



Vanbreda International
The UN Global Compact
Communication on Progress 2007

Status report as per 30 June 2007

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Statement of continuing support

The process of globalisation and the proliferation of mass media have revealed the true impact of business on its environment and awakened the critical segment of civil society. Companies are expected to take up their responsibilities towards all stakeholders within their sphere of influence, including clients, suppliers, employees, and the physical environment. Taking up responsibilities comprises taking initiatives, closely monitoring performance, and reporting to stakeholders.

Vanbreda International's existing structures and policies reflect a strong yet implicit sense of responsibility towards employees and the environment. Now that the company is becoming more and more active outside Belgium and Europe, our internal policies will have an international impact. Moreover, as an international insurance product and service provider, we can and do have a considerable impact on thousands of people's employee benefits plans, their financial comfort, and their access to health care providers.

Well aware of the strategic value of a more visible Corporate Social Responsibility policy, Vanbreda International decided to become a member of the United Nations Global Compact, a public-private partnership founded in 2000 by the former Secretary-General of the UN, Kofi Annan.

Vanbreda International is committed to deliver insurance services and products that will allow it to achieve profitable growth. We recognise that long-term sustainable growth is only possible if our services and products represent an inherent good to our customers and only if the possible negative impact of these services and products can be avoided or minimised. Furthermore, the resources that are used to create and deliver our services and products - be it human, financial, material or natural resources - must be used in respect of the ethical principles as reflected in the Ten Principles of the United Nations Global Compact and other universally accepted principles of ethical corporate conduct.

Just like in our quality programmes, we will not be content with a status quo but we will continually strive to improve on our standards.



Rudi Bertels
Managing Director

Introduction

1. Sphere of influence

Operations

Vanbreda International is an Employee Benefits Consultant and Administrator and Insurance Broker, specialised in the design, implementation and daily management of cross-border employee benefits schemes for the private sector (companies with expatriate staff, multi-site companies ...), the public sector (intergovernmental organisations, diplomatic staff, foreign trade representatives ...) and social profit (non-governmental organisations).

Public purpose

Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.
(Universal Declaration of Human Rights, article 25)

Transnational corporations and other business enterprises shall respect economic, social and cultural rights as well as civil and political rights and contribute to their realization, in particular the rights to development, adequate food and drinking water, the highest attainable standard of physical and mental health, adequate housing, privacy, education, freedom of thought, conscience, and religion and freedom of opinion and expression, and shall refrain from actions which obstruct or impede the realization of those rights. (UN Norms on the responsibilities of transnational corporations and other business enterprises with regard to human rights, article 12)

We are aware of the impact that our activities have on society, both nationally and globally. As described in the United Nations Environment Programme Finance Initiative report [Insuring for Sustainability \(UNEP FI, 2007\)](#), “the insurance industry is a strong lever for sustainability due to its size, the extent of its reach into the community and the significant role it plays in the economy.”

By enabling economic actors to take risks and protect their assets, insurance stimulates investments and innovations. By providing financial protection against death and disability risks and annuities for retirees, insurance reduces the pressure on the public sector. By analysing risks, insurance signals danger and provides risk management advice. Last but not least, by investing collected premiums, insurance directly contributes to the economy. ([UNEP FI, 2007](#))

Reach

From its head office based in Antwerp, Belgium, Vanbreda International has grown into a company with an ever-increasing global reach. We provide services to nearly 300,000 insured people residing and working all over the globe. Our operations influence the daily lives of our insured people and their families, wherever they live.

At the date of this status report, Vanbreda International employs 377 people representing 336 full-time equivalents. The majority of them are located in Antwerp (Belgium), while others work in our offices in Brussels (Belgium), Rotterdam (the Netherlands), Hamburg (Germany), Luxemburg (Grand Duchy of Luxemburg) and Kuala Lumpur (Malaysia).

Vanbreda International's activities affect ...

...our own employees and their work environment

...our clients, their employees and their employees' families

...the broader human and natural environment.

