

**Lifting Sustainability**

**2022**

**Above all. Rival**



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## 1. Introduction

This yearly report is in accordance with the GRI standards: Core option. Riwal Holding Group B.V., holding entity for the Riwal Group, is a private limited company (B.V.) headquartered in Dordrecht, the Netherlands. Riwal publishes this 2022 Sustainability Report with information covering the Group's results, stakeholders, sustainability statement, and sustainability achievements. Sustainability issues that positively or negatively impact our environmental performance through our business value chain are also identified. This report serves both as a measurement of Riwal's efforts in increasing sustainability and as a way to communicate more transparently with Riwal stakeholders.

### Report published in June 2023

If you have any questions regarding this sustainability report, please contact:  
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## 2. Word from our CEO

**Sustainability is a core value for Riwal; it defines our culture, guides our behaviour towards employees, suppliers and customers. Our ambition is to accelerate and embrace sustainability as an integral part of our business by including social, environmental and economical factors into our operations and decision making process.**

The United Nations “2030 Agenda for Sustainable Development” will serve as a reference to guide Riwal’s sustainability priorities moving forward. Through the products, services and initiatives that we provide, we want to make a significant contribution to the UN 2030 Agenda and the Sustainable Development Goals (SDGs). Riwal will focus its efforts on 7 of the 17 SDGs. As of 2022 and in line with our commitment, we are participating in the United Nations Global Compact. As a responsible business, we believe in taking actions to advance

the social, environmental and governance principles of the Global Compact and the SDGs.

Riwal as a rental company operates on a sustainable business model. Equipment renting has a much lower carbon footprint over its entire lifecycle compared to traditional purchasing. In Europe, 65% of Riwal’s rental fleet is electric. By 2023, our aim is to have 90% of our fleet electrical or using other renewable energy resources.

Riwal operates in 15 countries spanning from Europe, the Middle East, India and Kazakhstan. Our sustainability framework provides each country with room to define goals that are relevant to their operation and geographic region. We try to work as uniformly as possible but still enable each country to adapt its objectives to meet local needs. We maintain a strong focus on our group policies and values, as we strive to be the most sustainable rental company in the industry.

Through our Perform and Transform strategy, we place a great importance on the voice of the customer. We want to tailor our sustainability efforts to meet the customers’ requirements and demands. Our customers are increasingly demanding 100% electric machines to work at height, cleaner fuel options, a sustainable supply chain, and digital solutions to help them report and decrease their environmental footprint. We listen and cater our product range and services to those demands.

Providing excellent service to our customers also means acting with integrity. In line with our values, in 2021 we refreshed our employee and supplier code of conduct, highlighting, among others, our zero tolerance for corruption. This update was followed by a new company-wide training on compliance and business ethics.

2022 has been a year of achievements in sustainability for Riwal.



We won the 2022 IAPA (International Award for Powered Access) Sustainability Award, which

we received during the annual IPAF (International Powered Access Federation) Summit. We are extremely proud of this achievement; it keeps us motivated to achieve our targets and continue innovating in sustainability.



We were also awarded with a silver medal by EcoVadis, putting us in the top 25% of assessed companies. EcoVadis rates companies on their sustainability performance by looking at their efforts within these topics: environment, labour, business ethics and sustainable procurement. We want to prove our commitment to our sustainability goals and aspire to reach a EcoVadis Platinum level by 2025.

Furthermore, we set up an internal sustainability committee that aims to identify and address the sustainability risks in the company and the supply chain, to improve our sustainability performance and to share ideas and best practices. By bringing people from different entities and departments, we can lift sustainability to greater heights.

I truly believe that acting as a responsible company - a company that accounts in its operation and decision making for its stakeholder expectations, the needs and concerns of its employees, the environment and the sustainability of its supply chain - will contribute to Riwal’s lasting sustainable development.

Thank you!

Pedro Torres - Riwal CEO

### 3. About Riwal



#### What we do



##### Rental

Riwal provides solutions for working at various heights, with focus on safety and efficiency. We have an international rental fleet consisting of over 20,000 aerial work platforms, telehandlers, forklifts and power generators (in Qatar). Renting at Riwal means renting the best quality equipment and the assurance to find the machines that fit your needs perfectly.



##### Sales

Buying an aerial work platform or telehandler can be costly. Thus, besides selling them, Riwal offers expertise options to our clients as well as help them make the best decision.



##### Maintenance

Riwal offers comprehensive maintenance services to ensure the safety of our machines and the people who operate them. Regular maintenance ensures that our machines work efficiently, reducing fuel waste.



##### Parts

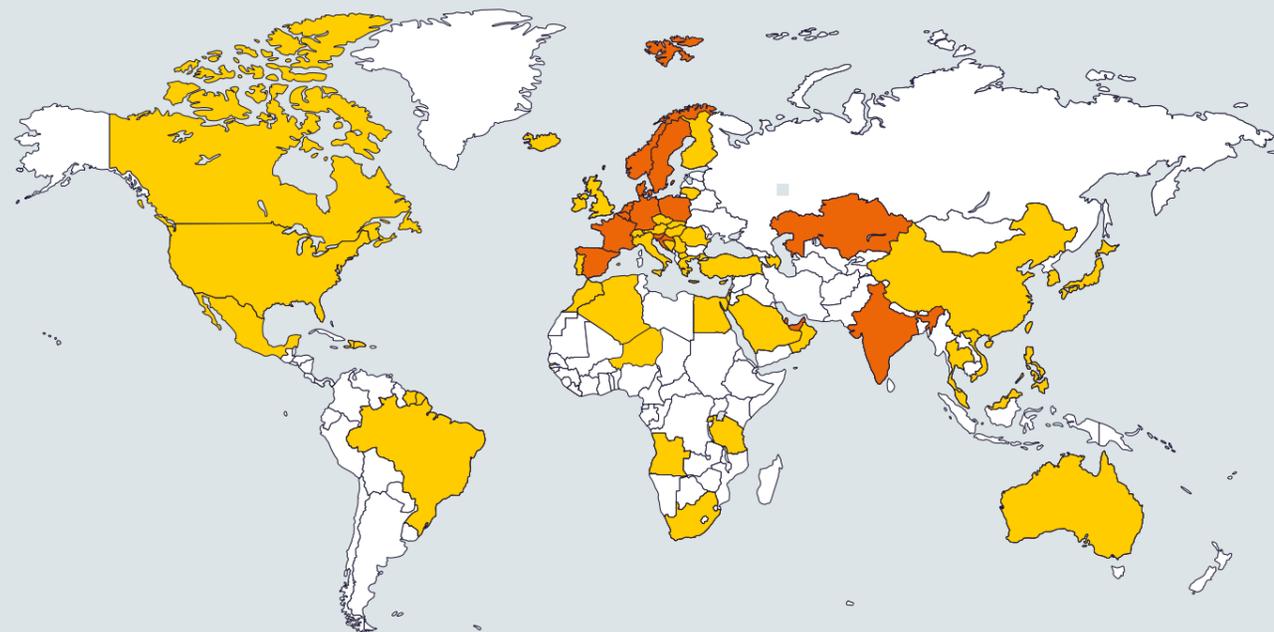
Riwal has been the number one specialist for original (spare) parts and accessories for years. By delivering replacement parts on time, we want to help keep the time utilisation of our clients' aerial work platform(s) as high as possible.



##### Training

As a specialist in the field of aerial work platforms, Riwal has developed several training programs that enable people who operate the machine to receive adequate training. With our training expertise, we want to ensure the safety of all our clients and their employees to the utmost extent.

## Who we are



**15**  
COUNTRIES

**1.400**  
EMPLOYEES

**4**  
CONTINENTS

■ RIWAL COUNTRIES  
■ BUSINESS WITH PARTNERS

**20.000**  
MACHINES

**60**  
DEPOTS



AERIAL WORK PLATFORMS, TELEHANDLERS AND FORKLIFTS



## Values

We follow a set of core values that guide our behaviours with our customers and communities. These values enable us to become a company that contributes to society while also being a reliable partner to our clients.



### Safety

Safety is our priority throughout all our work. We provide our customers with the highest level of safety with each rental or sale. We have established a solid, proactive safety process. In this way, we guarantee that we act proactively to ensure the safest environment for our staff and customers whenever and wherever we see a possibility to improve safety or eliminate potentially unsafe conduct.



### Integrity

We have provided training on ethics and compliance topics for our employees to ensure they can make proper decisions under particular situations, thereby increasing the trust our clients have in us. We make all our decisions honestly, candidly, and in compliance with our code of conduct with regard to integrity, corruption and discrimination.



### Diversity

Rival's work environment consists of many different people with unique characteristics. We respect and value what makes people different and strive to build a great place to work where our employees can be their authentic selves. We believe diversity fuels the added value and innovation that we bring to our customers.



### Teamwork

Rival believes in teamwork, not only internally but also in forming a team with our customers. Together we look for the best solutions, possibilities, and prospects.



### Sustainability

Maintaining high standards in regard to sustainability is of the utmost importance to Rival. We take action to reduce our energy consumption and make conscious choices for products and processes that are better for our society and our planet, such as converting machines from diesel to electric and opting for an increased number of electric and hybrid machines in our fleet. We also strive to make a positive impact on communities through sports, philanthropy and culture.

## Governance body

Riwal's global growth strategy is driven by an international Executive Management Team, with extensive experience in the industry. The Executive Management has a joint overall and P&L responsibility for the Group as a whole, including the execution of the Riwal's culture, values, mission and vision.

The composition of the Board of Directors is subject to the [Management and Supervision act](#). The female percentage in the current Board of Directors is 25% (2020: 25%).

### Pedro Torres, CEO

Pedro Torres was appointed CEO in July 2019. Before that, he was COO of Riwal since June 2015. He joined the company in 2012 as Regional Director for Southern Europe. Pedro started in the Aerial Work Platform rental business in 1999 as the CEO and shareholder of Nacanco Spain and Italy. After selling Nacanco Spain in 2007, Pedro joined HUNE, who acquired Nacanco and 3 other leading rental companies in Spain, as Group General Manager.

### René Timmers, CFO

René Timmers was appointed CFO in September 2015. He started his career at Riwal as group controller in 2012, a role in which he was instrumental in improving key financial processes including internal control, budget & forecasting and financial and management reporting. In more recent years René was the board sponsor of the global implementation of our ERP system. Before joining Riwal, René served in a variety of audit positions at global audit firm KPMG International (1997-2012), during which period he audited stock listed companies with a global footprint.

### Non-executive Board

The governance of Riwal is based on a one tier board consisting of the Executive Management Team and two non-executive board members Doron Livnat (appointed in February 2015) and Ellen Meijer (appointed in February 2016).



### The Riwal Way

Our mission is to deliver, through engaged people, the best experience in the industry to our customers. The idea of The Riwal Way is to create standardised, scalable systems for every aspect of our business, to ensure the same quality product and service with every single customer, every time we do business, anywhere in the world.

The benefits of The Riwal Way are clear- our customers experience increased productivity, hit deadlines on-time every time and cut waste and costs. With such a system, we can ensure a sustainable, successful business.



**OUR MISSION**

Why does our organisation exist?  
Through engaged people, deliver the Best Customer Experience

**OUR VISION**

What are we building?  
To be the first choice for jobs done at height

**OUR BELIEFS**

To realize the vision we believe in:

- Keeping our promises
- Finding solutions from customers' perspectives
- Creating value together
- Improving everyday
- Acting with urgency

**OUR VALUES**

Our guiding principles

- Engagement
- Integrity
- Teamwork
- Safety
- Sustainability

## 4. Sustainability Statement

**Our Sustainable Strategy**

Our business model focuses on rental, which in itself is a sustainable solution. Rental companies have the technical, logistical, legal and commercial expertise to help their customers comply with sustainability requirements related to equipment, resulting in an overall more sustainable life cycle of the equipment.

By having a customer-centric approach, the way of operating and making decisions focuses on customer demand and expectations. It provides a framework to focus investment, drive performance, and engage internal and external stakeholders. Sustainability allows us to innovate, improve our risk tolerance, build our reputation and brand and save costs.

Our business activities have both positive and negative impacts on the environment and society. Thus, taking steps to enhance our positive impacts while mitigating negative ones is the foundation of our sustainability strategy. We aim to provide the best customer experience and to adopt a more sustainable way of working in the supply chain.

Following our sustainability goal, we embrace sustainability as an integral part of our business. We believe that sustainability is a fundamental as-



## SHEQ System

### Corporate Social Responsibility

CSR performance ladder ISO 26000

	Profit	People	Planet
Society	Quality ISO 9001	Health & Safety ISO 45001 SCC*	Environment ISO 14001 CO <sub>2</sub> footprint
Human rights Honest business Customer affairs Involvement and development of society	Good management	Working conditions Suitable work	Pollution Waste Energy Emissions

pect of our industry and will align our decisions, initiatives, and activities for the long term.

**Our Framework**

We aligned our objectives with the United Nations' **Sustainable Development Goals** (SDGs). This gives us a framework to create a bold strategy and to measure its success. Riwal formally endorses the OECD (Organization for Economic Co-operation and Development) guidelines for multinational Enterprises and guidelines for good governance. In addition, we operate in accordance with the UN Charter on Human rights and core conventions of the International Labor Organization (ILO).

