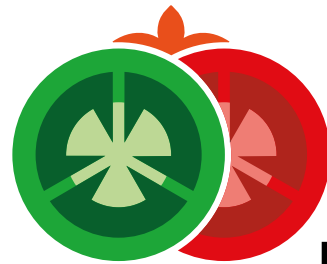




SUSTAINABILITY REPORT 2024





Scherpenhuizen

we unite in fresh

SUSTAINABILITY REPORT

Scherpenhuizen 2024

3rd edition

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1. INTRODUCTION

1.1 FOREWORD

Scherpenhuizen has been voluntarily compiling sustainability reports since 2022. During this period, this has provided a good reflection of the things we are already modestly proud of, while also highlighting areas where there is still room for improvement.

While compiling the report for 2024, the legislation surrounding CSRD reporting was amended. This means that Scherpenhuizen would no longer be officially required to report. Nevertheless, we have decided to voluntarily build on the solid foundation that has been laid. Not because we enjoy reporting, certainly not. As a hands-on company, we much prefer to focus on the actual actions required to achieve more sustainable business operations.

But simply because the report provides excellent tools for taking concrete steps forward. Last year, we again had fruitful discussions with stakeholders about their willingness to work together and thus increase our impact. This is a wonderful movement to which we actively contribute and which we are keen to continue. Special thanks to Danielle and Vincent for their contributions to the report based on their own expertise. Thanks to all other colleagues and partners for their efforts so far and for the future steps we want to and will take together.

Once again, this report provides an honest picture of our contributions to a sustainable, healthy and beautiful future. We are intrinsically motivated and critical in our approach to continuing to make progress, and we hope to inspire others to do the same.

Eindhoven, July 2025

Cindy Wijffelaars

Director Sustainability, QESH & Innovation





1.2 QUICK FACTS

CORE VALUES, [PAGE 16](#)



TOGETHER

We are there for
each other



VITALITY

Better every day



ENTREPRENEURIAL

With guts and passion

**FRESH25 SUSTAINABLE
ENTREPRENEURIAL, [PAGE 12](#)**

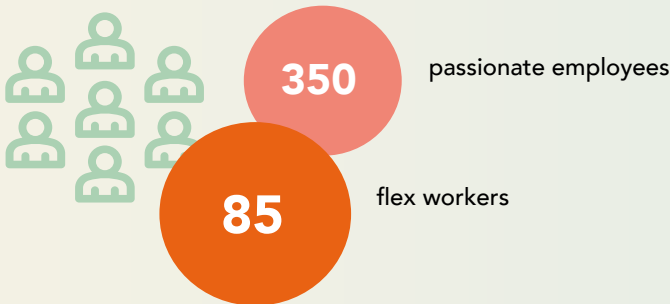


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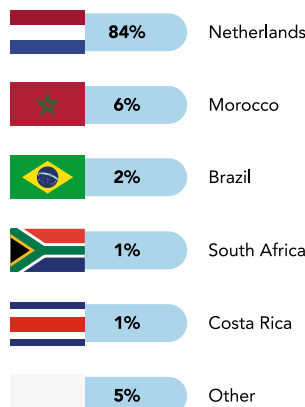
21+

EMPLOYEES, [PAGE 20](#)

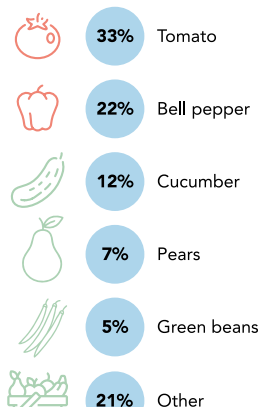


VALUE CHAIN, [PAGE 18](#)

