

# Corporate Social Responsibility policy HollandDoor Cooperative U.A.

## 1. Mission, vision and values

### Vision

The world population will reach almost 10 billion people by 2050 and more than 11 billion by 2100. At the same time, the shift from countryside to metropolitan areas will continue, the impact of climate change will become more tangible and natural resources such as water and energy will become increasingly scarce. Against that background, the world needs to share all the knowledge, experience, and techniques available to develop new concepts and partnerships in order to conserve scarce resources, reduce our footprint on the planet, and fulfil the growing demand for affordable, healthy and safe agricultural products.

### Mission

HollandDoor contributes to a stronger global high-value agriculture and horticulture by bridging the gap between the demand and supply of knowledge, skills and networks.

### Values

- HollandDoor operates independently from commercial parties in the Netherlands or abroad, which is crucial to perfectly meeting the clients' needs. Independency includes limiting to the precompetitive phase in business partnerships.
- HollandDoor cares for the planet and its people. HollandDoor actively promotes knowledge of sustainable solutions and sustainable firms. HollandDoor focus on having a sustainable agricultural sector is elementary for the future.
- HollandDoor supports all clients, whether they are innovative multinationals, investing in high technology, or (groups of) small-scale farmers. Respecting different business types and different cultures and caring about our clients go hand in hand.
- It is HollandDoor's ambition to offer clients services that exceed their expectations.
- HollandDoor bridges the gap between International needs for expertise and/or search for companies and the Dutch expertise and/or suppliers. In combination with own expertise and expertise, HollandDoor develops tailor made programs. It's not the size of the organization HollandDoor that is relevant but the ability to identify the real needs of clients and to mobilize the required expertise.

## 2. Organisation and governance

HollandDoor consists of a team of independent specialists with extensive experience, covering various disciplines in crop and animal value chains. They work together in a cooperative membership structure, based on the Dutch law. The legal entity name is HollandDoor Cooperative U.A.. Governance is settled through by-laws, registered within the Dutch Chamber of Commerce, as well as internal regulations.

Decision making procedures are laid down in formal corporate and membership agreements and take place at two levels:

- operational matters in regular meetings of the elected Board (3 members)
- operational and strategic matters in 4 to 6 annual member meetings, based on the one-member-one-vote principle

Cooperative members and board members are visible on <https://www.hollanddoor.nl/team>.

HollandDoor doesn't have any staff on the payroll. All HollandDoor activities are executed by its members as well as external experts. These external experts are hired:

- for specific projects (resource persons for study tours, trainings or matchmaking)

- for support in fields such as marketing exposure, finance, legal affairs

Each HollandDoor activity (from the identification phase, to contracting, execution and after-sales) falls under the end-responsibility of one single member, who bears full content and financial responsibility, whereas support and financial control is always given by colleague members.

### **3. Activities and approach**

HollandDoor offers three main services to facilitate agricultural developments in a country:

#### Study tours

For organizations that want to learn from other countries and 'colleagues', HollandDoor offers fully organized study tours to the Netherlands (and sometimes beyond). HollandDoor offers awareness and ability to visit companies and public organizations, understand their strategies, discuss their operations, see their activities, and learn from their knowledge. Study tours are all about learning by experience.

#### Capacity development

HollandDoor offers international organizations practical tailor-made training to learn, improve skills and exchange experiences. HollandDoor has the objective to empowering people in improving their performance and results within their own circumstances.

#### Business matchmaking

One of the main challenges in international business development is to find suitable partners with the services, products or networks required for any particular request. HollandDoor's business matchmaking service connects international clients with right business partners in the Netherlands and/or abroad.

For the implementation of its services HollandDoor makes use of an intensive network in the Netherlands: companies and other organizations for study tours and business matchmakings and a broad external expert network for training and capacity building.

In order to agree on activities with clients, HollandDoor's approach is:

- to identify developments in target countries as well as needs of the agricultural sector in general and clients in particular
- to analyse with potential clients their ambitions, their needs, the problems they face and jointly discuss and define the right program (study tour, training, business matchmaking)
- to develop tailor-made programs (study tour, training, business matchmaking)
- to offer project management and organization of activities, using the expertise of HollandDoor itself as well as of external experts and actually implement the agreed program
- to offer follow-up & evaluation, sometimes ending up in additional programs

### **4. Responsibility for the (execution of the) CSR policy**

- The general member meeting has the ultimate responsibility for the content of the CSR policy
- The Board has the ultimate responsibility for the execution of the CSR policy
- The member who's executing a specific project, bears responsibility to act according to the CSR policy

### **5. CSR policy and objectives**

#### **5.1 General**

HollandDoor contributes to food security, food affordability, food safety and sustainable agro-economic developments. The following 7 Sustainable Development goals (SDG's), defined by the United Nations, are key in our programs: #1 No poverty; #2 Zero hunger; #4 Quality education; #5 Gender equality; #8 Decent work and economic growth; #12 Responsible consumption and production; #13 Climate action.

