



## GRI 102: General disclosures

### General Disclosures

GRI 102	General Disclosures 2020	
<b>1</b>	<b>Organizational profile</b>	
<b>102-1</b>	Name of the organization	Hoogesteger
<b>102-2</b>	Activities, brands, products, and services	Production and sale of private label fresh fruit and vegetable juices
<b>102-3</b>	Location of headquarters	Zwanenburg
<b>102-4</b>	Locations of operations	The Netherlands, Scandinavia, Germany, Austria, England
<b>102-5</b>	Ownership and legal form	The shareholder of Hoogesteger BV is the Jamaica Producers Group (JPG).
<b>102-6</b>	Markets served	70% the Netherlands, 30% abroad (Belgium, Germany, Scandinavia)
<b>102-7</b>	Scale of the organization	1 branch, 195 employees
<b>102-8</b>	Information on employees and other workers	See online CSR annual report.
<b>102-9</b>	Supply chain	Class 2 and 3 fruit and vegetables are procured internationally from various suppliers, particularly in Egypt, Spain, South America and South Africa. Depending on where fresh fruit is available at that moment. In addition, IQF (frozen fruit) and purees (lightly pasteurized juice/puree) are procured if fresh is not feasible. The fruit and vegetables arrive in containers at the juice factory in Zwanenburg where they are made into juice. The juices are sold as a private label.
<b>102-10</b>	Significant changes to the organization and its supply chain	N/A
<b>102-11</b>	External initiatives	In particular in the field of food safety and our shelf life techniques HPP and FMP, we work with the following parties: <ul style="list-style-type: none"> <li>. Wageningen University</li> <li>. Allergen Consultancy</li> <li>. Eurofins</li> <li>. I3 Food</li> <li>. Food Tech Brainport in Helmond</li> <li>. DIL (Deutsche Institut für Lebensmitteltechnik)</li> <li>. KTBA</li> </ul>



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		See online CSR annual report for the latest initiatives.
<b>102-12</b>	Precautionary principle or approach	All suppliers are Global GAP and GFSI certified. The emphasis is on food safety. In addition, suppliers are audited by Hoogesteger itself. Here, particular attention is paid to food safety and (safe) working conditions.
<b>102-13</b>	Membership of associations	Membership FWS (Dutch Association of Soft Drinks, Waters, Juices) and FNLI (Federation of Dutch Food Industry)
<b>2</b>	<b>Strategy</b>	
<b>102-14</b>	Statement from senior decisionmaker	See online CSR annual report.
<b>102-15</b>	Key impacts, risks, and opportunities	See CSR policy in online CSR annual report.
<b>3</b>	<b>Ethics and integrity</b>	
<b>102-16</b>	Values, principles, standards, and norms of behaviour	Internally there is a protocol and complaints procedure for undesirable behavior. For suppliers there is a code of conduct that is signed.
<b>102-17</b>	Mechanisms for reporting problems in unethical/unlawful behaviour and advice in organizational integrity	In addition to the complaints procedure for undesirable behavior, there are two confidential advisers and the whistle-blower policy applies.
<b>4</b>	<b>Governance</b>	
<b>102-18</b>	Governance structure	Jamaica Producers Group is the shareholder of Hoogesteger. Furthermore there is a Managing Director and a Management Team. The organisation chart is available on request.
<b>5</b>	<b>Stakeholder Engagement</b>	
<b>102-40</b>	List of stakeholder groups	Key stakeholders are: Customers, JPG, Consumers, Suppliers, Permanent employees, Temporary workers, Local residents, Temporary employment agencies, the Dutch Water board, Environment services / municipality
<b>102-41</b>	Collective bargaining agreements	Hoogesteger is covered by the collective labour agreement for the fruit and vegetable processing industry.



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102-42	Identifying and selecting stakeholders	
102-43	Approach to stakeholder engagement	<ul style="list-style-type: none"> <li>. Hoogesteger meets the sustainability requirements of their customers.</li> <li>. Discussions about this take place one on one. No employee satisfaction survey took place in 2020</li> </ul>
102-44	Key topics and concerns raised	See CSR policy in online CSR annual report.
<b>6</b>	<b>Reporting practice</b>	
102-45	Entities included in the consolidated financial statements	<p>Daily management through the Management Team and Operations Team. The managers of the departments are represented in the OT:</p> <ul style="list-style-type: none"> <li>. Repack, Press and Pilot Plant</li> <li>. V&amp;E, HPP and warehouse</li> <li>. Planning, Logistics and Customer Service</li> <li>. Technical Service &amp; Quality Service</li> </ul> <p>The organisation chart is available on request.</p>
102-46	Defining report content and topic Boundaries	N/A
102-47	List of material topics	Material aspects are included and mentioned in the online CSR annual report and the CSR policy.
102-48	Restatements of information	N/A
102-49	Changes in reporting	N/A, 2017 first CSR reporting.
102-50	Reporting period	2020
102-51	Date of most recent report	2021
102-52	Reporting cycle	Annually



