



Fluvius
Corporate
Social Responsibility
Charter

1 January 2020

Fluvius's mission is to sustainably connect society with its multi-utility solutions. Especially for a company such as Fluvius, which is wholly owned by local authorities, Corporate Social Responsibility (CSR) is a vital instrument for implementing this mission.

Fluvius recognizes that CSR brings responsibilities: as a company, we are responsible for the impact of our activities on our environment.

Fluvius also recognizes that CSR is an opportunity: as a company, we can contribute to concrete solutions for social challenges.

"We are responsible for the impact of our activities on our environment"

The Board of Directors of Fluvius System Operator approved this Fluvius Corporate Social Responsibility Charter on 4 December 2019.





Fluvius's commitment¹

1

The Board of Directors, management and all employees of Fluvius commit to striving for a broadly supported CSR and sustainability policy. In our policy decisions and in our everyday practice, we always want to make responsible choices which take ethical, environmental and social aspects into account.

2

Fluvius's CSR and sustainability policy takes account of its company values: stronger together, driven by craftsmanship, customer centred, commitment and respect.

3

Fluvius commits to respecting CSR and sustainability aspects into its activities.

4

Fluvius commits – wherever relevant within the boundaries of its activities – to contributing to the achievement of the United Nations Sustainable Development Goals (SDGs).

5

Fluvius commits to engaging all of its stakeholders to the greatest extent possible in its CSR and sustainability efforts. We take account of the impact of our activities on society and our stakeholders.

6

Fluvius commits to communicating the CSR and sustainability policies it pursues, and their results, transparently both internally and externally.

¹ In this document, "Fluvius" refers to Fluvius System Operator cv and Fluvius OV.

