

SUSTAINABILITY REPORT 2021



IDA
FOUNDATION

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STATEMENT FROM OUR LEADERSHIP

This year marks IDA's third Communication on Engagement (COE) report, having joined the UN Global Compact in 2018 with the intention to strengthen our social and environmental commitments, whilst continuing to work towards our mission of bridging the gap in access to medicines.

Since then, we have taken many measures to ensure that the way we do business aligns with the UNGC's ten principles, the Sustainable Development Goals, and that we continue to make sustainable progress year on year.

This 2021 report highlights our efforts from this past year, a year in which the COVID-19 pandemic continued to impact global health, global supply chains and the wellbeing of our people.

To ensure we addressed the issues most important in this changing global situation, we performed a materiality assessment, thereby identifying the sustainability topics that our internal and external stakeholders considered to be most important and relevant to IDA and global health.

These six topics, along IDA's three pillars of Purpose, People and Planet, will provide focus in our sustainability strategy over the coming years.

We hope you enjoy reading this report, which confirms our continuing commitment to upholding the ten principles to respect human and labour rights, protect the environment and fight corruption and thereby move forward in our sustainable progress.

Wendy Eggen
CEO



Paul van Ooijen
CFO



ABOUT IDA FOUNDATION

In today's world, essential medicines and medical goods remain out of reach for far too many people. IDA Foundation (IDA) is an independent social enterprise providing quality assured, essential medicines and medical goods to healthcare organisations in low- and middle-income countries (hereafter LMICs).

When IDA was founded in 1972, we primarily acted as a wholesaler of essential medicines to health organisations in LMICs. Over time, our services increased to include comprehensive procurement services, kitting services, and emergency response. Our product portfolio is largely made up of generic medicines and medical supplies, all of which meet our strict quality standards. This means that these days, IDA distributes over 3000 different healthcare products to customers in over 130 countries.

OUR PRODUCTS

- Essential medicines
- Diagnostic and laboratory supplies
- Medical supplies and equipment
- Emergency response (IEHK, Cholera kit, PED/SAM kit, Measles kit)
- Custom-made kits
- COVID-19 products (incl. PPE)

PRODUCT GROUPS FOR ESSENTIAL MEDICINES

- HIV/AIDS
- Tuberculosis
- Malaria
- Oncology
- Reproductive and maternal health
- Non-communicable diseases
- Neglected tropical diseases
- Hepatitis

VISION STATEMENT

In today's world, essential medicines and medical goods still remain out of reach for too many people. IDA bridges these gaps so that health care providers have access to quality products at a fair price.

