



# Extra-financial Report 2022

*Group consolidated report including  
all TSG subsidiaries figures*

*The European Leader in Technical Services for Responsible Mobility Solutions*





“TSG journey on Corporate and Social Responsibility makes us, day after day, more conscious of the world’s challenges and of our collective responsibility, both as a company and as individuals, toward the society.

At TSG, sustainability is becoming a way of thinking, guiding our choices with the obsession of preparing and preserving the future.

With this objective, in 2022, TSG has accelerated the implementation of its strategy as a key enabler of the energy transition by supporting its customers in their move to more diversified, low carbon energy sources for mobility. It is TSG purpose.

Consequently, we have successfully launched TSG’s first Sustainability-Linked Loan and asked for a Second Party Opinion that recognized TSG’s impact on CSR. We have strengthened our European teams of technical experts through recruitment, internal trainings and also by acquiring 16 companies specialized in technical services for electric and gas mobility, all sharing our values and committed to deliver high quality and security technical works and services, for the benefit of our customers and their end customers. We are also entering the future of mobility with already some realisations on hydrogen in several European countries.

Aware that our people are our first asset to develop our fast-growing technical services business, we have designed TSG’s employer brand: “Move with TSG. Energize your future” to ensure TSG’s resources sustainability by promoting TSG’s attractiveness, visibility, and purpose in the current competitive employment market.

It is now more than 5200 TSG people including 3500 technical experts on the field, who are participating to the fight against climate change where the transport industry has one of the most significant impacts. Everywhere in Europe and Africa, they are

enabling the development of new energies infrastructures, daily working on their reliability for the benefit of all drivers.

It is why, with TSG executive team, I am delighted to renew my personal commitment to the United Nations Global Compact and its sustainable development goals, where TSG is willing to play a key role by supporting its customers in their energy transition, by taking internal actions to decrease its CO2 emissions, and by influencing and training TSG’s employees and suppliers on CSR issues. We are committed to go always further.

By reading these few pages, we wish you to feel the strong positive energy that all TSG teams are experiencing by being part of the mobility transition in an entrepreneurial and fast-growing company.”

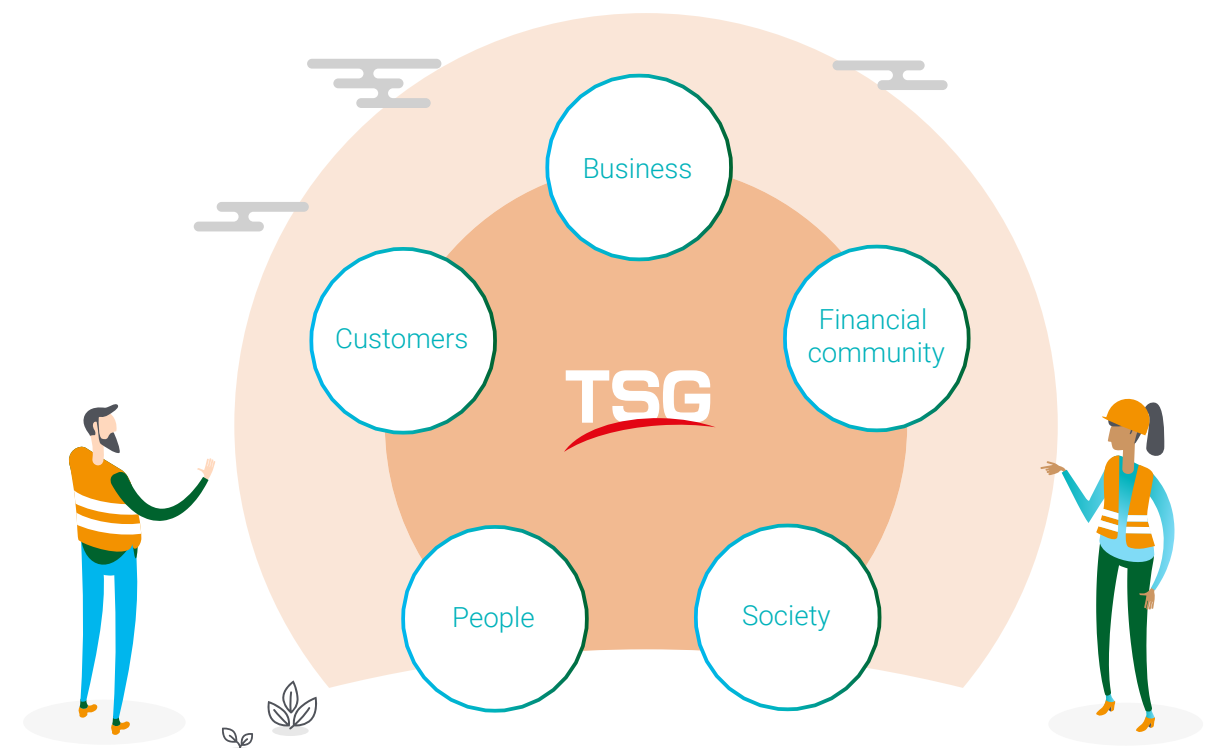
**Jean-Marc BIANCHI**  
Group Chairman & CEO  
and TSG Executive team