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<b>102-53</b>	Contactpunt voor vragen over het verslag of de inhoud ervan	Renate Ludeking, SHEQA Manager
<b>102-54</b>	Claims of reporting in accordance with the GRI Standards	Core
<b>102-55</b>	GRI content index	N/A
<b>102-56</b>	External assurance	N/A

## GRI 103: Management approach

### General disclosures

<b>GRI 103</b>	<b>Management approach</b>	
<b>1</b>	<b>General requirements in reporting the management approach</b>	
<b>103-1</b>	Explanation of the material topic and its boundaries	CSR pillars can be found in the CSR policy
<b>103-2</b>	The management approach and its components	See preface and the CSR policy.
<b>103-3</b>	Evaluation of the management approach	<ul style="list-style-type: none"> <li>. Half-yearly Management Review and the annual BCM, BRC and IFS audits.</li> <li>. The CSR team meets monthly to monitor progress.</li> </ul>

## GRI 200: Economic standards

### General disclosures

<b>GRI 200</b>	<b>Economic standards</b>	
<b>201</b>	<b>Economic Performance</b>	
<b>201-1</b>	Direct economic value generated and distributed	Annual report filed with Chamber of Commerce.
<b>201-2</b>	Financial implications and other risks and opportunities due to climate change	Partly due to the freshness of the products, the risks for Hoogesteger are primarily in the supply of raw materials. Climate change increases the risk of failed harvests, for example due to storms (el Nino), drought or excessive hail showers. Seasonal changes also play a role. Hoogesteger responds to this by spreading the risk and purchasing from different suppliers at the same time. Financial implications are mainly the increase in raw material prices.



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<b>201-3</b>	Defined benefit plan obligations and other retirement plans	There is a collective pension at BPL Pension.
<b>201-4</b>	Financial assistance received from government	WBSO (subsidy arrangement for research and development)
<b>202</b>	<b>Market Presence</b>	
<b>202-1</b>	Ratios of standard entry level wage by gender compared to local minimum wage	<ul style="list-style-type: none"> <li>. Lowest salary of employee is €1,986.6 gross per month (€11.46 per hour). This is 125% of the minimum wage.</li> <li>. Temporary agency workers are paid in accordance with the Collective Labour Agreement tables. After six months it is decided whether temporary employees are offered a fixed contract</li> </ul>
<b>202-2</b>	Proportion of senior management hired from the local community	<ul style="list-style-type: none"> <li>. We recruit locally as much as possible. However, it is difficult to find people from the area. We promote the company during the festive week in Zwanenburg. Because of Corona this event did not take place this year.</li> <li>The employment agency prioritizes people from the area.</li> <li>The Managing Director and the Sales Manager are from Friesland, other MT and OT members are from the area (radius of 40 km).</li> </ul>
<b>203</b>	<b>Indirect Economic Impacts</b>	
<b>203-1</b>	Infrastructure investments and services supported	Annual local sponsor activities have not been able to take place this year due to corona. A new initiative has been launched in which two employees clean up litter in the neighborhood on a weekly basis. See also the CSR annual report.
<b>203-2</b>	Significant indirect economic impacts	<p>Contribution to employment in the region, in particular for production staff.</p> <ul style="list-style-type: none"> <li>. Hoogesteger is an accredited training company.</li> <li>. In 2020 there were in total 2 interns in the departments Quality Service and Product Development.</li> <li>. There is no policy on social return. It is being looked at, also by the temporary employment agencies. So far, hardly any suitable jobs have been found. Currently, we have one employee with a distance from the labour market.</li> </ul>



