



# TRANSUNIVERSE FORWARDING

SUSTAINABILITY REPORT 2023 -2024

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## FOREWORD



It's almost symbolic. Forty years after we started our company for the expedition of project cargo to the Middle East, Turkey and Greece, we present our first ESG report. This is only fitting for a company with more than 160 employees and nearly 100 million euros in revenue, playing a significant role among the major players in the industry. Over the course of forty years, our operational area has expanded to cover all of Europe and North Africa. The market itself has evolved so dramatically over the past four decades that it is nearly unrecognizable.

We are a growing company that manages to maintain a family-oriented culture. Our commitment to our people, our customers' business and society at large is at the core of our values. This is also reflected in our sustainable strategy, which we outline in this report. In 2023, we embarked on a journey to reassess and reformulate our strategy. We realized that we were engaged in many activities aligned with ESG (Environmental, Social, Governance), even though we often did not label it as such. Additionally, we identified areas where we could develop new initiatives. Ultimately, we distilled these into five focal points, encapsulated in five questions that we must continually ask ourselves:

- What do we do for our customers?
- How do we ensure quality and efficiency?
- What actions do we take regarding the environment and climate?
- How do we treat our people and stakeholders?
- How do we include governance and values?

Our ambition, objectives and actions in these areas collectively constitute our policy, or better yet our strategy. We will monitor these internally and aim to communicate transparently about them.

This is our first report, but certainly not the last. Our stakeholders expect this from us and we believe it's our obligation to ourselves. Sustainable growth is the only right kind of growth!

As a reader, we wish you much inspiration and we look forward to hearing your feedback as well. Because sustainable business is about partnership!

- Management Committee  
[Transuniverse Forwarding](#)

## ABOUT US

### Our mission

Transuniverse Forwarding is the groupage specialist. Our mission is to provide tailor-made transportation solutions for the individual needs of our customers.

### Our company profile

Transuniverse Forwarding, as a family-owned business, has been active in the groupage and transport sector since 1983. Over the past 40 years, we have built a network of loyal customers and dedicated agents & subcontractors.

We specialize in groupage services to Austria, the Baltic States, Benelux, Cyprus, Eastern Europe, France, Germany, Greece, Ireland, Italy, Portugal, Spain, Scandinavia, Switzerland, the Maghreb, the former Yugoslavia, Turkey and the United Kingdom.

Transuniverse Forwarding is a recognized name in the industry for fast, customer-centric forwarding and logistical solutions. From our headquarters in Belgium (Wondelgem and Wommelgem) and our offices in Romania (Constanta), Morocco (Casablanca) and France (Valence, Lille and Paris), we ensure swift and cost-effective flows to around 40 countries. Local branch offices, agents and strategic partners work diligently every day to handle your goods with our quality guarantee.

### Locations

#### Belgium

- Wondelgem (Ghent): Groupage / Logistics / ADR / LTL
- 150 trucks per day
- Wommelgem: Chartering / LTL / Express / Special Request / FTL

#### France

- Paris, Valence, Lille
- 4,200 m<sup>2</sup> warehouse
- 45 trucks per week
- Trucking and shipping

#### Morocco

- Casablanca
- 2,000 m<sup>2</sup> warehouse
- 20 trucks per week
- Customs clearance services for inbound and outbound shipments with our partner JTTL

#### Romania

- Constanta (administration and support services)
- Administrative support and outsourcing to internal and external branches

### Our values

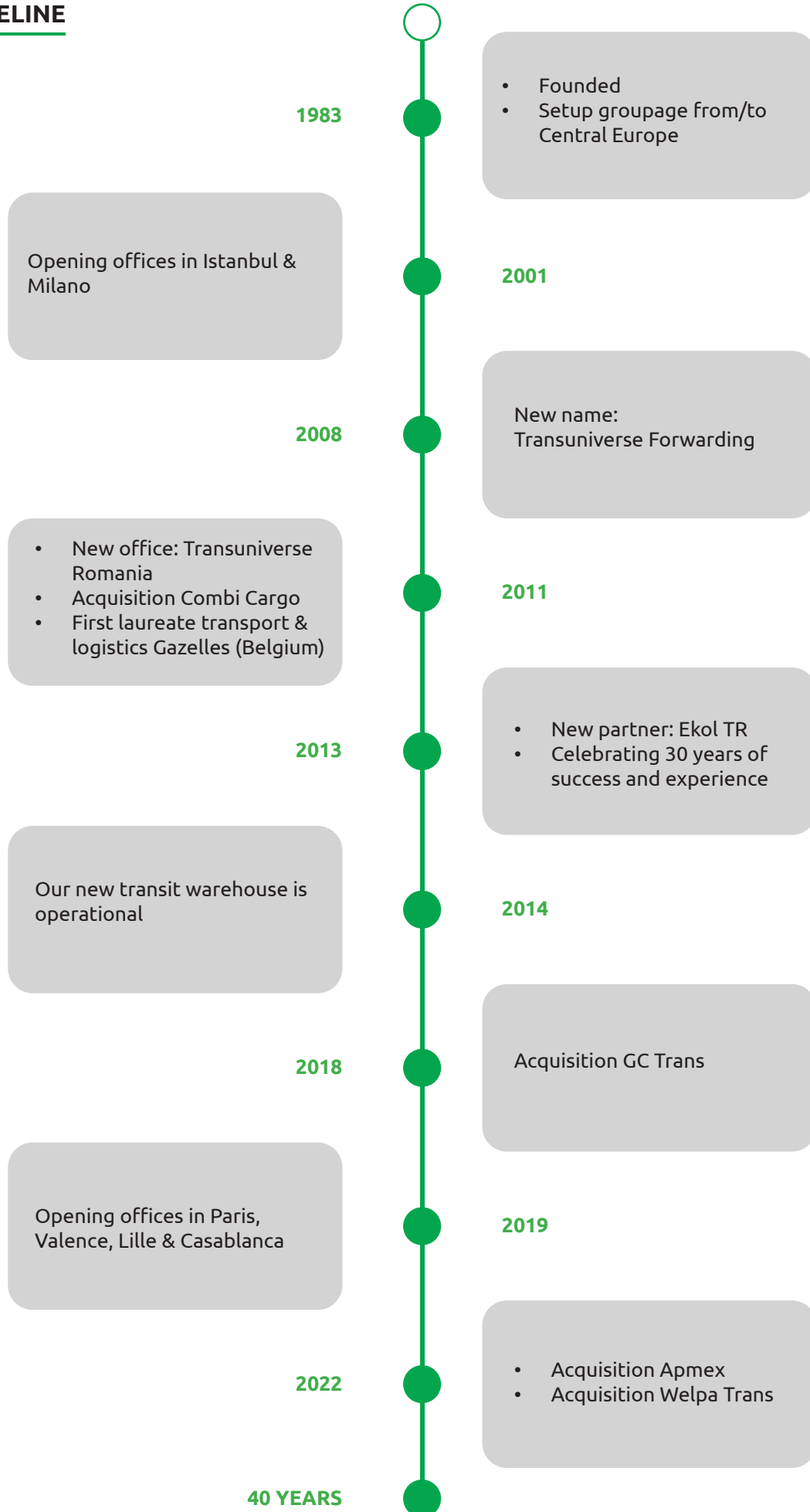
- Flexible
- Result-oriented
- Respectful
- Commitment
- Open-minded

