

# CSR Annual Report

2017  
2018

We believe that every company has an important role in creating a more social and more sustainable society. This does not at all have to be at the expense of the long term financial results. So we do believe in the 3 P's of CSR: People, Planet and Profit, which also strengthen each other. This CSR Annual Report gives an overview of our initiatives during the past years and of our ambitions and plans.



**De Haan**

*Trusted since 1777*

# Content



**1 CSR Vision and Policy**



**2 CSR Development**



**The Social Haan**



**About De Haan**



**The Green Haan**

# CSR Vision and Policy

De Haan has Corporate Social Responsibility in her DNA. That is also why we are a partner of CSR Netherlands. We agree wholeheartedly with the seven principles of CSR, which we want to integrate and embed within our organization. Therefore we want to publish our efforts.



## CSR Vision

**De Haan wants to lead the way in the field of CSR because:**

1. We believe that companies have a major social role and each company should help to leave the world a better place for future generations. Being a family business with “Protestant Alblasserwaardse” genes this is natural.
2. We believe in transparency, where one can work from a vulnerable position towards daily improvements for sustainable growth.
3. De Haan aspires to be the best in each of its businesses. This automatically means also to take a frontrunner position in the field of CSR. We have formulated as ambition that we want to inspire others with our CSR approach.



## CSR Policy

The CSR policy of De Haan has 2 pillars: Planet & People. In other words, the “Green Haan” and the “Social Haan”.

In this report we pay attention to:

- Our principles, ambitions and objectives with regard to topics and key issues;
- Our performance with regard to topics and key issues;
- Our successes or shortcomings with the ways in which shortcomings are being addressed;
- Our planning in which we have included, among other things, to implement ISO27001 in 2017.

 PILLER GREEN HAAN PILLER SOCIAL HAAN

# The Social Haan

Sustainable performance for a human-oriented service provider as De Haan represents an absolute focus on the people, within the company and beyond. From the principle “treat others the way you want to be treated” management and shareholders work towards a sustainable collaboration between colleagues and with customers, partners, suppliers and other stakeholders.





## Employees

Our environment indicates that the high distinctive character of De Haan are our people. We are proud of our team and have the vision to work as much as possible with own, well-trained and motivated employees. Much is ongoing in this area.

2 “we are proud of our team”

## Customer Satisfaction

Sustainable performance follows from high satisfaction among customers and employees. We measure this in various ways. The international removal services are measured by a digital survey form, of which the results are transparent published on our Website since 2012. Customer satisfaction relating to office relocations is being measured by the independent [www.klantenvertellen.nl](http://www.klantenvertellen.nl) platform. Following results were achieved in the beginning of 2017:

9,0



> 600 reviews

INTERNATIONAL  
REMOVALS

8,7



> 50 reviews

OFFICE  
RELOCATION



## Quality and Safety

We work in a consistent and structured way for our customers. This is being verified by independent auditors during the certification audits in accordance with; FAIM, ISO 9001, VCA, ISO 14001, PPV, Erkende Verhuizers, etc. Hereby we strive for certification according to the latest developments in these areas. This includes as example, our AEO certification in 2012 and the ISO 27001 certification, scheduled for 2017.

We create a safe working environment and work with safe and good equipment in order to function optimally as a craftsman. Equipment is purchased or developed in close consultation and with input from the staff, who work with this equipment.

**FAIM**

**VCA**

**ERKENDE  
PROJECT-  
VERHUIZERS**

**ERKENDE  
VERHUIZERS**

**ISO  
9001**

**ISO  
14001**

**ISO  
27001**

**AEO**

## Vitality improvement

- We encourage healthy living in a positive manner by, amongst others, issuing fruit to our staff;
- With the purchase or replacement of assets we involve our employees and we look at the preventive effect on physical or mental terms and risks of use;
- We encourage a positive atmosphere by celebrating successes, sincere attention for each other and investments in positive initiatives, such as a vibrant staff association and events, where we involve all employees;
- We use a personal approach in our re-integration policy so that in case of illness or setback one can quickly return back to work again. This approach has enabled us to decrease sick leave by 30%.

