



Extra-financial Report 2023

*Group consolidated report including
all TSG subsidiaries figures*

The European Leader in Technical Services for Responsible Mobility Solutions





“

In 2023, TSG has further materialized its business transformation to better support its customers in their transition toward responsible mobility. Doing that, TSG places more than ever Sustainability at the heart of its business strategy and a meaningful purpose for all its stakeholders, starting with its employees and customers.

For the first year, TSG's entities reached all together the symbolic milestone of one billion euros revenues reflecting both the continuation of TSG growth strategy but more importantly a deep transformation of the Group activities. For the first time, that turnover is equally split between traditional energy, new energy for mobility (i.e., EV, gas and H2) and technical adjacent services for energy for mobility distribution's public and private infrastructures.

Always willing to anticipate all customers' needs, TSG's teams continued to enter additional fields by developing TSG's sustainable business technical offers to hydrogen, solar, transformers and battery storage installation and maintenance.

TSG's commitment on Corporate and Social Responsibility is firstly TSG's business journey aiming to be a key enabler of the energy transition for mobility. But TSG's journey on Corporate and Social Responsibility is also TSG's human adventure as at TSG we think global, but we act human and local, seeing in our people as our first asset.

This year, to support both this fast growth and business transformation, all TSG's entities have strongly reinforced their teams with 1.000+ new joiners from whom a large part of technical experts coming from the 20 new TSG companies acquired in the last 18 months. We are now about 6.000 TSG people daily working to make the energy transition for mobility a reality.

To take care and to invest in our people, is our priority which starts by applying the highest health and safety standards and practices, offering good working conditions, and permanently investing in professional development.

By reading this report you will discover all additional initiatives and actions taken to make TSG a responsible company leading by example. More than ever, at TSG, sustainability is a way of thinking, guiding our choices with the obsession of preparing and preserving the future.

The reason why, with TSG executives, I am delighted to renew my personal commitment to the United Nation Global Compact and its sustainable goals. By reading these few pages, we wish you to feel how our new signature "Move with TSG. Energize your Future." is the common experience we propose to all TSG stakeholders, starting with our people and customers.

Jean-Marc BIANCHI (Group Chairman & CEO)
and TSG Executive team

WE SUPPORT



Corporate and Social Responsibility is TSG's purpose

As TSG is the European Leader in Technical Services for Responsible Mobility Solutions, delivering its business strategy is TSG’s main support to the energy transition for mobility.



A CSR purpose fitting with all external expectations from all of TSG’s stakeholders.

Enabling the energy transition, TSG and its skilled technicians are aiding a more sustainable world.

We do this as the European leader in technical services for responsible mobility solutions. We provide all types of players, from gas station networks to fleets, with a one-stop shop of innovative energy and retail solutions, paving the way towards responsible energies and expanding consumer offerings beyond refuelling.

We are pioneers in the transition towards biofuels; now, we are disrupting the sector with gas and electric charge, while situated at the cutting-edge of the coming hydrogen revolution.

As mobility enters a new, more responsible era, we are helping shift the role of the gas station, with new retail experiences, adjacent services, and innovative digital services. In doing so, we are defining the gas station of the future.

It’s an exciting time for TSG. Not only are we the undisputed leader, but we are growing fast, backed by an entrepreneurial culture and shareholder.

