

CSR REPORT 2009

ProVerde's Corporate Social Responsibility Achievements in 2009

Environment

- All our activities complied with all relevant environmental legislation in the Netherlands.
- All reports and other publications for clients were printed on FSC certified paper. Products carrying the FSC label are independently certified to assure consumers that they come from forests that are managed to meet the social, economic and ecological needs of present and future generations.
- It was decided that, as of 2010, all work-related travelling will be compensated for CO2 emissions.

Office

- We have an environmental conscious policy when it concerns paper and printing. It is preferred to read documents from screen. Only recycled and FSC-certified paper was used in the ProVerde office.
- Waste management system: dividing paper, plastics, chemical waste, food waste and glass from other trash. Glass, paper and plastics are recycled, while chemical waste is taken out of the regular waste-processing systems.
- We strive for conscious energy use: Electricity is sourced from a sustainable energy supplier, while our gas is compensated by our supplier through certified sustainable energy sourcing projects.

Community

- ProVerde aims to improve the quality of life of communities related to our activities. In our international projects we include direct links to business needs and competencies, while also securing relevance to local development needs.
- Every year, one or two projects are chosen to support. These projects are aimed at reducing poverty and/or improving living conditions in developing countries. In 2009, ProVerde sponsored a team in the Oxfam Trailwalker, a challenge to walk 100 kilometres within 30 hours) to raise money for Malinese schoolchildren.

Business integrity

ProVerde aims to be an accountable and transparent organisation, promoting the principles of social responsibility to our providers, clients and business partners:

- All our activities respected national and European laws and regulations.
- All our projects and activities were designed, carried out, reported and documented accurately, transparently and objectively.
- As an ESOMAR Member, Milco Rikken of ProVerde complies with the ICC/ESOMAR Code and ESOMAR World Research Guidelines.
- Our communication was at all times open and clear.
- We only did business with upright suppliers and customers. If we doubted the integrity of a business contact, we did not conduct any business with them.