### Certificates

- SQAS
- AEO
- ISO 9001 + 14001 CERTIFICATE
- CERTIFICATE OF REGISTRATION OF CONTAINER CODE (B.I.C.)
- PERMIT TRANSPORT COMMISSIONER (NR. 1950001)



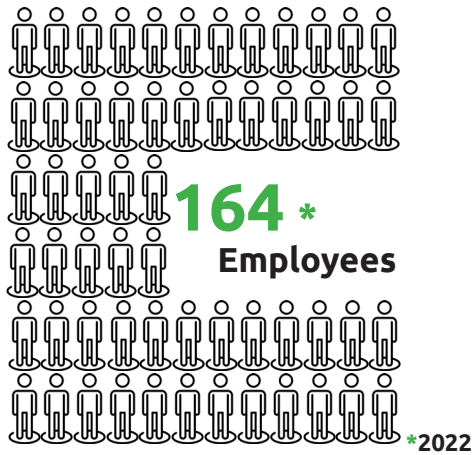
## TIMELINE



## KEY NUMBERS



- Belgium: HQ in Wondelgem (Ghent), Wommelgem
- France: Paris, Lille, Valence
- Morocco: Casablanca
- Romania: Constanta



- **92** in Belgium
- **27** in France
- **4** in Morocco
- **41** in Romania



**30** European  
distribution platforms

**70** dockshelters



## THE SUSTAINABLE DEVELOPMENT GOALS

STRATEGIC PILLARS AND SUBPILLARS	SDG
<b>1. Sustainable solutions for forwarding and storage</b>	
1.1 Groupage	8, 11, 12, 13
1.2 Logistics	8, 11, 12
<b>2. Operational excellence</b>	
2.1 Efficient processes	8, 9, 12
2.2 Customer intimacy	8, 16, 17
<b>3. Climate action</b>	
3.1 CO <sub>2</sub> footprint	7, 12, 13
3.2 Environmental policy	7, 13, 14
<b>4. People centric</b>	
4.1 Safety & well-being	3, 8, 17
4.2 Learning & personal development	4, 8, 17
<b>5. Governance</b>	
5.1 Corporate governance	11, 16, 17
5.2 Corporate values	16, 17





**TRANSUNIVERSE**  
**FORWARDING**



## OUR SUSTAINABLE STRATEGY

There are numerous challenges within the transport and logistics sector. Over the past three years, the cost of transportation has increased significantly due to various factors beyond our control. The Mobility Package, fuel prices, inflation, wage indexation and rising equipment prices, have made it challenging to incorporate these costs into our pricing model. Furthermore, we continue to witness traffic congestion on the rise, and the substantial and necessary infrastructure projects in Flanders suggest that a solution may take some time.

At the same time, society and our customers expect us to take significant steps toward the sustainability of our sector and to reduce our carbon footprint. Additionally, like our peers, we face significant difficulties in filling job vacancies, as there is a war for talent. And in recent months, an economic growth slowdown has resulted in reduced demand, leading some parties to renegotiate price agreements.

Can we provide answers to all these challenges? We believe we can! As a family-owned company, we are agile and focused on the long term.

In 2023, we embarked on a journey to shape our sustainable strategy for the future. This strategy comprises five pillars.

- **Pillar 1** starts with our logistics services for our customers - ultimately our reason for existence. Through our expertise and network, we ensure efficient and sustainable transport across Europe.
- **Pillar 2** looks at how we organize our processes efficiently and qualitatively.
- **Pillar 3** demonstrates how we aim to reduce our environmental footprint.
- **Pillar 4** outlines our policy on safety and well-being and addresses how we approach growth opportunities.
- **Pillar 5** is dedicated to corporate governance and our family values.

### Sustainable solutions for forwarding and storage

1. Groupage
2. Logistics

1

### People centric

1. Safety & well-being
2. Learning & personal development

4

### Operational excellence

1. Efficient processes
2. Customer intimacy

2

### Governance

1. Corporate governance
2. Corporate values

5

### Climate action

1. CO<sub>2</sub> footprint
2. Environmental policy

3



PILLAR 1







## Sustainable solutions for forwarding and storage

Our mission is to provide tailor-made transportation solutions for the individual needs of our customers. We realize this by our expertise in:

- Groupage
- Logistics

### Objectives

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- We are working on further expanding our offering of logistics services and transport
- We are further developing our multimodal offering
- We are developing specific low-carbon alternatives
- We aim for customer satisfaction with an NPS score of over 9



We assist our customers in efficiently consolidating their shipments with other cargo and take care of transportation to 40 countries through a finely woven network of carriers and logistics hubs.

