

## Assurance Statement Pondres

Pondres Direct Mail B.V. (further referred to as Pondres) has commissioned FIRA Sustainability B.V. (further referred to as FIRA) to provide external assurance on the reliability of its Corporate Social Responsibility information as presented in the CSR-Register (also known as MVO-Register). This statement is issued to Pondres based on our assessment of the content, including underlying systems and available evidence, as disclosed in its Basic CSR Report and CSR Scorecard. This statement is intended for clients and other stakeholders who have a professional interest in Pondres sustainability performance and opportunities.

### Scope

The scope for this assignment is: Print and mail, E-fulfillment and dialogue marketing by Pondres Direct Mail B.V. (chamber of commerce 18031585) based in the Netherlands.

### CSR Report: Basic

Pondres expresses commitment to the principles of corporate social responsibility, and discloses its ambition on CSR issues as prioritized by the CSR-Register, including management approach, policies, measures and plans.

### Methodology & Work Undertaken

Organizations process its sustainability information in the CSR-Register. FIRA verifies all claims and information in accordance with the standard particular to the Basic CSR Report (see CSR-Register Protocol for details), based on moderate assurance. Claims and related information in the CSR-Register were reviewed based on the evidence made available by Pondres to FIRA to determine the plausibility of information. FIRA ensures that the assessment team possesses the required competencies and adheres to the principles of auditing regarding ethical conduct, professional integrity, and independence.

### Conclusion

Pondres reports about initiatives and performance related to sustainability. Based on the work undertaken, we conclude that the claims and information portrayed through its report in the CSR-Register are reliable.

### Summary FIRA Comments

We compliment Pondres on initiatives undertaken. Please find a summary of our comments as published in the CSR-Register below:

- ④ **Balance & Completeness:** Management approach has been disclosed, including clear objectives on many issues. We encourage Pondres to include clear objectives for all relevant CSR issues to monitor progress. We compliment Pondres with new practices on social dialogue, employee vitality and safety, and stakeholder engagement. Other practices are focused on social return, human development, use of certified paper, toner recycling, climate change, data protection, and employment creation. We encourage Pondres to disclose practices on monitoring ethical behaviour of employees and monitoring CSR risks in the supply chain beyond paper.
- ④ **Code of Conduct:** We encourage Pondres to develop a company code of conduct.
- ④ **Commitment to CSR:** Pondres has committed to the template CSR declaration, including commitment to all CSR principles and to progress on material issues. We encourage Pondres to work on a company specific declaration.
- ④ **Governance:** CSR responsibilities are assigned at highest management level. We encourage Pondres to assign CSR responsibilities within the organization.

Date of issue: August 28, 2019

(Company CSR information is re-assessed on annual basis).

On behalf of FIRA,



Mrs. J. Chatelain  
Director Reporting and Assurance

