

Environmental, Social, and Governance

ESG REPORT

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REGION Group

PERIOD 2022

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OUR VISION: *We make customs easy for global trade*

We welcome our readers to Customs Support Group's first Sustainability report. 2022 has been a year of extensive growth from a people and footprint perspective for Customs Support. Our group has more than doubled in terms of employees expanding to new countries where we can assist our customers in obtaining quality customs brokerage services.

While we build our organization by integrating all our acquisitions and people, we work towards building a strong community of employees representing the Customs Support brand and having everyone's engagement with our values.

ACCOUNTABILITY

Along with our growth, the company has in the last year worked hard to gain insights and provide its first reporting of Environmental, Social and Governance data. **We take ownership** and consider all of us to be accountable for our sustainable footprint.

QUALITY

With the typical challenges of doing something for the first time, we learn from experience and are strongly committed to **delivering further excellence** as of 2023 in our ESG reporting by primarily pushing the limits to obtain further insights into our Environmental footprint and capturing data for all of our company locations.

INTEGRITY

For us, the value of integrity goes hand in hand with sustainability. In practice, this entails that **we do the right thing** for our people and our planet. From an ethical point of view, we decided a long time ago that we would not serve any customers dealing with weapons or tobacco. At the same time, the company stands ready to answer the call of those in need such as delivering free-of-charge customs services for humanitarian goods to the people of Ukraine.

TEAMWORK

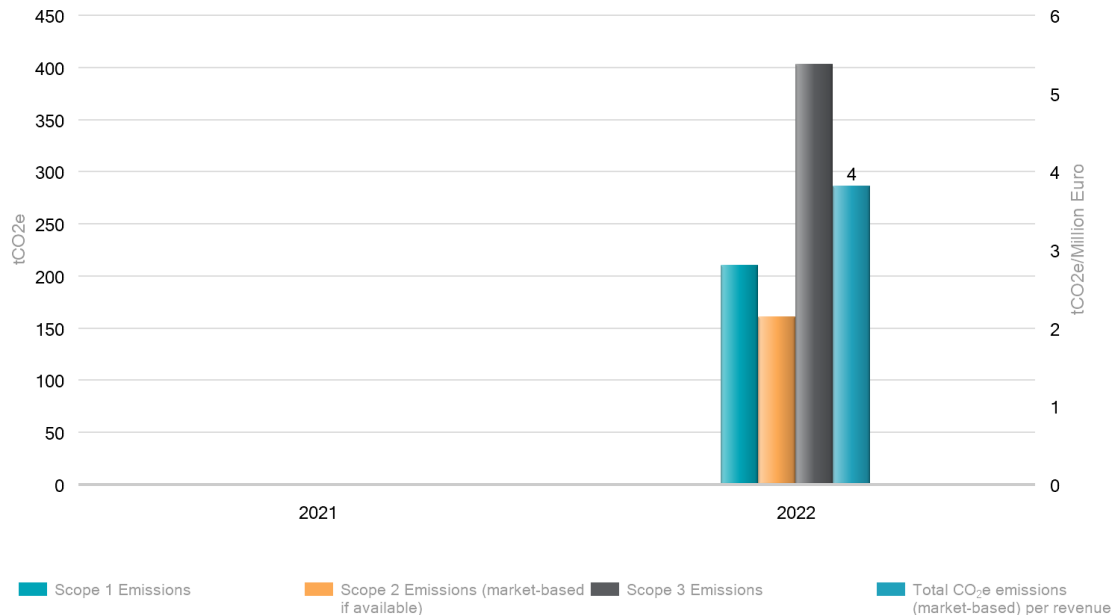
In order to make an impact we strongly believe in the principle of internal collaboration and external partnership. **We succeed by working together** and all of us work towards a more sustainable business.

2022 is just the start of our sustainable journey. With our 2023 sustainability plan, which is aligned with the UN sustainable development goals, we will continue to strive for excellence in sustainability and compliance.

1.0

ENVIRONMENTAL





		2021	2022
Scope 1 Emissions	tCO2e	n/a	210
CO2e - On-site Stationary Combustion	tCO2e	n/a	15
CO2e - Owned Transport	tCO2e	n/a	195
CO2e - Refrigerants	tCO2e	n/a	0
Scope 2 Emissions (market-based if available)	tCO2e	n/a	161
CO2e - Cooling (market-based)	tCO2e	n/a	0
CO2e - Electricity (market-based)	tCO2e	n/a	161
CO2e - Heating (market-based)	tCO2e	n/a	0
CO2e - Steam (market-based)	tCO2e	n/a	0
CO2e of non-renewable electricity (market-based)	tCO2e	n/a	101
CO2e of renewable electricity (market-based)	tCO2e	n/a	60
Scope 3 Emissions	tCO2e	n/a	403
Category 1 - Purchased Goods and Services	tCO2e	n/a	51
Category 3 - Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2	tCO2e	n/a	76
Category 4 and 9 - CO2e - Logistics (Upstream and Downstream Transportation and Distribution)	tCO2e	n/a	0
Category 5 - CO2e - Waste Generated in Operations	tCO2e	n/a	6
Category 6 - CO2e - Business travel	tCO2e	n/a	6
Category 7 - CO2e - Employee commuting	tCO2e	n/a	265

* Categories refer to Greenhouse Gas Protocol categories for Scope 3 emissions.

We start by disclosing that, due to the unavailability of some of the data on our Environmental footprint, we do not feel confident that the results of 2022 reflect accurately the reality and hence our main focus for 2023 will be to collect more accurate data from our entities in order to produce a more comprehensive reporting in the future.

That being said, our first measurement of Carbon Emissions does provide us with a clear insight into the areas of business-related environmental impact such as carbon footprint. Here are some of our top-line initiatives so far:

TRANSPORT

- A travel policy has been implemented within the organization promoting eco-cautious choices of travelling;
- E-bike plans have been made available for our employees;
- Electrical cars are made available and financially encouraged within our leasing company car pools;
- Depending on the country and function, employees have the option to work from home when conducive.