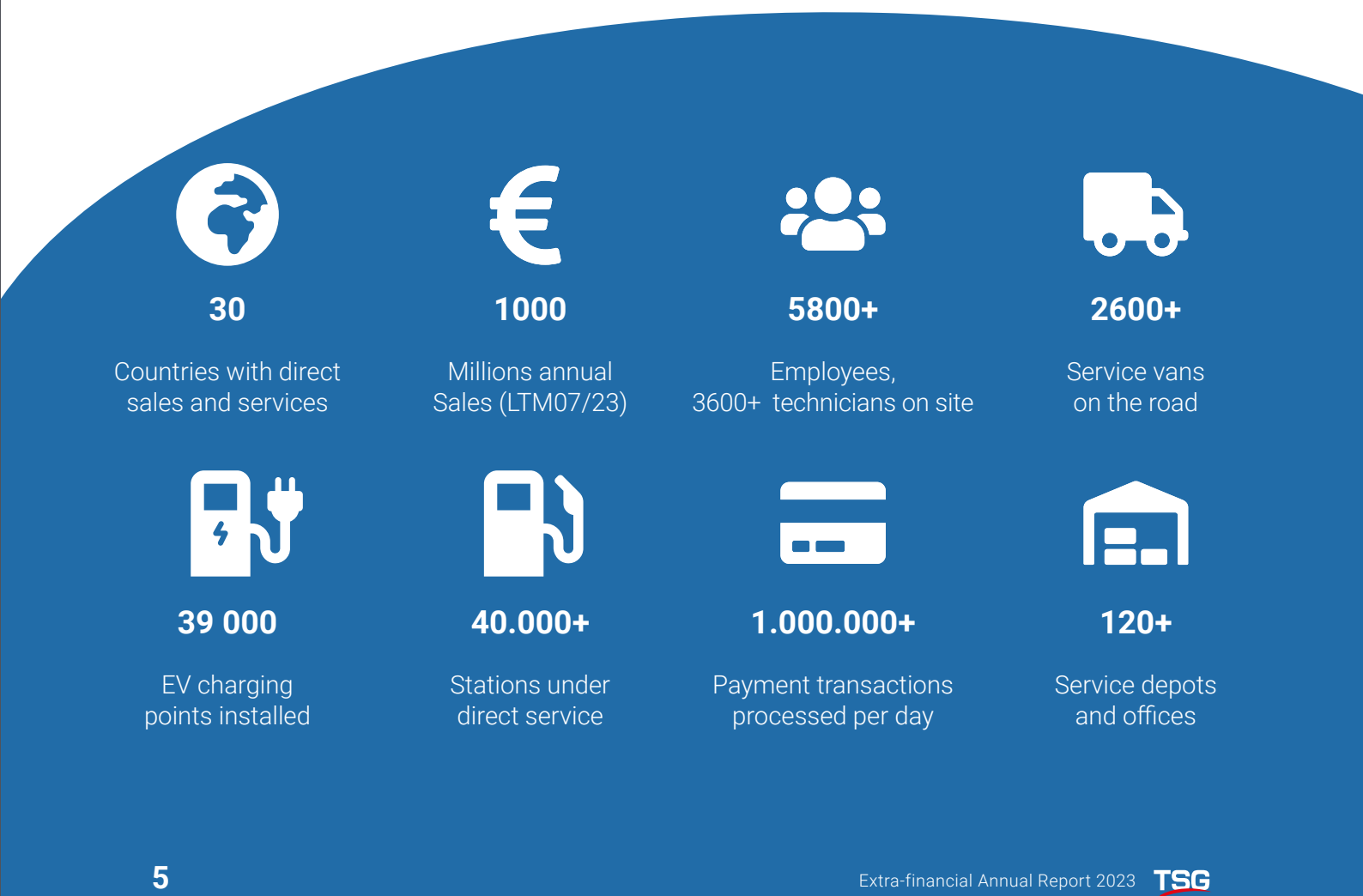
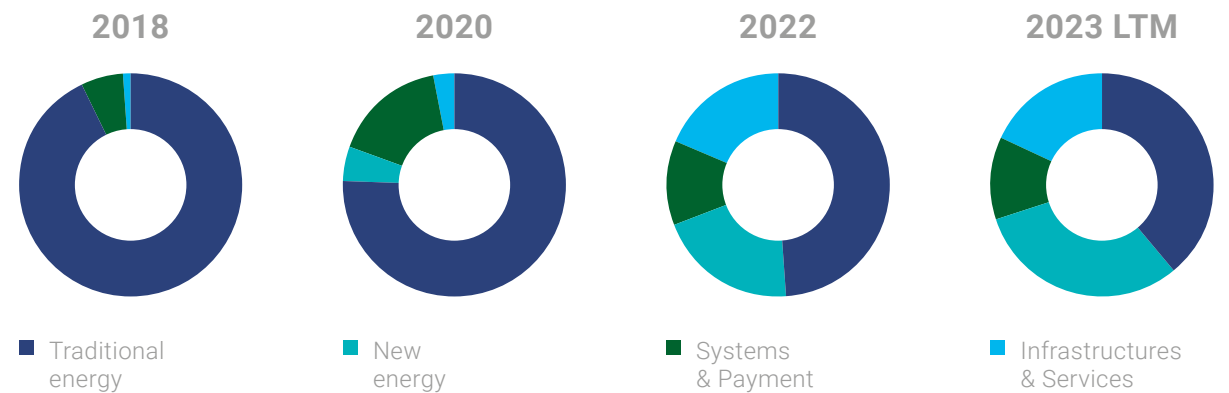
Yet, all of this change is made possible by our people. They are our strongest asset, steering the energy transition on-the-ground and enabling a new era of responsible mobility solutions.