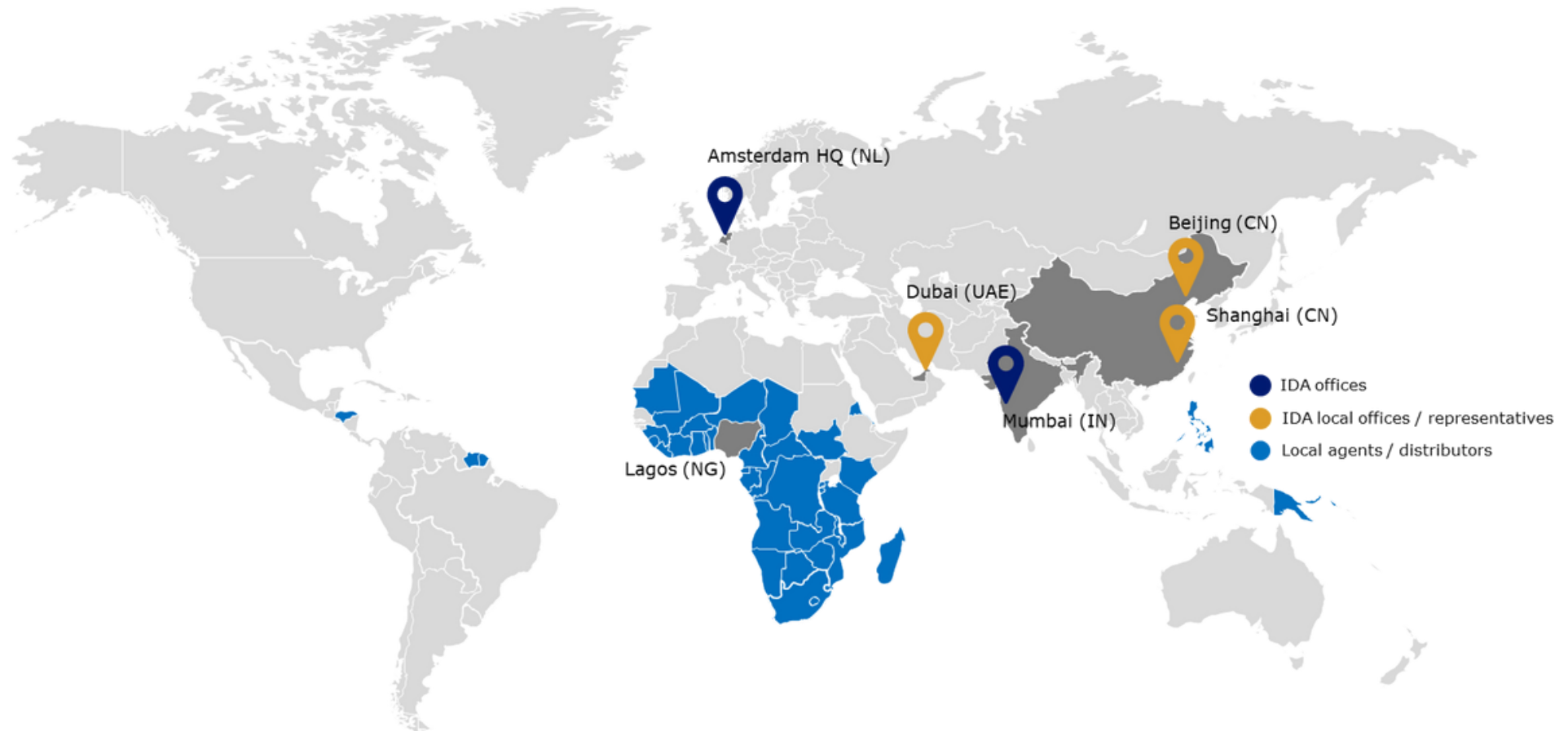
MISSION STATEMENT

Being the vital link that provides access to medicines and medical goods for countries in need.



GLOBAL PRESENCE

Headquartered in Amsterdam, we are a global organisation with 235 employees representing over 25 nationalities. We have offices in India, China, and Nigeria, warehouses in Dubai (UAE) and Tilburg (NL), and representative agents in over 30 countries. Our agents assist with sales, logistics, communication, and other key elements of the supply chain and delivery process. Besides agents, IDA Foundation has several local distributors across the globe. Our local distributors keep their own stock of different IDA quality-assured products, making them more accessible to for example smaller health clinics.





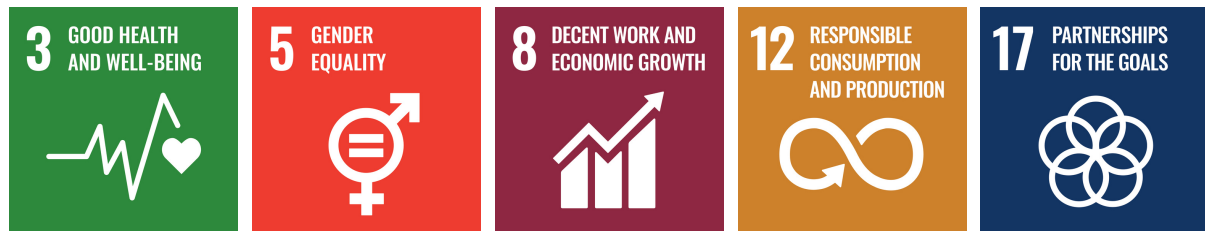
SUSTAINABILITY OVERVIEW

At IDA, sustainability is fundamental to our strategy. In 2020, we established three long-term strategic goals:

- universal health coverage
- strengthened local capacity
- sustainable value chains

These strategic goals, highlighted in more detail on the next page, are in alignment with our commitment to the UN Sustainable Development Goals (SDGs) and the UN Global Compact's Ten Principles. In 2021, we continued to work towards our long-term strategic goals because we truly believe that by doing so, we can create the most value for all our stakeholders.

We consider all SDGs to be inter-related and important. However, by focusing on specific SDGs, we believe we can have the greatest impact within our supply chains. These SDGs are:



OUR THREE LONG-TERM GOALS:

1. UNIVERSAL HEALTH COVERAGE

Our long-term goal of achieving universal health coverage is central in our mission of bridging the gap in access to medicines.

2. STRENGTHENED LOCAL CAPACITY

IDA's locally based partners in low- and middle-income countries are an essential part of strengthening local health and supply chain systems. These include our local agents and distributors, and increasingly, quality-assured local manufacturers in destination countries to supply essential medicines and supplies.



3. SUSTAINABLE VALUE CHAINS

We aim to minimise negative impacts while maximising positive impacts across our supply chain, taking into account all applicable social, economic, and environmental factors.

OUR THREE SUSTAINABILITY PILLARS

In line with our long-term strategic goals, we identified three sustainability pillars and report on these in this Communication on Engagement. Our pillars are purpose, people, and planet.

PURPOSE

The purpose pillar considers all sustainability topics related to IDA's mission of bridging the gap in access to medicines and medical supplies.



PLANET

The planet pillar considers all IDA's initiatives pertaining to environmentally sustainable topics.



PEOPLE

We recognise the importance of social sustainability and prioritise all social matters relating to IDA's staff members, as well as people working across the IDA value chain.



