



- international meat trading
- import/export/cross trading

WEGDAM FOOD LINK B.V. CORPORATE SOCIAL RESPONSIBILITY



Introduction

The Corporate Social Responsibility (CSR) policy of Wegdam Food Link B.V. is to conduct our business in such a way that its values and behavior are aligned to the expectations and needs of our stakeholders and the society in general. The goal of this policy is to create a sense of responsibility amongst our stakeholders, and to achieve and stimulate positive effects and to minimize the negative effects.

This policy complies with the Guidelines for Multinational Enterprises of the Organization for Economic Co-operation and Development (OECD), the Environmental and Social Performance Standards and Guidance from the International Finance Corporation (IFC). In addition, the international guideline ISO 26000:2010 on how businesses and organizations can operate in a socially responsible way has been intensively used for information purposes and in order to assure this policy is created in a structured way.



The management of Wegdam Food Link B.V. takes responsibility for this Corporate Social Responsibility policy and strives for the right balance between People, Planet and Profit. In addition, Wegdam Food Link B.V. tries to encourage its suppliers, customers and other stakeholders to continuously give attention to their own CSR policy or strategy with the aim to create more impact.

Brian Wegdam

Director,

Wegdam Food Link B.V.



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1. Wegdam Food Link B.V. Mission

Wegdam Food Link B.V. is a worldwide operating company based in the Netherlands. Specialists in the supply of a wide range of frozen poultry, pork, beef and fish items, sourced from five continents. With our worldwide sourced quality food products, we serve customers across three continents. Besides supplying the eastern part of Europe and East Asia, our focus is mainly on the markets of (West) Africa. We see the international food business as a chain from producer to end user, with Wegdam Food Link as the key link! Our approach is clear; we look to the needs of our clients and facilitate wherever possible. This personal approach enables us to establish sustainable relationships with our clients. And as we always have a long term and sustainable focus, we are able to cooperate with our suppliers in a sustainable matter. In this way our selected suppliers can count on their sale on a solid base and our clients can always count on the excellent quality products we offer.

Example Ghana

We differentiate ourselves by the full service that we offer our clients. The way we are working with clients in Ghana is an example of this approach. In this country we have grown together with local partners and became a key player in the market. We achieved this position by supporting our clients in every thinkable way. Working together for our mutual benefit, which includes a long term vision (website Wegdam Food Link B.V.).

Wegdam Food Link B.V. believes it is important to achieve mutual benefit with our national and international partners through a long term vision. Wegdam Food Link B.V. is committed to display standards and values towards customers, investors, channel members, regulators and the local community. In our operations we act in an honorable and ethical way, strive to make the company a great place to work, demonstrating genuine respect for the environment and its people, and trying to make a difference in bettering society.

Our service doesn't stop when a container is delivered in the port of destination. We go further where others stop. We see our clients as our partners. Besides the supply of the usual food commodities we support our partners with consulting on cold storage and physical distribution.

This consultancy includes the supply of:

- Trucks, tractors and frigo vans;
- Panels for cold storage;
- Reefer containers;
- Aggregates;
- Forklifts;
- (safety) Clothes
- Medical equipment



2. CSR Principles

2.1 Accountability

The management of Wegdam Food Link B.V. takes responsibility for this Corporate Social Responsibility policy and strives for the right balance between People, Planet and Profit. This policy also applies for the subsidiaries of Wegdam Food Link B.V. Wegdam Food Link B.V. shall account for the (negative) effects the business activities creates towards the environment, society and economy. If negative effects occur due to the activities of Wegdam Food Link B.V., effective measures will be taken to prevent recurrence of such adverse effects.

2.2 Transparency

Wegdam Food Link B.V. is fully aware that all corporate decisions and activities may influence the society and environment of the company. Therefore, Wegdam Food Link B.V. believes it is important to show and present all policies, decisions and activities, and explain which consequences those decisions might have for society and environment.

