

CSR framework PUM (apply or explain)	
Phase 1: Assessing support	
<p>Threshold criterion (exclusion criteria)</p>	<p>PUM provides technical assistance to SME enterprises in developing countries and emerging markets. The aim of the PUM programme is to improve the business practice at these companies. A critical situation in the field of CSR is not a risk we at PUM wish to avoid. It is in fact an opportunity to establish a relationship and to improve the situation. PUM is an instrument for promoting CSR. This CSR framework should therefore be viewed from this point of view. This CSR framework does not cover our own organisation at PUM (for example CO2 policy), poverty criteria, gender and scope of objectives. For these elements, we would refer you to our policy plan, the criteria of applications for assistance and the evaluation protocol operated by PUM.</p> <p>PUM above all undertakes short-term interventions. The risk and related advance assessment are proportionally modest.</p> <p>* PUM does not offer assistance to any companies with the following core activities:</p> <ul style="list-style-type: none"> • Arms and ammunition • Radioactive materials • Gambling and casinos • Pornography and prostitution • Racist and antidemocratic media <p>These activities can be assessed in advance and if they form the core activity of the business, influence by PUM remains difficult.</p> <p>* PUM provides no assistance to businesses where there is evidence of child labour or forced labour.</p> <p>In all other cases, PUM follows the exclusion list prepared by FMO. However, PUM can deviate from these criteria, if PUM believes it is able to sustainably improve the situation by providing assistance.</p>
<p>Risk analysis upon application</p>	<p>The exclusion criteria form part of the application criteria. The guidelines from the ILO are used for the definition of child labour and forced labour.</p> <p>The local representatives of PUM have been informed of the OECD guidelines, and are expected to take account of the OECD guidelines during acquisition and to apply the application criteria (including the exclusion criteria formulated above).</p> <p>In advance of a mission, PUM collects information about the potential client (via the application form, explanations provided by the local representative and investigations by the Analysis and Monitoring department) and tests the application and potential clients for compliance with the application criteria.</p> <p>If there are indications of possible risks in the area of CSR, under certain circumstances, the application can still be approved. One precondition may be that CSR becomes one of the core objectives of the mission.</p>

Phase 2: Allocation of support	
Dissolatory condition in the (subsidy) agreement between PUM and the client	<p>If the expert on the ground identifies unacceptable situations in respect of CSR, he will first assess whether the situation can be discussed and/or influenced for the better. This may take up the entire mission. To initiate a process of change, time is needed, and a relationship of trust between client and expert. In the vast majority of cases where an expert advises on CSR aspects, they relate to safety and the environment. In these cases, rapid results can often be achieved with simple solutions: welding helmets for personnel, screens for dangerous machines, waste purification, saving water.</p> <p>In extreme cases, for example if it emerges on the ground that the company does not comply with the exclusion criteria, it may be decided to cancel the mission. PUM uses instructions for this situation.</p>
Conditions for the (subsidy) agreement between PUM and the Ministry of Foreign Affairs	<ol style="list-style-type: none"> 1) PUM has tools according to which it informs experts and local representatives, and offers support in the field of CSR. 2) In the letter of approval, PUM has included a passage about CSR, i.e. announced that the mission is financed with Dutch government funding, and that the Dutch government attaches considerable importance to sustainable business practices and the OECD guidelines as a framework for the private sector. By submitting an application, the company indicates that it in principle supports these guidelines. 3) During the mission, the expert will not only attempt to discuss the technical problems, but wherever possible will also offer CSR/sustainability advice. In applications for a follow-up mission, an assessment will be made as to whether the client has (sufficiently) followed the (CSR) advice issued by the expert and if not, why not. If this is not the case, a follow-up mission can be decided against.
Phase 3: Training, monitoring, reporting, ending support, evaluation	
Client and PUM	<p>Experts are instructed in CSR issues by PUM. This takes place during the introduction meeting, via a guide for experts on mission and during the mission briefing.</p> <p>During the course of the mission, the expert can always call in support based on the knowledge and experience of other experts and PUM staff. The same applies to CSR.</p> <p>During the mission debriefing, the various stakeholders (e.g. client and expert) will express their opinion of the mission and the follow-up process. During this phase, the expert will report explicitly on the CSR situation, if it deviates from the standard, and on any support provided in respect of CSR. It can also be decided in this phase to not organise any follow-up activities, on the grounds of CSR or a lack of prospects for improving the situation.</p> <p>In an application for a follow-up mission, an assessment will be made as to whether the applicant has achieved sufficient progress in implementing the recommendations of the expert. The same applies to CSR advice. If progress is insufficient, a follow-up mission can be decided against.</p>

By implementing body to Ministry	In its annual plan and annual report to the DDE, PUM reports as standard on CSR aspects. The evaluation protocol also applies to PUM.