



SUSTAINABILITY REPORT 2021-2022

Issued by

Koopman Logistics Group B.V.

Publication date: April 2024

Koopman Logistics Group B.V.

Lelystraat 2 Leek

9351 VE Leek

+31(0)594 729 800

info@koopman.nl

www.koopman.nl

SUSTAINABILITY IN 2021-2022: OUR COMMITMENT AND OUR CHALLENGES

Steps towards sustainability

This report sets out the results of our sustainability efforts in the 2021-2022 period. The Covid-19 pandemic has had a significant impact on our business. Although we had committed to achieving our sustainability objectives before the pandemic, the global crisis and disruptions in supply chains brought unforeseen challenges. Even though we made progress on corporate social responsibility, we had to adjust or postpone some of our sustainability initiatives to take account of changing circumstances.

Aside from the impact of Covid-19, this crisis reminds us of the importance of resilience and adaptability in the face of unexpected setbacks. We remain intent on pursuing our sustainability objectives and will review our course, prioritise, and strengthen our efforts to achieve our sustainability agenda.

This report does not mark an end point but describes an ongoing journey. We realise that there is still much work to be done and that new challenges will arise. As management, we are resolute in our commitment and are determined to lead our company into a more sustainable future.

We would like to thank all our employees, partners, and stakeholders for their contributions to our sustainability efforts. Together, we are building a world with a healthy balance between People, Planet and Profit.

Klaas Koopman
Director

Harm Koopman
Director



CONTENTS

1. **A SUSTAINABLE FAMILY BUSINESS**
6

2. **SUSTAINABILITY**
8

3. **PEOPLE**
12

4. **PLANET**
14

5. **PROFIT**
20

6. **SUSTAINABLE AMBITIONS**
22

1. A SUSTAINABLE FAMILY BUSINESS

Koopman Logistics Group B.V. is a family business with almost 100 years of experience in logistics. With more than 1,100 dedicated people in the Netherlands, Belgium and Germany, we provide complete logistics solutions to our clients. We specialise in automotive logistics, such as preparing vehicles for delivery, short-term or long-term storage, preparing ex-lease or rental vehicles for sale, transporting large and small numbers of vehicles, or direct delivery to the end user. From our General Cargo branch, we distribute various types of cargo: from a single parcel, a few pallets, to full loads, including storage and complete inventory management.

Family business

The business has been fully owned by the Koopman family since 1923. The current seven shareholders make up Koopman's fourth generation and include Klaas and Harm Koopman who have been at the helm since 2022. As a family business we consider it our duty to look after our people, our clients, and the world around us. This is deeply ingrained in us, in our mission and vision, and in the way in which we express our commitments on a daily basis. Commitment is our driving force. We are committed to our clients, to the wellbeing of our employees, and to the future of the planet.

Mission

We are Koopman, innovative and down-to-earth entrepreneurs in logistics services. We respect people and the planet and opt for sustainable collaborations.