# Corporate and Social Responsibility is TSG purpose

As TSG is the European Leader in Technical Services for Responsible Mobility Solutions, delivering its business strategy to support the energy transition for mobility, is TSG's main contribution to Corporate and Social Responsibility.

A CSR purpose fitting with all external expectations from all TSG's stakeholders



Enabling the energy transition, TSG and its skilled technicians are allowing 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.

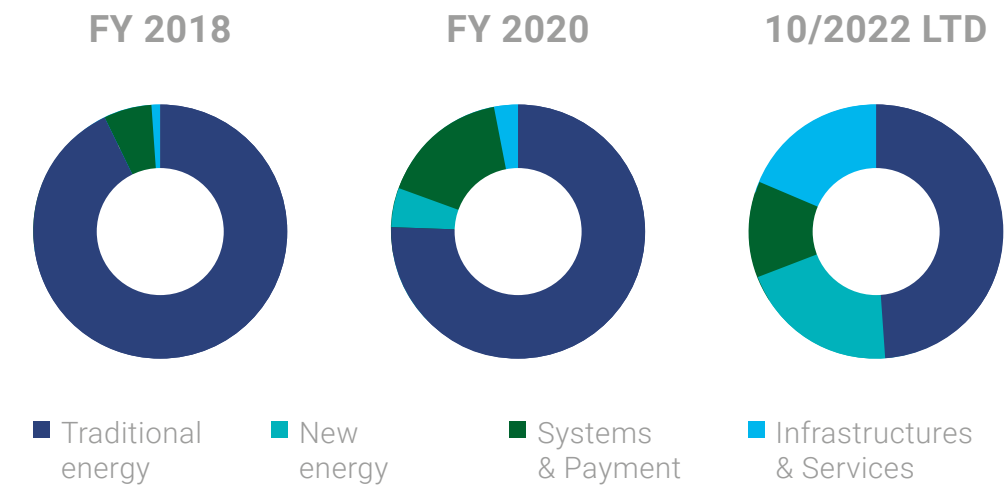
# Facts and figures

TSG Group consolidated figures



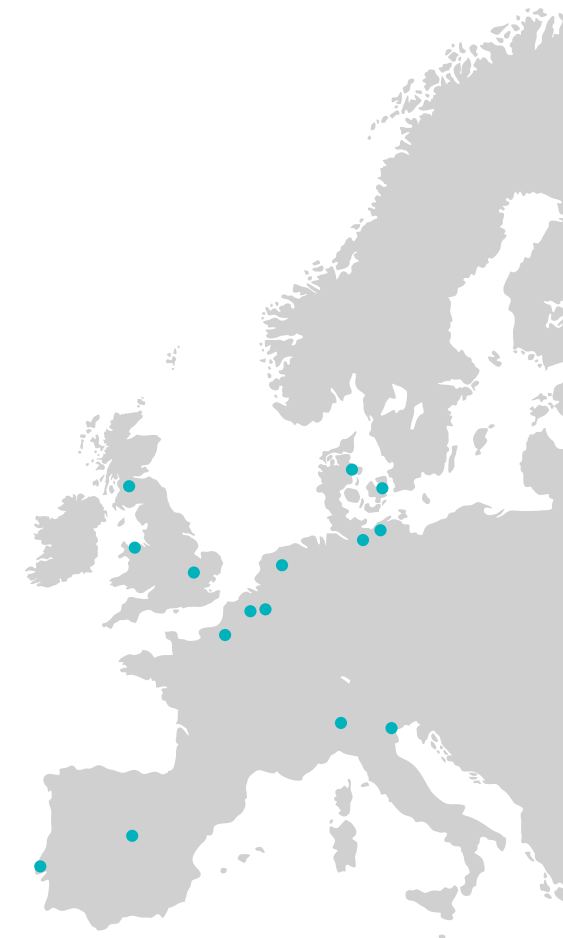
TSG is developing fast in new energy for mobility and global technical services to mobility hubs

