

SUSTAINABILITY

We are wholeheartedly committed to having a truly positive sustainable impact on the world by staying true to our dream of changing working lives, connecting and amplifying boundless talent to win in a world of change.

DELIVERING ON OUR COMMITMENT

Creating long-term sustainable value

At House of HR we know that the sustainable profitable growth of our company depends on the economic, environmental and social sustainability of the communities we live and work in. That's why we put sustainability at the heart of our organization and embed it into both our business and day-to-day activities. It's at the core of how we create long-term sustainable value.

Focusing on environmental, social and governance (ESG) topics

In 2020, we set up an ESG process to create a House of HR sustainability strategy and governance with the support of an external expert.

Our sustainability strategy

Our sustainability strategy sits alongside our business strategy, which we outlined on page 42, and has three pillars, as described in the table below. Far from being an add-on, it is core to our ambitions, operations and success.

KEY STAKEHOLDERS

As part of the development of our sustainability strategy, we have identified House of HR's key stakeholders.

Going forward, we will roll out a structured process for regularly engaging and consulting with our key stakeholders, so we can stay informed and focused on what really impacts them and the decisions they take.

THREE PILLARS OF OUR SUSTAINABILITY STRATEGY:

SOCIAL

We will invest in sustainable employability by encouraging our people to learn and develop themselves, by engaging them and by investing in enhancing their health and safety and wellbeing at work. We aim to contribute our know-how and resources to support people in reaching their full potential and to ensure the future of work is accessible to all.

Key material topics for the social pillar are:

- Productive employment and decent work
- Talent attraction and retention
- Training and education
- Employee wellbeing, engagement and empowerment
- Labour management relations
- Diversity and inclusion

GOVERNANCE

We will play an active role in the communities we operate in by upholding the highest ethical business standards and safeguarding human rights. We help to ensure more people can participate in and benefit from a prospering society, and we take our responsibility as stewards of their personal data very seriously.

Key material topics for the governance pillar are:

- Data privacy and security
- Business ethics, conduct and integrity

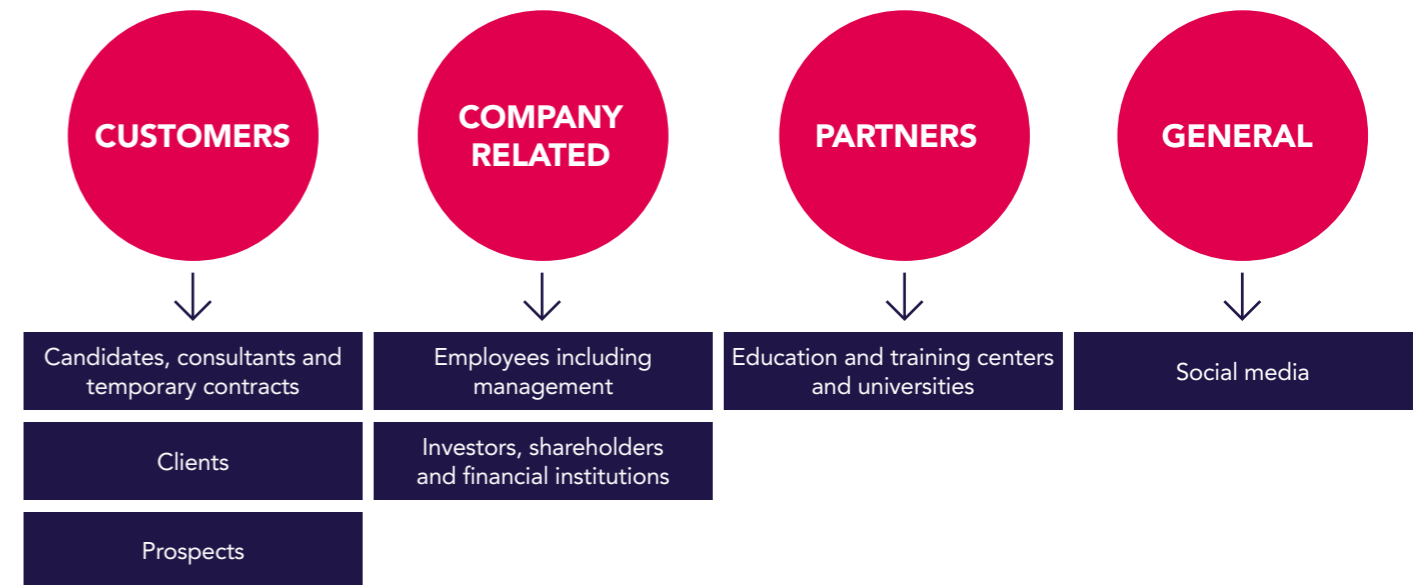
ECONOMY

We aim to build long-term business growth and economic performance – embracing technology and innovation to drive operational efficiency, creating new solutions for our candidates, and delivering an outstanding customer experience.