Compliance and responsibility

Vanbreda International commits to comply with all legislation and regulations that have a bearing on its activities, but our responsibility extends beyond what is legally required. Our recent membership of the UN Global Compact and our adherence to the Diversity Declaration of the Flemish Chamber of Commerce illustrate our intention to do our utmost to be a socially responsible service provider and employer. Our commitment is reflected in systems and initiatives that benefit all our stakeholders. Business ethics are at the heart of what we believe.

The aforementioned commitments translate the UN Global Compact principles into a more specific set of commitments regarding Vanbreda International. Based on the principles of the "Triple Bottom Line" (People, Planet and Profit) they represent our intentions with an eye to organisational as well as societal success.

Our corporate philanthropy programme also reflects Vanbreda International's genuine concern for social responsibility. The Vanbreda group of companies¹ jointly approved an annual budget of € 500,000 for 2007, 2008 and 2009. This budget will be allocated to projects that excel in the protection of the underprivileged, scientific research, development assistance and in the promotion of health and education.

¹ *Vanbreda International and Vanbreda Risk & Benefits*

Vanbreda International supports and pursues internationally defined principles and standards on human rights, labour rights, environmental protection, and ethical business conduct. In this respect, we refer to:

- [the UN Norms](#) on the responsibilities of transnational corporations and other business enterprises with regard to human rights;
- the [International Labour Standards](#) of the ILO;
- the [Rio Declaration on Environment and Development](#);
- the [OECD Guidelines for Multinational Enterprises](#);
- the [UN Convention against Corruption](#);
- the [Universal Declaration of Human Rights \(UDHR\)](#).

2. Our clients

Our products and services are designed to enable all plan members to get the most out of the benefits provided by their plan. By means of creative product development and refinement of services, we work towards a continuous improvement of these products and services for the benefit of all.

Our business objectives are to ensure broad coverage and reduction of barriers to care and protection, while at the same time raising cost-awareness and discouraging insurance fraud.

2.1. Better health care

In its advisory role Vanbreda International has an important impact on the extent to which our clients' employees and their families are covered against health risks. Vanbreda International's plan design is characterised by respect for local particularities and cultural diversities, therapeutic freedom and cost effectiveness.

In order to provide good advice on how coverage can be improved for the benefit of plan members, Vanbreda International keeps track of new developments, invests in relevant surveys and closely monitors emerging health care needs.

Keeping track of new developments

When processing medical claims we assess whether expenses charged are justified and thus reimbursable. This evaluation exercise includes two major checks. Firstly we need to verify whether the treatment itself was justified, taking into account the underlying diagnosis. Secondly, we assess whether the expenses charged can be considered reasonable and customary in the country where the care was given. It is self-evident that these assessments require a continuous follow-up of health care developments and related costs on a worldwide basis. Our global network of 101 medical correspondents supports us in this assessment.

Surveys on specific topics

Our clients expect our advice to be substantiated and realistic. To this end we make use of our extensive database of global medical information to perform surveys on specific topics such as preventive care and HIV/AIDS, the cost of ageing on health care, and other similar topics. In view of such surveys, we work closely with specialised institutions or academics.