TSG turnover distribution evolution



Accelerating by acquiring specialized companies reinforcing its skills all over Europe

- Belgium
- Denmark
- France
- Germany
- Italy
- Netherlands
- Portugal
- Spain
- UK



# TSG's CSR Roadmap is made of 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.

## Traditional Energy



Retail



Fleet

## New Energy for mobility



Charge



Gas

## Infrastructure & Mobility hubs



Wash



Technics

## Systems & Payments



Systems

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.







## 7 CSR principles and commitments

# We believe in CSR & will lead by example

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.

We stand now, ready to provide efficient solutions to the current sustainable development challenges of the mobility sector.

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

In 2022 TSG has decided to externally challenge its CSR management.

- In January 22, TSG got EcoVadis Silver medal.
- In March 22, TSG successfully launched a Sustainability-linked loan after having requested a Second Party Opinion (SPO) conducted by Standard&Poors.
- In July 22, TSG voluntary responded the CDP questionnaire.

And willing to lead by example, all TSG's executive have been trained on climate issues, experiencing a climate dedicated workshop.



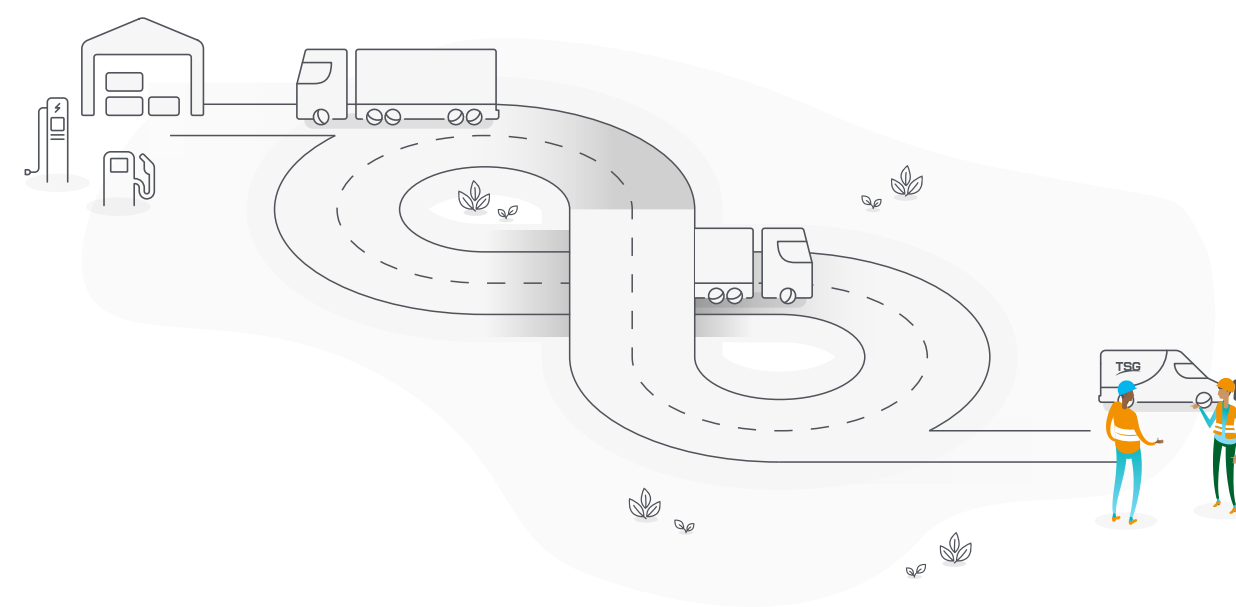
## 7 CSR principles and commitments

# We value CSR as a driver in our supply chain

In 2022, TSG strongly reinforced its action towards its supply chain to raise its suppliers awareness on CSR issues.