**Policy**

The Riwal Holding Group sets high standards for compliance with the group-wide SHEQ management system, which is centrally coordinated and monitored. We continuously strive to give the

best customer experience by providing solutions for working at heights safely and efficiently. "Safety first" is at the heart of our business and we constantly search for ways to improve our performance and build a safety culture. We are also committed to using our global expertise to enable a more sustainable future by embracing sustainability as an integral part of our operations and decision making.

We aim to

- Provide the best customer experience with services and products that meet our customers' expectations and fully satisfy their requirements.
- Provide and ensure safe and healthy working conditions for our employees (permanent and temporary), visitors, contractors and other stakeholders.



- Empower our employees to act in a safe manner and to care for their health and wellbeing.
- Ensure that our services and operations are performed and managed in such a way as to protect the environment.
- Take our share of responsibility in providing a more sustainable living for coming generations by contributing to sustainable development economically, environmentally and socially.
- Continuously identify opportunities, risks, and improvement possibilities in our entire value chain by taking health and safety, ethics, environment and human rights into account.
- Actively communicate and promote commitment to our policy and SHEQ objectives at all levels of the organization and to relevant stakeholders and share best practices and knowledge throughout the Group.
- Continually assess and improve the effectiveness of our SHEQ management system by reviewing our objectives, risks, KPIs and results.

#### Within Health & Safety

- Protect the health and safety of our employees, contractors, customers and third parties and to provide a healthy and safe work environment.
- Continuously improve the HSE working conditions in order to move ever further towards our "Zero accident" target.
- Prevent work-related illnesses and health problems.
- Constantly work towards improving the health and safety culture at all levels within Riwal, using a 'top down' and 'bottom up' approach where employee engagement and feedback is encouraged.
- Provide all necessary equipment, resources and training; to increase all Riwal/Manlift employees Health and Safety awareness.
- Ensure compliance with applicable HSE national, regional and local regulations and laws.
- Comply with Riwal rules, when exceeding national, regional or local regulations and laws.

#### Within Human Rights and Environment

- Take into account all the positive and negative environmental, social and economic impacts we have on society and our stakeholders.
- Take actions to contribute to 7 of the 17 UN Sustainable Development Goals.
- Do fair business and work in accordance with the ethical standards and the applicable laws and regulations.
- Ensure compliance to our code of conduct with regard to integrity, corruption and discrimination.
- Constantly look for innovative and sustainable solutions, in which the economic, environmental and social interests are in balance.
- Increase our energy and resource efficiency through machine electrification, efficient transportation, carbon offsetting, and renewable energy usage.
- Increase our water-use efficiency and responsibly manage our waste streams.
- Protect the environment and the communities

where we work and live in, by preventing pollution, minimising our impact and investing in local initiatives.

- Use the OECD Guidelines for Multinational Enterprises as our guiding tool to create and update this policy.
- Include in our policies or codes the requirement to respect and follow the Universal Declaration of Human Rights and the universal standards of the International Labour Organization (ILO).

#### Within Quality

- Place our customers at the heart of everything we do.
- Actively listen to our customer needs and expectations and innovate our products and services to meet them.
- Develop and maintain the processes we need to deliver the best customer experience.
- Continuously measure, maintain and increase Riwal knowledge base through talent recruitment and training.
- Respect stakeholder confidentiality and individual privacy whilst remaining transparent in all other aspects of our work.

Delivering the best customer experience and respecting Health, Safety and Environment rules is an individual responsibility for all of us, at every level within our organisation. This policy statement is part of our SHEQ management system, which is organised on the basis of the ISO 9001, 45001, 14001 and CSR Performance ladder (based on ISO 26000 standard) and it applies to all Riwal and Manlift employees, contractors, suppliers, visitors and other key business partners. The Executive Management is responsible for creating a suitable work environment supporting the above mentioned aspects in this policy statement.

The policy applies to the entire Riwal Group and is signed by our Executive Management. It will be regularly reviewed to make sure it is relevant and follows the latest compliance requirements. It will be made available to all interested parties.

# 5. Materiality Assessment

A materiality assessment provides us an opportunity to analyse our risks and opportunities and enables us to make adjustments to our business strategies. This helps us prioritise our actions on the most impactful and relevant topics for our stakeholders based on our highest sustainability risks. It also enables our stakeholders to understand our sustainable development and increase our ability to satisfy their demands. We focus on the following material topics :

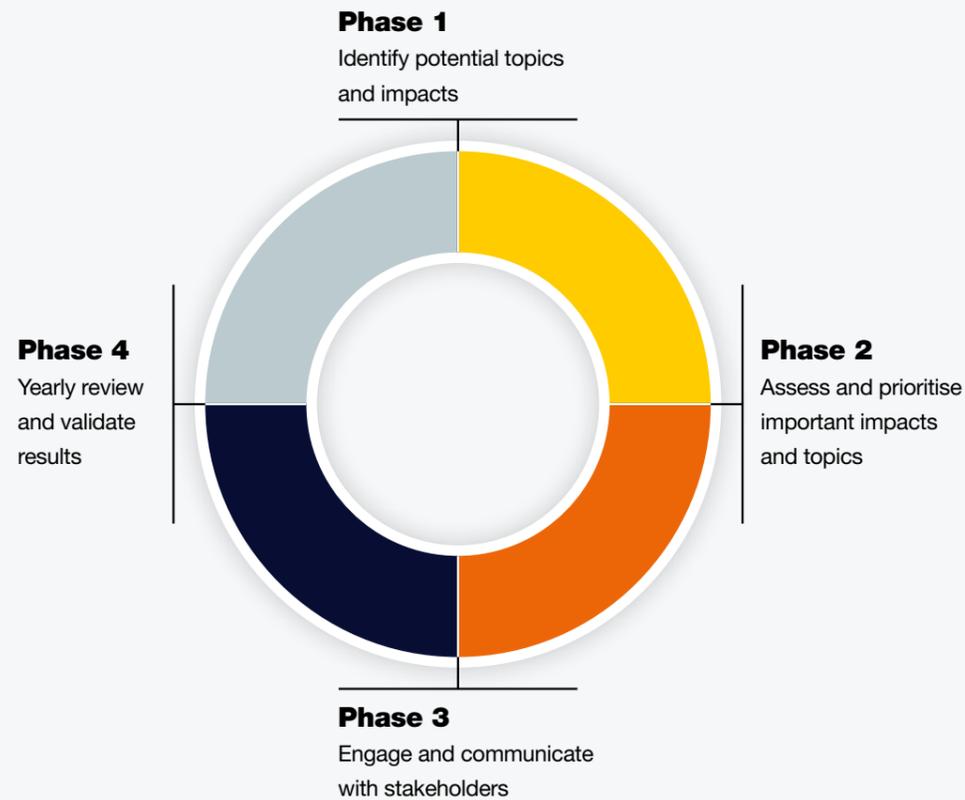
### Environmental

- GRI 302 Energy
- GRI 303 Water and effluent
- GRI 305 Emissions
- GRI 306 Waste

### Social and governance

- GRI 403 Occupational Health and Safety
- GRI 404 Training and education
- GRI 405 Diversity and equal opportunity
- GRI 416 Customer health and safety

Our SHEQ team conducts materiality assessments in four phases:

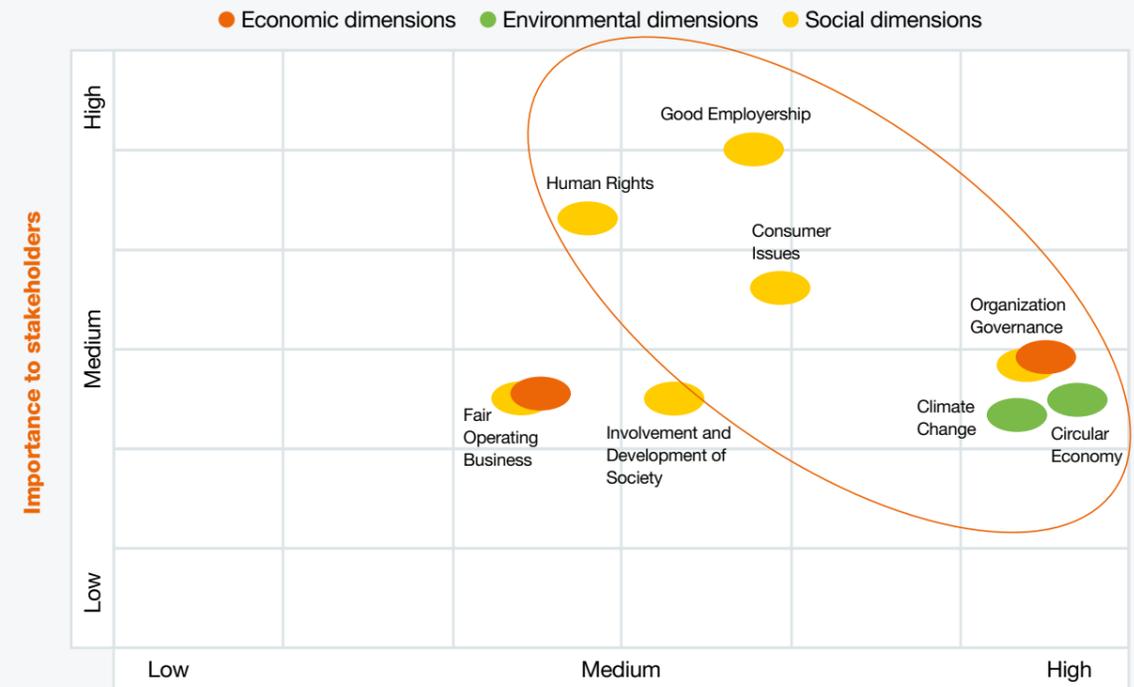


Our systematic approach starts with identifying and then regularly reviewing the potential impacts of our business on sustainable development. The CSR Issue matrix, which is a requirement of our “CSR Performance Ladder” certification, uses 31 sustainability issues (or impacts) which are the basis for this identification. Then, the input from [stakeholder engagement](#) allows us to evaluate those issues on their relevance and significance for Riwal and its stakeholders. By doing so, we can understand how to manage the risks and opportunities when we do business, thereby prioritising the issues that significantly impact our sustainable development. We also monitor external trends and other industries, to understand how to grow our business sustainably.

The identified issues are in line with the GRI Standards and UN Sustainable Development Goals; they are interconnected and should not be viewed in isolation. The relevance of the positive and/or the negative impacts of our business activities are linked to how important they are to our stakeholders and the result is shown in the materiality matrix.

We are striving to have data to monitor our progress in relation to all our identified material topics; this is a work in progress that will lift our sustainability performance. Therefore some identified material topics will be omitted from this report, until further data is available.

## Materiality matrix



Impact of the issue on environment, social, and economic dimensions

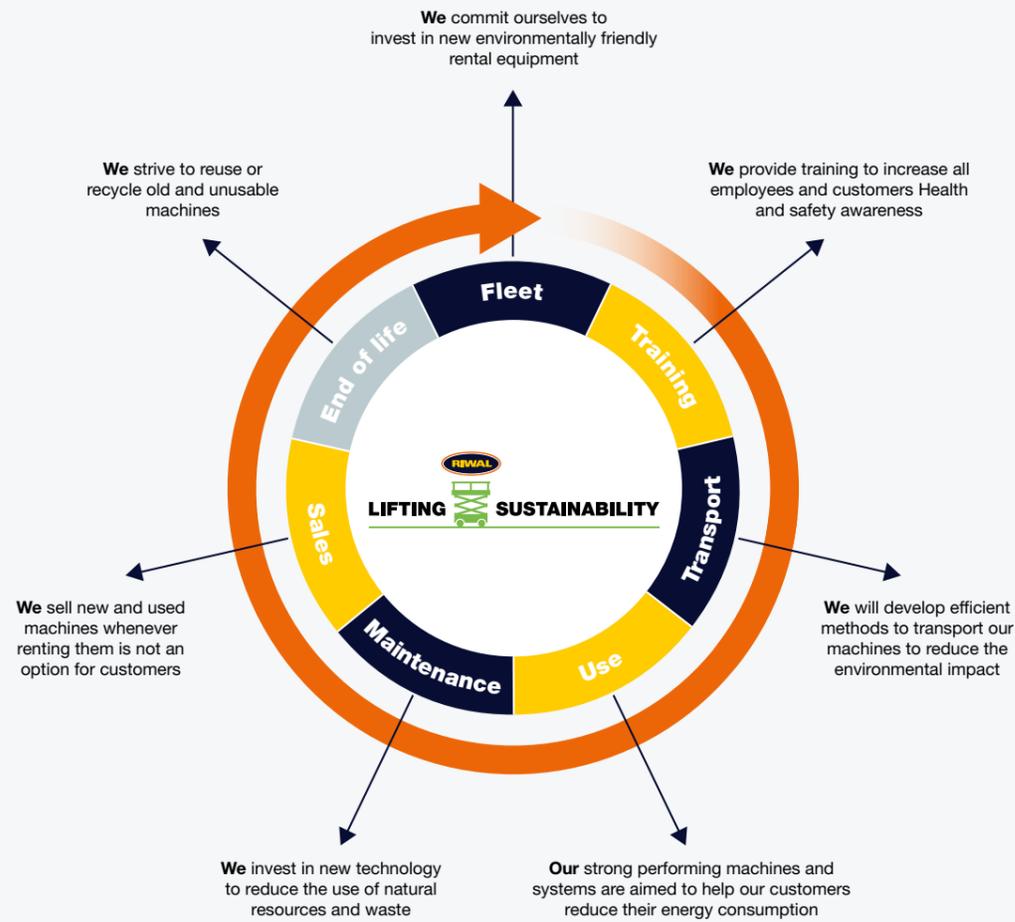
## 6. Our Stakeholders



Our stakeholders are defined as individuals or groups that have an interest in our business and who may influence or be affected by our actions, organisation, or services. Efficient and transparent information exchange with our stakeholders and understanding their values, especially regarding sustainability, are critical in our day-to-day business. Via customer and employee surveys, customer workshops, internal committees and/or worker representatives, we analyse our stakeholders' priorities yearly and adjust our operation method where needed, thereby supporting us in maintaining long-term relationships with our relevant stakeholders. Furthermore, it helps us to understand what our stakeholders consider as risks and hazards.

