

ACTION PLAN | JETSTONE DEURNE

Step	Risk/Issue	Action point	Objective	When	Who
1.1. Formulate and test policy	In 2021, our policy statement was drawn up again and tested by an external consultant. The policy must be up to date and correct.	Evaluate annually and test whether the policy is still adequate.	Always have RBC up to date	Annually in December	Management
	Keep track of and implement international laws and regulations	Evaluate annually whether laws and regulations have changed in the field of responsible international business and due diligence.	Comply with internationally set rules and standards.	Ongoing	Management
1.2. Integrating ICSR into business operations	Our employees are not fully aware of our international CSR policy	Informing and familiarizing all our employees with our international CSR policy. This is done via Jetstone Academy, management presentations, graphic newspaper, employee newspaper, IMVO annual report and team meetings.	All employees (including new employees) are aware of the ICSR policy.	In the coming reporting year	Team leaders
	Our international CSR policy is fully integrated into our business operations	Fully documenting our working method in the field of international CSR policy	Further development of procedures and instructions to ensure responsible international business	In the coming reporting year	Purchasing
	Further embedding and safeguarding of ICSR through the use of a sustainability consultative body	Assemble a new and enthusiastic team that can represent and integrate 'sustainability' in all departments within the company.	Have a meeting with members of the sustainability consultancy 6 times a year.	In the coming reporting year	Sustainability manager
	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 are aiming for 100% location insights in the chain in 2023. We also want the exact locations of all extraction areas to be clear.	In the coming reporting year	Purchasing

2.1. Production chain overview	Are there risks that are unmanageable for us as an organization or TruStone collectively?	Should we organize our range of natural stone 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
	LCA black natural stone; we do not yet have insight into the CO2 emissions of the natural stone chain from Southern Africa (black granite)	In addition to gaining insight into origins, we also want to assess the CO2 impact of processing black natural stone from Southern Africa	A very good indication of the CO2 impact of the natural stone chain Southern Africa (via Italy) to NL	Within 3 years	Management, purchasing, sustainability manager
2.2. Risk assessment	We do not yet have a full understanding of the risks associated with our procurement practice	Increasing insight into 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 indirectly import	Increasing insight into the risks per country or region from which we import	Start-up project chain responsibility for South African natural stone	In the coming reporting year	Management, purchasing, sustainability manager
	We do not yet have full insight into the risks per country from which we indirectly import	Increasing insight into the risks per country or region from which we import	Have a clear risk analysis of materials that we import (directly or indirectly) from Africa and Asia	Within 3 years	Management, purchasing, sustainability manager
	We are assessing the risks with regard to importing natural stone from India	An independent audit organization has done audits for an objective review. Audit results are discussed with those involved in the chain (including factories in India).	All risks in overview	Within 1 year	Management, purchasing, sustainability manager
	Audits in Zimbabwe provide more insight into points for improvement	With a project team we are going to better visualize our chain to Southern Africa - extraction of black granite - and make it transparent. We are doing this together with fellow companies, suppliers and NGOs.	All risks in overview	Within 3 jaar	Management, purchasing, sustainability manager

2.3. Prioritize risks	Keep an eye out for potential hazards in areas. We need to keep looking at this and make it open for discussion.		We recognize that there are other challenges. But we are now focusing on some of the aforementioned risks, countries and chains.	All risks in overview	Ongoing	Management, purchasing, sustainability manager
	Audits in India (Andhra Pradesh) provide more insight into points for improvement		An independent audit organization has done audits for an objective review. Audit results are discussed with those involved in the chain (including factories in India). Together with those involved, we will prioritize to know what needs to be worked on first.	All risks in overview	Within 1 year	Management, purchasing, sustainability manager
3. Manage risks	Country	Risk				
	India	Audit outcome	Conversation with Arisa & local experts, Xertifix and supplier to draw up an improvement plan based on the audit results.	Describe clear action points to implement improvements together.	Within 3 months	Management, purchasing, sustainability manager
	India	Debt bondage	Making this topic open to discussion based on an audit and possibly another location visit / own experience (conversations, visits, etc.). Also addressing this theme during conference calls and the daily purchasing.	This is a possible risk as shown by audit. Discuss this point in consultation with all stakeholders (including the factory in India).	Within 9 months	Purchasing
	India	Health & Safety	Making this topic open to discussion based on an audit and possibly another location visit / own experience (conversations, visits, etc.). Also addressing this theme during conference calls and the daily purchasing.	The factory in India that we work with has this in order. We may be able to provide support in the provision of first aid kits in the factories.	Within 9 months	Purchasing
	India	Environment	Making this topic open to discussion based on an audit and possibly another location visit / own experience (conversations, visits, etc.). Also addressing this theme during conference calls and the daily purchasing.	The factory in India that we work with apparently has this in order. Also assess this yourself during a visit to the location, report on it and discuss it with owners if necessary.	Within 9 months	Purchasing

