Corporate Social Responsibility at Emergo Textile Projects
This report is based on the CSR-information of Emergo Textile Projects in the FIRA Platform. The information in this report has been verified by FIRA Sustainability. The verification statement is included in this report.

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Emergo Textile Projects B.V., known as ETP, was founded in 1995. ETP has built a leading position in the market of corporate wear, business to business projects, with a focus on larger, complex projects requiring all supportive services to provide maximum comfort to the customer and to the customer’s staff. ETP was originally part of McGregor Fashion Group; since 2017 the company operates standalone. ETP’s team counts 20 professional and ambitious people, continuing daily to build the success of ETP, by offering both a qualitative and beautifully designed product and by providing an outstanding service and project management. ETP has a flat organizational structure with short direct lines through the disciplines. The company culture is informal but strongly performance oriented. ETP wants to be an attractive employer to its staff.

**Vision**

In order to fulfill all their requirements, we are for our customers a leading, dynamic and enduringly successful, outstanding supplier of corporate wear, special projects and proving to build long term relationships with them.

**Mission**

In order to create happy employees in our customers companies, ETP consider it her mission to offer customers in both existing and new markets, the best possible proposition for corporate wear, that result in employees who are comfortable and proud to wear their companies clothing. ETP does so by offering creative collections that stand out, high quality products, realistic pricing, optimum service by a highly motivated team of professionals. ETP aims to establish and support a long and fruitful relationship with its customers, offering a valuable participation in customer’s company processes, where CSR is naturally included in the entire process on both sides.

**Core Values**

In the course of clarifying our positioning we have recently re-defined our core values. Passion, commitment and respect are the values that express our true DNA and resound in everything we do.

**View on Corporate Social Responsibility**

ETP CSR

We are firmly convinced of our responsibility to help improve, where necessary, working conditions in the countries where we do business. That’s why ETP is a member of Amfori (former FTA) and BSCI. ETP has also signed and therefore committed itself to the Dutch initiative of the ‘Covenant on Sustainable Textiles and Clothing’; 2017 being the 2nd year of this initiative already resulted in detailed plans of action and follow up. These plans were met positively by the covenants counsel at SER. Furthermore we focus on control of toxic substances, gas free certifications, energy savings, logistics and distribution, good employer ship, SROI, organic materials, environment in general (waste, toners, cartridges etc.).
Scope FIRA
Design, production, logistics and full service project management of corporate wear and special projects. ETP is specialized in tailor made projects and services the business-to-business markets.

Our Commitment
As Emergo Textile Projects (ETP) we recognize the importance of social responsibility and we are dedicated to ensure the interest of our clients, employees, shareholders and society through practical practices on Corporate Social Responsibility (CSR).

We subscribe to the principles of social responsibility. We commit to:
- Accountability: be accountable for our impacts on society, the economy and the environment;
- Transparency: be transparent in our decisions and activities that have impact on society and environment;
- Ethical behavior: engage in ethically behavior at all times;
- Respect for stakeholder interest: respect, consider and respond to the interest of our stakeholders;
- Respect the rule of law: accept that respect for the rule of law is mandatory;
- Respect for international norms of behavior: respect international norms of behavior, while adhering to the principle of respect for the rule of law;
- Respect for human rights: respect human rights and recognize both their importance and their universality.

We commit to assessing inventory our material CSR issues, establish clear objectives and targets, develop and maintain social responsibility programs and management systems, and dedicate sufficient resources to respond to these principles. Management and employees are expected to contribute to this policy.

We will review our values, CSR strategy and performance annually to ensure that our commitments are in line with our forward thinking.

We will work with the FIRA Platform to provide our clients with reliable data on our CSR programs.

Driebergen, February 2018
Barbara Schothorst, Managing Director

CSR DECLARATION
The value chain gives an overview of the procurement and value-adding activities of ETP and is used to identify CSR risks and opportunities for this organization.
The stakeholder matrix provides an overview of the internal and external stakeholders that are relevant to ETP. Importance is based on the level of CSR interest shared with the organization and the extent to which they influence each others’ decision making.

**STAKEHOLDER MATRIX**

**STAKEHOLDER MANAGEMENT**

Overview of how the most important stakeholder groups are engaged on CSR policy by ETP.

