



CSR core subjects and issues	Aspects	Relevancy	Explanation	Significance	Explanation	Priority	Explanation	(Intended) actions
		YES/NO	A topic is relevant when: The topic has effect on the activities performed; or stakeholders involved in the value chain or sphere of influence of Prime Vision.	H/M/L	How significance is determined: 1) How high is the impact of the issue on Prime Vision's stakeholders? 2) Why is the effect of not taking action on the issue? 3) How much are stakeholders involved?	H/M/L	How Priority is determined: 1) Is the issue crucial to reaching organizational goals? 2) What are the costs and benefits of taking action on the issue? 3) Is the current performance on the issue sufficient? 4) The issue and speed of implementation.	

## 1. Management of the organization

1.1 Management of the organization	1. Decision-making processes and structures 2. Integration of CSR throughout the organization 3. Engaging stakeholders	YES	1. PV has an open and transparent decision making process, also described in the ISO 9001 process. There is a clear split in responsibilities between management and board (also described in the statutes of the company and the agreements between the two bodies with core CSR principles in mind to ensure sustainable growth in terms of profitability, development of people & technology, and environmental impact. 2. Reviewing the integration of CSR in the organization can be seen as a means of ensuring sustainable strategy resonates throughout the entire organization. Every year, management explicitly signs a document stating to have respected the laws and regulations, proper business conduct and have shown the right ethical behavior (e.g. bribes). This is a guarantee the management is giving to all its stakeholders: shareholders, employees and the community. To give this guarantee, management has to assure this behavior is integrated throughout the organization. 3. Stakeholder involvement is one of the first steps towards a more sustainable organization. Conducting a holistic stakeholder analysis that includes not only primary but also secondary stakeholders is key to ensure that all organizational impact is included in reviewing business practices. Sustainable growth and strategy are not possible without integrating stakeholders (to some extent) into decision making. As part of our CSR program we're going to conduct a holistic stakeholder analysis from 2020 on, so we create a broader view than just the primary stakeholders.	H	To reach significant results, integration of CSR in decision making processes is of utmost importance. Without this integration it is impossible to implement company wide changes to the company's CSR policy.  All of the aspects named are part of management of the organization and realizing a truly sustainable Vision. Mission and Strategy starts with integrating CSR in management processes.	H	Prime Vision takes the task of making the organization more sustainable very serious. To reach this goal, integration is crucial and acts as the foundation of all other initiatives.	A dedicated sustainability team has been founded to improve the sustainability of Prime Vision.  This team contains employees from many different layers in the organization including upper management.  Prime Vision conducts employee satisfaction surveys annually.  Prime Vision is ISO 9001 certified and is audited annually on her performance with regards to quality management systems.  Prime Vision will draft a clear and concise sustainability statement that will be available on their website.  The sustainability team has the task of guarding the integration of CSR throughout the organization.  Holistic stakeholder analysis 2020.
------------------------------------	--	-----	---	---	--	---	---	--