ENERGY

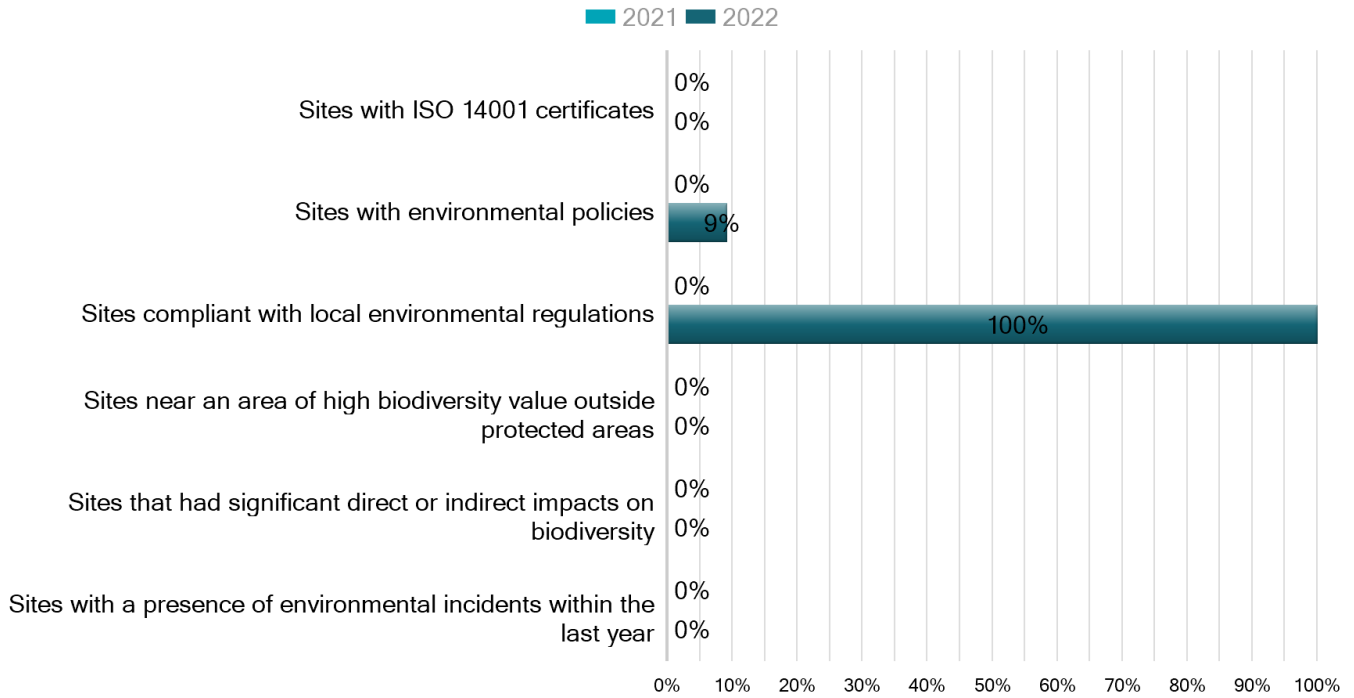
- Where possible and in accordance with labour standards, heating temperatures of the offices have been lowered;
- Switching to LED and other energy-efficient light bulbs;
- Increasing the use of electricity from renewable sources (vs. non-renewable).

WASTE

- Promoting our digital way of working impacts our paper consumption and reduces paper waste;
- We recycle waste in accordance with country standards.



1.2.1. POLICY, CERTIFICATION & INITIATIVES



In all our locations we comply with environmental requirements, and we ensure that each entity is continuously considering how to maintain and predict compliance requirements within local environmental laws and regulations.

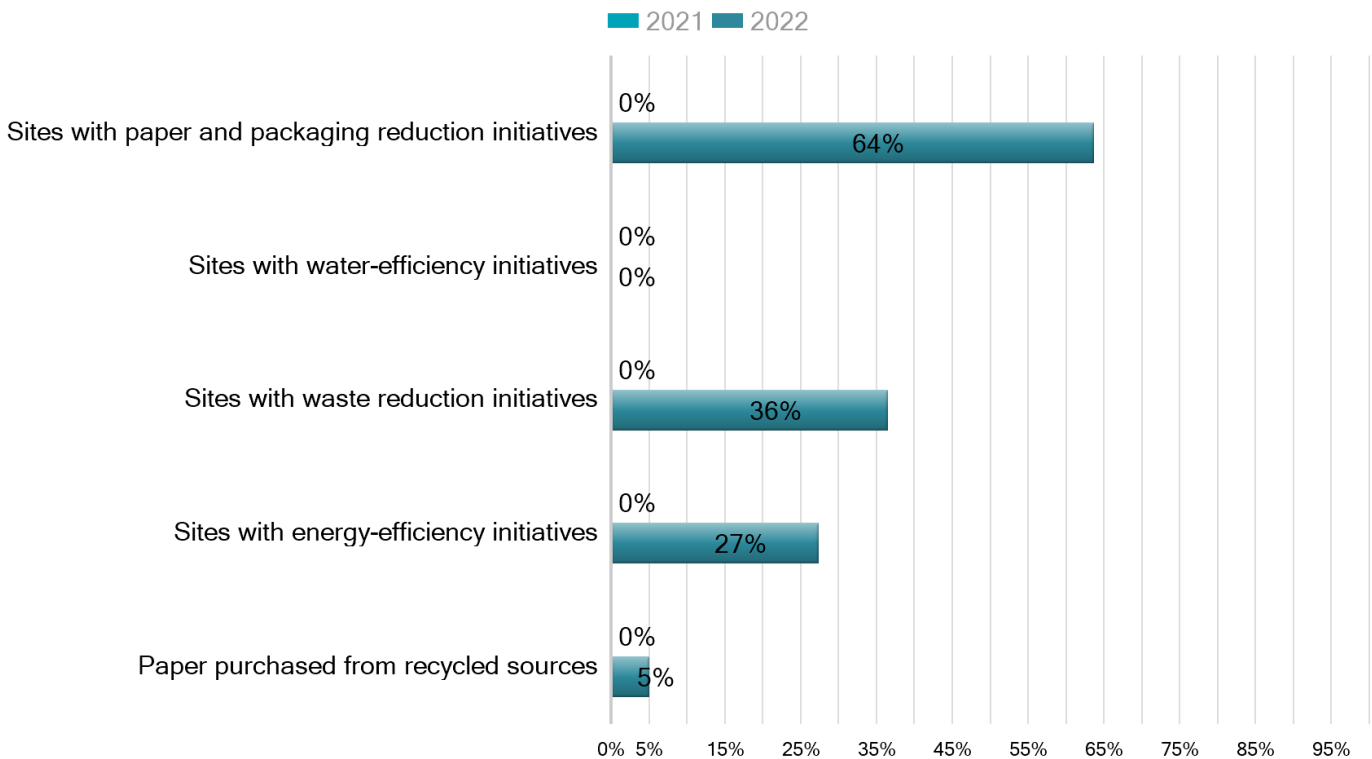


At this stage, just one of our group companies has an environmental policy. Furthermore, we do not have any group companies holding an ISO 14001 certification. Within our group, we do hold ISO 9001 (quality) certifications for 3 companies.



There were no environmental incidents at any of our locations.

1.3.1. RESOURCE INITIATIVES



So far, several of our locations have introduced initiatives mainly tackling paper reduction. This goes hand in hand with our company strategy to drive efficiency by the digitalisation of the process and with this reduce our paper consumption.



Additionally, initiatives have been taken to improve waste reduction by installing water diffusers and removing plastic bottles from our offices.