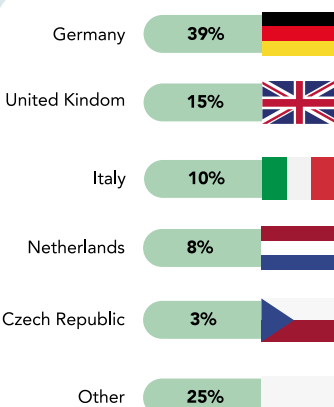
**TOP 5 COUNTRIES OF
PRODUCT ORIGIN**



**TOP 5 PROCESSED
GREENHOUSE VEGETABLES**

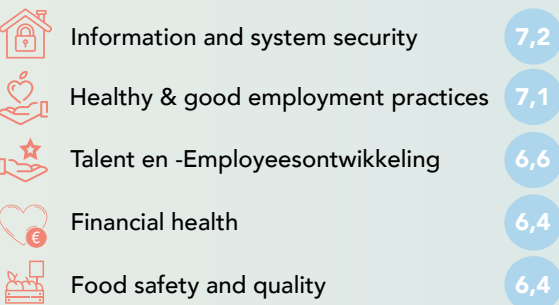


**TOP 5 COUNTRIES OF
PRODUCT DESTINATION**



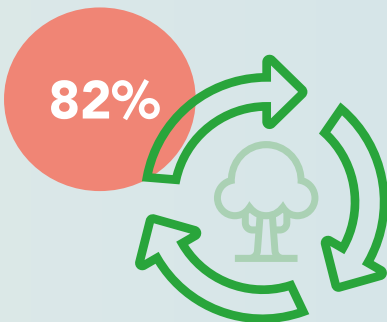
DOUBLE MATERIALITY ASSESSMENT, [PAGE 28](#)

TOP 5 MATERIALITY TOPICS

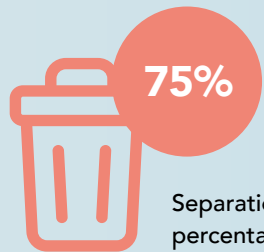


CIRCULAR PACKAGING, [PAGE 44](#)

**APPLICATION OF RENEWABLE
MATERIALS**



WASTE STREAMS AND CIRCULARITY, [PAGE 39](#)



Separation percentage



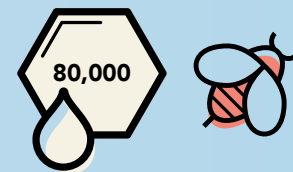
70 tonnes of waste saved by turning avocado crates into new products

ENERGY AND EMISSIONS, [PAGE 34](#)



Green energy purchased for premises and charging stations

BIODIVERSITY, [PAGE 50](#)



80,000 bees in beehives on our premises

TALENT AND EMPLOYEE DEVELOPMENT, [PAGE 72](#)

FOOD SAFETY AND QUALITY, [PAGE 54](#)



10 different food-safety and quality certificates

HEALTHY AND GOOD EMPLOYMENT PRACTICES, [PAGE 60](#)



decrease in absenteeism compared to 2023



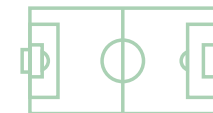
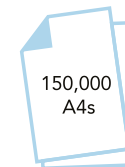
total number training hours

FINANCIAL HEALTH, [PAGE 86](#)



INNOVATION, [PAGE 88](#)

PAPER SAVED THROUGH DIGITALISATION



2 football fields covered in A4s



750 kilos paper

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2. COMPANY PROFILE

2.1 VALUE CREATION

2.1.1 MISSION, VISION AND STRATEGY

MISSION

We unite in fresh.

VISION

"Simply the best in fresh".

We want to connect growers and European retailers in fresh fruit and vegetables in a sustainable way through commitment, pride and passion.

STRATEGY

A people-oriented family organisation focused on growth, always offering solutions for growers and customers through cooperation, entrepreneurship and environmentally friendly and professional management of large product flows and long-term relationships.

HISTORY

In 1995, Martin Scherpenhuizen joined the executive management board and the company continued to grow. Two years later, Scherpenhuizen was one of the initiators behind the establishment of Vers Direct Nederland (VDN), a marketing organisation in Barendrecht for fruit and vegetable growers. In 1999, the company Gopack in Venlo was acquired, a modern packing station for small-scale packaging of fruit and vegetables. In December 2003, Scherpenhuizen and Gopack moved to completely new premises on the "Acht" industrial site in Eindhoven.

Five years later, the name of the legal entity Gopack BV was changed to Scherpenhuizen Packaging BV. In April 2017, Scherpenhuizen and Scherpenhuizen Packaging moved to the BREEAM-outstanding certified business premises at Schakel 7 on the "Acht" industrial site in Eindhoven. The company has since expanded with a second building at De Schakel 5, which has also been awarded the BREEAM-outstanding sustainability certificate.

