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of the Netherlands



MAKING THE DRINK & DINE EXPERIENCE MORE ENJOYABLE TOGETHER



## CSR ANNUAL REPORT 2022

### JOS TEN BERG BV

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## INTRODUCTION

We look back on an eventful 2022. I am thinking primarily of the war in Ukraine and its effects on the global economy and the huge inflation we are facing. These global events will have a lasting impact on our society and the world.

Jos ten Berg strongly believes in our responsibility to positively impact the society and environment in which we operate. Therefore, we continue our efforts to achieve and improve our CSR goals. For many years, themes such as a better environment and sustainable raw materials have been high on our list of priorities.

In 2022, the number of sustainable items in our range has increased dramatically, and has even been given a separate section on our website. The items are made of sustainable materials or are produced sustainably.

We also continue to focus on the more social themes within our value chain. Thus, we have selected themes such as social management systems at our manufacturers and a living wage to take further steps in the coming years.

We will put Sustainable & CSR even further on the map by integrating them within our strategy and setting up an internal steering committee. We will further shape and realise these beautiful but necessary ambitions with our suppliers, steering committee and customers. I hope everyone will enjoy this first CSR Annual Report by Jos ten Berg.

A stylized, handwritten signature in black ink, likely belonging to Mark Ten Berg.

MARK TEN BERG  
CEO / OWNER

# MISSION, VISION & OBJECTIVE

## CSR MISSION

‘Jos ten Berg’s ambition is to contribute to a sustainable world for current and future generations.’

## CSR VISION

‘In 2025, Jos ten Berg has grown into a socially engaged organisation that stands out in terms of socially responsible and environmentally friendly business.’

## 2025 TARGETS:

- Reduce carbon emissions as a percentage of sales by 50% compared to 2019
- The turnover share of our sustainable range is 15%



# SUSTAINABILITY SUPPLIERS

Jos ten Berg BV is not a producer itself. Therefore, we must actively monitor our manufacturers in the supply chain to comply with our requested CSR policy. We select manufacturers for sustainability by strictly monitoring ISO 9001 (Quality), ISO 14001 (Environment), 2005:OHSAS 18001 (Working Conditions) 2010:ISO 26000 (CSR) 2012:ISO 50001 (Energy). We request all relevant documentation from the manufacturer/supplier. This includes labels, declaration of conformity and certificates such as ISO14001, SA8000 or OHSAS18001 and BSCI audits.

The agreements made on CSR and sustainability are laid down contractually and checked annually in the annual meeting based on a CSR checklist. We check whether manufacturers comply with our requirements on production processes, quality systems, corporate social responsibility and limiting environmental risks. In addition, our suppliers are audited annually. We audit new suppliers semi-annually in the first period.

