



## Our sustainability roadmap

At TSG, we acknowledge our responsibility to **contribute efficiently to the development of sustainable mobility**. Our purpose, today, is **to act as a trusted service provider in the field of sustainable mobility, create long-term value for our stakeholders and lead a business that maintains a high level of environmental and social performance**.

We have built our lasting success and our reputation on two fundamental principles: meeting our clients' stringent demands and making sure our activities respects the environment and our employees safety by being compliant with the applicable regulations. We stand now ready to provide efficient solutions to the current sustainable development challenges of the mobility sector.

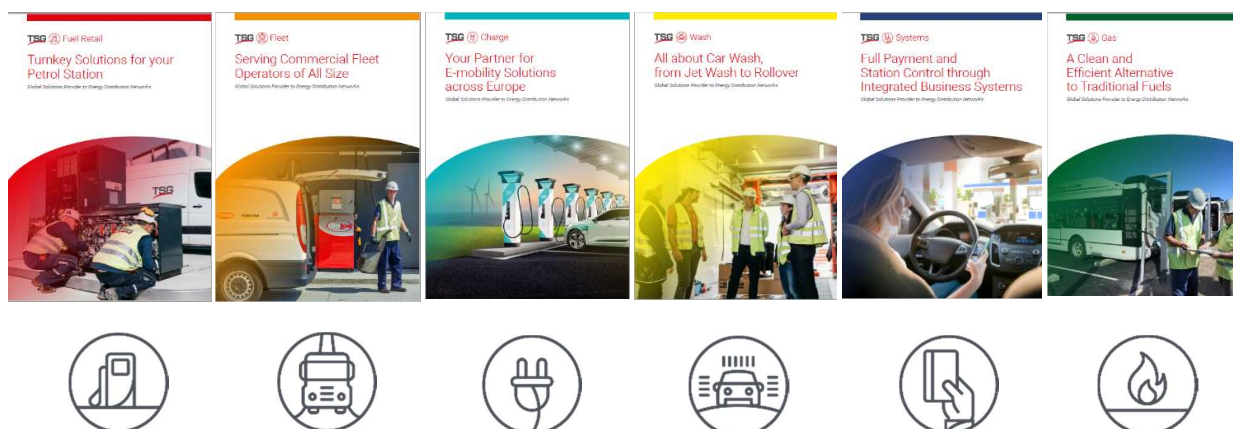
Today, to embrace this ambition, we are setting a clear roadmap and deploying an in-depth CSR strategy that reflects our high quality, safety and ethical standards, and enhances our commitments towards our people. Furthermore, this will provide us with guidelines to capitalise on our assets and improve our CSR performance throughout the coming years.

**We believe that deploying our CSR strategy will reinforce our operational performance, our position in the mobility and energy market, and our contribution towards our people.**