Our aim is to fulfil all our customers' wishes as quickly and efficiently as possible. To this end, we offer a complete range of fruit and vegetables, from products grown in the Netherlands to exotic products. Scherpenhuizen Packaging has a modern packing station, where a wide variety of packaging is used.

GENERAL

For Scherpenhuizen, value creation means combining quality, innovation, sustainability, social responsibility, efficiency, logistical optimisation, customer focus, and collaboration and partnerships. By strategically deploying these elements, we can not only remain competitive but also have a positive impact on society and the environment.

SPECIALITIES

The starting point for our approach has always been to carry out as much work as possible in-house. To this end, we have our own import and transport facilities, quality control and, in combination with Scherpenhuizen Packaging, our own packaging facilities.



Scherpenhuizen

we unite in fresh

2.1.2 SUSTAINABLE ENTREPRENEURSHIP

We are an importer and exporter of fresh fruit and vegetables and specialise in transporting, packaging and marketing these products. Food safety is guaranteed by offering healthy, safe and high-quality products in an efficient and socially responsible manner. Our activities take place in a sustainable distribution centre that meets the strict BREEAM Outstanding standards. As a family business with roots in Brabant, we strive for local social involvement, sustainable entrepreneurship and quality assurance. Our sustainability vision is in line with our mission: 'We unite in fresh', which connects (Dutch) cultivation and (European) retail in a sustainable way.

We take our responsibility for quality, the environment and setting a good example seriously and work together with stakeholders to improve the world, starting with our own company and the immediate environment.

SUSTAINABILITY STRATEGY

Our focus is on six pillars that are integrally linked to our Fresh25/Scherpen-huis growth strategy. These priorities are important to our company and our employees, both in terms of products and people in the broadest sense of the word.



Our people

A people-oriented family organisation that always offers a solution for growers and customers through cooperation, entrepreneurship and a safe and pleasant working environment.

Our products

Growth through a clear choice of large product groups and services with efficient flows and/or winter coverage.

Our customers

Being the number one partner and best chain player for strategic retail customers by solving everything to their satisfaction.

Our growers

Guaranteeing product availability by maintaining long-term relationships with growers.

Our processes

Being the most flexible and reliable partner by focusing on the right quality, efficient processes and striving for flawless execution.

Our surroundings

Creating value for current and future generations through responsible chain management and sustainable business practices.

SUSTAINABILITY POLICY

We have a comprehensive sustainability policy that focuses on social involvement, the environment and responsible business practices.

The most important aspects of this policy are:

- Investments in energy-saving measures, such as the installation of 9,000 solar panels to generate electricity and charging stations for electric cars. We also actively pursue new opportunities for further optimisation, such as energy storage via a battery, expansion of solar panels and a continuous critical review of our business processes with a view to reducing energy consumption. This reduces CO₂ emissions and promotes energy efficiency.

- Minimising waste and pollution through water reuse, active recycling and the use of biodegradable and recyclable raw materials. This includes the use of grey water and heat recovery systems.
- Improving local infrastructure and promoting biodiversity with initiatives such as birdhouses, a population of 80,000 bees, toad pools and insect hotels.
Reducing paper consumption by digitising various processes, such as sending invoices digitally, introducing a new method for registering work orders and using double-sided and black-and-white printing. This reduces the consumption of paper and toner and encourages the recycling of toner.
- Our focus is on sustainable packaging and reducing packaging waste. The use of unnecessary packaging materials is avoided, recycled packaging is used and we work with customers and packaging suppliers to develop sustainable packaging innovations.
- Employees are provided with appropriate work opportunities and facilities, with attention to their well-being and a safe working environment. In addition, products and services are thoroughly checked to ensure the safety of employees and customers.
- Continuous development of the company and customer satisfaction through good internal and external communication, research into customer experiences and analysis of their needs, and proactively responding to expectations in order to provide optimal service.

Our care system is closely integrated with other processes and systems within the company, with the aim of increasing quality and environmental awareness among employees and taking responsibility for customer satisfaction and a sustainable society. This policy is supported by various quality and environment-oriented objectives.