Facts and figures

TSG Group consolidated figures

TSG is developing fast in new energy for mobility and global technical services to mobility hubs.

TSG mix of revenues / Business lines



TSG fast development

TSG fast development is accelerated by a dynamic build-up strategy focused on competencies and cultural complementarities.



Traditional Energy



Retail



Fleet

New Energy



Charge



Gas



Solar

Infrastructure & Mobility hubs



Wash



Technics

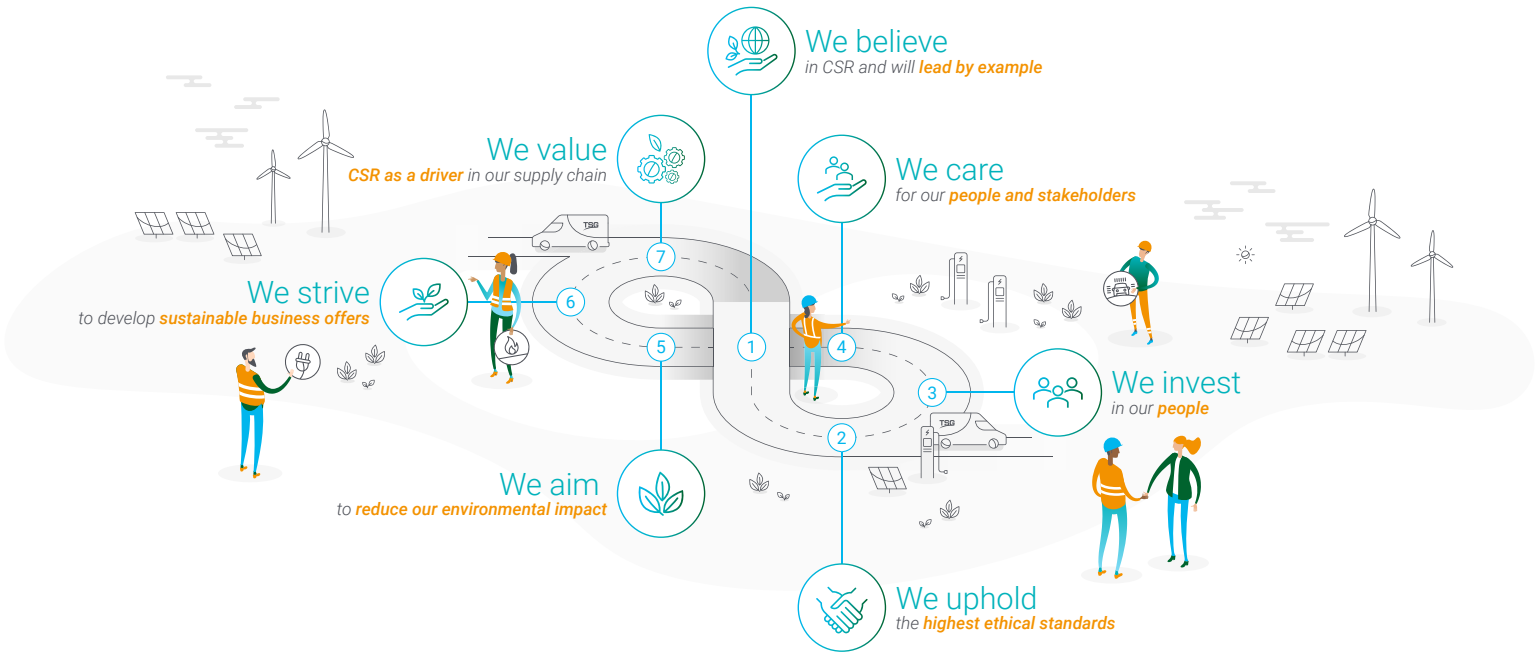
Systems & Payments



Systems

TSG investment in new competencies is fostering its transformation in new energy and new technical services to reinforce the range of sustainable offers to professional customers.