## Our adequate audits

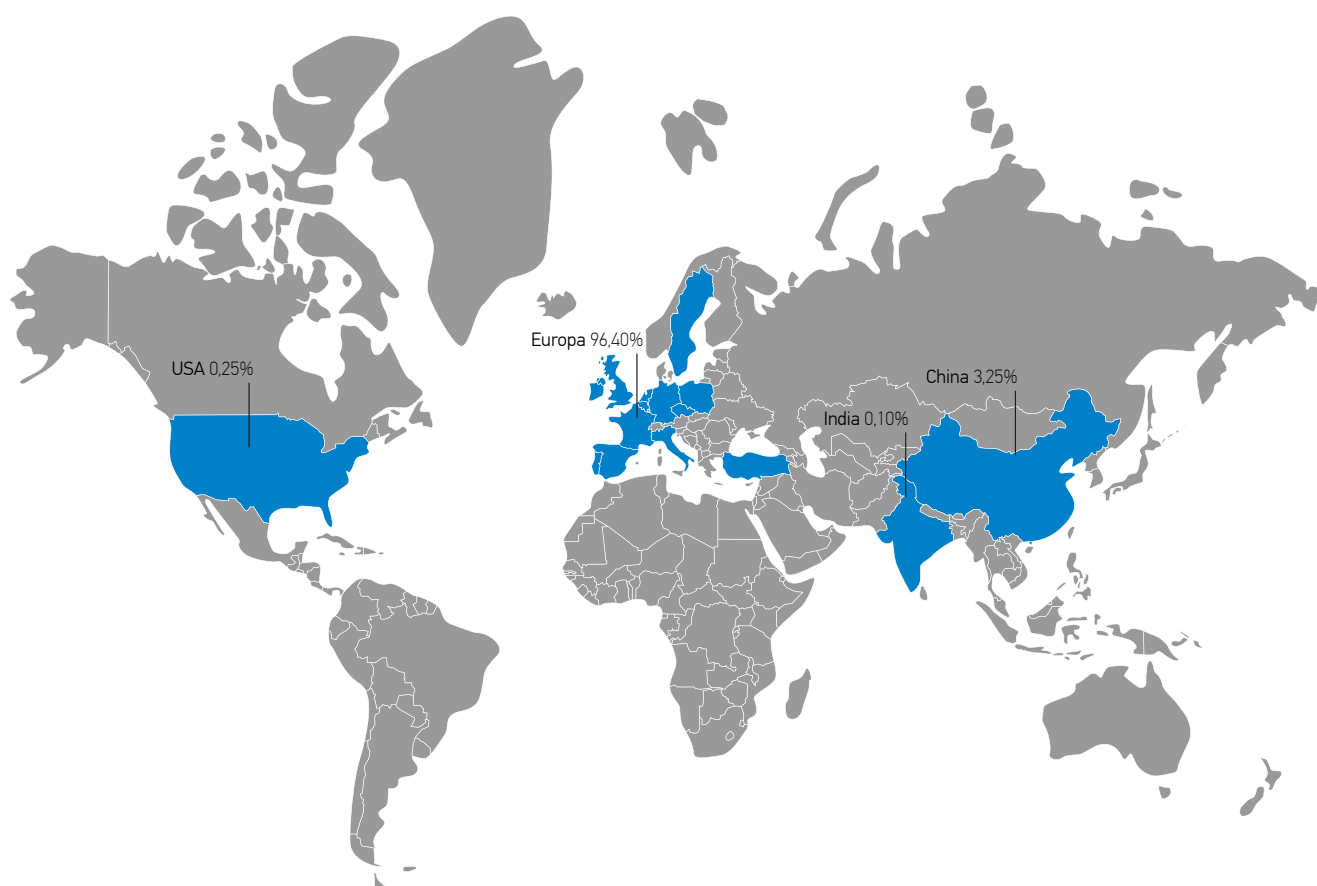
Our audits test the presence of:

1. Social Management System
2. Workers Involvement & protection
3. The Rights of Freedom of Association and Collective Bargaining
4. No Discrimination
5. Fair Remuneration
6. Decent working hours
7. Occupational health & safety
8. No Child Labour
9. No Bonded Labour



# MAIN PRODUCTION COUNTRIES

We do not have our own production sites but purchase from our suppliers with whom we have long-term relationships. We work with direct suppliers, importers and agents.



# RISK ANALYSIS PRODUCTION CHAIN

We map the entire value chain and weigh the risks. We have already identified the risks through the CSR Risk Check for each product category. This is part of our CSR policy. Based on this risk check, risks are visible for elements. It advises how to map this out further and what measures to take to reduce these risks. We then include these in our CSR policy plan. During visits to manufacturers, we monitor the risks and measures taken and publish this in our CSR annual report.

In case of a breach of the zero tolerance (on child labour, forced labour, discrimination or wages below the local minimum wage) policy, we suspend cooperation until the manufacturer can demonstrate that the breach no longer occurs. As a result, you are always assured of table and kitchen items produced fairly and sustainably.

## OECD GUIDELINES

“We recognise the importance of these guidelines; they help us improve and achieve our IMVO goals. For example, they can point us to risks we had yet to see in our value chain. The guidelines also give us confirmation that we are on the right track. In fact, there is a lot of overlap between our existing CSR policies and the OECD guidelines.”

The OECD guidelines clarify what the Dutch government (and 49 other countries) expects from companies when doing international business regarding corporate social responsibility (CSR). They provide tools for companies to deal with issues such as chain responsibility, human rights, child labour, environment and corruption. Working according to the OECD guidelines makes our business more transparent and less risky. This gives customers, financiers, shareholders and society more confidence. After all, companies without child labour, corruption and pollution in their chain receive financing more easily, are allowed to supply to the government and are less susceptible to social pressure.

We want to contribute to the economic, social and ecological progress of the country where we have our products produced, comply with local laws and regulations, improve the supply chain and the

CSR risks within it, promote local capacity building, apply rules of conduct on CSR; refrain from undue interference in political affairs in the country.

# BUSINESS SOCIAL COMPLIANCE INITIATIVE (BSCI)

Jos ten Berg will join Business Social Compliance Initiative (BSCI) in 2023. BSCI is a business-driven platform encouraging members and supply chain partners to achieve improved working conditions jointly. Jos ten Berg is committed to the principles of BSCI as expressed in the Code of Conduct.