- *The complete Corporate Social Responsibility of Wegdam Food Link B.V. will be placed at the homepage www.wegdamml.com, in order to inform the public. This mainly concerns stakeholders such as customers and suppliers of Wegdam Food Link B.V.*
- *The Corporate Social Responsibility of Wegdam Food Link B.V. will be presented to the employees through a meeting, and will be signed by the director of Wegdam Food Link B.V.*

2.3 Ethical behavior

Honest business is about ethical behavior of companies with business relationships, such as suppliers, customers, competitors and government agencies. Ethical behavior is important for establishing and maintaining legitimate relationships. Ethical behavior is based on three key elements and Wegdam Food Link B.V. believes these three elements are the starting point and the core of corporate social responsibility.

(1) honesty

(2) fairness

(3) integrity.

2.4 Respect for stakeholders

Stakeholders are individuals or organizations that represent the environment. Because they are affected by the activities and decisions of the company, they have interest in what the company's activities and decisions are (mvo-wegwijzer-iso26000.nl). The first step is to discover all relevant stakeholders of the organization. Below one finds an organogram of all the stakeholders that are involved with Wegdam Food Link B.V.



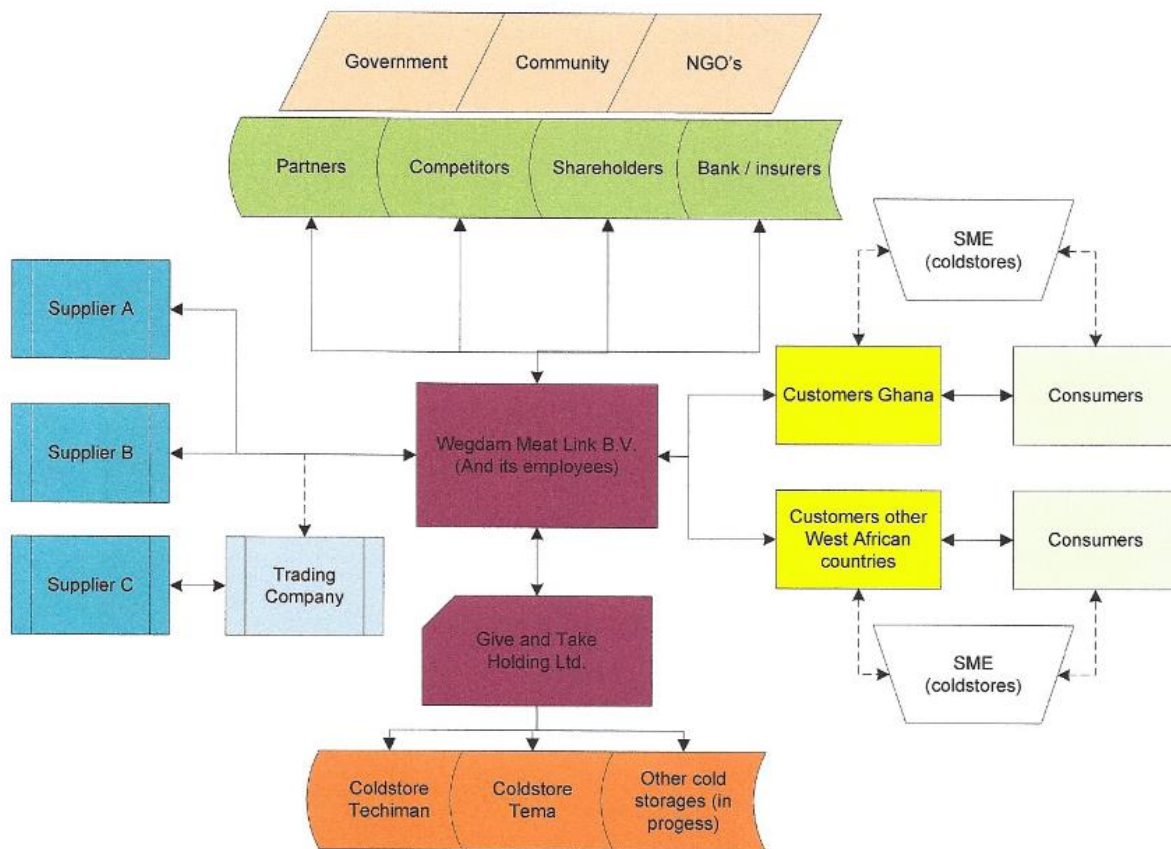


Figure 1: Stakeholders Weddam Food Link B.V.