Type	Stakeholder	Expectations
EXTERNAL	Shareholders	<ul style="list-style-type: none"> <li>Increasing CSR criteria</li> <li>Cost reduction through environmental measures</li> </ul>
	Credit institutions	<ul style="list-style-type: none"> <li>Sustainable profitability and transparency</li> </ul>
	Governments	<ul style="list-style-type: none"> <li>Sustainable procurement</li> <li>Compliance with health, safety and environmental laws and regulations, including reporting regulations</li> <li>Less regulation and enforcement to Sustainable companies</li> <li>Job creation</li> </ul>
	Customers	<ul style="list-style-type: none"> <li>Safe products and operations</li> <li>Sustainable innovations</li> <li>Verified CO<sub>2</sub> footprint</li> <li>Business ethics</li> <li>Sustainable procurement</li> <li>Comply with external Sustainability assessments</li> </ul>
	Public / NGO's	<ul style="list-style-type: none"> <li>Safe working</li> <li>Adequate communication</li> <li>Social and/or environmental sponsoring</li> <li>Encouraging ethical behaviour</li> </ul>
	Competitors	<ul style="list-style-type: none"> <li>Sustainability as a competitive advantage</li> <li>Use of Sustainability as a tool for innovation</li> </ul>
	Manufacturers	<ul style="list-style-type: none"> <li>Sustainable procurement</li> <li>Continuity through cooperation</li> <li>Safe working environment for staff hired</li> <li>Comply with ISO standards</li> <li>Business ethics</li> </ul>
	INTERNAL	Board Members
INTERNAL	Employees	<ul style="list-style-type: none"> <li>Job security and development</li> <li>Good working conditions (safe and healthy)</li> <li>Focus on sustainability</li> </ul>

# 7. Sustainable Life Cycle



We adopt sustainable life cycle management to have a deeper understanding of our business activities' short and long-term impacts. We use a 'cradle to grave' method for analysing our business activities, starting from the machine manufacturing and ending at the end-of-life stage. Those activities include waste, energy, water and emissions in all process stages and the end-of-life stage.

As a rental company, we contribute to sustainability by extending the life cycle of our machines. By renting the machine to our customers, we decrease the machine demand in the market, reducing raw material use. Furthermore, by regularly repairing, we ensure our machines work in a good function and maximise their life-time, thus saving resources. We relocate our machines regularly based on market demand to increase their utilisation efficiency.

We also organize training courses for our customers to ensure they operate the machines properly. Analysing our business activities in each life cycle stage allows us to have a deeper understanding of our environmental performance and decrease our carbon footprint.

## Fleet

- A young, high quality fleet and quick field service resolution time
- Innovative customised solutions
- New equipment using renewable energy sources
- 90% of the fleet run on electric or renewable fuels by 2030

## Training

- Safety training for our employees and customers to ensure work safety
- Raising safety awareness in our industry

## Transport

- Trucks running on Euro 6 engines or HVO100 fuel
- Smart scheduling of transport to reduce unnecessary transport

## Use

- Always the right machine available for the job to be done
- Electric, hybrid or other renewable energy source machines
- Fossil free fuel, made from renewable items for fuel-powered machines

## Maintenance

- Regular maintenance and check of all machines after use and before delivery
- Reduction, reuse and recycling all waste in our branches
- Transition to LED lights in branches and workshops
- Transition to wastewater recycling bays and/or water use reduction technologies. Check out this [video](#) on biological wastewater treatment system in Denmark

## Sales

- Selling well-maintained machines to customers
- Right customer service practices in place

## End of life

- Moving machines between countries and selling them when too old
- Old machine parts separated and batteries and old iron sold or recycled





Impacts throughout our supply chain					
	Suppliers	Transportation	Maintenance	Customers	End of life
Major positive impacts	<ul style="list-style-type: none"> <li>• Safety guarantee</li> <li>• Circular economy</li> <li>• Digitalisation</li> <li>• Innovative solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Transportation optimization</li> <li>• Renewable energy use</li> <li>• Digitalisation</li> <li>• Innovative solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Safety guarantee</li> <li>• Pollution reduction</li> <li>• Digitalisation</li> <li>• Innovative solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Safety guarantee</li> <li>• H&amp;S practice</li> <li>• Digitalisation</li> <li>• Innovative solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Material use efficiency</li> <li>• Waste reduction</li> </ul>
Major negative impacts	<ul style="list-style-type: none"> <li>• Raw material use</li> <li>• Environmental pollution</li> <li>• Human rights risks</li> <li>• Corruption risks</li> </ul>	<ul style="list-style-type: none"> <li>• Fossil fuel use</li> <li>• GHG emissions</li> <li>• H&amp;S risks</li> </ul>	<ul style="list-style-type: none"> <li>• Human rights risks</li> <li>• H&amp;S risks</li> <li>• Corruption risks</li> <li>• Environmental pollution</li> </ul>	<ul style="list-style-type: none"> <li>• Human rights risks</li> <li>• H&amp;S risks</li> <li>• Corruption risks</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental pollution</li> <li>• H&amp;S risks</li> </ul>

Actions taken to mitigate negative impacts	
Negative impacts	Actions
Raw material use	<ul style="list-style-type: none"> <li>• Constantly repair and maintain our machines to increase its lifespan</li> <li>• Recycling and reuse part of machines (for example, battery)</li> </ul>
Environmental pollution & Greenhouse gas emissions & Fossil fuel use	<ul style="list-style-type: none"> <li>• Install water recycling system and eco friendly washing area</li> <li>• Run machines on renewable fuels instead of fossil fuels</li> <li>• Separate the waste and increase the waste recycling rate</li> <li>• Improve and analyse CO<sub>2</sub> footprint (to target reduction in correct activities)</li> </ul>
Labour & human rights & corruption risks	<ul style="list-style-type: none"> <li>• Organise ethics training</li> <li>• Improve HR, procurement policy to ensure the right of employees</li> <li>• Evaluate our supplier on labour &amp; human rights</li> </ul>
Health & safety risks	<ul style="list-style-type: none"> <li>• Introduce healthy Diet and provide healthy lifestyle training or stress reduction training</li> <li>• Provide personal protective equipment for our employees to avoid work related risks and hazards</li> </ul>



## 8. Sustainable Procurement

At Riwal, through this procurement policy, we intend to make our operations and sourcing decisions more sustainable, as well as to encourage the market to innovate and deliver sustainable products or services by taking into account the impact on social, environmental and governance topics. Our suppliers play a very important role in achieving our sustainability and innovation objectives.

### Riwal is committed to:

- Comply and act in accordance with applicable laws and regulations in the countries we operate in;
- Raise awareness on sustainability among our suppliers and contractors;
- Purchase products and materials that are sustainable (energy-efficient and water-saving equipment, products certified with an eco-label or that are fair trade, recyclable etc.) and safe;
- Monitor the implementation of our policy within the countries of the Group.

In line with our commitment, we expect our current and future partners to adhere to similar values as

those we work with which include but are not limited to:

### Labour and Human rights:

- Comply and act in accordance with applicable laws and regulations, with the Universal Declaration of Human Rights, and the principles of the International Labour Organisation (ILO), and the United Nations Global Compact;
- Attach a particular value on excluding forced labour and child labour, and on meeting the guidelines for working hours and minimum wage;
- Follow the principles of good employership, in which working conditions, well-being and

development of employees are guaranteed at work;

- Prevent discrimination and harassment and encourage inclusion and diversity in the workforce;
- Take responsibility for the health and safety of their employees by managing risks and taking precautions against accidents and occupational diseases, and by offering adequate training and personal protective equipment (PPE).

### Business Ethics:

- Prohibit bribery, corruption, fraud, money laundering and any other forms of unethical business practices;
- Keep any business entertaining and hospitality with Riwal employees appropriate and reasonable in nature;
- Avoid situations in which a conflict, or the appearance of a conflict, could arise between the interest of Riwal and a possible personal benefit;
- Compete fairly in accordance with the principles of fair competition and applicable competition laws, and respect the confidential information, know-how and intellectual property rights of third parties.

### Protection of the environment:

- Take responsible actions for the protection of the environment and minimising their environmental footprint;
- Commit to achieving sustainable solutions in your products, services and operations, with regard to energy consumption, emissions, waste management, material efficiency;
- Help Riwal to provide its customers with an insight into the environmental impact of proposed technologies and their alternatives.

### Selection & Evaluation criteria

Our choice of supplier will be increasingly influenced by whether the party in question contributes to achieving our sustainability and innovation ob-

jectives and those of our customers. We have a strong preference for those suppliers who strive for sustainable development and who are able to demonstrate engagement and commitment to our Business Partner Code of conduct.

Clear and ambitious environmental and social priorities (including circularity and reduction of CO<sub>2</sub> emissions), compliance with our Business Partner Code of Conduct, availability of certification or third party ratings and consumer safety are therefore essential evaluation and selection CSR criteria within our procurement process.

Which specific CSR criteria should lead to the selection and evaluation of the supplier and coverage in the agreement depends on the category of the supplier.

If desired, Riwal will carry out an audit of the supplier in order to verify compliance with the Business Partner Code of conduct.

### Speak Up

Suppliers are encouraged to speak up when they have any compliance concerns related to Riwal. They can do that directly to their contact person within Riwal or via our external speak up platform facilitated by GotEthics - [Whistleblownetwork](#).

We request suppliers to comply with our policy by undersigning our Business Partner Code of Conduct which can be downloaded [here](#). In some cases, the supplier's code of conduct can be considered an acceptable alternative to the Riwal Business Partner CoC, if the content complies with what we expect from them. In such cases, the supplier will be asked to sign a letter of commitment.

Sustainable procurement is an integrated part of Riwal's business operations and the Riwal management system. It will be regularly reviewed to make sure it is relevant and follows the latest compliance requirements.



## 9. Sustainability Goals and Achievements

Riwal is committed to making a positive impact by providing safe and sustainable products for our customers, creating a positive work culture for our employees, enhancing our environmental performance (understand our carbon footprint and reduce waste), engaging our supply chain for a sustainable operation and contributing to our local communities.

### United Nations Sustainable Development Goals

#### Riwal by 2030

The sustainability pathway of Riwal aligns with the [UN Sustainable Development Goals](#). As part of the 2030 roadmap, we will be focusing our attention on 7 goals. For each goal, specific targets have been set.

Over the coming years, each entity's priority might change given the risks and opportunities of the market and thus their focus can switch to other SDGs (all within the 7 priorities chosen by Riwal). We believe this approach will allow us to lead the way to more and more discussions, engagement, sharing of ideas and best practices among the Riwal countries and help us reach our 2030 targets.

The following 7 SDGs are the main fields that we commit to.



