

## Assurance Statement Gom Schoonhouden

Gom Schoonhouden B.V. (further referred to as Gom) 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 Gom based on our assessment of the content, including underlying systems and available evidence, as disclosed in its Complete CSR Report and CSR Scorecard. This statement is intended for clients and other stakeholders who have a professional interest in Gom 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](http://www.fira.nl) to request access.**

### Scope

The scope for this assignment is: Cleaning activities and services by Gom Schoonhouden B.V. based in Schiedam, the Netherlands (chamber of commerce 24222322) including all locations. Corporate Facilicom and all its other subsidiaries and activities are not in scope.

### CSR Report: Complete

Gom 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 been executed, including stakeholder inventory and engagement. Governance and stakeholder dialogue is organized and performance management has been put into place.

### 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 Complete 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 Gom to FIRA to determine the plausibility of information.

### Conclusion

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

### Summary FIRA Comments


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

- ⊙ **Balance & Completeness:** Management approach has been disclosed, we encourage Gom to formulate clear objectives for all material CSR issues to monitor progress. We compliment Gom with new practices on social return, employee vitality, employment and skills development, and social investment. Other practices are focused on sustainable office, social dialogue, human development and employability, climate change, and customer service. We encourage Gom to disclose practices on material issues such as conditions of work, employee safety, water pollution, circular economy, ethical conduct, fair competition, sustainable procurement and consumer safety.
- ⊙ **Code of Conduct:** A company code of conduct is in place.
- ⊙ **Commitment to CSR:** A company specific CSR declaration, including commitment to CSR principles and progress on material issues is in place.
- ⊙ **Governance:** CSR responsibilities are assigned at management levels of the organization.
- ⊙ **Management System:** We encourage Gom to develop KPIs for all material CSR issues.
- ⊙ **Value Chain:** There is limited information on the origin of supplies beyond Gom tier 1 suppliers (upstream). We encourage Gom to collect additional supply chain data for cleaning products, machines, and PPE.
- ⊙ **Stakeholder Inclusivity and Responsiveness:** A new stakeholder engagement cycle is being carried out in 2018. Results will be disclosed next year.
- ⊙ **Stakeholder Engagement:** Current stakeholder engagement does not cover all CSR issues. We encourage Gom to mature stakeholder management by extending the scope of engagement touching all relevant CSR issues. Improving stakeholder engagement may impact the current materiality analysis.

Date of issue: July 30, 2018

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

On behalf of FIRA,



Mrs. J. Chatelain  
Director Reporting and Assurance