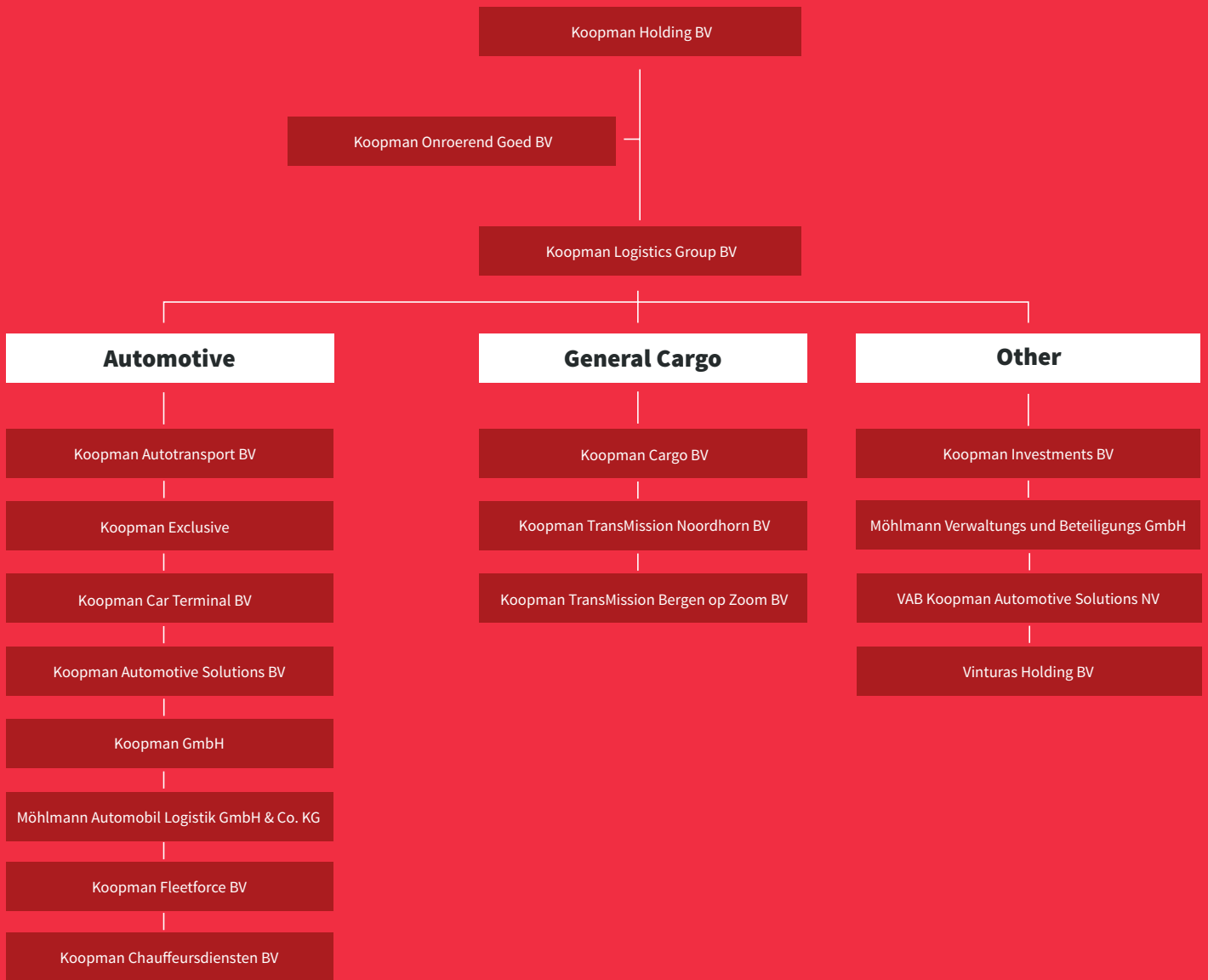
Vision

Together with our clients, we develop innovative solutions that add value and contribute to an optimum logistics chain. We focus on developing our employees, and on their welfare. Any choice we make takes account of the impact on people and the planet.

Core values

We call these our commitments; they are what drives us as an organisation.

- Clients first
- Reliability
- Cooperation
- Enterprising
- Respect for people and planet



Organisation chart as at 1 January 2021

2. SUSTAINABILITY

To us, sustainability is about a healthy balance between People, Planet and Profit. We feel responsible: as a family business and employer, but also as a business partner and innovator in the market. By being a good steward of our company, we can pass on a healthy company to the fifth Koopman generation. In everything we do, we take account of the impact on people and the planet, to ensure that we pass on a liveable planet to the next generation.

From ambition to action

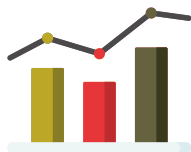
Inspired by the international CSR guideline ISO 26000, we make our CSR policy specific to ensure we go beyond ambitions and take action in the right direction. In collaboration with our stakeholders we can make an impact throughout the entire chain.



PEOPLE



PLANET



PROFIT

Cooperation with stakeholders

A number of our essential stakeholders form part of the same chain, making cooperation to implement and safeguard the CSR policy the obvious choice. We strive to take joint responsibility for our shared impact on People, Planet and Profit. This is achieved with the Koopman CSR cycle, which ensures continuous improvement of our efforts and results.

