



# Strategic policy Corporate Social Responsibility DLS

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## Strategic policy Corporate Social Responsibility

DLS values sustainable, healthy, and ethically and socially responsible business operations, and takes responsibility for the effects of its business activities on people, the environment and society.

In the strategy and implementation of our CSR policy, DLS uses “3P thinking” as a starting point: the continuous pursuit of the right balance between People (human-social-ethical aspects), Planet (environmental aspects) and Profit (margin-responsible profit).

Our responsibility for Corporate Social Responsibility (CSR) can be found in the strategy as stated below:

- Sustainability: reducing CO<sub>2</sub> emissions, using renewable energy, sustainable purchasing and reducing and recycling our waste. Our goal: DLS's business operations will be CO<sub>2</sub> neutral by 2030;
- Employee well-being, health and safety: finding, binding, and fascinating employees by creating a pleasant and safe working environment and stimulating vitality, sustainable employability, flexibility, autonomy and responsibility;
- Business ethics: consciously doing business while keeping the entire chain in view, from customer to supplier, and encouraging the integration of sustainable products;
- Society: we like to contribute to our society. Both with our products and solutions, but also by offering help and supporting charities.

## Sustainability

In our view, sustainable entrepreneurship means making conscious choices that contribute to a "maintainable" society and the environment. For example reducing CO<sub>2</sub> emissions, and reducing energy consumption (electricity and gas) and water consumption.

With our strategy we also create and stimulate awareness among employees, so they also make more conscious choices. In addition, we hope to inspire our customers and suppliers to embrace sustainability.

Our sustainability strategy translates into our products (emission reduction and zero emission drive and energy systems with electrification and hydrogen fuel cell systems), our services (repair and overhaul of existing products instead of replacement with new products) and our systems (retrofit and prototype construction with extensive automation).

This is also reflected in the design of our business premises and production processes. This leads to lower energy costs and operational costs. In addition to cost savings, this is also much more environmentally friendly.

Sustainability is a core value within our company. This creates proud employees who appreciate and implement social responsibility. Engaged and satisfied employees contribute to a positive work culture, higher productivity and reduced employee turnover. With our progressiveness in sustainability, we distinguish ourselves in the market, which may provide a competitive advantage.

For the implementation of our sustainability strategy we make a breakdown into mobility, energy, waste, purchasing and sales. We explain what we do for each theme:

### Mobility

- Provide the necessary facilities for teleworking/online meetings;
- Working with local partners to minimize travel times and costs;
- Provide electric charging stations on site for staff and visitors;
- Encouraging electric vehicles for our company cars (currently 20% of our company cars are electric);
- No unnecessary travel when online meetings are possible;
- Consciously deal with business travel abroad (limit as much as possible and fly with a sustainable airline);
- Optimally combine parcel shipments and combine orders for shipping.

### Energy

Pursue trias energetica: first limit energy consumption, then apply sustainable, renewable energy where possible and thirdly, properly manage/minimize any residual amount of non-sustainable (fossil) energy.

- All light bulbs and fluorescent fixtures have been replaced by LED-lighting;
- Presence detectors on lighting in areas that are rarely used;
- Presence detectors in the workshop of downlights;
- Floor heating combined with top cooling/heating with energy-efficient heat recovery;
- At the end of the working day, turn off all lights and laptops (not standby).

## Waste

- We minimize waste:
  - Awareness of printing emails: we ask in our emails to only print the email if it is strictly necessary;
  - We print and copy double-sided;
  - We send quotes, order confirmations and invoices digitally.
- We stimulate the circular society by separating all waste into residual flows in accordance with processor regulations, to ensure maximum reuse;
- Reuse of packaging materials when possible;
- Protective material made of paper instead of plastic in package shipping;
- Use of mugs and glasses, not paper cups;
- Use of ecological packaging and packaging materials.

## Procurement

DLS wants to work with suppliers with a moral and ethical approach and in particular with suppliers who act fairly and socially, and comply with international standards regarding fundamental human rights, the rights of children and working conditions. This is to prevent forced labor, undeclared work and child labor, discrimination and intimidation in the workplace. As part of the business relationship, DLS annually requests its suppliers to take their responsibility with regard to ethics and fundamental human rights. Formalizing this part of the business relationship is the signing of the “DLS Code of Conduct Suppliers”, with which the supplier agrees to comply with this. DLS management visits manufacturers and suppliers annually to determine whether they respect the fundamental provisions of the International Labor Organization.

