

TVH Global

1. General information

1.1. Basis for preparation

1.1.1. ABOUT THIS REPORT

To enhance readability, this sustainability report will often refer to TVH Global as simply “TVH”.

Towards CSRD

In 2027 TVH will publish its first CSRD report, covering the financial year (FY) 2026. To ensure a detailed and comprehensive report, TVH will use voluntary sustainability reports such as this one as a preparatory step towards achieving CSRD compliance for its first CSRD report in 2026.

In preparation for its CSRD report TVH carried out its first double materiality assessment that started in 2023 and was finalised in 2025, to determine material topics and its sustainability strategy for the coming years.

Disclaimer: as the 2024 TVH sustainability report is a voluntary statement, the sustainability information provided in this report is based on TVH’s voluntary disclosures and reflects the company’s current understanding and assessment of its environmental, social and governance (ESG) performance.

While TVH strives to ensure the accuracy and completeness of the information presented, these disclosures are not guaranteed to be free from errors or omissions. The data and statements included are subject to change as new information becomes available and as reporting standards evolve. TVH does not assume any liability for any inaccuracies or for any decisions made based on the information provided in this report.

Scope of consolidation

TVH Global NV encompasses all the companies that are covered by the International Financial Reporting Standard (IFRS) consolidated annual accounts of TVH Global NV. The scope of the consolidation of TVH Global NV includes TVH Global NV and 6 subsidiaries which are fully consolidated.

TVH, a global company with 95 branches worldwide, aligns its sustainability statement with this extensive scope. In cases where quantitative data from a specific branch or country is unavailable, this is indicated clearly in the relevant section. The illustration below offers an overview of TVH’s global presence.



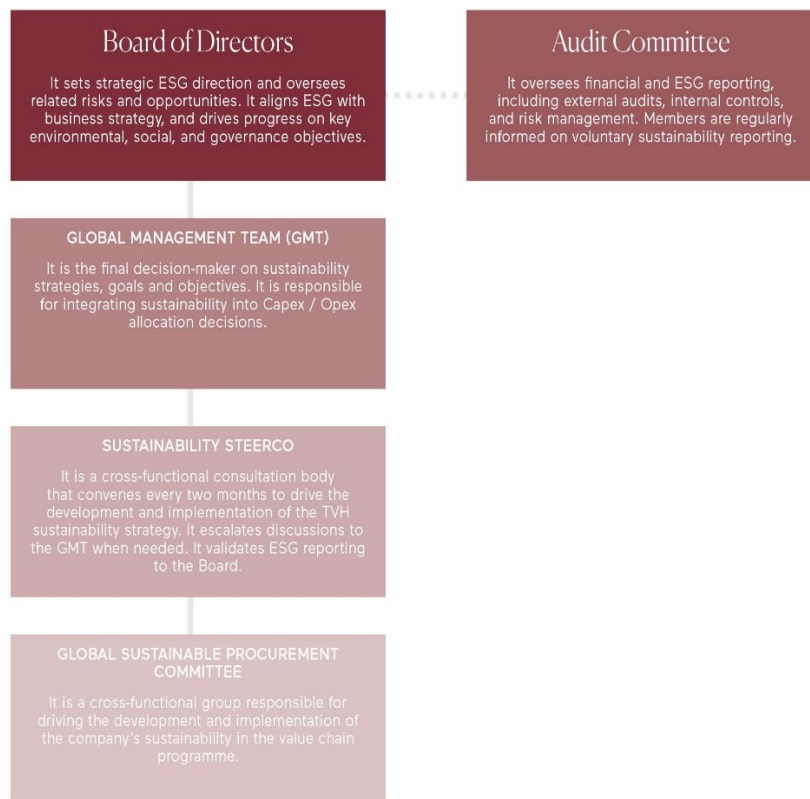
External audit

As mentioned earlier, this data has not been audited since the 2024 TVH sustainability report is a voluntary statement.

Vision

TVH envisions a future where its business practices strike a balance between economic viability, environmental sustainability and social responsibility. Its aims to ensure that its processes, products and manufacturing activities not only meet the needs of the present but also contribute positively to the well-being of future generations.

1.2. Governance



The **Board of Directors** provides medium-/long-term direction. In other words, the board is responsible for integrating sustainability considerations into the company's overall strategy. It oversees the establishment of clear sustainability metrics and targets, and holds management accountable for implementing sustainability initiatives and achieving sustainability targets.

The **Global Management Team (GMT)** is the final decision-maker on sustainability strategies, goals and objectives. It is responsible for integrating sustainability into CapEx/OpEx allocation decisions.

The **Sustainability Steering Committee (SteerCo)** is a cross-functional consultation body that convenes every two months to drive the development and implementation of the TVH sustainability strategy. It escalates discussions to the GMT when needed and submits ESG reporting to the Board for validation. It is composed of the CEO, the CFO, the Chief People Officer (CPO) and the Chief Strategy and Sustainability Officer (CSSO). It is chaired by the Sustainability Director, who is also a member.

The **Sustainability Director**, reporting to the CSSO, defines plans and programmes and drives the implementation of the climate change actions: decarbonisation and adaptation (physical risk and transition risk). They track progress on the objectives defined in the Strategic Plan and propose updates based on the results and the evolution of the expectations from stakeholders. The Sustainability Director also reports on environmental sustainability topics in line with the Corporate Sustainability Reporting Directive (CSRD), coordinates the implementation of the sustainability strategy and activities across the different business segments and corporate functions by connecting teams responsible for facilities, operations, transport, direct and indirect procurement, commercial, health and safety, M&A, compliance, internal and external communications, people and risk. The Sustainability Director is responsible for the Environmental Charter.

The **Global Sustainable Procurement Committee** is a cross-functional group responsible for driving the development and implementation of the company's sustainability in the value chain programme. It is composed of the Head of Sustainable Procurement, the Sustainability Director, as well as assurance, purchasing and commercial experts.

Representatives from every department and region are invited to participate in the sustainability focus groups, which support the identification of sustainability opportunities and challenges and the implementation of sustainability initiatives. The focus groups also act as the first local go-to people for all employees when they have questions or reflections on sustainability matters.

Sustainability-related performance incentive schemes

At a country level, the first sustainability KPIs were included in the Belgian Collective Bargaining Agreements (CBA90), focusing on a reduction of Scope 1 & 2 emissions. These will be applicable for the period from 1 January 2024 to 31 December 2024 and tied to a monetary incentive that can be earned if the target of a 2.5% reduction is achieved. This same incentive will be applied to the upcoming reporting period from 1 January 2025 to 31 December 2025.

1.3. Strategy

TVH is a leading global independent distributor for aftermarket parts and helps to extend the life of machines, keep machines running and prevent machines from being unnecessarily scrapped or replaced. From an original core business in material handling, TVH has grown into a global player, active in several equipment markets: Material Handling, Construction, Agricultural and Industrial. As a customer-centric organisation, TVH has continuously expanded its footprint to improve its responsiveness and customer servicing capacity, starting from a single Belgian location in 1969 to over 90 branches in 28 countries today. Thanks to its customer devotion, TVH serves customers in more than 180 countries worldwide and has achieved outstanding service quality levels with next-day delivery on almost all parts, shipped directly from its local distribution centres.

By offering a range of new and remanufactured parts, TVH keeps machines running, extends the life-cycle of assets, contributes to the circular economy and avoids incremental waste. Sustainability is a building block in TVH's strategic plan geared towards sustainable growth by:

- reducing its carbon footprint and contributing to a more circular economy;
- respecting its workforce by nurturing talent, embedding diversity and inclusion, and fostering a global mindset;
- striving to ensure that its employees and partners always behave ethically and respect human rights;
- collaborating with partners to share the same respect for the environment and the people in its value chain.

TVH's value chain starts upstream with the procurement for parts. The production of parts is done primarily through upstream suppliers, but also, to a smaller extent, in-house, and through internal repair and remanufacturing³.