SUSTAINABLE DEVELOPMENT GOALS (SDGs)

In 2015, the United Nations established seventeen sustainable development goals (SDGs) to protect the earth, combat poverty and ensure a sustainable future for humanity.

We want to contribute to these SDGs from our position of social responsibility, using them as guidelines for working towards a future-proof world. We do this through responsible production based on innovative techniques and circular principles, without harming the living environment of people and animals.

In doing so, we contribute in particular to the following SDGs:



SUSTAINABILITY TARGETS

Below are a few examples of our short-term and longer-term objectives.

Energy and emissions

- **2025:** reduction in electricity consumption of 1% kWh per year, at least 45,000 kWh (compared to annual sales in pallets).
- **2025:** multi-year plan for further energy reduction ready for 2030-2040-2050.
- **2025:** SBTi commitment and completion of validation by the end of the year.
- **2028:** promotion of sustainable driving, max. 140 grams of CO₂ emissions. This year, 100% of our company cars fall exclusively into this category through 100% electric and plug-in hybrid cars.
- **2035:** no CO₂ emissions from scope 1 and 2, partly achieved through carbon removal projects for components where no reduction options are yet available.

Packaging

- **2025:** 100% of the packaging used is recyclable.
- **2025:** 20% less plastic used in packaging compared to 2020.
- **2025:** all plastic packaging contains an average of at least 25% post-consumer recycled material.
- **2025:** 25% reduction in total packaging material weight compared to 2017.

Waste

- **Annually:** fresh fruit and vegetable landfill waste will decrease by at least 1% annually (compared to annual sales in pallets).

Healthy and good employment practices

- **Annually:** at least 85% of employees will make use of the vegetable box every two weeks.
- **2025:** 100% of employees will have received an invitation to PME in 2024/2025 and 70% of these will have participated.
- **2025:** at least 60% of the food on offer in the company restaurant will be a healthy choice. Free fruit, soup and salad.
- **2025:** at least 30% of employees participate in ethics training.

Local community engagement

- **Annually:** at least 1,000 kg of hard or soft fruit donated per year to local schools, associations or events.
- **Annually:** offer at least five students per year an internship as a recognised training company (BBL, BOL or HAS).

Sustainable purchasing

Consumers who shop at our customers' stores are increasingly interested in the origin of each product. Every consumer wants high-quality, sustainably produced fresh fruit and vegetables at the best possible price.

We are also seeing our customers becoming increasingly sustainable from the ground up through further cooperation throughout the chain and by making choices in their product range with the aim of minimising their impact on nature and the environment.

Applicable environmental requirements are strictly observed and guaranteed for the company and our customers. We are aware of our responsibility and concern for quality, the environment and our role as a social example in this regard.

In addition to our policy on sustainable business and quality, we have a specific policy on sustainable purchasing. In addition to the above objectives (some of which naturally also relate to sustainable purchasing, but less so in relation to fresh fruit and vegetables), we have additional objectives relating to our fresh fruit and vegetables and the training of our purchasers

Products/suppliers

- **2025:** 2.1% of products sold per year are sustainable Skal Bio.
- **2025:** 100% of products sold per year are sustainable GlobalG.A.P.
- **2025:** 4% of products sold per year are sustainable PlanetProof.
- **2025:** 97% of suppliers undergo an annual on-site CSR audit (GRASP/PlanetProof).
- **2025:** 50% of suppliers have CSR policies/implement CSR reporting (via a supplier declaration including assessment).

Training

- **2025:** 100% of our purchasers receive annual training in sustainable purchasing.

ADJUSTMENT OF POLICY AND STRATEGY

We started developing a new strategy in 2024. The current Fresh25 strategy was a five-year plan that started in 2020. The new Scherpen-huis growth strategy is based on the results of the double materiality assessment and includes the sustainability aspects that are relevant to us and our stakeholders now and in the future. This strategy will take effect in 2025.

Within this strategy, we have further integrated sustainability policy into all aspects of our business operations, such as the choice of raw materials, the procurement of fruit and vegetables and non-fresh fruit and vegetables, processing, logistics and product delivery. We take the impact of our activities on the living environment into account in all our processes.



2.1.3 CORE VALUES

Core values guide the decisions we make and describe who we are.