<table>
<thead>
<tr>
<th>Stakeholder group</th>
<th>Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banks/Investors</td>
<td>No active engagement is in place at this time. For the near future ETP plans to encourage shareholders actively to engage and thus to create joint involvement.</td>
</tr>
<tr>
<td>Corporate clients</td>
<td>In b-to-b both parties’ interests concern corporate social responsibility and ETP’s accountability for this. Therefore the importance of following up on the CSR items and expressing the actions that are taken is evident as well as testifying to all this. The subject raises an increasingly recurring dialogue with corporate clients and more challenging issues to address.</td>
</tr>
<tr>
<td>Employees</td>
<td>Employees are actively informed about and made aware of the importance of the CSR policy. Those responsible for monitoring the suppliers - manager product &amp; operations and product managers - are well informed and kept up-to-date through periodic meetings that take place. All other employees are updated on a regular basis on new developments, newsletters etc. Everyone representing the company is supposed to be aware of the relevancy - and to understand the impact - of this subject and of our company’s policy regarding it.</td>
</tr>
<tr>
<td>Media / public opinion</td>
<td>ETP’s CSR policy is not meant to play on the public opinion, nor will ETP actively seek media attention. In case media interest is shown, or should the public opinion require this, ETP will give statements on the subject. Should the situation require so, a statement can be issued jointly with a client.</td>
</tr>
<tr>
<td>Owners/Shareholders</td>
<td>ETP management has long ago decided that a sincere and honest CSR policy should be in place and they are up-to-date with it.</td>
</tr>
<tr>
<td>Sector organizations</td>
<td>Through the membership of Amfori (former FTA) and BSCI, as well as by participating in the Covenant on Sustainable Textiles and Clothing, ETP keeps pace with ongoing progress and issues with manufacturers and is able to steer and follow up on these.</td>
</tr>
<tr>
<td>Suppliers</td>
<td>Suppliers all sign the ETP Code of Conduct at the start of a relationship. Following steps are made according to the BSCI methods and planning as well as the Covenant Plan of Action.</td>
</tr>
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</table>
**CSR IMPACT ANALYSIS**

Overview of the most important CSR opportunities and risks, as identified by ETP, based on the CSR issues of ISO 26000 Guideline for Social Responsibility. For the complete analysis we refer to the FIRA report on www.fira.nl.

### Sustainable Profit

<table>
<thead>
<tr>
<th>Opportunities</th>
<th>Risks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Child and forced labour in the supply chain</td>
</tr>
<tr>
<td></td>
<td>Fair and safe labour conditions in the supply chain</td>
</tr>
</tbody>
</table>

### Future Impact/Issues

<table>
<thead>
<tr>
<th>Limited impact</th>
<th>No impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracts &amp; social obligations</td>
<td>Civil &amp; political rights</td>
</tr>
<tr>
<td>Social dialogue</td>
<td>Economic, social &amp; cultural rights</td>
</tr>
</tbody>
</table>

### Future Impact/Issues

<table>
<thead>
<tr>
<th>Sustainable work wear</th>
<th>Environmental impact of laundry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development of employees</td>
<td>Protection of nature in the supply chain</td>
</tr>
</tbody>
</table>

### Limited impact

<table>
<thead>
<tr>
<th>Respect for property rights</th>
<th>Fair marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible political involvement</td>
<td>Consumer health &amp; safety</td>
</tr>
</tbody>
</table>

### No impact

<table>
<thead>
<tr>
<th>Fair pricing in the supply chain</th>
<th>Supply chain responsibility</th>
</tr>
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<tbody>
<tr>
<td>Customerservice</td>
<td>Promoting sustainable work wear to clients</td>
</tr>
</tbody>
</table>

### The colors of the topics are linked to the value chain:

- **Products/Services**
- **Company**
- **Supply Chain**

**Human rights**

- Civil & political rights
- Economic, social & cultural rights

**Labour**

- Child and forced labour in the supply chain
- Fair and safe labour conditions in the supply chain

**Environment**

- Sustainable work wear
- Environmental impact of laundry
- Protection of nature in the supply chain

**Fair practices**

- Fair pricing in the supply chain
- Supply chain responsibility
- Promoting sustainable work wear to customers
- Ethical behavior

**Consumer Issues**

- Respect for property rights
- Fair marketing
- Consumer health & safety
- Data protection
- Sustainable consumption
- Access to essential services
- Education & awareness

**Community**

- Employment and skills creation
- Social investment
- Community involvement
- Education & culture
- Technology development
- Health & income creation
- Health
The materiality matrix combines the results of the CSR impact analysis with the results of stakeholder engagement into an overview of material issues for ETP.