The distribution of parts goes through several steps. For the inbound and outbound transport, TVH relies on third-party freight forwarding companies. In between those steps, the parts arrive at TVH, where they are handled, stored and sold. Several distribution channels exist to deliver the parts to customers. Eventually, the parts are used in a variety of machines. Once a part has worn out or broken down, it will be disposed of by the customer or, eventually, further down the value chain. For some parts, TVH offers repair services and/or a buyback programme for remanufacturing.

³ Using the definition adopted by the Remanufacturing industries council: Remanufacturing is an industrial process by which a previously sold, leased, used, worn, remanufactured, or non-functional product or part is returned to

1.3.1. STAKEHOLDERS

As a leading global independent distributor of aftermarket parts for material handling, construction, agricultural and industrial equipment, TVH has a clear mission to deliver products and services in a timely manner to keep its customers' equipment running smoothly and to allow them to keep going and growing.

TVH has a high potential for sustainable value creation as it keeps machines running, extends the life of machines and prevents machines from being unnecessarily scrapped or replaced. This objective unites the company's employees, customers and shareholders, and fosters a positive impact that benefits people and the natural environment while ensuring its financial achievements. Sustainability is incorporated as a transdisciplinary theme through which TVH focuses on creating value for its four stakeholders:

- **For customers:** by making customer satisfaction an intrinsic part of TVH's DNA through the provision of high-quality parts and services leading to increased engagement and satisfaction, TVH's high-quality, competitively priced parts empower customers to choose sustainable repairs over replacements, reducing waste and extending the life of their assets.
- **For employees:** by helping them develop to the best of their capabilities and invest in functional and technical skills as well as in their personal growth and well-being.
- **For partners and suppliers:** by working together to guarantee good working conditions and good business conduct, and to reduce the environmental impact.
- **For society:** by keeping machines running, extending the life cycle of assets whilst helping to foster a circular economy and avoid incremental waste.

a like-new, same-as-when-new, or better-than-when-new condition from both a quality and performance perspective, through a controlled, reproducible and sustainable process.

Communications Channels	Key interests
Customers <ul style="list-style-type: none"> Voice of the Customer relationship survey (annually/ongoing) Prospects Brand Awareness Tracker (annually/ongoing) Voice of the Customer ad hoc research (ad hoc): Remanufacturing, Sustainability interviews 	<ul style="list-style-type: none"> Carbon Footprint Materials and circularity Packaging Air Pollution Health & Safety Working conditions in the value chain Education and upskilling
Employees <ul style="list-style-type: none"> Intranet (ongoing) Employee engagement surveys (bi-annually) Ethics & compliance portal (Raise your voice) Mailing & newsletters (weekly/ongoing) Employee magazines (quarterly/ongoing) CEO vlog (monthly/ongoing) Team Communication Deck (monthly/ongoing) Desktop image (monthly/ongoing) Labour-management councils 	<ul style="list-style-type: none"> Carbon Footprint Materials and circularity Packaging Health & Safety Well-being Education and upskilling
Suppliers <ul style="list-style-type: none"> Purchaser / global supplier responsible contacts (ongoing basis) Direct procurement administration team (ongoing basis) Product & procurement compliance team (ongoing basis) Assent-platform - Reach, Rohs, Prop65 & TSCA requests (ongoing basis) Contract management team (ongoing basis) 	<ul style="list-style-type: none"> Carbon Footprint Materials and circularity Packaging Health & Safety Well-being Education and upskilling



ESG topic	Material sustainability matter	I/R/O**	ST, MT, LT*	VC***	Description of the IRO	KPI	Management approach
E	Climate Change - Carbon footprint	R	ST	OO, US	Impact of evolving regulations and customer expectations on TVH's business model	Carbon footprint (tCO2eq) – Scope 1, 2 and 3	1.5
		R	MT	OO	Impact of extreme weather conditions on operational costs	Will be disclosed in the 2025 report	1.5
		R	MT	OO	High costs for climate adaptation and mitigation infrastructure		1.5
		O	MT	OO	Logistics optimisation: Save costs and energy by shipping more products per load	Will be disclosed in the 2025 report	
	Energy	O	MT	OO	Efficiency: Achieve cost savings through operational improvements	Will be disclosed in the 2025 report	1.5
		O	MT	OO	Save costs and reduce the environmental impact with the use of renewable and alternative energy	% of renewable electricity consumption	1.5
		O	MT	OO	Improve resilience and save costs by investing in energy generation on site	% of renewable electricity production	1.5
	Waste (Packaging)	R	ST	OO	Increase costs due to regulatory and operational challenges in waste management	% reduction in packaging use	1.6
	S	Own Workforce - Working Conditions (Employee engagement and inclusion)	R	ST	OO	Decrease of business resilience due to lack of diversity	Characteristics of workforce
Own Workforce - Health & Safety		I/R	MT	OO	Accidents and lawsuits due to defective parts	Number of occupational accidents Days lost due to occupational accidents	2.1
Value Chain Workforce - working conditions		I/R	MT	OO, US	Costs or sanctions due to regulatory challenges, lack of risk mapping, due diligence systems, or responsible procurement	Will be disclosed in the 2025 report	2.2
	I	MT		Reputational and ethical risks if there is a violation of labour rights by suppliers/partners	2.2		
G	Corporate Culture (Sustainable growth)	R	MT	OO	Missing opportunities for new activities and alternative product offerings	Will be disclosed in the 2025 report.	
		O	MT	OO	Lower environmental impact by using sustainable materials		
		O	ST	OO, DS	New machine costs increase: Legislation may drive higher costs, prompting customers to repair rather than replace.		

ESG topic	Material sustainability matter	I/R/O**	ST, MT, LT*	VC***	Description of the IRO	KPI	Management approach
		I/O	ST	OO, DS	Enhance the business and serve new sustainable sectors, such as EV charging stations.	Will be disclosed in the 2025 report.	
	Corruption & Bribery & Money Laundering & Fraud	R	ST	OO, US	Corruption and bribery: Engagement in unethical practices could damage TVH's reputation and incur legal costs.	Number of convictions for violation of anti-corruption and anti-bribery laws	3.1
	Information & Data Security Management	I/R	ST	OO, DS	Operational disruption due to cyber-attack		
I/R		ST	OO, DS	Customer data breach: TVH's buying insights might become publicly accessible.	Will be disclosed in the 2025 report.		
I/R		ST	OO	Costs and reputational damage linked to phishing and social engineering			

*Short-term, Medium-term, Long-term

**Impact/Risk/Opportunity

***Value chain

OO = Own operations

DS = Downstream

US = Upstream

1.4. Impact, risk and opportunity management

2023 Materiality Assessment

TVH recognises that sustainability is inextricably linked to its long-term success. Its value-driven double materiality assessment, conducted in line with GRI 2021, the draft ESRS 1 and SASB standards, ensures TVH prioritises the issues that truly matter, both to its business and to the world around it.

Through collaborative engagement with stakeholders and subject matter experts, TVH has identified the material topics. These encompass the most significant environmental, social and economic impacts of its operations, including human rights considerations. It also assessed the critical risks and opportunities that sustainability factors present to TVH's long-term value.

The Global Management Team and external stakeholders provided valuable input throughout the process. The final materiality assessment was approved by the Board of Directors, setting the threshold for TVH's sustainability efforts. This rigorous impact analysis empowers TVH to:

- **Manage risks proactively:** Identify and mitigate potential threats to the business and its reputation.
- **Seize strategic opportunities:** Leverage sustainability as a driver of innovation and competitive advantage.
- **Deepen stakeholder engagement:** Understand and address the evolving expectations of customers, suppliers, investors and communities.

The outcomes of this assessment are deeply integrated into TVH's Corporate Strategic Plan, guiding decision-making and resource allocation. Moreover, the identified material topics will shape the focus and content of this Sustainability Report, ensuring transparency and accountability in TVH's journey towards a more sustainable future.

In 2023, the double materiality assessment encompassed all key regions: the Americas, Europe, the Middle East & Africa and Asia Pacific.