Regular assessment of health care needs

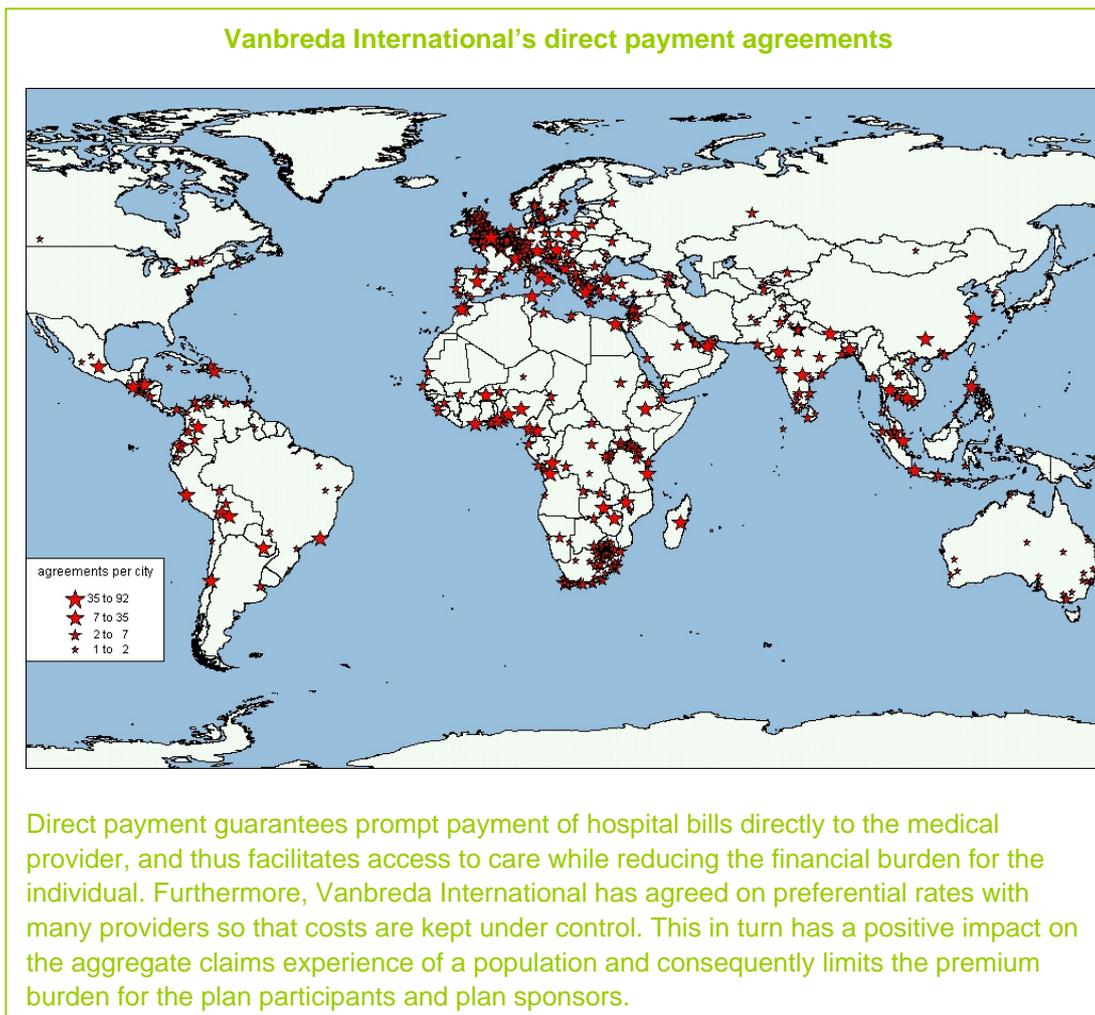
On an annual basis, Vanbreda International performs a detailed analysis of each client's medical claims experience. This analysis reveals possible coverage needs that are not yet included in the plan. In such cases, we advise our clients to adjust the plan in order to meet the health care requirements of their employees and their families better.

A selection of recently implemented plan changes in various plans:

- reimbursement of preventive treatment and medicine;
- coverage of medical expenses related to HIV/AIDS at 100% in high-risk areas. Next to eliminating all financial barriers for treatment, this provision allows for complete direct payment between the medical provider and Vanbreda International and thus avoids stigmatisation;
- incentives to opt for generic medicines whenever possible.

2.2. Affordable health care

Vanbreda International's Provider Relations department is dedicated to the continuous expansion of a worldwide network of health care providers who agree to apply direct payment for Vanbreda International plan members and / or pre-agreed prices and rates for health care service delivery. Presently, 6,066 agreements with health care providers are in place.



3. Our employees

3.1. Taking care of our employees' well-being

Our employees are at the heart of our activity and are our most precious asset. We therefore consider our employees' well-being to be of paramount importance.