Stakeholders

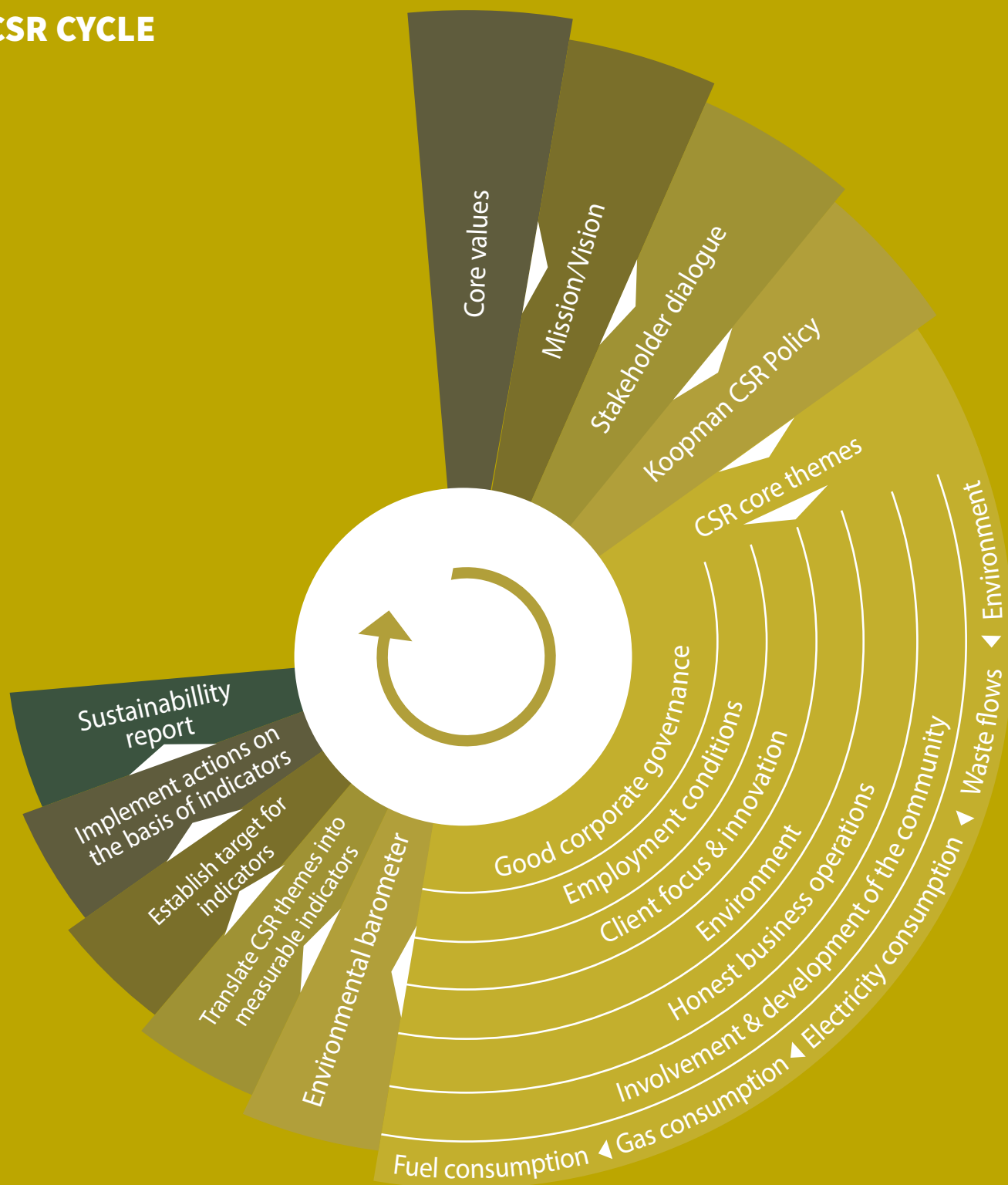
Clients: As an organisation, we put "clients first" and in cooperation with our clients, we create added value and contribute to each other's human and environmental objectives.

Suppliers: We strive for sustainable purchasing, and therefore engage with our suppliers to reduce the impact on People, Planet and Profit. Together, we are focused on measurable improvements.

Shareholders: Our continuity depends largely on our shareholders. We have regular formal and informal discussions about each other's long-term expectations, the nature of our business, and what the organisation should deliver for shareholders. At least four times a year we talk with lenders and our shareholders about how we can meet their financial expectations in the long and short term.

Employees: Without employees there is no Koopman. Their development and wellbeing have a constant impact on our daily work and long-term decision making.

CSR CYCLE



Works Council: We have frequent formal and information discussions with the Works Councils. We share information and work together on the objectives that are paramount to them.

Trade unions: We abide by the collective bargaining agreements concluded with the trade unions.

Local residents: We realise that our activities may impact the local community in terms of employment, for example. We are also aware of our duty to minimise any nuisance.

Commercial property landlords: We have several long-term leases that are essential to our business operations. Therefore, we have regular discussions to check that the plans of Koopman and the landlord are still in line.

Supervisory Board: They supervise the Koopman Logistics Group, and we use the four meetings a year to discuss the shared vision of the market, the environment, and the company.

Local and central authorities: Governments and businesses need each other to achieve each other's objectives. That means discussions about expectations and about what we can offer each other in the area of location incentives, employment, or sustainability.

Environmental barometer

We use the Stimular environmental barometer to chart the environmental impact and the carbon footprint of our business operations. By using 'the Monitor', a tool from Meetbedrijf, we track the consumption of electricity, gas, and heat with smart meters. We also track monthly electricity consumption, gas consumption, heat demand, diesel consumption, and waste flows with our own environmental monitor in Excel.

