



**KEEPS YOU GOING.**

# **MODERN SLAVERY STATEMENT**

**2021-2022**

# MODERN SLAVERY STATEMENT 2021-2022

## TABLE OF CONTENT

1. INTRODUCTION .....	3
2. ORGANISATIONAL STRUCTURE.....	4
2.1. OUR COMPANY .....	4
2.2. OUR SUPPLY CHAIN.....	6
2.2.1 PRODUCTS .....	6
2.2.2 SUPPLIERS .....	7
2.2.3 CUSTOMERS .....	7
2.2.4 TRANSPORT.....	8
2.3. OUR COMMITMENT.....	8
3. ADDRESSING MODERN SLAVERY RISKS .....	9
3.1. CODE OF CONDUCT.....	9
3.2. ETHICS & COMPLIANCE HELPLINE.....	10
3.3. TRAINING.....	10
3.4. SUPPLIER ONBOARDING & SCREENING.....	11
4. NEXT STEPS.....	12
5. UK MODERN SLAVERY ACT SIGNATURE.....	13

# **MODERN SLAVERY STATEMENT**

## **2021-2022**

### **INTRODUCTION**

#### **1. INTRODUCTION**

This statement applies to TVH Parts Holding NV (referred to in this statement as 'TVH') and encompasses all of its global affiliates. In the case of companies operating in the UK, this statement is prepared on behalf of TVH UK Ltd.

This is TVH's statement for the period spanning from October 1, 2021, to September 30, 2022, and is provided in compliance with the California Transparency in Supply Chains Act, the UK Modern Slavery Act 2015, and the Australian Modern Slavery Act 2018. Consolidating our approach to address modern slavery globally, we have combined all relevant information into this single statement.

At TVH, we are firmly committed to conducting business in an ethical and responsible manner in all the countries where we operate and with the individuals we collaborate with. Our long-standing reputation as an ethical business partner, nurtured and reinforced daily, underpins our success in fostering trust and professionalism with our customers, business partners, employees, and stakeholders. We uphold honesty and integrity in our actions and expect the same from our business partners. Being a true family business, TVH demonstrates a deep sense of care for every individual within our company and throughout our global supply chain.

This Statement outlines the measures that TVH has already implemented to evaluate and address the risks of modern slavery in our operations and supply chain, and demonstrates our ongoing commitment to further enhance these efforts.

# **MODERN SLAVERY STATEMENT 2021-2022**

## **ORGANISATIONAL STRUCTURE**

### **2. ORGANISATIONAL STRUCTURE**

#### **2.1. OUR COMPANY**

TVH is a global parts specialist, offering a wide range of spare parts and accessories for lift trucks, industrial vehicles, construction, and agricultural machinery. Headquartered in Waregem, Belgium, we also have a regional main office in Kansas, United States, catering to the American market.

With 81 branches spread across all continents, TVH operates on a global scale. As a one-stop shop, we provide supplies to customers from approximately 185 countries, boasting a vast database of over 47,000,000 item numbers, including more than 930,000 different references in stock.


TVH takes pride in having the largest electronics department in Europe, located in Belgium. This well-equipped service center specializes in the repair of electronic parts for lift trucks, mobile elevating work platforms, and industrial vehicles. Additionally, our subsidiary, Flight Systems Industrial Products, serves the US market by supplying electronic components and offering related services.

Established in 1969, TVH employs over 5,000 people worldwide, who are dedicated to delivering quality products and services.


# MODERN SLAVERY STATEMENT 2021-2022

## ORGANISATIONAL STRUCTURE

### PURPOSE

 We keep you going & growing.

### VISION

 We are committed to delivering all products and services to keep equipment running smoothly.