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204		Procurement Practices
204-1	Proportion of spending on local suppliers (local procurement policy)	Local procurement of fruit and vegetables is generally not possible, but is done where possible. For example, apples, pears, cucumbers, peppers and spinach come from the Netherlands as much as possible. . Other procurements are done nearby as much as possible as well. Our carrier Heinis also comes from Zwanenburg, for example. . Procurement of packaging material is done in the Netherlands as much as possible: boxes (cardboard), labels (PE material), bottles (PET & HEPE) and caps (HDPE). Caps are produced in England (contact is in the Netherlands). . There is no official policy and/or monitoring of local procurement.
205		Anti-Corruption
205-1	Operations assessed for risks related to corruption	<ul style="list-style-type: none"> <li>. Anti-corruption policy (doing business honestly) is included in code of conduct signed by suppliers.</li> <li>. Corruption risks in the chain have not been specifically mapped out.</li> <li>. To prevent the risk of food fraud, a Food Defense Analysis was performed for our own location and a Food Fraud risk-analysis was performed for all raw materials.</li> </ul>
205-2	Communication and training about anti-corruption policies and procedures	<ul style="list-style-type: none"> <li>. All employees receive Food Defense training annually.</li> <li>. Internally there is no official corruption policy. Gifts from suppliers are usually collected and raffled. In case of doubt, we ask for permission from the Managing Director first.</li> </ul>
205-3	Confirmed incidents of corruption and actions taken	No known incidents.
206		Anti-competitive Behavior
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	N/A
207		Tax
207-1	Management approach to tax	Hoogesteger follows the tax regulations as they apply in the Netherlands.
207-2	Fiscal governance, control and risk management	Declarations are periodically checked internally and externally. The external audit involves collaboration with specialized parties such as KPMG and PWC. In



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		addition, consultation with the tax authorities takes place in case of doubt or questions about tax legislation.
<b>207-3</b>	Stakeholder engagement and management of concerns related to tax	The management steers all processes in outline. Taxes and compliance with tax legislation are regularly on the agenda in consultations with shareholders. The CFO is the first point of contact regarding taxes and tax payments.
<b>207-4</b>	Country-by-country reporting	Hoogesteger pays tax in the Netherlands. The report on this is included in the financial reporting.

## GRI 300: Environmental Standards

### General disclosures

GRI 300	Environmental Standards	
<b>301</b>	<b>Materials</b>	
<b>301-1</b>	Materials used by weight or volume	Purchased raw materials total 39,000 tons. Of these, 22,000 tonnes consisted of oranges.
<b>301-2</b>	Percentage of recycled input materials used	The corrugated cardboard is 85% recycled. 6 out of 18 bottles are made of R-PET. Also refer to the online CSR annual report.
<b>301-3</b>	Percentage of products whose packaging materials have been reclaimed	It is difficult to estimate the percentage of plastic that ends up in separated waste after final use. However, waste separation is encouraged through information on the label. The customer ultimately decides what will appear on the label. Also refer to the online CSR annual report.
<b>302</b>	<b>Energy</b>	
<b>302-1</b>	Energy consumption within the organization (scope 1 & 2)	<p>Scope 1:</p> <p>Gas consumption: 144,934 m<sup>3</sup></p> <p>Fuel consumption: 16,790 litres diesel and 13,249 petrol, in addition, an estimated 55,000 km have been driven in a diesel car, and 36,000 km in a petrol car</p> <p>Scope 2:</p> <p>Electricity consumption: 3.820,281 kWh</p> <p>Declared business kilometers: 52.432 km</p>



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		Km air travel < 700 km: 5.437 Km air travel 700 - 2.500 km: 14.901 Km air travel > 2.500 km: 16.878
<b>302-2</b>	Energy consumption outside of the organization (scope 3)	majority (80%) of the raw materials. Also refer to the online CSR annual report. Transport: . In order to spread the risk, transport is outsourced to 10 to 12 different transporters. . In some cases the customer arranges the transport. . Containers arrive both in the port of Rotterdam and in England. . No conditions are set with regard to sustainability. . Our regular carrier Heinis (from Zwanenburg) invests exclusively in the purchase of trucks with Euro 6 engines. . A lot of transport takes place upstream, but Hoogesteger has little influence on that. Storage: . Storage takes place at a sustainable cold store. Also refer to the online CSR annual report. Other: . Commuter traffic: transport (bicycle/car) per employee mapped by postal code. . Energy consumption as a result of procurement and waste
<b>302-3</b>	Energy intensity	Litres of juice produced
<b>302-4</b>	Reduction of energy consumption	<ul style="list-style-type: none"> <li>• Further shift to LED lighting (new fruit cell and Labelling Line 4)</li> <li>• EED audit report prepared and submitted to the Netherlands Enterprise Agency (RVO)</li> <li>• More efficient water purification due to a new soda lye dosing unit</li> <li>• Final decision to transfer to Dutch green energy starting in 2021</li> </ul> <p>Also refer to the online CSR annual report.</p>
<b>302-5</b>	Reductions in energy requirements of products and services	Not yet clear
<b>303</b>	<b>Water and Effluents</b>	
<b>303-1</b>	Interactions with water as a shared resource	Hoogesteger uses a lot of water to clean and rinsing the tanks and . For cleaning and for rinsing the tanks and pipes. Tap water is used for this.