TSG is pursuing its CSR Roadmap journey, settling its priorities by reference to the 7 principles empowering all TSG's activities



TSG is enabling the energy transition for mobility, being the global provider of technical solutions for energy distribution infrastructures and mobility hubs.

For all activities, TSG is providing sales equipment, design, building, installation and maintenance of technical solutions for energy for mobility distribution to public and private networks.



We believe

in CSR and will **lead by example**

In 2023 TSG strongly reinforced its international commitments on all key Corporate and Social Responsibility topics.

- Reinforcing its UN Global Compact commitment by signing additional specific charters, such as Charte de la Diversité, Sustainable IT Charter and the Charte Relations Fournisseurs & Achats Responsables.
- Engaging in the SBTi to align its global carbon footprint trajectory to the Paris Agreement objectives.
- In March 23, TSG renewed its EcoVadis Silver medal.
- In July 23, TSG voluntarily responded to the CDP questionnaire on climate for the second time.

"We believe that deploying our CSR strategy is contributing to preserve the future of the world while reinforcing our operational performance, our position in the mobility and energy market, and our contribution towards our people."

Jean-Marc BIANCHI
Group Chairman & CEO

WE SUPPORT



We strive

to develop **sustainable business offers**



TSG is a key actor of the energy transition for mobility and has continued in 2023 to enrich its sustainable business technical offers to better support its customers in their transition to responsible mobility and energy.

- It is now more than 1/3 of the 3600+ TSG's highly skilled technicians who are dedicated to new energy, globally supported by teams of experts offering shared centres of expertise.
- TSG is supporting its customers in all types of EV charging stations (all generation of AC/DC chargers, small to large EV charge stations including e-buses and e-trucks installations, battery swap installations...).
- TSG expanded its electric offer to new and complementary fields like solar, transformers and battery storage installation and maintenance.
- TSG gas experts are now working more and more on biogas and hydrogen installations.



2023

69
Gas stations built



2023

8353 By **16000**
Points of Charge installed Points of Charge maintained

43
Biogas stations built



TSG is enabling the fast development of all new Electric for mobility infrastructures through Europe, starting now in Africa, with its electrical experts locally based everywhere in Europe and Africa.

Charge



TSG is now supporting globally its customers in their global transition to renewable energy and electricity.

Solar



TSG has dedicated team providing expertise in all gas to support its customers in their heavy fleet decarbonisation with their transition to biogas and hydrogen.

Gas



TSG continues to offer responsible technical solutions to maintain customers' traditional energy infrastructures. The highest quality and reliability to guarantee TSG's customers and end-customers safety in the traditional energy resilience context.

Retail



Fleet



In a more and more digitalized world, TSG continued to develop in 2023 all systems and payments solutions to develop its customers and their end-customers experiences, develop loyalty and to meet exigent and new regulations on payments systems.

Systems



And TSG is supporting its customers development in all their adjacents to mobility technical needs and services providing added value to the new generation of mobility hubs willing to attract longer loyal end-customers.

Technics



Wash





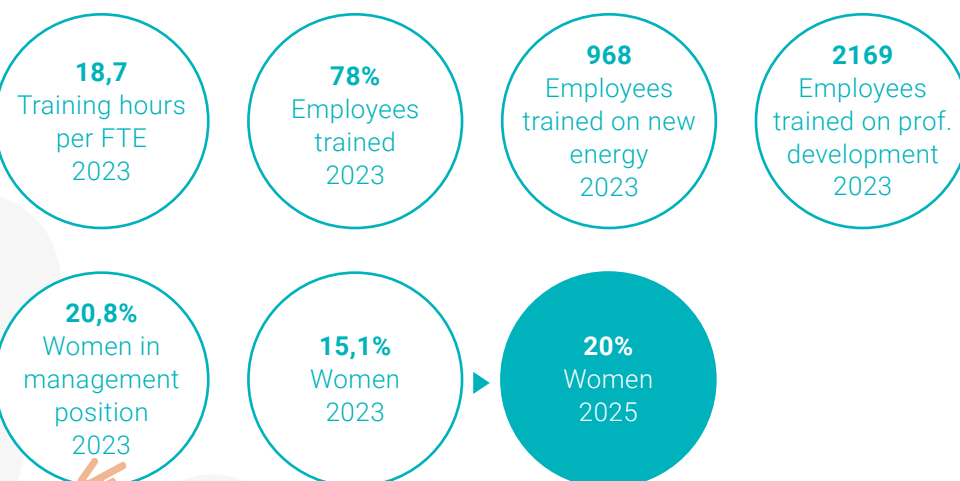
We invest in our **people**

To support both their fast growth and business transformation, all TSG's entities have strongly reinforced their teams with 1000+ new joiners.

