

# Sustainable vision

**No Limits** in the pursuit of sustainable distribution & logistics

# Inhoud

## PREFACE 3

## KEY FIGURES 4

## VISION 2030 5

PILLARS 6

GOALS 6

## ENVIRONMENT 7

INTRODUCTION 7

PERFORMANCE & GOALS 8

ACTIONS 9

Efficient transport 9

Cleaner transport 10

Sustainable real estate 11

CO2 compensation 12

Sustainable waste management 13

Responsible packaging 14

Sustainability for the customer 15

## PEOPLE 16

INTRODUCTION 16

PERFORMANCE & GOALS 17

ACTIONS 18

Diversity & inclusion 18

Development 19

Safety & health 20

Sponsorship & charitable causes 21

## MANAGEMENT 22

INTRODUCTION 22

ACTIONS 23

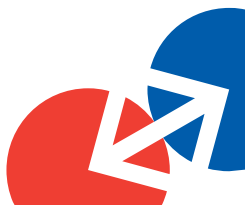
Transparantie en ethiek 23

Verantwoordelijkheden 24

Verantwoorde keten 25

## ROADMAP 26

OUTLOOK 26





# Preface

In 1995, we started CTS GROUP (then Wings & Wheels Express) with the main mission to secure a place in the highly competitive logistics market. Thanks to our employees' dedication and our customers' trust, we have grown into a reliable and innovative service provider with a unique product line. Over time, we organically embraced people and the environment. Local engagement and personal attention to our employees, clients, and other stakeholders became central to our operations.

In recent years, the awareness of the impact of our activities on the environment and society has grown. We see it as our duty to ensure the world of tomorrow for future generations in the broadest sense of the word. In other words, to be a responsible, future-proof employer. To effectively implement this, we have developed a sustainability policy plan. A dynamic document that serves as a guideline for all the activities we undertake, which we are happy to share with you. Not only to provide insight into our ambitions but also because we need all of our stakeholders to achieve these goals.

Our Sustainability Plan is based on three pillars:

- 1. Environment** - We are committed to minimizing our ecological footprint and reducing the negative impact of our activities on the environment. Additionally, we will structure our logistical processes in such a way that we minimize waste and operate as circularly as possible.
- 2. People** - We believe in the importance of our employees and the environment in which we operate. We are dedicated to promoting sustainable employability and enhancing job satisfaction. Talent development and encouraging active participation in sports are the pillars upon which many of our societal initiatives are based.
- 3. Governance** - Transparency and accountability are essential for a sustainable organization. In the coming years, we will continue to build a transparent and future-proof organization with a clear structure and room for the development of our own employees.