Groupage is not only cost-effective but also, from a logistical perspective, it leads to a more efficient process. Our control tower in Romania monitors all shipments and ensures that our customers are always well-informed. In our groupage warehouses in Wondelgem, goods from various customers are stored and consolidated into a single truck to avoid dispatching a vehicle that is only partially loaded. We refer to these customer assignments as partial shipments or LTL (Less Than Truckload) transports. This involves the transportation of smaller shipments that do not have enough quantity or volume to fill an entire trailer or container.

### One-stop shop

For our customers, we also serve as a knowledge partner and offer a wide range of services

- AEO (Authorized Economic Operator) certified customs service
- Cross docking
- ADR warehouse (European Agreement concerning the International Carriage of Dangerous Goods) (excluding classes 1, 2, and 7)
- Long-term storage
- Project-related transport inquiries
- Customer service

What sets us apart? It's the assurance of our finely woven network, on-time delivery, our emphasis on quality to prevent damage, our focus on safety, smooth handling and monitoring from our control tower and customer-centric approach across all services.

### Intermodal

Wherever possible, we promote intermodal solutions. These solutions are more sustainable due to lower CO<sub>2</sub> intensity and do not contribute to road congestion. Together with our trusted partners, we have developed several alternatives to offer intermodal options. Our flows to Ireland, the United Kingdom and Turkey are carried out intermodally.

Export	Import
<ul style="list-style-type: none"><li>• Daily 100 trucks</li><li>• Market leader: ES / PT / TR / GR / IT / CH</li><li>• PDA (Personal Digital Assistant) – Tablets</li><li>• PTV (Planning Target Volume) planning</li><li>• Track &amp; Trace</li><li>• Daily departures to main destinations</li><li>• Short transit times</li><li>• Groupage / LTL / FTL / Express / Special request</li></ul>	<ul style="list-style-type: none"><li>• Daily 50 trucks</li><li>• Market leader: TR / ES / PT</li><li>• European network – high quality</li><li>• Flexibility &amp; knowhow</li><li>• Groupage / LTL / FTL / Express / Special request</li></ul>



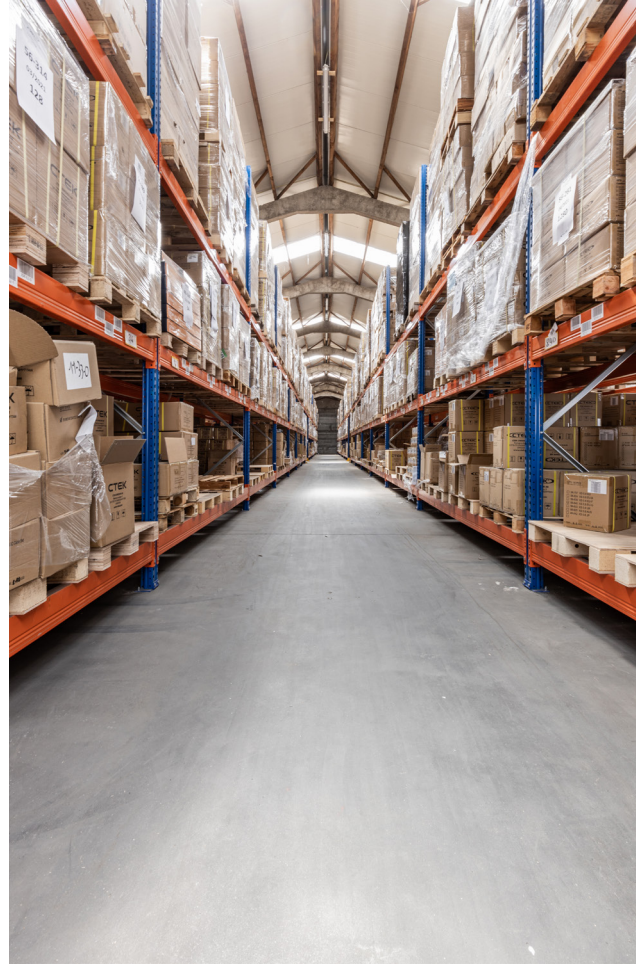
## LOGISTICS

We aim to be a one-stop shop for freight and storage, providing our customers with the same quality assurance in all aspects of transportation and logistics.

### Advantages for storage

Our warehouses and facilities in Wondelgem serve as the beating heart of our logistics network. They are easily accessible and equipped with modern, energy-efficient infrastructure. A team of 40 highly skilled employees handles daily operations, including the handling and consolidation of 5,000 m<sup>2</sup> of groupage. Some key features:

- 12,600 m<sup>2</sup> of storage and distribution space
- 37,250 m<sup>2</sup> of storage space
- Customs warehouse
- 1,400 m<sup>2</sup> for storage and handling of hazardous goods (ADR)
- Order picking services
- A team of 40 highly skilled employees
- Scanning system
- Cross-docking logistics
- Flexibility (3 shifts - 6 to 24 hours/6 days a week)
- 70 dock shelters





## PILLAR 2







## Operational Excellence

We aim for maximum quality and customer value. In this way, we become the reliable partner for all transport and groupage solutions. Our quality management system is the basis for:

- Efficient processes
- Customer intimacy

### Objectives

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- We are working on an IT project to create a user-friendly and interactive visualization of our planning
- We are strengthening the connection between national and international planning to achieve even higher optimization levels
- We are establishing a supplier assessment procedure to gain an overview of which partners excel on certain criteria and where there is room for improvement
- We are conducting lean initiatives in the warehouses
- We are strengthening our strategic partnerships with subcontractors to enhance possibilities for system integration and data collection from vehicle operations
- We are integrating environmental and CO<sub>2</sub> data into our planning

## EFFICIENT PROCESSES

We strive for quality in everything we do. This is reflected in a robust quality management system where we continually seek for improvement through a culture of continuous improvement and meticulous planning.