MATERIAL TOPICS

In 2021, we continued to strive towards sustainable development within IDA's business operations. While engaging in numerous sustainable initiatives, we recognised that focus was needed in our sustainability approach to ensure maximal impact. To create focus, and to enhance our commitment to the UN Global Compact, its Ten Principles, and relevant SDGs, we conducted a materiality assessment. This exercise helps to determine the topics that represent the organisation's most significant social, environmental, and economic impacts which its stakeholders feels should be addressed.

We started our materiality assessment with a list of potentially relevant topics and identified 88 SDG disclosures as described by different reporting standards (e.g. GRI). After categorising and clustering, we ended up with 19 topics subdivided under our three sustainability pillars: purpose, people, and planet.

To understand the perceived relevance and perceived potential impact of these 19 topics, we engaged with internal and external stakeholders through an online survey. These included our employees, supervisory board members, suppliers and customers, amongst others. In total, 56 stakeholders provided input, of which 55.36% were internal stakeholders (employees), and 44.64% were external stakeholders (supervisory board members, suppliers, and customers). According to the survey results, and in agreement with the management team, the 6 topics listed to the right were identified as most material.

These topics help to create focus in our sustainability strategy, and also guide our future reporting. While these topics provide focus, we do also recognise the importance of considering other -but closely related- sustainability topics, which may also be required from a regulatory or reporting standpoint (e.g., CO2 emissions, closely linked to responsible supply chain management).

PURPOSE

- Access to medicines and medical supplies (SDG3)
- Quality assurance (SDG3)

PEOPLE

- Ethical business culture (SDG5, SDG8)
- Employee health, safety and wellbeing (SDG5, SDG8)

PLANET

- Responsible and efficient sourcing and procurement (SDG12)
- Responsible supply chain management (SDG3, SDG12)

IMPACT IN 2021



14.539
KIT
MODULES



Including emergency kits supporting a population 8.000.000 people

**VACCINATION
DRIVES
MUMBAI**



IDA Foundation | Communication on Engagement 2021

3868
SHIPMENTS
to
138
COUNTRIES

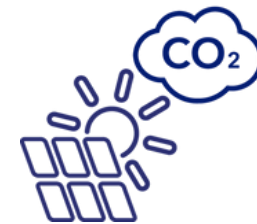


1/3
of the TOTAL SUPPLY of
MALARIA BEDNETS
worldwide



Delivered 114.000.000 bednets to 36 countries

73 SOLAR PANELS
SAVING 4.73 TONNES*
OF CO2 YEARLY



*potential capacity

PURPOSE

We strongly believe that access to essential medicines and medical supplies is a fundamental human right. Unfortunately, in today's world, essential health goods still remain out of reach for too many people. As a supplier of essential medical goods, we contribute to universal health coverage by continuously seeking to serve the needs of underserved health markets to improve access to quality health products. Within that mission, we also recognise our responsibility to protect human rights; within our organisation, throughout the supply chain and in global health.

ACCESS TO HEALTH PRODUCTS AS A HUMAN RIGHT

Human rights is a subject connected to many SDGs and very relevant for IDA when it comes to the right to have access to essential medicines and medical supplies, and living and working in a healthy environment. Moreover, we focus on human rights of those who work directly for IDA as well as those who operate in our supply chain (e.g., employees at our manufacturing facilities). How we cover this in our Codes of Conduct is detailed in the next chapter (People).

QUALITY ASSURANCE

Quality is always key for IDA in pursuing our mission of bridging the gap in access to medicines and medical supplies. In 2021, we were audited by Bureau Veritas in the Amsterdam and Mumbai offices and passed the ISO9001 Surveillance audit. In addition, we were audited by Bristol to verify our handling of pharmacovigilance activities.

Our ethical business standards are incorporated in IDA's policies, regulations, and Code of Conduct for Employees, and for Third Parties.





COVID-19 RESPONSE

COVID-19 posed a serious threat on the years of progress in global health programmes. However, IDA was able to not only continue its deliveries on major health programmes, we were also active in our COVID-19 response. Following the emergency QA approval process IDA set

up in 2020, IDA was able to build a strong COVID-19 portfolio. This included quality-assured Personal Protective Equipment (PPE) to support frontline health workers, as well as diagnostic tests and approved treatments. These PPE products included examination gloves, facemasks, respirators, face shields, coveralls, aprons, and other protective wear.

In 2021, we delivered a total of 3868 shipments to 138 low- and middle-income countries (LMICs)

EMERGENCY RESPONSE: AFGHANISTAN

According to WHO, humanitarian needs in Afghanistan are enormous - and increasing. The country is coping with almost every type of hazard: a violent conflict, a major drought causing widespread food shortages and hunger, and a pandemic that continues to spread. The Interagency Emergency Health Kit (IEHK) 2007 is primarily intended for such situations in which populations are affected by emergencies and have limited access to routine health care services. In 2021, IDA supplied 5448 IEHK kits to Afghanistan.

In addition, IDA supplied 25 CHOLERA kit modules and 170 PED/SAM kit modules.