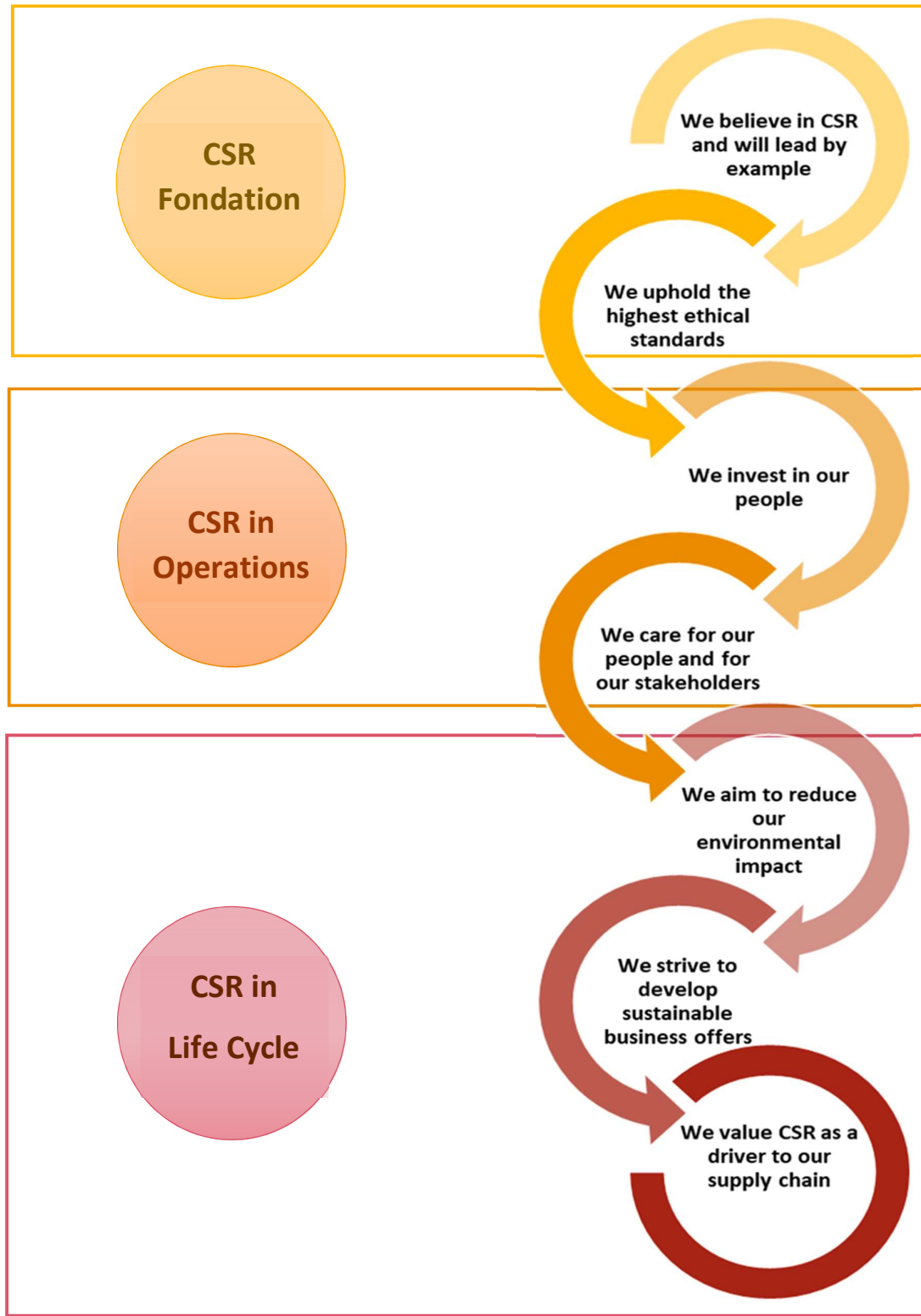
We are committed to upholding the Group's values and boosting our recognised reputation by ensuring a smooth and effective business transition led by the development of our sustainable mobility products and services.

We have addressed our priority issues and we engage today to progress along our journey. We will continuously monitor our performance and we will inform our stakeholders of where we stand.

Jean-Marc BIANCHI  
Group Chairman & CEO



## | Our 7 principles



## 1. We believe in CSR and will lead by example

As a leading provider of trusted solutions, with over 50 years of expertise, we are willing today to embrace our acquired knowledge, and side with our existing corporate culture to embark together in the definition of our CSR vision of “Fuelling Mobility”. This tailored approach to CSR enables us to set common goals while conserving the autonomy of our decentralised management to reach our objectives.

- Our Group Chairman & CEO committed to the **Ten Principles of the United Nations Global Compact**.



- Our dedicated **CSR Officer** is supported by a **team of CSR Referents** based in every country we operate.
- CSR ambition and progresses are reviewed during **every Executive Committee**.

## 2. We uphold the highest ethical standards

Our business, covering more than 30 countries across Europe and Africa, serving a wide panel of clients and stakeholders, requires us to adopt high ethical standards.

Our internal Code of Conduct sets common guidelines applicable to each employee in our everyday work and our business relationships. This code reflects on our professionalism and expertise worldwide.

We will uphold high ethical business standards, meeting or exceeding applicable regulations and our partners requirements.

- Our Code of Conduct was lastly upgraded at the **end of 2020 and deployed with the formalized adhesion of the full executive team**
- Every concerned employee will be specifically trained and **Ethic's sensibilisation trainings will be launched to all of our people**

## 3. We invest in our people

Our human capital has always been the key to our success. Being an industry leader and pioneer in the transition to sustainable mobility services, our expertise and talents are more than ever an asset, at the heart of our business model and CSR strategy.

We care for the wellbeing and ensure the development of each of our employees, to foster and uphold their technical expertise. In order to promote and develop their skills, we

aim to continuously improve our training offers. We also want to attract new talented employees, eager to accompany the Group in its transition towards sustainable mobility.