We believe in the total-human principle, with the vitality and motivation of the employee Commission established by a satisfied constituency. Therefore De Haan actively engages partners and other family members at events and successes.

2

# Social commitment

De Haan is socially very involved. Sometimes it concerns financial support, but often also to contribute in practical support.

In 2011 we have chosen for focus on the Foundation “Waterpas”, which by means of the provision of healthy drinking water makes an important contribution to the training opportunities for children in Kenya. We support wholeheartedly the principle that investing in training leads to a durable self-sustaining society.

Closer to home, we support many associations, churches, sports clubs, the food bank, the “Home bank”, refugee work and other small and larger initiatives. Not to forget, the traditional participation of some of our employees with our removal vans at the ROPA-run.



# The Green Haan

We strive to reduce our impact on the environment. The foundation is our ISO 14001 environmental management system. We want to measure our carbon footprint and schedule to become certified according to the “CO2 performance ladder” and goals for reduction in 2018. These are mobility, housing and waste, with three target groups: employees, suppliers and customers.

**ISO  
14001**

3

EURO-NORM 6



## Environmental friendly Mobility

### Realized

- Newly purchased trucks are always more economical: Euro Standard 5 or higher;
- All our drivers have followed the course “The New Driving”;
- Office employees with company cars only drive in A/B Standard cars;
- Our Management and Account Managers drive fully hybrid only;
- Encourage bicycle use by a “Bicycle Plan” and placement of proper bike storage facilities. Since the start of the “Bicycle Plan” already one-third of our employees have made use of it;
- Personnel policies on local recruitment reduces commuting;
- In 2016 we have installed 4 charging stations for electric cars at parking spaces on our property.

### In development

- The consumption of vehicles to be made periodically visible and development of incentives (such as a prize for the most fuel-efficient driver);
- Fuel savings by regular checking of tire pressure, the use of speed limitation devices and possible additions;
- Reduction of CO2 via optimal truck planning and minimalizing ‘empty’ kilometers in Europe by strategic alliances.



3

### Energy-efficient Housing

#### Realized

- Gas and electricity usage reduction achieved by replacement of solar protection, focus on closed doors, lower warehouse temperature, purchase of LED lights and motion sensors, re setting air conditioning and air handling installations;
- Replacement of current servers by more efficient new servers;
- Research on transition to green electricity and gas.

#### In development

- “CO2 neutral removal services”;
- Replacement of central heating boiler scheduled for 2017.





## Waste Reduction

### Realized

- “Ontpapieren”( Using less paper ) in our commercial expressions by reducing 28 kinds of physical folders to only 5 folders;
- Customers will receive our information on a USB stick;
- Sending of quotations, invoices and presentations as much as possible digitally;
- Development of a new packing line ensures lower use;
- Replacing existing packing materials into easier separateable material;
- Re-utilization of moving boxes and other packing material in our services;
- Almost completely digital internal communication through our email newsletter or our screens in the company canteen;

- Separation of waste throughout the company with special waste bins;
- Donating still usable surplus goods - after consent of customers - through “the Home Bank”;
- Destruction of physical archives for customers in accordance with CA + Standard with recycle warranty;
- Transition from plastic to recyclable cardboard coffee cups;
- Implementation of a new ICT system in 2015, to reduce paper use during our services.

### In development

- Measuring paper use reduction.

## Sustainable performance

Our employees make an important contribution to our sustainable entrepreneurship. For example, there are agreements and objectives relating to energy-efficient driving, paper use, conscious use of heating and air conditioning, lighting and drinking water and application of recyclable consumables. We encourage employees to take their own responsibility in the field of sustainability. A project group has been launched, which consists of staff from the full width of the company. Objective of the project group is the involvement of all employees to jointly develop CSR initiatives to (continue to) be a leader and remain competitive in the field.

# 3

## Our Environment

### Sustainable Suppliers

We choose to bundle the purchase of our materials as much as possible in order to minimize the logistic flows. We prefer to choose for regional partners, in order to reduce the transport impact on the environment. This encourages the regional economy and saves logistic flows and thus CO2 emissions.

