

Assurance Statement OSP

OSP du Monde Non-Food B.V. (further referred to as OSP) commissioned FIRA Sustainability B.V. to provide external assurance on the reliability of the CSR information (Corporate social Responsibility) presented in the FIRA Platform. This statement is issued to OSP based on our assessment of the content, including underlying systems and available evidence. The statement is intended for 'clients and other stakeholders' who have a professional interest in OSP sustainability performance and challenges, displayed in the FIRA Platform.

The value of this initiative is not found in this statement, but in the actual performance information registered in the FIRA Platform. Visit www.fira.nl to request free access.

Scope

The scope for this assignment is catering activities by OSP du Monde Non-Food B.V. based in the Netherlands (chamber of commerce 34245202), and all its subsidiaries. Please refer to the FIRA Platform for further details regarding legal entities, subsidiaries, processes, etc.

CSR Report: Gold

OSP has expressed their commitment to the principles of sustainability in the form of a statement. CSR Report Gold also allows showing sustainable achievements such as best practices, company certificates, product labels, third party assessments, awards and improvement plans. An extensive issue analysis has been executed, including stakeholder dialogue. The management approach has been defined, governance and stakeholder dialogue is organized and performance management has been put into place. Note: CSR Report Gold aims to plan CSR management. Independent claims are verified by FIRA; implementation of CSR management is verified at CSR Report Platinum.

Methodology & Work Undertaken

FIRA reviewed all company claims in this report, meaning the sustainability information is tested on adherence to the standard particular to CSR Report Gold (see FIRA Platform Protocol for details) and substantiation for all claims presented. Claims and related information in the FIRA Platform were reviewed based on the evidence made available by OSP to FIRA to determine the plausibility of information.

FIRA facilitates organizations processing the sustainability information in the FIRA Platform. FIRA ensures that the assessment team possesses the required competencies and adheres to the principles of auditing regarding ethical conduct, professional integrity, and independence.

Conclusion

OSP reports about initiatives and performance related to sustainability. Based on the work undertaken, we conclude that the claims and information portrayed through CSR Report Gold in the FIRA Platform are reliable.

Summary FIRA Comments

We compliment OSP on initiatives undertaken. Please find a summary of the comments (accomplishments and/or opportunities for improvement) published in in the FIRA Platform:

- ① **Balance & Completeness:** We compliment OSP for integrating sustainability as a core value in its daily activities, products and services. OSP practices and plans are focused on environment, food safety, health and safety of employees, training and social return, promoting social responsibility in the supply chain, consumer health, and education and awareness. We encourage OSP to disclose practices on material issues related to durable employment, particularly since OSP employs a large variety of people from vulnerable groups.
- ① **Management Approach:** We encourage OSP to continue to develop key performance indicators (KPIs) to measure and manage performance of all identified material issues.
- ① **Code of Conduct:** We encourage OSP to work on a company specific code of conduct.
- ① **Commitment to CSR:** Specific CSR policies and a CSR declaration are in place.
- ① **Governance:** We encourage OSP to establish a workers council or similar body representing employees.
- ① **Stakeholder Inclusivity and Responsiveness:** Current stakeholder engagement has been executed based on internal resources (e.g. account managers). We encourage OSP to enhance stakeholder engagement by expanding to other important stakeholders and by seeking actual dialogue with external stakeholders regularly. An improvement plan on stakeholder engagement is in place.
- ① **Stakeholder Engagement:** Current stakeholder engagement does not cover all CSR issues. We encourage OSP to mature stakeholder management by extending the scope of engagement touching all relevant CSR issues. Improving stakeholder engagement may impact the current materiality analysis.

Date of issue: April 08, 2015 (company CSR information is re-assessed on annual basis).

On behalf of FIRA,


Mrs. J. Chatelain
Lead Assessor FIRA