**“With a tool from Het Meetbedrijf
we use smart meters to track
electricity, gas, and heat
consumption.”**



3. PEOPLE

At Koopman it is about people: without our employees we do not have a flourishing family business. We treat each other respectfully and encourage ourselves and each other to get the best out of ourselves and the organisation. As result, Koopman has many types of meetings to keep everyone properly informed and involved.

Good and committed employer

At Koopman, you are respected and allowed to be yourself. We consider our own needs, but above all the employees' needs. With annual 1-on-1 interviews and open communication between management and the shop floor, we turn strengths and improvement points into action points.

Personal development and training

Personal development, training, and health and safety are key pillars for Koopman. In Koopman, we take care to ensure that new employees quickly feel at home in the organisation, and we dedicate plenty of time to training and coaching. For example, by offering new drivers a comprehensive induction programme in the form of a master class. There is also a strong focus on ensuring all employees feel safe and comfortable in their workplace.

Koopman College

We offer comprehensive logistics training to young people, often in cooperation with various regional training centres (ROCs). This includes a range of opportunities, including internships, apprenticeships, and the Automotive Transport Masterclass. By training these young people internally and with our career path in the organisation, we create a valuable opportunity for a continuous supply of new logistics talent for Koopman.

Koopman Inclusive

Where possible, Koopman employs people who are disadvantaged in the labour market. From facilities services to working in our automotive compounds: when there is room we like to provide suitable work, support, and a safe work environment.



2023-2024 targets

- Active participation in employment projects in the region

Health and safety

At Koopman, health and safety at work is a fundamental principle. To put this into practice, we create insight into the health and safety risks that correspond to our activities. We encourage our employees to report incidents, even when there is no statutory duty of notification. By communicating openly and honestly about situations that almost went wrong, we can take relevant preventive measures to avoid personal injury, environmental damage, and property damage. Our health and safety policy contains the detailed guidelines on how we deal with this.

While absenteeism is a natural part of working with people, we strive to keep absenteeism as low as possible. We remain involved with employees who are absent from work for various reasons, whether short-term or long-term. In 2020, we missed our target of 5% absenteeism due to the impact of the Covid-19 virus and increased long-term absenteeism. This has highlighted the relevance of sustainable employability. We continue to focus on reducing the number of lost-time injuries, aiming for zero incidents. Although this has been achieved in many of our businesses, we continue to work on it.



2023-2024 targets

- Reduce overall absenteeism. Target 2023 < 7%, 2024 < 6%

Koopman Shares

It is important to us to be involved in the regions where we operate. In addition to membership of business associations and close contact with local authorities, we encourage our employees to nominate the charity they work for to Koopman Shares. The conditions are that the employee is involved and that the cause meets social needs. In 2021-2022, the target was to participate in 10 social initiatives. We received and awarded 3 initiatives from our employees, and also sponsored a few more initiatives at local and national level.



2023-2024 targets

- Koopman joins 5 social initiatives a year

4. PLANET

We want to demonstrate that the logistics sector and environmental awareness go hand in hand. With data analytics, we constantly strive to find ways to reduce our environmental impact.

Carbon footprint

We acknowledge our carbon footprint and understand how it comes about. We use internationally recognised CO2 calculation methods to map the CO2 emissions from our fuel, electricity, gas, and waste consumption. With this data, we aim to reduce the CO2 emissions of our business operations.

Saving on emissions

Working closely with our clients, we evaluate the entire logistics process to identify financial and environmental improvement opportunities. Chain optimisation enables us to drive more efficiently, resulting in cost savings and a reduction in harmful emissions.

ISO Certification

In our previous sustainability report (2019/2020), we said that the Koopman Group uses ISO certification to strive for improvements in our management systems. By 2021, we reached important milestones: In addition to ISO9001 certification for quality, Möhlmann also obtained the ISO14001 environmental certificate. As expected, Koopman Cargo's management system was successfully certified for ISO9001 and ISO14001 in 2021.

In addition to the certification of these businesses, we have made several improvements to our management systems in the Koopman businesses. These improvements are the result of our consistent application of the PDCA cycle in our business operations in respect of quality and environmental management. This contributes to Koopman's further professionalisation and quality.

Facility Portal

In recent years, we have worked intensively with our partner, Facility Portal, to obtain a deeper understanding of the various waste streams in the Koopman businesses. This understanding provides an essential basis for formulating and achieving specific sustainability targets related to waste-stream reduction.

The increase in the amount of waste that is disposed of is largely due to our improved understanding of existing waste streams and waste streams that were previously out of the picture, without creating new waste streams.

Facility Portal also explores the possibility of promoting maximum recycling for each waste stream and reusing parts of it as recovered raw materials. This will reduce the amount of residual waste. The percentage of recycled waste increased from 51% in 2019 and 54% in 2020 to 59% in 2021 and 63% in 2022, respectively.