Suppliers

The beginning of the whole buying and selling process at Weddam Food Link B.V. starts with reliable suppliers. In order to ensure suppliers deliver quality products, Weddam Food Link B.V. pays fair market prices. With regard to CSR, Weddam Food Link B.V. prefers suppliers that are able to show and acknowledge the importance of multiple CSR aspects, such as animal welfare, consumer health and safety, labour conditions, climate and energy and health and safety at work. In addition, Weddam Food Link B.V. expects that the suppliers are in possession of the relevant quality certificates. If suppliers are not in possession of these certificates, Weddam Food Link B.V. expects they fulfill to these certificates within two years.

Customers (west) Africa

Our customers are mainly focused in (west) Africa (i.e. Ghana, Benin, Togo, Cameroon, Congo etc.). As one understands, corporate social responsibility in those countries is not as developed as in comparison to Europe. However, Weddam Food Link B.V. has very tight connections with the customers, and the aim is to learn them work in accordance to the CSR policies as described in this

rapport. Although it becomes a difficult challenge to achieve the same level as in Europe, Wegdam Food Link B.V. tries to improve in continuously.

2.5 Grievance mechanism

- Wegdam Food Link B.V. provides a grievance mechanism for their employees, where employees have the possibility to raise reasonable workplace concerns. All employees will be informed about the existence of the grievance mechanism at the time of hiring, and we strive to make the system easily accessible to the employees. The mechanism shall address concerns promptly, using understandable and transparent processes that provide feedback to those concerned, without any retribution.
- In addition, for all our customers in multiple countries Wegdam Food Link B.V. provides also a grievance mechanism. The procedure is similar (see below) as with its employees, but due to distance differences, most of the contact will be via phone or mail. In our experiences, our customers only have complaints if the quality or quantity of the products is unsatisfactory.

The process in summary:

Step 1: Receive and register grievance;

Step 2: Screen for eligibility: determine if a complaint is eligible based upon the criteria and fall within the scope of issues the grievance mechanism is authorized to address;

Step 3: Assess the grievance: gather information about the case and key issues and determine whether and how the complaint might be resolved;

Step 4: Formulate a response: specify who communicates / acts and how;

Step 5: Feedback: be transparent with regard to the whole process and the results or (lack of) achievements.

- We strive to check all the objectives in this Corporate Social Responsibility annually, by a yet to be appointed person of Wegdam Food Link B.V. For example, conduct the CSR risk check at <http://www.mvorisicochecker.nl>, and do an analysis by comparing risks according to the MVO website and the risks as described in our (CSR) reports.

3. Corporate Social Responsibility Themes

3.1 Human Rights

Wegdam Food Link B.V. operates internationally, with suppliers all over the world, and our customers are mainly focused in Africa. Therefore, all employees of Wegdam Food Link B.V. are exposed and have to handle with a great variety of different rules, regulations, laws, cultures, manners and rights. In addition, existence of differences in welfare and well-being between the Netherlands and other (African, Asian) countries should not be neglected.