From whom a large part of technical experts coming from the 20 new TSG companies acquired in the last 18 months. We are now about 6000 TSG people daily working to make the energy transition for mobility a reality.

Offering good working conditions and permanently investing in TSG Talents' professional development is a priority.

- With that objective, TSG launched in 2023 TSG e-Academy, TSG's global e-learning platform to expand modern and customized training programmes based on all TSG's entities experiences and best-practices.
- For the first time, all TSG employees have also been asked to give their voice by answering an employee satisfaction survey willing to be the socle of further improvements. We believe that, with 80% of respondents, TSG's people gave us their trust. It is now our duty to meet most of their expectations.



Let **your** voice be **heard** **TSG** employee survey

Your voice matters!

To help us understand how you feel about TSG and how we can improve our values and communication to adapt and transform, how we work on local and global level.

We have created an anonymous survey "TSG Voices" using MonkeySurvey. This survey will be sent to all countries within the Group and will take less than 15 minutes to answer.



Move with TSG. Energize your future.



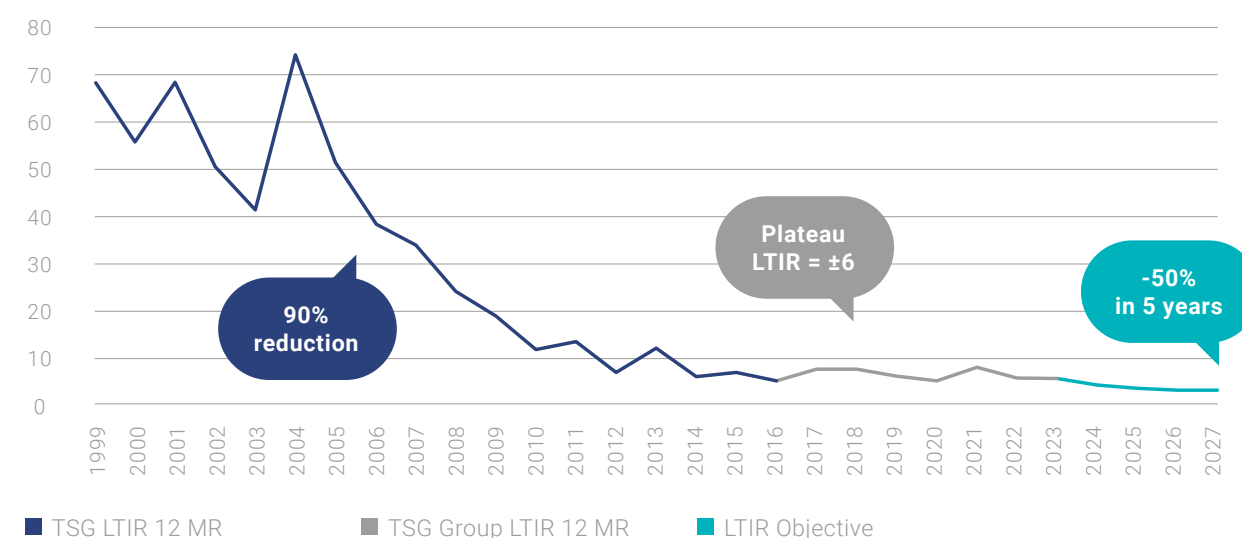
We care for our **people and stakeholders**

Ensuring people sustainability, safety is TSG 1st priority with a zero accident ultimate goal.

- In 2023, TSG embarked a new senior QHSSE Director strongly experienced in industrial and services industries.
- Defining "0 accident goal" as TSG health and safety objective, TSG reinforced both its QHSSE policy and key processes with a special focus on new activities and organised the immediate sharing of any incident to keep learnings.
- As one of the key actions in 2023, 70% of all TSG people and sites are now certified ISO 45001, the other ones being on the process to be certified in 2024.