### Sustainable Customers

De Haan is actively working on solutions to perform the international moving services as sustainable as possible. We believe in strategic partnerships to optimize the use of the total transport capacity in the relocation market. And thus minimizing unnecessary transport kilometers. In case of office relocations we start in an early stage to talk with our (potential) customers to get a sustainable way to organize the relocation. In this consultation we also advise on the possibilities of digital working, so that no unnecessary moving transports can to be executed. In this way our customers save on financial costs and environmental impact.

3

# CSR Development

# 4

## 2008-2010

- Destroyed archive paper is being recycled.
- Bicycle Plan has been introduced.
- Record Management started with Scanning On-Demand to reduce to physical transport.
- First contract for carbon offsetting has been signed.
- The course “Personal Effectiveness Increases Working Pleasure” has been introduced.

Select a year for more information



# CSR Development

# 4

## 2011

- Temperature in warehouse adjusted.
- Reduction of use of brochures by implementing iPad presentations.
- Introduction of electronic invoicing of record management.

## 2012

- “The new Driving Course”.
- Zero measurement of (footprint) environment



# CSR Development

# 4

## 2013

- Installation of presence detectors.
- Replacement of lighting in record storage areas by energy efficient lighting.
- Reduction in use of packaging materials by new purchasing policy.
- Performing energy research.
- Purchase of EURO 6 Standard removal vans.
- Participation in the course Sustainability (CSR).
- De Haan became a member of CSR Netherlands.



# 4

## 2014

- Exhibition Stand on CSR new year's event.
- Archive Digital back office management.
- New Installation container terminal.
- Installation container terminal "light street" new and existing low-energy lighting in combination with presence detectors new container terminal.
- Roof construction new container terminal prepared for installation solar collectors by energy efficient lighting.
- Replacement registration system environmental incidents.
- Current coffee machine replaced by energy efficient automatic coffee machine.
- Integrated ISO14001 certification.
- Start paperless office COMB system, saves 75% paper.
- Installation new server environment.



# CSR Development

# 4

## 2015

- Replacement of 2 cars by hybrid plug-in cars.
- Implementation of new ERP system to facilitate paperless working.
- Reduction of usage of packing materials.
- Installation of 2 charging poles plug-in cars.
- Replacement of normal lightning in carpentry workshop by low energy lightning.
- Start of separate plastic collection.



# CSR Development

# 4

## 2016

- Purchase of EURO 6 moving truck and motorlift
- Replacement of old light domes on the roof by roof pannels with high insulation value
- Purchase of energy saving compressor with smart electrical circuit
- Professionalization of separate plastic collection
- Installation of two extra charging poles for plug-in cars



# CSR Development

# 4

## 2017-2018

- Certification of CO2 performance ladder
- Replacement of central heating installation in offices and storage areas
- Concept "CO2 neutral removal services"
- Investigation to place solar panels on our roof
- Minimalize CO2 usage in international transport via strategic alliances on European traffic.
- Achieve certification according to ISO27001.



5



Adriaan Abrahamz. de Haan  
1757 - 1837



Abraham de Haan  
1783 - 1865



Adriaan de Haan  
1815 - 1871



Willem de Haan  
1848 - 1919



Adriaan De Haan  
1870 - 1940



Gilles Dignus de Haan  
1908 - 1972



## About De Haan

In may 1777 Abraham de Haan started with the logistic services. The 240-year-old family company is now owned by the 8th generation De Haan. In the year 2017 the family company is specialized in business services in the field of international removals, office relocation and state of the art storage.

View our company video now!





# Continuity

With more than 100 employees, we work from the basic idea of continuity for all stakeholders within the context of our social role. A business that not only is focused on short term financial values, but on sustainable continuation of specialized companies of De Haan:

Watch our videos now!



A group of five children are running joyfully through a field of yellow daisies under a clear blue sky. The children are of diverse backgrounds and are dressed in casual summer clothing. The scene is bright and cheerful, conveying a sense of freedom and future generations.

# Future

As shareholders and directors of De Haan, we believe that De Haan has an important role to play in making our society more social and more durable. It is our ambition to continuously develop us herein. So that we can pass this on to our children and grandchildren.

[www.dehaan.nl/en/](http://www.dehaan.nl/en/)

[www.dehaan-officerelocations.nl](http://www.dehaan-officerelocations.nl)



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