They are promises, from us to our employees and from our employees to us, agreements that we all adhere to. Because only then can we ensure that our culture is preserved. In this way, every day, in the typical Scherpenhuizen way, we deliver on the promises we make to our growers and retailers.



TOGETHER

We are there for each other

Together with our growers and retailers, we do our utmost to make fresh fruit and vegetables available to consumers throughout Europe. This is only possible with the help of our employees.

Our company acts as a connecting link between growers and retailers. We attach great importance to cooperation, support and appreciation for everyone in the chain. We celebrate successes, share losses and take care of each other and the environment. The focus is on building sustainable relationships, sharing knowledge and experience, and working as team players focused on a shared future and the best results.



VITALITY

Better every day

Vitality is much more than just getting enough exercise and eating healthily. When employees are full of vitality, they feel good about themselves and enjoy going to work. We do everything we can to help employees make the most of every day. When they feel good, they perform at their best. In this way, they form the stable foundation for healthy growth.

We are committed to the well-being and development of our employees by investing in their personal development, a pleasant working environment, a vegetable box, an in-house gym, a good work-life balance, a bicycle scheme, preventive medical examinations, certified accommodation for flex workers, healthy canteen options and contributions to appropriate charities. In addition, we strive to minimise our ecological footprint to ensure a vital society.



ENTREPRENEURIAL

With guts and passion

We have become the market leader by responding quickly and seizing opportunities. We continue to grow thanks to our expertise and the dedication and ideas of our enthusiastic employees!

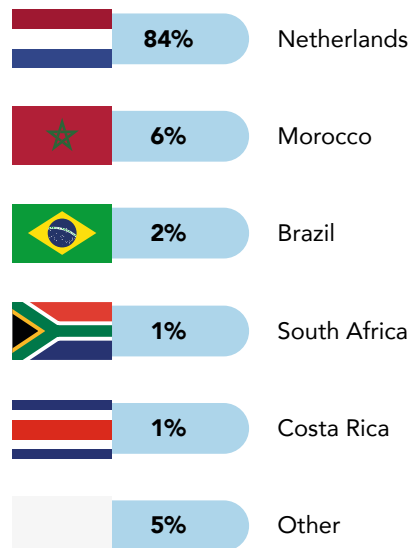
We respond quickly to trends and needs. By innovating and reacting quickly, we continue to grow. We encourage employees to experiment, give constructive feedback and shape their own ideas. We value simple communication, ambition, a unique approach and a willingness to change with a focus on sustainable growth.