TSG Group Lost Time Injury Rate





We aim to *reduce our environmental impact*

TSG, enabler of the energy transition for mobility, is willing to reduce its own environmental impact. In 2023, TSG has further engaged into the fight against climate change.

- TSG carbon footprint has been updated for year 2022 showing a larger volume on emissions due to TSG fast growth, but already significant improvements on carbon intensity with -17% on revenues intensity and -11% on FTE intensity.
- TSG answered the CDP survey on climate for the second time.
- TSG risks assessment conducted by PWC with a special focus on working conditions potential impacts, has showed TSG's operations resilience and large opportunities in a fast transitioning environment, these opportunities being already a reality, thanks to TSG fast business transformation.
- TSG reinforced its environmental policies on waste being a dedicated part of the 2023 new QHSE policy.
- All TSG entities have now EV chargers on their site, there are transitioning their fleet of vehicle to new energy ones and most of them have or will install Solar installation to energize their building.
- TSG confirmed its EcoVadis Silver label with improvements.
- As a natural further step, TSG is now officially engaged in the SBTi initiative with the goal to keep TSG's mid-term carbon trajectory certification in 2024.



SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

4,5%
Green
Fleet
2023

13,6%
Green
Company cars
2023

-38%
Scope 2
vs 2019

-17%
CO2e emission
intensity
vs 2019

TSG objectives

2035
Fit for 55
ambition

2050
Paris
Agreement
Ambition
Carbon
Neutrality



TSG Group 2022 Carbon Footprint: **174 878 t CO2e**



■ 15% Scope 1 emissions ■ 0,6% Scope 2 emissions ■ 84% Scope 3 emissions





We uphold the **highest ethical standards**



In 2023, TSG focused its improvement on ethics to cybersecurity for its own benefit and its customers one.

- TSG has written a green IT dedicated group policy and signed the Sustainable IT Charter.
- All TSG's local IT systems are now converging to the same solution for a final implementation early 2024.

But other key actions on ethics are pursued with:

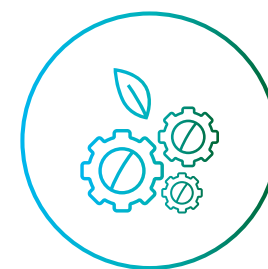
- TSG whistleblowing system that didn't record any alert.
- New TSG local operations externally audited on compliance.
- TSG corruption-risks cartography update to take in account all potential risks linked to TSG new activities development.



47%
Employees
trained on
Cybersecurity
2023

99%
Population
trained on
anti-corruption
2023*

* TSG Ethical Code of Conduct



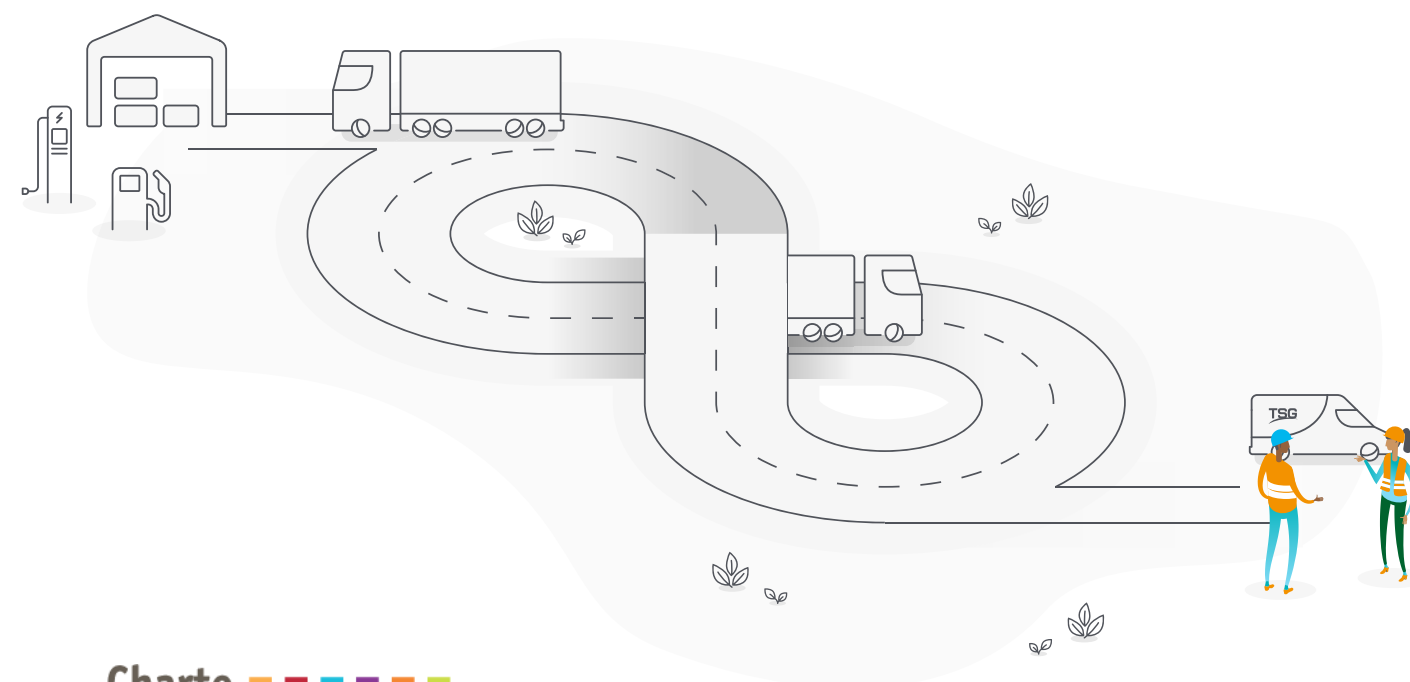
We value **CSR as a driver** in our supply chain