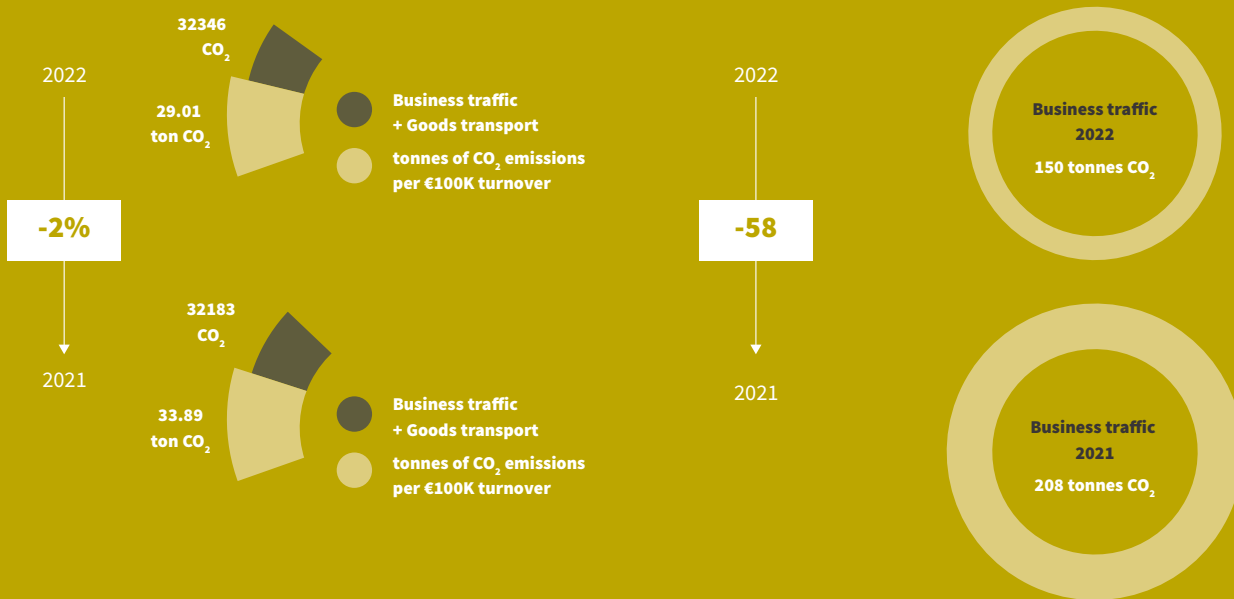
Preparation for CSRD legislation

Koopman is preparing for the European Union's forthcoming CSRD (Corporate Social Responsibility Directive) legislation. As of the 2025 financial year, this will require companies to report certain sustainability indicators as part of their financial statements, which will be audited by our auditor. This will result in more comprehensive targets and reporting indicators taken from the European Sustainability Reporting Standards (ESRS) for Environmental, Social & Governance themes.

We are currently preparing to collect data for these indicators in 2024, to ensure Koopman meets its statutory obligations as of the 2025 financial year. This includes a materiality analysis to determine the most relevant sustainability aspects for Koopman and its stakeholders. This analysis will be used to identify key ESRS reporting indicators, which will produce transparent reporting on the aspects of our business that have the greatest impact on society.

CO₂ EMISSIONS GOODS TRANSPORT AND BUSINESS TRAFFIC (INCL. AIR TRAVEL) 2021 AND 2022

Petrol, diesel, and HVO are used as fuel for business travel and goods transport.



Explanation: Diesel company vehicles replaced by electric and hybrid vehicles.

CO₂ REDUCTION DUE TO HVO

HVO in litres **TOTAL: 2,340,241 LITRES**

2021: 1,635,249 **2022: 704,992**

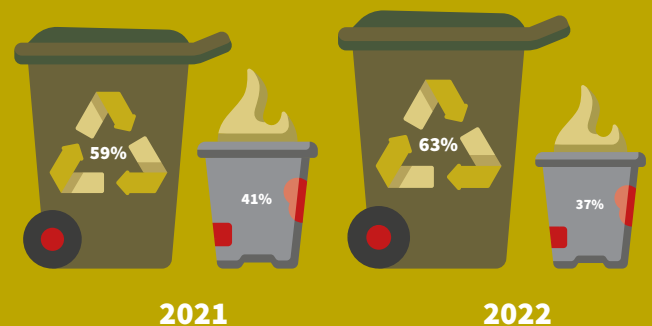
CO₂ reduction due to the use of HVO (3.26 kg CO₂/litre compared to 0.345 kg CO₂/litre)