Transnational corporations and other business enterprises shall provide a safe and healthy working environment as set forth in relevant international instruments and national legislation as well as international human rights and humanitarian law. (UN Norms on the responsibilities of transnational corporations and other business enterprises with regard to human rights, article 7)

Our internal policy is in line with the relevant international principles, which are also reflected in national legislation. At national level the *Welzijnswet* imposes the implementation of a well-being policy on all Belgian employers. According to article 4 of this law, well-being consists of the following aspects: safety, health, psychosocial pressure, ergonomics, hygiene, embellishment of the workplace, environment, and the avoidance of violence, bullying and sexual harassment. For violence, bullying and sexual harassment, a special legal framework was designed².

To comply with both our internal policy and legislation Vanbreda International has established three bodies whose mutual assignment is to create a good, safe, and healthy workplace for our employees.

- the Committee for Prevention and Safety at Work (*Comité voor Preventie en Bescherming op het Werk – CPBW*): a consultative body (consisting of the employer and its employees) that is up to date on all health and safety aspects, gives advice, and investigates industrial accidents;
- the Internal Department for Prevention and Safety at Work (*Interne Dienst voor Preventie en Bescherming op het Werk – IDPBW*): an internal specialist who not only provides information and advice to Vanbreda International but also bears a number of legal responsibilities in terms of safety;
- the External Service for Prevention and Safety at Work (*Externe Dienst voor Preventie en Bescherming op het Werk – EDPBW*): responsible for all health related and medical aspects.

These dedicated bodies support our commitment to take care of our employees' well-being.

Taking care of employees' physical and mental health starts with a robust prevention policy:

² Law of 11 June 2002 and Royal Decree of 11 July 2002 on the protection against violence, bullying and sexual harassment at work

“Vanbreda International’s management considers prevention to be a priority within the company. This objective is part of the general company policy aimed at building up and consolidating an image of quality with regard to our customers as well as within the company. Vanbreda International wants to market products and services of high and consistent quality. To that end, the management believes that in the first place everyone must do their very best to ensure their own and their colleagues’ health, safety and well-being, and to maintain a clean and environmentally friendly workplace.” (Excerpt from Vanbreda International’s Policy Statement on Well-being)

The systems that allow us to put these ideas into practice are based on a combination of labour regulations and practical provisions, aimed at promoting physical as well as mental well-being.

Physical well-being

- Training of (new) employees

New employees receive information about the general guidelines of our Prevention and Safety Department. We teach them how to identify and evaluate dangers and risks, and how to react to them in an appropriate manner.

Vanbreda International emphasises the importance of order and tidiness and regularly reminds its employees of the rules. One of these rules is the ‘clean desk’ policy, meaning that each employee is required to empty his/her desk at the end of the day. An orderly workplace is the first step towards the prevention of accidents and necessary for easy access to fire extinguishers and emergency exits.

As not all accidents or injuries can be prevented Vanbreda International works closely with an external service for work related accidents. Each incident is followed up closely and whenever possible results in an improvement to preventive measures. There are special communication channels by which employees are encouraged to report defects, complaints, and suggestions for improvement.

The following figures show the number of accidents at and on the way to work for the previous five years:

	Accidents at work	Accidents on the way to work
2006	2	6
2005	6	5
2004	4	5
2003	2	1
2002	2	5

None of these accidents resulted in permanent working incapacity or death.

Vanbreda International organises regular fire drills for the fire intervention team and the people in charge of evacuation and first aid. These drills include fire prevention, reporting a fire, warning about fire, types of fire, appropriate extinguishing agents, familiarity with the layout of the building, and principles of evacuation. Every month all alarm signals are tested.

After each fire drill, a performance report is drafted and discussed with the Committee for Prevention and Safety at Work.

Renovations

The recently started renovations of our Antwerp office building will optimise fire safety and accessibility of emergency exits.

- Medical service

A medical doctor and nurse are present every week at the Vanbreda International offices. The medical doctor performs medical examination of new employees and follows up on prolonged sickness. In addition, he is responsible for an annual influenza vaccination campaign. He is also available for employees who wish to consult him regarding work-related medical complaints.

(73 vaccinations in 2006)

- Group insurance

Vanbreda International's employee benefits package includes a substantial group insurance covering expenses related to hospitalisation and incapacity to work as well as an indemnification in the event of death. In addition, Vanbreda International pays supplementary pension fund contributions over and above the government scheme.