In the double materiality assessment, meaningful engagement with stakeholders impacted by TVH's operations and value chain was prioritised. This vital dialogue allowed the company to gather invaluable input and feedback on the significant impacts, risks and opportunities identified.

TVH analysed its value chain, linking each impact to a specific affected stakeholder, proxy, or representative. Driven by this commitment to inclusivity, TVH actively engaged with these key stakeholders to ensure their voices shaped its understanding of its sustainability performance.

2. Environmental information

2.1. Climate change

2.1.1. CLIMATE PLAN

TVH is committed to reducing its greenhouse gas (GHG) emissions as a stepping stone towards achieving long-term GHG neutrality across its entire value chain. By systematically addressing the GHG emissions in its value chain, TVH anticipates business opportunities in the form of increased market share and/or revenue. Additionally, TVH expects to see reduced costs through improved efficiencies and decreased risks, such as enhanced access to financial products.

In 2024, TVH's primary contributor to direct emissions (Scope 1) was stationary combustion mainly from the use of natural gas followed by its fleet (mainly company cars). TVH's Scope 2 emissions were primarily driven by electricity consumption. Combined Scope 1 and 2 emissions represented about 3% of TVH's total carbon inventory in 2024. TVH aims to reduce these emissions through several strategies:

- Gradual improvement of older installations;
- Enhancing the energy efficiency of existing buildings;
- Incorporating energy-efficient features in new facilities;
- Integrating the cost of green electricity as a baseline for all investment decisions and allocating the cost of obtaining energy attribute certificates (GOs, RECs, iRECs, etc.) to the relevant operational cost centre.
- Electrifying the fleet of company cars.

TVH's absolute Scope 1 and 2 emissions reduction target is aligned with the Paris Agreement⁴.

TVH's sustainable value chain engagement programme is aimed at working with its value chain to discuss with partners how to collectively improve ESG performance. In 2024 TVH accelerated its contact with suppliers to address carbon emissions embedded in the products that it sells in a more systematic way. Collecting information proved to be challenging as the maturity of ESG reporting in the sector is rather low. For this reason, TVH still does not yet have information which is robust enough to define quantified emission reductions targets for most of the emissions in its value chain.

Nevertheless, some progress was made with more mature suppliers. Discussions started with all freight forwarding partners as well as ICT service providers. Most of them were able to provide company- or service-specific emissions that allowed TVH to refine its carbon calculations. At the same time, this engagement allowed TVH to start discussing decarbonisation plans with some of its partners.

2.1.2. IDENTIFICATION OF CLIMATE-RELATED IMPACTS, RISKS & OPPORTUNITIES & LINKS TO THE BUSINESS MODEL

Meeting environmental challenges is a key element of the long-term viability of TVH's business model. To achieve this, TVH has undertaken extensive stakeholder consultations to pinpoint its most material sustainability impacts and opportunities. Climate change has surfaced as the most significant environmental issue.

Material IRO*	I/R/O**	Description of the IRO
Climate Change - Carbon footprint	O	Logistics optimisation: Save costs and energy by shipping more products per load
	R	High costs for climate adaptation and mitigation infrastructure
	R	Impact of evolving regulations and stakeholder expectations on TVH's business model
	R	Impact of extreme weather conditions on operational costs
	R	Customer losses due to agricultural disruptions from drought in key markets
Energy	O	Efficiency: Achieve cost savings through operational improvements
	O	Improve resilience and save costs by investing in energy generation on site
	O	Save costs and reduce the environmental impact with the use of renewable and alternative energy

*Impacts, risks and opportunities according to the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS)

**Impact/Risk/Opportunity

TVH understands that the natural world is not just a resource, but a critical stakeholder. The company acknowledges the direct link between its operations and the health of the planet.

Therefore, in 2024, TVH published its Environmental Charter defining the following principles:

- Sustainability is an integral part of its business model and is embedded in every part of the business.
- All environmental issues are to be linked to other sustainability aspects to promote synergies, minimise negative impacts and maximise positive impacts.
- Stakeholder engagement is to drive the ecosystem towards long-term sustainable operations. Real impact can only be realised when every party in the value chain take action and create transparency.

⁴ Science Based Target Initiative reduction = 42% according to SBTi Tool v. 2.3

- Mitigation hierarchy
 - Avoid adverse impacts;
 - Minimise impacts that cannot be avoided; and
 - Compensate for unavoidable impacts.

In 2024, TVH defined a number of quantified objectives to mitigate its direct emissions (Scope 1) and indirect GHG emissions associated with the purchase of electricity, steam, heat, or cooling (Scope 2)⁵:

- Reaching 11 MWp of installed solar capacity by 2028 (from ~6MWp in 2023)
- Switching to 95% green purchased electricity by 2026
- Absolute Scope 1 and 2 emissions reduction of 57% by 2030 from a 2023 base year.

Environmental Risk & Strategy

Adaptation to both physical and transition risks and opportunities was identified as one of the criteria to be included in TVH's strategic decision-making process and daily operations.

In 2024 TVH identified the main risks to which it is exposed as well as opportunities, across the value chain, in the short, medium and long term. To perform this assessment, TVH relied as much as possible on IPCC scenarios and macroeconomic models.

To select the most material risks and opportunities for TVH, longer timeframes (2030-2040) and worst-case scenarios were looked at:

- Transition risks/opportunities were evaluated under both "scenario SSP1-2.6" (IPCC) and the "Net-Zero" (IEA) using a 2030 time horizon. Leveraging both the IEA Net-Zero Scenario and SSP1-2.6 provided a multi-faceted view of transition risks, combining detailed sector-specific analyses with broader socioeconomic trends. SSP1-2.6 assumes strong policy actions, regulatory changes and shifts in consumer and investor behaviour, all of which could impact GHG emission intensive activities of companies.
- Physical risks/opportunities were evaluated under the "scenario SSP5-8.5" (IPCC), using a 2040 time horizon. SSP5-8.5 represents a scenario where global temperatures could rise by more than 4°C by the end of the century. This increase is associated with a higher frequency and intensity of extreme weather events.

Climate risks and opportunities were evaluated considering the probability of occurrence and the related financial effect. In parallel to the 2023 double materiality assessment, TVH identified five risks and one opportunity that relate to the "Evolving regulation & stakeholder expectations" risk and the "Extreme weather events" risk that are material to TVH.

Evolving regulation & stakeholder expectations

Scope extension of Emission Trading Schemes & Carbon price increase (Policy/Legal – high risk)

Due to the carbon costs from the ETS and Carbon Border Adjustment Mechanism (CBAM), and the increased prices of energy and materials, such as iron, steel and aluminium, faced by manufacturers, some of these costs are expected to be passed through to TVH. TVH's objective is to remain competitive.

Risk mitigation: As part of its FORWARD28 Strategic Plan, TVH is increasing its warehouse network to be closer to its customers (reducing transport) and to optimise taxes and duty costs. Moreover, progress in the decarbonisation of TVH's supply chain will further reduce exposure to this risk (see carbon mitigation).

Increasing investors' requirements – Transparency and climate commitments (Market – high risk)

Financial institutions will be more demanding in the future: screening companies based on their sustainability commitments and/or favouring the best-in-class. Failing to meet TVH's communicated ambitions and targets could result in a potential negative impact on its enterprise value or restrain access to capital.

Risk mitigation: Sustainability is a building block in TVH's Strategic Plan, FORWARD28. The four pillars identified result from a detailed understanding of TVH's stakeholders' expectations in terms of ESG performance: Climate Change, Own Workforce, Business Conduct and Workers in the Value chain.

Climate related reporting obligations (Policy/legal – high risk)

The ever-increasing volume and complexity of ESG (including climate) regulatory reporting/disclosure requirements may make it challenging for TVH to keep pace. As a large company, TVH already has to comply with climate-related regulations (e.g. CBAM, CSRD, CSDDD, EUDR). Related costs arise from the need to develop new data collection systems, enhance IT infrastructure and train staff to comply with the standards.