PAEDIATRIC HEALTH: PED/SAM KIT

According to WHO, almost 5.2 million children under five still die every year from preventable and treatable diseases, most of whom are in LMICs. In 2021, IDA shipped 3571 PED/SAM kit modules to LMICs. The PED/SAM kit modules are specifically designed for children, providing suitable medicines, renewables, and equipment to treat common childhood illnesses including severe acute malnutrition (SAM) with medical complications. These essential kits helped our customers treat approximately 178550 patients in 2021.

We keep stock of all PED/SAM modules in our Dubai warehouse, and we can dispatch the kits within 48 hours in case of an emergency or disaster.

HEAT-STABLE CARBETOCIN: NEW COLLABORATION WITH FERRING

SDG target 3.1. aims to reduce the global maternal mortality rate to under 70 per 100.000 live births by 2030, because no woman should die during pregnancy or childbirth. In alignment with this target, IDA collaborated with Ferring to expand its range of medicines to prevent postpartum haemorrhage (PPH, commonly defined as blood loss of >500ml within 24 hours after birth), a leading cause of maternal mortality worldwide. WHO recommends the use of effective uterotonics for the prevention of PPH, including oxytocin and carbetocin. While oxytocin needs to be stored and



transported between 2 and 8°C to assure its quality and effectiveness, Ferring offers heat-stable carbetocin (HSC), which does not require cold-chain storage. Therefore it is more suited in low-resource settings, filling a gap in maternal health in LMICs, and will contribute to reducing maternal mortality. IDA's first shipments of HSC arrived in Madagascar and Nigeria in Q4 2021.

MULTIPLE MICRONUTRIENT SUPPLEMENTS (MMS)

In many low- and middle-income countries (LMICs), women often lack access to the right nutrients during pregnancy. Proper nutrition during pregnancy is essential for a healthy mother and for a healthy start of life for every newborn child. In 2021, IDA collaborated with Kirk Humanitarian to improve access to Multiple Micronutrient Supplements (MMS). To support healthy pregnancies, IDA has already been supplying iron-folic acid (IFA)



to LMICs for many years, as it has shown to reduce the risk of iron deficiency and anemia in pregnant women and support improved birth outcomes. By adding MMS, currently the standard supplements for pregnant women in high-income countries, pregnant women receive fifteen essential vitamins and minerals, including iron-folic acid, which support good health for those carrying a child, as well as better physical growth and cognitive development in unborn children. This has shown improved birth outcomes. In addition, MMS are especially beneficial for malnourished or anemic pregnant women.

CREATING MOBILITY WITH ASSISTIVE TECHNOLOGY

WHO estimates that only 1 out of 10 people in need of assistive technology (AT) has access, with the need greatest in LMICs. This gap in demand and supply of AT is due to various intersecting challenges including high cost and lack of awareness, availability, trained personnel, policies, and financing.

In collaboration with Momentum Wheels for Humanity, IDA supports equitable access to quality wheelchairs to enable people with mobility impairments in LMICs to live healthy, productive, and independent lives. IDA has added three types of wheelchairs to

its portfolio, each with unique features to meet the unique needs of different wheelchair users, to ensure an appropriate fit. An appropriate fit is essential. It is part of appropriate wheelchair provision – the process of assessment and selecting, fitting, user training, and follow up for each wheelchair user based on WHO guidelines. IDA and Momentum believe that no one should be left behind. In the beginning of 2022, we hope to start shipping quality wheelchairs so that people with mobility disabilities in LMICs have access to quality assistive products to enhance their personal mobility, health, and access to education, work, and social life.

INSPIRING OTHERS

In 2021, we continued to promote sustainable behaviour within our organisation and throughout our value chain. Through our online blog, we communicated on Diversity & Inclusion, International Women’s Day, the SDG Action Days, and much more (as shared throughout this report).

Aside from our own communication initiatives, we participated in the video series “Phases of the Goals” created by the UN Global Compact Network Netherlands. The “Phases of the Goals” video series portrays different organisations, all UN Global Compact participants, but in a different phase of their sustainability journey, sharing how they take small and big steps when it comes to sustainability.

While IDA's journey is still in an early phase, we focus on the importance of having a motivated team that wants to make a difference, and were keen to motivate other organisations that may still be hesitant in their ability to do more on sustainability.

(Click on the image below to watch our short video)



PEOPLE

Our skilled and diverse workforce is our greatest asset. We have policies and regulations in place to safeguard employee health, safety, and wellbeing. In addition, we are committed to promoting diversity, inclusion, and equality within our organisation, as well as across our value chain. We believe we work best with those who embrace differences, show compassion, and contribute to a supportive and positive work environment. Our offices in Amsterdam and Mumbai have professional and open atmospheres, where employees can approach each other for guidance and support. We endeavour to be an employer of choice, providing opportunities for personal and professional growth.

IDA'S CODE OF CONDUCT

At IDA, we act with integrity and responsibility. We respect all those who have a stake in our success, including our employees, customers, suppliers, and other business partners. Our Code of Conduct for staff sets forth our standards for business practice and personal conduct. Furthermore, it incorporates IDA's policies and regulations.