Improve health and well being



Increase knowledge base in industry



Increase water-use efficiency



Increase energy efficiency



Increase diversity and our people's engagement

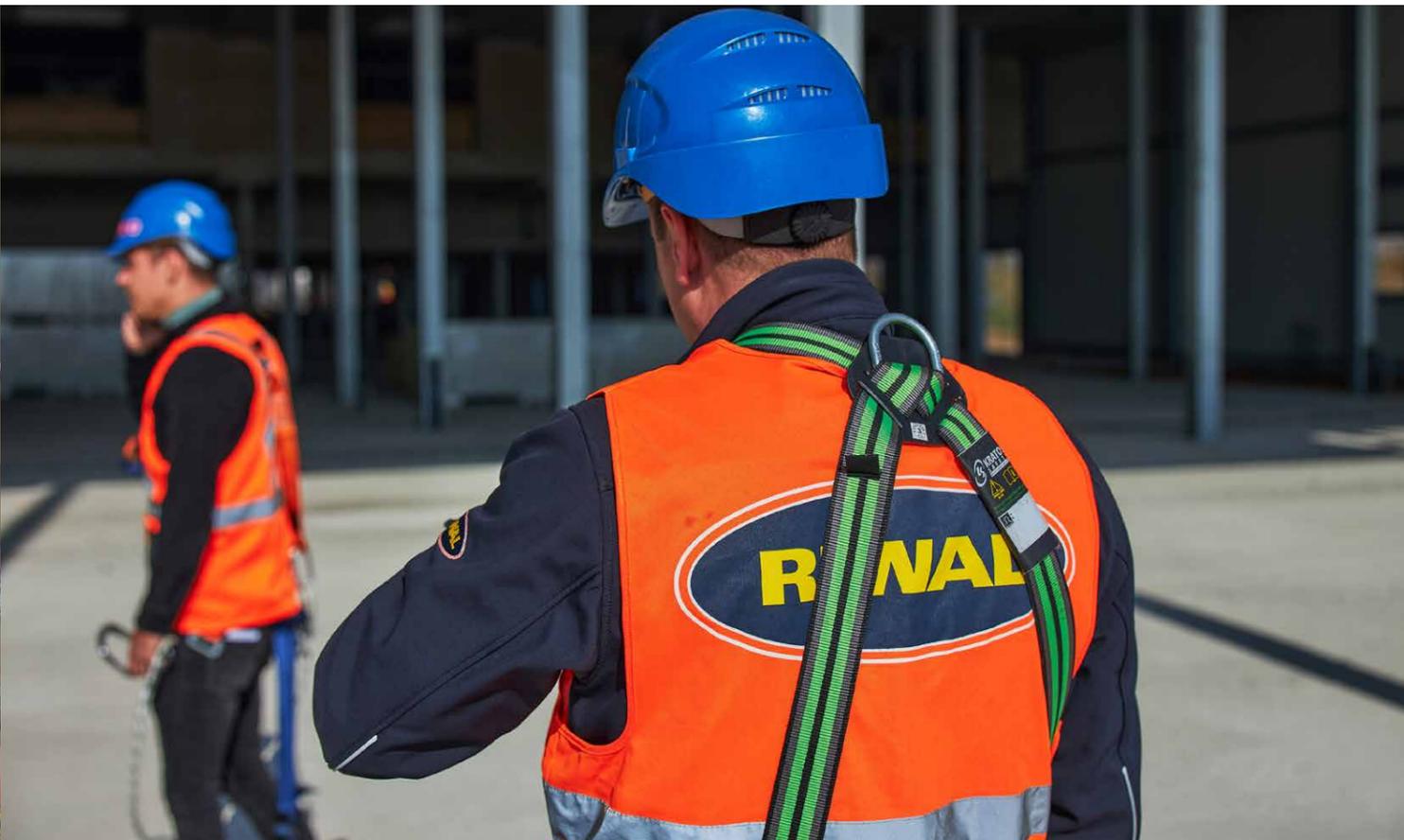
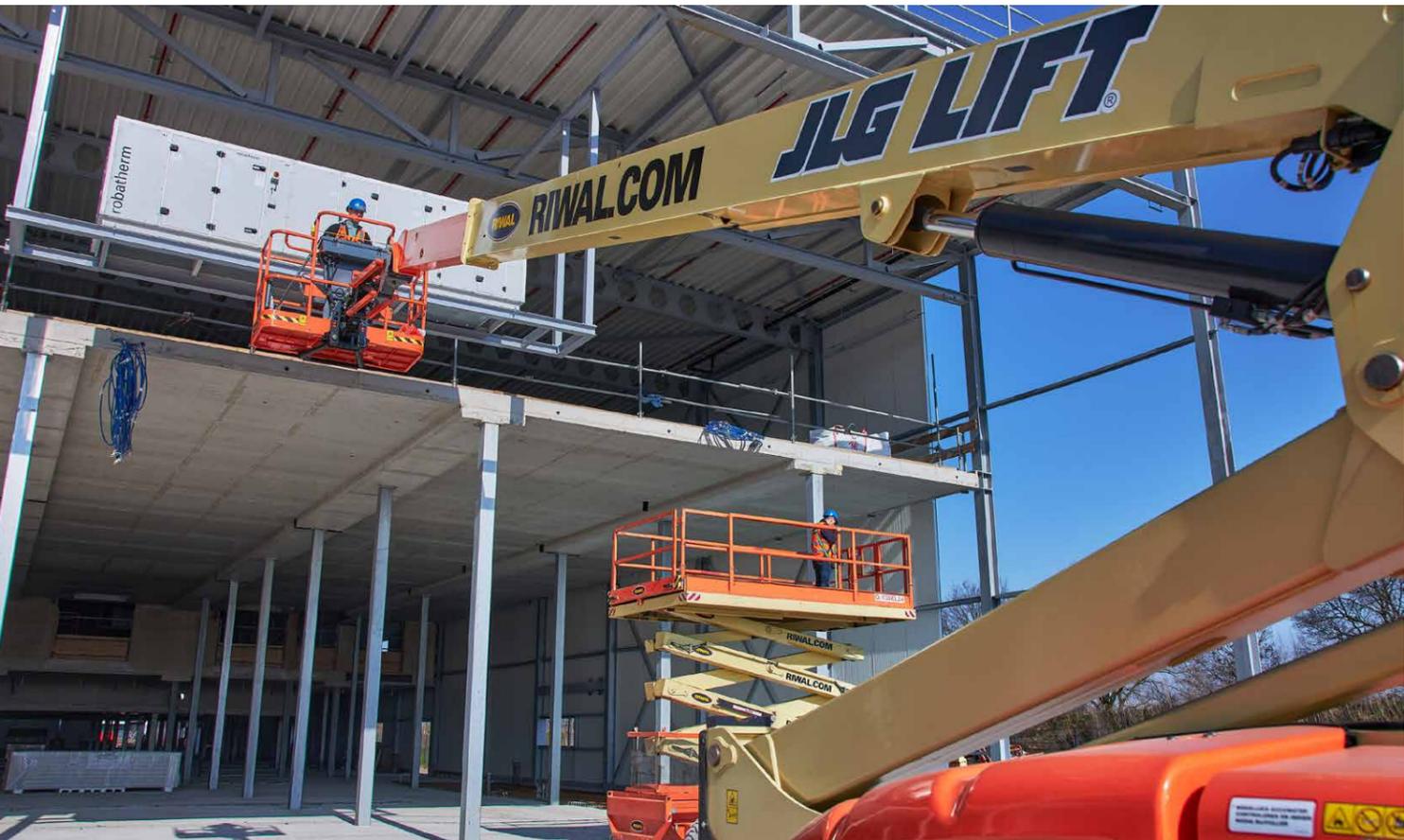


Increase resource efficiency



Improve waste management

#### Riwal by 2030



### Certifications

At Riwal, we believe in maintaining the highest standards for quality, safety, and sustainability. We ensure these standards through certifications with DNV-GL, a quality assurance assessment provider. The following certifications are integrated in the group-wide SHEQ (Safety, Health, Environment & Quality) management system, which is centrally coordinated and monitored.

- ISO 14001 standard for environmental management
- ISO 45001 standard for occupational health and safety management
- ISO 9001 standard for quality management
- CSR Performance Ladder - Level 3 (Applicable to Dutch entities only)
- SCC certification i.e. SHE (Safety, Health and the Environment) Checklist Contractors ( Applicable to Dutch entities only).

Our entities are regularly audited (both internally and externally) to ensure we are in line with the management system's requirements. Currently, 84% of the countries are certified with ISO 45001 and 71% of the countries are ISO 9001 and ISO 14001 certified.



### Membership & Participations

#### IPAF Sustaining Member

Riwal has been an active member of the International Powered Access Federation (IPAF) since 2004. IPAF is a non-profit organisation that promotes the safe and effective use of powered access equipment worldwide. Our CEO, Pedro Torres, joined the board in 2019 and Riwal switched to a "sustaining member" category in 2022. This enhanced membership allows Riwal to more actively define industry best practices and advise on shaping legislation.



#### European rental association

Riwal is an active member of the European Rental Association (ERA) and takes part in the sustainability committee, technical committee and the future group. As a member, we want to facilitate the continued growth of a sustainable and professional rental industry in Europe.

#### United Nations Global Compact

This year we became a participant in the United Nations Global Compact to support the implementation of the 10 sustainable principles related to human rights, decent work for all, the environment and anti-corruption. By doing so, we accelerate our learning and long-term, positive impact in relation to these topics.



## People

KPI	2020	2021	2022	Target 2023	Target 2030
LTI (Lost Time Injury)	-	-	8.8	-	-
Accidents	86	91	69	0	0
Near misses	729	700	647	> 750	> 1000
% female employees	-	19.47%	20.61%	21%	25%
% receiving training on ethics/compliance	-	-	60%	-	90%
Violations or cases of corruption or bribery	0	0	0	0	0

\* Numbers in red indicate that the target was not met

\*\* External operators in India are no longer part of our employees, therefore LTI result is higher and non-comparable to previous years. Target need to be revised.

\*\*\* The new ethics training started in Oct 2022

### Sports events (All)



• GRI 403 Occupational Health and Safety

Riwal arranged several sports events across all our entities this year to promote our employees' physical health and well-being. This includes a Padel Tennis tournament in Denmark and the Netherlands, a half Marathon in the Netherlands, a step competition in Sweden and sport tournaments in the UAE, Qatar and India. These sports events ensure the well-being of our employees by reducing stress and highlighting the value of social and physical activities.

### Knowledge sharing (NL)



• GRI 404 Training and education

- Every week, the Riwal Netherlands team receives ideas and tips on how to act more sustainably and how to choose a more sustainable lifestyle. We find it important to raise employee awareness on topics such as waste, water, food, energy, etc..
- Our employees actively participated in IPAF (International Powered Access Federation) panel discussions and webinars to share with the industry our views and expertise in safety and sustainability. From our CEO, to the Group Fleet Manager to the MEA Regional SHEQ Manager, our message revolves around increasing safety and lifting sustainable development in the industry. Check these webinars: [Electrification](#) & [Preventing failure](#).

### Diversity (All)



• GRI 405 Diversity and equal opportunity

Riwal's sustainability strategy includes attention to diversity and equality for women. 21% of our workforce are woman. Increasing workplace diversity contributes to a more innovative and engaged workplace. We celebrated International Women's Day by highlighting some of the women that work at Riwal. Many female team members shared their thoughts about their career journeys and the barriers they faced as women. Check out the interviews in this [video](#).

### Contributions (FR, PL, NL, KZ, SE)



- Riwal pays attention to international affairs. We supported Ukrainian refugees with donations, supplies and accommodations. Together with our parent company ProDelta, we managed to gather 20.000 euros worth of donations.
- Riwal Kazakhstan sponsored the building and greening of a children's recreational area in a village nearby Atyrau.
- In Sweden, as part of a "step competition", we donated 900 Euro to a Children's cancer centre every time an employee reached 1,000,000 steps.

With these initiatives, we aim to be involved with local communities and communities in need, providing them what they need to improve their lives.



## Planet

KPI	2020	2021	2022	Target 2023	Target 2030
T Carbon (CO <sub>2</sub> ) emission per FTE*	-	-	8.91	-5% compared to previous year	-30% compared to baseline 2022
T Carbon (CO <sub>2</sub> ) emission per €M revenue*	-	-	39.75	-5% compared to previous year	-30% compared to baseline 2022
Waste (Ton) per FTE**	1.091	1.423	1.044	-5% compared to previous year	-35% compared to baseline 2020
Waste (Ton) per €M revenue**	4.71	6.68	4.30	-5% compared to previous year	-35% compared to baseline 2020
Waste recycled**	79.83%	68.05%	72.95%	>80%	>95%

1 Numbers in red indicate that the target was not met

2 More detailed reporting is available in the Appendices

\* As of 2022 we switch to GHG protocol standard therefore an equal comparison with previous year result is not possible, new baseline is 2022.

\*\* We no longer consider operator in India as they are externals and we are including all revenue (not only rental). Numbers from previous years are adjusted accordingly.

### Sustainability week (NL & HQ)



• GRI 305 Emissions

The 2nd edition of the Rival Sustainability week took place in Rival Netherlands and the Head office. Several events were planned to inspire customers, employees and their families to think of a sustainable future. Rival Netherlands constructed a green roof on one of the offices. Employees together with their kids and the local football team participated in "tiles out, plants in" activity. Finally, with every order placed during that week, we donated an amount for the Trees For All Foundation. We aspire to organise this kind of event every year and include all Rival entities.

### 100% fossil-free (NL)



• GRI 403 Occupational Health and Safety

Rival Netherlands has switched to sustainable HVO100 biofuel for our rental diesel-powered machines. HVO100 is a 100% synthetic diesel made from various waste and residual flows; it is, therefore, not a fossil fuel and ensures a CO<sub>2</sub> reduction of approximately 90% compared to conventional B7 diesel. This change significantly reduces our customers' carbon footprint and contributes to both their and our sustainable development.

### Oil regeneration (FR)



• GRI 302 Energy  
• GRI 305 Emissions  
• GRI 306 Waste

All used oils at our French entities are sorted, collected and sent to a regeneration centre. Around 90% of those oils produce new oil and the rest are incinerated to generate energy. Oil regeneration increases the lifetime of the oil while maintaining its quality, which allows it to be continuously used.

### RECAP Digital Solution



• GRI 306 Waste

The waste recycling service currently used by Manlift UAE has been expanded to not only include the collection of aluminium bottles and plastic; but also, the recycling of paper, batteries and E-waste. Besides the recycling service, RECAP's full-package digital solution provides data to allow us to monitor our waste and support us in improving our sustainability efforts. This can significantly decrease our GHG emissions while improving our environmental performance.