**Edwin Beentjes & Miriam de Groot**  
Founders of CTS GROUP

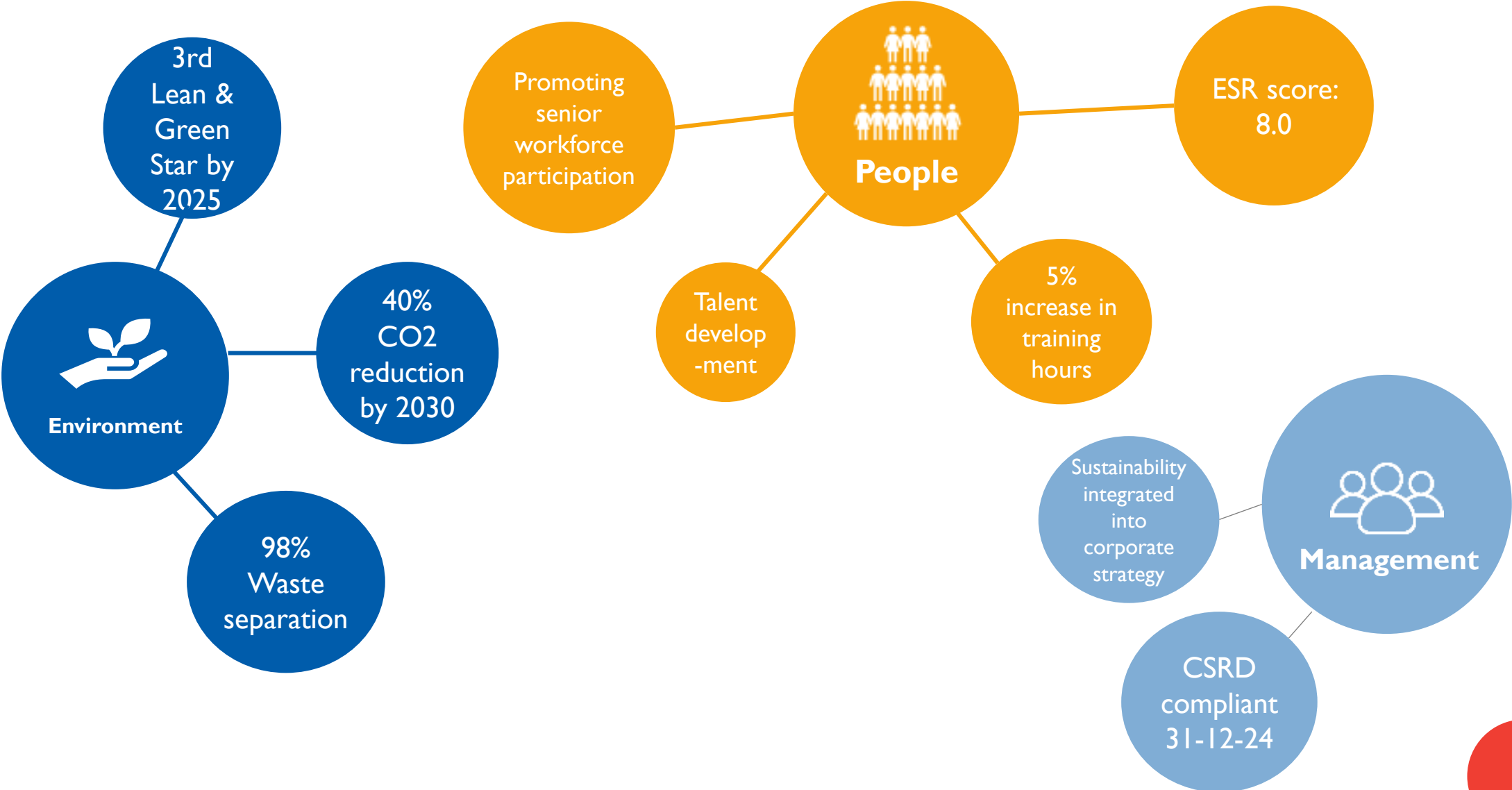


**Together towards a sustainable future!**





# Key figures







# Vision 2030

**“We see it as our duty to secure the world of tomorrow for future generations in the broadest sense of the word. In short: to be a responsible, future-proof employer.”**

CTS GROUP stands for top quality. Not only in the service we provide to our customers, but also for our employees, society, and the world around us. We believe that sustainability plays a vital role in the future-proofing of CTS GROUP. Not only because of developments in the logistics sector, but also because we want to take responsibility for the next generations.

To achieve this, we focus on three pillars: environment, people, and governance (also known as ESG). These pillars are the standards by which we assess the impact of our operations.





# Pillars



## Environment

The logistics sector is responsible for a quarter of global emissions. As a world, we have set a goal: to stay below a 1.5°C temperature rise, and CTS GROUP wants to take responsibility in this regard. We minimize our impact on the environment as much as possible by reducing our emissions and operating in a more circular way. Within the environmental pillar, CTS GROUP focuses on the topics of climate and circularity.



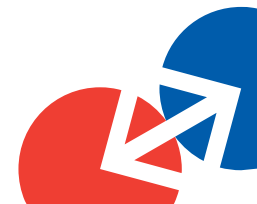
## People

In every activity of our company, our employees are our greatest asset. Therefore, we want to take care of the health and job satisfaction of our employees. We extend this to the people in our supply chain and community as well. Health and happiness play a central role in our vision here too. Within the people pillar, we focus on employees and the community.



## Management

Responsible business starts with good governance, with clear roles, responsibilities, and systems that promote and facilitate good governance. At CTS GROUP, we act transparently, honestly, and responsibly. Within the governance pillar, we focus on ethics and a fair supply chain.





# Milieu: introductie

## Climate

Through our efforts to minimize our CO2 emissions, we contribute to global efforts to combat climate change. In this way, we reduce our impact on the environment.

In recent years, several measures have been implemented to reduce our emissions. We have made logistics more efficient with cleaner vehicles, improved the energy efficiency of our real estate, and actively focused on reducing and compensating for emissions. Our philosophy is that collaboration not only makes us work more efficiently but also provides valuable knowledge about local conditions. Thanks to network distribution, we are already saving 20% in CO2 emissions compared to traditional transportation methods.

### But we are going further...

Our goal is to be fully climate-neutral by 2050. In the meantime, we aim to reduce CO2 emissions by at least 40% by 2030 compared to the reference year 2020. To achieve this, we are working on:

- More efficient and cleaner logistics
- Use of equipment running on non-fossil fuels
- Sustainable real estate
- CO2 reporting and compensation
- Employee and customer awareness

## Circularity

We have the ambition to work more with recycled materials and increase our own recycling efforts. This is an important step towards circularity, where raw materials are reused as much as possible and waste is minimized.