- IDA supports fundamental human and labour rights as set out in the United Nation Universal Declaration of Human rights, and the ILO.
- IDA does not tolerate any form of child labour as defined by the ILO.
- IDA is committed to freely chosen labour and supports efforts to eradicate human trafficking. IDA does not tolerate any form of forced, compulsory, or debt bonded labour practices.
- IDA is committed to providing a safe, secure, and healthy workplace. We have an occupational health and safety officer (OH&S officer) to support and advise management on risks in the workplace.
- Questions and open communication is encouraged, as asking questions and reporting concerns is fundamental to IDA

“At IDA, diversity and inclusion are not just a priority, but it is indeed how we are. Our inclusive culture starts with our leadership. We are led by a female CEO and the members of our management team have diverse cultural backgrounds and are in different age groups. And that is not all, as a company we are humble to house employees from more than 25 nationalities and equally embrace people from different races, ethnicities, faiths, orientations and backgrounds. At HR, we are always mindful of welcoming diversity into our workforce, as we believe that diversity brings more creativity and possibility. We truly honour inclusion and equal opportunity of everyone. That is why you see me, an Indian, a hands-on mother, and a millennial, heading the HR department of a 50-year Dutch company. Because at the heartbeat of IDA is humanity.”

Beena, Director HR



and enables us to address the concern and correct the problem. Our employees can report their questions and concerns through an independent online portal (BKMS Compliance System). Reports are taken seriously and are investigated properly.

- At IDA, we have zero tolerance for inappropriate behaviour, including discrimination, (sexual) harassment, aggression, violence, and bullying. In accordance with the Dutch Working Conditions Act, we appointed a confidential counsellor and a complaints committee. In August 2021, all employees in the Netherlands completed a mandatory training about the complaints committee. At the Mumbai office, we have PoSH (Prevention of Sexual Harassment) in place, in line with local regulations.
- IDA respects the right of employees to freedom of association and collective bargaining.
- IDA strives to always act with integrity and therefore will not tolerate any form of bribery or corruption. IDA complies with applicable anti-bribery and corruption laws including, but not limited to, the US Foreign Corrupt Practices Act and the UK Bribery Act.

- We comply with the General Data Protection Regulation (GDPR). In 2021, all employees completed a mandatory online GDPR refresher training.

The standards we set for our own staff also apply to our external partners, and we expect them to comply with IDA's policies and regulations. Our Third-Party Code of Conduct sets forth the policies and regulations we expect our business partners to follow when it comes to social and environmental standards.

IDA resumed its GMP/GDP supplier audits in India and China, following online audits in 2020 due to the pandemic. In addition, we audited all our freight forwarders and warehouses to verify compliance to GDP guidelines.

We conduct stringent due diligence including screening of ownership and leadership on all business partners. No observations of child labor or forced labor were reported. Our process helped to drive further improvements on labor rights before entering into a new supply relationship.

HEALTH INITIATIVES

In 2021, our team was also affected by the pandemic, and we aimed to support our people in the best way possible to support their health, safety and wellbeing.

- We conducted online surveys to engage and track the wellbeing of our employees in the COVID-19 pandemic. The outcomes of these surveys guided our response to the COVID-19 measures. For example, we implemented a Hybrid Working Policy (HWP).
- We organised an informative presentation on the COVID-19 virus and offered Q&A to employees
- We have been looking for ways to support our staff, their families, and communities. In 2021, we organised COVID-19 vaccination drives for our staff and their families in Mumbai.
- With our mission to bridge the gap in access to medicines and medical supplies, we also want to contribute to local communities. Our Mumbai staff's network identified hospitals in the Mumbai region that experienced a lack of oxygen supplies during the pandemic. IDA worked closely with suppliers to urgently deliver 25 oxygen concentrators to different Mumbai hospitals.

- We encourage healthy lifestyles in our hybrid workspace, by establishing app groups for walking, running, or cycling using mobile applications ("Ommetje" and "Strava"). By using these apps, our employees can encourage one another while also keeping track of their own daily fitness.
- Our people benefit from tax advantages on gym memberships and bike purchases, and we provide professional support to employees that would like to quit smoking.
- We offer healthy food options in our Amsterdam office. In addition, the restaurant in our Amsterdam office usually offers fresh seasonal fruit, which employees can take for free. Due to the COVID-19 pandemic, we offered our employees the opportunity to order fruit, and have it delivered at home.



HYBRID WORKING POLICY (HWP)

In 2021, we implemented a Hybrid Working Policy (HWP) to provide guidance for management and employees, allowing flexibility on the location of work, while at the same time fostering a culture focused on providing the highest level of productivity, effectiveness, and team collaboration. This policy was created following the COVID-19 situation in which working from home was a necessity. According to employee surveys, most IDA employees prefer a combination of working from home and from the office. With the implementation of HWP, employees are required to work at the office for a minimum of two days (more days are allowed). An added benefit of people working from home, are the reduced travel hours, also contributing to our environmental targets.