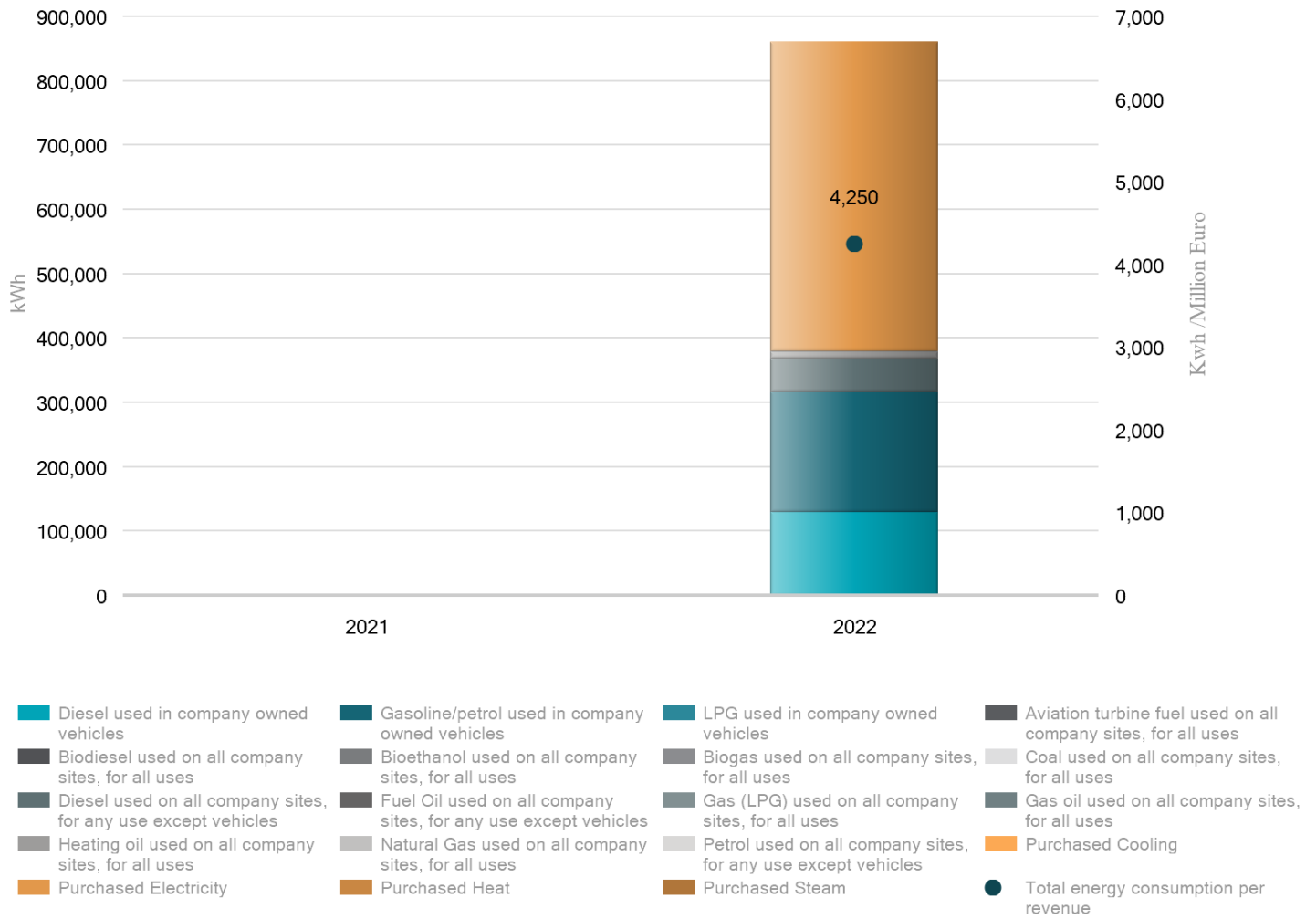


Other initiatives regarding waste and energy have been described in the commentary section of our carbon management.

1.3.2. ENERGY EFFICIENCY BREAKDOWN BY COUNTRY

Belgium	n/a
Finland	Switching to LED lighting (warehouse)
France	Lowering the heating and providing warm clothing for employees
Germany	n/a
Ireland	n/a
Italy	n/a
Netherlands	n/a
Poland	n/a
Sweden	n/a
Switzerland	n/a
United Kingdom	Switching to LED lighting