## 2. Human rights

2.1 Due diligence	Minimizing the risk of human rights violations across supply chain	YES	Due diligence as part of the SR core subject 'Human Rights' is related to minimizing the risk of human rights violations across supply chain of the organization, both upstream and downstream	H	Partners, subcontractors and suppliers must be monitored.  Large organizations should ensure that they are working with companies that apply and reinforce respect for Human Rights.	H	It's crucial to put in place a policy regarding this matter.	Prime Vision should establish standards regarding the workplace of suppliers. Including sustainability as a criteria in the supplier evaluation.
2.2 Risk situations concerning human rights	Rejects forced labor and child labor is forbidden (ILO Conventions 138 and 182).	YES	PV rejects forced labor (ILO Conventions 29 and 105), Child labor is forbidden (ILO Conventions 138 and 182). The minimum age of employees shall be based on the respective state laws or collectively agreed regulations.	H	Prime Vision is a registered company in the Netherlands, therefore it works under the umbrella of the Dutch legislation and the EU.	L	Prime Vision is a registered company in the Netherlands, therefore it works under the umbrella of the Dutch legislation and the EU.	Monitoring.
2.2 Avoiding complicity	Actions that may have a negative impact on people, planet or society.	YES	Three levels of complicity are distinguished: direct concerns to the conscious and willful violation of human rights), beneficial directed at human rights violations committed by someone else or another organization, but from which the organization benefits directly) and silent complicity (addresses not speaking up when systematic or continuous human rights violations are known to the organization).	H	Partners, subcontractors and suppliers must be monitored. Large organizations should ensure that they are working with companies that apply and reinforce respect for Human Rights.	M	Prime Vision needs to ensure that we work with organizations that fully respect the human rights.	PV Should develop a form for Partners, subcontractors and suppliers to ensure that they comply with our standards regarding this topic.  Including sustainability as a criteria in the supplier evaluation.
2.3 Solving complaints	Allegations regarding human rights violations.	YES	Inside and outside of the organization PV has the duty to act if there are allegations against an employee or an external party involved with PV.	H	Care of duty, the organization must act and investigate if the allegations are true.	M	If the organization does not act against the violation of HR, the reputation of the company could be compromised.	Quick reaction must take place if a complaint in this regard is risen.
2.4 Discrimination and vulnerable groups	Violence in the working place and gender discrimination.	YES	PV is part of an industry where the percentage of women is quite low.	H	PV combats every form of violence. This includes, in particular, gender-based violence and discrimination in the workplace.	M	PV affords the principle of equal opportunity the greatest respect and shall speak out against discrimination and marginalization and is in favor of integration and tolerance.	PV should aim to attract more female employees and to include more female talent in our internal support programs.
2.5 Citizen- and political rights	The right to have rights and liberties.	YES	This topic is specifically about having rights and liberties including the right of safety, the right to a life with dignity, the right to have possessions and freedom of religion.	H	Prime Vision a registered company in the Netherlands, therefore it works under the umbrella of the Dutch legislation and the EU.	L	This topic is fully covered in Prime Vision premises in Delft.  Further actions need to be considered when projects are performed in risk countries when the local regulations do not protect the workers regarding this matter.	Monitoring.
2.6 Economic, social and cultural rights	Multicultural workforce.	YES	Equal opportunities shall be guaranteed for employees, regardless of their sex, color, race, religion, political views, nationality, social class or other qualities (ILO Conventions 100 and 111).	H	The Netherlands has been crowned the most competitive economy in Europe in 2019. Stability and prosperity are calling more skilled workers to the country. There are some foreign people working at PV, but this phenomenon will continue to rise in the upcoming years.	M	PV is offering Dutch lessons to foreign employees.  Religious rights are important for the PV a prayer room is available to the employees.	Current work done by PV regarding this matter is covering this point.
2.7 Fundamental principles and labor rights	Working hours, including overtime.  Living wage/remuneration for all employees.	YES	PV is a fast-growing business, and it may be challenging to track working hours and overtime of the workforce.  PV is becoming more international and in the near future the organization may need subcontractors to perform the work in remote countries.	H	It may affect the working atmosphere as demotivated employees will share their concerns.  PV recognizes the right to a fair, living wage/remuneration for all employees. Wages/remuneration and other benefits (social benefits, holiday, etc.) in the NL.	H	PV is monitoring working hours through Yoobi, but it's essential to keep monitoring reported hours.  PV shall consider the principle of fairness and shall correspond at least to the respective national legal norms or the collective bargaining industry level in the respective economic region, according to the principle of favorability.	Enforce monitoring of working hours, including overtime it may not exceed existing legal and/or collectively agreed norms within national and/or international standards.  If Prime Vision engage with a 3rd party organization to provide workers for a specific project, the company must share with PV that the employees' rights are respected.