Objectives

- *We will make sure we are not complicit in human abuses, and do our utmost best to avoid human abuses;*
- *We will not accept any form of violence, hard labor or child labor;*
- *We will make a special effort to promote individual differences;*
- *We will avoid stereotyping or depicting demographic groups (e.g.: gender, race, sexual orientation);*
- *We will exterminate all our relations and business with individuals & organizations if we notice or presume any of the points described above.*

3.2 Employees

Wegdam Food Link B.V. aims for a stable and reliable organization through employees with permanent contracts with a fixed salary based on education and experience and in accordance of legal aspects. In addition, Wegdam Food Link B.V. believes employees are most useful if work and private situation are in complete balance. Therefore, during the week Wegdam Food Link B.V. provides employees with healthy snacks, such as fruit to ensure the vitamin intake. Also, the office is equipped with a pool table to give employees the chance to take some rest during the working day. Lastly, a shower is installed to encourage employees to come with the bike to the office and give them a chance to freshen up.

Objectives

- *We will always carry the same passion and excitement to our work place;*
- *We will honor a good standard of staff treatment, and show mutual respect towards each other, our customers and affiliates;*
- *We will encourage our employees to build an interesting and strong career with us, with opportunities for education and professional development;*
- *We will remunerate our management and supporting staff at competitive rates;*

- *We will appoint two confidential persons that employees can contact when facing problems (man and women).*
- *We strive for at least 80% permanent employment contracts;*
- *We will actively encourage employees to go healthy and balanced through life;*

3.3 Environment

The whole chain of the food sector (from the livestock, slaughter and transport) influences the environment. Wegdam Food Link B.V. prefers partners that pay special attention to environmental matters and strive for a better world.

Issues

- *Quality of producing food related products in (some) European and non-European countries;*
- *Quality of fish products and overfishing;*
- *Producing meat products creates, in comparison to other products, a relatively high water footprint.*
- *Biodiversity; the livestock sector has an influence to the variability amount all living organisms in different ecosystems.*

Objectives

- *We will strive to protect the natural environment all over the world;*
- *We value high standards of occupational health and safety, in particular the health and safety of food related products, and we expect that our suppliers are in possession of the necessary health and safety certificates*
- *We will contribute to the overall improvement of the local environment through an active and mutual beneficial collaboration with with all our stakeholders.*
- *We will collaborate with our customers and suppliers to ensure a safe and correct handling of our products;*
- *We prefer suppliers that give special attention to animal welfare (from birth to slaughter);*
- *We promote an efficient water- and energy usage, and try to decrease the our environmental footprint as much as possible.*

Action plan

- We prefer suppliers that meet the generally accepted international standards and are able to prove that with certificates in their possession. At least one of the following certificates has to be in the possession of the suppliers' organization; 'HACCP', 'BRC', 'IFS', 'MSC' or 'ASC', or in their absence, other generally accepted international food standard certificates. If suppliers

are not in possession of one of those certificates, Wegdam Food Link B.V. gives suppliers a maximum of two years' time to ensure that they are in possession. If necessary, Wegdam Food Link B.V. is able to help suppliers with information or contacts (other suppliers that are in possession of quality certificates). If after two years, suppliers still are not in possession of one of those certificates, Wegdam Food Link B.V. stops doing business.

- We strive for 100% health certificates with regard to all food related products. A health certificate states in summary that: "all products are fit for human consumption, are checked for protective measures with regard to dioxin and the loading conditions of this consignment meet the hygiene requirements". Additionally, for export products the same stringent inspection is measured and observed as for products for domestic consumption. This means that all products that are shipped by Wegdam Food Link B.V. fulfill the standards and are fit for human consumption.
- Wegdam Food Link exports their products mainly to the African markets. These markets are complementary to the European Markets. Products that are not popular in Europe, are in fact highly popular in the African Markets. Therefore, Wegdam Food Link contributes to the fact that all parts of an animal are maximally used, and therefore waste of animals is brought to a minimum. Hence, Wegdam Food Link stimulates suppliers to minimize waste of animals.