For a complete overview of the materiality matrix, we refer to the FIRA report on www.fira.nl.

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- **Sustainable profit**: These issues represent opportunities for creating sustainable development among customers.

- **Opportunities**: These issues represent opportunities for sustainable development of the organization.

- **Risks**: These issues represent a significant risk for the organization, the stakeholders and/or the environment.

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**Risks**

- Child & forced labour in the supply chain
- Pollution in the supply chain
- Ethical behavior
- Fair competition

**Opportunities**

- Fair working conditions in the supply chain
- Health and safety at work in the supply chain
- Development of employees
- Supply chain responsibility
- Customer service
- CO₂ reduction

**Sustainable profit**

- Sustainable work wear
The CSR Program contains the operational strategy for material CSR issues, as selected by ETP and important stakeholders. Detailed descriptions of the Policies, Measures and Certificates mentioned here can be found in the relevant chapters below.

**Human Rights**

**Child & Forced Labour**

Scenarios: ETP does not want to profit from human rights violations in its supply chain. Prevention of child labour or forms of forced labour is part of the BSCI monitoring program, as well as of ETP’s program for the SER Covenant on Sustainable Textile and Clothing and the ETP Supplier Code of Conduct. ETP is aware that this issue could be relevant for other supply chain items than identified through the clothing production chains, but due to the limited procured volumes of these items, impact is considered minimal.

Stakeholders: Prevention of child labour and forced labour is important to clients and governments, mostly related to manufacturing.

Ambition: ETP does not want to profit from human rights violations in its supply chain, particularly where child- and forced labour are concerned.

Objectives are formulated under Sustainable procurement.

Policy: ETP Supplier Manual, Code of conduct Suppliers, Covenant on Sustainable Textiles and Clothing

CSR Measures: BSCI membership

Status: Monitoring of all manufacturers is ongoing. Presently we focus on producers of ETP clothing, not on their suppliers of raw materials. As a part of studying available options for circular materials the supply of materials comes into the scope, possibly also enabling us to monitor on this issue.

Improvement Plans: BSCI audit of suppliers of raw materials

**Labour Practices**

**Fair Working Conditions in the Supply Chain**

Scenarios: Providing legal and fair labour conditions in the production facilities of ETP clothing is important to ETP, particularly when it comes to paying a living wage: wages that enable workers to live and provide for their families. Performance is monitored under the BSCI membership, as well as by ETP’s program for the SER Covenant on Sustainable Textiles and Clothing. The subject is also part of the ETP Supplier Code of Conduct. Also relevant for the transport sector.

Objectives are formulated under Sustainable procurement.

Policy: ETP Supplier Manual, Code of conduct Suppliers, Covenant on Sustainable Textiles and Clothing

CSR Measures: BSCI membership

Status: Monitoring of all manufacturers is ongoing. Presently we focus on producers of ETP clothing, not on their suppliers of raw materials. As a part of studying available options for circular materials the supply of materials comes into the scope. In 2018/2019 we will learn what the impact may be.

Improvement plans: BSCI audit of suppliers of raw materials

**Health & Safety at Work for Supply Chain**

Scenarios: Extremely relevant in the fashion industry in low-income countries, one of the core issues, and is important to ETP. Monitored through the BSCI membership, as well as by ETP’s program for the SER Covenant on Sustainable Textiles and Clothing. The subject is also part of the ETP Supplier Code of Conduct. Also relevant for the transport sector, particularly where long-distance road transport is concerned.

Stakeholders: Main focus of stakeholder engagement with suppliers, particularly since the Bangladesh disaster, a lot of attention of most stakeholders for this subject. Also relevant for ETP employees in terms of their own employment, particularly focussed on vitality and sustainable employment.

Ambition: Our ambition is that all our manufacturers comply with the BSCI criteria on this issue. Objectives are formulated under Sustainable procurement.

Policy: ETP Supplier Manual, Code of conduct Suppliers, Covenant on Sustainable Textiles and Clothing

CSR Measures: BSCI membership

Status: Monitoring of all manufacturers is ongoing. Presently we focus on producers of ETP clothing, not on their suppliers of raw materials. As a part of studying available options for circular materials the supply of materials comes into the scope. In 2018/2019 we will learn what the impact may be.