## 3. Labor practice

3.1 Employment opportunities and labor relations	Filling up outstanding vacancies.	YES	Working with UWW to hire people with a gap to the market. A contract with UWW to hire people with a gap to the market.	H	It's difficult to find new employees for some functions, so some departments have less people to fulfill their tasks.	H	To prevent that employees are overworked or inactive for a long time.	A contract with UWW has been concluded.
3.2 Working conditions and social protection	Office productivity.  Fair wages equality between internal and external in wage and type of work.	YES	It's important that Prime Vision employees can work comfortably.  It should not be more attractive to be an external hire than an internal employee.	H	If Prime Vision does not fulfill these principles it could negatively influence the turnover rate of employees.	H	The cost of action on this issue is relatively low compared to the benefit.	Daylight light bulbs to increase productivity and decrease 'winter depression'.
3.3 Social dialogue	Workers unions.	YES	Prime Vision employees have the option to join a workers union.	L	Prime Vision should not pressure the decision that employees make on joining a union.	L	Prime Vision is currently not influencing the decision of employees to join a union.	The performance on this issue is sufficient.
3.4 Health and safety at the workplace	Promoting the physical health of employees.  Safe working conditions.	YES	It's crucial to have a healthy and safe company that the health and safety of employees is guaranteed.	H	Having healthy employees will increase productivity and decrease illness.	H	Prime Vision can save money on absence.  Employees could have a cheaper health insurance.	Easy access to consultation hours with a physical therapist via Prime Vision.  Employees could have a cheaper health insurance.
3.5 Personal development and training at the workplace	Prime Vision self-improvement programs.  Prime Vision training programs.	YES	Prime Vision has a training program in place.  Prime Vision has a self-improvement program in place.	H	By encouraging employees to improve their education, Prime Vision can profit off of the knowledge that they gained.  By having a dedicated personal support system in place it ensures that employees have a place to talk about their problems.	M	To stay competitive it is imperative that Prime Vision employees keep improving their knowledge and skills.  The IT-world is changing and PV has also to change to keep their position in the market.  Due to the COVID-19 crisis Prime Vision has an obligation to take additional measures to ensure the safety of it's employees.	One time intensive cleaning operation of the entire office building to ensure no trace of the virus was left in the building.  Ramped up the cleaning intensity of the workspace by increasing the frequency of cleaning.  Optimized the office ventilation to no longer recirculate air inside to decrease possible spread of the virus.  Decreased the max capacity of the sports facility to 2 persons and installed an air filter in the ventilation of the sports facility.  Employees are offered special 'corona kits' when they meet customers. These kits contain hand sanitizer, facemask and gloves.  Changed the office layout to facilitate a safe working environment for when employees do want to come to the office.

## 4. The environment

4.1 Prevention of environmental pollution	Reduction of pollution by using less resources. Main topic is the use of electrical energy that indirectly causes emission of CO2. Also reduced use of paper and food packaging will help.  Correct handling of waste products will reduce emission of CO2.	YES	Although Prime Vision is just an office, it does consume energy and resources that potentially can cause emission and pollution.	H	Actions taken in this section will contribute to achieving general climate goals.	H	CO2 reduction is a worldwide crucial topic.  Most actions will need an initial investment but will also save money after some time.  Costs for lease e-bikes have to be charted.	Lease program for bikes and e-bikes.  Active promotion of electrical lease cars.  LED lights instead of TL lights.  Movement sensors to decrease idle energy consumption.  Check the correct processing of waste separated by type.  Compensating CO2 emitted by flights made by Prime Vision employees. For every ton of CO2 emitted, one household in India or Africa will get provided with green energy for a year.
4.2 Sustainable use of resources	Use of sustainable energy.	YES	In this decade of energy transition, it is important for every company and individual to strive to sustainable energy usage.	H	Actions taken in this section will contribute to achieving general climate goals.	H	CO2 reduction is a worldwide crucial topic.  Most actions will need an initial investment but will also save money after some time.	Move to a Data Centre with good climate footprint.  Add a 'sustainable service program' to recycle hardware for hardware lifecycle customers.
4.3 Mitigation and adaptation to climate change	Climate change will affect the office working environment by more extreme temperature changes.  Water may become scarce.	YES	PV employees will experience the climate effects mentioned.	M	Heat waves will reduce productivity but mostly last only a week or maybe two.  Water consumptions of the company is already moderate (mainly toilets).	L	Actions already have been taken: new air-conditioning is installed.	Airconditioning is installed, but instruct employees to use it wisely.  Try to reduce the consumption of water.  Optimized management of the AC and heat to reduce wasted energy.
4.4 Protection of the environment, biodiversity and recovery of natural habitats	No topics directly linked to company activities.	NO		L		L		