### Quality management system

Our processes are certified according to ISO 9001. This provides us with a vital framework to establish policies that focus on objectives, customer orientation, continuous improvement, quality management and more.

We keep this policy up-to-date and strongly emphasize a culture of continuous improvement. Every idea that leads to increased customer value must be considered. Internal communication and motivation play a significant role in this regard. We must continue to inform and engage our employees.

Knowledge is power... We have numerous indicators that we measure to gain insights into quality-related aspects. These data are then visualized in our quality dashboards and closely monitored by the quality team. They include data related to cargo, safety, driver behavior or potential damage information related to the load and goods:

- Packaging damage
- Cargo damage
- Cargo loss
- Cargo spills

Our dedicated and specialized quality team also focuses on monitoring new regulations, obtaining certifications, and addressing customer inquiries or complaints.

Through the Transuniverse web portal our customers can quickly and user-friendly book orders, monitor shipments, download PODs (Proof of Delivery) or other documents and track invoices and payments themselves.

### Efficient planning

Efficiency is achieved in our planning. This holds true for all transportation companies, but even more so for groupage and forwarding. There are numerous parameters that our people and systems take into account to ultimately arrive at a scenario that is as well-optimized as possible. Optimizations can occur on multiple factors. Often, it's a trade-off between cost, lead times, CO<sub>2</sub> impact and loading capacity. Looking ahead, we aim to enhance the synergy between our planning efforts in Belgium and internationally.

Our goal remains to get as close as possible to the zero emissions policy.

## CUSTOMER INTIMACY

We aspire to be a reliable and trusted partner for our customers, leveraging our years of expertise to do whatever it takes to address our customers' logistics needs and provide peace of mind.

### Communication

Effective communication with customers begins with successful communication within the company itself. We have reorganized ourselves accordingly. We have restructured our import/export activities, established an administrative department and implemented a new planning tool. The goal of all this is providing even better support services, customer service and services for larger clients with a geographical focus.

We recently launched our new customer portal, which allows our company and our customers to achieve significant efficiency gains. The automation of order intake and user-friendly apps will lead to a substantial improvement in the quality of our services.

### Tracking

Real-time shipment tracking is a crucial aspect of customer satisfaction. Everything loaded nationally is entered by drivers through a tablet app and scanned in the CMR (Convention on the Contract for the International Carriage of Goods by Road). In our cross-dock, there is a scanning system that allows the customer to track the shipment live.

It becomes more challenging when products arrive at the foreign agent and are transshipped from there. Then, the journey continues to smaller hubs and the ultimate destination. Even in these cases, we aim to monitor the geolocation of the drivers so that customers can truly see the real-time location of the product. We are actively seeking a solution for this.







PILLAR 3







## Climate action

We only have one earth and we love it. Therefore we take climate action by focussing on our:

- CO<sub>2</sub>- footprint
- Environmental policy

### Objectives

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- Based on our baseline measurement of scope 1 and 2 emissions, we are developing a CO<sub>2</sub> reduction target in line with the EU Green Deal (55%) by 2030 compared to our base year of 2022
- We are refining our CO<sub>2</sub> registration method for outsourced transports
- We are creating an energy action plan for green energy and energy savings at our site
- We provide annual updates of CO<sub>2</sub> data in line with GLEC
- We are developing a tool that allows for mapping the specific CO<sub>2</sub> footprint per load for complex groupage.
- We raise awareness among our partners regarding initiatives for CO<sub>2</sub> reduction through optimization, investments, driver behavior, etc
- We annually update our ISO 14001 environmental management system
- We monitor our (packaging) waste and implement reduction measures
- We are developing a plan for recyclable packaging materials
- We engage in sustainability dialogues with our key suppliers and subcontractors
- We aim for a silver Ecovadis medal for our activities

## CO<sub>2</sub> FOOTPRINT

Measuring is knowing. Therefore, we have conducted a comprehensive exercise to map out all the consumption for scope 1 and scope 2, and a significant portion of our scope 3 for the year 2022.

### Methodology

The CO<sub>2</sub> footprint provides insight into a company's energy consumption. When determining the CO<sub>2</sub> footprint, the concept of "scope" is essential. The Greenhouse Gas Protocol defines three scopes:

#### ● Scope 1

Direct CO<sub>2</sub> emissions caused by sources owned by the organization. This includes emissions from own building operations, transportation and production-related activities.

#### ● Scope 2

Indirect CO<sub>2</sub> emissions from the generation of purchased and consumed electricity or heat.

#### ● Scope 3

Indirect CO<sub>2</sub> emissions caused by the activities of another organization. This includes emissions from sources not owned by the organization and over which they have no direct control.

To calculate our scope 1, 2 and 3 emissions, we used official Belgian emission factors, choosing the most stringent Well-to-Wheel variant.

In 2022, Transuniverse's total emissions for scopes 1, 2 and 3 amounted to 55,109 tons of CO<sub>2</sub> equivalents. This is a significant figure; breaking it down into details provides a better understanding.

### Own CO<sub>2</sub> emissions (scope 1 & 2)

Our own CO<sub>2</sub> emissions (scope 1 & 2) originate from our fleet of company vehicles, rolling equipment at the sites and warehouses, and our buildings. Our own emissions amount to 381 tons of CO<sub>2</sub> equivalents. Relative to the total scope 1, 2 and 3 emissions, this is a nearly negligible number.

#### 1. Fuel consumption of passenger cars (Scope 1) - 206 tons of CO<sub>2</sub>e (0.37% of the total)

The majority of scope 1 emissions come from the fuel consumption of passenger cars, emitting 206

tons of CO<sub>2</sub>e. Our fleet primarily consists of gasoline-hybrid cars, although there are still a few exceptions that use diesel. Our new car policy states that every new company car must be fully electric, aiming to reduce passenger car fuel consumption to zero by 2024.