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<b>303-2</b>	Management of water discharge-related impacts	Since the water contains a lot of sugar, it may not just be discharged. That is why Hoogesteger has a water purification installation that removes part of the sugars. The sludge is removed for fermentation.
<b>303-3</b>	Water withdrawal	Water consumption 2020: 86,951 m3. Per liter of juice produced, this means a consumption of 3.7 liters of water. See also our CSR annual report.
<b>303-4</b>	Water discharge	Water consumption 2020: 86,951 m3. This is also what is drained. See point 303-2.
<b>303-5</b>	Water consumption	Water consumption 2020: 86,951 m3.
<b>304</b>	<b>Biodiversity</b>	
<b>304-1</b>	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	This does not apply. The company is not adjacent to a nature reserve.
<b>304-2</b>	Significant impacts of activities, products and services on biodiversity	There are various risks in the chain for the loss of biodiversity as a result of, for example, pesticides, monoculture and the felling of trees. These risks have not yet been explicitly identified.
<b>304-3</b>	Habitats protected or restored	N/A
<b>304-4</b>	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations	Unknown
<b>305</b>	<b>Emissions</b>	
<b>305-1</b>	Direct (Scope 1) GHG emissions, by weight	323 tonnes of CO2
<b>305-2</b>	Energy indirect (Scope 2) GHG emissions, by weight	2,178 tonnes of CO2, of which business travel 17 tonnes of CO2
<b>305-3</b>	Other indirect (Scope 3) GHG emissions, by weight	Not yet mapped, see also 302-2
<b>305-4</b>	GHG emissions intensity	Linked to produced litres of juice
<b>305-5</b>	Reduction of GHG emissions	See 302-4
<b>305-6</b>	Emissions of ozone-depleting substances (ODS), by weight	N/A



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<b>305-7</b>	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions, by type and weight	N/A
<b>306</b>	<b>Waste</b>	
<b>306-1</b>	Waste generation and significant waste-related impacts	Raw materials: boxes, wood, plastic bags, rejected raw materials for fruit/vegetables. Production: plastic bags, residual flow fruit/vegetables (animal feed), rejected bottles/caps, rejected juice
<b>306-2</b>	Management of significant waste-related impacts	In consultation with the supplier, the packaging size and thickness of e.g. boxes and bottles is looked at. We also look at opportunities for improvement in the process: e.g. reusable packaging materials and have different procedures in the process, which leads to the fact repacking in another packaging is not necessary. The collector makes a quarterly report.
<b>306-3</b>	Waste generated	1.450.000 kg
<b>306-4</b>	Waste diverted from disposal	All waste is collected separately in wood, metal, cardboard and paper, foil, plastic and crates. The collector then tries to offer the waste for recycling. Residual flows of fruit/vegetables go to animal feed. Juice waste goes to fermentation.
<b>306-5</b>	Waste directed to disposal	See 306-4
<b>307</b>	<b>Environmental Compliance</b>	
<b>307-1</b>	Non-compliance with environmental laws and regulations	There have been no fines or sanctions for non-compliance with environmental laws and regulations.
<b>308</b>	<b>Supplier Environmental Assessment</b>	
<b>308-1</b>	Percentage of new suppliers/parts of the chain assessed against environmental criteria	A visit/audit always takes place when selecting new raw material suppliers. In addition to that, all suppliers are Global GAP certified. The environment is included in both. The environmental risks within the chain have not yet been specifically identified.
<b>308-2</b>	Significant current and potential negative lifecycle environmental impacts, and measures taken	These are mapped out by an IMVO self-assessment . We work with an environmentally conscious house transporter (new trucks Euro 6) and an environmentally conscious cold store (largely self-sufficient). With regard to the suppliers of raw materials at the beginning of the chain, the