Improvement plans: BSCI audit of suppliers of raw materials

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Policy: ETP Supplier Manual, Code of conduct Suppliers, Covenant on Sustainable Textiles and Clothing
CSR Measures: BSCI membership
Status: Monitoring of all manufacturers is ongoing. Presently we focus on producers of ETP clothing, not on their suppliers of raw materials. As a part of studying available options for circular materials the supply of materials comes into the scope. In 2018/2019 we will learn what the impact may be.
Improvement plans: BSCI audit of suppliers of raw materials

Employability & Human Development

Scenarios: ETP believes in investing in people, and provides opportunities for education and training of skills to its employees, both individually and as a team.
Stakeholders: Relevant and important to employees. They value the opportunities created for personal and professional development.
Ambition: We aim to make appropriate training and other forms of personal development available, based on annual evaluation and planning of each individual member of the team.
CSR Measures: Employability program, Human development and vitality
Status: Human development is an important part of our HR management. Currently we are following up on the results of our Employee Satisfaction Survey that we performed end 2017 and a team session early 2018. Management sees the advantages of this more intense approach, and expects it to further increase employee involvement and ownership. We are comfortable with the status of the program for now.

Environment

Pollution in the Supply Chain

Scenarios: Prevention of pollution is a highly relevant issue in the fashion industry, particularly where the production of materials is concerned (pesticides, chemical use for cleaning and dyeing, petrochemical industry for polyester, etc.). ETP aims to work with suppliers who comply with local laws on this issue and this is monitored through the BSCI membership, and ETP’s program of the SER Covenant on Sustainable Textiles and Clothing.
Influencing the producers of the raw materials is at this moment not within the reach of ETP. ETP sees opportunities in developing new materials that can be produced under controllable circumstances and are fit for re-use, so that raw materials are not wasted. With regards to distribution to the end user, there is attention for and changes are made to reduce the impact of transport and packaging materials.
Stakeholders: Relevant in terms of transport and packaging materials.
CSR Measures: Employability program
Human development and vitality
Status: Human development is an important part of our HR management. Currently we are following up on the results of our Employee Satisfaction Survey that we performed end 2017 and a team session early 2018.
Ambition: ETP aims to work with suppliers who comply with local laws on this issue and this is monitored through the BSCI membership, but influencing the producers of the raw materials is at this moment not within the reach of ETP. Objectives are formulated under Sustainable procurement.

Circular Economy

Scenarios: Regarding its daily activities, ETP identifies little risks and opportunities in this respect. However, the textile industry is an enormous consumer of raw materials, and looking for sustainable ways of obtaining these is growing in importance within the sector. ETP believes this to be the main subject of innovation in the coming years and sees opportunities in developing new materials that can be produced under controllable circumstances and are fit for re-use, so that raw materials are not wasted.
Stakeholders: Clients focus on re-use of materials or other sustainable end-of-life solutions. Engagement with some producers to develop sustainable materials. Deemed important by employees, who also enjoy being part of these developments.
Ambition: ETP is aware of the need to achieve Circular Economy and is therefore searching and studying for possibilities to participate in a way that suits the nature of the projects. Among other things by constantly monitoring new developments and by conducting pilots in search of the best available and suitable options, now and in the near future.
CSR Measures: Pilots sustainable materials, Re-use program for work wear
Status: End of life solutions are available in general for textiles, in 2017 focus on ‘circular textile’ increased strongly. ETP is now actively engaging in several programs for 2018 to support developing actual circular solutions for yarns/fabrics to enable circular use of the resources.

Energy Efficient Transport

Scenarios: Relevant related to distribution, car fleet and other travel, ETP aims for energy efficiency and reduction of flights as much as possible. There is policy on maximum CO₂ emissions for the car fleet.
Stakeholders: Focus of clients on efficient distribution transportation.
Not a top-of-mind issue with our other stakeholders.
Ambition: ETP strives to limit the carbon footprint of its own activities as much as possible, including distribution.
CSR Measures: Sustainable electricity, Reduction transport
Status: In June 2017 ETP started a new delivery program of practically all individual orders by shipping one order in one box instead of in two separate drops by two cars (hanging and flat packed). We expect to be able to assess the full impact end of 2018 after one full year of working with this new method.
that our types of customers are prepared to weigh the different aspects of a business proposal carefully and - in many cases - reasonably. We therefore aim not to attract clients that are only interested in the lowest price.