We will stipulate in our purchasing conditions that the commitment of all our suppliers to the conditions set by the BSCI is a hard requirement for delivery to us. We have mapped the risks for our value chain through the CSR Risk Check. We did this based on the product group purchased and the country of origin.

As defined by BSCI and visible through the CSR Risk Check, production sites in high-risk countries are audited for acceptable working conditions. We apply a minimum audit score here. This is a C score. Production sites with an insufficient score (D or E) must submit an improvement plan within 60 days based on the bottlenecks in the audit report. Production sites are then re-audited within 6-12 months.



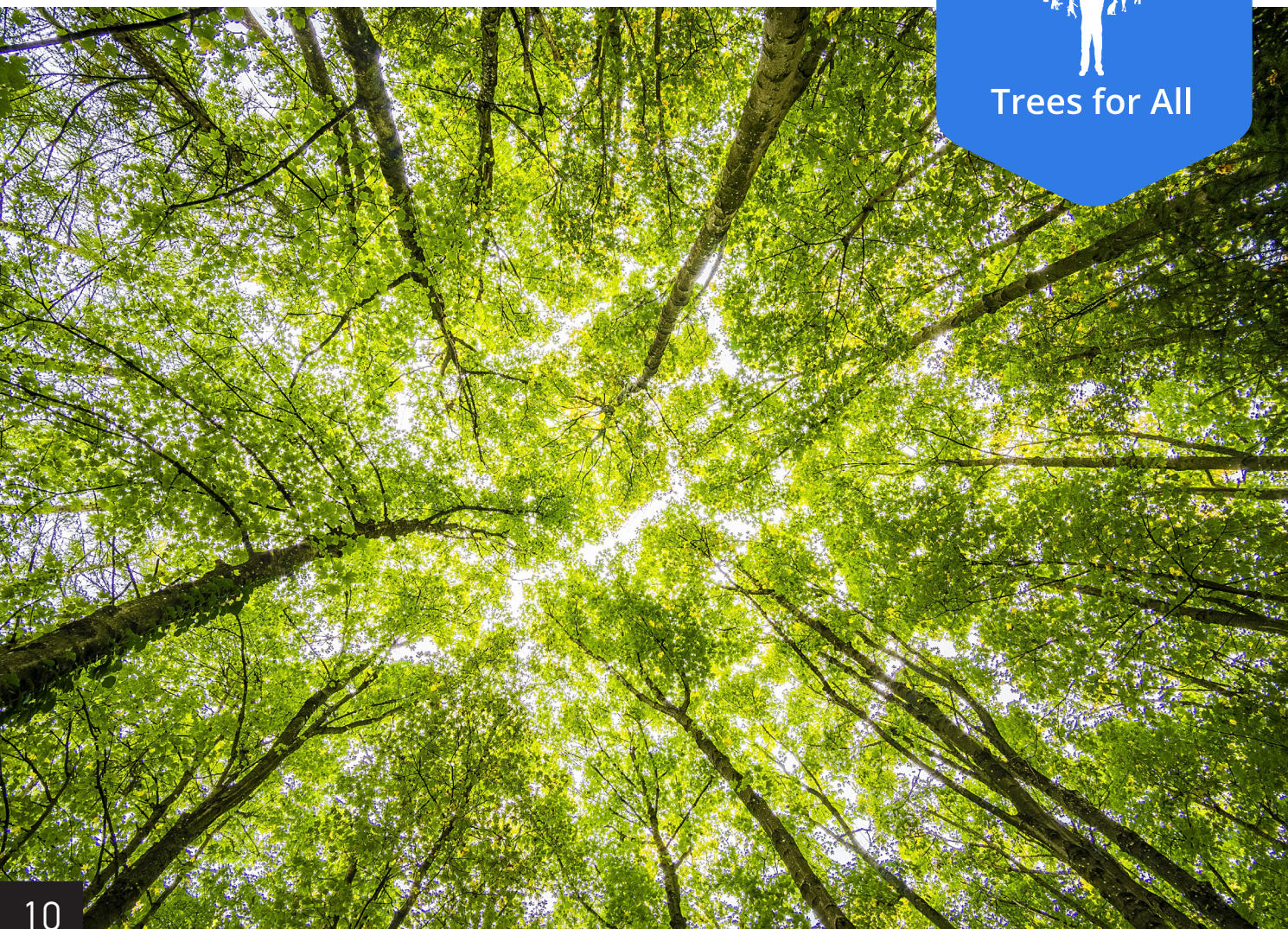
# CO2-NEUTRAL ENERGY CONSUMPTION

Regarding energy consumption, Jos ten Berg BV had CO2 emissions of 69.17 tonnes in 2022, which we will compensate for in 2023 via trees for all.

