



Principles for corporate social responsibility



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"With 170,000+ satisfied customers, we are convinced that we can make a real contribution to sustainable development in our daily work."

Jonas Dhaenens , Co-Founder of Combell



Foreword by Jonas Dhaenens, Managing Director of Combell

For years, Combell has emphasized a number of values, including sustainability, which features heavily in our business and our relationships with our employees, customers and suppliers. The 3 P's (People, Process & Product) form part of our strategic vision.

With 170,000+ satisfied customers, 5M+ domain names and 1,500+ servers, we are convinced that we can make a real contribution to sustainable development in our daily work.

As a fast growing company, we recognize the necessity to formally give shape to our commitment with regard to Corporate Social Responsibility. Combell has opted for ISO 26000:2010, a standard that allows us to set to work and share our vision with our stakeholders in a clear manner.

With our "Principles for corporate social responsibility", we are committed to developing a growth process in which we aim to achieve our economic, social and ecological objectives in collaboration with our employees, customers and suppliers.



Policy principles

ISO 26000:2010 describes 7 themes that define CSR in broad outline. As part of an ongoing process, Combell evaluates the areas in which a potential change in our business activities could help us achieve our economic, social and ecological objectives. Our commitment focuses mainly on the following 4 themes:

- Our employees
- The environment
- Our customers
- Social engagement

On the one hand, we build our principles for Corporate Social Responsibility (further referred to as CSR) on our company's mission:

Combell wishes to play a trendsetting and ambitious role as an independent, sustainable service provider for the hosting of IT systems, infrastructure and services for and via the Internet.

Combell wants to ensure that IT infrastructure and IT services are available for everyone (individuals and organisations) as a utility service for and via the Internet.

As a service provider, our infrastructure and services will provide you with added value and will not only give peace of mind, but also make everyone's life much easier.

On the other hand, we translate our principles for CSR into a concrete approach through integration with our annual Masterplan and the various domains of expertise within the organisation (employee, procurement and sales policies, etc.).

Our principles for CSR are also translated into measurable indicators.



Engagement

Our employees

For more than 15 years already, Combell's employees have been looking after more than 170,000 satisfied customers in Benelux. We want to give our employees every reason to remain employed at Combell throughout their professional careers.

Open communication within the organisation is a cornerstone of Combell's philosophy. The horizontal corporate structure facilitates direct dialogue between our employees and the executive staff.

The executive staff engages regularly in the communication of strategic projects and decisions.

As well as this deliberate policy of inclusiveness, regular staff surveys are conducted in a formal manner to obtain employee feedback.

Our ideas box allows any employee, anonymously if so wished, to share ideas, suggestions and feedback with the organisation.

In the case of sensitive topics, employees can approach a manager of their choice with Combell's guarantee of a confidential follow-up.

Combell wants to offer career development opportunities to employees who contribute to the company's growth. The detailed Combell training plan and its associated budget is structured to give every employee the chance to engage in professional training and development.

Combell attaches great importance to its employees' health and promotes initiatives to do with nutrition and physical exercise.

Combell recognises the social relevance of diversity in the workplace and signed up to the diversity declaration of the Ondernemersnetwerk Jobkanaal [Entrepreneurial Network Job Channel]. In addition to the basic principles, this declaration includes a number of commitments, one of which is to place people's competencies central to the recruitment and selection process and give everyone an equal chance.



The environment

As an IT company, Combell acknowledges the impact of business on the environment. By environment, we mean the environment in which our employees are active and that of our stakeholders, and the natural environment.

The right talent in the right team.

For more than 15 years already, our employees have been supporting 170,000+ satisfied customers in Benelux. We want to give our employees every reason to remain employed at Combell throughout their professional careers. That is why we offer career opportunities and professional training to employees who contribute to the company's growth.



Given the complexity of the environmental issues inherent in information technology, we are committed to developing a growth process in which we aim to achieve our ecological objectives in collaboration with our employees, customers and suppliers.