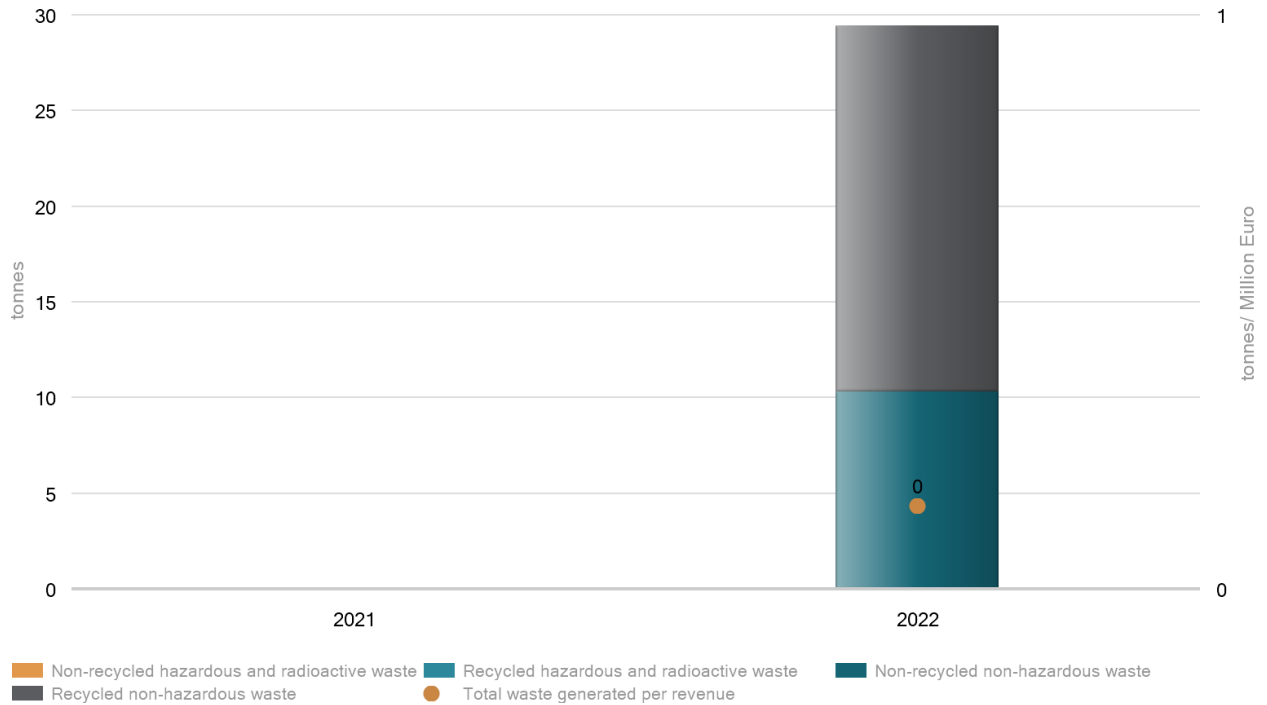
1.3.3. TOTAL ENERGY CONSUMPTION



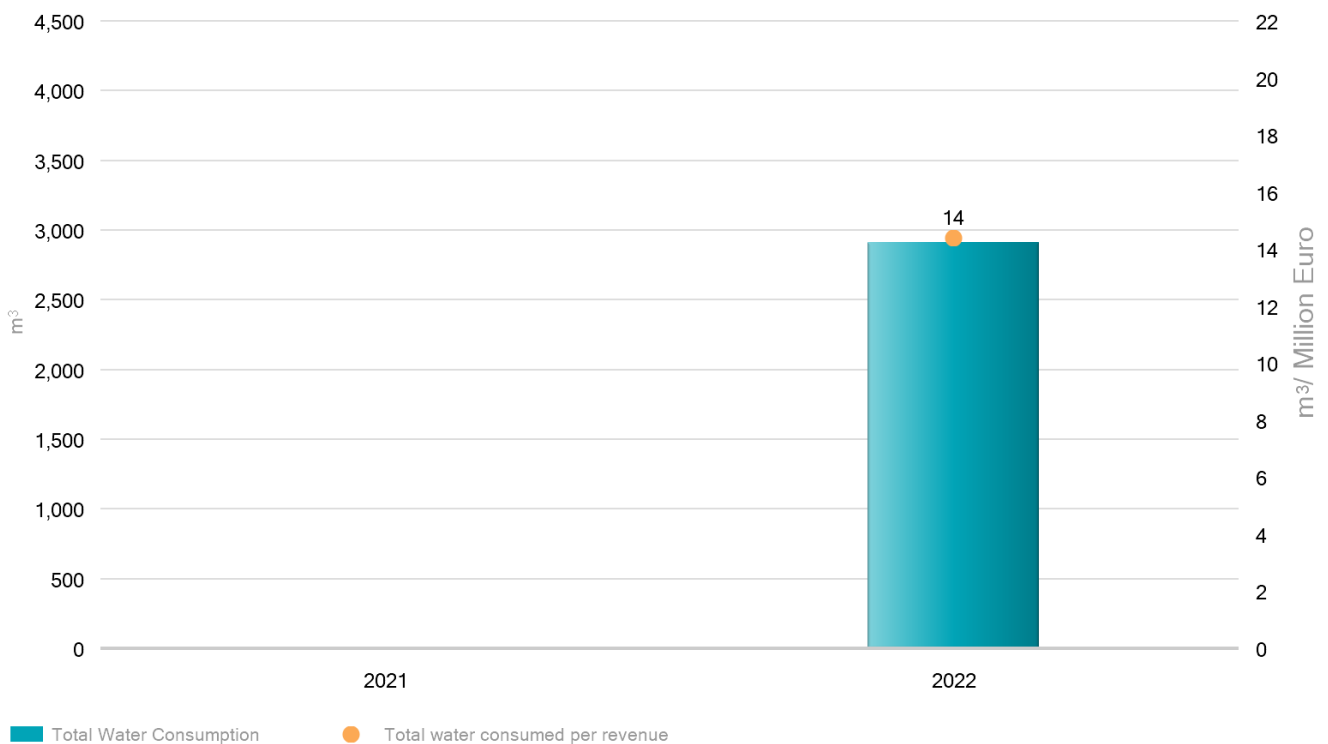
1.3.4. TOTAL ENERGY CONSUMPTION BREAKDOWN

		2021	2022
Diesel used in company owned vehicles	kWh	n/a	130,134
Gasoline/petrol used in company owned vehicles	kWh	n/a	186,474
LPG used in company owned vehicles	kWh	n/a	0
Aviation turbine fuel used on all company sites, for all uses	kWh - Aviation turbine fuel	n/a	0
Biodiesel used on all company sites, for all uses	kWh - Biodiesel	n/a	0
Bioethanol used on all company sites, for all uses	kWh - Bioethanol	n/a	0
Biogas used on all company sites, for all uses	kWh - Biogas	n/a	0
Coal used on all company sites, for all uses	kWh - Coal	n/a	0
Diesel used on all company sites, for any use except vehicles	kWh - Diesel	n/a	52,985
Fuel Oil used on all company sites, for any use except vehicles	kWh - Fuel oil	n/a	0
Gas (LPG) used on all company sites, for all uses	kWh - LPG	n/a	0
Gas oil used on all company sites, for all uses	kWh - Gas oil	n/a	0
Heating oil used on all company sites, for all uses	kWh - Heating oil	n/a	10,330
Natural Gas used on all company sites, for all uses	kWh - Natural Gas	n/a	748
Petrol used on all company sites, for any use except vehicles	kWh - Gasoline/petrol	n/a	0
Purchased Cooling	kWh	n/a	0
Purchased Electricity	kWh	n/a	480,019
Purchased Heat	kWh	n/a	0
Purchased Steam	kWh	n/a	0
Total energy consumption per revenue	kWh/MEUR	n/a	4,250