- The “[DLS Code of Conduct Suppliers](#)”, with screening of new suppliers, with which DLS checks whether its suppliers comply with the ethics we advocate in the field of child labor, working conditions and human rights;
- Environmentally responsible purchasing of auxiliary materials and raw materials;
- DLS tests suppliers for products that are safe and contain non-toxic materials; have less impact on the environment and are sustainably packaged and have a suitable end-of-life solution;
- Product information of the purchased items is expanded with information about how the product is produced (working conditions) and the impact of the product on the environment.

## Sales

- DLS advises its customers on products, services and solutions related to sustainability, environment and health;
- DLS provides solutions to make existing vehicles and machines cleaner (emission reduction);
- DLs develops and sells emission-free customized systems (electric and hydrogen electric powertrains );
- DLS develops and sells new, mobile energy systems based on renewable sustainable energy sources (e-fuel and hydrogen electric generator systems);
- DLS’s systems are equipped with a far-reaching degree of automation with cloud data logging and data analytics.

## Employee well-being, health and safety

The safety and satisfaction of our employees is very important to us. In this way we prevent work-related accidents and find, bind and fascinate our people. This results in minimal employee turnover and a low absenteeism rate (<2%). We safeguard this by:

- An open, informal and transparent working environment with attention and appreciation for individuals and solidarity between colleagues;
- Balanced workforce composition and equal opportunities for women and men;
- Reflection meetings twice a year with every employee, with focus on employee satisfaction, ambitions and points for development;
- Multi-year career paths and career guidance;
- Offering internal and external training for growth and knowledge enrichment;
- Flexible working hours for employees to avoid traffic jams as much as possible, with an accessibility time block for customers;
- Making periodic medical examinations available to all employees;
- Making available, encouraging and financing company bicycles through a company scheme;
- Make electric vehicles available for employees with a company car;
- Facilitating working from home for employees;
- Providing free food at work
- Yearly legionella inspections;
- A complete risk inventory and evaluation (RIE) to minimize risks for all employees. A combined RIE/ARBO inspection is held annually and the results are incorporated into an action plan that is followed up and reported to the employees;
- Emergency response organization with FAFS officers, a designated prevention officer and a DLS company emergency plan;
- Annual emergency drill;
- Annual tool inspection, and inspection and certification of all installations and lifting and hoisting facilities;
- Quarterly meetings with all employees, showing the company's results and developments;
- The DLS code of conduct for employees is stated in the employee manual;
- The DLS business processes are described in conjunction with process diagrams and the division of tasks, authorities and responsibilities across the various positions/departments
- A confidential counselor has been appointed for the safety and well-being of employees;
- Introductory training for new employees, hirers and interns/graduates, with introduction to the workplace and explanation about working environment, potential risks, conditions, and safety.

## Business ethics

DLS wants to collaborate transparently and reliably with suppliers (see “Procurement”) and customers. We use the following assurance methods for our business operations:

- Storage of hazardous substances according to the PGS-15 guideline;
- Storage of batteries according to the PGS-37-2 guideline;
- Governance structure for supervision of obligations entered into with customers and suppliers;
- Annual accounting audit and reporting to the Chamber of Commerce;
- We also comply with the strict (ethical) norms and standards of our American suppliers.

## Society

We aim to make positive contribution to society with our business activities:

- As a recognized training company, DLS is affiliated to the Foundation for cooperation on Vocational Education, Training and the Labour Market (Samenwerkingsorganisatie Beroepsonderwijs Bedrijfsleven, SBB). With this we offer students the opportunity to gain work experience through an internship or apprenticeship. In addition, we also work with various social entrepreneurs/workshops, schools, and training institutes;
- Collaboration with companies that offer a good workplace for less employable and/or vulnerable people (social return), by outsourcing suitable work;
- Sponsoring when employees want to make a contribution/effort for charity.