#### 2. Equipment (Scope 1) - 3 tons of CO<sub>2</sub>e (0.005% of the total)

The fuel consumption of equipment results in emissions of 3 tons of CO<sub>2</sub>e. This emission is primarily from the two Terberg vehicles operating on diesel at the Wondelgem site. Our 25 forklifts used in our warehouses are fully electric.

#### 3. Building heating (Scope 1) - 159 tons of CO<sub>2</sub>e (0.29% of the total)

Heating the buildings accounts for 0.29% of the total emissions and is the largest emissions category for buildings. The office building is heated with natural gas, while the various warehouses use an oil-fired boiler. The first step to reduce emissions is replacing the oil-fired central heating with a more sustainable heating method, followed by updating the heating system in the office building.

#### 4. Sprinkler fuel (Scope 1) - 1 ton of CO<sub>2</sub>e (0.002% of the total)

A very small portion of the oil is used for the sprinkler system at the Wondelgem site.

#### 5. Electricity (Scope 2) - 12 tons of CO<sub>2</sub>e (0.02% of the total)

Electricity consumption is responsible for 12 tons of CO<sub>2</sub> equivalents, or 0.02% of the total emissions. This figure is low because our purchased electricity is entirely green and we also generate our own energy with solar panels on our rooftops. We purchase about 2/3 of our electricity and produce 1/3 ourselves. However, since our purchased green electricity is not of Belgian origin, there is still a small CO<sub>2</sub> emission that we need to take into account.

Our electricity consumption includes the use of buildings, charging stations and charging electric forklifts.

### Scope 3 emissions

Transuniverse specializes in groupage transport across Europe, North Africa and the Middle East. Since Transuniverse does not have its own fleet of trucks and always works with subcontractors, the majority of the consumption falls into scope 3. Together with business travel, scope 3 emissions have a total of 54,729 tons of CO<sub>2</sub> equivalents.

#### 6. Fuel consumption for groupage transport (Scope 3) - 54,720 tons of CO<sub>2</sub>e (99.3% of the total)

The vast majority of scope 3 emissions are attributed to fuel consumption for transport and groupage, resulting in 54,720 tons of CO<sub>2</sub>e. The GLEC Framework method was applied to calculate these emissions using the fuel efficiency method. First, we mapped the ton-kilometers of our transports, with a total of 544,803,203.85 ton-kilometers in 2022. We then converted ton-kilometers to liters of diesel using the fuel efficiency factor (0.031 liters of fuel per ton-kilometer), resulting in a total of 16,888,899 liters of diesel. When converted using a CO<sub>2</sub> emission factor of 3.24 kg CO<sub>2</sub> per liter of fuel, this yields 54,720 tons of CO<sub>2</sub>e for scope 3 fuel emissions.

Our CO<sub>2</sub> footprint can be significantly reduced with the introduction of greener and more sustainable alternatives to fossil fuels. However, we are highly dependent on technological advancements and investments by partners and subcontractors to collectively green the transport sector.

#### 7. Business travel (Scope 3) - 9 tons of CO<sub>2</sub>e (0.016% of the total)

Our business travel has limited emissions. Since we have multiple locations across Europe, occasional air travel is necessary.

We have initiated the development of a reduction plan. For the decarbonization of transport, significant reductions cannot be achieved in the short term. Once alternative fuel technologies become more advanced, this process will accelerate, enabling substantial reductions.

Our actions for CO<sub>2</sub> reduction include:

#### 1. Systematic awareness and behavioral change initiatives

- Proactive monitoring of fuel consumption
- Feedback to employees
- Eco-driving courses for employees and truck drivers
- Lowering building temperatures
- Annual inspection of cooling and heating controllers
- CO<sub>2</sub> awareness during the onboarding of new employees
- Annual information sessions and workshops on CO<sub>2</sub> and energy consumption for all employees

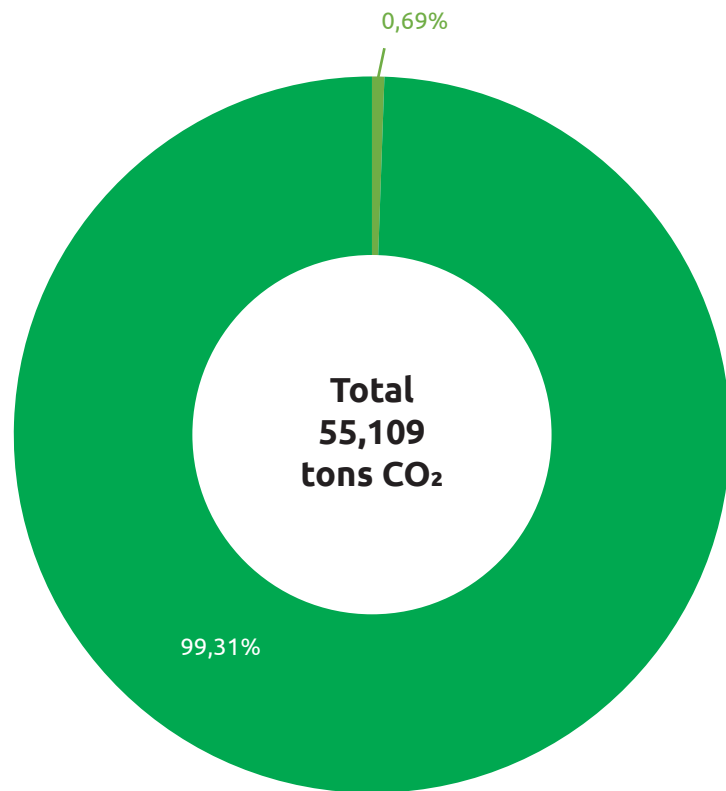
#### 2. Investments in green technology

- Electrification of passenger cars
- Collaboration with partners and subcontractors to green the fuel consumption of scope 3
- Phasing out of oil for heating warehouses
- Phasing out of natural gas in office buildings
- Installation of internal meters to gain insights into major consumers