Key material topics for the economy pillar are:

- Client relationships and satisfaction
- Sustainable economic growth and responsible investments
- Digital transformation and innovation

House of HR's key stakeholders



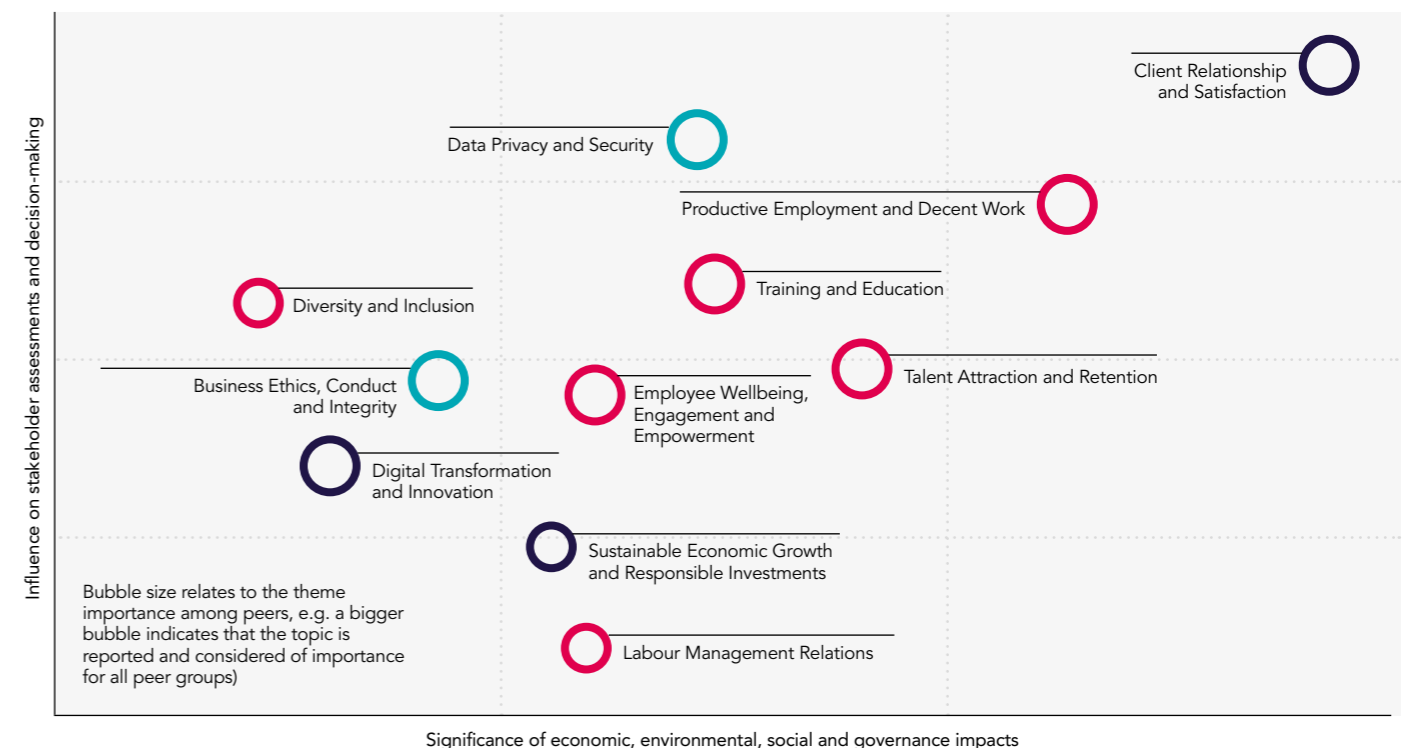
MATERIALITY ASSESSMENT

As part of our ESG project, we engaged with an external expert to facilitate a materiality assessment to identify the issues most material to House of HR, in terms of both our economic, social and governance impact and the interests of our key stakeholders.

The diagram below sets out these material topics and illustrates the key top right quadrant we focus on.

Integrated materiality matrix: the topics most critical to us






○ Social ○ Governance ○ Economy



SUSTAINABILITY continued

THE UNITED NATIONS' (UN) SUSTAINABLE DEVELOPMENT GOALS (SDGs)

We have integrated the SDGs into our sustainability strategy, by linking the five we see making the greatest impact upon our three strategic pillars as follows:

SDG	SDG GOAL	EXAMPLE INITIATIVES
	3. GOOD HEALTH AND WELLBEING To ensure healthy lives and promote wellbeing for all at all ages.	
	4. QUALITY EDUCATION Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	
	5. GENDER EQUALITY Achieve gender equality and empower all women and girls.	
	8. DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	
	10. REDUCED INEQUALITIES Reduce inequality within and among countries.	