In our logistics process, we use various materials to package, store, and transport products: from cardboard boxes and pallets to pallet wrap. This creates waste. CTS GROUP is already focused on efficient packaging, reuse, and recycling.

### But we see room for improvement...

Our goal is to work even more circularly by separating at least 98% of our waste and using sustainable packaging.

We are working on this by:

- Sustainable waste management
- Responsible packaging
- Preventing the transportation of air
- Investments in technical solutions
- Advising our customers on packaging methods

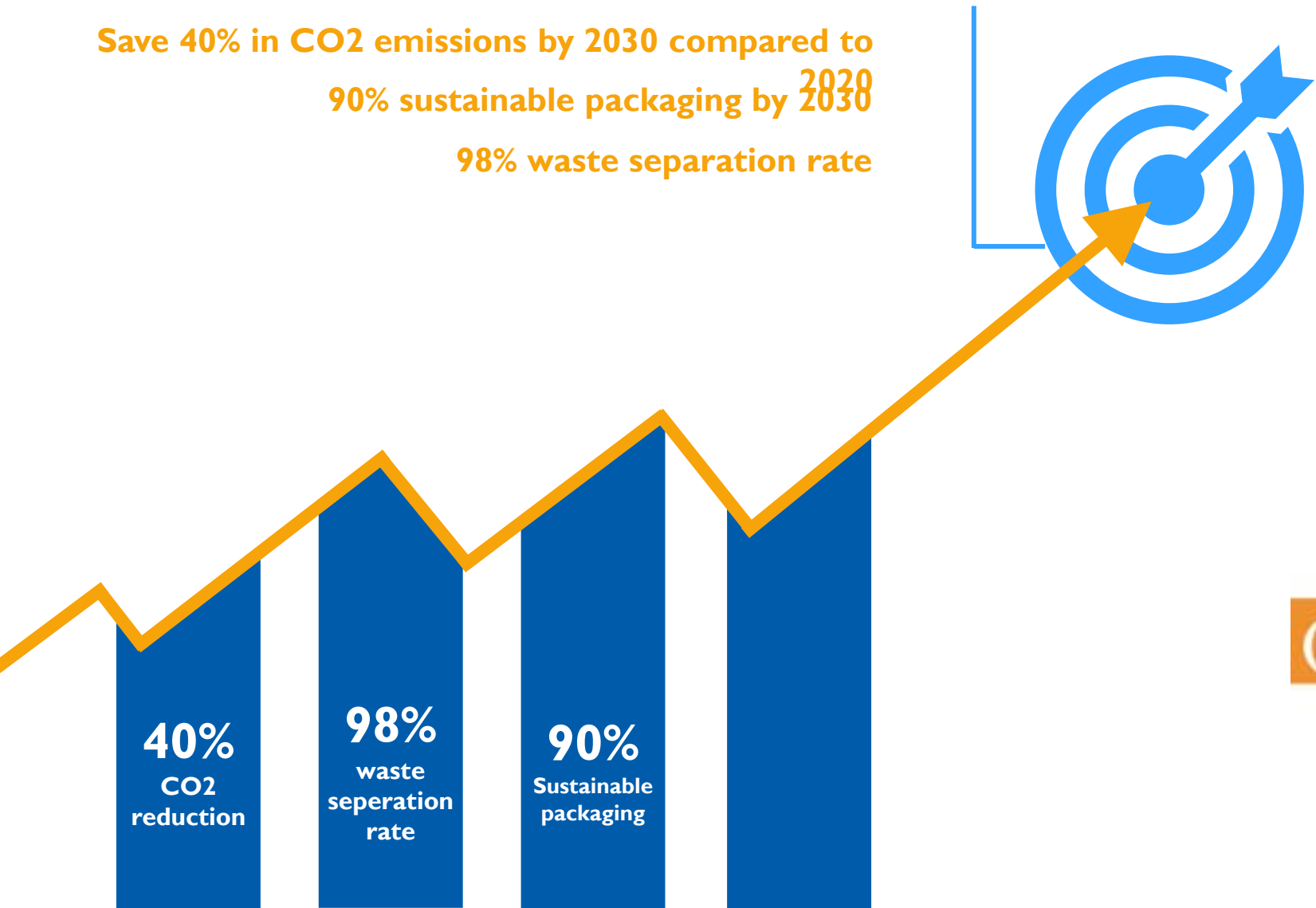






# Prestaties en doelen

Save 40% in CO2 emissions by 2030 compared to 2020  
90% sustainable packaging by 2030  
98% waste separation rate





# Efficient transport



## Anchored in sustainability policy

- Efficiently and smartly (automatically) planning routes, including through **network distribution**.
- Continuously training our drivers to drive more efficiently in collaboration with our driver mentor.
- Using Business Intelligence to provide pre-advice to planning for scheduling international shipments and choosing the final mile solution within the network.



