, transport and mobility and sustainable purchasing.

Energy in buildings

For all TNO buildings energy performance calculations have been made, resulting in an energy label. On the basis of custom-made advice an improved energy performance of TNO buildings has become an element of the programme for major service. TNO is thus working actively on making its existing buildings more sustainable.

Mobility

TNO seeks to reduce its environmental footprint by favourably influencing the number and type of travels of its employees. TNO has joined in the mobility covenant 'Bereikbaar Haaglanden' [Accessible Haaglanden], which departs from the objective of reducing the car mileage in peak hours. Likewise, TNO takes part in 'Bereikbaar Utrecht' and the national 'Taskforce Mobiliteitsmanagement' [Taskforce mobility management]. A means of achieving the mobility objective is introduction of 'Het Nieuwe Werken' (place- and time-independent performance of office duties). To that end, videoconferencing facilities are available on all sites.

Sustainable purchasing

Sustainable purchasing has become in recent years a permanent element in TNO's purchasing agenda and purchasing procedures. Obviously, it has effects on the choice of suppliers, products and services. TNO is following for this approach the criteria formulated by Agentschap NL. In addition to environmental aspects, social aspects are playing an increasingly major role in these criteria.

Waste

Waste is handled in compliance with requirements laid down in environmental permits, which vary from site to site by differences in activities between TNO sites as well as differences in local governmental requirements. TNO seeks to minimize emission to air and soil and via waste water as a result of (laboratory) activities. These efforts encompass prevention of the production of waste products, reduction of waste flows and optimal separation of waste products for the advancement of advantageous utilization of waste flows. For work with hazardous chemical substances the use of less hazardous alternatives is taken into consideration whenever possible.