### KEY MARKETS



**PARTS FOR MATERIAL HANDLING**



**PARTS FOR CONSTRUCTION EQUIPMENT**



**PARTS FOR AGRICULTURAL EQUIPMENT**



**PARTS FOR INDUSTRIAL EQUIPMENT**



**WORKSHOP & WAREHOUSE SUPPLIES**

### OUR BRANDS

**TOTAL SOURCE**

**bepco**

**CAM**

**ENERGIC Plus**

### SHIPMENTS BY



Road



Air



Sea



Express

### GLOBAL PRESENCE

90 branches worldwide



### SERVICES



Expert technical support

**TVH UNIVERSITY**

Professional training centre



95% same-day shipment



> 100 quality experts

### FACTS & FIGURES



> 50 years of experience



> 5000 colleagues worldwide



67 nationalities  
57 spoken languages



90 branches worldwide



Parts for over 680 makes



> 47 000 000 known references



> 930 000 different stock items



> 7250 suppliers



> 100 000 active customers in 182 countries



1600 m euro consolidated turnover (2022)



> 27 000 orders per day  
> 88 000 order lines per day



> 86% orders via e-commerce



88% of our customers would recommend TVH as a great partner to work with



Employee engagement score: 81%

### ENVIRONMENTAL ENGAGEMENT & AWARDS



19 915 solar panels, peak power output > 5 500 000 watts



> 100 000 parts remanufactured per year by > 200 technical experts



UNITAR: SDG Champion



EcoVadis: Bronze Medal

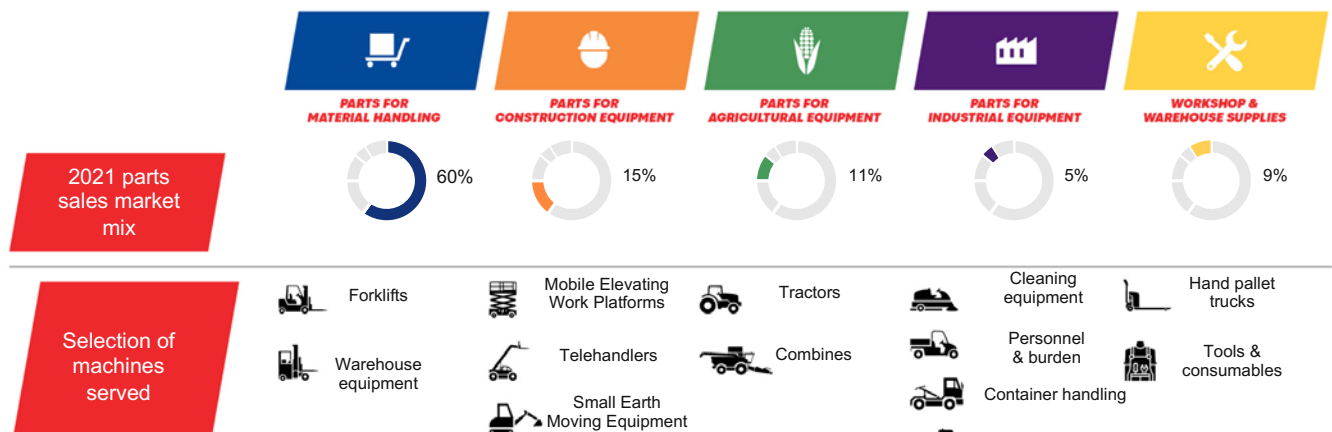
# MODERN SLAVERY STATEMENT 2021-2022

## ORGANISATIONAL STRUCTURE

### 2.2. OUR SUPPLY CHAIN

#### 2.2.1 PRODUCTS

TVH focuses its main supply chains on providing quality replacement parts for material handling and in-plant industrial vehicles, as well as new and used lift trucks, aerial work platforms, and internal handling equipment. We continuously expand our range of parts and accessories for these types of products.



TVH’s supply chain spans across multiple stages, encompassing the sourcing of raw materials, components, and finished products from suppliers. It further involves the manufacturing and assembly of products, as well as the distribution and delivery of these products to our customers.

As a one-stop shop, TVH is dedicated to meeting the maintenance and repair needs of our customers’ machines. We maintain a permanent stock of ~1 million spare parts, covering over 250 brands. This includes not only parts for forklift-related brands but also for in-plant vehicles, aerial platforms, telescopic forklifts, and more.