## Ongoing initiatives

- Conversations with subcontractors about how they will reduce CO2 emissions.
- Starting collaboration with new partners in Hungary, Czech Republic, and Finland – for more granular distribution and fewer delivery kilometers.
- Providing driving personnel with insights into fuel consumption and setting goals to reduce consumption.
- Participant in the 'Connected Transport Amsterdam Logistics' trial regarding the impact of digitalization on drivers.



## Planned initiatives

- Monitoring the efficient driving behavior of drivers.
- Renewing the fleet (ongoing replacement plan).
- Further expanding the European partner network to reduce final mile kilometers.
- Achieving the third star in the Lean & Green program.
- Enriching shipment data for better service and to prevent unnecessary deliveries.

## Network distribution



### Smart distribution in the Benelux

CTS GROUP is the initiator of the Benelux Network and part of several networks in Europe.

Through network distribution, we ensure fewer (unnecessary) transportation movements, optimal loading capacity, and by working with partners who have local knowledge, we prevent unnecessary deliveries.





# Cleaner transport



## Anchored in sustainability policy

- Sustainable leasing policy with electric vehicles.
- Use of HVO100 for the entire own fleet (up to 90% reduction in CO2 emissions).
- Remaining shipments via own fleet 100% climate-neutral through compensation.



## Ongoing initiatives

- All vehicles are at least EURO6.
- Expansion of the solar panel trial on the roofs of our trucks.
- Expansion of the electric fleet (purchase of 2 electric tractors and 1 truck in 2025).
- Implementation and further roll-out of PTV Optiflow for more effective planning.
- Expansion of charging facilities at the premises.



## Planned initiatives

- Research into the use of LZVs (Longer and Heavier Vehicles).
- 100% electric leasing for employees.

## HVO and Electrification

### Smart distribution in the Benelux

In the coming years, we will increasingly focus on cleaner forms of logistics. HVO100 diesel is produced without fossil fuels, making it (almost) CO2-neutral. However, the current price of HVO100 is still significantly higher than regular diesel. As more charging facilities are installed at our premises and the TCO (Total Cost of Ownership) becomes more favorable, we will continue to invest in electric vehicles.

## Lean & Green and Circulair West

CTS GROUP has been a participant in both initiatives for quite some time. In Lean & Green, CTS has joined the e-trucks user group. The goal of this group is to exchange experiences with e-trucks. In Circulair West, CTS GROUP is working on flagship projects, with mobility being one of them. As a friend of Circulair West, CTS GROUP is closely involved in these efforts.





# Sustainable real estate

## Energy Cooperative Nieuw-Vennep

Energy Cooperative Nieuw-Vennep Zuid is a joint initiative of businesses at the Nieuw-Vennep Zuid business park. The goal is to create a sustainable and reliable energy supply by generating and using energy locally. The aim is to achieve lower costs, reduce the strain on the national energy grid, and contribute to a greener future for our region.



Artist Impression nieuwbouw



### Anchored in sustainability policy

- Purchasing 100% green energy.
- BREEAM certification and solar panels for the Pudongweg location, Rozenburg.
- LED lighting throughout the building at Schillingweg 50, Nieuw-Vennep.



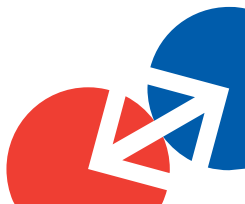
### Ongoing initiatives

- Installation of solar panels at the Schillingweg location, Nieuw-Vennep.
- Insulation of heating pipes.
- Lowering the temperature in the warehouse (including providing warm clothing).
- Research into reusing heat from the warehouse to the rest of the building.
- Expansion of charging points for trucks and passenger cars at the company premises.
- Involved in the establishment of the energy cooperative at Nieuw-Vennep Zuid park.



### Planned initiatives

- Better envelope insulation of the company buildings.
- From stand-by to off.
- Investing in energy-efficient equipment, such as researching the replacement of pump trucks.
- Development of a fully sustainable new company building, with completion in Q1 2027.







# Featured: CO2 compensation in Brazil

## Climate

Since 2020, all shipments we transport with our own fleet have been 100% climate-neutral. We compensate for the CO2 emissions by investing in the Maísa climate project in collaboration with Climate Neutral Group, which combats climate change by reducing deforestation in Brazil.

Trees play a crucial role in mitigating climate change. However, Brazil is subject to significant deforestation. In the Maísa climate project, CO2 emissions are reduced by preventing deforestation in collaboration with the local population and combating unplanned and illegal logging.