TOTAL: -6,822 TONNES OF CO₂



2021: -4,767 **2022: -2,055**

WASTE-PROCESSING METHOD




RECYCLING VS. COMBUSTION





ELECTRICITY



-  Purchased electricity kWh
-  Electricity delivered back to the grid (from solar or wind)

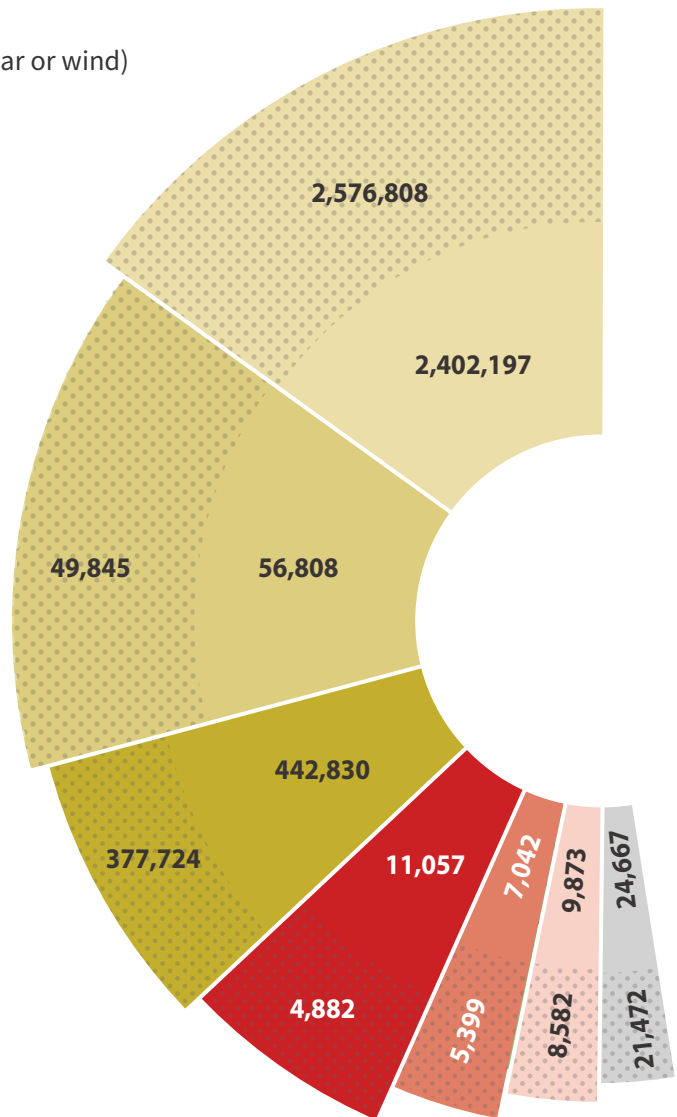
FUEL & HEAT

-  Natural gas for heating m³
-  Diesel for heating litre
-  Heat from Bio-CHP Gj

WATER & WASTEWATER

-  Drinking water m³
-  Groundwater m³

-  **2021**
-  **2022**



The increase in purchased electricity and the decrease in electricity delivered back to the grid can be explained by the fact that more and more electric vehicles are charged at the Koopman compounds.

For the correct CO₂ emission factors that are used per item, we use the Stimular Environmental barometer. www.stimular.nl/milieubarometer