3.4 Social-economic (Ethical behavior)

“Honest business is about ethical behavior in the cooperation of companies with business relationships, such as suppliers, customers, competitors and government agencies. Ethical behavior is important for establishing and maintaining legitimate relationships. Ethical behavior is based on three key elements: (1) honesty, (2) fairness and (3) integrity. (mvo-wegwijzer – ISO26000)

Issues

Wegdam Food Link B.V. operates internationally, with suppliers all over the world, and our customers are mainly focused in Africa. Therefore, all employees of Wegdam Food Link B.V. are exposed and have to handle a great variety of different rules, regulations, laws, cultures, manners and rights. In addition, existence of (major) differences in welfare and well-being between the Netherlands and other (African, Asian) countries should not be neglected.

Objectives

- *We will operate fairly, honestly and with integrity in all countries we do business, and respect their laws, rules and regulations.*
- *We respect the rights, culture and dignity of all individuals which are different in comparison to those of ours, and we try to observe and learn of other them.*
- *We will never pay, offer or accept bribes in any form (see Berenschot for differences between bribes and service payments doc).*

Action plan

- *If in any circumstances transactions are paid with cash (almost negligible), Wegdam Food Link B.V. pays special attention to check those transactions.*

3.5 Consumer protection

As described above, Wegdam Food Link B.V. obligates their suppliers to be in possession of one of the main certificates that show that the quality of processing meat is at a certain level. If suppliers are not in possession of a HACCP, BRC, IFS, MSC or ASC after two years of business, Wegdam Food Link B.V. stops doing business. Also, Wegdam Food Link B.V. prefers suppliers that show their production methods are sustainable, and / or actively promote corporate social responsibility. Therefore, Wegdam Food Link B.V. ensures that all the products that are exported to Western Africa comply to European standards. Although Wegdam Food Link B.V. ensures good quality products, the most challenging in African countries (with higher temperatures) give awareness to the importance of frozen food.

(1) Sustainable consumption

Sustainable consumption includes meeting the needs of present and future generations for goods and services in ways that are economically, socially and environmentally sustainable (United Nations Guidelines for Consumer Protection, 2003)

- *We actively seek new suppliers all over the world that promote sustainable consumption, and / or pay special attention to corporate social responsibility.*

(2) Consumer safety and healthy

- *Wegdam Food Link B.V. is actively building (or plans to build) a chain of cold storages (Tema – Kumasi – Techniman) to ensure products stay frozen (i.e.: safe). These cities are from the harbor in Ghana (Tema) to the suburban part of Ghana (Techiman). Kumasi is a city between Tema and Techiman and ensures the chain of cold storages is complete.*
- *Train employees of the cold storages why it is importance the foods do not unfreeze, and show the consequences if the products unfreeze.*

3.6 Local community

The business of Wegdam Food Link B.V. is all over the world, from a relatively small office in Haaksbergen, and we do absolutely not neglect the local community in which we operate. Although Wegdam Food Link B.V. has a marginal impact towards the local community in the Netherlands, we do sponsor local football clubs, provide an internship every half year and we encourage our employees with a fit and healthy lifestyle. However, Wegdam Food Link B.V. believes to contribution to local communities in Africa has a higher impact. Also, the appreciation African citizens' show is overwhelming. According to ISO26000 a company can contribute to the local community through multiple activities. Below one finds a list of the activities Wegdam Food Link B.V. in the African countries.

Create employment

- *In addition to the normal business which creates employment in different African countries, Wegdam Food Link B.V. also started other projects such as the building of multiple cold storages, the start of other food products (i.e. canned products and sunflower- and palm oil), and the start of chicken feed (from South Africa to Ghana). All these combined create employment for all kind of different functions in various sectors.*



Figure 2: Cold storage Techiman

Social investments

- *Provide an automobile (taxi) for a local taxi driver who was not able to start his own business. Through a micro credit given by Wegdam Food Link, he was able to start his own taxi company.*
- *Containers with used hospital equipment such as hospital beds, surgery tables, hospital instruments and wheelchairs.*
- *Provide the cold storages with the necessary equipment, from forklifts and trucks to all kinds of clothing (jackets, safety shoes, gloves, polo's).*



Education / Health

- *Containers with different kind of school equipment, such as school benches, chairs, blackboards, computers and toys.*

