

# Corporate Social Responsibility Charter



▶ **Trust**  
**Quality**  
**Progress**

We ARE Kiwa, a global leader in Testing, Inspection and Certification (TIC). We operate at the heart of society: our aim is to create trust in people's health and safety at work and at home. Our purpose is to contribute to making products, processes, organizations, living and working environments as clean, healthy, safe and sustainable as possible. In doing so, we create trust, transparency and a level playing field for all parties involved, both private and public. For Kiwa, fulfilling Corporate Social Responsibility (CSR) means embodying these principles in all that we do and to respond to the trust society places in us. Thus, we aim to improve and sustainably develop society, both globally and locally for the benefit of all.

*Paul Hesselink, CEO Kiwa*

# Creating trust for society at large

Our corporate mission states how we see our role in society:

**We create trust by contributing to the transparency of the quality, safety and sustainability of products, processes, services and organisations as well as personal and environmental performance.**

In summary, we provide transparent information on the quality, health, safety and sustainability of a wide variety of products, processes, services, persons, systems and organisations. We do so through independent testing, inspection and certification (TIC) strengthened by training, technology and data services.

We carry out the TIC process for:

- ▶ governmental bodies that make and enforce rules and regulations and define acceptable levels of quality, safety and health;
- ▶ public utilities and service organisations that (continuously) supply gas, electricity and water, provide healthcare and education and ensure our food is safe;

- ▶ the industrial sector that supplies goods, products, installations and services and aims for improvement and innovation on a level playing field open for all;
- ▶ the (end) user that wants to be confident that what he or she uses or consumes is reliable and safe, so he or she is able to choose quality based upon independent judgement.

## **From then to today**

Our TIC core activities logically place us at the heart of society – a position which has been strengthened by our broad history. The roots of our entities around the globe lie in safeguarding people's health and safety by providing a high quality verification service. In many cases, this role originated from a governmental mandate in sectors including gas, energy, drinking water and construction or production safety. These companies and a wealth of new family members offering services in a broad range of markets have grown into Kiwa as it stands today: Ambitious, Reliable and Engaged ("We ARE Kiwa").





People



Planet



Profit

# 3 P statement: People, Planet, Profit

For Kiwa, CSR converges around the so-called “3 Ps”: People, Planet and Profit. We carry out our business in close collaboration with many stakeholders, from customers to suppliers, from our employees to our shareholders and society at large. Therefore, we recognise and appreciate the corporate social responsibility we have towards all these stakeholders, society and the environment. Naturally, being a commercial company, we need to make profit to safeguard continuity, but not at any cost. We have created the below statement to define our interpretation of the 3 Ps.

## People

- ▶ We treat people with fairness, respect, and decency.
- ▶ We aim for a high customer satisfaction level.
- ▶ We aim to be an organization with a high level culture wherein it is possible to grow and that inspires all employees.
- ▶ We help our employees to reach their full potential by providing funding and facilities for learning, training and development.

- ▶ We do not discriminate and are an all-inclusive employer; we judge only on the ability to work effectively.
- ▶ We provide a healthy, safe and secure working environment.
- ▶ We produce our HR policies with the intention of achieving high employee satisfaction by providing optimal working conditions and opportunities for personal development.
- ▶ We encourage our own people to contribute to initiatives that advance society and its people.
- ▶ We behave appropriately and train and inform our employees in e.g. competition compliance and correct business behaviour, through our Code of Conduct and corporate policies.
- ▶ We act in accordance with our Corporate Core Values: Ambitious, Reliable, Engaged (“We ARE Kiwa”).

## Planet

- ▶ We contribute to the social and economic well-being of the communities in which we are an employer.
- ▶ We ask our stakeholders for their opinion on our CSR Policy and take their interests into account.

- ▶ We always try to minimise the adverse environmental impact of our business operations (e.g. striving to reduce waste, spills and inefficiency).
- ▶ We operate a CSR programme aimed at improving our efforts and climbing the CSR Performance Ladder.

## Profit

- ▶ We strive to be a good global corporate citizen that brings progress to the world.
- ▶ We aim to create a level playing field for all parties, allowing them to conduct their business in a fair manner, improve themselves and stimulate innovation.
- ▶ We prefer to invest our profits in the development of our company instead of paying dividends.
- ▶ All employees may become shareholder of Kiwa and benefit from the value creation of the organisation.
- ▶ We are a financially stable business and aim to satisfy all our stakeholders in a responsible manner.
- ▶ We set our goals high and always strive to reach the next level by continuously improving ourselves – evolution instead of revolution.

**Kiwa N.V.**

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