- Non-smoking policy

Vanbreda International's labour regulations include a smoking ban in all offices. To discourage smoking even further cigarette breaks are deducted from the registered working hours.

- Ergonomics

Vanbreda International attaches great importance to ergonomics. The following extract from our ISO quality manual reflects this concern: "Creating a pleasant working environment is a continuous point of interest within Vanbreda International. The Workplace Health and Safety Advisor makes sure that all employees are able to work in the best possible conditions."

The Prevention and Safety Department gives general as well as personalised advice on preventive measures in view of eliminating ergonomic risks. It places computer screens in an accurate position to avoid flickering, provides appropriate lighting, and ensures furniture supports correct posture. Employees are made aware of the symptoms of Repetitive Strain Injury, eye disorders and other typical complaints and are encouraged to prevent these complaints or take appropriate measures to suppress them. Vanbreda International invests in high-quality ergonomic office furniture for all employees.

Renovations

Thanks to the current renovations of our Antwerp offices, the thermal and acoustic comfort within the building is being further improved. Vanbreda International is complying with the energy performance index "energetic comfort", meaning that an equilibrium will be achieved between comfort and the conscious use of energy.

- Promoting physical exercise

Vanbreda International encourages its employees to stay fit and practise sports. Employees who come to work by bicycle receive a financial incentive.

Sports Plan

In 2007, Vanbreda International took a company-wide initiative to encourage employees to improve their physical condition. Under the expert eye of a team of fitness professionals, every employee was given the opportunity to do a cycling or running test which accurately measured his/her level of fitness. Based on this test, a personalised training programme was designed, aimed at an improvement within twelve weeks. After this training period, the employees were re-evaluated, resulting in a second training programme.

More than 50% of our employees took part in the first test, and over 70% of them did the second test. On average, the fitness levels of our employees increased one level.

In response to the overwhelming success of this initiative, and to reward its employees for their efforts, Vanbreda International has decided to repeat the test at the beginning of 2008. Furthermore, Vanbreda International has negotiated a substantial discount with a nearby fitness centre.

Mental well-being

- Protection of personal integrity

In line with the international and national legal requirements, Vanbreda International has set up a special procedure to protect employees against violence, bullying or sexual harassment at work. The complaint procedure was included in the labour regulations.

- Sustainable work-life balance

Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay. (Universal Declaration of Human Rights, article 24)

In support of the above principle, Vanbreda International's labour regulations and a supplementary collective labour agreement regarding reduced working hours allow several possibilities to improve employees' work-life balance such as flexitime, a choice of part-time packages and time credit / career breaks.

- Social Events

In order to create a good working atmosphere, Vanbreda International upholds a tradition of organising social events on a regular basis such as company parties, team-building activities, and cultural events.

3.2. Valuing our employees' point of view

Vanbreda International endorses the international principles concerning freedom of association and collective bargaining as described in the [Universal Declaration of Human Rights](#) and the [UN Norms](#) on the responsibilities of transnational corporations and other business enterprises with regard to human rights.

Everyone has the right to form and to join trade unions for the protection of his interests. (Universal Declaration of Human Rights, article 20)

Transnational corporations and other business enterprises shall ensure freedom of association and effective recognition of the right to collective bargaining by protecting the right to establish and, subject only to the rules of the organization concerned, to join organizations of their own choosing without distinction, previous authorization, or interference, for the protection of their employment interests and for other collective bargaining purposes as provided in national legislation and the relevant conventions of the International Labour Organization. (UN Norms on the responsibilities of transnational corporations and other business enterprises with regard to human rights, article 9)

Vanbreda International is keen to encourage an open and constructive dialogue between employer and employees. In line with the relevant national legislation³, Vanbreda International's internal regulations describe the composition and duties of the Works Council (*Ondernemingsraad*).