**Smart.  
Easy.  
Digital.**

**Profit**

KPI	2020	2021	2022	Target 2022	Target 2030
Customer satisfaction (Net Promoter Score)	71	64	44	65	85
Average CIR score (Continuous Improvement Review)*	50	49	38	50	50
Average Maturity score*	62	69	61	55	70

\* Numbers in red indicate that the target was not met.  
 \* CIR = The Continuous Improvement Review is a systematic approach for objectively evaluating the adoption of The Riwal Way, assessing key success factors for a continuous improvement culture and identifying business improvement opportunities for a depot. The CIR requirements were adjusted in 2021, hence a lower score in 2022 - only 50% of depots were able to conduct the CIR this year.  
 \* As of 2022, the Maturity Scoring system is put in line with the CIR scoring system and has more stringent requirements

**Digital Innovation Investment**

Digitalisation has always been a big priority for Riwal. We know that digital innovation will be a critical component for successfully delivering a low-carbon future environment and high-quality customer service. With our digitised solutions, we aim to create a better customer experience. The following digital innovation investment are available to our customers:

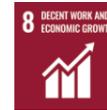
- Building Information Modelling (BIM) is an important tool that allows customers to model physical objects such as buildings, machines, furniture, landscaping, and more. BIM is increasingly used by our rental customers as it simulates a construction project and helps them reduce project costs.
- The MyRiwal customer portal gives CO<sub>2</sub> emissions information to allow customers to compare electric and diesel machine consumption, encouraging sustainable choices. Customers con-

tracting large projects use MyRiwal to locate the machines across the project and fully utilise them by transferring them from (sub)contractor to (sub)contractor. This will also ensure minimal transport movements.

- This year, we released My Riwal 2.0. We have made significant improvements in the aspects of user experience. We adopted a more user-friendly design which allows customers to more easily rent, re-rent, and off-rent machines. Furthermore, features such as downloading machine documentation and tracking machine location/consumption/emission are displayed more visually; in this way, users can monitor their usage actively. Check out this [video](#) for more details.



**Efficient working process (All)**



• GRI 404 Training and education

Riwal focuses on improving working efficiency. One such example is through the implementation of Insync, a 5-year ERP implementation project across all our entities. The new ERP system standardised our rental, sales, maintenance, accounting, and procurement processes; which makes it easier to provide the same customer experience in all our entities and manage our international business sustainably and efficiently.

**“Lifting Trust”- Ethics training (All)**



• GRI 404 Training and education

Following last year’s launch of the updated Code of Conduct, we train our employees on “Lifting Trust” further through a series of online videos. The training focuses on topics related to ethics, whistleblowing, and workplace harassment. We believe this mandatory training would give all our employees the tools to recognize unethical situations and to react properly.

**Training and Improvement - Commercial (All)**



• GRI 404 Training and education

As of 2021, the commercial team is guided by our commercial curriculum - a document based on proven Group best practices that would enhance our commercial approach and support us in achieving sustainable growth. This year, we evaluated the performance of all countries within commercial management, process and roles via our Continuous Improvement review. By organising this review and standardised training (such as mystery calling), we aid our employees in improving our business performance and customer service.

**Sustainability-linked loan**



We entered into a sustainability linked loan. This provides Riwal with the opportunity to attach its sustainability objectives to its financing conditions. It encourages us to set more bold targets and put additional efforts to meet them. The financial benefit that we will receive from meeting the loan requirements will be used in further sustainable initiatives and investments. We will also need to conduct limited external assurance, which will be a great step to increasing our sustainability report’s transparency, accuracy and reliability.

## 10. GRI Content Index

Riwal Holding Group BV has reported in accordance with the GRI standards for the period from 1 January 2022 to 31 December 2022.

### GRI 2: General Disclosures 2021

Disclosure	Page	Remark
<b>GRI 2: General Disclosures 2021</b>		
2-1 Organisational details	4 & 68	
2-2 Entities included in the organisation's sustainability reporting	68	The entities included in this sustainability report are not all the entities included in the consolidated financial statement. The excluded entities are either non operational or their operation would not influence the results of this report. The consolidation of data is collected by each Riwal entity and added to a centralised and common template or system. The data comes from local departments' databases (for GRI 403, 404, 405) or from the suppliers' databases (for GRI 302,303, 305, 306) and is aggregated from a Group perspective. Data from acquisitions are included.
2-3 Reporting period, frequency and contact point	4	The reported data covers the period from 1 January 2022 to 31 December 2022. The yearly financial and sustainability reports align on the same reporting period.
2-4 Restatements of information		The method used to calculate the GHG emissions of Riwal entities has changed from following the ISO 14064-1 standard to GHG protocol standard. Emissions of flights and employee commuting (excluding emissions from rented vehicles in business trips) has been previously included in the reported KPIs "Tons of carbon emissions per FTE and per €M revenue". As part of the 2022 scope 1 and 2 reporting, these 2 categories are removed. In 2021, we acquired a company in Sweden, but no data is available on that company.
2-5 External assurance		We strive to increase the transparency, reliability and accuracy of data provided in our sustainability report. Our CFO is primarily responsible for the qualifications, independence, remuneration and non-audit work of the External Auditor and

2-5 External assurance		compliance by the Group with the recommendations of the External Auditor.  We will conduct (on a selection of our environmental KPIs) a limited external assurance in 2023 - this is part of the agreement for a sustainability linked loan (section "Profit"). The executive members' responsibilities are mainly: - Ensuring the preparation period is free from material misstatement, whether due to fraud or error. - Comply with statutory and other provisions and for compliance with agreements. - Engaging in the process through regular meetings and supervising the result.  No external assurance is available at the time the report is published.
2-6 Activities, value chain and other business relationships	9-10, 22-23	Active in private sector - Rental and sales of machinery and equipment  We rent, sub-rent and sell power generators in Qatar. Since this business activity is country-specific, it is not included in the life cycle diagram.
2-7 Employees	10, 32 & Appendix 1	2-7-b is omitted due to lack of information. 2-7-c we used full-time employee (FTE) to compile the data.
2-8 Workers who are not employees	Omitted	A number of workers are not employed by Riwal but their work is controlled by us; these are mostly truck drivers. This is the case in most Riwal entities, but not all - as in the Netherlands for example drivers are employed by Riwal. The information related to their number is not complete and therefore omitted
2-9 Governance structure and composition	12	In addition to the "governance body" paragraph: The General Meeting of Shareholders is responsible for the corporate governance structure of the Company. The Executive Management implements and maintains a Risk Committee.

2-10 Nomination and selection of the highest governance body		The Directors are appointed, suspended and dismissed by the General Meeting of Shareholders. With regard to future nominations and appointments, gender neutral decisions will always be taken.
2-11 Chair of the highest governance body		The Board, with the affirmative vote of the Non-Executive Directors, appoints a Non-Executive Director as Chairman.
2-12 Role of the highest governance body in overseeing the management of impacts	12	In addition to the "governance body" paragraph: The Board is responsible, among other things, for achieving the Company's objectives, strategy and associated risk/impact profile, as well as ensuring delivery of results and sustainability goals that are relevant to the business. The responsibility for the management of the Company is vested collectively in the Board.  2-12-b and 2-12-c are omitted due to confidentiality
2-13 Delegation of responsibility for managing impacts	12	In addition to the "governance body" paragraph: The principal tasks of the Non-Executive Directors include the functional supervision of Executive Management. Executive Directors charged with specific managerial tasks are primarily responsible for the risk control and monitoring of such specific managerial tasks.  Executive Management informs the Board at least once annually in writing of the main areas of strategic policy, general and financial risks of Riwal, as well as the (progress made in relation to the implementation of the) internal control and risk management systems of the group. The Board meets at least 7 times per year.
2-14 Role of the highest governance body in sustainability reporting		The sustainability reporting is reviewed and approved by the Executive Management prior to publishing.
2-15 Conflicts of interest		Riwal's board charter outlines the situations in which conflicts of interests for Directors can occur and the expectations from directors in such situations:

		An Executive Director shall not without prior written permission of the Board (with the affirmative vote of the Non-Executive Directors), accept any other remunerated or non-remunerated (employment) position, including in an advisory, supervisory or voluntary capacity. AND  A Director shall immediately report any conflict of interest or potential conflict of interest that is of material significance to the Company and/or to the member concerned, to the Chairman and to the other Directors and shall provide all relevant information, including information concerning his spouse, registered partner or life companion, (foster) child and relatives by blood or marriage upon the second degree. The Board (with the affirmative vote of the Non-Executive Directors) shall decide, without the Director concerned being present, whether there is a conflict of interest.
2-16 Communication of critical concerns		No critical concerns were reported in 2022. <a href="#">Employee Code of Conduct</a> (Page 8 & 9 section Compliance and reporting) and <a href="#">Business Partner Code of Conduct</a> (page 6 section Compliance and reporting)
2-17 Collective knowledge of the highest governance body	Omitted	Not applicable
2-18 Evaluation of the performance of the highest governance body		The yearly performance and development goals of the Executive Management Team (including sustainability goals) will be captured in Riwal's 'Success-Factors' platform and cascaded to Holding employees and Country Management Teams. This process is done every year and includes a mid-year and an end-year review by the employees' manager to make sure goals are achieved and priorities are adjusted when needed.
2-19 Remuneration policies	Omitted	Confidential

2-20 Process to determine remuneration	Omitted	Confidential
2-21 Annual total compensation ratio	Omitted	Information unavailable
2-22 Statement on sustainable development strategy	6-7	
2-23 Policy commitments	15-17, 26-27	For external stakeholders, this policy is communicated via our website ( <a href="#">here</a> ). For internal stakeholders, the policy is displayed on the SHEQ board in our depots for our employees to see and read. It is also communicated during the onboarding of new employees (in the Employee handbook and through HSE introduction which needs to be signed by every new employee).
2-24 Embedding policy commitments	12, 26-27, 39 ('Lifting Trust'- Ethics training (All))	We work to continuously improve the integration of our policy within our way of working. To monitor compliance with the policy commitments, we conduct yearly internal audits in all our depots within different areas: SHEQ & Sustainability, Continuous Improvement and Commercial. With those audits, the depots receive a score that allows us to track performance throughout the years.  Within our sustainable procurement process, we evaluate and select our critical suppliers based on sustainability criteria linked to our material topics. We have categorised our suppliers based on the activities we deem risky for our business (from environmental, social and economic perspectives) and have targeted different sustainability questions for each category. These questions relate to our policy commitments.  We place a lot of importance on training our employees, and our suppliers, especially those that are in direct contact with our customers or those that work in our depots. Some training examples are: OEM technical training, IPAF operator training, Commercial Curriculum training, SHEQ Awareness training etc.

2-25 Processes to remediate negative impacts		<p>We are committed to ensuring a positive and effective working environment where people are treated fairly and with respect, in line with our values and behaviours.</p> <p>Grievance mechanisms are not established in all Riwal Group entities. For those entities that do not have a separate grievance mechanism, the whistle-blower mechanism is used by employees for raising their concerns.</p> <p>In Qatar, UAE and India, the established grievance policy should be read in conjunction with other related Policy Documents such as the Code of Conduct.</p> <p>The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of this Policy.</p> <p>Employees are encouraged to talk to each other to resolve their problems.</p> <p>When this isn't possible, or is not solving the grievance, the employee's direct supervisor (in case the problem is not with them) or the HR department should be contacted for further support. A hotline to a third party is also available for use.</p> <p>2-23-d &amp; e omitted as no available information.</p>
2-26 Mechanisms for seeking advice and raising concerns		<p>Whistleblowing mechanism:</p> <p>In the <a href="#">Employee Code of Conduct</a> (Page 8 &amp; 9 section Compliance and reporting) and in the <a href="#">Business Partner Code of Conduct</a> (page 6 section Compliance and reporting)</p>
2-27 Compliance with laws and regulations	Omitted	Information not available/incomplete
2-28 Membership associations	31	
2-29 Approach to stakeholder engagement	20-21	

2-30 Collective bargaining agreements		69.22% of total employees are covered by collective bargaining agreements.
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Disclosure	Page	Remark
<b>GRI 302: Material topics</b>		
3-1 Process to determine material topics	18-19	
3-2 List of material topics	18-19	
3-3 Management of material topics	14-17, 20-21, 24-25, 28-39	The progress of the KPIs across the years shows the effectiveness of actions taken.

### Material topics

Disclosure	Page	Remark
<b>GRI 302: Energy 2016</b>		
302-1 Energy consumption within the organisation		<p>Similar to the template used for the GHG emissions, we collect the "raw data" in energy and follow the calculation provided by 302-1-2.2.4</p> <p>Energy consumption within the organisation = 164,355,694,978.83 Kj</p> <p>Omitted the steam sold &amp; consumption and cooling sold &amp; consumption from the calculations as it is not applicable.</p>
302-2 Energy consumption outside of the organisation	Omitted	Omitted and no information unavailable
302-3 Energy intensity	Appendix 2	We calculated energy intensity (Kwh) per revenue, per employee and per machine.