To ensure timely order fulfilment, TVH ships over 20,000 orders daily. To meet this demand, our picking and packing departments operate in multiple shifts, allowing us to efficiently manage the high volume of orders.

# MODERN SLAVERY STATEMENT

## 2021-2022

### ORGANISATIONAL STRUCTURE

#### 2.2.2 SUPPLIERS

TVH collaborates with a wide range of suppliers across various industries, including metalworking, plastics, and electronics. These suppliers provide a diverse range of components and materials, such as metal parts, electronic components, and finished products.

Maintaining strong and long-term relationships with our suppliers is of utmost importance to TVH. We work closely with them to ensure quality, reliability, and sustainability throughout our supply chain. This collaborative approach includes conducting supplier assessments, implementing supplier performance management processes, and engaging in continuous improvement initiatives together.

Delivering high-quality parts at competitive prices is only possible when we have good communication and cooperation with our suppliers, who share the same rules and standards that we uphold. These standards include a firm commitment to respecting human rights and a zero-tolerance stance against forced labor. TVH is dedicated to responsible sourcing practices and actively screens its supply chain to identify and address potential risks related to labor rights and ethical business practices.

By working hand in hand with our suppliers, we strive to foster a supply chain that upholds the principles of transparency, fairness, and ethical conduct.

#### 2.2.3 CUSTOMERS

TVH caters to a diverse range of customers in the material handling and industrial equipment industries. Our customer base includes dealers, repair and maintenance companies, as well as end-users such as warehousing and logistics companies.

With a global presence, TVH serves customers worldwide through a network of regional distribution centers and service centers strategically located across different regions.

Committed to delivering excellent customer service, TVH offers an exclusive online system that empowers our customers to make price inquiries and check the availability of parts conveniently, anytime and anywhere. This state-of-the-art system has played a significant role in our operations, facilitating over 80% of our turnover through e-commerce.

TVH works closely with its customers to understand their unique needs and requirements. We provide technical support, training, and collaborate with them to offer flexible and customized solutions tailored to their specific demands.

No matter where an order is placed, we guarantee timely delivery to our customers within 24 hours in Europe and within 48 hours outside of Europe, ensuring their operations continue seamlessly.

# MODERN SLAVERY STATEMENT 2021-2022

## ORGANISATIONAL STRUCTURE

### 2.2.4 TRANSPORT

TVH utilizes a combination of its own transportation fleet and trusted third-party carriers to facilitate the transportation of our products to customers. With a well-established logistics network, TVH facilitates the efficient and effective delivery of products to our customers worldwide.

For local deliveries, TVH relies on its own transportation fleet to serve customers in the immediate area. To cater to our global parts deliveries, we partner with renowned transport companies such as DHL Express, TNT Express, and FedEx. In neighboring countries, we collaborate with local specialists known for their expertise in providing early morning deliveries, such as Calberson, Ciblex, and Chronopost in France, and TNT Innight in Germany and the Netherlands.

TVH maintains close collaboration with its transportation providers to ensure the safe and efficient transport of products, as well as timely delivery in good condition. During tendering processes, our company rigorously assesses transportation providers to ensure they align with our standards and values.

By prioritizing strong partnerships and diligent transportation management, TVH strives to meet the delivery expectations of our customers while upholding the highest standards of quality and service.

### 2.3. OUR COMMITMENT

At TVH, we are dedicated to conducting business in an ethical and responsible manner in the countries where we operate and with the individuals we collaborate with. We recognize that modern slavery encompasses various forms, including human trafficking, forced labor under threat, ownership or control through abuse, commodification, and restricted freedom of movement.

TVH acknowledges its responsibility to address modern slavery, which necessitates continuous evaluation of our internal practices concerning our workforce and supply chains. We do not engage in business with any organization that knowingly supports or is involved in slavery, servitude, or forced or compulsory labor.

We are committed to ensuring that no labor provided to TVH, in the provision of our services, is obtained through slavery or human trafficking. In upholding our commitment, we strictly adhere to the minimum standards mandated by relevant employment legislation. Moreover, in many instances, we surpass these minimum standards to ensure the well-being and rights of our employees.