Risk mitigation: TVH is actively addressing the diverse regulatory requirements with dedicated cross-functional taskforces and project initiatives. Recognising existing data gaps, TVH is implementing strategic solutions, including streamlined data flows from its Enterprise resource planning system (ERP) and Warehouse managed system (WMS) and investing in specialist software for Carbon accounting, to achieve compliance. The availability of new data will enable efficiencies to be achieved and/or market opportunities to be realised that will mitigate the impact of the extra costs.

⁵ TVH uses the Greenhouse Gas (GHG) Protocol to measure and manage greenhouse gas emissions.

Extend material circularity to protect TVH from increases in material costs (Resource efficiency – high opportunity)

The cost of raw materials is projected to rise, due to:

- The carbon cost increases, with the ETS expansion and regulations such as the Carbon border adjustment mechanism (CBAM);
- Suppliers making investments to decarbonise their operations.

Within this context, TVH’s remanufacturing business expansion represents an opportunity. Remanufacturing is a building block in the latest Strategic Plan, FORWARD28, aiming to organically grow remanufacturing sales.

Impact of extreme weather events

Rainfall & related flooding affecting operations (Physical – moderate risk)

Extreme weather events already witnessed in Europe and the USA due to climate change are mainly related to rainfall (more frequent and/or intense heavy rains in winter and thunderstorms in summer are expected). It is likely that extreme precipitation will increase in the Northern, Central, Eastern and Alpine European regions. River flooding is also projected to increase in most regions of Europe as well as in the USA’s Northeast, Pacific Northwest and northern Great Plains areas.

Floods have previously impacted TVH’s supply chains involving warehouses located in Belgium and Germany (both in 2021) and led to floodwater intrusion in warehouses in South Africa (2022). If any of TVH’s warehouses or distribution centres related to key and/or strategic assets across a region were to be impacted by flooding, damage could affect infrastructure and equipment (e.g., vehicles used for distribution), or key transport routes could become blocked by floodwaters.

Risk mitigation: As part of its FORWARD28 Strategic Plan, TVH is increasing its warehouse footprint to be closer to its customers (reducing transport) and to build resilience to cope with extreme weather events.

Extreme heat affecting operations (Physical – high risk)

Heatwaves are already happening more frequently and are more severe, a trend which is likely to continue. Regions of Central Europe (Germany, the Netherlands, Belgium) and Australia (Queensland), among others, are most at risk of high impact heatwaves. Some of TVH’s warehouses, distribution centres and offices are located in regions which currently experience heatwaves and these regions are expected to become hotter over the coming decades (e.g., USA, India, Europe).

Risk mitigation: As part of its FORWARD28 Strategic Plan, TVH is increasing its warehouse footprint to be closer to its customers (reducing transport) and to build resilience to cope with extreme weather events.

2.1.3. POLICIES, ACTIONS & TARGETS

TVH Policies	Policy Objective	Reference to third-party standards
Environmental Charter	TVH’s Environmental Charter outlines its commitment to environmental sustainability through concrete actions, sustainable practices and stakeholder accountability. Focusing on reducing its carbon footprint and promoting a circular economy via new and remanufactured parts, TVH strives to maintain high socio-environmental standards while balancing economic performance. This charter complements TVH’s broader sustainability strategy, which includes ethical practices, respect for human rights and a diverse workforce, in line with other company policies.	

TVH’s updated strategic plan, FORWARD28, commits to a more ambitious decarbonisation trajectory. By 2030, the company aims to reduce its combined Scope 1 and 2 greenhouse gas emissions by 57% relative to the 2023 baseline, representing a 75% reduction in carbon intensity.

This absolute Scope 1 and 2 emissions reduction target, coupled with TVH’s renewable energy target, establishes a carbon price proxy based on the cost of electricity attribute certificates (e.g., EU Guarantees of Origin, US Renewable Energy Certificates, iRECs). Integrating this cost as operating expenditure (OpEx) within the budgeting process will improve the return on investment (ROI) for new energy efficiency projects and on-site renewable energy generation. This approach will enhance the climate resilience of TVH’s facilities by reducing energy demand and diversifying energy supply sources (grid and self-generation).

Scope 3 emissions reduction strategies are under development and are being discussed in collaboration with value chain partners.

In 2024, considering the purchase of green electricity (location based), TVH’s Scope 1 and 2 emissions fell by 8.14% compared to 2023.

2.1.4. CLIMATE-RELATED METRICS

	Unit	2024
Energy consumption and mix		
Fuel consumption from coal and coal products	MWh	0
Fuel consumption from crude oil and petroleum products	MWh	8,060
Fuel consumption from natural gas	MWh	15,568
Fuel consumption from other fossil sources	MWh	0
Consumption of purchased or acquired electricity, heat, steam and cooling from fossil sources	MWh	13,262
Total fossil energy consumption	MWh	36,890
Share of consumption from fossil sources in total energy consumption	%	60%
Consumption from nuclear sources	MWh	0
Share of consumption from nuclear sources in total energy consumption	%	0%
Fuel consumption from renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.)	MWh	2.9
Consumption of purchased or acquired electricity, heat, steam and cooling from renewable sources	MWh	17,603
Consumption of self-generated non-fuel renewable energy	MWh	4,868
Total renewable energy consumption	MWh	22,475
Share of consumption from renewable sources in total energy consumption	%	40%
Total energy consumption	MWh	59,364
	Unit	2024
Non-renewable energy production	MWh	0
Renewable energy production	MWh	5,496

2.1.5. GROSS SCOPES 1, 2, 3 AND TOTAL GHG EMISSIONS

	Retrospective		Milestones and target years
	Base year (2023)	2024	2030
Scope 1 GHG emissions			
Gross Scope 1 GHG emissions (tCO ₂ eq)	5,241	5,154	4,500
Scope 2 GHG emissions			
Gross location-based Scope 2 GHG emissions (tCO ₂ eq)	7,924	10,247	
Gross market-based Scope 2 GHG emissions (tCO ₂ eq)	6,442	5,578	500
Significant Scope 3 GHG emissions			
Total Gross indirect (Scope 3) GHG emissions (tCO ₂ eq)		366,661	
1 Purchased goods and services		208,129	
2 Capital goods		42,104	
3 Fuel and energy-related activities (not included in Scope 1 or Scope 2) (market-based)		4,790	
3 Fuel and energy-related activities (not included in Scope 1 or Scope 2) (location-based)	3,361	3,335	
4 Upstream transportation and distribution		54,366	
5 Waste generated in operations		1,167	
6 Business travel		3,769	
7 Employee commuting		2,127	
8 Upstream leased assets		1,665	
9 Downstream transportation		10,364	
12 End-of-life treatment of sold products		38,181	
Total GHG emissions			
Total GHG emissions (location-based) (tCO ₂ eq)		380,607	
Total GHG emissions (market-based) (tCO ₂ eq)		377,393	
Revenue information			2024
Net revenue used to calculate GHG intensity (€m)			1,676
Net revenue (other) (€m)			0
Total net revenue (in financial statements) (€m)			1,676
GHG intensity per net revenue			2024
Total GHG emissions (location-based) per net revenue (tCO ₂ eq/€m)			227
Total GHG emissions (market-based) per net revenue (tCO ₂ eq/€m)			225

2.2. Resource use and circular economy

2.2.1. IMPACTS, RISKS & OPPORTUNITIES

Being a worldwide distributor of spare parts entails the use of significant amounts of packaging to transport products from suppliers to warehouses and distribution centres, while ensuring that customers get the products in perfect condition. As TVH's operations continue to grow, the use of packaging materials also increases.

Material IRO	I/R/O**	Description of the IRO
Waste (Packaging)	R	Increase costs due to regulatory and operational challenges in waste management

*Impacts, risks and opportunities according to the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS)

**Impact/Risk/Opportunity

At TVH, sustainable business practices are a top priority. TVH is committed to optimising its operations and minimising its environmental impact. Packaging plays a crucial role in the business, ensuring the safe delivery of high-quality parts to customers. TVH understands the importance of responsible packaging solutions and actively listens to its customers' feedback to drive continuous improvement in this area.