- TSG's whistleblowing system is now open to suppliers.
- TSG's suppliers selection process including suppliers due diligences process has been extending to CSR issues.
- All TSG CSR purchasing and procurement teams have been trained on CSR by PWC's experts.
- TSG designed a customized tool to collect its suppliers' carbon footprint.

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.







## 7 CSR principles and commitments

# We strive to develop sustainable business offers

TSG is now established as a key actor of the energy transition for mobility, with already + 25 000 Points of Charge installed, growing fast to better support all professional customers needs.

- In 2022, TSG's unequalled network of technicians and experts grew from 2600 to 3500 people locally based in 30 European countries and in Africa.
  - Within 700 fully dedicated to IRVE where TSG also invested on acquiring 10 companies specialized in Electricity in Europe (Italy, Denmark, UK, Spain, Belgium, Netherlands and Germany).
  - And 250 specialised in Gas, currently the only low-carbon energy for heavy transportation.
- TSG is also starting hydrogen after having built strategic partnerships with key industrials actors.



2022

**+ 5400**

Points of Charge installed

By **10000**

Points of Charge maintained



2022

**+700**

Squid installed

**+225**

Stations built

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



Retail



Fleet



TSG is enabling the fast development of all new energies for mobility infrastructures through Europe with its experienced and locally based technicians.



Charge



Gas



And TSG offers one-stop-shop technical solutions for mobility hubs currently transitioning to extend their activities for the benefit of their end customers.



Wash



Technics



TSG is supporting its customer in their digitalisation by providing all systems and payment solutions, from the mobility hubs management system to digital and contactless payment services for both public and private customers.



Systems



Together  
let's create  
Services for  
a Greener  
world



7 CSR principles and commitments

## We uphold the **highest ethical standards**

In 2022, TSG continued to reinforce its Ethics management system.

- Raising awareness on its set of Ethics policies with systematic ethics trainings to new employees.
- A whistleblowing system now open to TSG suppliers that didn't recorded any alert.
- The implementation of external audits of compliance reinforced for countries seen as sensitive by international organisations.

And deployed a strong actions plan to reinforce TSG IT security.

- Starting by implementing several external audits recommendations.
- Updating IT policy and processes internally and for third parties.
- Increasing TSG cyber security with phishing-tests campaigns and trainings.



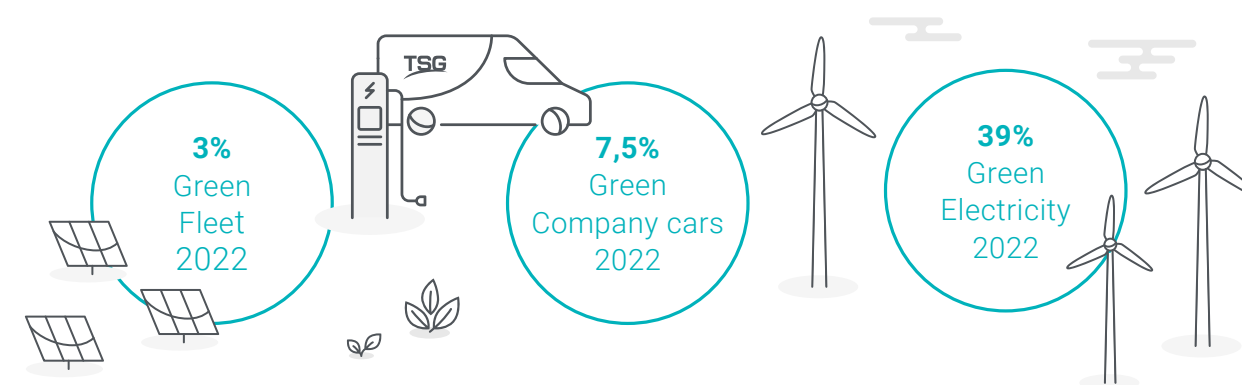
7 CSR principles and commitments

## We aim to **reduce our environmental impact**

TSG, enabler of the energy transition for mobility, is willing to reduce its own environmental impact.