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environmental performance (positive and negative) is not monitored.  
See also CSR annual report

## GRI 400: Social standards

### General disclosures

GRI 400	Social standards	
<b>401</b>	<b>Employment</b>	
<b>401-1</b>	New employee hires and employee turnover	Inflow: 41 Outflow: 25 See personnel data in the online CSR report.
<b>401-2</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees	N/A
<b>401-3</b>	Parental leave	The possibility of parental leave is actively communicated to personnel. In 2020 3 people took parental leave.
<b>402</b>	<b>Labour/Management relations</b>	
<b>402-1</b>	Minimum notice period(s) regarding operational changes	Notice periods are in accordance with the collective labour agreement, unless otherwise provided for in individual employment agreements.
<b>403</b>	<b>Occupational Health and Safety</b>	
<b>403-1</b>	Occupational health and safety management system	Hoogesteger's management system contains procedures for health and safety. Hoogesteger also employs a safety expert.
<b>403-2</b>	Hazard identification, risk assessment, and incident investigation	There is an RI&E that is drawn up and managed by the safety expert. The safety expert also conducts incident investigations.
<b>403-3</b>	Occupational health services	Safety is part of the company guidelines. All managers must do VOL-VCA. Safety rounds are regularly conducted and employees are obliged to report unsafe situations.
<b>403-4</b>	Worker participation, consultation, and communication on occupational health and safety	Hoogesteger's Works Council is involved in drawing up the RI&E and other safety policy.



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<b>403-5</b>	Worker training on occupational health and safety	See 403-3
<b>403-6</b>	Promotion of worker health	There is a preventive medical examination once every 5 years
<b>403-7</b>	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	N/A
<b>403-8</b>	Workers covered by an occupational health and safety management system	All employees and temporary workers working at Hoogesteger fall under the management system.
<b>403-9</b>	Work-related injuries	Accidents with absenteeism 11, LTIF 4 Accidents without absence 12, RCEF 4.4 We make no distinction between fixed and temporary. All accidents are investigated and preventive measures are determined on the basis of this.
<b>403-10</b>	Work-related ill health	Employees mainly have physical complaints due to work. From the RI&E we are looking for preventive solutions by making the work technically different or by applying work rotation.
<b>404</b>	<b>Training and Education</b>	
<b>404-1</b>	Average hour of training per year per employee	Every employee has an external training budget. Opportunities are discussed during the annual assessment and performance review. Participation in training courses is monitored at an individual level. Total training expenditure in 2020: € 26.405,-
<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	<ul style="list-style-type: none"> <li>. The courses are mainly work-related: excel, quality, payroll, recruitment, internal auditing, S&amp;OP.</li> <li>. In addition, employees can follow competence training courses: leadership training for team leaders and command of the Dutch language for production employees.</li> <li>. Internal mobility is facilitated and encouraged.</li> <li>. The training courses are not focused on possibilities when leaving employment.</li> </ul>
<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	100% at least annually
<b>405</b>	<b>Diversity and Equal Opportunity</b>	
<b>405-1</b>	Diversity of governance bodies and employees	. Employees are of various origins, especially within production.



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		<ul style="list-style-type: none"> <li>. The MT consists of 3 men and 1 woman.</li> <li>. Management positions in total concern 20 men and 4 women.</li> <li>. There is no official diversity policy.</li> </ul>
<b>405-2</b>	Ratio of basic salary and remuneration of women to men	<p>Wage scales are the same for men and women within the CLA.</p> <ul style="list-style-type: none"> <li>. Physical work is paid more and relatively done more often by men.</li> <li>. Distribution at Hoogesteger male 145 and female 46 .</li> </ul> <p>. MT and OT wages are not covered by the CLA. There are differences between men and women here. This has to do with the difference in tasks and responsibilities and the number of years of employment.</p>
<b>406</b>	<b>Non-discrimination</b>	
<b>406-1</b>	Incidents of discrimination and corrective actions taken	3 complaints of discrimination.
<b>407</b>	<b>Freedom of Association and Collective Bargaining</b>	
<b>407-1</b>	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Membership in a trade union is encouraged. Part of the contribution is paid for the employee. As far as is known, two employees are members of a trade union (FNV).
<b>408</b>	<b>Child Labour</b>	
<b>408-1</b>	Operations and suppliers at significant risk for incidents of child labor	<ul style="list-style-type: none"> <li>. No one under the age of 18 is hired.</li> <li>. Suppliers are audited according to the BSCI (Business Social Compliance Initiative) standard, which includes a check on child labour.</li> <li>. Hoogesteger also looks at this in the audits they conduct themselves.</li> <li>. Human rights and the absence of child labour are part of the Hoogesteger code of conduct signed by suppliers.</li> <li>. In case of violation of these terms, the trade is stopped and/or postponed.</li> <li>. If possible, agreements are made and options are explored together with the supplier to allow children to go back to school.</li> </ul>