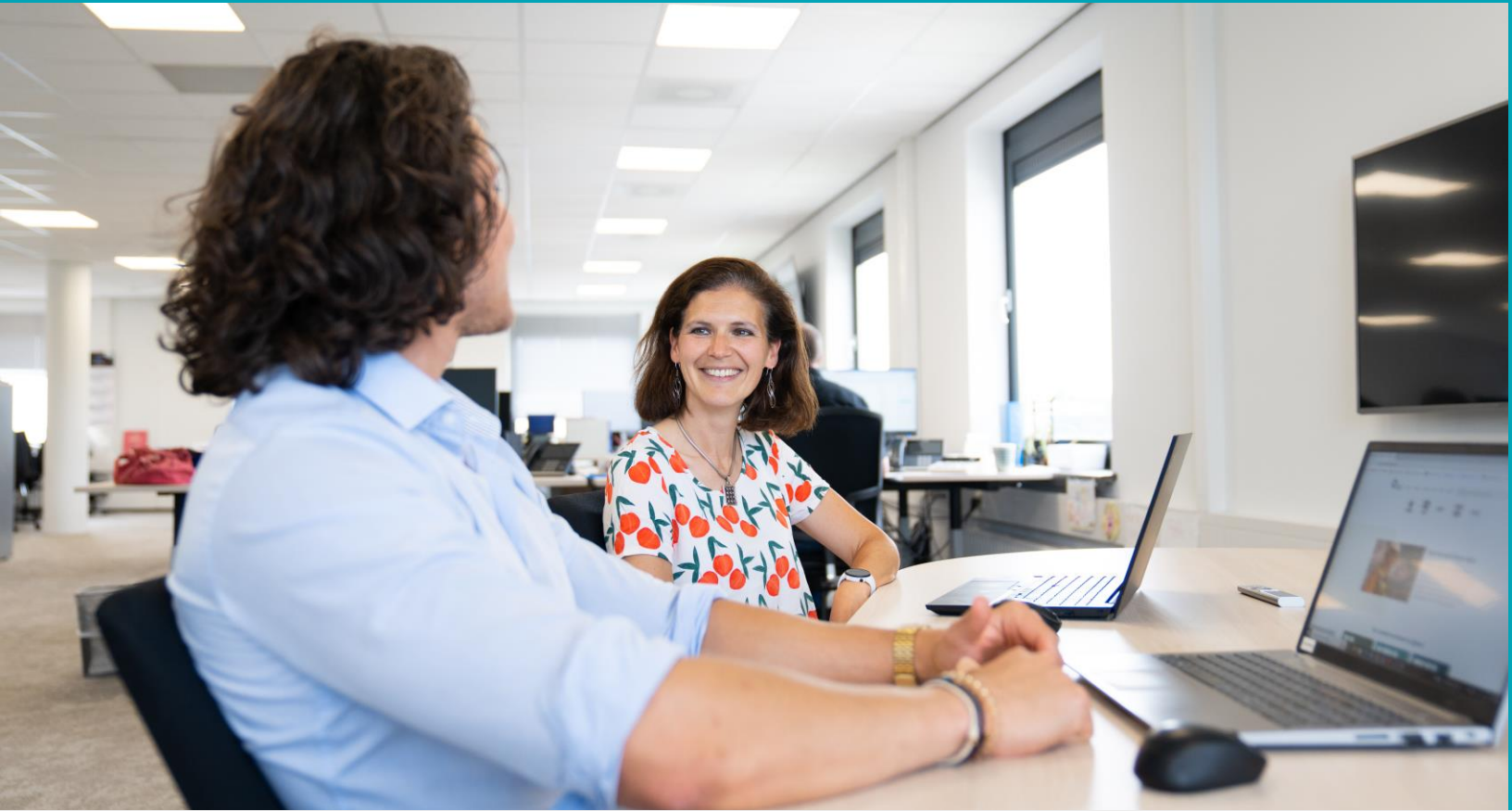
1.3.5. TOTAL WASTE GENERATED



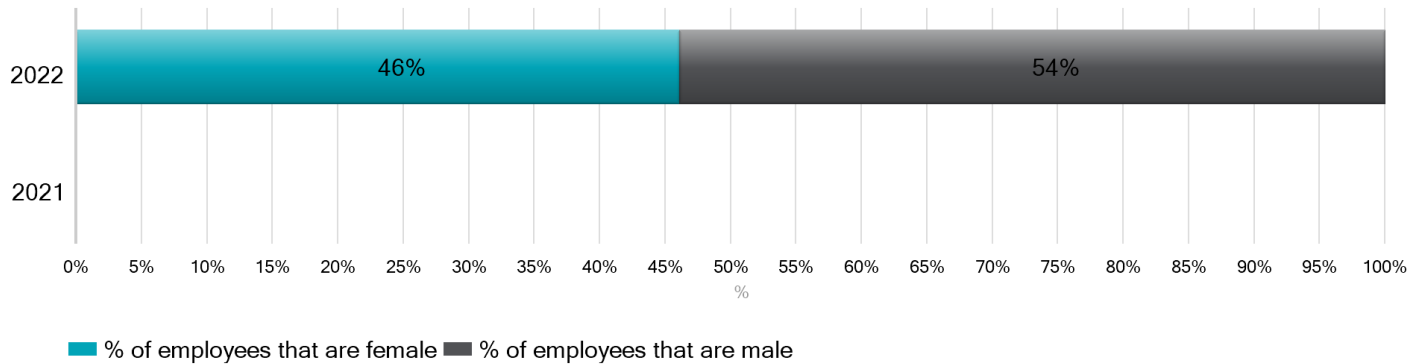
1.3.6. TOTAL WATER CONSUMPTION



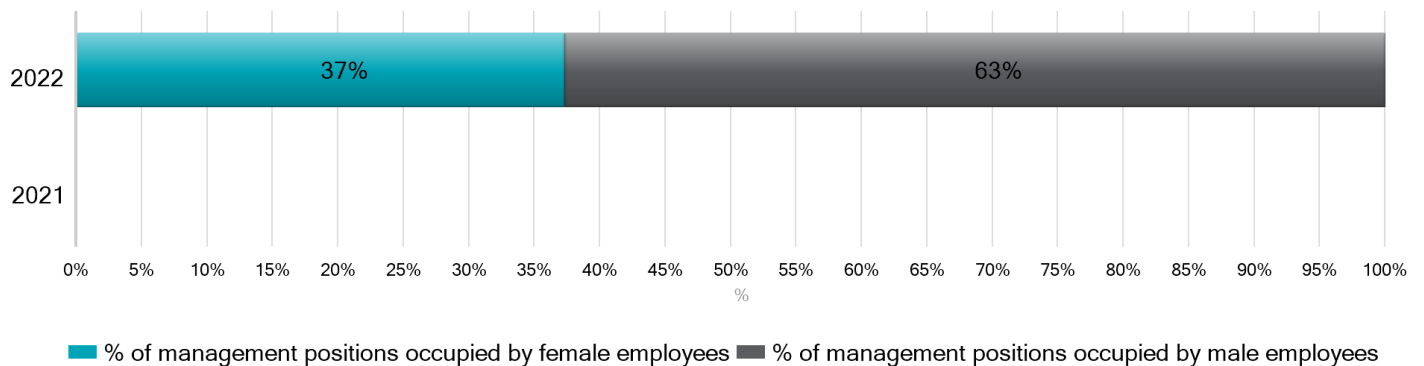
2.0
SOCIAL



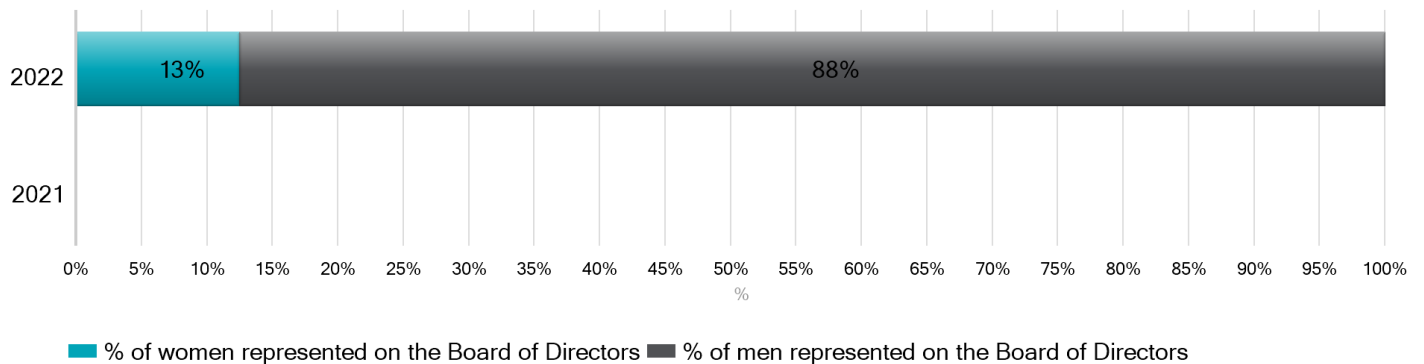
2.1.1. EMPLOYMENT BY GENDER (OVERALL)