Status: Our BSCI status and being one of the co-signers of the Covenant - among many other items - adds to convincing customers to choose for ETP, as CSR is an increasingly important item in tenders/RFP’s.

Sustainable Procurement

Scenarios: The CSR dilemmas in the fashion industry are substantial, and cannot be changed by individual parties. On the other hand, clothing is an essential need that should be available to all people. ETP is aware of these dilemmas and strives to work with business partners that aim to improve conditions in the supply chain. To this purpose ETP has joined the SER initiative of the Covenant of Sustainable Textiles and Clothing and has laid down a plan of action to follow up on this year.

Stakeholders: Clients and employees value the ETP efforts to promote social responsibility, particularly in the manufacturing sector. Supplier response to ETP/BSCI demands in this respect varies. Ambition: ETP has chosen the BSCI criteria and monitoring for safeguarding social responsibility at ETP manufacturers. ETP manufacturers should comply with the BSCI criteria. Objectives: 2/3 BSCI compliance in 2019: By the end of 2019, 2/3 of our manufacturers, representing 2/3 of our volume, comply with BSCI criteria.

Policy: ETP Supplier Manual, Covenant on Sustainable Textiles and Clothing, Code of conduct Suppliers

CSR Measures: BSCI membership Status: We have achieved our goal of 1/3 BSCI compliance by 2017. We continue to work with manufacturers on implementation of improvement plans based on the BSCI audits. Improvement plans: BSCI audit of suppliers of raw materials

KPI: Adherence BSCI criteria:

2015  100%  100%  100%  100%
2016  59%  59%  59%  59%
2017  45%  45%  45%  45%

KPI: Manufacturer adherence to ETP manual:

KPI: BSCI membership subscription:

2015  100%  100%  100%  100%
2016  100%  100%  100%  100%
2017  100%  100%  100%  100%
Complaint and Dispute Resolution

Scenarios: Consumer = Customer

Service is an important part of the quality of our products and services, and the level of trust of consumers and clients. Clothing is a highly personal matter, people expect providers of corporate wear to understand this and act accordingly. ETP manages product quality and client services through its ISO 9001 quality management system. Stakeholders: Customers expect the highest quality and services. Corporate clients look for a business partner who facilitates every aspect of corporate wear.

Ambition: It is ETP’s ambition to increase its service levels even further. Among other things by analyzing on a level of type of notifications/complaints, in order to identify root cause and to implement solution(s). We will do so by facilitating more efficient and customer friendly systems for our Servicedesk agents. Our aim is to increase the review outcome for ETP Servicedesk from 7.8 to 8.5 at our next round of Customer Satisfaction.

Policy: ETP Supplier Manual

CSR Measures: Client satisfaction

Certificates: ISO 9001

Status: Our ambition is based on reviews in 2017, being the status now. Internal reviews for ISO-9001 review point out issues that need attention and improvement.

POLICIES

Overview of relevant policies, translating CSR ambitions into implementation plans and guidelines for employees.

Code for ethical behaviour

ETP employs its own Code of Conduct since November 2016.

Code of conduct Suppliers

BSCI Code of Conduct

ETP applies this Code of Conduct for all production-related suppliers. With every order, manufacturers sign for upholding the ETP Production Manual, including these Terms of Implementation.

Covenant on Sustainable Textiles and Clothing

A wide coalition of trade organizations, trade unions, social organizations and the Dutch Government, has agreed on a covenant on international sustainable responsibility in the Textiles and Clothing industry. Through the covenant these parties are joining forces and will work together on concrete improvement and enhancing sustainability of the international clothing and textile manufacturing production chain. The aim being to address issues such as dangerous working conditions and environmental pollution together. ETP is one of the approx. 75 parties that have signed the covenant.

ETP Supplier Manual

ETP has a wide range of possibilities in the areas of product development and production, administrative support of projects, and logistics and distribution at its disposal. We produce our products under our own management, in various locations worldwide and therefore need to maintain a strict quality control and quality registration. With every order, manufacturers sign for upholding the ETP Supplier Manual, including the BSCI Terms of Implementation.
CSR MEASURES

Overview of concrete measures and programs, illustrating how the CSR strategy is implemented in the organization, including actual performance (impact).

