

Statement of
Corporate Social Responsibility
Version 2020

Introduction

TNO is a legal entity organized under Dutch public law. TNO connects people and knowledge to create innovations that sustainably boost the competitiveness of industry and the welfare of society. On the basis of that mission we aim to make a significant contribution to sustainability in the Netherlands and beyond with our nine units.

We carry out our work on the basis of one-to-one relationships with companies or organizations and, increasingly, as a partner in public-private partnerships. In addition, in some instances we perform a specific duty that the Dutch government has assigned to TNO, for example as a strategic partner to the Dutch Ministry of Defence and the Geological Survey of the Netherlands. All these forms of cooperation enable TNO to add its value.

Integrity, independence, professionalism and social responsibility are the most essential core values of TNO.

In line with the principle ‘preach what you practice, practice what you preach’, it is evident that TNO also sets great store by sustainability in its own operations. Some examples to illustrate that:

- A Corporate Social Responsibility (CSR) officer has been appointed in 2008, who plays a central role in disseminating the CSR mindset in the organisation and prompting activities that tangibly enable TNO to become a more sustainable organisation;
- Our Applying Innovation programme; promotes TNO as first users of our own innovations.
- TNO invests and innovates in developing countries and emerging economies with the aim of socio-economic development that has an impact on local business. Products and services that correspond to the wishes and purchasing power of the poorest are developed and the local production and distribution thereof is strengthened;
- TNO has committed itself to the United Nations Sustainable Development Goals and has signed the SDG Charter NL .

This policy statement presents an overview of the way TNO fleshes out responsible dealing with the ‘people, planet, profit’ concepts and is intended for TNO’s customers. A subdivision is made into the chapters ‘Ethics’, ‘Labour’, ‘Health and safety’ and ‘Environment’.

Ethics

The ethical standards of TNO are written down in the '[TNO Code of Conduct](#)', which is based, among other sources, on legal requirements and other written and obvious rules and standards.

Privacy/GDPR

TNO recognizes that data privacy protection is a fundamental right deserving special attention in our data driven society. TNO contributes to data protection by ensuring that researchers have appropriate knowledge about their responsibilities under GDPR when using personal data in scientific research. This means that researchers inform people about the use of their data, apply appropriate safeguards to protect the data and respect their privacy rights. More detailed information can be found in our [privacy statement](#).

TNO also explicitly takes care of privacy information of it's own staff.

Business Integrity

TNO regards integrity as one of the key principles of organisational policy. TNO employees are expected to behave honestly and openly. They reject any form of corruption, bribery or blackmail and avoid personal relationships that might cast doubt on the objectivity of their decisions or lead to any form of coercion or extortion.

Research Integrity

TNO adheres to the [Netherlands Code of Conduct on Research Integrity](#) (and the ALLEA code).

Research with human subjects and animals

TNO has a formal policy on human subject which is described in the [TNO-code](#).

TNO has a [formal policy on laboratory animal testing](#).

No improper advantage

TNO employees make clear agreements when entering into assignments or cooperation contracts TNO employees accept no gifts or other favors of any sort that could influence the integrity of their decisions. Any gifts valued at more than 50 Euros will not be accepted; where the refusal to accept such a gift might be construed as impolite, such a gift will be handed over to the superior manager who will assign it appropriately. More on the subject of gifts and advantage in general can be found on page 14 of the [TNO Code](#).

Disclosure of information and privacy

TNO employees deal correctly and confidentially with data received as a result of their work. They refer properly to sources and do not commit plagiarism. The information provided by customers that comes to TNO's knowledge during the performance of the commission will be kept confidential by TNO as agreed. TNO employees present a full and honest picture of their competence in the event of decisions concerning their career or work. On page 12 of the [TNO Code](#) you can learn more about the relationship with customers.

Intellectual property

Intellectual property rights are treated with due care. See also the 'General Terms and Conditions for commissions to TNO' ; the [TNO Code](#) (page 11) and the Netherlands Code of Conduct for Research Integrity to which TNO employees also adhere to.

Fair business, advertising and competition

TNO complies with common standards of fair business, advertising and competition.

Reporting wrongdoing

TNO has a [regulation for reporting \(suspicions of\) wrongdoings](#) based on the Dutch law regarding the House for Whistleblowers. The regulation applies to all working for or on the premises of TNO and also gives possibility to let an confidential counselor file a report to protect the identity of the reporter. The regulation offers employees the opportunity and encourages employees to report a supposed irregularity or wrongdoing so that appropriate steps can be taken to take the required measures in case of any breach of internal or external regulations or any other wrongdoing.

TNO also has an Internal and [External complaint procedure](#).

Labour

TNO is committed to observance of human rights and basic rights of its employees inasmuch as these are relevant for the relationship between TNO and its employees and to respectful treatment of its employees in all other respects. In addition, TNO complies with legal regulations for terms of employment and labour conditions.

The [TNO Terms of Employment](#) are public. TNO endorses all ILO conventions and guidelines and acts accordingly.

In this context, TNO *uses* the following standards.