2.2.2. POLICIES, ACTIONS & TARGETS

At TVH, sustainable packaging practices are prioritised across operations. Several actions were implemented at the main warehouses in Belgium to limit packaging material or to change the composition of packaging materials by reducing the use of non-sustainable materials (e.g. plastics).

- When choosing new packaging partners, TVH prefers suppliers that are FSC certified.
- All plastic bags contain 80% Post-Consumer Recycled (PCR) material.
- TVH also switched from plastic tape to 100% (gummed) paper tape. TVH stopped using 2-component foam and replaced it with paper.
- TVH has introduced almost right-sized packaging with machines avoiding void space as much as possible, and automated stacking for carrier consolidation so as to maximise the use of space for transportation.

2.2.3. METRICS

Waste-related data	Unit	2024
Total amount of waste generated	Tonnes	4,831
Total amount of hazardous waste	Tonnes	97
Total amount by weight diverted from disposal	Tonnes	4,709
Total hazardous waste generated diverted from disposal	Tonnes	97
Total hazardous waste generated diverted from disposal to preparation for reuse	Tonnes	0
Total hazardous waste generated diverted from disposal to recycling	Tonnes	97
Total hazardous waste generated diverted from disposal to other recovery operations	Tonnes	0
Total non-hazardous waste generated diverted from disposal	Tonnes	4,612
Total non-hazardous waste generated diverted from disposal to preparation for reuse	Tonnes	116
Total non-hazardous waste generated diverted from disposal to recycling	Tonnes	4,282
Total non-hazardous waste generated diverted from disposal to other recovery operations	Tonnes	214
Total amount by weight directed to disposal	Tonnes	122
Total hazardous waste generated directed to disposal	Tonnes	0
Total hazardous waste generated directed to incineration	Tonnes	0
Total hazardous waste generated directed to landfill	Tonnes	0
Total hazardous waste generated directed to other disposal operations	Tonnes	0
Total non-hazardous waste generated directed to disposal	Tonnes	122
Total non-hazardous waste generated directed to incineration	Tonnes	0
Total non-hazardous waste generated directed to landfill	Tonnes	0
Total non-hazardous waste generated directed to other disposal operations	Tonnes	122

Note: the above data only covers the Belgian TVH Parts entities, data collection for other entities will be rolled in 2026.

3. Social information

3.1. Own workforce

3.1.1. IMPACTS, RISKS & OPPORTUNITIES

Material IRO*	I/R/O**	Description of the IRO
Employee engagement and inclusion	R	Decrease of business resilience due to lack of diversity
Health & Safety for end-users	I/R	Accidents and lawsuits due to defective parts
Working conditions in the value chain	R	Costs or sanctions due to regulatory challenges, lack of risk mapping, due diligence systems, or responsible procurement
	I	Reputational and ethical risks if there is a violation of labour rights by suppliers/partners

*Impacts, risks and opportunities according to the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS)

**Impact/Risk/Opportunity

As a large-scale employer and a people-driven organisation, TVH has a direct impact on the professional journey and personal development of thousands of people. TVH encourages its employees to broaden and deepen their skills by providing them with the right learning tools. TVH facilitates opportunities for internal mobility and job promotion, and encourages managers to become strong people- and performance-oriented leaders. In this way, they enable associates to reach their full potential. By focusing on the professional journey of associates, TVH ensures that it attracts and retains the right skills, contributing to a diverse, sustainable and engaged workforce.

3.1.2. POLICIES, ACTIONS & TARGETS

TVH Policies	Policy Objective	Reference to third-party standards
Human rights and Forced Labour	TVH values human rights. It prohibits child and forced labour and actively promotes ethical practices throughout its global operations and supply chain (both own workforce & workers in the value chain).	
Freedom of association	TVH will respect recognised unions, freedom of association and the right to collective bargaining for employees working in its operations and in accordance with the law or the practices in the countries in which it operates	
Non-discrimination and non-harassment	TVH maintains a zero tolerance policy for discrimination and harassment. It provides equal employment opportunities for all qualified employees based on merit.	
Safe workplace practices, health and well-being commitment	At TVH, the safety, health, and well-being of employees is prioritised. The company is committed to providing a safe and healthy work environment and offering resources and programmes that support employee well-being.	ISO 45001*, OHSAS 18001*
“Raise your Voice” (whistleblowing policy)	TVH values ethical conduct. This policy encourages all stakeholders to report any concerns regarding unethical or illegal behaviour. TVH provides a confidential and secure reporting channel and is committed to investigating all reports thoroughly.	
Diversity, Equity and Inclusion Commitment	TVH values diversity, equity and inclusion. It is committed to creating a workplace where all employees feel valued, respected and empowered to succeed. It strives to build a diverse and inclusive workforce that reflects the communities it serves.	

*TVH is not ISO 45001 or OHSAS 18001 certified, however our H&S policy is based on the principles of these certifications.

Respect for Human Rights & International Standards

Human rights policy

TVH is committed to respecting and promoting human rights, both within its organisation and in the communities in which it operates. TVH is a true family business and, therefore, has a strong willingness to take care of everybody in its company and its global supply chain.

To show its explicit commitment to respect all internationally recognised human rights standards – understood, at a minimum, as the International Bill of Human Rights and the Declaration on the Fundamental Principles and Rights at Work of the International Labour Organization (ILO) – as well as international laws on human rights, it is important to have a dedicated policy and communicate it to all employees.

TVH also commits to its willingness to integrate the 10 principles of the United Nations Global Compact into its strategy and to continuously stipulate, communicate and fortify its expectations of personnel, business partners and other relevant third parties. TVH's support of internationally recognised human rights is consistent with its dedication to enriching its workplace, partnering with its supply chain, preserving the environment and supporting the areas where it operates.

TVH conducts its business in a manner that respects the rights and dignity of all people. It fosters a working environment where employees can develop, innovate and perform at their best. TVH respects the working conditions described in international standards by offering adequate compensation and benefits, by respecting the right to rest and leisure, the right to family life, putting a feedback culture in place throughout TVH, offering training and development opportunities, and much more.

In addition to respecting good working conditions, TVH also strives for an equal treatment of all employees and is strongly committed to maintaining a diverse and inclusive place to work.

The respect TVH has for human rights in its own operations and the commitment it expects from every party it does business with, is to be understood as:

- preventing forced or compulsory labour;
- upholding standards against child labour;
- opposing discrimination in respect of employment and occupation; and
- respecting the freedom of association and the effective recognition of the right to collective bargaining.

TVH's commitment to Ethical Labour and Global Standards

Forced labour is the most common element of modern slavery. It is the most extreme form of exploitation and can be inflicted on adults and children, by state authorities, by private enterprises or by individuals. It often affects the most vulnerable and excluded groups; women and girls are more at risk than boys and men, and children make up a quarter of the people who are victims of forced labour. TVH strictly condemns all forms of forced or compulsory labour. Addressing child labour risks in both domestic and global supply chains continues to be of paramount importance. Especially relevant are the informal micro- and small enterprises operating at the lower tiers of supply chains, where the risk of child labour and other human rights infringements are often most pronounced.

TVH does not use child or forced labour in any of its operations or facilities. It does not tolerate any form of unacceptable treatment of workers, including but not limited to the exploitation of children, physical punishment or abuse, or involuntary servitude. As part of its Human Rights policy TVH condemns all forms of trafficking in human beings, forced labour or compulsory labour and child labour. A supplier risk assessment is one of the mechanisms being implemented to guarantee compliance with all internationally applicable principles, laws and agreements. The supplier risk assessment was launched in 2024 and will continue in years to come.

Freedom of association

It is one of the most basic and fundamental rights, proclaimed in the Universal Declaration of Human Rights (1948). It ensures that every individual is free to organise and to form and participate in groups, either formally or informally.