## 5.2 Transparency and reporting

### With respect to activities

- The entire portfolio (all historic services since the start of HollandDoor in 2013) is visible on the website <https://www.hollanddoor.nl/portfolio>
- Updates of recent services are actively sent to stakeholders 4 to 5 times per year in a newsletter <https://www.hollanddoor.nl/news>
- Specific insights with respect to HollandDoor's services can be sent on request

### With respect to the annual financial performance

Annual financial reports are deposited and filed with the Chamber of Commerce and the Dutch tax authorities after adoption in the general members meeting, within 6 months after closure of any year.

### With respect to the CSR performance

- The latest version of this CSR policy document can be read on the website [www.hollanddoor.nl](http://www.hollanddoor.nl).
- It is regularly and actively discussed and adopted in a general member meeting
- It is actively shared with contractors or external experts who offer services on behalf of HollandDoor
- It is available for clients and/or donors on request

## 5.3 Human Rights

### HollandDoor respects human rights within the workplace

- HollandDoor's experts are committed to providing equal opportunities to all existing and potential partners, contractors, suppliers and/or clients without unlawful discrimination on the basis of religion, disability, gender, age, marital status, sexual orientation, race, ethnicity or any other status
- HollandDoor encourages cultural diversity in its expert teams

### HollandDoor respects human rights within the space of projects in the Netherlands and abroad

- HollandDoor supports its clients to realize a better and more sustainable position in the local, regional or international value chain as a condition to realize better lives
- HollandDoor actively addresses supply chain responsibility and supports its clients to act in such a way that the rights of employees, local people and other stakeholders are safeguarded
- HollandDoor doesn't accept any form of child labour or forced labour within the space of projects
- HollandDoor promotes gender equality, especially in training and study tour activities
- HollandDoor promotes participation of youth, especially in training and study tour activities
- In case of study tours to the Netherlands, HollandDoor strictly follows recommendations and procedures of Dutch Embassies and/or Visa offices abroad in order to prevent (illegal) trafficking of humans to Europe

## 5.4 Working conditions

### HollandDoor strives for good working conditions within the workspace

- HollandDoor experts are committed to realize for themselves and for those who act on behalf of HollandDoor a safe working environment, without violence
- HollandDoor does not have persons on the payroll. Nevertheless, it's their responsibility to remunerate partners and compensate beneficiaries in accordance with established policies and procedures in a fair and equitable manner

### HollandDoor strives for good working conditions within the space of projects

- HollandDoor maintains relations with those who have the capacity to monitor local circumstances in case of projects abroad, e.g. Embassies and/or Consulates of the Netherlands, sector organisations and businesses. These contacts are actively used in the preparation and execution phase of projects

in order to identify business sensitivities as well as the best possible approaches and methods with regards to working conditions in specific places and cultures.

## 5.5 Environment

HollandDoor is committed to minimize its environmental footprint and inspires its external experts, suppliers and clients to do the same.

- Although international travel is indispensable in case of study tours and trainings for international clients, HollandDoor strives to minimize international travel, especially by air
- HollandDoor stimulates implementation of hybrid capacity building (training) programs, making use of online tools, thereby avoiding unnecessary international travel
- In case of air transportation, HollandDoor experts strive to book direct flights
- HollandDoor experts don't use air transportation for travel in North-western Europe
- HollandDoor encourages compensation of CO2 emission for intercontinental flights
- HollandDoor minimizes the use of hardcopy training materials
- In case a donor or project partner requires an environmental (and social) impact analysis (ESIA) or a life cycle analysis (LCA), HollandDoor actively supports it

## 5.6 Corruption, Bribery, Bribe Solicitation and Extortion

HollandDoor is aware of possible risks in case of working with international clients and beneficiaries, in the Netherlands or abroad. In the identification phase of projects with new clients and/or new suppliers, before coming to contract agreements, HollandDoor conducts checks and asks for client's and/or supplier's policies with respect to financial affordability and ethical business practices.

- HollandDoor applies a strict zero-tolerance policy regarding fraud, misuse and irregularities of finances between its experts and clients.
- It is HollandDoor's ambition to avoid and prevent any working relation with clients or beneficiaries, when we have signals of corruption, bribery, bribe solicitation and extortion in the country itself.

HollandDoor and its members/experts:

- disapprove corruption
- do not offer, promise or demand bribes or other unlawful advantages
- do not create the impression that they are doing something for illegal benefits
- do not grant questionable donations to candidates in public positions, political parties or political organisations

HollandDoor follows two-layer internal accounting protocols, with involvement of the board and a financial control committee that prevents payments, secret accounts and false documents from being kept 'off the books'. For projects with a value of more than €75,000 HollandDoor members/experts are obliged to accept a four-eyes monitoring procedure by the financial control committee in order to check and evaluate program results, progress and finances.

## 5.7 Taxation and cartel law

- HollandDoor follows Dutch legislation
- With support of an accredited accountant, HollandDoor pays alle required taxes in the Netherlands
- HollandDoor receives and publishes a valid annual statement every year, indicating that HollandDoor meets all financial and tax obligations
- HollandDoor's market share is such that there is no reason for cartel formation