BSCI membership
Description: In order to monitor proper labour and environmental practices with manufacturers of ETP clothing, ETP takes part in the BSCI initiative and works closely together with the manufacturers to comply to the criteria or with the improvement program also monitored by BSCI.
Impact: All 31 manufacturers in scope have signed the BSCI TOI previously; in 2017 22 manufacturers were actively producing for ETP; at 13 of these (59%) the last audit is valid, these manufacturers represent 74.6% of procurement worth. This means that by the end of 2017, 45% of our suppliers comply with the BSCI criteria, our goal was 1/3. Until now we focus on producers of ETP clothing, not on their suppliers of raw materials.

Employability program
Description: ETP values offering a safe and healthy working climate to the team. In November 2017 an audit on Sustainable Employability by an independent outside agent was conducted. The outcome of the report indicates areas of attention and improvement measures for ETP to consider and to act upon. These will be followed up on in 2018.
Impact: Employable employees are profitable, also in the long run. They are good in what they do, they know themselves and their talents. They are flexible and work hard for ETP. At the same time they develop as an individual as well as contribute to developing ETP. Therefore we need to mitigate the risks.

Employee engagement
Description: In 2017 an Employee Satisfaction Survey was conducted, the overall outcome was a score of 7.3. Communication - on all levels - appeared to be an area of concern, although overall a mainly positive image came out. Certain internal meetings are restored in the meantime that were neglected which had its effect on how communication is experienced. Our aim is to improve our score by the end of 2018 to at least 7.8.
Impact: Employee satisfaction 2017: 7.3

Human development and vitality
Description: ETP believes in investing in its employees. It has the following programs in place:
- group and individual training programs
- career counselling
In 2018 ETP will launch an application called Talent Board. An individual tool for managing and improving ones performance and professional/personal development.
Impact: ETP believes that these programs contribute to employee development and vitality.

Pilots sustainable materials
Description: In September 2017 ETP has started several initiatives to pilot sustainable materials in our corporate wear. 1) actual workwear items for a company that provides and manages roofing for large buildings. 2) one of our corporate collections, formal wear, to investigate options as well as customers willingness to actually apply these.
Impact: Planning wise these pilots are meant to take place in 2018 and also to evaluate and come to conclusions in order to incorporate (some of) the options for all staff.

Re-use program for work wear
Description: Sometimes corporate wear is only worn by an individual for a short period of time. Some items can very well be of use to another person. Having it destroyed is a waste of materials as well as a waste of money. ETP recollects clothing as a pilot for one customer since approx. 1 year, pieces that are fit for re-use are then prepared to make these available again. Meaning that the items are checked carefully, cleaned and repaired when necessary, labelled and packed, added to the stock and registered. We are still in a pilot stage with one client. Awareness of the staff is an important condition for success.
Impact: Theoretically the impact is saving on loss of resources / materials as well as on unnecessary high cost for clothing that can serve its purpose much longer. Although an average turnover in staff is approx. 15%, only very little of the clothing is saved for re-use (some pieces also remain at customers location and may well be re-used also). Once added to the stock not many pieces are issued again. The evaluation should point out why, in order to decide how to improve this.

Reduction transport
Description: ETP traditionally delivered orders to the individual client separately: hanging goods on a hanger by truck and flat packed goods in a box by another truck. Meaning 1) many kilometers for one order 2) not very practical for the addressee 3) high cost. In June 2017 ETP has switched to shipping individual orders in one box, for which purpose the logistic routing had to be changed. Before introducing this new delivery method this was discussed with our clients who all saw the benefits and agreed. All three benefits have come true.
Impact: Approx. 95% of our deliveries are now made by Postnl; in 2017 we provided approx. 26k orders; in 2018 we estimate approx. 18k, for the same quantity of individuals/pcs. 10% of the orders are bulk (one truck to one address), 90% are individual orders to individual addresses. Based on these estimations, a reduction could be realised from 26k (2017) to 18k (2018): 43%! We are aiming to win another 5-8% by combining deliveries when many orders for one customer are shipped at the exact same moment. Although we cannot calculate the decrease in kms, we know that the Postnl network is so dense that it means a considerable saving in kms consumed over the network of the former type of transport.