## 5. Fair business practice

5.1 Anti-corruption	Know your customer/ Due diligence  Bribery	YES	A responsible company checks that it does not do business with 'bad' companies, both a client and as supplier.  Prime Vision should make sure employees are not affected by a form of bribery.	M	This is significant since Prime Vision has a lot of clients in a lot of different countries.  Employees frequently have contact with clients and frequently visit off-site and stay overnight.	L	Identical to Human Rights 2.1  There is an anti-bribery clause in labor contract. Prime Vision employees are required to agree to this and have to report gifts from customers.	Keep monitoring.
5.2 Responsible political involvement	Prime Vision does not associate itself with a political party.	NO		L		L		
5.3 Fair competition	Compliance with laws and regulations.	YES	Like every company Prime Vision is required to comply with fair competition regulations.	M	Prime Vision could face fines if these laws are broken.	M	It is important for Prime Vision to keep monitoring whether the company is still compliant.	Keep monitoring.
5.4 The promotion of Corporate Social Responsibility in the value chain	Recycle when possible.  Awareness	YES	Prime Vision like every other office has garbage that can be separated so it can be recycled.  Creating awareness within the company can increase the impact of the sustainability policy.	M	Setting a good example as a company can encourage employees to do the same.	L	Prime Vision makes software, which is not really a recyclable good. The company does separate waste for recycling.	Including sustainability as a criteria in the supplier evaluation.  Looking for sustainable alternatives for suppliers.
5.5 Respect for property rights	Use of opensource software.	YES	Prime Vision uses a lot of open source software and freeware.	H	Prime Vision should make sure that it is legally allowed to use this software for commercial use.	H	Currently Prime Vision obeys the relevant property rights legislation, the company should keep monitoring the use of software to ensure that it continues being compliant to the relevant legislation.	Keep monitoring the use of licenses with every new software addition.

## 6. Consumer affairs

6.1 Fair marketing, Factual and unprejudiced information and fair methods when concluding contracts	Contracts  Fair representation of the performance of Prime Vision products.	YES	Prime Vision regularly enters into contracts with third parties, so it is important to ensure fair disclosure of information.  When presenting product capabilities Prime Vision should be transparent in the performance of her products.	H	Unclear contract language and missing information could lead to a situation where the contract could be voided.  If Prime Vision is not transparent about the performance of a product, that could lead to a breach of trust between Prime Vision and the customer.	L	Prime Vision should remain vigilant on this topic, even though it is not a pressing issue at this moment.	Monitoring.
6.2 Protection of the consumers health and safety	Autonomous sorting robots.	YES	Sorting robots might work in the vicinity of humans.	M	If a sorting robot malfunctions, potentially hazardous situations could occur.	L	Prime Vision should adhere to all the relevant norms to minimize risk.	Current actions on this issue are sufficient.
6.3 Sustainable consumption	Replacement of hardware.	YES	Prime Vision products often require customers to replace old hardware.	H	Prime Vision has no insight in where this old hardware ends up.	H	Prime Vision could add value and encourage sustainable consumption by offering pick up services for the old hardware.	Setting up a pickup service for old hardware and disposing of it in a sustainable way.
6.4 Service to consumers, support, resolution of complaints and disputes	Resolving complaints.	YES	Prime Vision customers need quick complaint resolution due to the nature of the sorting sector where Prime Vision customers operate.	H	If Prime Vision does not ensure quality service, it will significantly impact the value proposition of the company.	M	Prime Vision offers 24/7 support and should keep doing so. Customer service has always been a priority for Prime Vision and will continue to be a top priority for the company.	Current actions on this issue are sufficient.
6.5 Privacy and data protection of consumers	Prime Vision Postal Code Reader  Prime Vision Handwriting recognition	YES	The software that Prime Vision produces has to process a lot of addresses and names to assist in the sorting process.	H	Breaches in privacy could put customer privacy protection in jeopardy.	M	Prime Vision is ISO 27001 certified.	More complex passwords.  No unsecured electronics.  Cybersecurity courses for employees.
6.6 Access to essential facilities	Prime Vision does not sell and has no control of essential facilities.	NO		L		L		
6.7 Information and awareness	Communication about sustainability.	YES	Prime Vision could influence her customers and partners by communicating the benefits of sustainable business.	H	By influencing customers and partners, the positive impact that Prime Vision can have increases exponentially.	H	To start this dialogue Prime Vision could add sustainability to the customer satisfaction research.	Including sustainability as a criteria in the supplier evaluation.