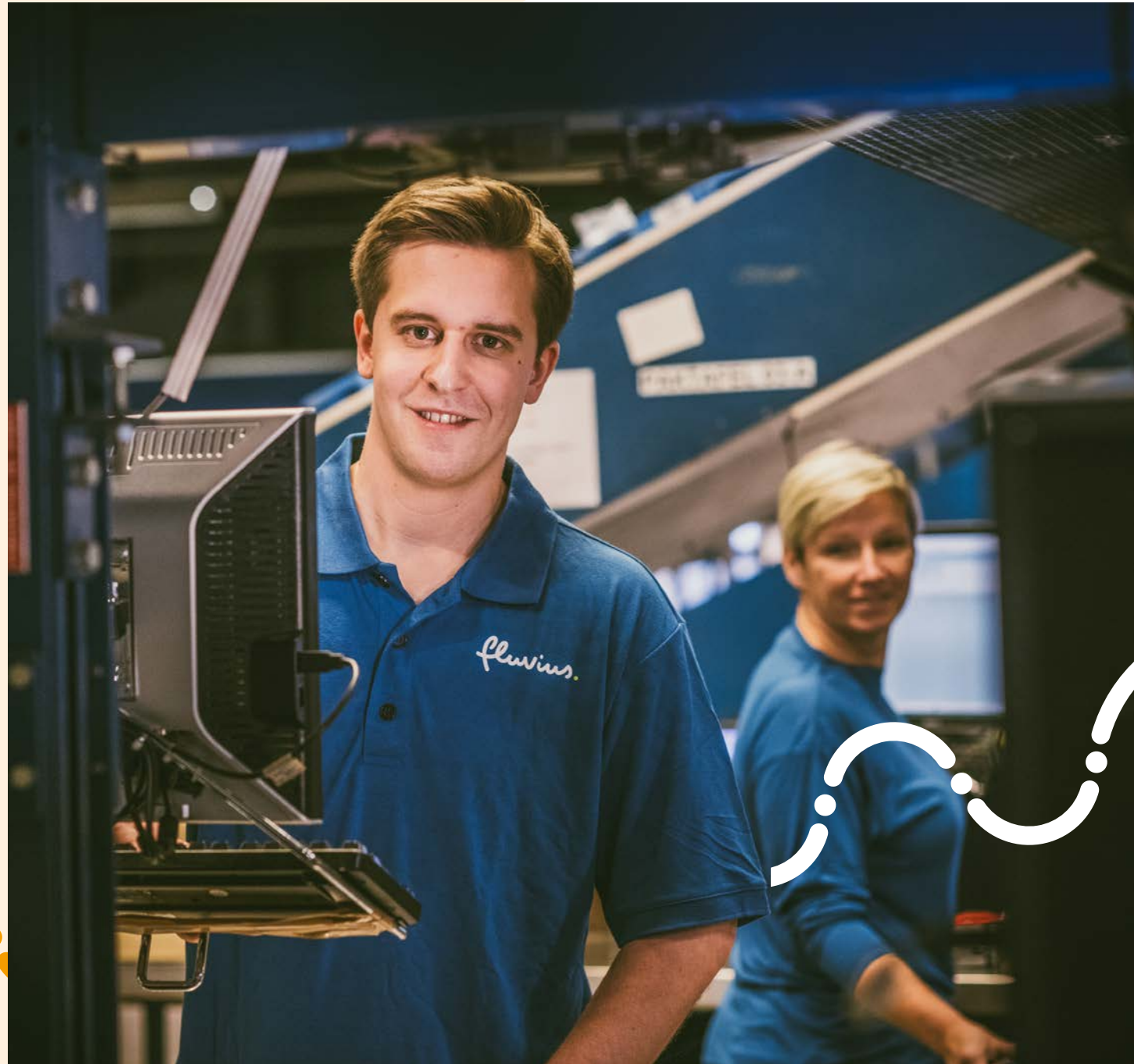
Our CSR and sustainability policy


Ultimate responsibility for Fluvius's CSR and sustainability policy lies with the company's highest governance body, the Board of Directors. The Board has delegated day-to-day responsibility for implementing this policy to the Management Committee. Every department within Fluvius is responsible for the CSR and sustainability actions that fall within its own area of responsibility. The CSR Board, in which several segments of the company are represented, coordinates and inspires relevant actions. It also formulates recommendations to the Management Committee, and reports to the Management Committee and/or the Board of Directors.

Fluvius's CSR and sustainability policy covers many diverse aspects. In setting its policy priorities, Fluvius will primarily be guided by the results of its stakeholder dialogue and the analysis of its material and most urgent CSR and sustainability topics.

Fluvius will formulate concrete objectives and targets for the different elements of its CSR and sustainability policy. The company will measure and analyse the results achieved on CSR and sustainability.

“Everyone takes
responsibility for
sustainability
within their field”





“We motivate our employees to always and everywhere pay attention to sustainability”

We support the policy principles below:

Customer satisfaction

- Within the limits of the applicable laws and regulations, Fluvius aims for the highest possible customer satisfaction by way of dedicated processes and procedures and by raising awareness amongst its own employees.

Ethics

- Fluvius implements a clear ethical framework based on its company values, so that all stakeholders (both Fluvius employees and third parties) know what behaviour is accepted and desired. This ethical framework is laid down in a publicly available Ethical Charter.

Privacy

- Fluvius implements the necessary measures to maximally safeguard the privacy of all of its stakeholders (customers, suppliers, employees and third parties). Fluvius also ensures that data collected during and needed for its corporate activities is adequately protected and correctly processed.

Anti-corruption and anti-bribery

- Fluvius does not tolerate any form of corruption or bribery by its executives and employees. With that aim, the company takes the necessary preventive measures. If an incident is identified, the company takes the appropriate corrective measures.

Whistleblower mechanism

- Fluvius implements an independent and easily accessible procedure for signalling, investigating, processing and, where necessary, punishing irregularities and infringements of ethical principles. The safety and security of whistleblowers is guaranteed – in all cases and all places. Fluvius communicates internally and externally on the existence and the procedures of this mechanism.

Corporate governance

- Fluvius implements the principles of corporate governance to the maximum. The company is inspired by the Belgian Corporate Governance Codes for listed and non-listed companies. Fluvius may deviate from these codes wherever useful and necessary due to the specific nature of its corporate activities and the regulatory context of those activities.
- This policy is enshrined in a publicly available Corporate Governance Charter.