- For years focussed on operations with strong procedures in place to prevent any environmental damage on customers sites.
- TSG started to build the foundations to reduce its direct environmental impact with a 1st Carbon Footprint calculation, for 2019 and 2020, and for each of the 30 countries where we operate.
- 2022 marked a new step with TSG 1st environmental policy.
- TSG received its first EcoVadis carbon scorecard with an Intermediate level.

- TSG also answered the CDP survey for the 1st time in 2022.
- And deployed a workshop for global and local executives team to raise TSG top management awareness and climate change issues and solutions.
- To reach its objectives on reducing its carbon footprint, TSG started to move its light vehicles fleet into new energy ones.
- And conducted a Climate Risks Assessment on both physical and transitional risks with PWC.







7 CSR principles and commitments

## We invest in our people

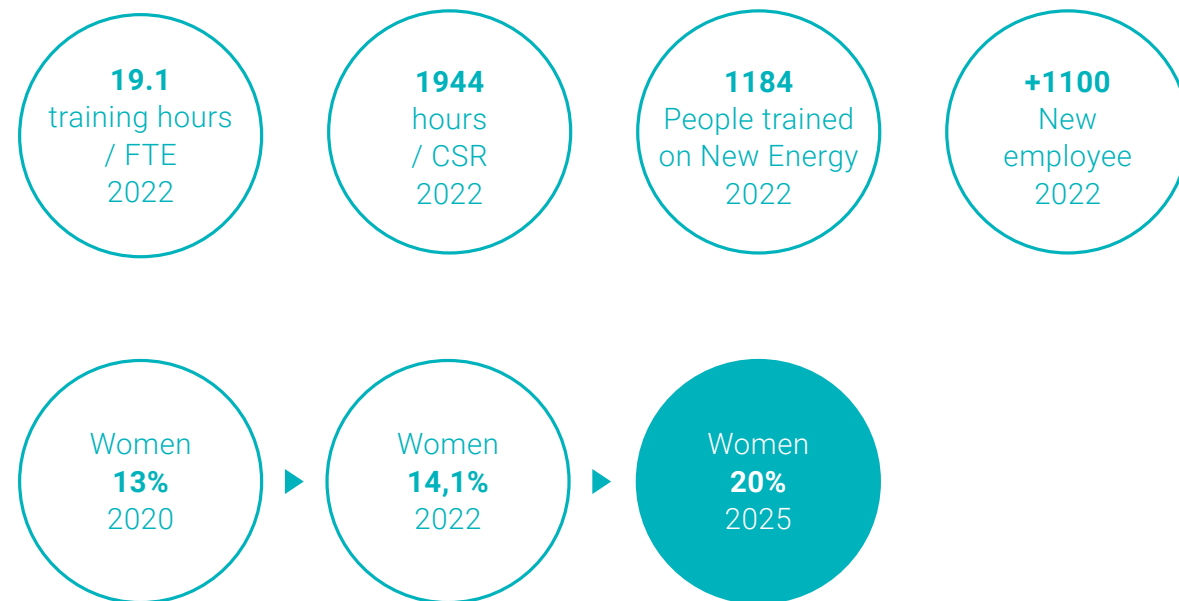
As a services provider, TSG sees its human resources as its first asset.

In 2022, TSG formalized its HR Management System, and reinforced its HR policies, processes and practices, in a collaborative approach with TSG's local entities.

- To align HR practices within all TSG entities and to ensure TSG culture perennity in the context of a fast internal and external growth.
- To develop diversity.

Talent management starting with attractiveness becomes TSG's first HR priority to support its business growth, and especially its strong development in new activities within new energy for mobility.

- TSG defined its Employer Brand based on its employee experience and its employer promise with the goal to develop TSG attractiveness in a more and more competitive employment market.
- TSG's employer brand is also willing to be an integration tool towards all the new companies who joined TSG adventure on responsible mobility.