#### 3. Generation and purchase of green energy

- More solar panels where possible
- Transitioning energy contracts to Belgian green electricity to gain a better understanding of the energy mix

## SCOPE 1, 2 & 3



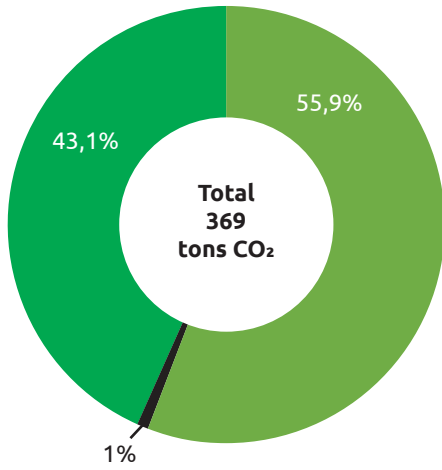
in unit:

■ Scope 1	369 tons
■ Scope 2	12 tons
■ Scope 3	54,729 tons



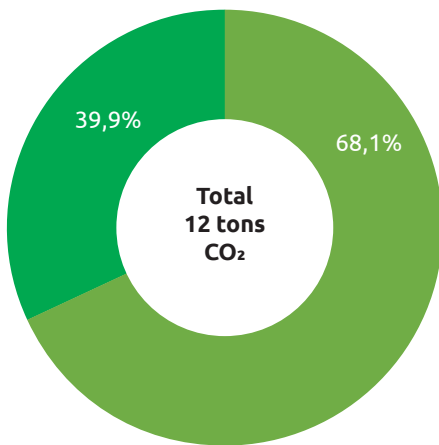
## SCOPE 1

In unit:



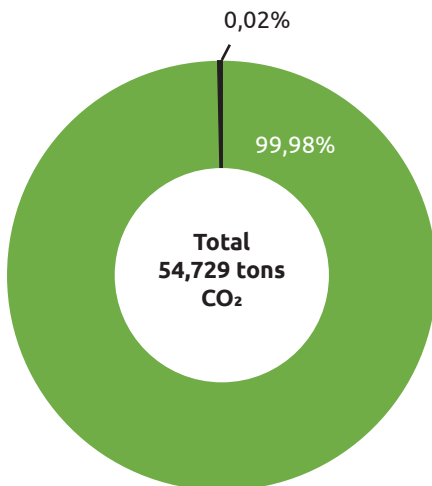
<b>Fossil fuel car consumption</b>	206 tons
Petrol	62,872 litres
Diesel	11,973 litres
<b>Fossil fuel equipment</b>	3 tons
Diesel	963 litres
<b>Sprinkler fuel</b>	0.8 tons
Fuel oil	255 litres
<b>Building heating</b>	158.8 tons
Petrol	596,376 litres
Fuel oil	4,176 litres

## SCOPE 2



<b>Electricity</b>	12 tons
Electricity - green purchased	494,948 kWh
Electricity - green power generation	231,484 kWh

## SCOPE 3



<b>Fuel consumption for groupage transport</b>	54,720 tons
Diesel	16,888,899 litres
<b>Business travel</b>	8.8 tons
Air travel	20,006 km

# CO<sub>2</sub>- FOOTPRINT

## CO<sub>2</sub> TABLE

	2022
<b>Fossil fuel (scope 1) tCO<sub>2</sub></b>	<b>206 tons</b>
Diesel (litres)	11,973 litres
Petrol (litres)	62,872 litres
<b>Fossil fuel equipment (scope 1) tCO<sub>2</sub></b>	<b>3 tons</b>
Diesel (litres)	963 litres
<b>Sprinkler fuel (scope 1) tCO<sub>2</sub></b>	<b>0.8 tons</b>
Fuel oil (litres)	255 litres
<b>Building heating (scope 1) tCO<sub>2</sub></b>	<b>158.8 tons</b>
Petrol (litres)	596,376 litres
Fuel oil (litres)	4,176 litres
<b>Electricity (scope 2) tCO<sub>2</sub></b>	<b>12 tons</b>
Electricity - green purchased (kWh)	494,948 kWh
Electricity - green power generation (kWh)	231,484 kWh
<b>Fuel consumption for groupage transport (scope 3)</b>	<b>54,720 tons</b>
Diesel	16,888,899 litres
<b>Business travel (scope 3)</b>	<b>8.8 tons</b>
Km air travel	20,006 km
<b>Total tons CO<sub>2</sub></b>	<b>55,109 tons</b>





# ENVIRONMENTAL POLICY

Within our environmental management system, we continue to take all possible initiatives to reduce our environmental impact. We strive to minimize waste from our activities by avoiding packaging, reusing when possible and recycling when necessary.

## Environmental management system

For our Belgian operations, we have an environmental management system that is certified according to ISO 14001, the internationally accepted standard with requirements for an environmental management system. We focus on the following items:

- Preventing negative effects on the immediate environment
- Preventing waste of natural resources and raw materials
- Complying with all applicable laws and regulations and other imposed requirements
- Increasing environmental awareness among our employees
- Reducing CO<sub>2</sub> emissions and energy consumption
- Separating and reducing waste streams

We have implemented various initiatives at our sites to minimize our environmental impact. One of them is responsible water management, where we recover rainwater and use it for sanitary purposes. By integrating sustainability criteria into our procurement policy, we aim to collaborate with our suppliers on better solutions. We are also open to suggestions for working together to reduce our environmental impact.

## Waste policy

Our waste management policy is based on minimizing unnecessary packaging materials and maximizing reuse for as long as possible. Additionally, we explore sustainable alternatives such as biodegradable shrink wrap.

