| Step | Risk/issue | Action point | Objective | When | Who |
|---|---|---|---|---|---|
| **1.1. Formulating and testing of policy** | In 2021, our policy statement was redrafted and tested by an external consultant. Policy must be up to date and correct. | Evaluate and test annually whether the policy is still adequate. | Always have RBC up to date | Annually in December | Management |
| | Keeping track of and implementing international laws and regulations | Evaluate annually whether laws and regulations have changed in the field of responsible international business and due diligence. | Comply with international rules and standards. | Continuous | Management |
| **1.2. Integrating CSR into business operations** | Our employees are not fully aware of our international CSR policy | Inform all our employees about and make them aware of our international CSR policy. | All employees (including new employees) are aware of ICSR policy. | In the coming reporting year | Team leaders |
| | Our international CSR policy is fully integrated into our business operations | Fully documenting our international CSR policy working method | Further development of procedures and instructions to ensure responsible international business conduct | In the coming reporting year | Purchasing |
| **2.1. Overview of production chain** | We do not yet have full insight into the quarries where our stone is extracted | Increasing insight into the quarries where our stone is extracted | We also want to guarantee the exact coordinates of all origin locations | In the coming reporting year | Purchasing |
| | Are there risks that are unmanageable for us as an organization or TruStone collectively? | Do we have to organize our natural stone range differently, so that we are active in fewer chains (% natural stone is already very low) | Only work within transparent natural stone chains | Within 3 years | Management, purchasing, sustainability manager |
| **2.2. Mapping out risks** | We do not yet have a full understanding of the risks associated with our purchasing practice | Increasing our understanding of the risks and consequences associated with our purchasing practice | Independent audits for transparency in the chain. | In the coming reporting year | Management, purchasing, sustainability manager |
| | We do not yet have full insight into the risks per country from which we import indirectly | Increasing insight into the risks per country or region from which we import | Start-up project chain responsibility for South African natural stone | Within 2 years | Management, purchasing, sustainability manager |
| | We do not yet have full insight into the risks per country from which we import indirectly | Increasing insight into the risks per country or region from which we import | We directly or indirectly import materials from Africa and Asia. | Within 3 years | Management, purchasing, sustainability manager |

| | | | | | | |
|---|---|---|---|---|---|---|
| **2.3. Prioritizing risks** | We are mapping out risks with regard to importing natural stone from India | | Have an independent audit organization carry out an objective assessment to make any abuses transparent. | Overview of all risks | Within 1 year | Management, purchasing, sustainability manager |
| | Renew risk matrix based on independent audits in India | | Have an independent audit organization carry out an objective assessment to make any abuses transparent. | Overview of all risks | Within 1 year | Management, purchasing, sustainability manager |
| **3. Risk management** | **Country** | **Risk** | | | | |
| | India | Living wage | Based on our own experience (conversations, visits, etc.), this subject can already be discussed during purchasing and consultations with suppliers. | Make this topic open for discussion and by, among other things, having Xertifix check whether this is an actual risk. | Within 9 months | Purchasing |
| | India | Debt bondage | Based on our own experience (conversations, visits, etc.), this subject can already be discussed during purchasing and consultations with suppliers. | Make this topic open for discussion and by, among other things, having Xertifix check whether this is an actual risk. | Within 9 months | Purchasing |
| | India | Health & Safety | Based on our own experience (conversations, visits, etc.), this subject can already be discussed during purchasing and consultations with suppliers. | Make this topic open for discussion and by, among other things, having Xertifix check whether this is an actual risk. | Within 9 months | Purchasing |
| | India | Environment | Based on our own experience (conversations, visits, etc.), this subject can already be discussed during purchasing and consultations with suppliers. | Make this topic open for discussion and by, among other things, having Xertifix check whether this is an actual risk. | Within 9 months | Purchasing |
| | Southern Africa | Corruption | Based on our own experience (conversations, visits, etc.), this subject can already be discussed during purchasing and consultations with suppliers. | Discuss this topic during purchasing (conversations). So that this becomes a core theme for the supplier. | In the coming reporting year | Purchasing |
| | India | Living wage | We are already going to participate in a start-up living wage project related to the extraction and processing of Steel Gray in India. | The final objective is that there is a living wage for the employees within the extraction and processing of Steel Gray in India. | Within 5 years | Management, purchasing, sustainability manager |
| **4. Evaluation** | We annually evaluate the progress of our action plan and involve stakeholders | | Consulting stakeholders when evaluating the progress of measures | The PVA is seen as an action list. Actions must be fulfilled in accordance with the time schedule. | In the coming reporting year | Management, purchasing, sustainability manager |
| | We annually evaluate the progress of our action plan and involve stakeholders | | Evaluating the progress of the measures from our previous action plan | In order to be clear about the steps we are taking, we keep a record of all our actions. Also those from past years. | In the coming reporting year | Management, purchasing, sustainability manager |

| | | | | | |
|---|---|---|---|---|---|
| **5. Reporting** | We do not reach our target groups sufficiently with our reporting | Communicate our due diligence reporting to stakeholders and rightsholders in an accessible manner. We want to explain clearly why we made the choices we have made. | Secure website, newsletters, social media promotions | Continuous | Communications manager |
| | We report on our due diligence and the risks in the chain in an accessible manner | Reporting publicly about our due diligence policy and processes, and about risks and consequences in our supply chain | Reaching interested parties through complete and clear communication via website and social media. | Continuous | Communications manager |
| | Explain in public communication why we have made the choices we have made with regard to prioritizing themes. | We cannot pick up everything at once, so we have prioritized ICSR / sustainability actions | Explain clearly on the website why we do what and when. | Continuous | Communications manager |
| **6. Complaints and disputes** | Not all stakeholders in the chain are aware of the existence of the TruStone Complaints and Disputes Committee | Make stakeholders aware of the existence and role of the TruStone Initiative Complaints and Disputes Committee | Provide information on our website and in newsletters | In the coming reporting year | Communications manager |
| | All stakeholders in the chain are aware of the existence of the TruStone Complaints and Disputes Committee | We want all those involved in the chain to know how to safely report any wrongdoing. | On our website and in communication to suppliers | Continuous | Purchasing |