Moreover, the project focuses on combating the mechanisms of poverty, preserving biodiversity, and maintaining vital ecosystem services.

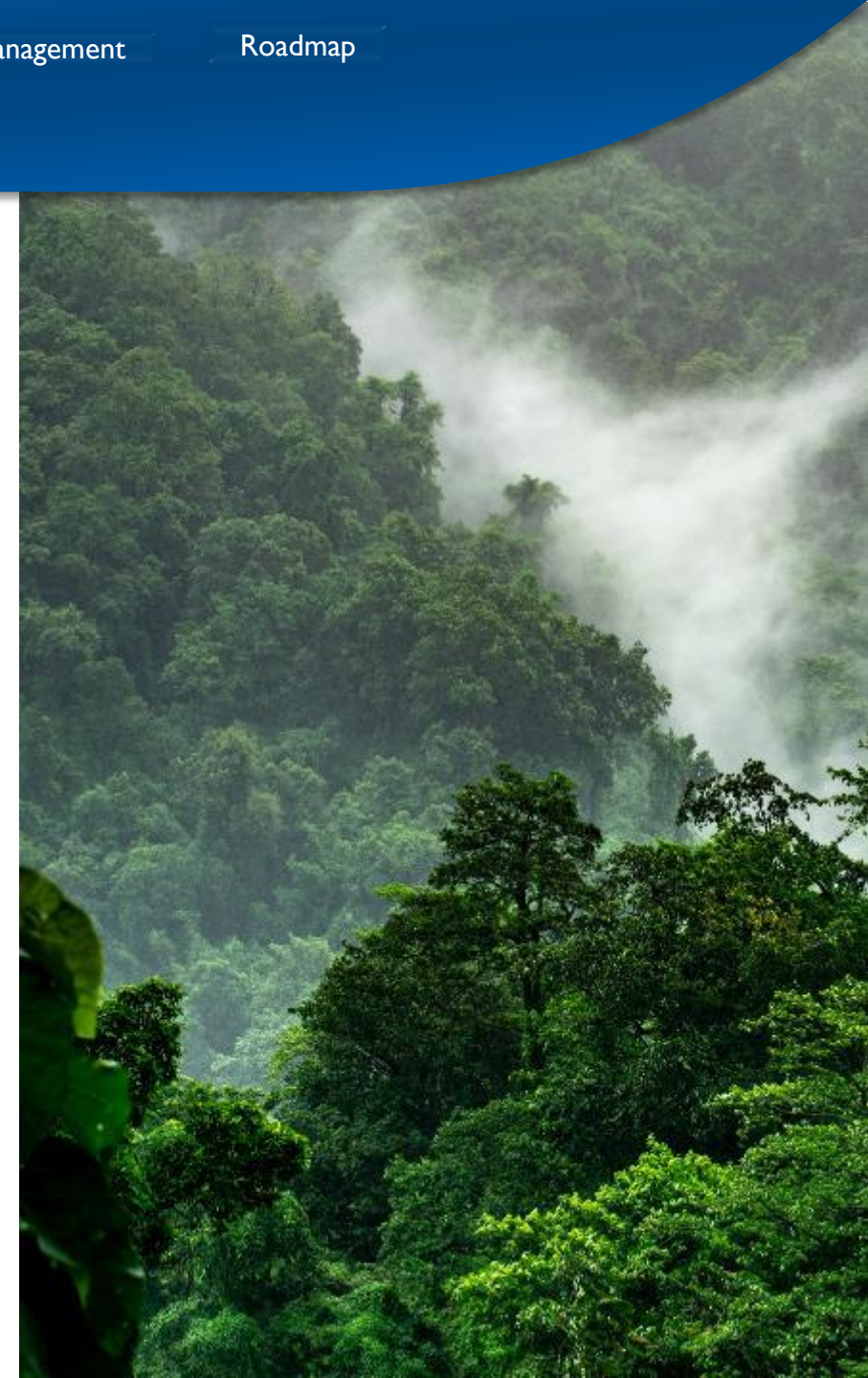
For the compensation of our CO2 emissions, we collaborate with Climate Neutral Group. This organization is a member of the International Carbon Reduction and Offset Alliance, ensuring reliable climate compensation. The climate project is VCS-certified and undergoes audits. The socioeconomic benefits and biodiversity conservation meet the Community and Biodiversity Standard (CCBS).



CTS GROUP primarily invests in preventing and reducing CO2 emissions before we invest in CO2 compensation.



We offer customers the option to compensate for the CO2 emissions of the entire shipment, even if it is (partly) not handled by our own fleet.







# Sustainable waste management



## Anchored in sustainability policy

- Waste separation of paper, cardboard, plastics, and wood in the warehouse and dispatch.
- Analysis and tracking of waste reports.
- Recycling of pallets.