3.3. Aiming to be an attractive and equal opportunities employer

Transnational corporations and other business enterprises shall ensure equality of opportunity and treatment, as provided in the relevant international instruments and national legislation as well as international human rights law, for the purpose of eliminating discrimination based on race, colour, sex, language, religion, political opinion, national or social origin, social status, indigenous status, disability, age - except for children, who may be given greater protection - or other status of the individual unrelated to the inherent requirements to perform the job, or of complying with special measures designed to overcome past discrimination against certain groups. (UN Norms on the responsibilities of

³ *Bedrijfsorganisatiewet (1948), Royal Decree of 15 May 2003 and of 27 November 1973*

transnational corporations and other business enterprises with regard to human rights, article 2)

Vanbreda International supports international standards regarding equal employment and remuneration opportunities. Consequently, we aim to provide fair remuneration and growth opportunities and to foster diversity.

A fair and competitive remuneration package for everyone

Everyone who works has the right to just and favourable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection. (Universal Declaration of Human Rights, article 23)

Transnational corporations and other business enterprises shall provide workers with remuneration that ensures an adequate standard of living for them and their families. Such remuneration shall take due account of their needs for adequate living conditions with a view towards progressive improvement. (UN Norms on the responsibilities of transnational corporations and other business enterprises with regard to human rights, article 8)

Vanbreda International applies a remuneration policy based on objective criteria such as responsibilities, skills, expertise, experience and personal performance.

A broad package of fringe benefits is provided for all employees. Depending on local legislation and 'good employer' practice, this may include group insurance (pension-death), health benefits and protection against incapacity to work.

Salaries and fringe benefits are determined without taking into consideration or discriminating against gender, religion, ethnic background or physical handicap.

Every individual staff member is entitled to transparency with regard to his/her remuneration package. Vanbreda International uses appropriate means to offer this transparency, such as correct and detailed employment contract, staff rules, collective bargaining agreements, intranet and other means of internal communication, and personal benefit statements.

Training and personal growth

Continuous learning opportunities are an important motivator and a condition for job satisfaction. Vanbreda International attaches great importance to the professional and personal development of its employees.

Each new employee completes a training schedule aimed at acquiring the knowledge and skills required in several fields (commercial, technical, administration, communication). Employees who are transferred or who need additional skills receive appropriate internal or external training. All types of training are registered, monitored and evaluated.

The list below contains a selection of the types of training offered to our employees over the past four years:

Type of training	Number of employees
Technical training	596
General training	491
Language skills	340
Computer skills	138
Management skills	114
First aid / prevention	31
Commercial training	2

European Social Fund

As a key element of the EU's Strategy for Growth and Jobs, the European Social Fund (ESF) aims to improve people's skills and job prospects by funding projects in various fields such as education and training, fighting discrimination, innovation ...

Aimed at training of (especially lower skilled) employees, Vanbreda International's BREDAK program (*Betere Resultaten door Educatie Daadkrachtig Aanpakken voor Kortgeschoolden*) qualifies for subsidies from the European Social Fund.

Selecting the best people, regardless of nationality, ethnic background, age, gender or physical condition

Transnational corporations and other business enterprises shall ensure equality of opportunity and treatment, as provided in the relevant international instruments and national legislation as well as international human rights law, for the purpose of eliminating discrimination based on race, colour, sex, language, religion, political opinion, national or social origin, social status, indigenous status, disability, age - except for children, who may be given greater protection - or other status of the individual unrelated to the inherent requirements to perform the job, or of complying with special measures designed to overcome past discrimination against certain groups. (UN Norms on the responsibilities of transnational corporations and other business enterprises with regard to human rights, article 2)

- **Equal remuneration**

Everyone, without any discrimination, has the right to equal pay for equal work. (Universal Declaration of Human Rights, article 23)

Vanbreda International endorses the collective bargaining agreement⁴ regarding equal remuneration for male and female employees. This agreement is an integrated part of our labour regulations. The principle of equal remuneration implies that for equal work of equal value every difference regarding gender has been abolished. In practice, this means that Vanbreda International has committed itself to ensuring that the company's systems of job evaluation do not lead to discrimination.

- **Fostering diversity**

Vanbreda International commits itself to foster diversity among its employees and not to discriminate based on gender, age, nationality or ethnic background.