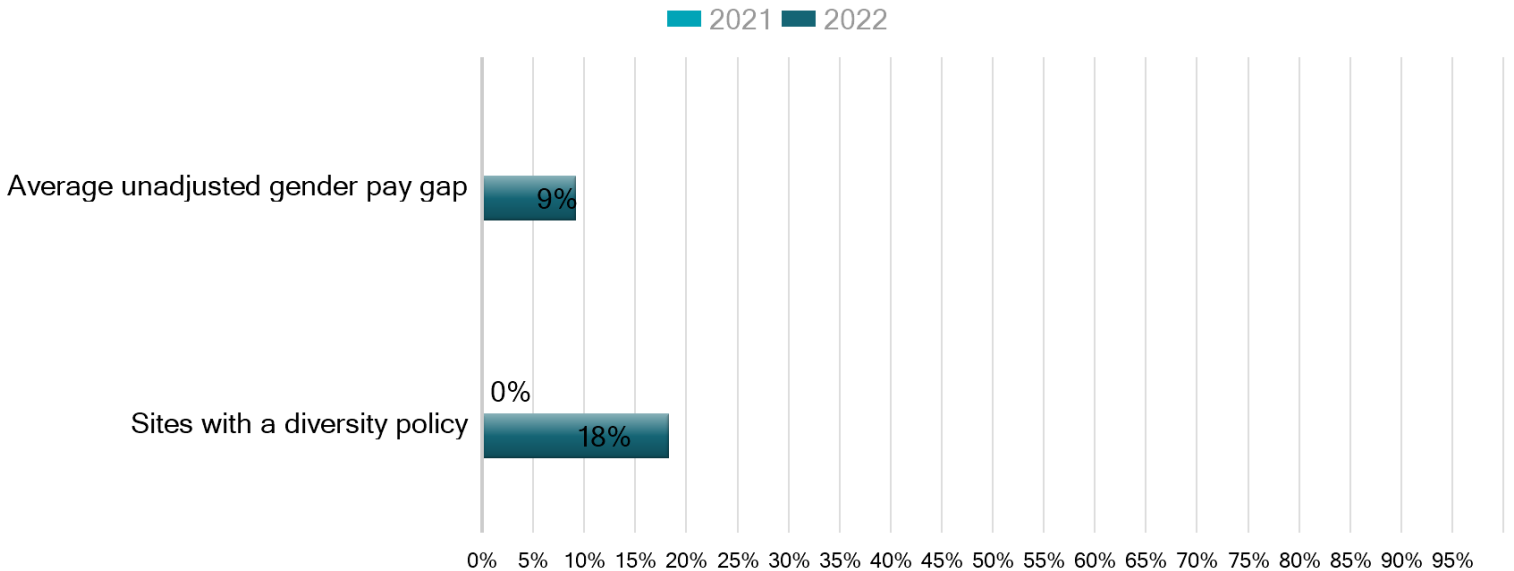
2.1.2. MANAGEMENT BY GENDER



2.1.3. BOARD OF DIRECTORS BY GENDER



2.1.4. GENDER PAY GAP



OVERVIEW:

- On average, more than one in three manager functions are held by women.
- At a group level, one woman is part of the board.

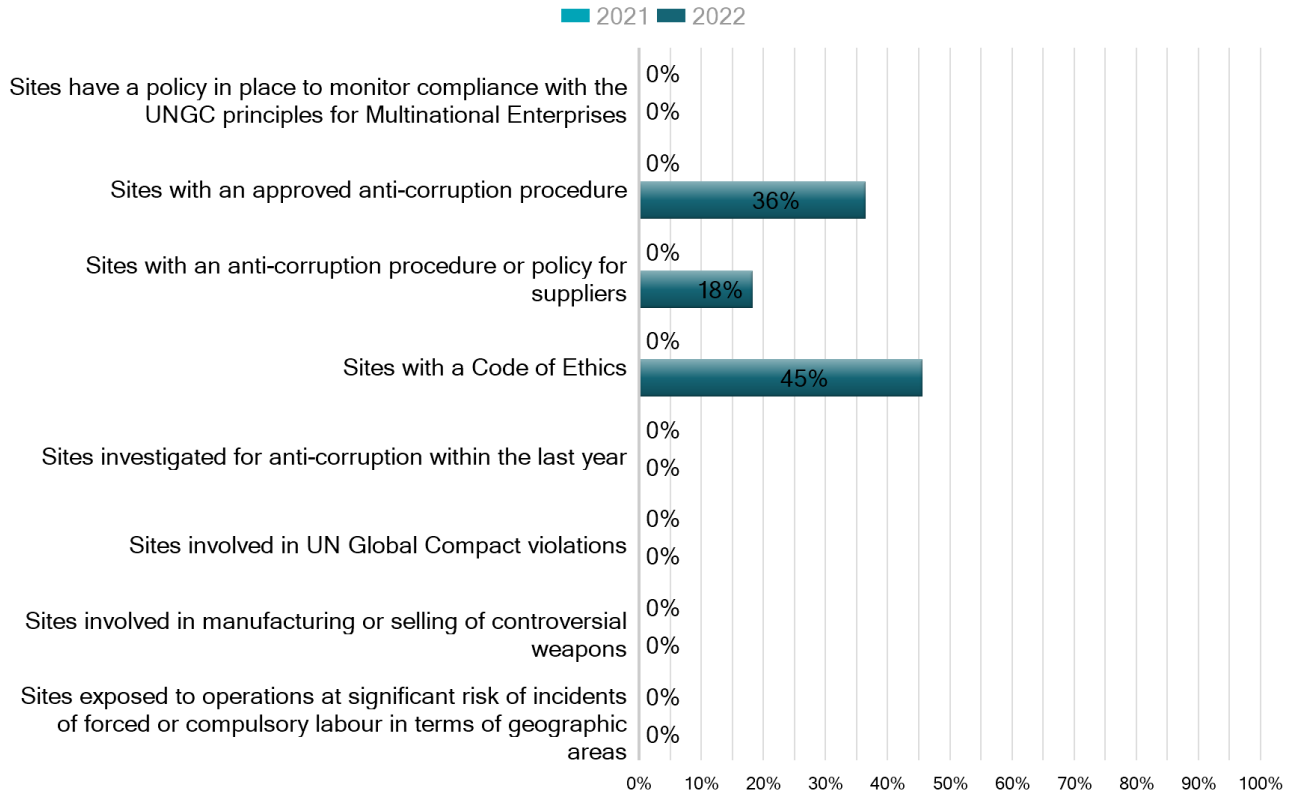
STATEMENT:

Customs Support is committed to having equal pay between women and men for similar functions.

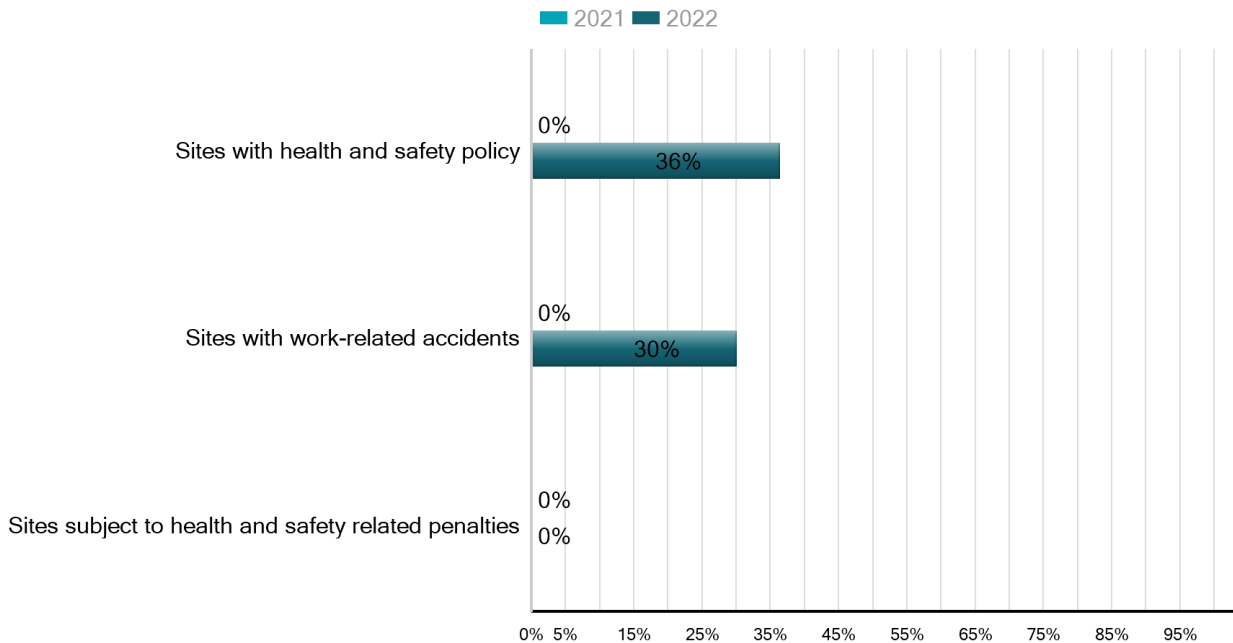
ACTION:

At this stage, just two of our group companies have a diversity policy. This will change in 2023 whereby a group Code of Conduct will be implemented including Customs Support's position on diversity.