Through our unwavering commitment, TVH endeavors to combat modern slavery, promote ethical practices, and foster a work environment that upholds the dignity, rights, and freedoms of all individuals.



# MODERN SLAVERY STATEMENT 2021-2022

## ADDRESSING MODERN SLAVERY RISKS

### 3. ADDRESSING MODERN SLAVERY RISKS

#### 3.1. CODE OF CONDUCT

TVH communicates its values and expectations to employees and external third parties through our Code of Conduct and its accompanying policies, demonstrating our commitment to continuously improve our approach in addressing modern slavery risks. We regularly benchmark our Code against international standards and industry best practices.

TVH has established a set of dedicated policies that firmly support our zero tolerance stance on modern slavery, addressing key areas such as human rights and forced labor, anti-bribery and anti-corruption, as well as non-discrimination and non-harassment.

These policies explicitly state our unwavering commitment to prohibit the use of forced labor, child labor, and human trafficking in any form. They reflect our explicit commitment to uphold internationally recognized human rights standards, including the International Bill of Human Rights and the Declaration on the Fundamental Principles and Rights at Work of the International Labor Organization (ILO), as well as international laws on human rights, non-discrimination, and the right to freedom of association and collective bargaining.

Our Code of Conduct serves as the foundation for professional conduct and guides employees on how to act responsibly and ethically. These policies represent the global standard for TVH, encompassing all TVH locations and subsidiaries, ensuring consistent application across our organization.

Furthermore, the principles outlined in our Code of Conduct extend to all parties contracted by TVH. Each party collaborating with TVH has access to a version of this code through our website at [tvh.com/about-tvh/code-of-conduct](https://tvh.com/about-tvh/code-of-conduct).

# MODERN SLAVERY STATEMENT 2021-2022

## ADDRESSING MODERN SLAVERY RISKS

### 3.2. ETHICS & COMPLIANCE HELPLINE

TVH actively promotes its company values, encouraging our employees to take initiative, pursue excellence, remain open-minded and raise their voice to foster a culture of transparency, accountability and integrity in their day-to-day operations. To support this culture, we provide multiple channels for employees to report concerns, including supervisors, HR, and TVH Compliance.

As part of our commitment to ethics and compliance, TVH has established a dedicated [Ethics & Compliance Helpline](#). This confidential helpline enables employees, contractors, and the general public to raise concerns about potential human rights violations, offering the option to remain anonymous if desired.

TVH believes that cultivating a healthy speak-up culture based on openness and trust is vital to its operations. Employees who report potential misconduct in good faith or who provide information or otherwise assist in any inquiry or investigation of potential misconduct will be protected against retaliation. We are committed to thoroughly investigating all reported concerns and taking appropriate actions to address any identified issues. Our aim is to continuously improve our systems and processes to ensure the well-being and rights of all individuals in our operations and supply chain.

### 3.3. TRAINING

TVH acknowledges its responsibility to respect and protect human rights, and aims to promote good international business practices by influencing its partners and suppliers to act in the same manner. In line with this commitment, TVH is in the process of implementing a comprehensive Human Rights and Forced Labor training program for its employees.

The training program aims to educate employees on the concepts of human rights, forced labor, child labor, and human trafficking. It provides guidance on how to identify red flags and emphasizes TVH's zero-tolerance approach towards engaging with suppliers associated with these issues. The campaign focuses on communication, awareness, and education, with employees being asked to formally attest to the policy at the conclusion of the e-learning module.

By making this training mandatory, TVH seeks to establish a foundation for embedding the responsibility to respect human rights throughout all levels of the organization. This includes employees, supervisors, middle and top management, and the Board. TVH recognizes the crucial role of supervisors and managers in leading by example, implementing the training, and inspiring ethical and responsible behavior in others.

