



Corporate Social Responsibility Statement

Introduction

The Van Hool group is strongly committed to conducting its activities in a responsible, sustainable and ethical manner. High standards for quality and safety, sound business ethics, respect for human rights and working conditions, environmental responsibility and community involvement are the core principles of how we do business.

This Corporate Social Responsibility (CSR) Statement aims at informing our members of personnel, business partners and the general public of our principles. We require from all our members of personnel of the entire Van Hool group to adhere to the principles set out herein. Certain topics are further elaborated in our global and/or local policies applicable to our personnel. We also expect from our suppliers to engage with the same principles, which are laid down in our Supplier Code of Conduct.

This statement contains the minimum standards we set. To the extent law, regulation and/or our specific policies set stricter standards, such standards take precedence.

Anyone who has any questions or comments on this policy is invited to contact our CSR committee at CSR@vanhool.com. Our members of personnel can also contact their entrusted HR contact person.

January 2022

Filip Van Hool
CEO

High Standards for Quality and Safety

- **Our Products and Services:** As a manufacturer and seller of coaches, public transport vehicles and industrial vehicles, we bear a great responsibility towards the drivers and passengers of our vehicles and safety on public roads. As a premium brand, Van Hool considers the quality and safety of its vehicles as a number one priority. We strive for maximum customer satisfaction according to our “right from the first time” principle. We contribute to protection of consumers’ health and safety by striving for continuous improvement of our products and services.
- **Working Environment:** We ensure a safe working environment for our members of personnel, who are urged to contribute to this by adhering to all our local safety and other operating instructions. We have an extensive training program to make sure awareness and technical knowledge are always in line with our quality ambitions and safety standards.

Sound Business Ethics

- **General Compliance:** We conduct our business in compliance with all applicable laws, rules, and regulations of the jurisdictions in which we operate and adhere to internationally recognized environmental, social and corporate sustainability standards. We have the appropriate licenses and permits in place and honor our business obligations.
- **Responsible Sourcing:** We expect our suppliers to adhere to the principles set out in our Supplier Code of Conduct, which is based on the principles of the UN Global Compact, relevant international treaties and sound and common business practices. We apply the OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-risk Areas.

- **Anti-Bribery and Anti-Corruption:** We do not tolerate any form of bribery, corruption, extortion or embezzlement. This is further elaborated in our Anti-Bribery and Anti-Corruption Policy and in our Supplier Code of Conduct.
- **Privacy:** We have in place appropriate measures to respect privacy, to protect personal data against loss and unauthorized access or use, and to comply with relevant privacy and information security laws and regulations. This is further elaborated in our Privacy Policies.
- **Financial Reporting:** All our business dealings are transparently performed and accurately reflected in our financial reports and filings. We disclose financial and non-financial information in accordance with applicable regulations and prevailing industry practices.
- **Fair Competition:** We uphold standards of fair business and conduct business in accordance with all applicable anti-trust or anti-competition laws and regulations. This includes, but is not limited to, refraining from business practices that unlawfully restrain competition, improper exchange of competitive information and price fixing, bid rigging or improper market allocation.
- **Trade Secrets:** We protect our own confidential information as well as the confidential information of our business partners. We respect intellectual property rights.
- **Conflict of Interests:** We make decisions based on solid business judgment unclouded by favoritism resulting from personal relations or opinions. We expect our members of personnel to disclose any actual or potential conflict of interests they may have.

Respect for Human Rights and Working Conditions

- **General:** We have a great impact on the wellbeing of our members of personnel and therefore owe major obligation towards them. We respect human rights and treat all people with dignity as recognized by the international community and expect our members of personnel to do the same.
- **Health and Safety:** We provide our members of personnel a safe and healthy working environment that meets or exceeds applicable local laws and industry standards for safety and occupational health. We do not tolerate any form of harassment. We respect working hours and rest times.
- **Non-Discrimination:** We do not tolerate any form of discrimination. In respect of employment and occupation we provide equal employment opportunities regardless of worker or applicant characteristics such as race, color, age, gender, sexual orientation, gender identity, ethnicity or national origin, disability, pregnancy, religion, political affiliation, union association, covered veteran status, genetic information or marital status.
- **Child Labor and Young Workers.** We do not tolerate any form of child labor. Children below the minimum age of 15 shall not be employed, unless the exceptions recognized by the ILO 138 Minimum Age Convention. The minimum age for hazardous work is 18 years for all countries.
- **Forced Labor:** We prohibit any forms of forced, (bonded) or compulsory labor, including human trafficking
- **Wages and Benefits:** We provide compensation and benefits that exceed standards set by applicable local laws and in line with industry standards, including those relating to minimum wages, overtime compensation, and legally mandated benefits. We pay wages at regular intervals and inform employees about the method of its calculation.
- **Freedom of Association:** We respect employee rights to associate freely, to join or not join labor unions, bargain collectively, seek representation, and join workers' councils in accordance with local law.
- **Complaints Procedure and Whistleblowing:** We have a formal procedure in place that allow concerns to be raised anonymously with confidentiality and without retaliation. Our members of personnel can obtain more information via their entrusted HR contact person.

Environmental Responsibility

We support a proactive approach to environmental responsibility by protecting the environment, conserving natural resources and reducing the environmental footprint of our production, products and services throughout their life-cycle. In this respect:

- We are a pioneer in zero-emission solutions for passenger transport. Our offering consists of battery electric, trolley and fuel cell public transport buses and battery electric touring cars. We were the first one to build a 100% battery electric double decker touring car. We strive for continuous improvement (e.g. weight reduction of our coaches, buses and industrial vehicles) and innovation to keep on contributing to the energy transition of passenger and goods transportation.
- Both our production facilities (in Belgium and North-Macedonia) are ISO 14001 certified. We continuously improve sustainability of our production process to reduce our footprint on the environment, both in the way we work as in the materials and components we use.
- We have clear and measurable objectives to reduce energy and water consumption and greenhouse gas emissions. Our environmental coordinators in our production facilities closely monitor these objectives, which are regularly updated.
- We ensure awareness with all our members of personnel to deal responsible with energy and natural resources. This is further elaborated in our Environmental and Energy Policy and regular trainings are organized.

Community Involvement

- Cooperation with technical schools, industrial training contracts and company training not only allow us to maintain the required knowledge and skills, we can then also further improve them. We offer training and employment opportunities in a whole range of positions for job-seekers without prior knowledge or experience, but with motivation and eagerness to learn. The training department, supervisors and experienced professionals ensure further development and form the basis for the necessary technical innovations at the company.
- We support a selection of local, national and international charities.

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