2.2.1 STRUCTURE, POLICY AND EVENTS



2.2.2 HEALTH AND SAFETY



Our Ethical behaviour is essential to our business. We pride ourselves in being the biggest **neutral** customs broker in Europe. At the same time, we do not serve any customers dealing with weapons or tobacco.

Less than half of our companies have introduced anti-corruption policies and a Code of Ethics and hence these areas have been identified as some of the key priorities for 2023.

With the planned introduction of our group Code of Conduct in 2023 and group Anti-Corruption Policy, we will ensure that we have a stronger framework for both our people and business in the future.

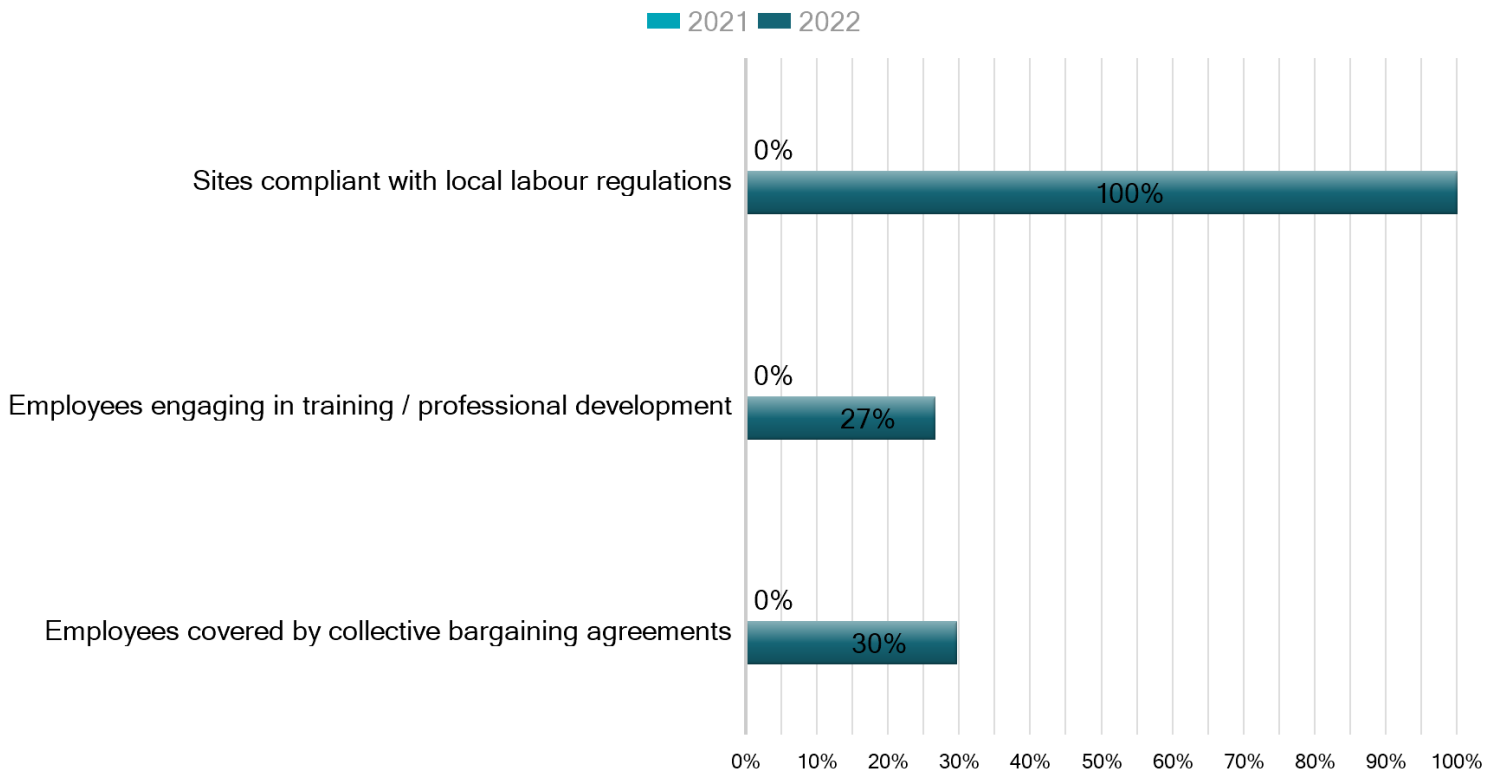
The Management Team hasn't been informed of any anti-corruption investigations in the previous year.

Organizations cannot be sustainable without protecting the safety, and health of the employees. Unfortunately, in 2022, we had three work-related accidents across the group (> 70 locations and >1300 people).

The group aims to achieve zero work-related accidents by ensuring that all our locations have a health and safety policy, and people are properly informed about the safety measures.



2.3.1. ENGAGEMENT ACTIVITIES



OVERVIEW:

In 2022 all our company locations were compliant with local labour regulations.

STATEMENT:

Customs Support is providing several trainings to the employees by different initiatives already in place (technical trainings given both inhouse and/or outhouse, onboarding trainings, etc). So far these initiatives are organized locally.

ACTION:

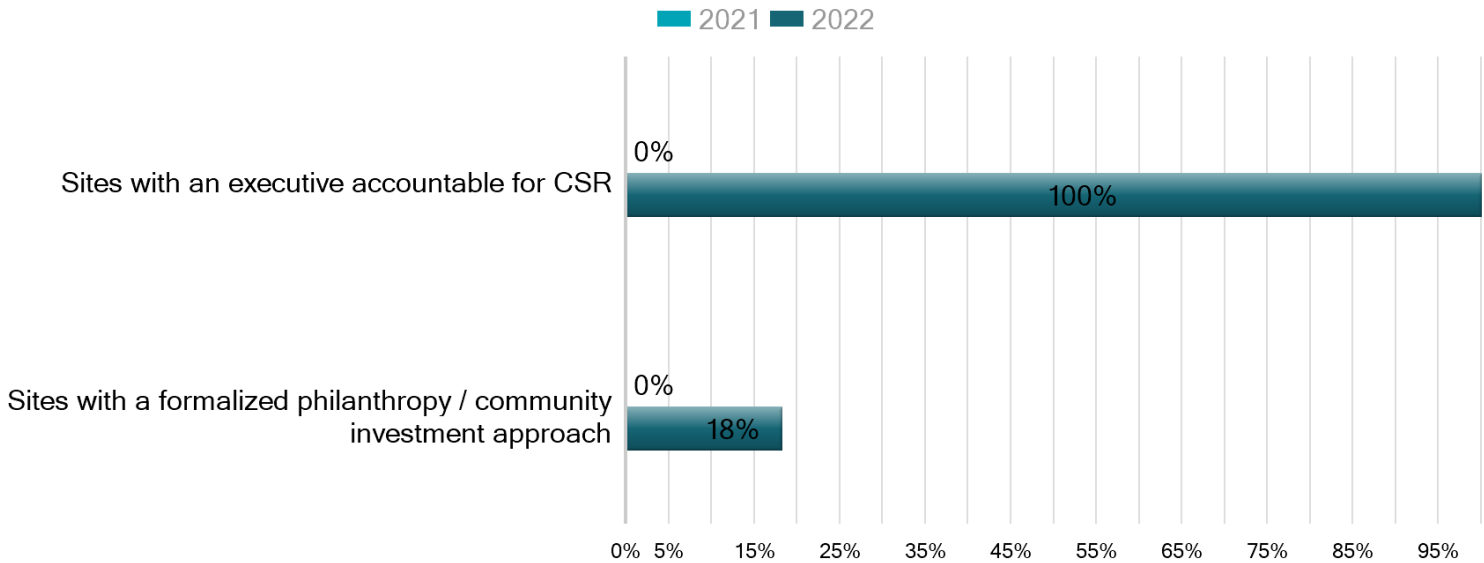
The company is working on providing a standard set of trainings in 2023 coming from the group to increase the sense of community and knowledge of our people.