ENVIRONMENTAL ISSUES

Our environmental topic is relatively limited given what we do at House of HR. But environmental issues are clearly a top priority for society as a whole, so we keep working to reduce our carbon footprint and energy use.

Although not a high priority, we have some initiatives ongoing, such as introduction and use of electric/hybrid vehicles, cycle lease and environmentally efficient drink and beverage facilities.



“Putting sustainability at the heart of House of HR – it’s a big part of our Happy Route to long-term value creation.”

Abdel Bencheikh,
Head of Risk and Internal Audit

LOOKING AHEAD

We aim to continue implementing and strengthening our sustainability strategy and reporting. To this end, we are undertaking a comprehensive analysis to identify the gaps between the Group’s current reporting and the Global Reporting Initiative (GRI) Standards, as well as the Non-Financial Reporting Directive.

We will also develop a management approach for the material topics most critical to us. It will include existing initiatives and indicators linked to the topics, and Key Performance Indicators (KPIs) to measure the Group’s performance against these material topics.

In addition, we will develop an ESG roadmap for the way forward, taking into account evolving regulations as well as good corporate governance. This will entail looking into the purpose of the approach, developing policies, setting up goals and targets, allocating resources and responsibilities and working out specific actions. A clear and thorough governance structure, including a sustainability committee, will be set up to streamline our decision making on sustainability.

As part of our ongoing commitment, we want to promote the most impactful existing local internal initiatives in our different business units and launch new initiatives to further improve the way we work in the interests of all our stakeholders.

JINC PROGRAM

In the Netherlands, one in eight children live in poverty. Imagine growing up in an environment with high unemployment and few opportunities. In most situations, you are on your own. You have no role model to help you develop your talents. There is hardly any talk about work, applying for jobs or how you should behave in a workplace. The result is that you have less chance of succeeding in the job market.

That is why Continuu has entered into a partnership with JINC, a Dutch non-profit organization, in 2019. Through the partnership with JINC, we want to give everyone a fair chance at the job market by giving them a role model. Because we believe that every child has talent. Through the program they are introduced to all kinds of professions, discover which work suits their talents and learn how to apply it in practice.



Seth Winterscheidt
Continuu CEO

SUSTAINABILITY continued



CAFETERIA PLAN EMPLOYEES

As an employer, we want to respond to the individual needs of everyone and thereby also attract potential new employees and optimize our retention policy. That's why Gritt chose to implement a cafeteria plan, which makes it possible for employees to use part of their remuneration to 'buy' certain benefits. We have employees who live in the city and prefer a smaller car and an electric bike. Another employee may need more time off to care for their children. Or someone wants a bigger car for their large family and would also like to choose hospitalization insurance for the children and the partner. On top of this, many wage components have a (para)fiscal advantage which increases the value of the wage. In short, Gritt knows that composing one's own salary is a highly motivating factor for many employees.



Diederik Sohier
Gritt CEO

SUCCESSFUL REINTEGRATION

Jobroad helps people who are at a significant distance from the labor market towards a match with companies struggling with longer-term open vacancies.

Navigating legal frameworks, creating a compelling CV, or simply knowing where to start can be daunting. With our skilled colleagues supporting individuals through job fairs at prisons and in integration centers, thanks to job coaching, we are enabling successful placements for both candidates and employers.

This is at the heart of what we do, giving stability through work and boosting people's confidence, self-worth and ability to generate their own income – a way to take their own life back into their own hands.



Watch Joachim's story



Joachim Commeene
JobRoad CEO



HABITAT FOR HUMANITY

Redmore wants to make employees proud of working for the company and give them an opportunity to make a difference. What's more, Redmore felt they should be giving back to society when things are going well for the company. A construction trip with Habitat quickly emerged as the perfect way to shape that gift for society. Fifteen employees of Redmore were selected out of 50 applicants to join this mission in Cambodia. The fifteen construction travellers built a complete house for a young and extremely poor family there in one week. During construction, they lived in the house of another family from the village. "The fact that we and our company had gone from nothing to a whole house in a week and were able to leave something tangible behind, I thought was beautiful. So I'm extremely happy that we were able to do that."



Learn more about
Habitat for Humanity



Edwin van den Elst
Redmore CEO



GERMAN HEALTH INITIATIVE

For TimePartner, the health and safety of employees is a key focus area. In this respect the company is working together with a medical center across Germany so that external employees can get their necessary medical checks for upcoming jobs. Additionally, TimePartner offers internal employees the opportunity to make use of this medical center to have routine checks, flu vaccines etc. free of charge. In addition, a yearly health day is organized to improve awareness and share some good practices on different aspects of health and safety.



Thomas Schenk
TimePartner Integration Manager