## Ongoing initiatives

- Instructions for better waste separation and the use of more types of waste bins.
- Providing waste pickers to employees to help combat littering.
- Collection of deposit cans and bottles for Bike for Parkinson.
- Collection and disposal of used workwear for recycling.
- Collection and disposal of used cartridges.
- Separate waste collection throughout the entire building.



## Planned initiatives

- Reducing paper flow. Reducing copying/printing through digitization.
- Setting requirements for suppliers regarding their packaging materials.

## Waste separation and reuse

**We have the ambition to work more with recycled materials and recycle more.**

CTS GROUP already focuses on efficient packaging, reuse, and recycling. Our goal is to work more circularly by increasing waste separation and primarily using sustainable packaging. We aim to achieve this by investing in technical solutions.

Additionally, we strive to reduce our paper flow by digitizing.





# Responsible packaging



## Anchored in sustainability policy

- A wide variety of box sizes for e-commerce.
- Packaging machine to prevent the use of filler materials.
- Reuse of boxes and pallets.
- Use of paper filler material instead of plastic.
- Use of paper tape instead of plastic tape.



## Ongoing initiatives

- Digitization of packing slips and warehouse operations.
- Joining a 'co-creation' for the Province of South Holland on behalf of Circulair West for reusable packaging in B2B logistics.



## Planned initiatives

- More sustainable pallet wrap made from recycled materials.
- 100% FSC certified wood and cardboard.
- More reusable packaging such as pallets or crates.
- Engaging with customers and suppliers about used and desired packaging.
- Less use of labels.

## From plastic to papier

### Reducing plastic in e-commerce

For packaging our e-commerce shipments, we are using less and less plastic. We no longer use plastic for filling the boxes and have even switched to paper tape. As a result, the entire packaging is now recyclable with paper waste.





# Sustainability for the customer



## Sustainability in the supply chain

**The initiatives taken by CTS GROUP also impact the sustainability of our customers, but we, as CTS GROUP, also need our customers to achieve broader sustainability goals within the supply chain.**

By optimizing our logistics and warehousing more efficiently and sustainably and by compensating for CO2 emissions, we can reduce CO2 emissions, which translates into an average lower emission for our customers.

However, there is still more environmental impact to be saved if we can make more conscious choices together with our customers. By not only informing our customers about the environmental impact but also advising them on more sustainable options, we hope to jointly choose the most sustainable logistics solutions.

For example, delivering within specific time windows has a negative impact on the environment because it makes it harder to plan routes efficiently.



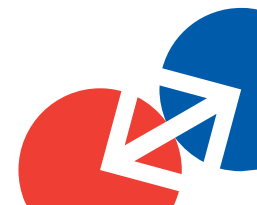
### Ongoing initiatives

- CSRD reporting under development (expected completion by the end of 2025)



### Planned initiatives

- Making the environmental impact per shipment transparent with CO2 reports for the customer. This includes CO2-emission-increasing factors such as failed deliveries, waiting times, and the impact of time-specific deliveries.
- Integrating sustainable options into Distribloks and adding the sustainable impact per block.
- Advising our logistics and e-commerce customers on more sustainable packaging options.







# People: introduction

## Employees

In every activity of our business, our employees are our greatest asset. Therefore, we aim to take care of the health and job satisfaction of our employees.

In recent years, we have already implemented various measures. For example, we have the CTS GROUP Academy, we work with various partners to offer opportunities to people with barriers to the labor market, and we invest in the health of our people in several ways.

Our goal is to be an inclusive employer where respect for each other and equal opportunity are taken for granted. Additionally, we aim to inspire young people to pursue a career in logistics and encourage older employees to stay in the workforce for as long as possible.

We are working towards these goals by:

- Promoting diversity and inclusion in the workplace.
- Facilitating the development of employees.
- Investing in the safety and health of our people.

## Community

As part of society, we not only take care of our own people, but we also extend this to the supply chain and community. We feel a strong local commitment and contribute to local development in various ways through sponsorship, partnerships, collaborations, and more.

CTS GROUP is a supporter of several national organizations that promote movement and development. Additionally, we are happy to invest in initiatives and organizations that give a positive boost to local communities and entrepreneurship. This is not new to our organization; CTS GROUP has been committed to local initiatives for many years, with a strong focus on health.

Our goal is to continue our local involvement through sponsorships, partnerships, and other collaborations. Furthermore, we aim to be more proactive in promoting the health and safety of people in our supply chain.