TVH Compliance plays a vital role in ensuring the implementation and adherence to the principles outlined in the Code of Conduct. They are dedicated to creating leadership commitment around human rights and ensuring that the necessary resources and support are

# MODERN SLAVERY STATEMENT 2021-2022

## ADDRESSING MODERN SLAVERY RISKS

available to execute the required due diligence. In addition to the Human Rights and Forced Labor training, TVH also provides mandatory campaigns and trainings on other Code of Conduct topics, including anti-bribery/anti-corruption, non-discrimination & non-harassment, and whistleblowing.

TVH is committed to continuously improving its training programs to meet evolving expectations and requirements, ensuring that all employees are aware of the Code of Conduct and equipped with the knowledge and tools to uphold ethical standards in their work.

### **3.4. SUPPLIER ONBOARDING & SCREENING**

TVH is committed to establishing a globally standardized supplier onboarding process to ensure that our suppliers adhere to our standards and values, including our policy on human rights and forced labor. To achieve this, we have developed a supplier onboarding document that includes specific compliance and quality-related questions. This document serves as a contractual obligation for our suppliers and provides a direct link to our Code of Conduct and General Terms and Conditions.

In addition to the onboarding process, we conduct thorough third-party screenings for all new suppliers. These screenings are guided by our comprehensive country risk chart, which categorizes countries based on their specific risk levels. This helps us determine the appropriate compliance actions to take when engaging with third parties. Our screening process is designed to identify any potential risks related to human rights violations, forced labor, or other compliance concerns.

To facilitate the screening process, we utilize an online searchable tool that cross-checks the parties against relevant criteria and lists. This screening is performed during the new account set-up and is continuously updated to ensure ongoing compliance.

It is important to note that this screening process is also applied to our customers, demonstrating our commitment to responsible business practices throughout our entire supply chain.

By implementing a robust supplier onboarding process and conducting thorough screenings, TVH aims to mitigate risks and ensure that our suppliers and customers align with our values and commitments regarding human rights, forced labor, and ethical conduct.

# MODERN SLAVERY STATEMENT 2021-2022

## NEXT STEPS

### 4. NEXT STEPS

To effectively address human rights violations, including modern slavery, TVH has outlined the following steps to be taken in the short term:

#### **1. GLOBAL TRAINING:**

TVH will roll out a comprehensive and mandatory training program on human rights and forced labor for all employees. This training aims to increase awareness, knowledge, and understanding of these issues. By equipping employees with the necessary information and tools, TVH ensures that all stakeholders can identify and address violations effectively.

#### **2. ENHANCED SUPPLIER CODE OF CONDUCT:**

TVH will develop a more extensive code of conduct for suppliers. This updated code will provide clearer guidelines and expectations for ethical and responsible business practices. By setting higher standards, TVH aims to promote stronger adherence to human rights principles throughout its supply chain.

#### **3. EXPANDED SCREENING SCOPE:**

TVH will extend the scope of its screening process to encompass all suppliers and customers. By implementing a comprehensive screening procedure, TVH aims to identify any potential risks or violations related to human rights, forced labor, or other compliance concerns. This broader screening approach will help ensure that all business partners align with TVH's ethical standards.

In the long term, TVH is committed to intensifying its supplier assessments. This includes conducting regular assessments of suppliers to identify any potential human rights violations. TVH will take appropriate actions, such as on-site inspections, reviews of labor practices and working conditions, and assessments of suppliers' compliance with relevant laws and regulations. By actively monitoring and evaluating supplier practices, TVH aims to address and mitigate any risks associated with human rights violations.

Through these proactive measures, TVH is dedicated to creating a more ethical and responsible business environment, safeguarding human rights, and combating modern slavery within its operations and supply chain.

# MODERN SLAVERY STATEMENT 2021-2022

## UK MODERN SLAVERY ACT SIGNATURE

### 5. UK MODERN SLAVERY ACT SIGNATURE

This statement is made in pursuance of Section 54 (1) of the Modern Slavery Act 2015 and will be reviewed for each financial year.

On behalf of the members of the board:

Dominiek Valcke

Mark Oosterlinck

CEO

CFO



**TVH PARTS NV**

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