302-4 Reduction of energy consumption	Omitted	The baseline for measuring the reduction of energy consumption is 2022. The methodology for gathering data is changed as of 2022, making the year our baseline.
302-5 Reductions in energy requirements of products and services	Omitted	Omitted as not applicable
<b>GRI 303: Water and Effluents 2018</b>		
303-1 Interactions with water as a shared resource		<p>The municipal water supply is the source of our water withdrawal either in the office or depots. Machine washing is the main source of Riwal's water consumption. The wastewater discharged from our depots is from cleaning machines (every machine will be washed when it is back in the depot) and sanitary sewage from restroom facilities. We ensure all the wastewater discharged from our facilities meets applicable governmental waste-water standards.</p> <p>To reduce the water discharge, we invested in wastewater treatment systems in a selection of our depots. We also installed high-pressure water cleaners in our depots to reduce water consumption and water withdrawal.</p> <p>303-1-b &amp; d omitted due to lack of information.</p>
303-2 Management of water discharge-related impacts	Omitted	Omitted due to lack of information.
303-3 Water withdrawal	Omitted	303-3-a&b & c omitted due to lack of information. Our priority is to first build up complete and accurate data.
303-4 Water discharge	Omitted	303-4-a&b & c & d omitted due to lack of information. Our priority is to first build up complete and accurate data.
303-5 Water consumption	Omitted	<p>303-5-a omitted due to lack of information</p> <p>303-5-b omitted due to lack of information</p> <p>303-5- c omitted as not applicable</p> <p>Our priority is to first build up complete and accurate data.</p>

GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	Appendix 3	<p>We only consider CO<sub>2</sub> and HFCs in our scope 1 calculations. We set the base year for GHG emissions as 2022. In 2022, we switched reporting standards (2-4) therefore, to make the comparison more reliable, we have decided to put 2022 as a baseline.</p> <p>Scope 1 GHG emissions = 9,477.94 Tons of CO<sub>2</sub> equivalent</p> <p>Emissions factor sources:            Diesel, gasoline, LNG : <a href="#">IPCC</a>            Electricity: <a href="#">UAE</a>, <a href="#">India</a>, <a href="#">Kazakhstan</a>, <a href="#">Qatar</a>, <a href="#">Norway</a>            Natural gas: <a href="#">Link</a>            Natural gas liquid: <a href="#">IPCC</a></p> <p>We use an operational control approach based on the Greenhouse Gas (GHG) Protocol. To collect carbon information, each Riwal entity updates a centralised and common template. The data comes from the suppliers' databases and is aggregated from a Group perspective.</p> <p>305-1-c omitted as not applicable.            305-1-d omitted as not applicable.</p>
305-2 Energy indirect (Scope 2) GHG emissions	Appendix 3	<p>We only consider CO<sub>2</sub> in our scope 2 calculations. We use a market-based method to measure our GHG emissions in this scope based on the Greenhouse Gas (GHG) Protocol.</p> <p>Scope 2 GHG emissions = 3,011.57 Tons of CO<sub>2</sub> equivalent</p> <p>305-2-d &amp; e &amp; f &amp; g are the same as 305-1-d &amp; e &amp; f &amp; g.            305-2-d omitted as not applicable.</p>
305-3 Other indirect (Scope 3) GHG emissions	Omitted	<p>Omitted as only limited information is available. We only report on Business travel and employee commute (excluding rented vehicles during business trips). Scope 3 is not included when calculating the reduction of GHG emissions since it only accounts for 7% (922.6 tons of CO<sub>2</sub> equivalent) of the total GHG emissions including scope 1, 2 &amp; 3.</p>

305-4 GHG emissions intensity	34 & Appendix 3	CO <sub>2</sub> is the only gas included in the calculation.
305-5 Reduction of GHG emissions	Omitted	The baseline for measuring the reduction of GHG emissions is 2022. The methodology for gathering data is changed as of 2022, making the year our baseline.
305-6 Emissions of ozone-depleting substances (ODS)	Omitted	Omitted as no information.
305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Omitted	Omitted as no information.
GRI 306: Waste 2020		
306-1 Waste generation and significant waste-related impacts	Appendix 4	When calculating total waste, we also take into account waste generated at our customer sites as we repair machines. We will take them back to our depots (except Croatia) and separate them. One or more third-party companies are hired to help us recycle our waste.
306-2 Management of significant waste-related impacts	26-27, 35	<p>The section "Sustainability Goals and Achievement (planet)", shows some of the actions we take to improve recycling of waste.</p> <p>These are some of the other actions we do:</p> <ul style="list-style-type: none"> <li>- The onboarding of employees in depots always includes an "environmental training" to explain our sorting and waste management processes.</li> <li>- All depots have the proper waste separation containers</li> <li>- Within the chemical handling process, all new chemicals need to be approved by our SHEQ department prior to purchasing. We always search for less hazardous substitutes that would have lower risk on health and safety and the environment.</li> <li>- We highlight to our main spare parts suppliers the issues we find with their packaging and transport to find solutions together.</li> </ul>

		<p>- If required, registration with the local Environmental Agencies is completed.</p> <p>306-2-b omitted as waste collectors are not categorised as critical suppliers for Riwal and are not currently part of the sustainability evaluation. This might be different in the future.</p> <p>To collect waste information, each Riwal entity updates a centralised and common template. The data comes from the suppliers' databases and is aggregated from a Group perspective.</p>
306-3 Waste generated	Appendix 4	<p>Total waste generated = 1363.5 Tons The pie chart shows the % and Tons composition of this waste.</p>
306-4 Waste diverted from disposal	Appendix 4	<p>We categorise our waste as recycled (diverted from disposal) versus not recycled (includes incineration &amp; landfill). Total waste recycled = 994.68 Tons</p> <p>The bar chart shows the Tons of hazardous vs non-hazardous waste recycled.</p> <p>306-4-d omitted as all waste generated at customer locations (by our field technicians) comes back to the depot for waste management (except Croatia). Data separating onsite and offsite is not available.</p>
306-5 Waste directed to disposal	Appendix 4	<p>We categorise our waste as recycled (diverted from disposal) versus not recycled (includes incineration &amp;, landfill). Total waste not recycled = 368.81 Tons.</p> <p>The bar chart shows the Tons of hazardous vs non-hazardous waste not recycled.</p> <p>306-5-d omitted as all waste generated at customer locations (by our field technicians) comes back to the depot for waste management (except Croatia). Data separating onsite and offsite is not available.</p>

Disclosure	Page	Remark
<b>GRI 403: Occupational Health and Safety 2018</b>		
403-1 Occupational health and safety management system	30	The occupational health and safety management system covers all employees of Riwal Group at all current sites.
403-2 Hazard identification, risk assessment, and incident investigation		<p>The objective of risk management is to manage risks to ensure that Riwal's risk exposure stays within the boundaries that it considers to be acceptable.</p> <p>A general RI&amp;E (Risk Inventory &amp; Evaluation) for each depot is conducted (and reviewed regularly) to identify the risks in each location in the area of safety, health and environment. If necessary, a detailed job related RI&amp;E is conducted.</p> <p>The provision of the correct PPE is based on the RI&amp;E (Risk Inventory &amp; Evaluation) and TRA (Task Risk Analysis). The correct PPE is available to all personnel and within the depot, instruction manuals are clearly visible next to the specific working areas.</p> <p>On a monthly basis, workplace Inspections are done using the 6S method - The safety rules are monitored during those inspections, such as the wearing of PPE's and the inspection status of used equipment and tools. Those safety walks are conducted by trained employees to check and report on any hazards in the office or workshop.</p> <p>We use an external platform (Quentic) to report work-related accidents and near misses and to analyse their recurrence. All depot employees are trained by a local SHEQ Manager (to ensure clear understanding) and encouraged to report near misses.</p> <p>We aim to empower our employees to act in a safe manner and to care for their health and wellbeing. Training focuses on LMRA (Last Minute Risk Analysis) to allow employees to identify risks and hazards in the workplace and to take measures to eliminate risks or to make them acceptable. This tool stresses the importance of not starting with working when the risks are not acceptable according to one's own judgement.</p> <p>All accidents, near misses, incidents and damages are to be immediately reported to the supervisory personnel and SHEQ Manager. Investigation to be carried out and reported back</p>

		with recommendation, preventive measures or actions where appropriate to prevent repetition. The reports will be reviewed at the management meeting.
403-3 Occupational health services		<p>To protect the health of our employees in relation to their work environment, these are some of the occupational health services we use:</p> <ul style="list-style-type: none"> <li>- General training on Health &amp; Safety and emergency responses in the depot/office - this is done for all employees</li> <li>- Specific training on use of personal protective equipment (for technicians and operations employees), on safety in the yard and workshop.</li> <li>- Awareness campaigns on hygiene (especially during Covid), ergonomics, healthy lifestyle etc.</li> <li>- Regular first aid and emergency training for volunteered employees - and in some entities, for all employees.</li> <li>- Optional workshops on resuscitation, self defence etc.</li> <li>- Optional Covid-19 vaccinations (in some entities)</li> <li>- Regular (preventive) health checkups</li> <li>- Workplace inspection mostly done by governmental authorities and regular internal inspections (during yearly audits or with 6S walks (403-2))</li> <li>- Working from home policy (in many entities)</li> </ul> <p>All these services are provided during working hours, mostly at the workplace and in the local language. Training is facilitated by competent employees to make sure the information flow is correct and precise.</p>
403-4 Worker participation, consultation, and communication on occupational health and safety		<p>Every entity is required to have some kind of employee input on health and safety issues, especially entities that do not have a legal work council to manage the SHEQ program. Therefore, every entity has a Health &amp; Safety (H&amp;S) committee or a formal work council set up. When a formal worker representation is available, legal requirements are followed in relation to meeting frequency, responsibilities etc. As for the H&amp;S committee, it can meet as often as deemed necessary, but at least once per quarter. Its role is to act as an advisory body to the Country Management for all health and safety issues and to monitor the implementation and coordination of the H&amp;S management system. The members include-country management and delegates from the technical, ope-</p>

		<p>rational and administrative departments.</p> <p>43.51% of our employees are covered by the union and works council that the company recognizes to bargain collectively on behalf of employees.</p>
403-5 Worker training on occupational health and safety		<p>We place a lot of importance on training our employees, and our suppliers, especially those that are in direct contact with our customers or those that work in our depots.</p> <p>When new employees join the company they receive SHEQ training regarding safe and healthy working and the environmental rules.</p> <p>Depending on the position held, employees might be required to go through more specific training. For example, the technical team and operators continuously go through additional training such as: OEM technical training, IPAF operator training, Welding training etc. to make sure that their skills are sufficient and up-to-date to do their job.</p> <p>Almost all entities use a "Skill Matrix" to document the skill maturity-level (1-5) of the technical team, to map the required and desired skills for the team, and to keep track of mandatory certifications and training.</p>
403-6 Promotion of worker health		<p>In most of our entities, we offer employees mandatory health check up (in accordance with the local laws) and healthcare coverage.</p> <p>Personal and medical information is treated in strict confidence and can be passed on to Riwal only if the employee has given his consent.</p> <p>Riwal entities also have collective accident insurances. This insurance offers the possibility to cope with (financial) consequences, which occur because of accidental death or accidental permanent disability. Employees on the payroll are insured and in some cases temporary employees or trainees are as well.</p> <p>To protect our employees during travels we have taken out an extended global travel insurance which provides coverage for all reasonable medical costs during travel.</p> <p>UN SDGoal 3 (good health and wellbeing) is one of the priority goals that Riwal prioritises. These are some of our voluntary</p>

		<p>health promotion programs and/or services that Riwal provides and are available for all employees: Note that these are not applicable to every entity.</p> <ul style="list-style-type: none"> <li>- Contributions to smoking cessation programs</li> <li>- Healthy snacks or food in canteen</li> <li>- Tips on healthy lifestyle with focus on physical and mental health</li> <li>- Contribution to fitness program or gym fees</li> </ul> <p>These services are usually discussed within the worker representatives or the safety committees and therefore are requests from employees themselves.</p>
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		<p>Given the risk assessments and task risk analysis that we carry out, we put measures and training in place to prevent or mitigate the negative impacts linked to our operation, service and product. We ensure measures are in place or that new risks are detected in time via weekly toolbox talks, monthly safety walks and via annual SHEQ audits.</p> <p>Some examples of these actions are:</p> <ul style="list-style-type: none"> <li>- Ensuring the working space is safe: hazardous storage areas in the depot are protected from fire or excessive heat, workshop is well aerated etc.</li> <li>- Providing personal protective equipment and the correct tools and equipment for our employees.</li> <li>- Using alternatives to hazardous chemicals.</li> <li>- Providing clear instructions to work in the depot and at customer location</li> </ul>
403-8 Workers covered by an occupational health and safety management system		<p>Our ISO45001 certification covers all employees within the Riwal Group and machine external operators (in India entity). The entire scope of the certification is audited internally. All 2553 (of which 1160 are operators non employees in India) workers are covered by the system, the internal audit and the external certification.</p> <p>In the Dutch entity we are also certified with (SCC -Safety, Health and the Environment - Checklist Contractors). All 173 workers are covered by the system, the internal audit and the external certification.</p> <p>Workers who are not employees are not part of the management system's scope/ They are however instructed to follow Riwal procedures (e.g. drivers) and the evaluation of our suppliers would highlight any risks.</p>