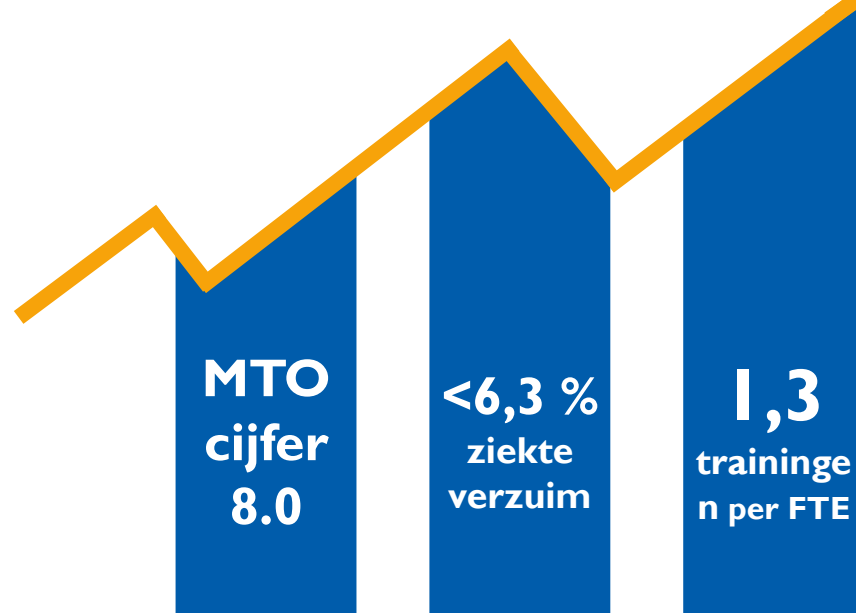
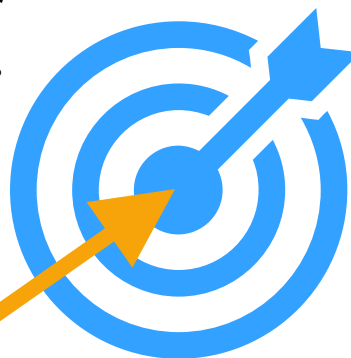
# Performance & goals

**ESR report score of 8.0 by 2030**

**Lower sick leave % than the industry average.**

**Increase the number of training sessions per FTE.**

**“No Limits in a more sustainable future for employees, the environment, and society.”**





# Diversity & inclusion



## Anchored in sustainability policy

- Zero tolerance policy against discrimination, racism, and sexual misconduct.



## Ongoing initiatives

- Collaboration with the Paswerk Foundation, Workfloor Foundation, and Our Second Home Foundation.



## Planned initiatives

- Training and education on racism and discrimination in the workplace
- Projects and collaborations with organizations to integrate status holders into the workforce at CTS GROUP
- Achieving communication in multiple languages

## Providing opportunities for people at a distance from the labor market

As a proud partner of the Paswerk Foundation, Workfloor Foundation, and Our Second Home, we are happy to offer people with a distance to the labor market the opportunity to develop themselves within our organization.

4,08%

Employees hired with a distance to the labor market.

13

Employees of various nationalities.

28

Employees from various countries of origin.





# Development



## Anchored in sustainability policy

- **CTS GROUP Master Plan:** Through the Master Plan, the knowledge level among employees is ensured, and they are given the opportunity to continue developing themselves.
- **CTS GROUP Talent Plan:** An internal development program for young talents. By rotating through different departments, they discover what they enjoy and where they excel.



## Planned initiatives

- Personal Development Plan for every employee
- Job rotation: Becoming familiar with the work of other departments through cross-training.



## Ongoing initiatives

- Expanding training opportunities (more than just training).



## CTS Group Academy

Within the CTS GROUP Academy, various initiatives are focused on the development of colleagues, logistics talent, and the employees of the future.

Through the CTS GROUP Master Plan, we support the development of our current employees in various ways. With the CTS GROUP Talent Plan, we invest in development programs for new young talents. Just like CTS GROUP itself, we believe that our employees must always be on the journey of growth.

3,5  
training/FTE

Average number of trainings completed in 2024 per FTE.

# Safety and health



## Anchored in sustainability policy

- External confidant
- Training and education on unwanted behavior
- Focus on health/development when choosing sponsors
- OpenUp is available for all employees (to promote mental health)
- Vitality budget (budget is part of CTS GROUP Works!)



## Ongoing initiatives

- No Limits: internal program for sustainable employability and employee (work) happiness
- Workplace inspections and a central lounge for relaxation
- A constructive feedback structure
- Launch of the bicycle plan



## Planned initiatives

- Corporate fitness for physical and mental health, work environment, and development
- Research into physical strain, the efficient use of tools, and periodic safe working training
- Expanding options for GoodHabitZ online training
- Seniority scheme (early retirement or continuing work if desired)

## No limits in (work) happiness

**WORKS!** is our internal program focused on promoting the sustainable employability and thus the (work) happiness of our employees.

