

## Corporate Social Responsibility 2017-2018



### **Working together at Dolmans (People)**

Dolmans offers its employees a job to be proud of with good working terms and conditions. It encourages personal development and asks its employees to consider both others in their work as the environment. Also the increase of employment rates of those from disadvantaged backgrounds is part of our corporate social responsibility.

Our corporate social responsibility is carried out in compliance with the applicable laws and regulations. The effect of our corporate social responsibility is constantly reviewed and improved. In 2017-2018 we will work consciously sustainable together with our employees, customers and other relationships by:

- Appealing recruitment 'Join the family'
- Training and development programmes
- Transparent and open communication with stakeholders (according to our core value: "**Nothing to hide**")
- Act according to our mission to surprise our customers pleasantly in everything we do (according to our core value: "**Nothing is too much**")
- Deployment of > 8% employees with a social return indication
- Continuation of and further implementing our membership with Terre des Hommes

### **Environmental awareness (Planet)**

Dolmans is environmentally aware. It conforms to the environmental requirements that apply according to ISO 14001 and Lloyds CSR Performance Ladder level 3. It can also offer the MVO-report FIRA. Dolmans -both independently and in collaboration with its partners- uses tools and techniques which cause as little environmental damage as possible. As the first in the Netherlands Dolmans has received the certificate Climate Partner for climate-neutral cleaning. This certificate has been issued because Dolmans chooses the deployment of machines, of which the CO2 emissions released during production and during the life cycle, is fully compensated.

In 2017-2018 we will contribute to a better environment by:

- Reducing consumption of paper, energy and water (e.g. by the use of the **innovative Eco Efficiency machines**)
- Lowering CO2 emissions (e.g. by the use of A-category cars)
- Using **Cradle to Cradle Gold** certified cleaning products (product can be completely recycled in a new product or as raw material after use)


### **Conscious innovative entrepreneurship (Profit)**

Dolmans - both independently and in collaboration with its partners - introduces new concepts to the market which embody the principles 'Working together at Dolmans' and 'Engaging with the environment', thus creating a win/win situation.

In 2017-2018 our company will grow by:

- Sustainable innovative services (according to our core value "**Nothing to fear**")
- Retaining existing customers by ensuring "**Guaranteed a good feeling**"
- Working together with new customers
- We are known as the sustainable service provider
- We are known as the specialist with a "hands-on" mentality (according to our core value: "**Nothing is too much**")

IJsselstein, March 2017

  
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