TVH upholds the principle of freedom of association, acknowledging its role in constructive stakeholder engagement. This approach contributes to responsible labour practices and mitigates potential operational risks related to employee relations.

Therefore, at TVH we respect our employees' right to join (or not to join) a labour organisation, without fear of reprisal, intimidation or harassment. TVH is committed to establishing an open and constructive dialogue with freely chosen employee representatives.

TVH's Health and Safety commitment: Promoting a safe workplace.

As stated in the Safety Letter of Intent, the health and safety of the workforce is one of TVH's top priorities. That is why TVH is creating a strong safety culture at all levels of its organisation for employees, third parties and visitors.

The company continued to strengthen its Safety, Health and Environment (HSE) framework, which is based on the basic building blocks of the ISO 45001 Health & Safety management standard, capitalising on foundational work established in previous years. This effort resulted in significant safety performance improvements in 2024. Looking ahead, the company is committed to scaling impactful practices and achieving ambitious 2025 safety targets by engaging the SHE community and fostering a culture of shared ownership of safety among all employees.

2024: Building on Strong Foundations

Organisational advancements:

- **Global Safety Network:** TVH established a global safety network with dedicated SHE leads across all sites and branches. This network facilitates consistent data collection, enabling cross-team learning and continuous improvement. A monthly global safety report fosters a culture of shared ownership and drives consistent safety practices worldwide.
- **Regional SHE Support:** TVH implemented a regional SHE support structure aligned with the company's Global Job Architecture. The Global Safety Team (GST), composed of Regional Safety/SHE Managers and Safety Subject Matter Experts, co-designs and establishes globally agreed-upon minimum safety standards.

Performance and achievements in 2024

- **Enhanced Data & Reporting:** A standardised global KPI reporting system was implemented (via Tableau) with monthly reporting and quarterly trend analyses.
- **2024-2025 Targets:** TVH set ambitious targets for a 30% improvement in key Safety KPIs by 2025, alongside the elimination of major accidents.
- **LSR Implementation:** The first Life Saving Rule (LSR) was launched on PPE, laying the foundation for broader LSR implementation.
- **Safety Vision & Campaign:** TVH established a global Safety vision emphasising individual and collective responsibility, aligned with its Safety culture journey and supported by a comprehensive Safety campaign.
- **Continuous Improvement:** Safety was seamlessly integrated into the 1WOW programme, including Leader Standard Work (LSW), pitstop corners and diamond initiatives.
- **Regional Initiatives:** TVH initiated the development of regional and site HSE plans and roadmaps, with examples including Safety Week in Brazil and Safety Month in Australia.

The 2025 Roadmap: Advancing Global Safety

- **Life Saving Rules:** Implement LSRs on PPE, Driving Safely, Line of Fire and Emergency Preparedness through training, procedures and audits.
- **SHE Scans & Assessments:** Introduce (self-)assessments to guide site-level 2026 Safety improvement plans and ensure compliance with all relevant regulations.
- **Accident Reporting & Analysis:** Enhance the process for reporting, analysing and sharing accident data across the organisation.

Providing a diverse, equitable and inclusive workplace

Both TVH's Diversity, Equity and Inclusion (DEI) commitment and Non-Discrimination & Non-Harassment (NDNH) policy are aimed at eliminating discrimination in the workplace.

Diversity, Equity and Inclusion Commitment

TVH's Diversity & Inclusion commitment ensures an equitable, diverse and inclusive workplace. Everyone is treated equally and with respect and dignity, regardless of age, gender, ethnicity, (dis)ability, marriage or civil partnership status, pregnancy or maternity status, race, religion, political opinion or beliefs. TVH commits to recruiting, hiring, promoting, developing and retaining a diverse pool of candidates and associates. It also seeks to eliminate any systemic barriers or bias that may prevent certain groups from accessing opportunities or advancing their professional careers.

Focusing on Diversity, Equity and Inclusion at TVH is important because it is in line with TVH's value to 'Remain Open Minded', it is a necessity to mitigate talent shortages and leads to better financial results.

TVH follows a few simple principles related to DEI, namely: Diversity is a Fact, Equity is a Choice, Inclusion is an Action and Belonging is an outcome. TVH has a culture that embraces Diversity and Inclusion which was reflected in the 2023 engagement survey, where 86% of respondents said that "at TVH people of all backgrounds are accepted for who they are". TVH will build on this strong culture and focus on improving the overall readiness to implement DEI into all everyday processes.

Non-Discrimination & Non-Harassment policy

TVH prohibits discrimination, harassment, retaliation or any other form of misconduct and encourages people to speak up if they witness or experience any of these things. Policy violations can be reported through a whistleblowing procedure or an online Ethics & Compliance Helpline.

TVH provides training, education and resources to help people recognise and prevent discrimination and harassment. All employees are required to follow an e-learning training course on the TVH Code of Business Conduct & Ethics (Code of Conduct), which contains the same principles as this policy. All reported incidents are investigated thoroughly and fairly, and TVH takes appropriate corrective and preventive actions based on the findings.

Discrimination means any unfair treatment or arbitrary distinction without justification toward a person or group, based on certain characteristics or some of the following (protected) criteria in the Non-Discrimination & Non-Harassment policy:

- the person or group's race;
- colour;
- age;
- religion, creed or religious beliefs;
- gender and gender identification;
- sex, including pregnancy, around childbirth or breastfeeding, or a medical condition related to pregnancy or childbirth;
- sexual orientation;
- marital status and/or parental status;
- national origin, immigration status, citizenship, or ancestry or social class;
- political opinion;
- trade union membership or activities;
- diagnosed with HIV/AIDS;
- physical or mental disability, medical condition, genetic information or characteristics (or those of a family member);
- protected military or veteran status;
- status as a victim of domestic violence, sexual assault or stalking.

Performance 2024

TVH decided to focus on two themes linked to Diversity and Inclusion: gender equality and cultural diversity. These are formally included in its People Strategic Building Block and will be the focus for the next few years.

Action plans

In October 2023 TVH launched the DEI strategy. It defined and detailed five initiatives it will take to promote gender and cultural diversity within the organisation. The goal of 2024 was to raise the first awareness of why DEI is such an important topic. In the next year, TVH will build on this awareness. The following four initiatives have been taken in 2024:

- **Espresso Shots:** short, focused discussions, broadcasted globally on specific topics related to DEI.
- **Women's network:** a women-oriented network, backed by high-placed female employees within TVH, to help bridge the gender gap by providing critical support and opportunities for female employees. A first meeting on the Women's network took place with all female directors and other senior female leaders in the organisation and will be expanded in 2025.
- **#IAMRemarkable:** a global Google initiative that empowers everyone, particularly women and underrepresented groups, to express their achievements in the workplace and beyond.

- **Culture in the spotlight:** a new initiative aimed at celebrating diversity within the organisation. During a two-month period, TVH highlights a specific culture, exploring its traditions, values and contributions, both within and outside the workplace. With this action, TVH is taking a step further in acknowledging and appreciating the unique cultures represented among its workforce. This helps work together across countries and cultures and further develop TVH's global mindset.
- **Recruitment training:** several people managers received recruitment training, including DEI topics. The goal being to raise awareness on biases and showcase the importance of a diverse workforce.

Promoting a Respectful and Inclusive Workplace

TVH is committed to fostering a workplace environment where all employees feel valued, respected and free from discrimination and harassment. TVH believes that a diverse and inclusive workforce is essential for innovation and success.

The TVH Approach

Prevention: TVH actively promotes a culture of respect through:

- **Regular training:** All employees receive training on preventing and addressing discrimination and harassment;
- **Clear policies:** The Code of Conduct outlines expectations for employee behaviour and prohibits any form of discrimination or harassment.