#YEAROFLEARNING@IDA

At IDA, we stimulate a learning environment by encouraging our staff to participate in professional development opportunities. We believe that professional growth of our people is key to our success. Therefore, we dedicated 2021 to learning (#YearOfLearning@IDA). All employees were given the opportunity to attend internal and external (online) courses and workshops.

In 2021, our “Social Learning” workshops covered the following topics: Giving and Receiving Feedback; and Diplomacy and Tact. We also started a brown bag series called “The Future Of...”. For these sessions, we invited external speakers to talk about Innovation in Global Health Supply Chains, Customer Partnerships, Learning and Development, and HIV/AIDS.

IDA uses LinkedIn Learning as an E-learning platform for staff, offering a wide variety of online courses. To promote LinkedIn Learning in 2021, we invited two speakers from the LinkedIn Learning platform to educate our staff about the importance of learning in the working environment.

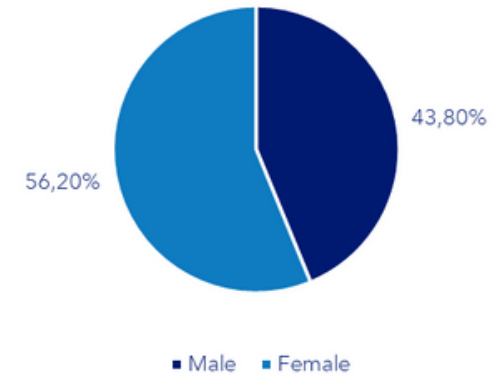
In 2021, 127 employees used LinkedIn Learning for professional development. Together, they completed 239 professional development courses.

DIVERSITY, INCLUSION, AND GENDER EQUALITY AT IDA

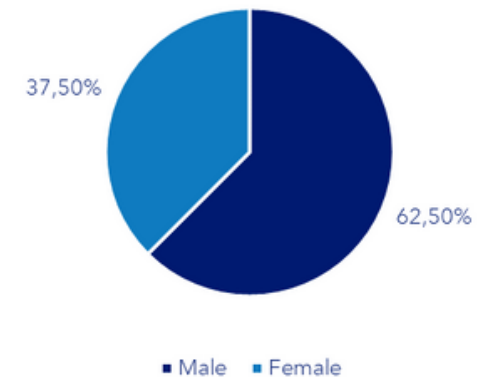
IDA is committed to the promotion of diversity, inclusion, and equality. We continuously work towards an environment free from discrimination, where employees are regarded with respect and treated equitably. We recruit, select, train, promote, and pay our people solely based on their merit, experience, qualifications, achievements, performance, and other job-related criteria, without discrimination or concern for race, religion, nationality, ethnicity, sex, sexual orientation, gender identity or expression, age, health condition, marital status, and political orientation. In 2021, we hosted a Diversity and Inclusion (D&I) training to ensure IDA employees are aware of the advantages of a diverse workforce and to trigger consciousness about D&I. To raise awareness for gender equality, we organised an online event to support the International Women's Day campaign. This campaign was established to build awareness around equality for women and girls worldwide. With the online event, we tried to educate our staff about topics related to gender equality, e.g. the importance of female role models and COVID-19's impact on the female workforce.

EMPLOYEE FACTS AND FIGURES

GENDER DISTRIBUTION ALL EMPLOYEES



GENDER DISTRIBUTION MANAGEMENT TEAM

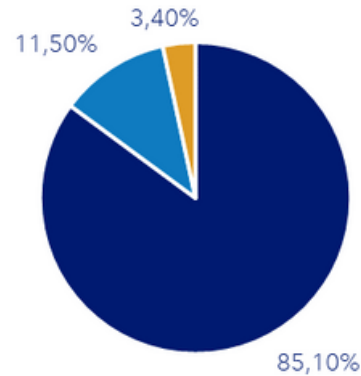


PARENTAL LEAVE TAKEN



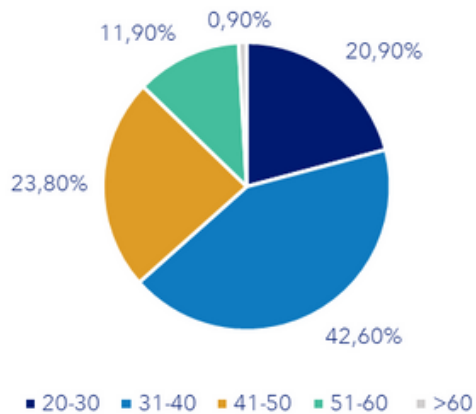
■ Male ■ Female

CONTRACT TYPE



■ Permanent ■ Temporary ■ Other

AGE DISTRIBUTION



■ 20-30 ■ 31-40 ■ 41-50 ■ 51-60 ■ >60



INTERNSHIPS AT IDA

Another important aspect of stimulating a learning environment is the recruitment of motivated interns. While we provide them with the opportunity to learn and grow in a professional setting, we recognise the benefits to IDA with fresh ideas for the future and support on various projects. In 2021, four interns were hired and we look forward to growing the number of opportunities in 2022. We are interested in creating more internship positions for young professionals in 2022.

