

Assurance Statement KlokTotaalonderhoud

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

The value of FIRA participation is found in transparency on actual CSR performance information as disclosed in the FIRA Platform. Please visit www.fira.nl to request access.

Scope

The scope for this assignment is: Real estate renovation and maintenance activities by KlokGroep Totaalonderhoud B.V. (chamber of commerce 64561119) based in the Netherlands. Holding firms KlokRealisatie B.V. and KlokGroep B.V., and activities of all other subsidiaries are not in scope.

CSR Report: Extended

KlokTotaalonderhoud expresses commitment to the principles of corporate social responsibility, and discloses its ambition on CSR issues as prioritized by FIRA, including management approach, policies, measures and plans. An extensive issue analysis has also been executed.

Methodology & Work Undertaken

FIRA facilitates organizations processing the sustainability information in the FIRA Platform. FIRA ensures that the assessment team possesses the required competencies and adheres to the principles of auditing regarding ethical conduct, professional integrity, and independence. FIRA verifies all claims and information in accordance with the standard particular to the Extended CSR Report (see FIRA Platform Protocol for details). Claims and related information in the FIRA Platform were reviewed based on the evidence made available by KlokTotaalonderhoud to FIRA to determine the plausibility of information.

Conclusion

KlokTotaalonderhoud reports about initiatives and performance related to sustainability. Based on the work undertaken, we conclude that the claims and information portrayed through its Extended CSR Report in the FIRA Platform are reliable.

Summary FIRA Comments

We compliment KlokTotaalonderhoud on initiatives undertaken. Please find a summary of our comments as published in in the FIRA Platform below:

- ⊙ **Balance & Completeness:** Management approach has been disclosed, we encourage KlokTotaalonderhoud to formulate clear objectives for all relevant CSR issues to monitor progress. Practices are focused on sustainable renovation, carbon footprint reduction, sustainable resource use, health and safety, social dialogue, human development and traineeships. We encourage KlokTotaalonderhoud to develop key performance indicators to measure and report the impact of sustainable renovation practices. Furthermore, we encourage KlokTotaalonderhoud to include practices for sustainable renovation of commercial real estate and to disclose measures on other relevant issues such as employment relationships, prevention of pollution, ethical conduct, fair competition, sustainable procurement, consumer safety and well-being, and customer satisfaction.
- ⊙ **Code of Conduct:** A company code of conduct is in place.
- ⊙ **Commitment to CSR:** KlokTotaalonderhoud has committed to the template CSR declaration, including commitment to all CSR principles and to progress on material issues. We encourage KlokTotaalonderhoud to work on a company specific declaration based on relevant CSR issues.
- ⊙ **Value Chain:** The KlokTotaalonderhoud value chain is accessible and complete for most building materials. Further detailing the supply chain should not be necessary unless specific CSR issues emerge.

Date of issue: September 25, 2018
(company CSR information is re-assessed on annual basis).

On behalf of FIRA,



Mrs. J. Chatelain
Director Reporting and Assurance

