



HOUSE OF HR

HUMAN RESOURCEFULNESS

**BE THE
ENERGY**

SUSTAINABILITY REPORT

HOUSE OF HR

SUSTAINABILITY REPORT

We know that the profitable growth of our company depends on the economic, environmental, and social sustainability of the communities in which we make business and therefore in the House of HR we are committed to care about **people** through employment, the **planet** by reducing the carbon dioxide emissions and to **prosperity** by contributing to economic development

2

Jérôme Caille *CEO of House of HR*

TABLE OF CONTENTS

1. OUR VISION	4
2. A MESSAGE TO OUR STAKEHOLDERS	4
3. OUR STAKEHOLDER'S CONCERNS	4
4. CSR IN OUR BUSINESS	5
Driving performance	6
5. OUR CSR STRATEGY	8
Six focus areas	8
Environmental Responsibility	9
Governance and compliance	9
6. OUR MAIN CSR PROGRAMMES AND INITIATIVES	10
'Warmste week' at Accent	10
Turn off the heating and wear a warm sweater instead	11
Refugees project results in Belgium	12
The Accent All-stars initiative	13
7. AWARDS, NORMS AND CERTIFICATES	15

SUSTAINABILITY REPORT

1. OUR VISION

Our company's motto: "Changing people's lives, one job at a time".

At House of HR we see employment as a basic human need and a pillar of personal and family life, as it creates social and economic stability. Similarly, high-quality employees are a key asset to company and organizational success. The goal of House of HR is to link these two aspects, helping people to find the right jobs and client companies to find the right employees, irrespective of ethnicity, gender, nationality, age or ability to perform.

2. A MESSAGE TO OUR STAKEHOLDERS

Our associates, candidates, shareholders, the Board of Directors and the whole House of HR management team fully support the

UN Sustainability Agenda 2030, a plan of action **for people, the planet and prosperity**. Sharing its goals, we have turned these into strategic objectives for House of HR.

Eradicating poverty in all forms and dimensions is the greatest global challenge and an indispensable requirement for sustainable development. Our business as an HR partner is to care about people, selecting the best and most qualified **candidates** for our clients. We strive to do this in an ethical and compliant way benefiting society, clients, candidates and our shareholders, while at the same time minimising our environmental footprint.

3. OUR STAKEHOLDER'S CONCERNS

In our everyday interactions with clients and candidates, we actively ask them how

they see House of HR. We value their input, using it to improve our relationship with them. When visiting clients and prospects or interviewing candidates, through analysing the Great Place to Work surveys, through conversations and discussions

in our training seminars, shareholder and investor meetings, or via our contacts with the local communities, we constantly check our company's pulse, using the information gained to become a better company.

STAKEHOLDER	CONCERNS
SMEs at local or European level	<ul style="list-style-type: none"> • Hiring flexibility • Best candidates for the jobs available • Job vacancies to be filled faster and more efficiently • Human Resources Management as a key factor for competitiveness
Associates	<ul style="list-style-type: none"> • Employment stability • Personal career plan • Company stability and growth
Candidates	<ul style="list-style-type: none"> • Employment stability • Health and safety at the workplace • Family stability and future • Compliant payroll
Shareholders and investors	<ul style="list-style-type: none"> • Profitability and return on their investment • Global stability • Socially and environmentally responsible investments • Governance, compliance and risk management
Society at large	<ul style="list-style-type: none"> • Unemployment • Work as a tool for integrating vulnerable groups, including refugees, young people and the disabled • Working conditions as a tool for a decent life

4. CSR IN OUR BUSINESS

As an HR business, caring about people is in our DNA. We focus on one of the most important pillars of their personal lives: employment. The business field of House of Human Resourcefulness ties in perfectly with the three dimensions of CSR and with the UN Agenda 2030 goals:

✓ **Economic growth** → **Prosperity**
 ✓ **Employment** → **People**
 ✓ **Environment** → **Planet**

Serving our clients, candidates and the local economies in which our branches are located, we strive to excel in all three dimensions



Driving performance

Business performance (prosperity)

We know better than anyone else what the needs of the labour market are and how we can match labour supply and demand. Our understanding of our clients' needs also helps us close skill gaps, providing job seekers with adequate training to boost their employability.