Combelle believes that with their capacity for innovation and the exemplary function they fulfil for a huge consumer public, IT companies can make a unique contribution to a sustainable world.

Standing central to this is the climate issue for which technological solutions need to be sought to reduce the emission of greenhouse gases. There is also scope for an active policy for avoiding toxic chemicals in IT hardware, for the collection and recycling of discarded products and in relation to the ethical questions surrounding working conditions.



Combelle is committed to developing a sustainable procurement, use, reuse and recycling policy for all the products and services on which we rely, from IT hardware and data centres to office and IT supplies, such as paper and toner for laser printers.

In our choice of products, services and suppliers, not only do we want to assess the ecological aspects of the product or service, but also the social and ethical questions around the working conditions at our suppliers.

In its offices in Ghent, Combelle is committed to limiting energy consumption to that which is strictly necessary for correct working (lighting, heating and energy consumption of the computer park).

Combelle has switched to e-invoicing in which customers' invoices are issued via e-mail.

As far as mobility is concerned, the current location of the Ghent offices offers little by way of alternatives to commuter traffic. In the Combelle car policy, the least environmentally harmful choice is made within what car manufacturers have on offer. The options contained in the car policy are updated regularly from this perspective.

As a hosting company, Combelle works in conjunction with specialised data centres. Combelle takes responsibility for running the leased premises and has been taking initiatives for years to limit the environmental impact of the operations.

Combelle utilises virtualisation wherever possible. Virtualisation is a technology in which several operating systems are run at the same time on the same server. Most applications do not need all the working capacity of an individual server. Through the use of virtualisation, fewer

servers are required for the same number of applications.

Cloud computing is another technology in which the server forms part of a network of servers that combine their capacity. Extra memory, processing power, storage or bandwidth can be made available from the cloud. Combining hardware ensures efficient use of the computing capacity and also guarantees the optimum availability of the websites, e-mail services and other applications.

Combell encourages customers to opt for lower energy consumption by means of a tariff calculation based on the actual power consumption of the servers in the data centres and this, in turn, leads to investment in new servers with lower energy consumption.

Combell uses infrastructure in 2 Belgian data centres: LCL in Diegem and InterXion in Zaventem.

LCL data centre in Diegem

LCL manages 2 independent data centres located in Diegem and Antwerp. Combell's servers are housed in Diegem, a location at which LCL purchases energy from Nuon, which is 100% generated from renewable, inexhaustible energy sources such as wind and small-scale water power. The data centre is fitted with a 700-m² green roof for insulation purposes and reuse of rain water.

LCL's data centres make use of cold and warm corridors. The 'cold aisle containment' principle limits the flow between the cold and warm zones, which allows the cooled air to be utilised in an optimal way for cooling the hardware, and this cuts down on the energy consumption needed for this purpose. LCL encourages customers to share computer racks to the maximum possible and to use blanking panels that they put at the disposal of customers.

LCL applies environmental criteria in any new investment: when, for instance, cooling systems require renewal, they are replaced by less environmentally harmful systems.

LCL also pays attention to the efficiency of the infrastructure during partial loading, i.e. when electrical systems are not fully loaded.

LCL is taking the necessary steps to endorse the European Commission's code of conduct for data centres and is starting to report the PUE (power usage effectiveness) parameter. Developed by the Green Grid, the PUE compares the energy delivered to the servers to the total energy consumption of the data centre, including UPS and cooling.

InterXion data centre in Zaventem

Since May 2010, InterXion has been buying 100% green energy for the data centre in Zaventem.

In recent years, InterXion has carried out a series of investments aimed at saving energy, including optimization of the cooling systems, conversion of free-standing computer racks according to the "closed container principle", making the computer rooms completely airtight and insulated and an alarm system that restricts any loss of cooled air by warning when doors are not closed in time.