In 2023, TSG continued to reinforce its action towards its supply chain to raise its suppliers awareness on CSR issues

- Implementing locally its suppliers processes within its Suppliers Code of Conduct and its selection process including suppliers due diligences process focussed on HSSE and CSR issues.
- To engaged more, TSG recruited a Group Purchasing Officer to lead all TSG entities to move coordinately to responsible procurement.

Over developing a responsible supply chain, TSG is willing to use its suppliers relationships to be able to sell more sustainable offers and services to its customers by providing alternative sustainable offers.



Charte 
RELATIONS FOURNISSEURS
ET ACHATS RESPONSABLES

TSG Sustainability Accounting Standards Board (SASB) 2023 reporting

				Page
Environment	Environmental Impacts of Project Development	Number of incidents of non-compliance with environmental permits, standards and regulation	0	
	Structural Integrity & Safety	Total amount of monetary losses as a result of legal proceedings associated with defect and safety related incidents	121.992 €	
	Climate Impacts of Business Mix	Amount of backlog for (1) hydrocarbon-related works (2) new activities / non hydrocarbon-related works (3) New energy for mobility works including equipment sales, projects and maintenance	(1) 206177169 K€ (2) 335866470 K€ (3) 201753536 K€ <i>i.e Impact of yearly maintenance contracts part in the fuel backlog</i>	5
		(1) Number of hours of new businesses training days (2) Number of people trained on new businesses	(1) 16286 (2) 1154	
Labor and Human Rights	Workforce Health & Safety	(a) Life Time Injury Frequency (LTIF) and fatality rate for (b) direct employees and (c) contract employees (*)	(a) 6.9 - (b) 0 - (c) 0	14
		Severity rate (*)	0.8	
		Average hours of health, safety and emergency response training per employee	11,5	
Ethics	Business Ethics	(1) Number of active projects and (2) backlog in countries that have the 20 lowest rankings in Transparency International's Corruption Perception Index	(a) 0 - (b) 0	
		Number of net revenue in countries that have the 20 lowest rankings in Transparency International's Corruption Perception Index	0	
		Total amount of monetary losses as a result of legal proceedings associated with charges of (1) bribery or corruption and (2) anti-competitive practices	0	
		Description of policies and practices for prevention of (1) bribery and corruption, and (2) anti-compétitive behavior in the project bidding processes	(1) (2) Letter of TSG Goup's CEO as the preamble fo TSG Ethical Code of Conduct "In consistency with its social responsibility values and the practices of its partners, major customers and suppliers, TSG Group is constantly looking to comply with the most exigent standards in terms of Ethical rules and appropriate behaviors. The"TSG Ethical Code of Conduct" (TECC)* sets out the Business Conduct principles and guidelines applicable to every TSG Group employee and subsidiary. In addition to strict compliance with legal requirements, all employees of TSG Group are expected to be guided by basic principles of honesty and fairness in the conduct of the Group's affairs and to comply with taken obligations to shareholders, employees, customers, suppliers, government officials and all stakeholders. It is my personal commitment and undertaking to respect and comply at all times with the terms and conditions of the TECC. All members of the Executive Management Committee, reporting directly to me, have also personally agreed to be bound by the TECC by signing its Adhesion and Compliance Certificate. I rely on each of you to respectfully share our Group values and adhere to them to guaranty Employee well-being, safety and health, and Business Ethics, fundamental values for TSG, supplier of reference in Europe and Africa for technical services to mobility energies. Let us all be an example to our stakeholders, customers, suppliers and ourselves." TSG Ethical Code of Conduct is completed by a Gifts and Invitation dedicated Policy deployed in each TSG entity. TSG Sustainability Roadmap (CSR strategy) 2nd principle : 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 to maintain our position as leader in the industry. Our internal Code of Conduct sets common guidelines applicable to each employee in our everyday work and in 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, where less demanding than our practices. All TSG managers, sales and purchasing teams are trained every 2 years on Anti-corruption and anti-bribery. Since 2022, TSG conducts yearly aleatory external compliance audits with a focus on its African entities. In 2023, TSG has updated it Corruption Cartography to take in account all of its new activities.	18
Suppliers		(1) Number of suppliers (2) Number of suppliers operating in the 20 lowest rankings in Transparency International's Corruption Perception Index (3) Number of suppliers that have the ranking 5+ or 5 in the International Trade Union Confederation (ITUC) Index	(1) 23747 (2) 0 (3) 0	
General	Number of Employees		5682	
	Total Turnover		944 M€	5