<b>409</b>	<b>Forced or Compulsory labor</b>	
<b>409-1</b>	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Working conditions are part of BSCI and the audits and agreements by Hoogesteger itself. See also 408-1
<b>410</b>	<b>Security Practices</b>	
<b>410-1</b>	Security personnel trained in human rights policies and procedures	For the security of the site we work together with G4S. It is unknown whether their employees have followed training on human rights and the prevention of discrimination.
<b>411</b>	<b>Rights of Indigenous People</b>	
<b>411-1</b>	Incidents of violations involving rights of indigenous peoples	GFSI and BSCI standard are used for the assessment of suppliers. It has not been explicitly investigated to what extent the rights of the indigenous population are included.
<b>412</b>	<b>Human Rights Assessment</b>	
<b>412-1</b>	Operations that have been subject to human rights reviews or impact assessments	See 408-1 and 409-1
<b>412-2</b>	Employee training on human rights policies or procedures	N/A
<b>412-3</b>	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	N/A
<b>413</b>	<b>Local Communities</b>	
<b>413-1</b>	Operations with local community engagement, impact assessments, and development programs	Hoogesteger provides employment, especially for low educated personnel, in the neighbourhood. . Hoogesteger sponsors local activities. See also 203-1 and 203-2 and the online CSR annual report.
<b>413-2</b>	Operations with significant actual and potential negative impacts on local communities	. Hoogesteger is located in a residential area. . To prevent noise pollution, a noise barrier was installed a few years ago. . Around Christmas and Easter, when production also takes place at night, residents are informed and offered free juice. . A new initiative was started in 2020 in which two Hoogesteger employees clean up litter every week.





414		Supplier Social Assessment
414-1	New suppliers that were screened using social criteria	<ul style="list-style-type: none"> <li>. Basically 100%. If BSCI or equivalent certification is not (yet) available due to circumstances, separate agreements will be made. 100% of our suppliers are BSCI or equivalent certified.</li> <li>. In addition, Hoogesteger assesses the working conditions on site through their own audits</li> </ul>
414-2	Negative social impacts in the supply chain and actions taken	<p>Hoogesteger carried out a self-assessment with regard to ICSR in 2019. An improvement plan has been drawn up on the basis of this. This assessment was done in the context of the signing of the ICSR covenant by the trade association FNLI.</p> <p>See also the online CSR annual report.</p>
415		Public Policy
415-1	Political contributions	None
416		Health and Safety of Consumers
416-1	Assessment of the health and safety impacts of product and service categories	<ul style="list-style-type: none"> <li>. Hoogesteger is BRC AA+ grade and IFS higher level certified.</li> <li>. We only work with suppliers who are Global Gap and GFSI/ BRC certified.</li> <li>. Food safety is paramount in these certifications.</li> <li>. Hoogesteger audits suppliers on quality, safety and the environment.</li> <li>. Specific criteria are set with regard to risk food (honey, tea, cocoa).</li> <li>. A 'Food Defense Plan' has been drawn up to minimize (sabotage) risks during transport and storage.</li> </ul>
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There have been 2 recalls in 2020.





417 Marketing and Labelling		
417-1	Requirements for product and service information and labeling	<ul style="list-style-type: none"> <li>. Alle etiketten voldoen aan wet- en . All labels comply with laws and regulations and the additional requirements of our customers.</li> <li>. Correct and complete information on the label constantly has our attention, partly in view of continuous product development and working with new ingredients.</li> <li>. Some certifications are also mentioned on the bottle (SKAL, ECO, UTZ).</li> </ul>
417-2	Incidents of non-compliance concerning product and service information and labeling	. All labels are checked annually. No findings and/or inaccuracies emerged from this in 2020. In 2020 there was no audit regarding product integrity (PIA).
417-3	Incidents of non-compliance concerning marketing communications	None
418 Customer Privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	None
419 Socio-economic Compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	None



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