403-9 Work-related injuries	32	<p>For all employees: - 0 fatality as a result of work-related injury Injuries are not classified as high-consequence versus recordable. Total working hours = 2,396,750</p> <p>403-9-b omitted as information is not complete.</p>
403-10 Work-related ill health	Omitted	Omitted due to lack of information and when available, it is confidential.
<b>GRI 404: Training and Education 2016</b>		
404-1 Average hours of training per year per employee	Omitted	<p>Omitted as incomplete information.</p> <p>We provide 2 types of training: Mandatory training (which is an education course that is obligatory- according to the local applicable law - to perform the current role. Examples: IPAF, VCA, driver's licence trucks etc.) and Voluntary training (which is an education course that is not obligatory to perform the current role. Examples:, Business English course, study (partially) covered by the company, coaching, etc.)</p>
404-2 Programs for upgrading employee skills and transition assistance programs		<p>We encourage our employees to constantly develop and continue their education – professionally as well as personally .</p> <p>Some types of training are mandatory for the employee to start working, this is especially the case for technicians and drivers. They need to attend both internal (SHEQ training, The Riwal Way training etc.) and external training (Technical training etc.) to make sure their skills are matching the performed job.</p> <p>Almost all entities use a "Skill Matrix" to document the skill maturity-level (1-5) of the technical team, to map the required and desired skills for the team, and to keep track of mandatory certifications and training.</p> <p>If the employee wishes to participate in a study at his own request, Riwal can grant a compensation, the amount of which depends on the importance of the study for Riwal. We can support this by paying tuition fees, books, time off for exams etc.</p> <p>Some of our positions are covered by a collective agreement,</p>

		<p>which include provisions concerning rights to courses and continuing training.</p> <p>In some entities, it is possible for an employee to take leave for professional or personal development in the form of education, fixed-term employment, study and/or exchange stays, etc., if a suitable replacement is found. Riwal will endeavour to ensure that a similar position is available when the employee returns after completing the leave.</p> <p>404-2-b is omitted as it is not applicable</p>
404-3 Percentage of employees receiving regular performance and career development reviews	Omitted	<p>Omitted as incomplete information.</p> <p>92.25% of total employees have received regular performance and career development reviews.</p> <p>At least once a year, a performance review takes place between the manager and the employee. During this review, the employee is assessed on the performance, agreed objectives, attitude, behaviour and development. This conversation can have employment conditions consequences (change of salary, permanent appointment, etc.). Based on a POP-up or assessment interview, agreements can be made with the employee regarding points for improvement and development. This concerns, for example, additional training, extra guidance or creating opportunities for development.</p>
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
405-1 Diversity of governance bodies and employees	12	405-1-a-ii & 405-1-b-ii are omitted due to privacy the information is not made available for reporting.
405-2 Ratio of basic salary and remuneration of women to men	Omitted	<p>Omitted as information not available.</p> <p>We monitor the mean gender pay gap which is 0.33% (based on data from 75% of the entities)</p> <p>The selection process seeks to identify the best candidate based on merit. Human Resources must ensure that there is no discrimination.</p>

<b>GRI 416: Customer Health and Safety 2016</b>		
416-1 Assessment of the health and safety impacts of product and service categories		<p>The products and services can be categorised as: rental/sales of equipment, sales of spare parts, training and maintenance of equipment.</p> <p>We assess all categories on health and safety impact. Our policy reflects our commitment to customer Health and safety.</p> <p>Our strategy is customer-centric; the way of operating and making decisions focuses on customer demand and expectations - which are related (among others) to sustainable and safe products and services. Through organised customer workshops for example, we anticipate our customers' future requirements and look to improve our services or discuss possibilities with our suppliers.</p> <p>Rental/Sales of equipment: Before bringing into our fleet any new machine brand, our technical team conducts thorough investigation on the safety specs. Our hire guide includes safety specifications. From an operation perspective, we do our utmost to ensure the safety of every equipment we bring back to rental or we sell to customers, through first checks (general inspection for every equipment coming back from rental) and regular maintenance (timely triggered by our new system).</p> <p>Training: We recommend customers to take part in training with every equipment that is rented or sold. Our certified trainers provide the necessary knowledge for machine operators, onsite managers etc. to conduct safe work at height.</p> <p>Sales of spare parts: we provide Safety Data Sheets with sold parts. We look for alternatives to hazardous substances to use internally and to sell as well (306-2).</p> <p>Maintenance: we maintain our customers' machines in the same way as we maintain our machines. It is done by trained technicians using the same input (parts, consumables) and treating the waste similarly to our waste (306-1)</p> <p>We offer additional <a href="#">safety solutions</a> to minimise risks on customer</p>

		sites; such as help with onsite health and safety risk assessments to allow for a safer work environment.
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Omitted	Omitted as information is not complete,



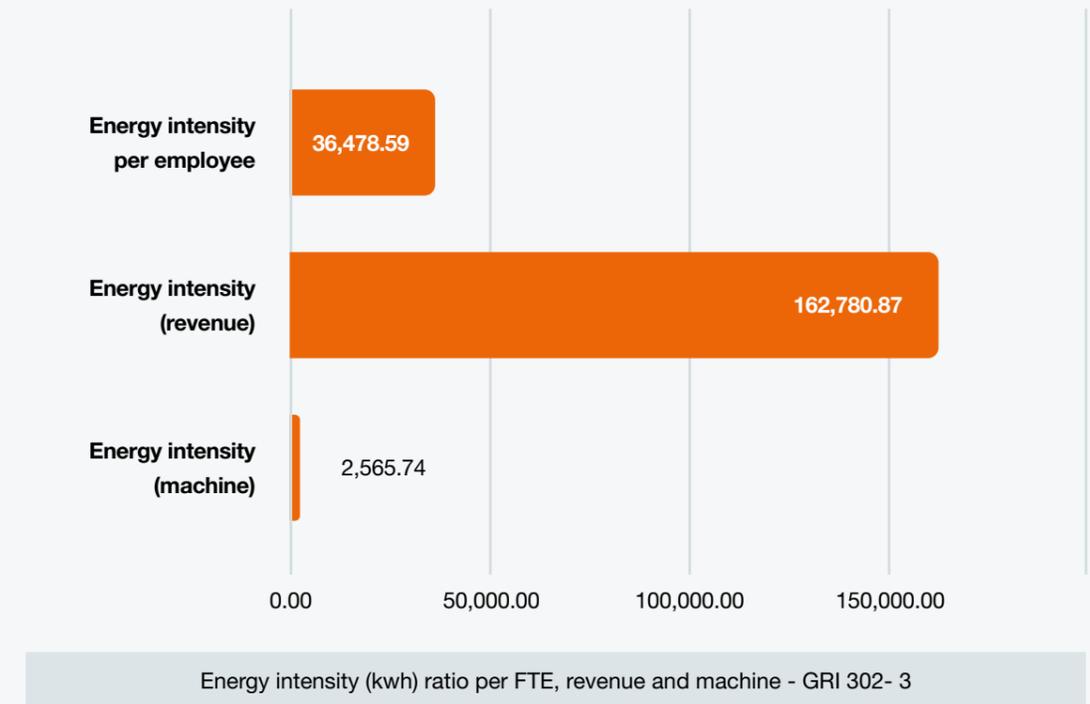
# 11. Appendices

## Appendix 1 (GRI 2-7 Employees)

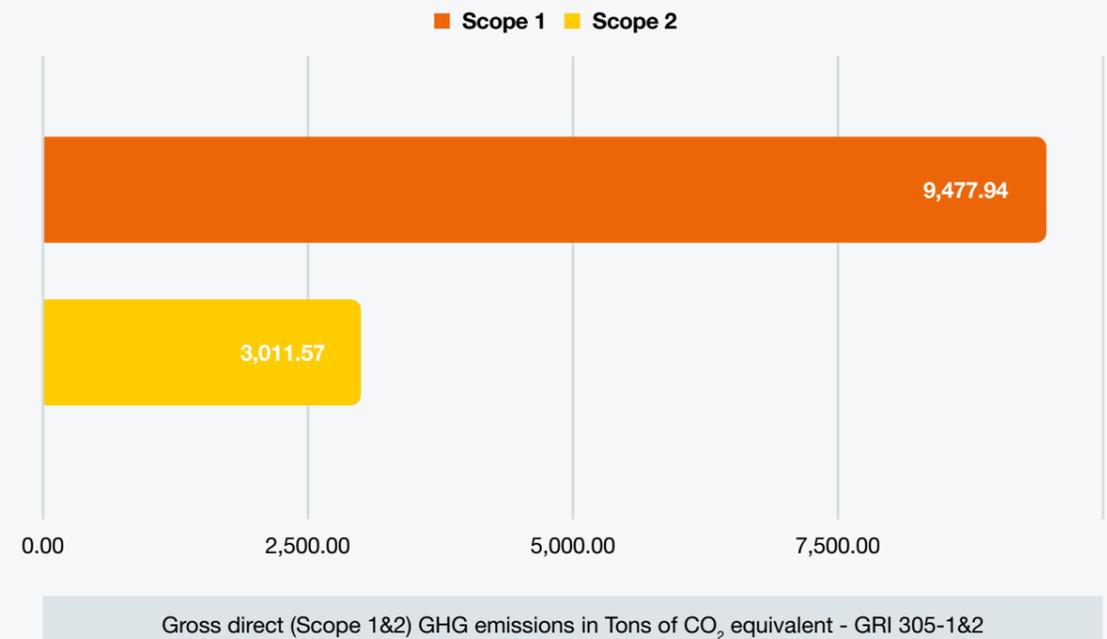
	FTEs (2022)
Denmark	188
Sweden	57
Norway	14
Germany	122
Poland	159
UK	48
Netherlands	180
France	92
Spain	70
Slovenia	17
Croatia	15
Kazakhstan	39
UAE	94
Qatar	44
India	167

Number of employees per entity - GRI 2-7

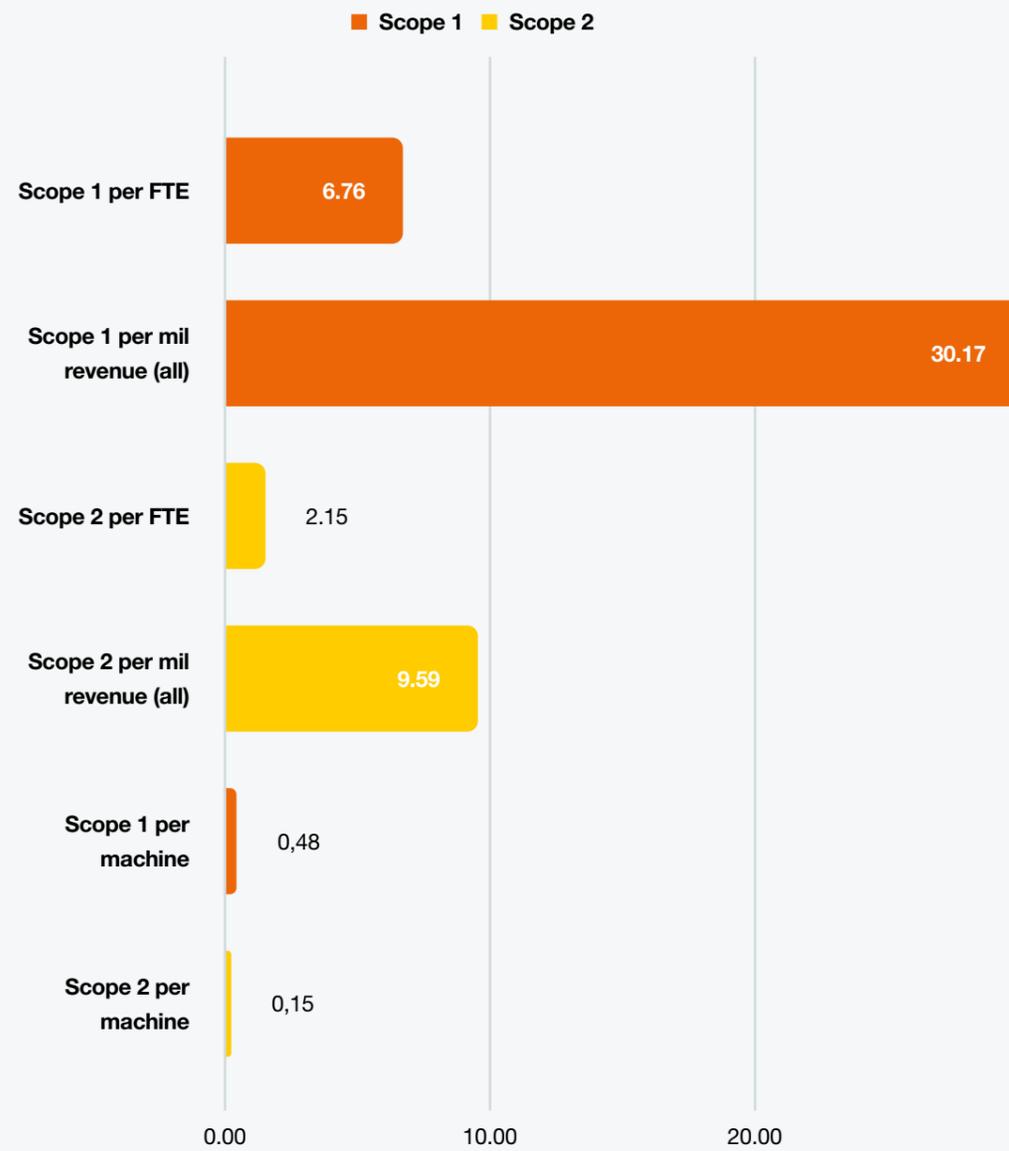
## Appendix 2 (GRI 302:Energy 2016)