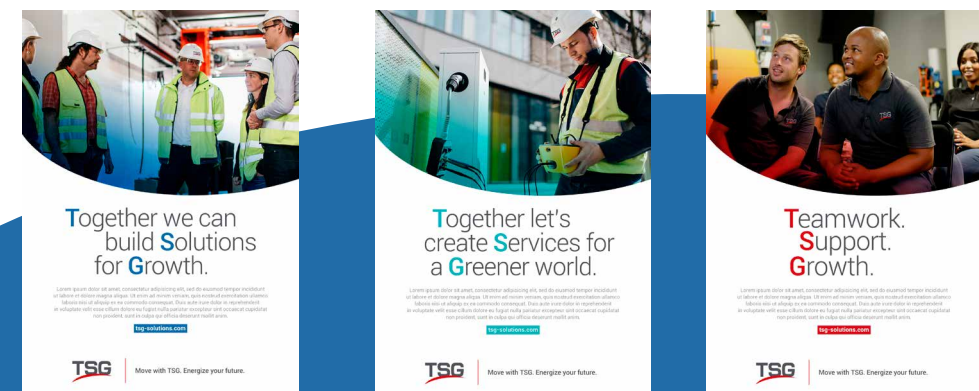
## Our employer brand

At TSG, the European leader in technical services for responsible mobility solutions, we place our teams—our talents and future talents—at the heart of our business, because, along with the loyalty of our customers, they are our greatest asset. Today, we have more than 5,200 employees in 30 countries; tomorrow, many new talents and potential talents will join TSG to support our strong growth, united behind our challenging and ambitious adventure: to be actors of the energy transition for sustainable mobility.

Our entrepreneurial culture means each employee is unique and able to express their potential and motivation, and that is the engine that powers TSG's vision of the future. It's a vision built with the fundamental elements of our DNA: opportunity, agility, responsibility, sharing, authenticity and a constant will to excel.

TSG offers a rich adventure, in a demanding, kind and attentive group, where employees have the keys they need to progress, thanks to support and training throughout their career. At TSG, we think global, but we act human and local.

Move with TSG. Energize your future.



### The 4 pillars of the TSG employer brand:





7 CSR principles and commitments

## We care for our **people** **and stakeholders**

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

- TSG HSE Management System is in place for years but TSG is deploying fast its new strategy with new jobs associated to new risks.
- A lot of new joiners coming both from recruitment and acquisitions should integrate as fast as possible TSG strong safety culture – to be in every people mind at every position.
- TSG organized its Safety Day with a video recorded by its top executive team carrying on 8 key health and safety messages to all TSG teams.

**10.3**  
HSE trainings  
hour / FTE  
2022

**4133**  
Safety audits  
2022

**0,04**  
Gravity rate  
2022

**-33%**  
Total  
Recordable  
Incident Rate  
2022



▶ Safety in TSG is a Core value and a Top priority



▶ Respect rules & procedures  
Proper PPE and tools



▶ Individual Behaviour  
Skills and Expertise



▶ TSG in phase of growth  
and transformation



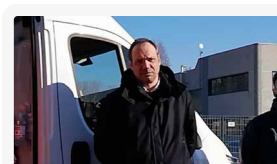
▶ 1000 new employees  
All to be trained in HSE



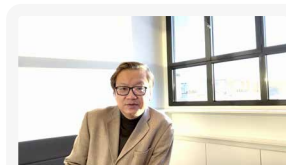
▶ New markets - New risks  
Develop best practices