At the date of this status report, Vanbreda International employs people of more than 15 different nationalities and origins. Worldwide 377 persons work for Vanbreda International. Although the large majority (almost 97%) is based in our Antwerp office, 42 of these employees are of non-Belgian origin and an additional 38 persons are of non-European nationality.

Vanbreda International's age structure is as follows:

Age bracket	Number of employees
20 – 29 years	122
30 – 39 years	153
40 – 49 years	52
50 – 59 years	18
60 years	1

⁴ CAO n° 25 of 15 October 1975, modified by the CAO n°25 b of 19 December 2001

Diversity declaration

Recently, Vanbreda International signed the Diversity Declaration of the Employers' Platform for Diversity, a collaborative initiative of UNIZO (Flemish Union of Independent Entrepreneurs), VOKA (Flemish Chambers of Commerce) and VKW (Christian Employers' Organisation). Our company agrees with the basic principles of the Declaration and is making every effort to implement them within the organisation.

Specifically, our commitments are as follows:

- Vanbreda International is objective in its personnel policy. We ensure that:
 - the recruitment and selection process focuses on the competencies of candidates and offers equal opportunities to everyone;
 - training and developmental opportunities are the same for everyone;
 - the salary policy is non-discriminatory;
 - persons of foreign origin, persons with a work handicap, older employees, etc. can also apply for jobs and be hired.
- Vanbreda International evaluates how vacancies are formulated and which recruitment channels are used in order to reach a diverse group of candidates. We are objective in the selection interview and the practical tests.
- Vanbreda International does not comply with discriminatory conditions that are imposed by clients or other external parties.
- Vanbreda International demands respect for all employees and does not tolerate discrimination between colleagues on the basis of origin, age, gender, sexual orientation, ...
- Both inside and outside the company, Vanbreda International makes people aware that we are a member of the 'Employers' Platform for Diversity'.

4. Our environment

Transnational corporations and other business enterprises shall carry out their activities in accordance with national laws, regulations, administrative practices and policies relating to the preservation of the environment of the countries in which they operate, as well as in accordance with relevant international agreements, principles, objectives, responsibilities and standards with regard to the environment as well as human rights, public health and safety, bioethics and the precautionary principle, and shall generally conduct their activities in a manner contributing to the wider goal of sustainable development. (UN Norms on the responsibilities of transnational corporations and other business enterprises with regard to human rights, article 14)

Vanbreda International complies with the ecological requirements determined by international principles, Belgian environmental legislation and the *Welzijnswet*. We have translated this commitment into systems to prevent, minimise, and compensate any harmful impact on the environment. This includes initiatives at employee and company level.

Raising employees' awareness

When starting a new job at the company employees are informed of Vanbreda International's environmental policy and their individual responsibility to conform to this policy. These responsibilities are primarily related to sorting waste and saving natural resources.

- Sorting waste

Vanbreda International has formulated detailed regulations about sorting and minimising waste. Separate bins for paper, glass, dangerous waste and organic matter are placed within easy reach of all employees.

The following table displays the annual amounts of waste produced by Vanbreda International.

Type of waste	Amount*
Paper (for recycling)	30,000 kg
Organic waste	8 m ³
Plastics, metal and drink carton	8 m ³
Harmful waste	0.8 m ³
Other waste	81 m ³

* Estimation based on number of waste containers.

- Saving natural resources

Employees are explicitly encouraged to take up their individual responsibility by dealing with heating and ventilation conscientiously, turning off lights whenever possible, and avoiding wasting water.

Financial and practical incentives are used to encourage employees to come to work by bicycle or public transportor to make use of carpooling.

The following table displays Vanbreda International's annual consumption of natural resources:

Resource	Annual consumption 2006
Electricity	986,000 KWh
Gas	449,000 KWh
Tap water	1,700 m ³

The Belgian government is updated on Vanbreda International's performance with respect to waste production, emission, and energy consumption by means of an annual integrated environmental report (*Integraal Milieujaarverslag – IMJV*).

Company-level initiatives

In 2006/07 and 2008, Vanbreda International will be renovating its Antwerp offices. Ecological considerations are an important part of the renovation concept.