Detection and Response

- **Confidentiality:** TVH provides a confidential and accessible reporting mechanism through its Ethics & Compliance Helpline.
- **Prompt Investigation:** TVH takes all reports seriously. The Compliance team promptly reviews each one and conducts a thorough investigation when necessary, prioritising the safety and well-being of everyone involved.
- **Fair Resolution:** TVH takes appropriate disciplinary action, up to and including termination of employment, for substantiated cases of discrimination or harassment.

Supporting Employees

TVH provides support to employees who experience or witness discrimination or harassment through:

- **Confidentiality and Support:** TVH maintains strict confidentiality throughout the investigation process and offers support services to those affected;
- **Open Communication:** TVH keeps all parties involved informed of the progress of the investigation and the outcome of the process.

3.1.3. PEOPLE METRICS

Employee data in this report is sourced from Workday, TVH's human resources information system. The active employee count reflects all individuals employed as of 31 December 2024.

For consistent reporting, headcount reflects all employees, each counted as a full-time equivalent (FTE). Part-time status is determined using an FTE threshold of less than 1.0.

Employment characteristic	2024				
Headcount	Female	Male	Other	Not disclosed*	Total
Employees	1,555	3,419	5	413	5,392
Permanent employees	1,545	3,391	5	410	5,351
Temporary employees	10	28	0	3	41

* Currently, gender is an optional field in the system, and the category "Not disclosed" applies to employees who have not provided information for this field.

Headcount by country*	2024
Belgium	2,269
India	147
United States of America	1,193
Other countries	1,783
Total	5,392

*Other countries have less than 10% of the total number of employees.

Note: While employees in India currently represent less than 10% of the total headcount, India is presented separately due to significant ongoing investment in a global capacity centre, which is expected to increase the employee count above this threshold in the near future. All other countries individually account for less than 10% of the total headcount and are aggregated under 'Other countries'.

Turnover	Unit	2024
Total employee turnover	n	832
Employee turnover rate	%	15.5

3.1.4. DIVERSITY METRICS

Employees in top management by gender*	Headcount	Share
Male	42	55%
Female	12	16%
Not disclosed	22	29%
Total employees	76	

**"Top management" refers to the group of individuals including the General Management Team, Vice Presidents and Directors, including contingent workers. Reporting solely on employees would provide an inaccurate representation of the organisation, since, in Belgium, top management roles are often filled by self-employed professionals, rather than traditional employees. Therefore, including contingent workers ensures a more accurate and comprehensive reflection of the gender distribution in top management.

Age distribution of employees	Headcount	Share
Under 30 years old*	1,318	24%
Between 30 and 50 years old	2,922	54%
Over 50 years old	1,152	21%

*Employees without birth data are captured in the under 30 years old category.

3.1.5. TRAINING METRICS*

Country	Learning hours	Learning hours per employee
Belgium	73,420	32.4
India	2,717	18.5
United States of America	11,071	9.3
Other countries	19,892	11.2
Total	107,101	19.9

Gender distribution	Learning hours	Learning hours per employee
Female	34,434	22.1
Male	68,508	20
Not disclosed	4,159	10.1
Total	107,101	19.9

*Until Q2 2025, no distinction will be made between salaried and non-salaried employees. From Q2 2025, data will be collected based on criteria to determine whether they are salaried or non-salaried employees.

3.1.6. HEALTH AND SAFETY METRICS

Health and safety management			
	2022	2023	2024
Number of fatalities due to work-related injuries and ill health	0	0	0
Number of recordable work-related accidents	84	70	62
Rate of recordable work-related accidents	10.88	9.02	7.40

	2022	2023	2024
Employee cases of recordable work-related ill-health	0	0	0
Days lost to work-related injuries, ill health and fatalities	1,118	921	839

3.2. Workers in the value chain

3.2.1. POLICIES, ACTIONS & TARGETS

TVH Policies	Policy Objective	Reference to third-party standards*
Responsible Sourcing Policy	TVH values its supplier relationships and is committed to sustainable, responsible business practices. The new Responsible Sourcing Policy, alongside the existing Code of Conduct, reinforces this commitment. TVH aims to collaborate with suppliers to build environmentally and socially sustainable sourcing practices, meeting the expectations of all stakeholders.	International Bill of Human Rights, International Labour Organization's (ILO), Declaration on Fundamental Principles and Rights at Work

*The responsible sourcing policy is based on the principles of the mentioned third-party standards.

In 2024 TVH formalised its commitment to sustainable procurement by introducing the Responsible Sourcing Policy, complementing the existing Code of Conduct and its associated policies. This policy aims to collaboratively establish environmentally and socially responsible sourcing practices with suppliers, meeting stakeholder expectations.

The Responsible Sourcing Policy underscores TVH's commitment to minimise the environmental and social impacts of material and resource procurement for products and services. Recognising the broader implications of its operations, TVH strives for responsible choices contributing to a sustainable future. The policy is grounded in the following principles:

- **Social Responsibility:** TVH is committed to working with suppliers to uphold internationally recognised human rights standards, specifically the International Bill of Human Rights and the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work, ensuring fair treatment of all workers.
- **Ethical Responsibility:** Business with suppliers will be conducted ethically and fairly. TVH and its suppliers are committed to complying with all applicable laws governing ethical business practices. Bribery, corruption and any other form of illegal business conduct are strictly prohibited.
- **Environmental Responsibility:** TVH will collaborate with suppliers across the supply chain to strive for products which are sourced sustainably, minimising the environmental impact and aligning with the TVH Environmental Charter.
- **Transparency and Traceability:** TVH strives for supply chain transparency and traceability. Collaboration with suppliers will focus on identifying and mitigating risks related to environmental degradation, social injustice and unethical practices.
- **Continuous Improvement:** TVH is dedicated to the continuous improvement of sustainable sourcing practices.

All TVH employees are responsible for upholding and promoting these principles in their daily work. Observed or suspected violations of the Responsible Sourcing Policy must be reported immediately.

In 2024, the Responsible Sourcing Policy was sent to every procurement manager. A dedicated online training module was developed for employees directly involved in sourcing activities.

Mandatory training on the Responsible Sourcing Policy will be implemented for all employees within the direct procurement department responsible for sourcing products for resale in 2025.

4. Governance

4.1. Business Conduct

At TVH, sustainable growth is about expanding the business responsibly. TVH is committed to profitable growth, social inclusion and environmental protection - three interconnected elements vital to its success and the well-being of its stakeholders and the planet. TVH continuously analyses evolving customer needs, environmental impacts, employee expectations, regulatory changes and industry trends to ensure a sustainable future.

TVH strives to make integrity and business ethics the foundation of how it conducts business. These principles are not only foundational to its operations but also serve as a crucial safeguard against potential negative impacts and risks.

Material IRO	I/R/O**	Description of the IRO
Corruption, Bribery, Money Laundering & Fraud	R	Engagement in unethical practices could damage TVH's reputation and incur legal costs.
	O	Regulation under the Circular Economy directive might prompt customers to repair rather than to replace their assets and increase demand for spare parts.
Corporate Culture (Sustainable growth)	O	Lower environmental impact by using sustainable materials.
	I/O	Enhance the business and serve new sustainable sectors such as EV charging stations.
	R	Missing opportunities for new activities and alternative product offerings.
Information & Data Security Management	I/R	Operational disruption due to cyber-attack.
	I/R	Costs and reputational damage linked to phishing and social engineering.
	I/R	TVH's buying insights are becoming publicly accessible.

* Impacts, risks and opportunities according to the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS)

**Impact/Risk/Opportunity

TVH values integrity, responsible conduct, teamwork, excellence and commitment. All TVH representatives share a responsibility to protect and safeguard that reputation, which is valued by customers, business partners, employees and other stakeholders.

The Code of Conduct defines and documents what TVH believes in and contains the global standards that each TVH representative must follow. It consists of a set of dedicated policies that firmly support a zero tolerance stance on modern slavery and address key areas such as human rights and forced labour, anti-bribery and anti-corruption as well as non-discrimination and non-harassment. TVH's policies also address topics on international

trade, conflicts of interest, whistleblowing and preventing company theft & fraud (additional are policies listed in the annex).