We promote these internship opportunities through promotional materials which are shared on our social media platforms.

“The welcoming environment helped me ease into my activities during my internship at IDA. Colleagues were always there for me to guide me through the different projects I participated in. I learned a lot about global health supply chains and sustainability during my internship at IDA Foundation. Overall, I also felt I contributed to the mission of the organisation, which is in my opinion a very valuable part of an internship.”

Christa, Intern

PLANET

At IDA, we care about the environment. We operate responsibly and efficiently and strive to minimise adverse impacts on the environment. We are committed to protecting the environment and encourage others in our value chain to do the same.

SDG AMBITION: ZERO WASTE TO LANDFILL AND INCINERATION

Our sustainability team is continuously exploring new opportunities to progress on our sustainability strategy. The SDG Ambition Accelerator is a six-month programme designed by UN Global Compact Netherlands and CapGemini to challenge and support participants in setting more ambitious goals that target the world's most pressing sustainability issues. In October 2021, two IDA representatives kickstarted the SDG Ambition accelerator programme for IDA, running until April 2022. Through workshops with other organisations in the Netherlands, Switzerland and Austria, they identified "Zero Waste to Landfill and Incineration" to be the most relevant benchmark for IDA. The "Zero Waste to Landfill and Incineration" benchmark helps organisations evaluate and

optimise material flows in their business operations. Visibility remains a significant challenge for many organisations due to the lack of reliable, standardised data on waste flows. For IDA, this programme is a first step in collecting those insights and setting ambitious goals on waste streams and opportunities for reductions in our own operations, finding ways to influence waste management throughout our supply chain and at our end destinations.

Currently, our two IDA representatives are developing an approach towards waste reduction within IDA.

"Joining the SDG Ambition Accelerator programme is an opportunity for our organisation to learn from other organisations in the UN Global Compact local network, who, despite their different industries, share the goal of making a positive impact in society and on the environment. With the guidance from UN Global Compact the Netherlands and Accenture, the programme allows us to learn from others and explore ways in which we can collect data, measure our impact and take more ambitious steps in progress towards a responsible, sustainable supply chain.

Floor, Sustainability and Strategic Communications Lead



"I'm excited to see IDA actively looking into reducing its environmental footprint, as I have been trying to reduce my environmental footprint as well over the past 5 years. Whether it is by avoiding single-use plastics, and using zero-waste personal products, recycling or by trying to be frugal with energy and water, I believe we can all do much more. On SDG Action Day, the sustainability ambassadors within IDA organised three different lunch discussions on sustainable consumption, to see whether we can inspire each other to live and work more responsibly. We focused on topics like food waste and fashion. Through short films and sharing personal tips we learned about sustainability together. It was inspirational and fun to talk about these topics with colleagues"

Marlies, Marketing Communications Officer



SDG ACTION DAYS: SDG12 DISCUSSION SESSIONS

In September 2021, we organised three discussion sessions focusing on topics related to SDG 12: Responsible production and consumption, as part of the SDG Action Days campaign. Our sustainability ambassadors hosted online sessions during which over 60 employees discussed circular economy, food waste, and the environmental impact of the clothing industry. While not directly related to IDA's sector, we believe that raising awareness about these topics can inspire sustainable behaviour in both our personal and professional lives. As we held these for the first time, we evaluated the discussion sessions; 93% of the participants would be interested in regular discussions concerning various sustainable topics.

A SUSTAINABLE DESTINATION FOR OUR REPLACED LAPTOPS

In 2021, our IT department updated all IDA laptops at the Amsterdam office, thereby allowing our colleagues to work efficiently from home during the COVID-19 lockdown. As the old IDA laptops were still fit for use, we looked for a sustainable way to give them a second life. We collaborated with "De Zaanse Uitdaging", a local community

organisation that collects used ICT devices from businesses and donates them to children living in low-income situations. During the COVID-19 pandemic, some kids did not have access to a laptop at home, making home schooling a challenge. Our donation supports those children, and also avoids unnecessary e-waste disposal to support responsible supply chains and consumption. In total, we donated 100 laptops, 50 laptop bags, a printer and beamer, and other reusable electronic items (monitors, keyboards).

GREEN OFFICE: SOLAR PANELS AT THE AMSTERDAM OFFICE

This past year we also furthered our commitment to turning our Amsterdam headquarters into a 'green office'. The goal is to create an environmentally responsible and resource efficient office space. Over the past few years, we engaged in various sustainable initiatives that conserve energy and reduce pollution, through building insulation, use of heat pumps (instead of gas heating) and smart energy technology. Our outdoor area is climate adaptive. In October 2021 we took our next step by installing 73 solar panels on the newest part of the Amsterdam office. With these solar panels, we can generate 23770 kWh energy and we can save 4.73 tonnes of CO2 every year.

WASTE AT THE AMSTERDAM OFFICE

In 2021, we recycled materials such as plastic, organic waste, paper and carton. The office generated 8387 kilograms of general waste, of which 35% was recycled and 65% was incinerated with energy generation. To create awareness of recyclable materials, employees are educated about our recycle stations and which materials are suitable for recycling.