## 7. Involvement in and development of the community

7.1 Involvement with the community	Caring about the situation of people and animals inside and outside the organization.	YES	PV wants to be a good employer and is always open for initiatives that can improve the working conditions. Also, towards future employees, PV wants to make a good impression as there are many companies looking for the same people.  PV is different and likes to communicate this to her stakeholders and uses this as a USP towards customers.  Involvement in the community suits a company like PV.	H	From (future) employees' perspective it can put trust in PV as being a good employer that has other priorities than just making money.  It can create a feeling of 'togetherness' among the employees.  From a PR perspective this can add value to the reputation of PV.	M	Regarding the gifts there is already a budget on this topic, even though it is not a pressing issue at this moment.  Voluntary work will cost the company.  Employees can bring toys and clothes they don't need anymore to the office and PV can look for the right 'destination'.	Sponsoring an animal shelter in Delft/Hout.  Combining (for example) Christmas and Sinterklaas gifts for relatives and staff with a charity (for example disabled children can go to Euro Disney).  Setting up a Prime Vision foundation for a specific charity.  Collecting toys/clothes or other for people who need it.  Voluntary work at, for example, the voedselbank or retirement homes.  Collected old smartphones from employees to donate to elderly people in assisted living homes so that they could easily contact their families.
7.2 Education and culture	Giving an opportunity to children to learn to work with IT equipment.	YES	Prime Vision is an IT company and is always looking to 'spread the word'.	M	Prime Vision can help fulfill the need that society has for IT professionals by providing it at a young age.	L	Costs are unknown.  Not taking part will have no effect on the company goals.	Sponsoring schools with IT equipment.
7.3 Creating employment opportunities and developing skills	Holiday work  Traineeships	YES	It's motivating for employees that they can offer their kids an opportunity to earn some money and learn more about the business of their parent.  Trainees are the future of PV and can help perform certain tasks.	H	For the parents it's a good gesture.  Not hiring interns would mean that certain projects will not be executed and that we don't see for the future.	H	For PV it's cheaper to hire the children of employment agencies than via the employment agency.  Trainees are indispensable for PV. They are the future and they help help the development.	Temporary holiday work for children of Prime Vision employees.  Traineeships.
7.4 Development and access to technology	Community involvement.	YES	Prime Vision could use her expertise to educate people on IT.	H	This can create enthusiasm for teaching in employees.	M	Prime Vision already has a small scale program running where an employee teaches kids programming on hardware that is provided by Prime Vision.	Scaling up the existing program.
7.5 The creation of prosperity and income	Companies can create prosperity and income in the community by increasing the companies' involvement locally.	YES	See 7.1	H	See 7.1	H	See 7.1	See 7.1
7.6 Health	Making sure the employees stay healthy.	YES	At PV it's all about people work. People should stay healthy in order to perform the job.	H	Healthy employees are doing the job better and have less sick days.	H	PV's solutions are people work so it's very important that the PV employees are healthy and able to do their jobs.	Prime Vision Health Centre.  Access to Physiotherapy.  Chair massage.
7.7 Social investment	Investing in the local community.	YES	See 7.1	H	See 7.1	H	See 7.1	See 7.1