Sustainable electricity
Description: The electricity used by the ETP office is generated completely from wind and sun.
Impact: 0 gram CO2 exhaust, 0 gram radioactive waste per kWh

Client satisfaction
Description: Measured at two levels, customer satisfaction is an important KPI for ETP. Both the projectmanagers and ETP Servicedesk are subject to the reviews. The outcome of the reviews may result in corrective actions and/or new initiatives to further improve where possible on ETP’s own accord. In Q2 2018 - as part of ETP’s new ERP system - a new CRM module is available to further improve accuracy, fastness, reporting.
Impact: The 2017 results confirmed the outcome of 2016: Project Management 8.5 and Servicedesk 7.8 (2016 7.7). In 2017 we added the Net Promotor Score: the result was an NPS of 8.1
**IMPROVEMENT PLANS**

Overview of plans to improve or expand the CSR program.

**BSCI audit of suppliers of raw materials**

This is on ETP’s agenda for discussion with BSCI. BSCI auditing of suppliers of raw materials is a long shot, but as we are advancing in our search for more sustainable and circular materials, we expect to get closer to the source and will take it further from there together with BSCI.

*Implementation date: 31-12-18*

**Corporate Wear Foundation**

In order to raise awareness on the importance of supply chain responsibility, ETP aims to launch The Corporate Wear Foundation, a foundation that will raise funds with clients and other stakeholders to improve education for children in the countries where ETP produces.

*Implementation date: 31-12-18*

**Covenant on Sustainable Textiles and Clothing**

ETP is one of the cosigners of the Covenant with which we have taken on the responsibility to comply to this commitment and actually realize progress in improving all the issues addressed. ETP’s Plan of Action is well reviewed and gives good direction to our approach.

*Implementation date: 31-12-19*

**CERTIFICATES, PRODUCT LABELS AND ASSESSMENTS**

Overview of certificates, product labels and other assessments by independent third parties.

**ISO 9001**

To: Emergo Textile Projects B.V. for design, purchasing, sales and warehousing, through after sales service to the corporate client, delivery of bespoke corporate wear service supported by an ICT garment management system.

*Implementation date: 31-12-19*
## GOVERNANCE

Overview of mechanism to identify and manage CSR risks and opportunities, and to avoid conflicts of interest.

<table>
<thead>
<tr>
<th>CSR is a specific responsibility on the highest management level.</th>
<th>The Managing Director is overall responsible for CSR. Daily responsibility is allocated to the team members designated to various tasks related to the subject.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A concise description of governance body and mechanisms is in place to specifically manage opportunities and threats within programs and/or investments, both CSR related and non CSR related.</td>
<td>No.</td>
</tr>
<tr>
<td>A process is in place for the organization and the highest governance body to ensure conflicts of interest are avoided.</td>
<td>ETP does not identify significant risks where conflicts of interests are concerned. Rules for ethical behaviour and confidentiality of information are described in the ETP Code of Conduct.</td>
</tr>
<tr>
<td>A process is in place for evaluating top- and senior management on CSR performance.</td>
<td>CSR performance is measured and evaluated on company level, not as part of the individual performance of management.</td>
</tr>
<tr>
<td>A mechanism is in place for stakeholders and employees to provide CSR recommendations or direction to the highest governance body. This includes protection of whistleblowers.</td>
<td>Methods for stakeholder engagement are described in the ETP Code of Conduct, including a whistleblower policy.</td>
</tr>
</tbody>
</table>
There is ambition, including policy, certificates or improvement plans on this issue. No initiatives have been disclosed. There are specific measures that contribute in a positive way to mitigate risks or realise opportunities. The ambition has been translated into clear goals, that are monitored periodically. Tangible CSR impact has been realised on all relevant aspects of this issue.

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**Human Rights**

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Performance</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child &amp; Forced Labour</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
</tbody>
</table>

**Labour Practices**

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Performance</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fair Working Conditions in the Supply Chain</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
<tr>
<td>Health &amp; Safety at Work for Supply Chain</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
<tr>
<td>Employability &amp; Human Development</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
</tbody>
</table>

**Environment**

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Performance</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pollution in the Supply Chain</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
<tr>
<td>Circular Economy</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
<tr>
<td>Energy Efficient Transport</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
</tbody>
</table>

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**Fair Practices**

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Performance</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethical Conduct</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
<tr>
<td>Fair Competition</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
<tr>
<td>Sustainable Procurement</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
</tbody>
</table>

**Consumer Issues**

<table>
<thead>
<tr>
<th>Category</th>
<th>Current Performance</th>
<th>Last Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complaint &amp; Dispute Resolution</td>
<td><img src="image" alt="Symbol" /></td>
<td><img src="image" alt="Symbol" /></td>
</tr>
</tbody>
</table>
Emergo Textile Projects B.V. (further referred to as ETP) has commissioned FIRA Sustainability B.V. to provide external assurance on the reliability of Corporate Social Responsibility information as presented in the FIRA Platform. This statement is issued to ETP based on our assessment of the content, including underlying systems and available evidence, as disclosed in its Complete CSR Report and CSR Scorecard. This statement is intended for clients and other stakeholders who have a professional interest in ETP sustainability performance and opportunities.