	India	Labour unions	Supplier does not want employees to unite in a trade union.	Keep in touch with the supplier so that this becomes possible. When necessary, offer knowledge from NL because the social dialogue between workers and employer is and remains possible.		
	Southern Africa	Other	Starting in 2023 with an RvO project to make the chain transparent and to discuss any abuses.	Start the project in 2023 and, together with various chain partners, gain transparency over the next 3 - 4 years and discuss possible improvements.	Within 5 years	Management, purchasing, sustainability manager
	Southern Africa	Other	Assessing the CO2 impact of black granite extraction in Southern Africa up to and including delivery to a factory in the Netherlands.	"We have set the reduction of CO2 in our chain as a high priority. We want to be clear about the impact of the chain, so that we can reduce from there. We want to compensate for what cannot (yet) be reduced."	Within 3 years	Management, purchasing, sustainability manager
4. Evaluate	We annually evaluate the progress of our action plan and involve stakeholders in this process		Consult stakeholders when evaluating the progress of measures	The action plan is seen as an action list. Actions must be completed 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 in this process		Evaluate the progress of the measures from our previous action plan	To make the steps we take clear, we keep track of all our actions. Even those of past years.	In the coming reporting year	Management, purchasing, sustainability manager
	Communicate improvement plan with TruStone in connection with the improvement actions to be taken		When we have results from external audits and from there have a plan to improve points, we want to communicate this with the TruStone organization.	Keeping all involved organizations informed.	Ongoing	Management, purchasing, sustainability manager
	We do not yet sufficiently reach our target groups with our reporting		Communicate our due diligence reporting to stakeholders and rights holders in an accessible manner. We want to explain clearly why we made the choices we have made.	Securing website, newsletters, social media campaigns	Ongoing	Manager communication

5. Report	We report in an accessible manner on our due diligence and the risks in the chain	Publicly report on our due diligence policies and processes, and on risks and impacts in our supply chain	Reaching interested parties through complete and clear communication via website and social media.	Ongoing	Manager communication
	Explaining in public communications why we have made the choices we have made with regard to prioritizing themes.	We cannot do everything at once, which is why we have set priorities with regard to ICSR / sustainability actions	Clearly explain on the website why we do what and when.	Ongoing	Manager communication
	We do not yet sufficiently reach our target groups with our reporting	In 2022 we published an ICSR annual report as a company for the first time. We will publish another annual report in 2023.	Publish ICSR annual report no later than July 2023.	In the coming reporting year	Management, purchasing, sustainability manager
	Establishing in communications that we are also taking new steps towards other countries.	Communicate new steps we take. In addition, explain why we are taking these steps and others are not (yet) doing so.	Clearly explain on the website why we do what and when.	Within 3 months	Manager communication
6. Complaints and disputes	Not all stakeholders in the chain are aware of the existence of TruStone's 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	Manager communication
	All stakeholders in the chain are aware of the existence of TruStone's complaints and disputes committee	We want everyone involved in the chain to know how to safely report any abuses.	On our website and in communication with suppliers	Ongoing	Purchasing
	Continue to develop internal reporting point HR / confidential advisor and communicate this internally	We want everyone involved in the chain to know how to safely report any abuses. This also applies to our employees	Via company regulations, graphic newspaper, internal newsletters and presentations.	Ongoing	Management