With our waste management policy, we aim to collect and dispose of all types of waste in a structured manner. We strive to be environmentally conscious by recycling wherever possible, under the motto 'waste does not exist.'

We distinguish seven types of waste streams:

- Paper and cardboard
- PMD (Plastic, Metal, and Drink cartons)
- Plastic film (minimum 95% transparent)
- Wood
- Iron
- General waste
- Glass





PILLAR 4







## People centric

We are a company of people, for people. Safety and well-being are the fundamental conditions for conducting our activities. Following that, our focus is on providing meaningful and challenging work, where each employee is given all the growth opportunities they desire. Within our sustainability policy, we particularly emphasize:

- Safety & well-being
- Learning & personal development

### Objectives

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- We provide safety guidelines for our warehouses
- We monitor the severity and frequency of workplace accidents and take concrete initiatives
- We take action to improve safety behavior and culture throughout the organization
- We aim to reduce the severity and frequency of accidents
- We launch an employer branding campaign
- We foster team spirit by organizing various team activities
- We develop a continuous training offering related to soft skills
- We establish a leadership development program aimed at enhancing leadership skills

## SAFETY & WELL-BEING

Everyone who works with us and for us must be able to carry out their tasks in a safe and pleasant work environment. This involves compliance with certain agreements and safety procedures.

### Safety is everyone's priority

In our warehouses, safety comes first. It starts with knowing what one is doing and what others are doing. It should be clear to everyone in which zone each task is carried out and what the points of focus are. We have clear driving routes for our forklift trucks. Furthermore, our forklift trucks are equipped with monitoring systems. If someone drives it too fast or too abruptly, the forklift truck switches to a slow-speed mode. After reviewing the incident, full power is restored.

Our driver's manual provides comprehensive explanations of all tasks, processes and the desired safety behavior for drivers. There are instructions for all possible situations. However, it remains the responsibility of everyone to adhere to these guidelines while performing their job every day. That's why we highly value the framework of Behavior-Based Safety Guidelines.

We monitor our incident, accident and absenteeism rates and respond promptly. We have set specific targets in this regard.

### Sportive and healthy

Sport and physical activity are important for mental resilience. We have several active working groups focusing on various well-being and health topics. They initiate numerous activities, such as those related to sports, under the motto: a healthy mind in a healthy body. Exercising together also fosters a great team spirit. However, the actions go beyond this and include:

- Promoting healthy eating and drinking
- Organizing a health day
- Providing a fitness room and showers in the basement of the building
- Initiating team running activities with 'start to run'
- Participating in the CAAAP triathlon

**4,90**  
Frequency Rate  
accidents

**0,03**  
Severity Rate  
accidents



# LEARNING & PERSONAL DEVELOPMENT

We provide growth opportunities and tailored training possibilities for everyone. We strive to provide opportunities for internal growth and advancement within the company, whenever feasible.

We have an educational plan in place to give our employees the opportunity to work on their personal development in a structured way. The aim of an educational plan is to provide a framework for the ongoing training of employees. This allows us to better identify, improve, and develop the skills of individuals and the entire team, taking into account the company's objectives, training needs, and the requirements of each individual.

The training programs are divided into various categories. Employees can request training from the list, and it will be included in their individual performance review. Some examples:

- Logistics & Cross-dock & Operations
- Communication and Sales
- Office Software and Digital Skills
- Accounting and Finance
- Facility Management
- Business Management
- Personal Development
- Professional Development
- Leadership and HR
- Well-being
- Onboarding

After each external training, we conduct an evaluation to ensure that it has been beneficial. Our internal training programs are discussed during evaluation sessions (onboarding discussions, annual reviews, additional evaluation sessions if necessary, exit interviews).

## Diversity and inclusion

We do not discriminate based on gender or ethnicity when recruiting and hiring employees. Gender neutrality is maintained within each job profile. We view diversity as an asset for our international operations.

## Job opportunities and internal mobility

We constantly motivate employees and assess their satisfaction and productivity. Where adjustments are needed, HR works with the employee to determine what can be done. Many options are possible, including internal mobility, seeking new challenges, and shifting the focus of tasks. We always share job openings internally before making them public. We also offer career transition options. If it doesn't work out, we provide outplacement and assistance with reorientation.

**62%**  
male

**38%**  
female

**20#**  
cultures



PILLAR 5







## Governance

As a family-owned company, we aim to be known for our good governance and respectful interactions with all our stakeholders, striving for win-win partnerships for everyone. In our sustainability policy, we particularly focus on:

- Corporate governance
- Corporate values

### Objectives

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- We include ESG criteria in our supplier code of conduct
- We encourage employees to actively embrace our core values to contain and improve our corporate culture
- We communicate our sustainability goals and indicators
- We formalize our policy for charity and philanthropy

## CORPORATE GOVERNANCE

In line with our corporate governance policy, we ensure that we always adhere to the strictest safety procedures and quality standards, operating within all legal requirements and systems.

The day-to-day management of the company is overseen by the executive committee, which is formed around our founder, Frank Adins, and his daughter, Olivia. The executive committee also includes the heads of:

- Sales
- Legal
- Quality
- Finance
- Operations

The board of directors oversees the long-term strategic direction of the company.

Our business processes are well-regulated with a code of conduct that every employee must follow. For our subcontractors and suppliers, we have a supplier code of conduct, which includes the following components:

- Respect for human rights
- Respect for the personal dignity, privacy, and rights of each individual
- Avoidance of child labor - freely chosen employment
- Freedom of association
- Drugs/alcohol
- Health, safety, environmental, and quality regulations
- Giving/receiving bribes
- Disclosure of information
- Supply chain
- Respect for privacy
- Competition- anti-trust

Finally, a comprehensive compliance document outlines what we expect from ourselves and our business partners. This document includes the following documents:

- Code of conduct
- Privacy policy
- Processor's agreement
- Driver's manual

In the driver's manual, in addition to practical and legal matters, the Responsible Care Program is explained.

