

JETSTONE

RESPONSIBLE BUSINESS CONDUCT

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General introduction

The Jetstone 'Responsible Business Conduct' (RBC) provides direction for improving the (international) sustainability of the company's business activities and production chain.

Jetstone has placed the focus on making its entire business operations sustainable, with the intention of constantly exercising consideration for humans and the environment in all its business activities. Jetstone recognizes all relevant treaties and guidelines, such as the OECD, and ILO and the UNGPs.

OECD guidelines, UNGPs, and ILO guidelines

As a multinational company, Jetstone attaches great importance to the CSR standards that belong to the international business spectrum.

Jetstone takes responsibility for sustainable supply chain management, covering issues such as working conditions, child labour, (debt) slavery, right to strike, and freedom of association and assembly. In addition, environment and safety are important core themes. Jetstone thus recognizes 'due diligence' in accordance with these international guidelines.

To make these issues more tangible for all involved, Sustainable Development Goals (SDGs) are one of the tools used to define where Jetstone's primary priorities lie, actions taken, and activities initiated to guarantee our responsibilities.

Of these seventeen SDGs, Jetstone has selected five to which we can contribute in our business chain at present:

SDG 01 - no poverty

SDG 08 - facilitate dignified work and economic growth;

SDG 12 - contribute to responsible and sustainable consumption and production patterns;

SDG 13 - combat climate change and its impact;

SDG 17 - revitalize global partnership for sustainable development.

Jetstone expressly chooses to carry out its general communication via its website and social media channels.

Jetstone website: www.jetstone.nl/verantwoord-ondernemen/

Jetstone Facebook: <http://www.facebook.com/JetstoneNL/>

Jetstone LinkedIn: <http://www.linkedin.com/company/jetstone-bv>

Organization - General - Jetstone identity

The Jetstone company wishes to operate with a 'no-nonsense' culture. The company has traditionally operated with a hands-on mentality, which is one of action and getting things done. Jetstone has made flexibility its standard and is chiefly based on the principle of 'yes, we can, and we do!'

Mission

To be a customer-focused, financially sound, and sustainable organization in the field of production, supply, and services of worktops and accessories in Northwest Europe.

Vision

To supply customers in a professional manner, with national coverage for measuring, installation and service, and to meet the customer's requirements in Northwest Europe with the least possible negative impact on its environment.

Core values

Jetstone operates under three core values; reliability, solution orientation, and flexibility. These combined values make Jetstone a cooperative partner for its employees, customers, and suppliers.

We do not formulate the core value 'sustainability' as a separate value, but rather regard sustainability as our DNA. Whenever a decision is taken - at any level of the company - it is assessed on whether this decision has the least possible impact on the environment, people and/or profit.

From a traditional organizational point of view, making profit is a daily driving force. This will, therefore, not change fundamentally, but a different slant will be chosen so that not only is cost-conscious operation the driving force, but consideration will also be given to whether a proposed action is sufficiently sustainable, now and in the future.

Policy implementation

Taking sustainable responsibility is the general policy for Jetstone and its employees. Sustainability in one form or another must be considered in all decisions that are made. This ranges from 'which glue do we use' to 'from which quarry do we source our black granite materials'.

To guarantee general responsibility, there are functions in the internal organization that have a core task in sustainable business operations:

Purchasing: Patrick Janssen Administration, IT and HR: Marian van Bree Logistics and dispatch: Ronnie van Bree Production: Roland van Roosmalen Sustainability manager: Erik Janssen

We have included all business units selecting of these positions in the organizational chart of the Jetstone company.

Procedures and instructions have been drawn up to guarantee the ability to enter into meaningful dialogues with the entire chain and all those involved (internally and externally). Ways of working are included in our internal quality manual, which is managed and periodically tested.

International guidelines

Jetstone undertakes various activities and develops processes to expressly guarantee that Jetstone operates according to internationally established guidelines and takes responsibility along the entire business chain;

TruStone initiative

As a prominent member of the Dutch natural stone sector, Jetstone has made agreements with the Dutch and Flemish governments, NGOs, and trade unions for the more responsible production of natural stone. Jetstone believes in collaboration over the entire chain in order to jointly discuss and address any malpractice in the chain. Jetstone also supports the TruStone core themes.

As recognized in Jetstone's general policy, the OECD guidelines, UNGPs, and ILO labour standards are leading factors for Jetstone in its multinational operations. This takes shape in this RBC, but becomes tangible in practice in the following:

Jetstone Code of Conduct (CoC) ¹

Jetstone questionnaire for stone processing companies ²

Jetstone Provenance Location Analysis ³

In doing so, Jetstone endorses and tests the importance of the TruStone core themes such as:

- Discrimination and gender
- Child labour
- Forced labour
- Living wage
- Freedom of association and collective bargaining
- Health and Safety
- Land rights and habitat

TruStone's complaint mechanism system can be implemented when there is any malpractice or complaints. In addition, Jetstone's purchasing department, Human Resources, and/or management can be contacted directly. Jetstone aims for this communication to be low-threshold and accessible through an open attitude and the availability of telephone numbers and e-mail addresses in its CoC.

This applies to Jetstone employees, but also to stakeholders in other parts of the chain. Jetstone has prepared a separate Action Plan for the TruStone initiative ⁴.

Netherlands Council for Enterprises

By entering into collaborations in the chain and making time and money available for this, Jetstone wishes to take on its responsibility and recognizes the importance of due diligence within the chain. For many years, Jetstone has had an agent who regularly visits India on behalf of Jetstone and has a critical attitude to agreed themes (such as the above). In addition, Jetstone itself visits source countries.

