



a sure step
forward

Corporate Social Responsibility (CSR)

For Meijers – a family business since 1973 – the seven principles of CSR are as obvious as they can be. Because principles that are about a sustainable future, about continuity in business operations and about doing what you promise form the basis of everything we do.

Daniël de Swaan, CEO



Our core values, direction, guidance and inspiration.

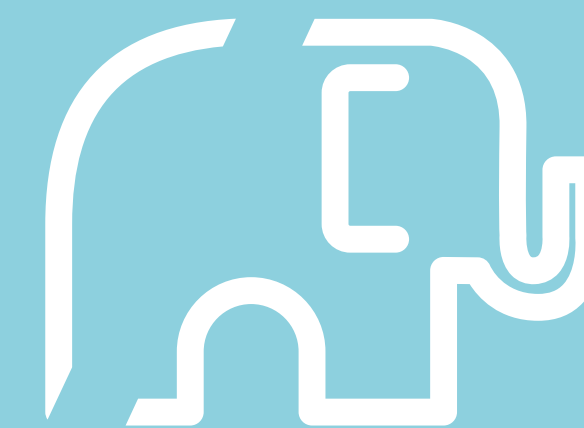


From the heart

Free thinking



Building relationships together



Execution power

Accountability

As a company we are aware of our responsibilities in society. This is where we can be held accountable and we are also making ourselves accountable.

We are clear in what our stakeholders can expect from us and we record these agreements. Our employees are knowledgeable, skilled and adhere to agreements that have been made.

The Executive Team regularly consults with our Supervisory Board, the Works Council and representatives of insurers.

Our Compliance department audits service quality and compliance with regards to laws and regulations.

*Awareness of our
responsibility in
society.*



Transparency

Transparency is about the openness, visibility and accessibility of our organization. By providing insight into our remuneration structure, the choices we make and the consequences thereof, we are accountable for our activities. Together with our relations, we think about solutions and improvements. In this way they know what they can expect from us and in this way, we account for our business operations afterwards.

Our communication is transparent and personal through various communication channels such as our website, our General Terms & Conditions, Service Agreements and social media.

As a financial service provider, we are supervised by The Dutch Authority for the Financial Markets (AFM) and we supply our data every year via the AFM market monitor (marktmonitor).

We are members of various umbrella organizations and our employees are affiliated with various trade associations that require transparency and autonomy as admission requirements.



*Openness in
our services.*

Ethical behaviour

Integrity is a theme that demands continuous attention. Awareness of the desirability and necessity of acting with integrity is our constant focus.

Meijers has drawn up a code of conduct containing our core values and principles. This code of conduct applies to both our employees and our other stakeholders with whom we associate.

We have appointed a confidential advisor to handle reports of unethical behaviour and where one can submit a report without fear of possible consequences. Reports will be treated and dealt with in a confidential manner.

We make our employees aware of ethical behaviour through training, work related meetings and staff meetings.

A Complaints Procedure is in place to handle customer complaints.

All our employees take a professional oath or promise and with this oath they declare that they perform their function to the best of their conscience and that they put the interests of the customer first.

*Integrity is of
paramount
importance.*



Respect for the interests of stakeholders

Integrity is a theme that requires continuous attention.

Awareness of the desirability and necessity of acting with integrity is our constant focus.

Continuity for organizations lies in risk management. Thorough risk inventory, analysis and setting priorities per case is an integral part of our working method. Often, but not in all cases, the preliminary work leads to taking out an insurance. We advise and mediate in purchasing and we create tailor-made solutions. In the management phase, we regularly review the interests of our relations so that they are well protected. And aftercare is essential. In the event of any damages we handle the claim efficiently and competently and we are there when necessary.

We have a policy in which employees are given the opportunity to develop and to develop in line with the needs of the organization. We provide good working conditions for our employees to ensure safety, health and well-being.

We are committed to and cooperate on social issues that play a role in our society. Sponsorship and donations to charities and sports purposes are part of this commitment.

*Taking good care
of our employees
and our relations.*



Compliance with laws and regulations

We take it for granted that the laws and regulations that apply to us are complied with.

We are aware of the applicable laws and regulations.

We take measures to ensure that our relationships and activities comply with the applicable laws and regulations.

We inform employees about recent and relevant laws and regulations and how they can comply with them and we periodically assess whether the organization still complies with these laws and regulations.



*Know and respect
the law.*

Respect for international standards of conduct



We **operate internationally**. By joining global networks such as WBN (Worldwide Broker Network), Arthur J. Gallagher, Funk Gruppe, Verspieren, CIAB and BIPAR we are aware of and able to comply with the standards of conduct of other countries.

*Awareness of our
role and position
in the world.*



Respect for human rights

We endorse the Universal Declaration of Human Rights as laid down in the Dutch Constitution. We distance ourselves from situations in which human rights are violated and in which abuse or advantages are achieved where human rights are not sufficiently protected.

We treat each other with respect within our company: we do not tolerate bullying, discrimination, intimidation or other undesirable behaviour. Employees can turn to our confidential advisor if they have encountered undesirable behaviour.

Health and safety in the workplace and good working conditions are a matter of course for us. Our prevention staff support the management in this in order to achieve optimal working conditions.

*100% support
for the universal
declaration of
human rights.*



Meijers is a registered insurance broker with a strong team of approximately 240 people. Meijers is one of the largest independent insurance advisers in the Netherlands. Meijers is originally a family business and generational thinking is in our nature and determines our thoughts and actions.





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meijers.nl