Corporate Social Responsibility Strategy and Objectives

Teleplan provides integrated end-to-end after-market supply services for the computer, communications and consumer electronics industries. Lifecycle care ranges from simple repairs to highly sophisticated technological and electronic solutions.

Headquartered in Amsterdam/Schiphol, the Netherlands, Teleplan operates from 16 sites in Europe, North America and Asia Pacific and has 5,000 employees.

Teleplan has a vital role in mitigating the environmental impacts of the computer, communications and consumer electronics industries. Through the provision of repair services and, in the instance when a repair cannot be made, the recovery, reuse, recycling or safe disposal of components and materials, Teleplan enables its customers - major consumer electronics brands, operators and insurance companies - to manage faulty, damaged and waste products thereby prolonging the life of the product.

Teleplan has identified the environmental and social aspects of its business. Principally these are:

- The use of energy in heating/cooling and lighting of sites and the operation of test and repair equipment
- The use of water for domestic purposes
- The recovery, reuse, recycling and disposal of waste and the handling and disposal of hazardous substances
- The recruitment, employment, training and development of some 5,000 people across multiple sites
- The health and safety of our employees and the sites in which they work
- Conducting our business with the highest ethical standards
- Supporting the communities in which we operate

Teleplan seeks to manage the environmental and social aspects of its business through systems and procedures which are integral to the day-to-day management of the business. In line with this approach the company is working towards certification to internationally recognised standards at each of its sites.

Fifteen of Teleplan's sites have achieved ISO 9001 certification. Ten sites are certified to ISO 14001 and eight are certified to OHSAS 18001. In 2016 certifications will be extended to additional sites.

The company has analysed its energy consumption. Opportunities to reduce energy consumption are continually reviewed. Teleplan participates in the Carbon Disclosure Project (CDP) Supply Chain initiative.

Many of Teleplan’s customers are members of the Electronic Industry Citizenship Coalition (EICC), a coalition of the world’s leading electronics companies which works with a common Code of Conduct (COC) to improve social, ethical and environmental responsibility in the global electronics supply chain. Teleplan recognises the importance of meeting customers’ requirements to ensure an ethical supply chain. In 2015 a self-assessment against the EICC COC was undertaken at several of the company’s sites and third party audits were carried out on behalf of major customers. The company has qualified EICC Labor and Ethics Lead Auditors in each operating region. In 2016 this program of assessment, audit and improvement will continue and extend to additional sites.

Teleplan participates in the EcoVadis Supplier Sustainability Index and has achieved a Silver rating.

Teleplan’s Code of Conduct (COC) is aligned with EICC Code of Conduct and is published on the Teleplan corporate website and communicated to employees when they join the company. Teleplan’s COC includes information on how to raise concerns, issues or suspected violations of the COC. Employees confirm their understanding of the COC and compliance to it through a written sign off process which is managed by the Human Resources department.

The Teleplan Management Board receives an annual report of key data pertaining to the management of the company’s environmental and social impacts. An annual CSR Report is published on the Teleplan website.
To ensure continual improvement in the management of the environmental and social aspects of the business the table below details Teleplan’s Corporate Social Responsibility (CSR) objectives, progress made in 2015 and the targets for 2016.

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<tr>
<td>Effective management of environmental impacts</td>
<td>Maintained existing * ISO 14001 certifications</td>
<td>Maintain existing certifications and extend certifications to new sites</td>
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<td>Manage use of energy in major sites efficiently</td>
<td>Energy consumption analysis has identified highest usage sites</td>
<td>Devise and implement an energy efficiency program at highest usage sites</td>
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<td>To build and maintain high levels of employee engagement</td>
<td>Employee engagement survey action plans followed up and results reported to the Management Board</td>
<td>Complete performance appraisals for all employees.</td>
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<td>Ensure a safe workplace and minimise workplace accidents</td>
<td>Maintained existing ** OHSAS 18001 certifications and added Roseville, CA as a certified site</td>
<td>Maintain existing certifications and extend certifications to new sites</td>
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<td>Meet customer expectations in social and environmental management of our business</td>
<td>Completed EICC self-assessments of: Jakarta, Indonesia &amp; Suzhou, China and customer requested EICC/CSR audits of Mexicali, Mexico, Penang, Malaysia &amp; Prague, Czech Republic. Participant in the Carbon Disclosure Project (CDP) Became a signatory to the United Nations Global Compact</td>
<td>Continue site self assessments and undertake customer requested CSR/EICC audits.</td>
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<td>Ensure the highest ethical standards in the conduct of our business</td>
<td>One hundred managers completed Skillsoft “Introduction to Workplace Ethics” course</td>
<td>Update Teleplan’s Code of Conduct to EICC 5.0 standards, translate into seven languages and communicate to employees. Create a CSR Policy Statement, translate into local languages and post in all sites</td>
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<td>To facilitate employee charity fund-raising and volunteering</td>
<td>Fund-raising and volunteering initiatives undertaken in support of good causes individually and at site level celebrated throughout the organization via the company newsletter.</td>
<td>Share best practice and celebrate achievements across the business by ensuring that employee newsletter includes a round-up of community activities.</td>
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<td>Effective and timely communication of social and environmental management performance to key stakeholders</td>
<td>Published Annual CSR report and posted on <a href="http://www.teleleplan.com">www.teleleplan.com</a></td>
<td>Publish Annual CSR report on Teleplan website and COP (Communication on Progress) in line with membership of the UN Global Compact</td>
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<td>Continually improve management of environmental and social impacts</td>
<td>Risk analysis of supply chain completed and target suppliers identified.</td>
<td>Regular CSR reporting by operational management to the Management Board.</td>
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* ISO 14001:  
AMER Region: Roseville, CA (USA) Mexicali (Mexico)  
APAC Region: Jakarta (Indonesia), Penang (Malaysia), Singapore, Suzhou (China)  
EMEA Region: Bydgoszcz (Poland), Havant (UK), Prague (Czech Republic), Zoetermeer (The Netherlands)

** OHSAS 18001:  
AMER Region: Mexicali (Mexico), Roseville, CA  
APAC Region: Penang (Malaysia), Singapore, Suzhou (China)  
EMEA Region: Bydgoszcz (Poland), Prague (Czech Republic), Zoetermeer (The Netherlands)
Teleplan’s Corporate Social Responsibility program is approved by the Chief Executive Officer Gotthard Haug and led by the Senior Vice President of Corporate Development Ron Leitch. The program is managed by the Vice Presidents Regional Operations and executed at site level by the sites’ management team.

Gotthard Haug
Chief Executive Officer