▶ Progressing in Safety is  
learning from mistakes



▶ Transparent Communication  
Fluid efficient Organization



▶ Each function has his  
contribution to safety



▶ Safety not only about  
regulatory requirements



▶ Safety is an obligation  
towards our Customers



▶ Focus on Electrical Risks  
and Working on Heights

# Together let's create **S**ervices for a **G**reener world

*Move with TSG. Energize your future.*





# TSG Sustainability

## Accounting Standards Board

### (SASB) 2022 reporting

Environment	Environmental Impacts of Project Development	Number of incidents of non-compliance with environmental permits, standards and regulation	0
		Discussion of processes and manage environmental risks associated with project design, siting and construction	<p><b>TSG HSE Policy</b></p> <p>"At TSG, Health, Safety and Environment (HSE) is a top priority and a fundamental part of the business. We take care of our employee's health and safety, we respect legislation and customer requirements and we do what is reasonably practicable to reduce our impact on the environment. We believe that the strong commitment of everyone, in HSE, will be beneficial in other areas of the business and will help to develop a sustainable performance for our Company and our customers. We strongly believe each accident can be avoided and we continuously strive to reduce the risk of incidents, as well as their potential impact on people, environment, assets and reputation, for all our staff, including contractors and for the benefit of our customers. All TSG Subsidiaries fully integrate HSE in their decisions and actions at all levels of the organization. Our aim is ultimately for zero accident. HSE is at the heart of our activities. It is a line responsibility and a shared accountability. The goal of TSG in HSE is to create safe working conditions, in an environmentally friendly context, for all employees, contractors, customers and their end users.</p> <p><b>TSG Ethical Code of Conduct environment (part 2)</b></p> <p>TSG is committed to building a sustainable long term and profitable business that respects people and the environment. We protect the environment, natural resources and biodiversity. We aim to deliver the highest standards of environmental care throughout our facilities as well as our products and services for customers. Our employees and contractors work in an environmentally friendly manner. They are informed about local environmental requirements and waste management rules to respect. We improve the control and the management of energy consumption, in order to reduce pollution, greenhouse gas emissions and final waste production. To support that, TSG is committed to work towards international and relevant. In 2022 TSG has written a dedicated Environmental Sustainability Policy. Our employees and contractors are instructed to respect local environmental requirements and waste management guidelines to ensure they always work in an environmentally friendly way. TSG continually improves the control and management of its energy consumption, in order to reduce pollution, greenhouse gas emissions and waste production to demonstrate our commitment to work toward international environmental standards.</p>
	Energy Management	(1) Total energy consumed (2) Buildings total electricity (3) Percentage renewable electricity (buildings)	(1) 1316057 € (2) 497209 € (3) 39% (*/*) (* ) 2022 figures (* ) growing perimeter with 15 acquisition representing 5,24% of TSG 2021 turnover
	Structural Integrity & Safety	Total amount of monetary losses as a result of legal proceedings associated with defect and safety related incidents	183.181 €
	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) 191542 K€ (2) 182415 K€ (3) 70262 K€ i.e Impact of yearly maintenance contracts part in the fuel backlog
		(1) Number of hours of new businesses training days (2) Number of people trained on new businesses	(1) 16170 (2) 1242
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) 7,3 - (b) 0 - (c) 0
		Gravity rate (*)	0,04
		Average hours of health, safety and emergency response training per employee	10,3
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 behaviour in the project bidding processes	<p>(1) (2) <b>Letter of TSG Group's CEO as the preamble of TSG Ethical Code of Conduct</b></p> <p>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.</p> <p><b>TSG Sustainability Roadmap (CSR strategy) 2nd principle is: "We uphold the highest ethical standards"</b></p> <p>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.</p> <p><b>Anti-bribery and corruption training campaign:</b> All TSG managers, sales and purchasing people trained every 2 years- 90% of participants with compliance certificate delivery.</p>
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) 11387 (2) 0 (3) 6 representing 0,5% of TSG total purchasing amount
General	Number of Employees		4768
	Total Turnover (**)		771,5 M€
		(*) 12 months - 08/2022, (**) FY 22	




# 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				

Equals +70% year-over-year growth

## United Nations Sustainable Development Goal 2022 Reporting

	Sustainable Development Goal	TSG's Impact	KPI 2022	Report page
7		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	• 39% renewable electricity use in TSG electricity consumption • 7,5% green company cars • + 25 000 Electric Vehicles Point of Charges Installed	15
				15
				12
9		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	• + 25 000 EV Points of Charge installed • + 225 Gas Station built or under maintenance • + 700 Gas Squids installed • + 40 000 Gaz Stations under maintenance contracts	12
			• TSG presence in 5 African countries (Cameroun, Morocco, Senegal, South Africa, Tunisia) representing all TSG's activities (start on EV and Gas)	12
			• TSG Climate Risks Assessment conducted in 2022 including for TSG's 5 Africa countries	6
13		13.1 Strengthen resilience and adaptative 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	• 50 Executives specifically trained on Climate issues	2
			• 19,1 training hours / FTE within 1944 CSR trainings hours	15
				10
				16

TSG has written and implemented a full set of policy on Ethics, Human Rights, 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.



We believe  
in CSR and will **lead by example**



We aim  
to **reduce our environmental impact**



We care  
for our **people and stakeholders**



We invest  
in our **people**



We uphold  
the **highest ethical standard**



We strive  
to develop **sustainable business offers**



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