Our customers

Combell is committed to providing, via the Internet, an infrastructure and services for information technology to the maximum possible number of persons and organisations. The way in which Combell does this includes structuring its services: for example, by making the flexible business model of SaaS Hosting and Enterprise Solutions accessible to SMEs, not-for-profit organisations and community organisations.

Combell wishes to play a leading role in informing and raising the awareness of private individuals and businesses in Benelux by simplifying access to essential Internet services. Combell also contributes to a reduction of the 'digital divide' that exists for Belgian business owners by running temporary promotional campaigns. For example, to provide extra encouragement to the online business strategy of Belgian companies, Combell presents each company with a free-of-charge domain name for one year.

Combell wishes to develop long-term relationships with its customers. In the daily delivery of our services, we aim to make our customers appreciate the added value we provide.

We create this added value through an unequivocal long-term vision in which we look for an optimal solution to meet the customer's needs with resources that allow Combell to remain a reliable and stable partner by pursuing a sound financial policy.

Rather than the annoyance presented by unreachable telephone and electronic helpdesks, Combell makes a clear commitment: our customer service takes the present and future needs of the customer into account and makes both the provision of services and the product quality high priorities.

This means that Combell believes in 24/24 availability to the customer and 7/7 support in the customer's language, all via a free 0800 number (in Belgium and the Netherlands). Combell operates on the basis of transparent contracts against which we offer our customers the expertise that allows them to make conscious and informed purchasing decisions.

For its own campaigns, Combell is always adamant about using honest marketing.

For Combell, the quality of the services is at the heart of everything. Since 2007, Combell has been one of the first Benelux hosting providers to have an ISO 9001 quality label. Combell is certified by BSI for the following activities: Registration and management of domain names, shared hosting of e-mail, websites, applications (on Linux and Windows platforms), managed dedicated hosting, online backup services, Internet telecommunication services (receipt and transmission of online faxes), colocation and housing.

As a hosting company, Combell recognises the importance of protecting consumer privacy and is committed to compliance with the Belgian and international legislation for the protection of personal data in all its activities.

Since 2011, Combell has been the first Belgian hosting provider in possession of the ISO 27001:2013 certificate. This quality label is the result of a comprehensive external audit of Security Management. As a result, our customers benefit from the most far-reaching guarantees as to the security of their hosting environment, comparable to what banks offer their customers.

Our planet deserves smart IT.

Combell believes that with their capacity for innovation and the exemplary function they fulfil for a huge consumer public, IT companies can make a unique contribution to a sustainable world.

Combell is committed to developing a sustainable procurement, use, reuse and recycling policy for all the products and services on which we rely, from IT hardware and data centres to office and computer consumables.



Social involvement

Combell plays an active role in supporting communities in the form of collaborative projects and ad hoc actions, both in Belgium and beyond its borders.

The Combell Academy encourages innovation by providing free training to customers and employees in our own offices and other locations.

Combell supports the educational sector and initiatives by private organisations by sharing IT expertise.

Combell provides active support to user groups and professional associations, including PHPBenelux, FeWeb (the association for web developers), Safeshops and BeCommerce. By way of constructive interaction, we share our IT knowledge and listen to the needs of IT professionals – information that we incorporate into our own product development.

Combell regularly makes IT infrastructure available for humanitarian purposes. To this end, Combell works collaboratively to offer infrastructure and services rapidly in emergency situations. As part of its sustainable procurement, use, reuse and recycling policy, Combell chooses fair trade coffee, tea and sugar for its workplace.



Over Combell

Combella designs, builds and manages hosting services with a profound knowledge of the very latest technologies.

Since 2007, Combella has been one of the first Benelux hosting providers in possession of an ISO 9001 certificate, and since 2011 it has been compliant with ISO 27001. We manage multiple data centres in Benelux, with secure and fully redundant infrastructure.

Combella provides 24/7 support in your own language, direct contact with the engineers who manage your infrastructure, as well as firm guarantees for service levels. The services, which include shared hosting, dedicated server environments and public and private cloud environments, are constructed from high-quality technological components.



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