4.1.1. ETHICAL BUSINESS PRACTICES AT TVH

TVH operates globally, serving over 82,000 customers in more than 184 countries through 90 branches worldwide. TVH partners with approximately 7,250 suppliers internationally and is continuously expanding its global business activities. This extensive reach necessitates a strong commitment to ethical business conduct and compliance with the complex regulatory landscape of international trade. To ensure the integrity of its operations, TVH has established clear policies and guidelines in several key areas.

- **Conflicts of Interest:** A policy on conflicts of interest establishes a framework for ethical decision-making. It aims to prevent personal interests from unduly influencing an employee's business judgment, ensuring objectivity and fairness in all dealings.
- **International Trade Compliance:** The scale of TVH's international operations results in a high volume of cross-border transactions, requiring strict adherence to international trade laws and regulations. A policy on international trade mandates that all employees understand and comply with these regulations, including those related to economic sanctions, imports and exports. Recognising the complexity and evolving nature of these laws, this policy provides guidance and support to ensure TVH meets its obligations as a global player. TVH is fully committed to compliance with all applicable trade regulations that impact its business.
- **Anti-Bribery and Anti-Corruption:** TVH is dedicated to transparency and fair trade. It maintains a zero tolerance policy towards bribery and all forms of corruption, including facilitating payments. Such practices can expose TVH to criminal prosecution, significant fines, reputational damage and other serious consequences. To reinforce this commitment, policies on anti-bribery and anti-corruption have been implemented, as well as policies on gifts, hospitality, sponsorships and donations. These policies ensure that all business transactions are conducted impartially, objectively and free from undue influence. TVH believes that ethical conduct is fundamental to its continued success and fosters trust with its customers, suppliers and partners.

	2024
Number of convictions	0
Amount of fines (€m)	0

4.1.2. WHISTLEBLOWING PROCEDURE

TVH is committed to fostering a culture of ethical conduct and transparency. In 2019, the updated internal Code of Conduct was introduced, setting the foundation for ethical standards. Reinforcing this commitment, TVH launched its global whistleblowing policy, "Raise Your Voice", in 2022. This policy empowers individuals throughout the organisation to report suspected misconduct and voice their concerns, anonymously if needed.

The "Raise Your Voice" policy **provides comprehensive guidance on reporting workplace wrongdoings**. It clarifies the definition of "whistleblowing", outlines available support resources, identifies who can report concerns and details the various reporting channels. The policy also explains the process for handling and investigating reports, emphasising the safeguards in place to **ensure confidentiality, protection against retaliation** and the privacy and **protection of personal data**. The name, "Raise Your Voice", **underscores the importance of speaking up**. It encourages employees to report incidents and ask questions through the dedicated Ethics & Compliance Helpline. For those without computer access or who prefer confidential communication, a dedicated telephone number is also available.

To ensure accessibility and understanding, information about the whistleblowing policy is **provided in multiple languages and formats**. E-learning training is offered on the TVH Compliance portal, along with readily accessible policy documents and illustrative case studies, consistent with TVH's approach to other key policies.

The number of cases reported through the whistleblowing procedure is **annually shared with the Audit Committee**, demonstrating commitment to accountability and continuous improvement in ethical practices.

4.1.3. LOOKING BACK AT 2024

In 2024, TVH reinforced its commitment to ethical conduct and transparency through several key initiatives:

- TVH launched a comprehensive compliance programme, including all-in-one training and documentation, which prominently features its confidential whistleblowing mechanism, "Raise Your Voice".
- The Preventing Theft & Fraud policy and campaign was launched at the end of 2023 and ran until the beginning of 2024. It also refers to "Raise your Voice".
- To ensure all employees are aware of their rights and responsibilities from day one, TVH's integrated compliance training, including information on "Raise Your Voice", into its global onboarding process for desk workers. For non-desk workers in Waregem, TVH has also set up training.
- Last but not least, TVH's website: www.tvh.com/code-of-conduct-portal went live in 2024, every TVH computer now has a direct link to the "Raise your Voice" policy and the E&C Helpline via this portal.

4.1.4. BUILDING A CULTURE OF COMPLIANCE

TVH also takes the necessary actions to ensure the Code of Conduct and the different policies are known to its employees.

For desk workers, TVH conducted quarterly training sessions that rotate through each topic outlined in the Code. These sessions include a 30-minute e-learning module and the signing of a policy, collectively reinforcing awareness and adherence to ethical guidelines. TVH has successfully included the majority of its branches in these sessions and, for certain regions, a catch-up campaign is currently being implemented. The goal is to have the majority of desk workers on board by the end of 2025. In order to achieve this, TVH developed a comprehensive all-in-one e-learning module designed and launched at the end of 2024 to challenge employees on their knowledge and reinforce it where necessary. TVH is also continuously striving, through localised and specific initiatives, to further enhance the educational appeal of the programme. In 2024, quarterly updates were replaced by catch-ups that were more successful and also focused on onboarding new employees on business conduct.

For non-desk workers TVH adopts a separate approach. The non-discrimination topic was addressed through classroom training sessions. During these sessions, participants signed a poster and took a group picture, underscoring their commitment. Additionally, TVH provided them with a comprehensive folder containing information on essential aspects, including the whistleblower hotline. This has already been rolled out in branches in Belgium but will be rolled out globally as well. Other topics in the Code of Conduct will be presented in the coming year, in which TVH will put the spotlight on topics that are particularly meaningful or important to them.

5. Annex

TVH Policies	Policy Objective
General principles	At TVH, we operate globally, adhering to all applicable laws and regulations while respecting local cultures. We prioritise partnerships with organisations that share our values and commitment to this Code of Conduct.
Accurate records and reports	Financial transactions shall be reported in accordance with generally accepted accounting practices. Records and reports shall reflect, in a correct and non-misleading manner, the business transactions and assets.
Company property, assets and resources	At TVH, company property, assets and resources must be used solely for business purposes. Use of company technology, including the internet, networks, computers and email must be responsible and professional, in accordance with the Code of Conduct and company policies.
Gifts and other payments	At TVH, we prohibit offering or accepting gifts or favours of more than a nominal value to or from customers, potential customers, suppliers, consultants, governments, or their representatives. The nominal value is defined as an insignificant or small value, unlikely to influence someone's judgement or decision. This policy ensures ethical business practices and compliance with applicable laws.
Anti-corruption and money laundering	At TVH, we respect applicable anti-corruption and anti-bribery laws; we do not participate in or endorse any corrupt practices; nor do we accept, facilitate or support money laundering.
Imports/exports	At TVH, we are committed to following applicable international trade laws including import and export controls and regulations and compliance with sanctions and anti-boycott laws.
Conflicts of interest	TVH's Conflicts of Interest policy requires employees to disclose any potential or actual conflicts (e.g., financial interests, family relationships) and outlines procedures for managing or avoiding them, ensuring objective decisions and protecting TVH's integrity.
Customer satisfaction	At TVH, we are dedicated to quality and take personal pride in all the products and services provided. All TVH representatives shall act diligently to deliver, as quickly as possible, the highest possible value in the company's products and services.
Responsibility for compliance	Every TVH employee, officer and director is required to understand and follow the principles laid out in this Code of Conduct. The owners and management of TVH shall inform the employees of their rights and responsibilities, shall set an example and shall act as role models.
Report on violations and retaliation	TVH encourages employees to report any violation or suspected violation of the law, the Code or any other company policy via our whistleblowing procedure "Raise your Voice". TVH prohibits retaliation against anyone making a report in good faith or participating in investigations.
Code violations	Subject to local law, violations of this Code may carry serious consequences, including corrective actions up to and including termination of employment or termination of the supplier or customer relationship.
Deviations and periodic reviews	Only the Board of Directors may approve deviations from this Code. The Code will be reviewed by the Board of Directors periodically.
Cybersecurity	This policy provides essential information and best practices to help you stay vigilant and secure in your daily activities.

Table of other governance policies