Non-discrimination, diversity and equal opportunities

- Fluvius does not tolerate within its organization any form of discrimination based on identity characteristics such as gender, origin, skin colour, religious beliefs and convictions, sexual orientation, disability or others, and follows a policy of having 'the right person in the right place'.
- As a company, we strive to offer each employee equal opportunities for personal development and promotion.
- The company makes sure that the diversity in society is reflected in the company itself.

“We do not tolerate any form of discrimination within our company”





“Every decision
needs to be based on
responsible choices”

Respect for human rights

- Fluvius always respects human rights, both within its own operating area and outside of it.

Health and safety

- Fluvius makes all necessary efforts to safeguard the health and safety of its own employees and the employees of its subcontractors while performing their professional activities.
- In dealing with our own basic products we strive towards zero accidents.
- We also implement the necessary procedures and measures for the safety and physical integrity of neighbours and third parties.
- Fluvius pays attention to and takes care of the well-being and the psychosocial well-being of its employees.

Labour relations

- Fluvius wants to be an attractive employer (a 'great place to work'). That is why the company aims to achieve correct and fair labour relations between employer and employees and their representatives. A great deal of attention is paid to different forms of social dialogue within the company, both on a formal level (Works Council, Committees for Prevention and Protection in the Workplace, consultative committees, local union representations and executive representation) and on an informal level.
- Credible, respectful and fair relations within the entire company contribute to making it a 'great place to work'.

Socially responsible purchasing

- In its purchasing policy for contracting, materials, services and ICT, Fluvius is also guided by the principles of socially responsible purchasing, such as sustainability and social justice. We carry out an appropriate screening and evaluation of suppliers and prospective suppliers on environmental and social aspects. These aspects, to the extent allowed by the applicable laws and regulations, are also included in the selection and awarding criteria for public purchasing procedures.
- Fluvius approaches socially responsible procurement as an important gateway to new opportunities that can have added value for internal and external stakeholders.

Environment and climate

- Fluvius fully supports and facilitates the transition towards a low-carbon and decentralized energy system in Flanders.
- Fluvius will substantially reduce its own ecological footprint and carbon dioxide emissions by implementing measures regarding facility management, mobility and energy consumption.
- Fluvius strives towards an efficient use of energy and raw materials in our operational activities.
- Where Fluvius has an impact, local biodiversity will be protected.

Waste management and circularity

- Fluvius makes efforts to minimize the waste streams from its activities and to reuse and recycle the remaining waste as much as possible.
- All forms of waste will be prevented.
- Fluvius strives for the maximum application of the principles of circularity and eco-design.

“We take measures to restrict our CO₂ emissions”



Partnerships

- Fluvius welcomes setting up partnerships with interested third parties to promote corporate social responsibility and sustainability in various areas.

Social entrepreneurship

- Fluvius works together with actors in the social economy.

Good causes

- As a socially engaged company, Fluvius wants to support good causes in a structural way. Our employees are involved to a maximum degree.

Financial policy

- Fluvius's financial policy should support the company's overall performance on corporate social responsibility and sustainability.
- Fluvius guarantees fair, timely and complete reporting on the financial performance of the company and the economic group.
- Fluvius works for the integration of CSR and sustainability criteria in the investment and financing strategy for its company pension plans.

Crisis management

- Fluvius implements a sound crisis management system and a crisis recovery plan, in which priority is given to the safety and continuity of operational activities.

"We commit to contributing to the sustainability goals of the United Nations"



“We will
communicate
clearly and honestly
about the achieved
CSR results and
sustainability”

Reporting

Fluvius opts for a clear, honest and transparent communication to its stakeholders on its CSR and sustainability policies and performance. We do so primarily by way of our annual report, in which we integrate financial, operational and CSR data.

We also report on an ad-hoc basis on specific CSR-related actions and achievements.



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www.fluvius.be