Freely chosen employment

Employees are fully free in their choice of labour acceptance. There is no coercion whatsoever. Employees are also free to discontinue employment and to leave TNO in conformity with the terms arranged between TNO and the employee and based on Dutch law.

Child labour

TNO does not employ minors beyond legal possibilities.

Working hours

TNO complies with working times regulations in force. Overtime is never structural. Employees are at least entitled to the statutory minimum number of holiday.

Wages and benefits

TNO pays employees at least in keeping with legal norms so that all of its employees are entitled to at least the minimum wage including holiday allowance. TNO deducts from the wages legal taxes and social insurance contributions. Employees are informed in writing every month about the composition of their wages in pay slips.

Non-discrimination and equal labour opportunities

All employees are offered an employment contract. Employees are not discriminated or intimidated and TNO complies with equal treatment legislation, which implies that employees are not treated unequally or slighted because of their religion, life principles, political convictions, ethnicity, gender, nationality, sexual inclination, civil status, age, handicap or chronic disease, type of employment contract or hours of employment.

In the employment relationship TNO acts in keeping with regulations in force regarding illness, pregnancy and delivery, military or alternative national services, membership of an employee participation body, trade union membership and activities, political leave, care and maternity leave.

Following this, TNO supports social return objectives and is doing its best to act accordingly. TNO also expresses the ambition for 30% women at the top and sub top of the organization.

Freedom of association and assembly

Employees are free to associate in a trade union or otherwise. TNO has a representative advisory body structure, thus complying at least with legal preconditions.

Health and safety

TNO's health and safety policy complies with prevailing legislation and regulations. The outlines of that policy have been laid down in the 'Intentieverklaring Arbeidsomstandigheden TNO' [TNO declaration of intent for working conditions] and 'Arbobeleid TNO' [TNO health and safety policy]. Both documents are incorporated in 'Arbocatalogus TNO' [TNO health and safety catalogue], in which employees also find information, measures and solutions regarding healthy and sound work.

Occupational safety

Risks for employees during execution of their activities are mapped in a Risk Inventory and Evaluation (RI&E). The RI&E covers many aspects including physical strain, work with and exposure to hazardous substances, machine safety, safety devices, biological and radiological safety, company first aid and tidiness of work and rest rooms. In addressing risks TNO follows the occupational hygiene strategy in which preferably source-focused measures are taken rather than effect-focused measures. If necessary or desirable because of the nature of activities, employees are offered the opportunity to undergo periodical medical examinations. Such examinations are intended to prevent or limit inasmuch as possible risks to the health of employees ensuing from their activities.

Occupational health

TNO's health policies focus on the mental and physical health of its employees, with an emphasis on prevention. The outcomes of the RI&E are taken into account. TNO enables its employees to work actively on their health and lifestyle by offering supportive programmes. Agreements with catering services are made to stimulate employees to use more healthy foods. Policies related to psychosocial workload in the form of abolition of sexual intimidation, bullying, aggression, violence, work pressure and discrimination have been laid down in an internal regulation.

Occupational illness and injury

TNO's sickness absence and integration policies focus predominantly on specific prevention of sickness absence and return of employees to the work process as soon as possible, whether or not within TNO. Pertinent rules have been laid down in an internal regulation. Prevention and registration of industrial accidents have been laid down in an internal regulation. Complementary rules are applicable on a local level.

Emergency preparedness

On each site company first aid has been arranged. This service is responsible for the availability and training of first-aiders and the company fire brigade. Relevant training and exercises for personnel are also organised. On each site a company emergency plan for calamities is available.

Working environment

Employees are offered a working environment with ample space, climate provisions and catering facilities.

Environment

TNO's environmental policies comply with legal requirements and, for each site, local environmental regulations. On several sites an environmental management system certified in compliance with ISO 14001 is in force.

Energy in buildings

For all TNO buildings energy performance calculations have been made, resulting in an energy label. On the basis of an improved energy performance advice of TNO buildings an Energy transition program is started in connection with the maintenance plan. TNO is thus working actively on making its existing buildings more sustainable.

Mobility

TNO seeks to reduce its environmental footprint by favourably influencing the number and type of travels of its employees. TNO has joined in the mobility covenant 'Bereikbaar Haaglanden' [Accessible Haaglanden], which departs from the objective of reducing the car mileage in peak hours. Likewise, TNO takes part in 'Bereikbaar Utrecht' and the national 'Taskforce Mobiliteitsmanagement' [Taskforce mobility management]. A means of achieving the mobility objective is introduction of 'Het Nieuwe Werken' (place- and time-independent performance of office duties). To that end, videoconferencing facilities are available on all sites.

Sustainable procurement

Sustainable purchasing has become in recent years a permanent element in TNO's procurement agenda, procurement procedures and procurement policy. Obviously, it has effects on the choice of suppliers, products and services. TNO is following for this approach the criteria formulated by Agentschap NL. In addition to environmental aspects, social aspects are playing an increasingly major role in these criteria.

Waste

Waste is handled in compliance with requirements laid down in environmental permits, which vary from site to site by differences in activities between TNO sites as well as differences in local governmental requirements. For work with hazardous chemical substances the use of less hazardous alternatives is taken into consideration whenever possible.