- General information such as driver's license, insurance, compliance with regulations, BBS guidelines, care for transported goods, etc.
- Loading and unloading procedures
- The driver
- The transport
- Vehicle requirements
- Dangerous goods (ADR)
- What to do in case of emergencies
- Responsible Care program

Our procedures are inspired by the principles of ECTA RC, more precisely the following guidelines:

- Continuously improve the environmental, health and safety performance of the transport operations of chemical good
- Constantly avoid harm to all people and the environment
- Ensure that proper care is taken to protect the safety and health of all people involved in the chemical transport operations
- Minimize the environmental impact of the transport activities
- Use resources and fuel efficiently and minimize waste
- Take adequate measures to ensure the security of the operations
- Collect data and report openly about performance, achievements and shortcomings
- Listen, engage and work with people to understand and address their concern and expectations
- Cooperate with governments, international institutions, organizations and authorities in the development
- Implement effective regulations and standards to improve transport safety
- Encourage the responsible management of all those who are involved in providing a service. In particular transport sub-contractors and cleaning stations



## CORPORATE VALUES

As a family-owned company, we can distinguish ourselves through our culture. This is best expressed through the values we uphold within the company, but especially through how we bring them to life every day within the company, in our tasks, and in our interactions with customers and colleagues.

We want to work based on our values and also promote them.

### **Flexible**

This is reflected in our adaptability and quick action towards customers, as well as within our company as an employer.

### **Result-oriented = Quality**

This is demonstrated in our pursuit of knowledge. We invest in training, are enthusiastic and empowered. The synergy between different departments is also important here.

### **Respectful**

Understanding of situations and opinions, teamwork, and communication.

### **Commitment = ownership**

This is reflected in being engaged, making an effort, and taking responsibility.

### **Open Minded**

This is evident in our accessibility, approachability, and our familial culture.

For each of these values, we have a clear definition and translation into do's and don'ts. We use this information for internal workshops in our teams. Additionally, we attach great importance to having a single corporate identity. We are one company and operate in the same way with the same ethical standards at all locations.

As a family-owned company, we also take responsibility for society. This is reflected in our commitment to charitable causes, among other things.

## SUMMARY OF OBJECTIVES

STRATEGIC PILLARS	OBJECTIVES
1. Sustainable solutions for forwarding and storage	
<p>1.1 Groupage</p> <p>1.2 Logistics</p>	<ul style="list-style-type: none"> <li>• We are working on further expanding our offering of logistics services</li> <li>• We are further developing our multimodal offering</li> <li>• We are developing specific low-carbon alternatives</li> <li>• We aim for customer satisfaction with an NPS score of over 9</li> </ul>
2. Operational excellence	
<p>2.1 Efficient processes</p> <p>2.2 Customer intimacy</p>	<ul style="list-style-type: none"> <li>• We are working on an IT project to create a user-friendly and interactive visualization of our planning</li> <li>• We are strengthening the connection between national and international planning to achieve even higher optimization levels</li> <li>• We are seeking a solution to track shipments at the pallet level</li> <li>• We are establishing a supplier assessment procedure to gain an overview of which partners excel on certain criteria and where there is room for improvement</li> <li>• We are conducting lean initiatives in the warehouses</li> <li>• We are strengthening our strategic partnerships with subcontractors to enhance possibilities for system integration and data collection from vehicle operations</li> <li>• We are integrating environmental and CO<sub>2</sub> data into our planning</li> </ul>



STRATEGIC PILLARS	OBJECTIVES
<h3>3. Climate action</h3>	
<p>3.1 CO<sub>2</sub> footprint</p> <p>3.2 Environmental policy</p>	<ul style="list-style-type: none"> <li>• Based on our baseline measurement of scope 1 and 2 emissions, we are developing a CO<sub>2</sub> reduction target in line with the EU Green Deal (55%) by 2030 compared to our base year of 2022</li> <li>• We are refining our CO<sub>2</sub> registration method for outsourced transports</li> <li>• We are creating an energy action plan for green energy and energy savings at our site</li> <li>• We provide annual updates of CO<sub>2</sub> data in line with GLEC</li> <li>• We are developing a tool that allows for mapping the specific CO<sub>2</sub> footprint per load for complex groupage</li> <li>• We raise awareness among our partners regarding initiatives for CO<sub>2</sub> reduction through optimization, investments, driver behavior, etc</li> <li>• We annually update our ISO 14001 environmental management system</li> <li>• We monitor our (packaging) waste and implement reduction measures</li> <li>• We are developing a plan for recyclable packaging materials</li> <li>• We engage in sustainability dialogues with our key suppliers and subcontractors</li> <li>• We aim for a silver Ecovadis medal for our activities</li> </ul>
<h3>4. People centric</h3>	
<p>4.1 Safety &amp; well-being</p> <p>4.2 Growth &amp; personal development</p>	<ul style="list-style-type: none"> <li>• We provide safety guidelines for our warehouses</li> <li>• We monitor the severity and frequency of workplace accidents and take concrete initiatives</li> <li>• We take action to improve safety behavior and culture throughout the organization</li> <li>• We aim to reduce the severity and frequency of accidents</li> <li>• We launch an employer branding campaign</li> <li>• We foster team spirit by organizing various team activities</li> <li>• We develop a continuous training offering related to soft skills</li> <li>• We establish a leadership development program aimed at enhancing leadership skills</li> </ul>

## SUMMARY OF OBJECTIVES

STRATEGIC PILLARS	OBJECTIVES
<b>5. Governance</b>	
5.1 Corporate governance  5.2 Corporate values	<ul style="list-style-type: none"><li>• We include ESG criteria in our supplier code of conduct</li><li>• We encourage employees to actively embrace our core values to contain and improve our corporate culture</li><li>• We communicate our sustainability goals and indicators</li><li>• We formalize our policy for charity and philanthropy</li></ul>





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