## TREES FOR ALL

Trees for All has been in existence for over 20 years. They are a recognised foundation with CBF accreditation and ANBI status. The CBF tests whether recognised charities meet strict quality requirements. Trees for All believes in the power of cooperation. By building sustainable partnerships, they can guarantee long-term commitment and maximum impact. Trees for All opts for quality and carefully chooses its projects.

With the donations they receive, they can help realise these projects. They already have over 1,000 business partners and more than 20,000 donors. From small to large, they plant trees for and with everyone. And that is why they are called Trees for All.



# PARTNER OF CSR THE NETHER-

As a partner in the largest CSR partner network in the Netherlands, Jos ten Berg is affiliated with the most extensive and varied network of CSR entrepreneurs in the Netherlands.

There are several reasons why we are involved in CSR. Since several motives always play a role in practice, we distinguish three main ones:

## CSR BECAUSE IT'S WORTH IT

CSR contributes to financial performance. Partly because of the rising demand for sustainable products and services, but also, for example, because CSR increases labour productivity.

## CSR BECAUSE WE HAVE TO

Sometimes companies are forced to engage (more) with CSR. For example, due to consumer boycotts, media scandals, strikes or government intervention. They often must adhere to minimum social standards, losing their 'licence to operate'. Companies engaged in CSR face fewer such actions and boycotts.

## CSR BECAUSE IT'S THE RIGHT THING TO DO

'Jos ten Berg in 2025 has grown into a socially engaged organisation that stands out in terms of socially responsible and environmentally friendly business.'



# THE WORLD OF TOMORROW

Corporate Social Responsibility (CSR) is an integral part of the sustainable development policy at Jos ten Berg B.V. We strive for a healthy balance between our business activities' economic, social and ecological effects. We ensure growing prosperity and better living and working conditions by actively involving our suppliers and other stakeholders in our CSR policy wherever possible.

In the future, Jos ten Berg B.V. will continue to strive for sustainable solutions so that future generations will also benefit.

In addition to Corporate Social Responsibility (CSR), we find it essential to work efficiently, but above all sustainably, without losing sight of our customers. This is why Jos ten Berg is also ISO 19001 and ISO 14001 certified.

## ISO 9001

Jos ten Berg B.V. complies with the ISO 9001 certificate because it puts the customer first and attaches great value to quality and customer satisfaction to serve its customers optimally.

## ISO 14001

This certificate applies to all processes within Jos ten Berg and contributes to the efficient use of raw materials, industrial systems for water management, chemicals and control of environmental risks.



# NOVAECO PORCELAIN

A conscious environmental policy is an integral part of Jos ten Berg's business operations. So much so that we have integrated this into our own production processes. All these processes conform to several programmes for which we are certified.

OHSAS 18001 The OHSAS 18001 certificate applies to our entire NOVA hotel porcelain programme and guarantees a safe working environment that reduces the risk of risks and accidents.

Besides OHSAS 18001, our REACH Declaration is another example of this. All Nova porcelain tableware and packaging materials meet the highest requirements of REACH (Registration Evaluation Authorisation of Chemicals) EC 1907/2006.

## OUR NOVAECO COLLECTION CONSISTS OF SEVERAL SERIES:

nordika fjord pisa *Cafélegante* opera Color Me!  
universal marina raio eclipse nordika  
roma



# JOIN THE BETTER WORLD

Within our **Join The Better World** programme, we focus in particular on circularity

Within the assignment, we will work together with you on realising ways to further develop/expand circularity.

**It is crucial to utilise the lifespan and use of materials fully.**

Within our programme “Join The Better World”, we aim to extend the lifespan of all items (projects-industrial kitchen materials, small kitchen materials, cutlery, glass and porcelain) and offer a platform to encourage 100% reuse through a circular programme.

This includes making materials and products available for social purposes, **recycling** and full reuse with official certifications.

For example, we recently provided various solutions at ETZ Tilburg/Waalwijk, OLVG Amsterdam, Elding Nordic (DK) & children’s homes in Romania

Packaging materials are separated and reused in our warehouse wherever possible. We transport many of our orders on pallets. Broken pallets are repaired if possible, and almost everything is transported on Europallets, where the

deposit system provides the smart exchange system.