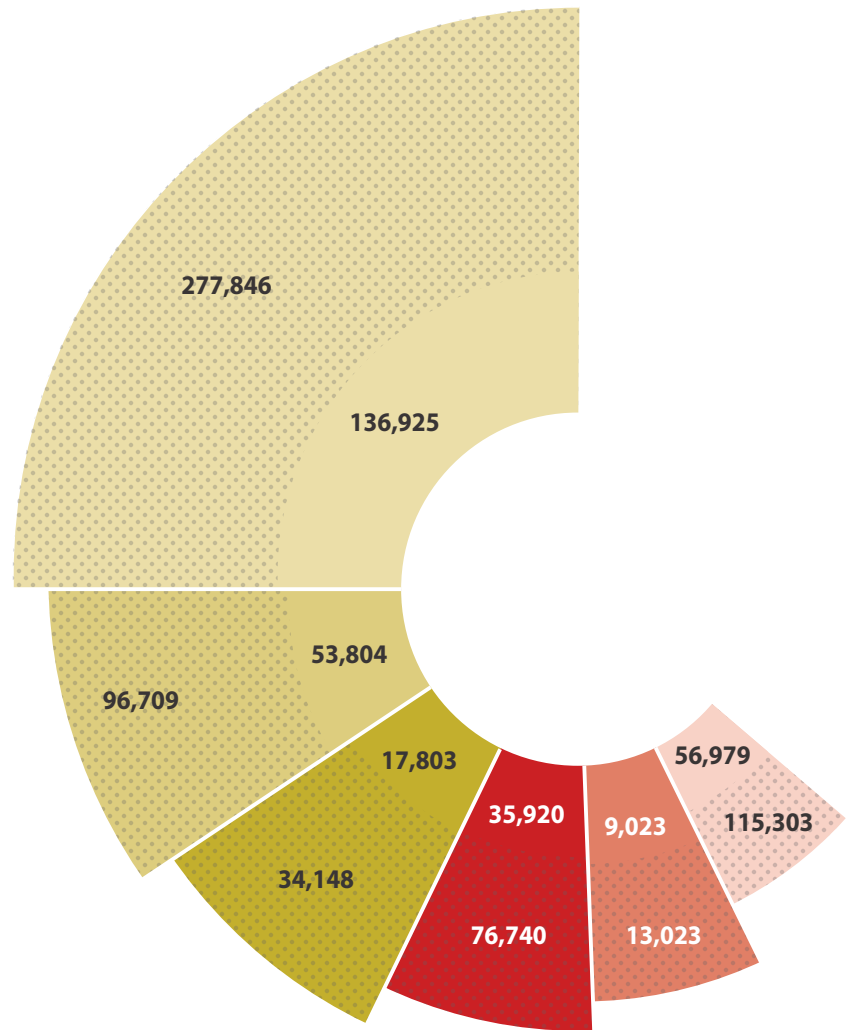
WASTE IN TONNES

- Industrial waste
- Paper/cardboard
- Metals
- Wood
- Plastic/synthetic materials
- Chemical waste

TOTAL

2021: 312475
2022: 615791

- 2021**
- 2022**



“We like to demonstrate that the logistics sector and care for our planet go hand in hand.”





5. PROFIT

Our prerequisite for continuity is a strong focus on clients. We track the developments in the market, understand our clients, and respond with enterprising initiatives.

Client focus

At strategic level, we take account of IT and supply chain developments, both internally and across the entire chain. Operationally, we strive for cost savings and efficiency through automation.

In Koopman Cargo, we introduced a client portal with a Track-and-Trace functionality. It allows clients to track the expected delivery time and view the location of a lorry in the process.

Our IT department has developed various client interfaces for sending electronic order data and to feedback order information. At our compounds, we have implemented projects where client databases and systems have been integrated with the Koopman system, improving efficiency for our clients and Koopman.

Koopman TransMission recently implemented a new transport-management system for both its sites. As a result of full automation, clients now receive information on any discrepancies sooner. In the near future, this system will also provide more detailed insight into CO2 emissions per trip, order, and client. This enables clients to group their shipments more efficiently. For Koopman, it means a better understanding of "CO2-friendly" trips and routes, and it creates potential for further emission reductions.

Innovation

Innovation is essential to Koopman, and that goes beyond optimising existing processes, products, and services. We have a long-term vision as a family business but are also open to short-term developments. Innovation is crucial to our survival, even if not every innovation proves to be successful immediately.

Each department in our organisation aims to initiate at least one innovative project per year. At Koopman Cargo, for example, we developed an alert dashboard that identifies transport delays and waiting times for drivers. This allows our planners to communicate proactively with clients to avoid problems and minimise waiting times.

At Koopman TransMission (Noordhorn and Bergen op Zoom), we started the TransMission group's foil project to reduce plastic waste. We now use permanent film on our transport cages for transporting individual packages between TransMission branches, instead of single-use film. After a successful test phase, we equipped approximately 350 transport cages with this type of permanent film, producing annual savings of about 3,000 kilograms of plastic waste for both our TransMission sites. This saves the entire TransMission group around 20,000 kilograms of plastic waste every year.



2023-2024 Targets

- To build up one partnership with clients in the context of sustainability; e.g. HVO



2023-2024 Targets

- To develop one innovative activity a year



IN PRACTICE

FIRST ETGM IN USE

"Where possible, we opt for sustainable solutions."

In February 2022, we commissioned the first MAN eTGM to be used in distribution work in the Netherlands. This fully-electric box truck drives for PON Logistics automotive parts.

We already use several electric vehicles in our fleet and part of our fleet uses pure HVO. For us, this was a great opportunity to join PON and MAN in the initiative to see what the electric truck could do for us in the future.

We will always choose trucks from an OEM, or existing manufacturer. It requires full commitment from the manufacturer, backed up by a European dealer network, for us to use the vehicles for their intended purpose: transport throughout Europe, without restrictions.

Honest competition

The original plan to have all employees in commercial positions undergo training on fair competition did not materialise, but it remains an objective for the coming years. Our code of conduct emphasises that any form of corruption, bribery, or extortion is unacceptable in our organisation. We also attach great value to fair competition and to avoiding conflicts of interest.