We drive business performance by finding the right job for the right candidate while providing our clients with the right profile. In so doing, we help local economies grow, while at the same time reducing unemployment.

Employment performance (people)

Our everyday work involves interviewing candidates and using technology and social networks to match labour supply and demand. We introduce candidates to our clients, carefully explaining the tasks they will be performing; we accompany them on their first workday and support them throughout their professional careers.

We care deeply about their health and safety, making a risk assessment of the job and conducting a medical check if requested.

We also invest in safety training for both candidates and clients to avoid potential work-related accidents.

In the House of HR, we have the responsibility to take care of our employees, workers and customers in a broader context than the professional area. Being and aspiring to be a Great Place to Work means creating a stimulating environment with lots of training, attention for people's needs and worries, mental and physical health, compliance, integration, environmental care... Work-life are not two separate worlds, we have a responsibility to take care of people in every aspect of life.

Lien Byttebier, *HR Manager Accent*

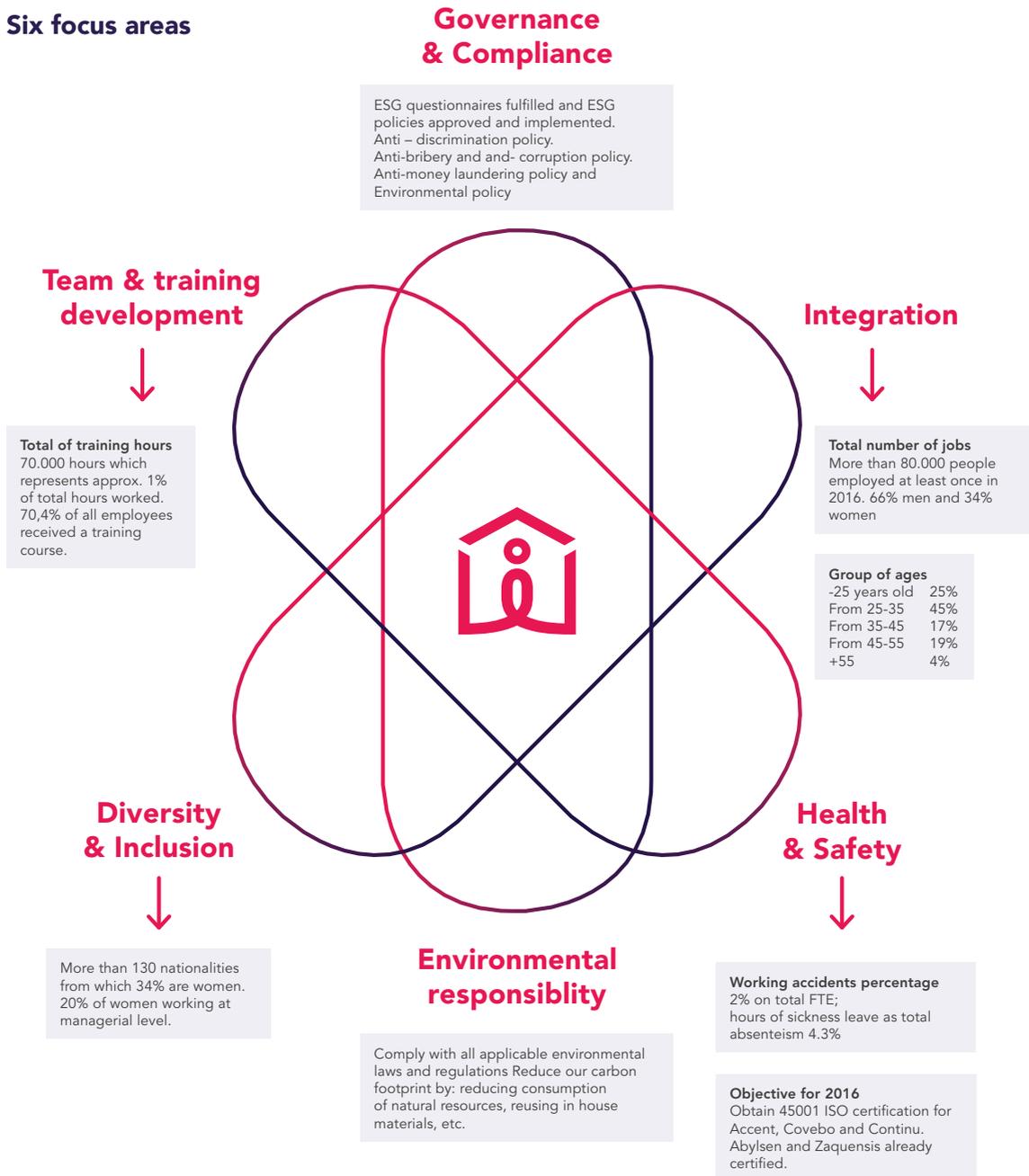
Via our Foundation and our CSR projects, we also care about society's vulnerable groups at risk of unemployment, exclusion or poverty, including refugees, young people, the elderly and the disabled.