Jetstone is collaborating to bolster this. Together with a Dutch and Belgian importer and NGOs such as Arisa and Xertifix, Jetstone is actively mapping out the production chain of several Indian granites. These parties work together to objectively assess core themes, and also to identify, and, where possible, resolve any malpractice.

For instance, Jetstone will always choose and seek collaboration improvements for long-term relationships. If a business relation does not want to collaborate constructively, Jetstone, in addition to TruStone, has a mechanism in place to end business relations correctly ⁵.

¹ Code of Conduct, July 2021 version

² Questionnaire for processing companies, July 2021 version

³ Provenance location questionnaire and overview, July 2021 version

⁴ TruStone Action Plan

⁵ Procedure for 'Terminating a relationship'

Closer to home

As Jetstone works internationally, global themes are important. In addition, Jetstone also recognises its responsibility to bear responsibility 'close to home'. This policy plan features some main topics in detail. There is an action list for other initiatives ⁶.

Social and local

The importance of being a good employer and bearing local social responsibility is very valuable to Jetstone and its employees. Various initiatives have been and are being set up for the welfare of Jetstone, its employees and their surroundings. For example:

- Working safely (H&S)
- Charity campaigns
- Make-a-wish foundation
- Jetstone academy

Footprint and material use

Jetstone strives to minimize the use of non-renewable resources. The target is to use at least 85% renewable resources in its operations by 2045.

To reduce CO₂, a good initial analysis is vital. Therefore, Jetstone has commissioned a Life Cycle Analysis (LCA). Using this analysis, Jetstone will set targets to reduce its impact on the environment.

The 'material' component is a prominent and influential factor for the company. For example, Jetstone's finished products are manufactured from raw plate material from various suppliers around the world. In addition to exercising care in working conditions, it is important for Jetstone to make less use of basic raw materials. Projects have been started both internally and externally to reduce waste:

- Sourcing of plate material of more favourable dimensions;
- Less massive worktops of 30mm.
- Production of worktops and back panels of the same thickness;
- Reduction of errors

⁶ Action list for CSR initiatives

We continue to evolve

Jetstone continues to take on new initiatives. No matter how big or small an idea is, all points aimed at making business operations more sustainable are assessed. For example, with the help of some work assignments in the Jetstone Academy, employees are pro-actively asked for ideas to make workplaces and functions more sustainable.

All input is reviewed and if the idea is feasible and relevant, it is prioritized and taken up as a project.

Sustainability projects are decentralized under the supervision of the sustainability project manager. For each project, the combination of those involved will therefore differ; periodic feedback is given during meetings of the sustainability body.

In these meetings, a status update is given, and successes already achieved, and issues are reported to bring the project to a successful conclusion.

The feasibility of the project is constantly monitored with the help of the consultative body's input. In practice, concrete action is developed and set in motion at the departmental level.

Communication

By communicating about (I)CSR, we create awareness in the entire chain and social environment. We think it important to show that we are a professional party that takes (social) responsibility. But above all, we are a no-nonsense producer of worktops, a good employer for our employees, and a go to partner for customers and suppliers.

We distinguish between active communication (direct mailings, social media) and passive communication (website). In our active communication, the emphasis is mainly on current developments. In passive communication, we provide more openness and background information. We do not consider matters such as policy and risks as being appropriate for our active communication, but we do want to make such information available to interested parties. Important issues are discussed in one-on-one meetings with our clients.

Target groups and channels

Customers: We reach our dealers nationally and internationally (and indirectly their customers) via direct mailings, LinkedIn and Facebook.

Employees: We reach Jetstone employees through direct mailings, the pictorial newspaper, Jetstone Academy and Facebook.

Suppliers: We reach our regular suppliers nationally and internationally via direct mailings, LinkedIn and Facebook

Social media: Stakeholders such as employees' families, schools and regional organizations, etc., we reach via LinkedIn and Facebook.

Our website is a source of information for all target groups, especially on ICSR.

Topics

Chain Responsibility/due diligence: Communication about developments in the chain and our policy (including the identification of risks and prioritization).

A specific focus point here is making TruStone's action plan available on our website. Another outstanding wish is to request TruStone's working group to develop a video (in Dutch, English and French) on TruStone's working methods and objectives, so that all members can use this in their communications.

Use of resources: Communication about how we reduce our own footprint (reducing consumption of electricity, gas, water, fuel, materials), but also about efforts to reduce the footprint of the entire chain (LCA project).

Social and local initiatives: Examples include safe working programs, the make-a-wish foundation, our employee training program, and our support of charities.

Communication moments per year:

Topic	Customers	Employees	Suppliers	Surroundings
Chain responsibility	4	2	2	2
Use of raw materials	4	2	2	2
Social and local initiatives	2	2	2	2
Total per year	10	6	6	6

Budget and Financial Backing

In this RBC, we do not include an overall budget and/or financial backing per topic, or for the entire project.

The responsibility and financial consideration take place at the project level. Each project carries out an expected cost and benefit analysis prior to the start of any new sustainability initiative. Management, in consultation with the sustainability manager and project manager, decides whether the financial backing is acceptable. The viewpoint is that sustainability may cost money, although it ought to be very well considered and in proportion to the desired outcome of the project.

Evaluation

Periodic meetings are held between the management and the sustainability manager. There, the status of projects, policy plan, action plans and external documents (CoC, Questionnaire, etc.) are discussed and revised where necessary.

This evaluation is based on input from audits, market developments and input from various projects. Changes in policy are recorded in writing in this RBC and managed chronologically by version management. Employees are informed of any changes through various channels.

This Responsible Business Conduct has been approved by the Jetstone Board of Directors, in the name of Mr. John van den Heuvel.

Date: 19 – 08 - 2021

Signature

A handwritten signature in black ink, consisting of stylized, overlapping loops and lines, positioned above a horizontal line that serves as a baseline for the signature.