TSG FY2023 (from May 22 to April 23) (*) 12 months - 10/2023, (**) International Trade Union Confederation (ITUC)

TSG other reporting

TSG 2021 Sustainability-Linked Loan KPIs

	Baseline	Top line growth of select segments of the New Energy business unit (TSG 2021 Sustainability-Linked Loan definition)				
	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Objective		€45 millions	€77 millions	€110 millions	€143 millions	€179 millions
Achieved	€30 millions	€51 millions	€130 millions			
		Equals 70% year-over-year growth	Equals 254% year-over-year growth			

United Nations Sustainable Development Goal 2023 Reporting

	Sustainable Development Goal	TSG's Impact	KPI 2022	Report page
7	 7 AFFORDABLE AND CLEAN ENERGY	7.2 Increase substantially the share of renewable energy in the global energy mix 7.B Access to quality energy / Climate change mitigation / Greenhouse Gas Emission	<ul style="list-style-type: none"> 14% renewable electricity use in TSG electricity consumption. Solar panel installations on TSG buildings. 13,6% green company cars. 4,5% of TSG fleet. Global result: -17% carbon intensity emission in 2022 vs 2019 	16-17
9	 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	9.1 Develop quality, reliable, sustainable and resilient infrastructure. 9.2 Promote inclusive and sustainable industrialization 9.4 Upgrade infrastructure and retrofit industries to make them sustainable 9.A Facilitate sustainable and resilient infrastructure development in developing countries through enhanced financial, technological and technical support to African countries	<ul style="list-style-type: none"> + 39 000 EV Points of Charge installed. + 8353 in 2023 43 Biogas stations + 2 H2 station installed in 2023. Solar and battery storage activities launch. TSG presence in 5 African countries (Cameroun, Morocco, Senegal, South Africa, Tunisia) representing all TSG's activities (start on EV and Gas). TSG complete Climate Risks Assessment conducted in 2022 and 2023 with a deep focus on working conditions impact, including for TSG's 5 Africa countries. 100+ Executives specifically trained on Climate issues. 18,7 training hours / FTE within 1944 CSR trainings hours. 	9-11 15 12
13	 13 CLIMATE ACTION	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disaster in all countries. 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning		

TSG has written and implemented a full set of policy on CSR, Ethics, Human Rights, Health and Safety, Human Resources, Diversity, Working Conditions, Sustainable Environment, Responsible Procurement with Codes of Conduct applicable to all employees and suppliers.

Together let's create Services for a Greener world

Move with TSG. Energize your future.

The European Leader in Technical Services for Responsible Mobility Solutions



