

Chain management

Van Gansewinkel Groep's social responsibility goes well beyond our own front door. As an international organization, we aim to improve the social and environmental performance of our activities across the chain.

In our opinion, applying the Cradle to Cradle principle to our activities is an excellent way of working in an environment where waste chain management is crucial. In order to come to a Cradle to Cradle solution, collaboration with customers, suppliers and the suppliers of suppliers is required. We fulfil a significant role in both the back-end (the collection of waste) as well as the front-end (thinking through the design phase and consulting on suitable materials) of the chain. Cradle to Cradle is only achievable if together with chain partners we can close the loop. And so we evolve from chain management to 'circle management'.

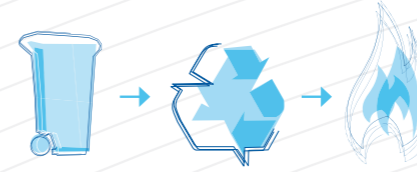
As part of the selection and evaluation of suppliers within Van Gansewinkel Groep, processors and contractors are evaluated on the basis of an audit system. Often, these contractors are in possession of certified quality, environmental and / or health & safety systems such as ISO 9001, ISO 14001 and / or OHSAS 18001. Furthermore, various companies distinguish themselves preferably through Corporate Social Responsibility (CSR) programmes, where, among other things, there is evidence of sustainable working practices. In addition, human rights must be respected and child labour totally excluded.

Yet it is not always easy to determine how subcontractors or suppliers operate. That's why, in 2010, Van Gansewinkel Groep is setting up a watertight system for 'second layer' third parties to complement the 'first layer'. Where is the waste received from us going when the third party is not the final destination? Van Gansewinkel Groep is identifying and assessing this second layer with special attention paid to parties outside Europe, where the company will also take physical samples and measure whether these companies can meet our stringent business standards in order to do business.



Boundless trust

Trust is critical in the waste sector. Customers must be confident that their waste stays in the right hands, even when it crosses national borders. Van Gansewinkel Groep strives for optimal chain control and works towards 'boundless trust'.



To achieve this, the company uses comprehensive internal and external evaluation systems. Quality and assurance are the key concepts to ensure that no business will be done with 'questionable' or 'uncertain' parties. To continue to improve in this area is essential both for customers and for our own credibility. After all, a chain is only as strong as its weakest link.

Risk profiles

The waste streams that Van Gansewinkel Groep does not dismantle or process itself will go to third parties or an end processor. These parties (around 1,000 of them) are assessed by Van Gansewinkel Groep on the basis of risk profiles, taking into account the type of waste, permits, ISO certificates and whether the party is inside or outside Benelux. Accurate and consistent performance is paramount.

If there is an increased risk or there is any reason to doubt, Van Gansewinkel Groep, with our own SHEQ-employees (Safety, Health, Environment, and Quality) and materials experts, perform an on-site audit at their premises. The company will only work with acknowledged processors and authorised receivers which can show exactly what they do with the waste stream. They must have proper licenses and certificates in hand.

All information on Van Gansewinkel Groep's waste stream processors is maintained in a central database and all group employees can consult this database. Information on major national and international parties

is maintained at head office, and regional third parties are monitored by Van Gansewinkel Groep's regional offices.

Acceptance Procedures

Already in the proposal process, samples of the offered stream or batch are taken to determine a fair price. Van Gansewinkel Groep has a wide regional acceptance network across all parts of the group and we also conduct tests when receiving and delivering the waste. Nothing is as highly regulated as waste, so the company wants to know exactly what it receives and what it delivers.

For the export of waste across Europe, there are strict guidelines that are carefully monitored by enforcement agencies. This results in a closed system. For export outside of Europe, there is a fluctuating approach depending on different Governments so Van Gansewinkel Groep evaluates parties outside Europe following the same system as for 'third parties' within Europe.

Independent verification

Van Gansewinkel Groep's chain monitoring is centrally managed and executed by a network of local employees with the necessary skills and expertise. The policy and its execution are verified by the external auditor Bureau Veritas. The audit activities of Bureau Veritas extend beyond the certification of regular standard requirements, but also include verification by Van Gansewinkel Groep's own, self-imposed, standards of safety and compliance.

If, despite the control systems, an incident still occurs, Van Gansewinkel Groep responds immediately. As a result, the company had to take action on two occasions where third parties were not working according to our standards. On one occasion, this led to the creation of an improvement programme and on the other, the relationship was terminated.

Ghana visit Coolrec

Electrical and electronic equipment is not always returned to approved recyclers. Some of the equipment is sold to scrap dealers and eventually dumped illegally in developing countries. This can result in toxic materials, like lead, softening agents and dioxins being released in the destruction of this equipment, causing damage to the environment as well as to the health of the local people. Over the past year, Coolrec shared its vision and knowledge, taking an active role to limit the damaging effects of the 'leak stream'. Coolrec opened its doors to a delegation of the Dutch ministry of Foreign affairs, the Ghanaian minister of environment and a group from the European Parliament to shed light on the approved recycling techniques for electric and electronic equipment. This is how we try to increase and exert influence on the social awareness that can impact the waste chain.