We would be happy to inform you about the possibilities within this programme in more detail and how these could be utilised for you.



**JOIN THE  
BETTER WORLD**

# SPONSORSHIP & SUPPORT

Jos ten Berg supports various social initiatives. These include sponsorship of association initiatives or charities. In addition, Jos ten Berg supports multiple specific projects, such as the Join Our Mission foundation for Polish children and young people.

On behalf of Horecasupply (\*) Jos ten Berg also makes an annual sponsorship contribution to the Cliniclowns Puzzelkleurgids Diakonessenhuis, location Utrecht and the St. Antonius Hospital, location Nieuwegein.

Returned goods obtained from trade-in promotions are used and reused for charitable causes or sent to impoverished countries. Examples include porcelain, cutlery and tableware.

(\*) Horecasupply is part of Jos ten Berg Handelmaatschappij B.V.



# BUSINESS ETHICS

Jos ten Berg takes social responsibility seriously. Specific guidelines apply within the organisation for dealing with employees, customers, suppliers and other bodies and organisations. Specific frameworks have been drawn up in an internal handbook. All employees know that Jos ten Berg pursues sustainable business practices and takes CSR seriously.

All employees are encouraged to limit their environmental impact. Therefore, employees are expected to be aware of our guidelines and comply with them.

During day-to-day operations, this means in particular that we consciously consider the impact of the advice to be given to our clients (i.e. advice not only driven by commercial interests but also from an independent advisory role) and that (environmental) standards and values are applied in the internal and external organisation.



# PERSONNEL POLICY

Jos ten Berg attaches great importance to a good personnel policy. The intention is therefore that all employees should be stimulated as much as possible to perform their duties correctly, but also to offer sufficient opportunities for training and development as well as career opportunities.

In addition, a great deal of attention is paid to the health and well-being of employees. For example, all employees, in consultation with the employer, can freely use the PA GO plan. This is a periodic health examination aimed at preventing or limiting the health risks that work entails as much as possible. This examination can be carried out by means of a specific questionnaire (for all employees; office employees and warehouse employees) and possibly supplemented with a relevant medical examination.

Jos ten Berg also offers various options for training and courses.

# BEDRIJFSHULPVERLENING

In accordance with the Working Conditions legislation, the management is responsible for the safety of the employees and for the company assets. The management is responsible for ensuring that all conditions are in place for the company emergency responders to carry out their duties.

Every employee is responsible for safety in the company insofar as this arises from legal provisions. This is described in the emergency response plan, which is evaluated at least annually by the person(s) concerned and adjusted if necessary.



# OUR PROMISES

Over the coming years, the **fleet** will largely be converted to fuel-saving models with green energy labels (such as BlueMotion, BlueEfficiency or Hybrid cars). This step will be taken, where possible, at the time of replacement.

**To reduce the number of kilometres driven**, work that does not require a physical visit to the customer is carried out as much as possible by office staff. Examples are telephone consultations (quotations and/or orders), taking care of consignments, and marketing purposes.

To **minimise energy** consumption, the lighting in the departments is linked to time and motion detectors wherever possible.

The departments are divided into compartments for proper heat management. All departments are equipped with exterior windows to provide workstations with maximum daylight. To minimise the use of air conditioning, the building is equipped with solar screens and fans. In addition, Jos ten Berg has a **special ventilation and air treatment plant and heating system (GEA CAIR plus SX)**. This system ensures a comfortable working environment in both summer and winter in a very sustainable way. It also saves energy and reduces CO2 emissions.

**Recycling:** all waste is separated and reused wherever possible. Boxes from received goods are reused for outgoing shipments of goods. Boxes in poor condition are processed into filling material for shipments.

**Reuse:** We buy used boxes to pack our outgoing shipments. These are generally leftover batches of packages or overproductions from our box supplier(s).

**Batteries,** cartridges and toners are collected separately and disposed of to the appropriate agency(ies).







**JOS TEN BERG B.V.**

HQ OFFICE /  
EXPERIENCE CENTER  
UTRECHTHAVEN 16  
3433 PN NIEUWEGEIN

**MAILING ADDRESS**  
MAILBOX 1419  
3430 BK NIEUWEGEIN  
NEDERLAND

✉ [info@jostenberg.nl](mailto:info@jostenberg.nl)  
🏠 [www.jostenberg.com](http://www.jostenberg.com)



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