Renovations

In 2006, Vanbreda International started with a thorough renovation of its Antwerp office building. Ergonomics and ecology are the main objectives of this project.

Thanks to technological improvements, Vanbreda International will be able to save on its energy and water consumption, while at the same time enhancing comfort for its employees.

- Heating of offices
The offices will be heated by heat wheels using heat from the office air to warm up cold outside air through heat exchangers;
- Heating of water
A condensation kettle will use part of the heat of combustion gasses from the natural gas installation to warm up water;
- Lighting
High efficiency fittings with reflecting mirrors will decrease the energy consumption by 50% while increasing the employees' comfort;
- Ventilation
Sensors will be installed at several locations in the building, to measure the CO₂ content of the air. A management system will translate these measurements into instructions for the technical installations. This will allow us to better attune the supply of fresh air to the oxygen needed in a specific space (I moved the word better), and thus save on energy where possible.

As a result of these measures, Vanbreda International will be in compliance with the energy performance index "energetic comfort". An external study centre will monitor Vanbreda International's energy consumption for two years following the renovation. An external surveyor will verify whether the building indeed meets the preconceived energy performance index.

5. Our ethics

Vanbreda International strives to set an example of ethical and transparent business conduct by taking initiatives in favour of ethical conduct of employees, combating money laundering and discouraging insurance fraud.

Company code of conduct

Vanbreda International's labour regulations describe our general commitment regarding attitude and conduct at work. New employees are clearly informed of these rules.

Combating money laundering

Vanbreda International complies with Belgian Anti-money Laundering Legislation, which complies with the relevant EU directives. The Anti-money Laundering Legislation imposes a number of rules with a view to the prevention of money laundering.

An internal working group was set up and received certified training on these legislative requirements. They have drawn up a scenario for primary supervision and provided thorough training for all employees concerned.

Combating health insurance fraud

In October 2005, Vanbreda International introduced a new and integrated fraud policy aimed at preventing, detecting, investigating and reporting health insurance fraud.

- **Prevention**

Vanbreda International has close working relationships with a worldwide network of providers who have been thoroughly screened for quality and trustworthiness. In addition, Vanbreda International counts on the plan participants' sense of responsibility to avoid fraudulent activities.

- **Detection**

Processing of health insurance claims involves various checks aimed at minimising the risk of unjustified reimbursements. We assess each claim on the basis of what is usual, customary and reasonable. Thanks to thorough training and geographical specialisation, our claims analysts are able to recognise possible deviations at an early stage. We contact the provider when necessary. Claims analysts are supported by a team of linguists and a broad range of additional documentation.

- **Investigation**

A fraud investigation may be set up within a separate investigation unit either during or after claims processing. In the case of strong indications of fraud, special procedures are initiated to obtain written evidence.

- **Creating awareness**

Vanbreda International appeals to the individual plan members to fight together against these malicious practices and to work towards a balanced and financially healthy medical plan. Vanbreda International guarantees strict confidentiality and a thorough investigation of each individual complaint.

Attachment: Cross-reference table

This table contains a cross-reference guide between the ten principles of the UN Global Compact and Vanbreda International's Communication on Progress 2007.

Vanbreda International Principle		UN Global Compact Principle: Business should ...		Page
1/2	Our clients Our employees	1/2	... support and respect the protection of internationally proclaimed human rights ... ensure that they are not complicit in human rights abuses	5-17
2	Our employees	4/5	...support the elimination of all forms of forced and compulsory labour ... support the effective abolition of child labour	8 - 17
2	Our employees	3	... uphold freedom of association and the effective recognition of the right to collective bargaining	8 – 17
2	Our employees	6	... support the elimination of discrimination in respect of employment and occupation	8 – 17
3	Our environment	7/8/9	... support a precautionary approach to environmental challenges ... undertake initiatives to promote greater environmental responsibility ... encourage the development and diffusion of environmentally friendly technologies	18 – 20
1/2/4	Our clients Our employees Our ethics	10	... work against corruption in all its forms, including extortion and bribery	5 – 17, 21 – 22