Scope
The scope for this assignment is: Design, production, sales and marketing of corporate wear by Emergo Textile Projects B.V. (chamber of commerce 63357127) based in the Netherlands. Activities of corporate holding and its other subsidiaries are not in scope.

CSR Report: Complete
ETP expresses commitment to the principles of corporate social responsibility, and discloses its ambition on CSR issues as prioritized by FIRA, including management approach, policies, measures and plans. An extensive issue analysis has been executed, including stakeholder inventory and engagement. Governance and stakeholder dialogue is organized and performance management has been put into place.

Methodology & Work Undertaken
FIRA facilitates organizations processing the sustainability information in the FIRA Platform. FIRA ensures that the assessment team possesses the required competencies and adheres to the principles of auditing regarding ethical conduct, professional integrity, and independence. FIRA verifies all claims and information in accordance with the standard particular to the Complete CSR Report (see FIRA Platform Protocol for details). Claims and related information in the FIRA Platform were reviewed based on the evidence made available by ETP to FIRA to determine the plausibility of information.

Conclusion
ETP reports about initiatives and performance related to sustainability. Based on the work undertaken, we conclude that the claims and information portrayed through its Complete CSR Report in the FIRA Platform are reliable.

Summary FIRA Comments
We compliment ETP on initiatives undertaken. Please find a summary of our comments as published in the FIRA Platform below:

- **Balance & Completeness**: Management approach has been disclosed, we encourage ETP to develop clear objectives for all CSR issues, and report specific expectations for manufacturers on human rights, labour, and environmental issues. We compliment ETP with addressing most material CSR issues through concrete measures. New practices are disclosed on employability, social dialogue, sustainable materials, reduction of transport, sustainable energy and customer satisfaction. Other practices are focused on social responsibility in the supply chain and development of personnel. We encourage ETP to also disclose practices on ethical conduct and fair competition in the supply chain.

- **Code of Conduct**: An internal code on ethical behaviour is in place. We encourage ETP to develop a formal code of conduct for stakeholder reference.

- **Commitment to CSR**: ETP has committed to the template CSR declaration, including commitment to all CSR principles and to progress on material issues. We encourage ETP to work on a company specific declaration based on material issues.

- **Governance**: CSR responsibilities have been assigned in several layers of the organization.

- **Management System**: We encourage ETP to formulate Key Performance Indicators for all material CSR issues.

- **Value Chain**: There is limited information on the origin of supplies beyond ETP tier 1 suppliers (upstream).
We encourage ETP to collect additional data for the textile supply chain.

- **Stakeholder Inclusivity and Responsiveness**: No new engagement information has been disclosed. We encourage ETP to enhance stakeholder engagement by disclosing the results of actual CSR dialogue with clients, employees, suppliers, and the clothing industry in general.

- **Stakeholder Engagement**: The stakeholder engagement does not cover all CSR issues. We encourage ETP to mature stakeholder management by extending the scope of engagement touching all relevant CSR issues. Improving stakeholder engagement may impact the current materiality analysis.

Date of issue: June 14, 2018 (company CSR information is re-assessed on annual basis).

On behalf of FIRA,

Mrs. J. Chatelain
Director Reporting and Assurance
This report has been assembled from the ETP CSR information as registered in the FIRA Platform. The information in this report has been verified by FIRA Sustainability. An assurance statement has been included in this report.

<table>
<thead>
<tr>
<th>Naam</th>
<th>Emergo Textile Projects B.V. (ETP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straat</td>
<td>Hoofdstraat 39</td>
</tr>
<tr>
<td>Postcode/Plaats</td>
<td>3971 KA Driebergen-Rijsenburg</td>
</tr>
<tr>
<td>Land</td>
<td>The Netherlands</td>
</tr>
</tbody>
</table>