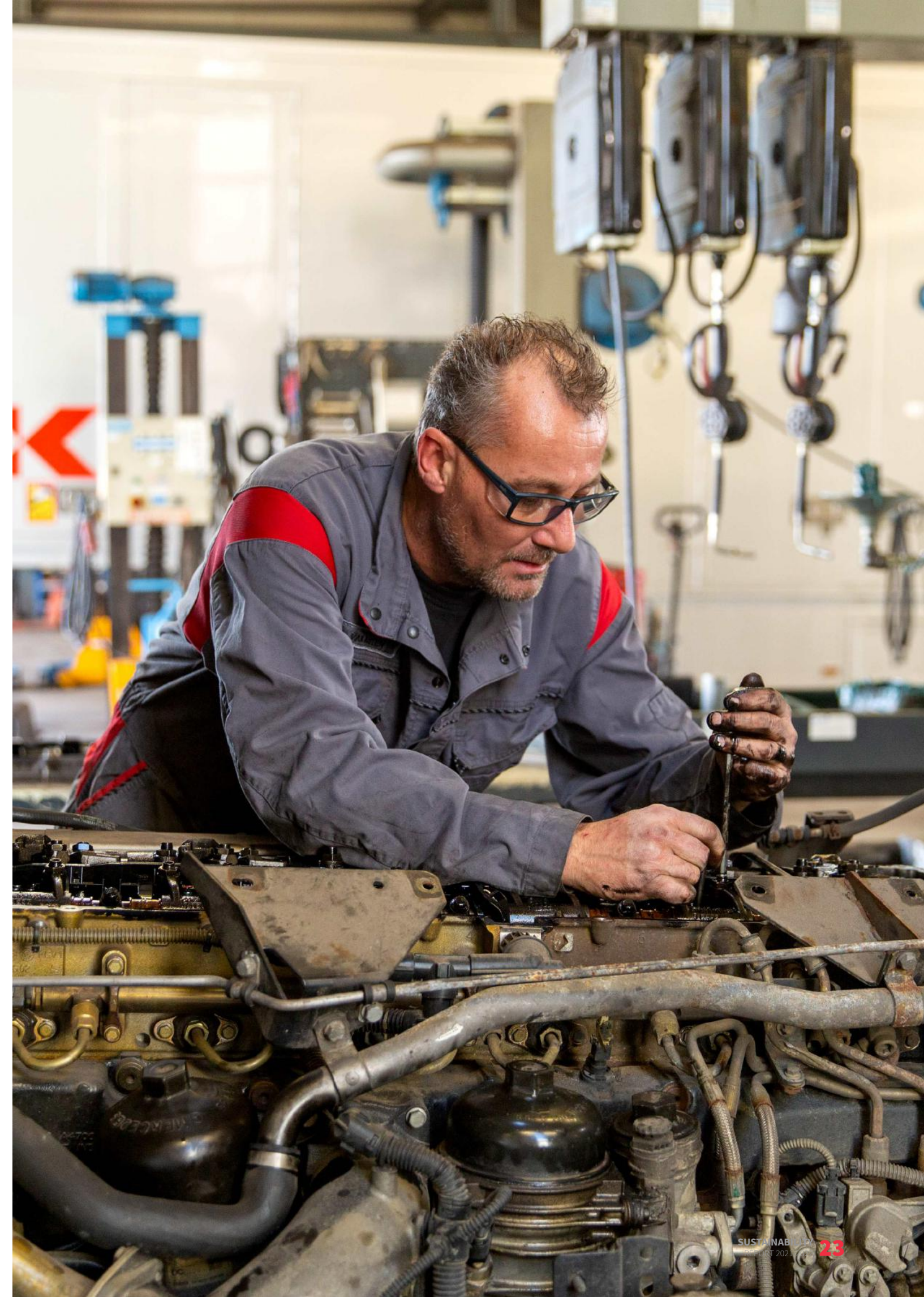
6. SUSTAINABLE AMBITIONS

In previous Koopman sustainability reports, we adopted the ISO26000 guidelines for Corporate Social Responsibility and strived to achieve the sustainability objectives in our policy. As of 2025, in line with the forthcoming CSRD legislation, we will be obliged to report on set sustainability indicators. This report will be audited by our auditor. Our next sustainability report will maintain a similar style and will integrate CSRD indicators as soon as they are available. We are already preparing to implement CSRD legislation in Koopman.

WOULD YOU LIKE TO KNOW MORE?

Taco Miedema
HSSE Coordinator
(Health, Safety, Security, Environment)

Email: duurzaamheid@koopman.nl
Telephone: +31 (0)594 729 800



**DRIVEN BY
COMMITMENT**