- More than **120 new employees joined TSG in 2020** to support our ambition on new energies mobility
- **81/100** is our **French operations equality index** and in the whole Group **15 % of women** are employed



#### 4. We care for our people and stakeholders

Our activities require us to be mobile and operate on multiple sites, presenting health and safety challenges. Therefore, we regard the health and safety of our employees and stakeholders as an essential aspect in our strategy and corporate culture. It is our priority to deliver services in a safe and adequate manner.

To make sure these criterias are met and maintained by our Group, we have put in place a robust HSSE policy covering all our activities worldwide. Our goals are clearly defined and frequently monitored through key performance indicators.

In order to remain a leader in the field, we will keep up with new health and safety requirements, notably linked to the specificities of our new business offers. We will

keep focusing on tracking risks which could arise with our new business activities. We will provide a safe and secure workplace for all employees.

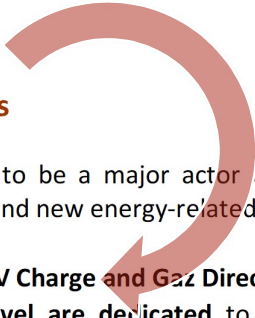
- **3275 safety and security audits** have been done in 2020 representing **0,85 audit per FTE**
- **4024 days of HSSE training** have been dispensed in 2020 representing **1,04 days per FTE**
- Our 2020 Frequency rate is **6/1000000**
- Our 2020 Gravity rate is **0,1**

#### 5. We strive to develop sustainable business offers

Mobility is at the heart of today's climate change and global sustainability challenges. Thus, our environmental, social, and quality commitments are not limited to internal initiatives. Our efforts are highly represented throughout our new business transition and upgraded products and services with the shift that we are leading towards new energies and mobility services. For this reason, we have developed a strategic plan, TSG 2.0, which focuses on the integration of sustainable products and services within our global business strategy.

Today, our services in the fuel industry are highly valued by our partners. We wish to maintain our high technical standards and environmental considerations in all new business developments to continue meeting and exceeding our clients' expectations. We will provide services that reflect on our

ambition to be a major actor of sustainable mobility and new energy-related services.

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- **EV Charge and Gaz Directors at Group level are dedicated** to develop new energies businesses
  - A team of **360 people** is dedicated to the EV Charge business
  - A team of **200 people** is dedicated to the Gaz Business
  - A dedicated team of Ingeniors, technicians and sales developer is supporting every local operation.
  - **In 2020 our sales linked to sustainable mobility grew from 220%** in average



## 6. We aim to reduce our environmental impact

We have always considered protecting the environment and delivering our services with efficient resource use as a major concern. We have already put in place the following commitments:

- Reusing equipment and improving lifecycles;
- Optimising our technicians' travels;
- Innovating to prevent leakage in our distribution networks worldwide;
- Reward environmental performance through profit-sharing systems.

These actions have already contributed to our environmental positioning as a pioneer of energy solutions and technical services so far.

Today, we are fully committed to the energy transition and we understand the changes it will induce in the way in which we operate and conduct our business. Thus, we commit to


more environmentally sustainable business offers by conducting a strategic transition towards new energies' technical solutions and services but also by increasing our teams' engagement on the matter. Our objective is to lead by change and reflect our engagements towards our stakeholders, partners and industry actors.

- We aim to equip maximum of our new employees working on EV Charge with **EV Vehicles**.
- We plan 10% of our technicians' new vehicles to be fueled with **new energies**.

## 7. We value CSR as a driver in our supply chain

In order to deliver high quality services, it is fundamental for us to ensure that our supply chain is in line with our CSR requirements and objectives. We extend our ambition to improve our environmental, social and quality performance to all our value chain.

This necessity is in line with the growing level of expectations from our partners at large in terms of transparency of the products and services value chain. We are also aware that TSG will face additional supply chain-related challenges regarding our new business offers as we will deal with a range of new suppliers. In



this context, we are committed to maintain the highest ethical and sustainability standards regarding our suppliers. We will communicate our value chain initiatives and standards publicly.

- **Our supplier charter was updated in 2020** to include our sustainable development commitment about child labour, transparency, people respect...
- **All our technical sub-contractors are strongly assessed** before being accredited for a short period.