Environmental performance (planet)

We recently introduced an environmental policy setting rules and recommendations for caring about the planet we will leave to our children. The policy applies not only to HOHR, but also to suppliers willing to follow our lead.

5. OUR CSR STRATEGY

Six focus areas



Environmental Responsibility

At House of HR we are committed to care about the planet we will leave to our kids. This is our managerial duty and the responsibility of all company employees.

PRINCIPLE	COMMITMENT
Environmental protection is a management responsibility, as well as the responsibility of every employee of The House of HR and all subsidiaries	<ul style="list-style-type: none"> • Comply with all applicable environmental laws and regulations • Establish long-term environmental goals and support local and company-wide green initiatives • Reduce our carbon footprint by: <ul style="list-style-type: none"> • Reducing our consumption of natural resources • Reusing in-house materials • Making recyclable waste products available for recycling • Purchasing recycled and environmentally friendly materials • Establish ourselves as environmentally responsible neighbours in the communities where we operate • Motivate employees and candidates to assume personal responsibility for protecting the environment • Assist the clients we service with their green initiatives

Governance and compliance

Here at the House of HR, we undertake to manage our business in a fully transparent and ethical manner, in compliance with laws, regulations and business standards.

POLICY	COMMITMENTS
Anti-discrimination policy	<p>At the House of HR, it is strictly prohibited to discriminate by: Gender, race or skin colour, age, sexual orientation, wealth, civil status, religious belief, political ideology, health status, disability or social background</p>
Anti-bribery and anti-corruption policy	<p>Invitations, gifts or representations may not be accepted by or offered to individuals covered by this policy if they:</p> <ul style="list-style-type: none"> • Can reasonably be considered as exerting inappropriate pressure on a client, supplier, contractor or third party; • Can reasonably be considered as creating a (moral) obligation on the part of a client, supplier, contractor or third party; • Breach laws, professional standards or internal rules/procedures; • Are an infringement on the ethical and professional code of conduct; • Can reasonably be considered as an inappropriate enticement; • Could embarrass HOHR or harm its reputation.
Anti-money laundering policy	<p>The House of HR has developed and implemented a comprehensive set of measures to identify, manage and control its AML risk. These measures are a.o.:</p> <ul style="list-style-type: none"> • No cash transactions on invoices will be made; • All clients invoices payments will be made by wire transfer and will be compulsory to do so; • All clients need to be reviewed by a credit control process to analyze its business procedures; • A training and awareness program for The House of HR staff will be implemented to detect potential transactions from which its origin is not clear or which might be linked to a sector with high risk for money laundering activities <p>Suspicious activities are properly handled and escalated within the respective company of House of HR.</p>
Environmental policy	<p>At the House of HR we comply with all applicable environmental laws and regulations. We aim to: Establish long-term environmental goals and support local and company- wide green initiatives Reduce our carbon footprint Motivate employees and candidates to assume personal responsibility for protecting the environment Assist the clients we service with their green initiatives</p>

6. OUR MAIN CSR PROGRAMMES AND INITIATIVES

COMPANY	PROJECT/COMPANY	AMOUNT
Abysen	Health & Safety Risk Policy (since 2013)	-
Accent	Refugees Project - Warmste week https://dewarmsteweek.stubru.be	€ 60.000
Continu	Cancer Research	€ 16.000
Covebo	Ronald Macdonald Houses	€ 6.200
Zaquensis	Refugees project	-

'Warmste week' at Accent

Accent donated €10,191 to charity during Studio Brussels' 'Warmste week' action in 2016 (<https://dewarmsteweek.stubru.be>). Employees at Five76, the company's headquarters in Roeselare, West Flanders, collected this amount by cycling, swimming and running a total of 29,992 km.





