

Indicator nr.	Indicator	Pag nr.	Onderdeel	Toelichting	Niveau
Strategy & analysis					
G4-1	Provide a statement from the most senior decision-maker of the organization about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	8-21,52			V
Organizational profile					
G4-3	Report the name of the organization		Facilicom Services Group		V
G4-4	Report the primary brands, products, and services	93	Lijst van kapitaalbelangen		V
G4-5	Report the location of the organization's headquarters	96	Colofon		V
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	3			V
G4-7	Report the nature of ownership and legal form.	94	Facilicom Services Group N.V. is formeel een buitenlandse vennootschap, opgericht naar Antilliaans recht, statutair gevestigd te Curaçao en kantoorhoudend te Schiedam, Nederland.		V
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and	<u>56</u>	www.gom.nl www.trigion.nl www.prorest.nl www.brejjer.nl		V

	beneficiaries).		www.tapwacht.nl www.axxicomthuishulp.nl www.facilicom.com en kies voor diensten.		
G4-9	Report the scale of the organization	2,3			V
G4-10	<p>Report the total number of:</p> <ul style="list-style-type: none"> -Employees by employment contract and gender. - Permanent employees by employment type and gender. <p>Report the total workforce by:</p> <ul style="list-style-type: none"> - employees and supervised workers and by gender - total workforce by region and gender. <p>Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees or contractors. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries.</p>	2,9,56	<p>Zie Personeelsomvang, externen zijn hierbij niet meegenomen.</p> <p>Het merendeel van de medewerkers is in vaste dienst en heeft een contract voor onbepaalde tijd. Dit percentage ligt in Nederland op 85%.</p>	<p>Personeelsomvang België Personeelsomvang Engeland Personeelsomvang Frankrijk Personeelsomvang Nederland</p>	V
G4-11	Report the percentage of	56	85% van de medewerkers valt		V

	total employees covered by collective bargaining agreements.		onder een cao.		
G4-12	Describe the organizations supply chain.	52			V
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain.	8 t/m 21	Directieverslag		V
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.		Dit aspect is opgenomen in ons kwaliteitsmanagementsysteem. Momenteel is er geen aanleiding dit te veranderen.		V
G4-15	List externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or which it endorses.	52			V
G4-16	List memberships of associations and national or international advocacy organizations	54	www.facilicom.nl/jaarverslag		V
Identified material aspects and boundaries					
G4-17	List all entities included in the organization's consolidated financial statements or equivalents documents. And report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	93	Lijst van kapitaalbelangen		V

G4-18	Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the reporting Principles for Defining Report Content.	53,54			V
G4-19	List of all material Aspects identified in the process for defining report content.	53			V
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	53			V
G4-21	For each material Aspect, report the Aspect Boundary outside of the organization.	53			V
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.		nvt		V
G4-23	Report significant changes from previous reporting periods in the Scope and Aspects Boundaries.		Geen wijzigingen		V
Stakeholder engagement					
G4-24	Provide a list of stakeholder groups engaged by the organization.	55			V
G4-25	Report the basis for identification and selection of stakeholder with whom to engage.	53			V
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement	53			V

	by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.				
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	9,60,71			+-
Report profile					
G4-28	Reporting period for information provided		1 januari 2013 t/m 31 december 2013		V
G4-29	Date of most recent previous report.		3 mei, 2013		V
G4-30	Reporting cycle.		Jaarlijks		V
G4-31	Provide the contact point for questions regarding the report or its contents.		Info@facilicom.nl		V
G4-32	Report the in accordance option the organization has chosen, the GRI Content Index for the chosen option and the reference to the external assurance report, if the report has been externally assured.		Core		V
G4-33	Report the organization's policy and current practice with regard to seeking		Het jaarverslag en de jaarrekening is onderdeel van de controle door Grant Thornton.		V

	external assurance for the report. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. Report the relationship between the organization and the assurance providers. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.		Een externe verificatie van de duurzaamheidsgegevens wordt overwogen.		
Governance					
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	52,53	www.facilicom.nl/over-facilicom/organisatiestructuur		V
Ethics and integrity					
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	52, 53	Integriteit		V
Specific standard disclosures					
Economic					
EC1	Direct economic value generated and distributed	71	Financiële positie	Winst, solvabiliteit, personeelskosten.	

Environmental					
EN1	Materials used by weight or volume	68-69	Milieubelasting	Kleding recyclen Papier verminderen	
EN3	Energy consumption within the organization	66	Milieubelasting	EPA A++	
EN16	Energy indirect greenhouse gas emissions	66-68	Milieubelasting	Personenauto's met een groen milieulabel, CO2-footprint wagenpark, 20% van werktijd mogen medewerkers thuiswerken	
EN 23	Total weight of waste by type and disposal method	69	Milieubelasting	Afvalstromen hoofdkantoor. Papierreductie 15%.	
EN 27	Extent of impact mitigation of environmental impacts of products and services	69	Innovatie en kwaliteit	Reductie van reinigingsmiddelen met 10,2%. Ontkalker is verminderd met 14,1%.	
EN 30	Transport	66	Milieubelasting	Personenauto's met een groen milieulabel 95% abc label van wagenpark.	
EN32	Environmental supplier assessment	68	Duurzaam inkoop, ketenbenadering	Facilicom Duurzame Inkoopcode geïntroduceerd, 11 nieuwe contracten volgens de FDI.	
Social					
LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	56	Personeelsgegevens	<u>Totaal aantal nieuwe medewerkers</u>	
LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements			Perc. medewerkers volgens CAO	85%
LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related	64	Gezondheid en veiligheid	Ziekteverzuimpercentage, duurzame inzetbaarheid, gezondheid medewerkers per divisie	

	fatalities, by region and by gender				
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	62	Opleiding en training	Aantallen gediplomeerden per divisie	
LA12	Diversity and Equal Opportunity	58	Diversiteit	Social return en PSO	
Human rights					
HR3	Non-discrimination	71	Klachten commissie en vertrouwenspersonen	Bedrijfscode	
Society					
SO5	Anti-corruption	72	Integriteit Bedrijfscode	Twee incidenten	
Product responsibility					
PR1	Customer health and safety	59	Veiligheid (voedsel, sociale, maatschappelijke)	IF factor per divisie	
PR5	Results of surveys measuring customer satisfaction	71	Klanttevredenheid	Klanttevredenheidsonderzoek per divisie	