We do this by raising awareness and taking various measures for six pillars of sustainable employability: physical health, mental health, work environment, work-life balance, ownership, and development.





# Sponsorships & good causes



## Anchored in sustainability policy

- Co-founder of Hmore in Business, a platform created by and for local entrepreneurs to inspire and motivate each other.
- Support for local sports clubs such as SV Hoofddorp, TC De Kikkers, and VVC.
- AZ Academy partner: a partnership focused on knowledge exchange related to the stimulation and training of youth.
- Support for the inloophouse Adamas for sports activities for (former) cancer patients.



## Ongoing initiatives

- Support for heptathlete Anouk Vetter.
- Sponsor of CTS GROUP Young Talents: (financial) support for emerging top athletes.
- Collection of PET bottles & deposit cans for a staff-chosen charity (in 2025, Parkinson's disease).



## Planned initiatives

- Intensifying specific existing collaborations.

“CTS GROUP is a supporter of several national organizations that promote movement and development.”

## CTS Group Young Talents

### The top sports talent team of Haarlemmermeer

Haarlemmermeer is one of the larger talent regions in North Holland and serves as a breeding ground for talent and top sports. However, not all athletes reach the top due to financial and societal obstacles they encounter on their way. Through CTS GROUP Young Talents, in collaboration with Top Sports Haarlemmermeer, we provide promising athletes with an extra boost to help them reach their full potential.





# Management: introduction

## Management

**We are committed to ethical, honest, and responsible business practices. Good and responsible corporate governance is the foundation for long-term business success. Transparency, compliance with all laws, and ethics form the basis of all decision-making to ensure the trust of our stakeholders.**

**We trust that every employee, supplier, and partner takes responsibility for adhering to our ethical standards, as outlined in our company code and policies.**

Within the domain of governance, we focus on three key themes:

- Transparency and Ethics
- Responsibilities
- A Responsible Supply Chain



# Transparency & ethics



## Anchored in sustainability policy

- Zero Tolerance Policy against Discrimination, Racism, and Sexual Misconduct
- An active sustainability team (greenteam) initiates and stimulates sustainable initiatives.



## Ongoing initiatives

- CO2 Reports
- Annual sustainability reports
- CSRD reporting initiated



## Planned initiatives

- Implementing ISO 14083
- Developing Code of Conduct

## An open and honest conversation with our stakeholders

**CTS GROUP is committed to a more sustainable society, but it cannot do this alone. Sustainability is something we do together, and for that, we need to be able to communicate openly and honestly with our stakeholders about sustainability.**

We have taken steps to measure and reduce our footprint and have documented this in reports, which have been verified through an audit by Lean & Green. Our ambition is to broaden our reporting on sustainability through an annual sustainability report, in which CTS GROUP not only reports on CO2 but also on other forms of impact on people and the environment.

In addition, we maintain a clear ethical code of conduct and promote a culture of integrity and responsibility within our organization. Employees have the opportunity to report unwanted behavior or other complaints.





# Verantwoordelijkheden



## Anchored in sustainability policy

- Sustainability is integrated into the short- and long-term strategy
- Risk analysis is an integral part of management meetings.



## Ongoing initiatives

- Sustainability focus points determined per department
- Developing policy regarding the handling of unwanted behavior



## Planned initiatives

- Achieving ISO 27001 standard for cybersecurity

## Sustainability becomes an important part of business operations

Currently, the organizational structure for the future is being developed. We are focusing on more self-management for our middle management. To achieve this, all leaders will undergo a leadership training program.

“CTS GROUP is developing into a future-proof organization.”







# Verantwoorde keten



## Anchored in sustainability policy

- Establish and communicate sustainability mission and vision
- Supplier terms and conditions established



## Ongoing initiatives

- Conversations with vendors about potential sustainability opportunities
- Introducing 10 tips & tricks documents to make your workplace more sustainable



## Planned initiatives

- Integrate sustainability into supplier terms and conditions

## Strong together

**Our main business partners are transportation partners and international network partners. We work with them to offer our logistics services, including in countries where we are not present with our own entities.**

When partners provide services on our behalf, we expect them to comply with ethical standards. This is primarily set out in the contracts we have with our partners, but we also have a specific approval process that includes ethical and environmentally conscious conduct.





# Roadmap to zero emission in 2050



**2021**  
Lean & Green 2 star Award  
30% CO2-reduction



**2022**  
Fleet HVO100  
Up to 90% CO2-reduction



**2022**  
Member Circulair West

**2020**  
Full CO2-  
compensation



**2021**  
1st electric car



**2023**  
Sustainability policy plan



**2024**  
Start GreenTeam