Turn off the heating and wear a warm sweater instead

At the House and in some subsidiaries, we are also developing specific projects to reduce carbon dioxide emissions. For example at HOHR's Belgian subsidiary Accent, the group's largest business unit, 'warm sweater day' (www.dikketruiendag.be) was launched on 17 February to reduce its carbon footprint. On that day, employees came to work wearing a warm sweater, allowing the company to turn off the heating and thus reducing CO₂ emissions. A fun event, such a day helps raise employee awareness about how important it is to care about the planet.

Accent Jobs for PEOPLE, all PEOPLE! No empty promises, but action. Social responsibility in which everyone will benefit. That's 100% Accent motivation.

Joachim Commeene, *Accent*



Refugees project results in Belgium

In collaboration with the United Nations Office for Refugees (UNHCR), the Province of West-Flanders, the Regions, the West Flanders Employment Office, VDAB, the Integration Office, the Chamber of Commerce VOKA, NGOs, OCMW's, social houses and the various towns taking part in the project, Accent is developing the Group's first big CSR initiative, providing

adequate language and working skills to people with refugee status with the aim of bringing them to companies in which they can find their first job and start on their path towards full integration in local societies. <http://www.focus-wtv.be/nieuws/vluchtelingen-bezoeken-drie-west-vlaamse-bedrijven>

SCREENINGS	START-UPS	SOCIAL PARTNERS	PRIVATE PARTNERS	POLITICAL PARTNERS	NATIONALITY
111 Region 1 Ostend-Brigge: 50 Region 2 Weshoek-Westcoast: 15 Region 3 South West-Flanders: 15 Other Regions Flanders: 18	21 (19%)	64 Social houses 5 NOG's	VOKA:1 Companies: 11	VDAB: 1 Province: West-Flanders 4 Regions	11 4 Syrians 5 Afghans 2 Iraqis 1 Ivory Coast 3 Albanians 1 Algerian 1 Cameroons 1 Lebanese 1 Serbian 1 French 1 Iran

A pilot project with a similar structure but matching specific German circumstances will be started in Q1 2017 by Zaquensis in Aachen in the state of Northern Rhine-Westphalia.



The Accent All-stars initiative

<http://accentallstars.be>

Launched in 2016, the aim of this initiative is to improve Accent employees' health habits in 4 main areas:

Food. Help employees make healthy choices to restore or maintain their energy level.

Smoking. Help them stop smoking.

Sport. Motivate them to do more sport, providing them with professional coaching to take part in running, cycling and swimming competitions.

Mental health. Help them to better manage stress and find the right balance between work and personal life.

Charity donations

We at the House of HR also understand that there are others not in such a good situation. We therefore make donations to charities and organisations which care about concrete problems in the societies and communities in which HOHR subsidiaries do business. Two examples are the donations made to the Dutch Cancer Association in the Netherlands by Continu to further investigate and research how cancer develops and ways of healing it, and Covebo's ongoing financial support for Ronald MacDonal Houses, helping the families of sick children to stay close to each other and providing the care and resources they need.



7. AWARDS, NORMS AND CERTIFICATES

Best Large Workplaces in Europe 2016

The best of the big! In 2016, Accent was ranked third among the best large companies (500 employees or more) in the Best Workplaces lists published by Great Place to Work® in Europe between November 2015 and June 2016. Accent has been ranked highly for fifteen years in a row.



As part of our social responsibility policy at House of HR, we are also certified by third-party organisations in our commitments to stakeholders and society at large. These are just some of the certifications our subsidiaries have already obtained or are committed to obtaining in 2017: ISO-9001 setting out the criteria for Quality Management System for Group companies as yet not certified, and ISO 45.001 on Occupational Health and Safety for 2018 and 2019 for all Group Companies. See chart below

ABYLSSEN	ACCENT	CONTINU	COVEBO	TEC	TIMEPARTNER	ZAQUENSIS
	VCU	VCU	VCU	VCA		SCP
		NEN4400-1	NEN4400-1			
ISO 9001: 2008		ISO		ISO 9001:2008	ISO9001:2015	ISO9001:2015
MASE						

Be the
ENERGY
you WANT
to attract

Beversesteenweg 576
8800 Roeselare - Belgium
houseofhr.com