## Appendix 3 (GRI 305: Emissions 2016)

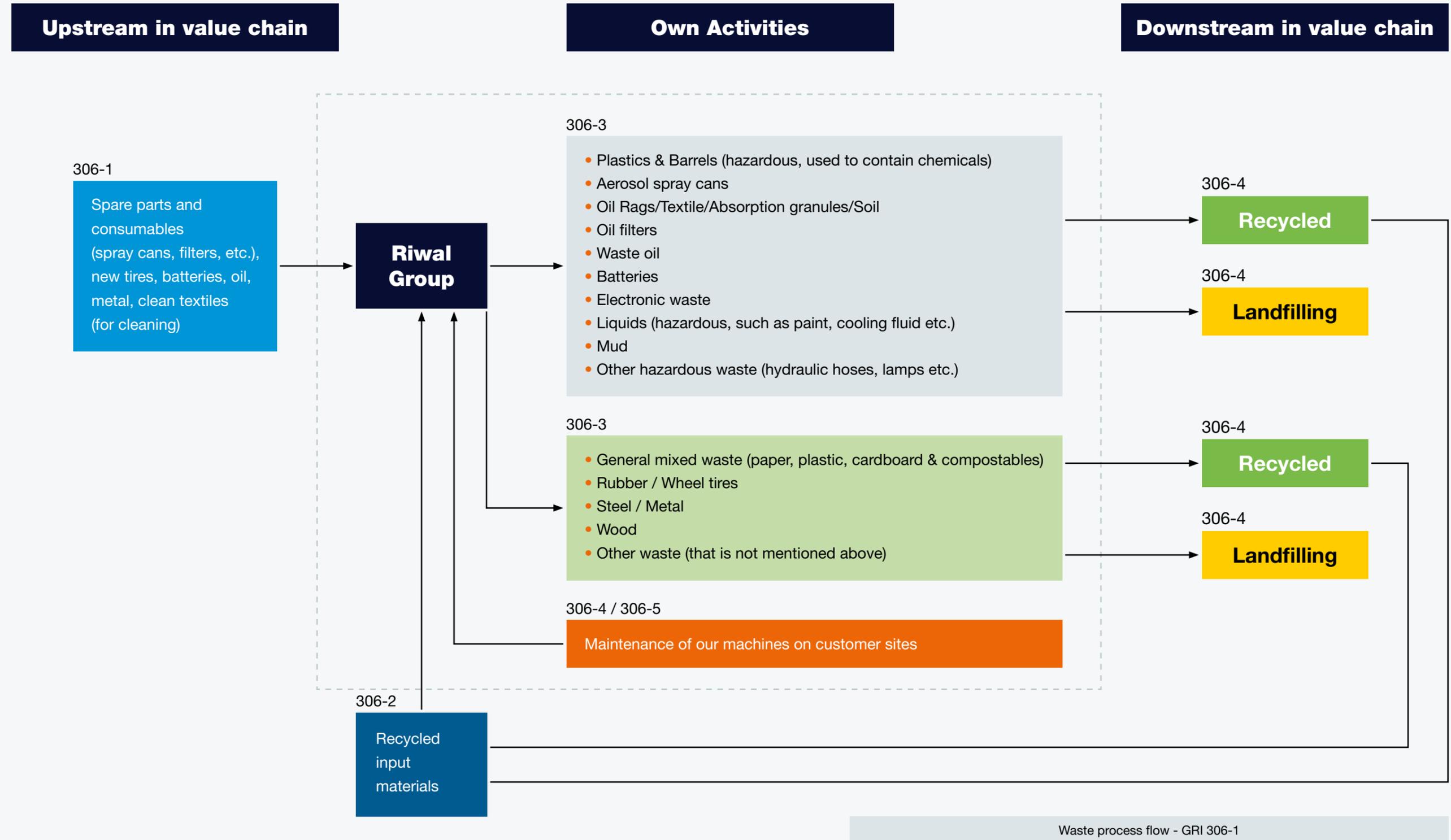


**Appendix 3 (GRI 305: Emissions 2016)**

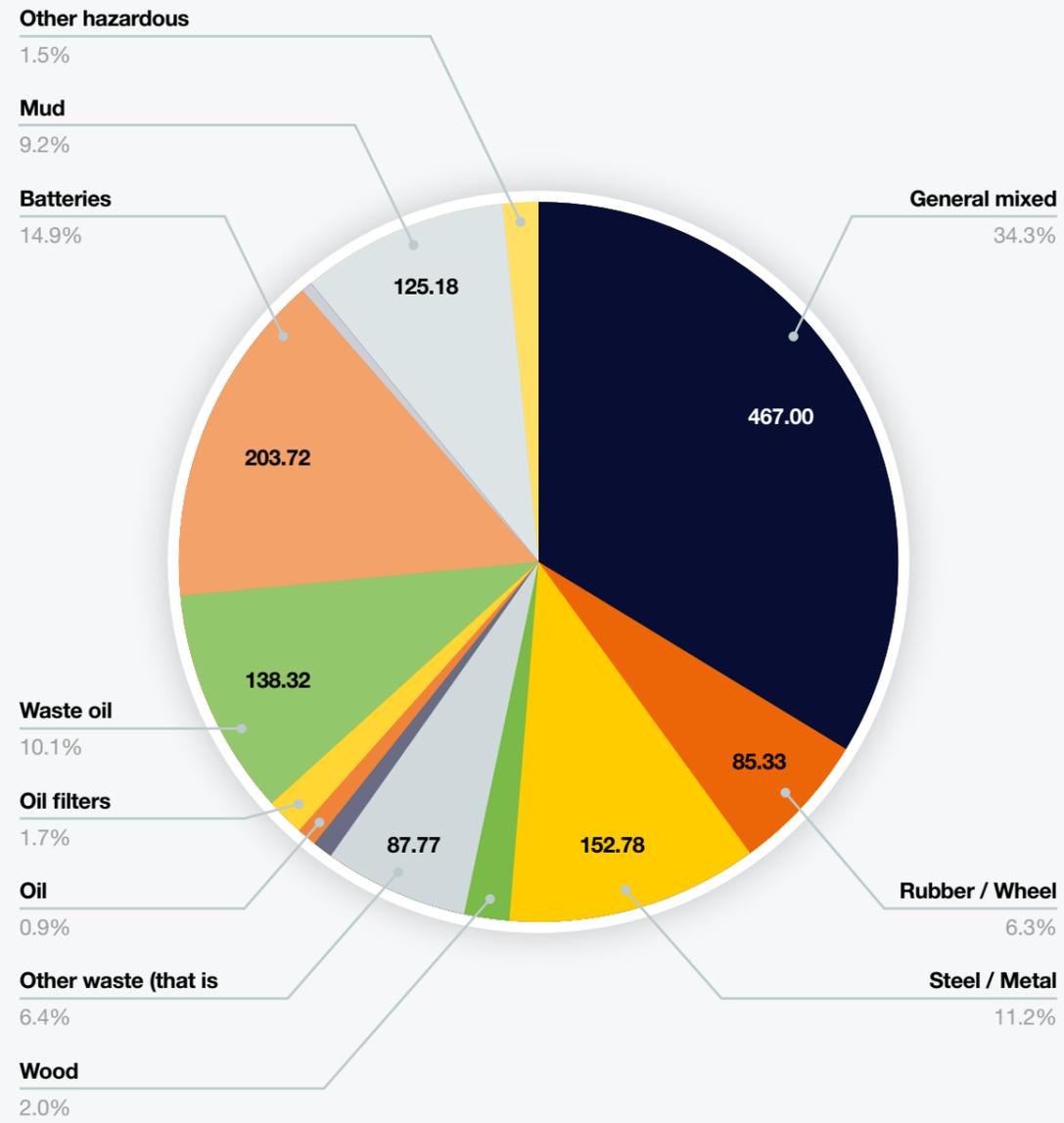


GHG emissions intensity ratio for direct (Scope 1) and energy indirect (Scope 2) in Tons of CO<sub>2</sub> equivalent per FTE, revenue and machine - GRI 305- 4

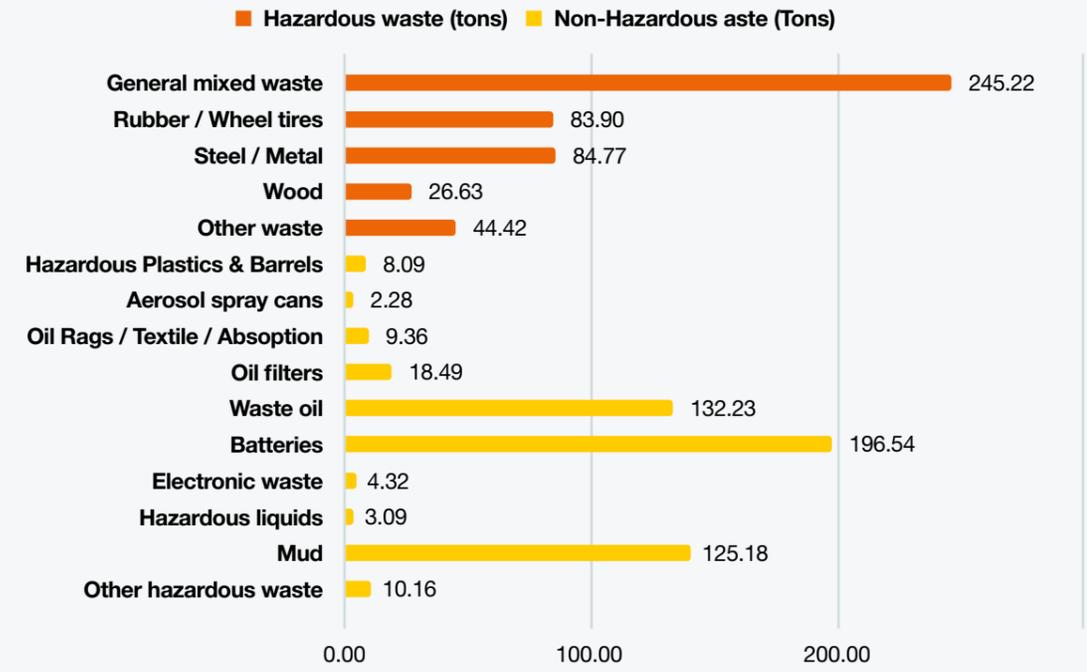




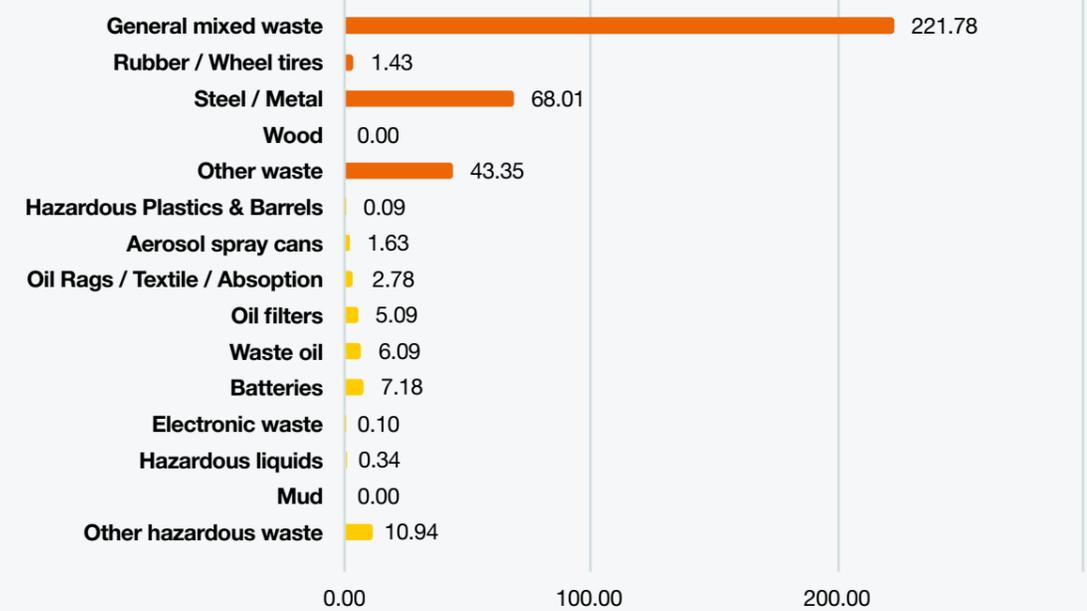
**Appendix 4 (GRI 306: Waste 2020)**



Breakdown of Total waste composition in % and Tons - GRI 306-3



Tons of Recycled waste (hazardous vs non hazardous) - GRI 306-4



Tons of non recycled waste (hazardous vs non hazardous) - GRI 306-5

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## Above all. Riwal

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