CO2 FOOTPRINT

Our largest environmental impact comes from our supply chain, transporting essential health products to low- and middle-income countries. While we are not in full control of this part of the chain, we work closely with our supply chain and logistics partners to reduce this footprint, and aim to further incorporate environmental standards into our Third Party

IDA Foundation | Communication on Engagement 2021

Code of Conduct in the coming year. In addition, our CO2 Calculator project is ongoing, aiming to gain insights and tracking CO2 emissions throughout the supply chain, to identify sustainable alternatives and allow for reporting on our carbon footprint.

CO2 EMISSIONS FROM TRAVELING

During the pandemic, technology proved that many of our meetings do not have to take place in person, and much can be arranged virtually. Nonetheless, we also recognise the value of meeting our partners and customers face-to-face or for example visiting our agents in our destination countries, or colleagues in Mumbai. In 2021, travel was again possible and we resumed trips which added value to our work, and we looked for the most sustainable travel options with our travel partner, who also offsets our carbon emissions through local projects. In 2021, we compensated 194,51ton CO2 equivalents.

EXCHANGING IDEAS ON SUSTAINABILITY

We value opinions from internal and external stakeholders to help us improve and progress in our approach to sustainability and sustainability communications. Please share your feedback or get in touch to discuss with us: sustainability@idafoundation.org

“Aside from our sustainability work at IDA, we should recognise there are quite a few things that we can do at home that contribute to environmental sustainability. Reusing and cutting worn-out towels into smaller pieces and use them for dusting and cleaning. To avoid the usage of plastics, bringing cloth/paper bags with us when we go shopping. We have a vermicompost plant in our building, so we separate our waste before discarding it. And then there are also other basic things such as switching off the lights and fans when moving from one room to another. And I am a vegetarian, so that is a major way to reduce your impact!”

Ekta, Unit Manager QA



MEASUREMENT AND TARGETS

TOPIC	ACTIVITY	MEASUREMENTS 2020	MEASUREMENTS 2021	TARGETS 2022
GENERAL	Materiality	-	Materiality assessment performed. 6 material topics defined	6 material targets defined to sustainability strategy
	Environmental requirements for third parties	-	-	Add sustainability criteria to tender RFQs
	Sustainability awareness / training	Sustainability team participated in external SDG event	60+ IDA employees participated in 3 internal SDG Action sessions	Set up sustainability training for all IDA employees
HUMAN RIGHTS	Supplier audits	Human rights criteria added to supplier audits	First in-person supplier audits implemented with new criteria, no human rights violations reported	Specify and track human rights criteria in all supplier audits
	Strategic partnerships to improve access to medicines	-	3 new partnerships started: focus on maternal and child health (2) and assistive technology (1)	At least 4 new partnerships started
LABOUR	Employee wellbeing and satisfaction	3 wellbeing surveys (during COVID)	3 wellbeing surveys (during COVID)	Introduce 'Great Places to Work' employee satisfaction survey
	Gender equality	Supervisory board: 50% female / 50% male Management team: 38% female, 52% male	Supervisory board: 50% female / 50% male Management team: 38% female, 52% male	<ul style="list-style-type: none"> Improve gender balance in leadership (towards 50%) Perform a gender gap study

TOPIC	ACTIVITY	MEASUREMENTS 2020	MEASUREMENTS 2021	TARGETS 2022
	People development	LinkedIn Learning: 144 active IDA learners 239 courses completed	<ul style="list-style-type: none"> LinkedIn Learning: 127 active IDA learners, 140 courses completed Quarterly learning sessions introduced, 3 held in 2021 	<ul style="list-style-type: none"> Introduce Leadership trainings Introduce coaching opportunities for staff Increase Social learning opportunities
ENVIRONMENT	ISO Certification	-	-	Start ISO 14001 certification process
	Solar power	-	73 solar panels installed (NL) generate 23770 kWh energy & save 4.73 tonnes of CO2/ year.	Generate maximal renewable energy from solar panels on office.
	Waste management	No office data due to pandemic, office closed	Paper (977 kg) - 100% recycled Carton (1950 kg) - 100% recycled Residual waste (5460kg) - 35% recycled, 65% incinerated with energy generation)	Lower waste numbers, improve percentage recycled goods.
	Responsible sourcing and supply chain	-	Initial contact with suppliers on sustainable product sourcing	<ul style="list-style-type: none"> Investigate sustainable product alternatives Add environmental criteria to Third Party Code of Conduct, tenders and supplier audits.
ANTI-CORRUPTION	Ethical business: Due Diligence	Due Diligence performed on 52 IDA partners / suppliers	Due Diligence performed on 64 IDA partners / suppliers	<ul style="list-style-type: none"> Review (DD) survey Add cycle for self-declaration of potential ethical conflicts (key staff)
	Ethical business: Code of Conduct	-	-	Review of Third Party Code of Conduct



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