3.0

GOVERNANCE



3.1.1 ACCOUNTABILITY TO CSR INVESTMENTS



Sites that have received a CSR award or recognition in the last 12 months



0%

Total philanthropy/community investment (Euro)



5,702

OVERVIEW:

At the group level, one of our executives within the board is responsible and accountable for CSR.

So far, we do not have a formalized group approach to Philanthropy and/or Community Investment instead local initiatives have been taken to provide community support.

ACTION:

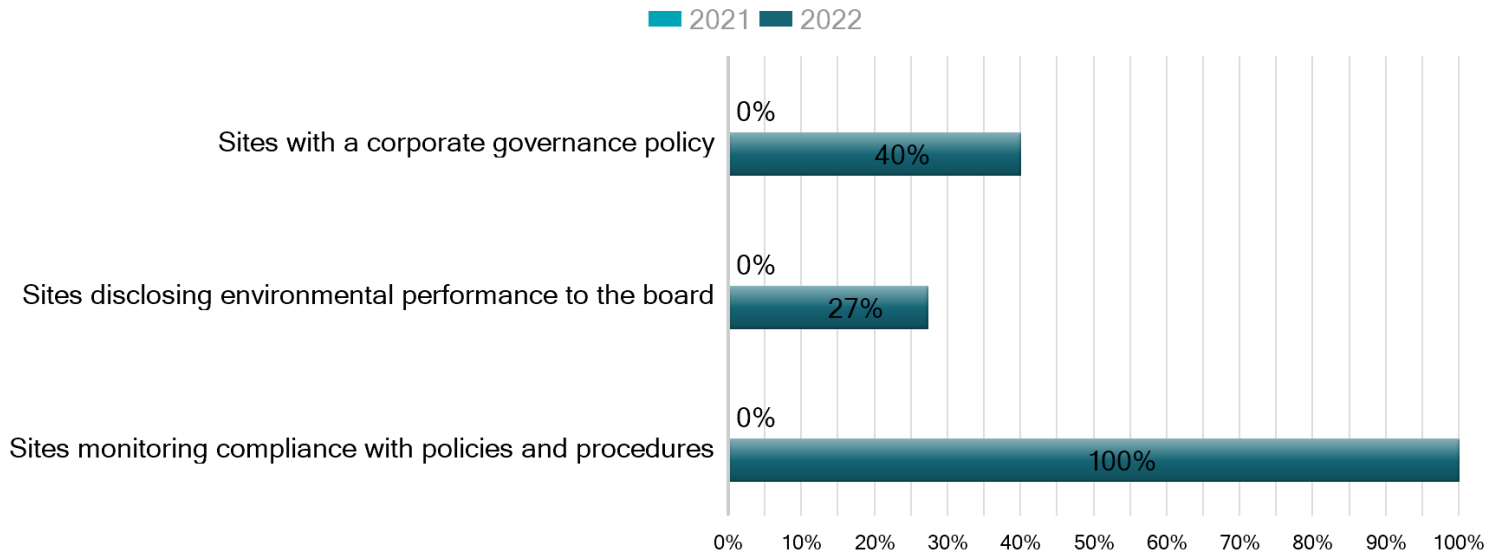
For 2023, we are looking to partner with a non-profit organisation on a group level.

In addition to local initiatives to support communities we also provided free-of-charge customs brokerage services in 2022 to companies and non-profit organizations who sent humanitarian goods and/or medical goods to Ukraine as well as neighbouring countries dealing with **Ukrainian refugees**.

3.1.2. BREAKDOWN OF COMMUNITY SUPPORT BY LOCATION

Summary of Community Support	
Rotterdam	n/a
Ekeren	Financial support to local University Student programme
Hamburg	n/a
Żarska Wieś	n/a
Muttenz	n/a
Lyon	n/a
La Spezia	n/a
Felixstowe	Financial support to local youth sport organization
Waterford	n/a
Göteborg	n/a
Helsinki	Financial support to local youth sport organization

3.2.1. POLICY



Number of Board of Directors members



8

Number of Executive Committee members



0

OVERVIEW:

Our group Compliance organization monitors compliance with policies and procedures. An Internal audit program will be rolled out in 2023.

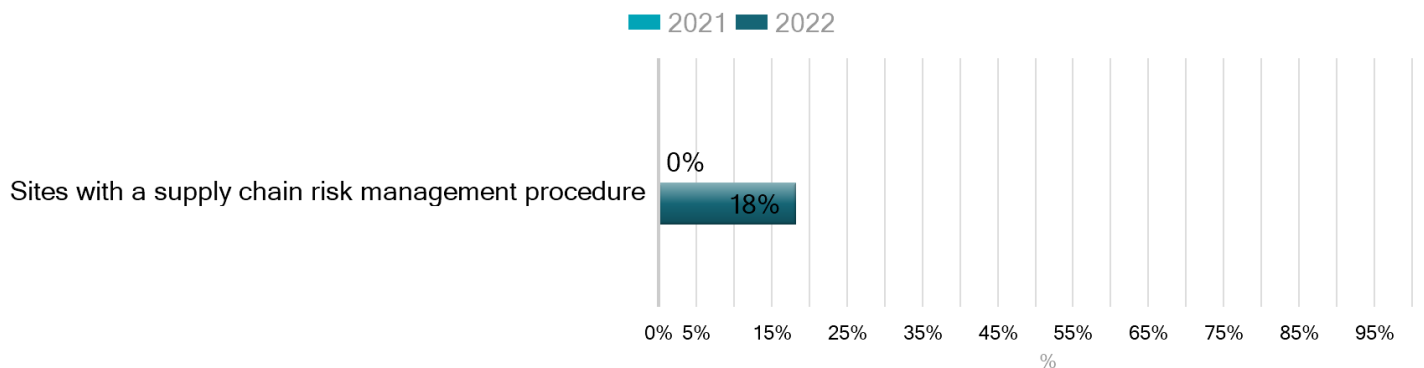
There is a groupwide whistleblowing program in place as part of the group compliance program.

ACTION:

A corporate governance policy for the group is in the process of being rolled out and implemented within all companies.

As Customs Support is a service company, our focus with respect to supply chain resilience is to have procedures in place to respond and pre-empt operational disruption which can primarily occur in case of failing IT systems. In such cases, emergency procedures are followed as per the drafted procedures.

3.3.1 PROCEDURE





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