2.2 ACTIVITIES

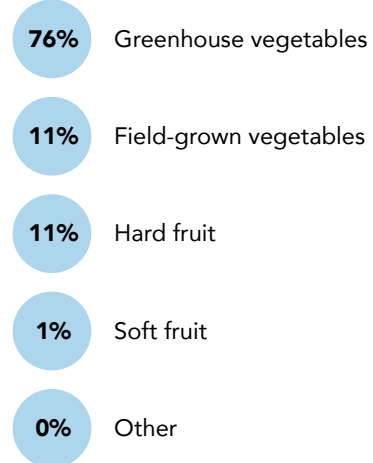
2.2.1 VALUE CHAIN

ORIGIN

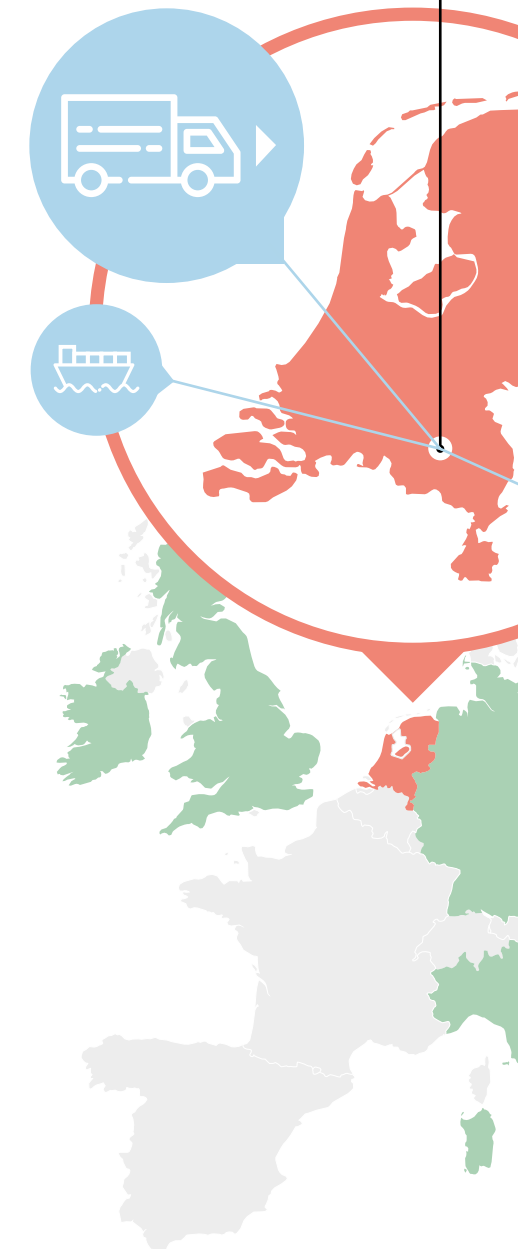
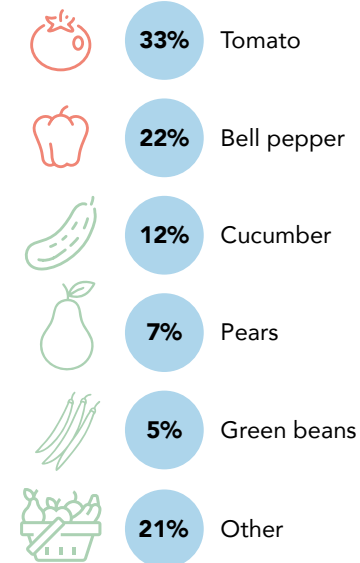
TOP 5 Countries



PRODUCT GROUP

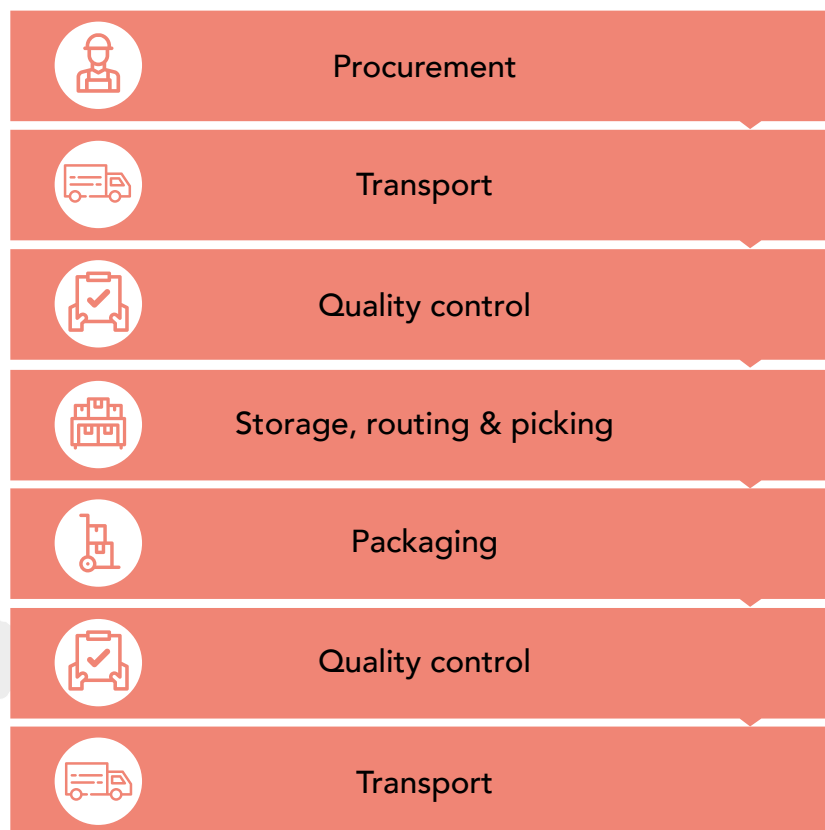


GREENHOUSE VEGETABLES



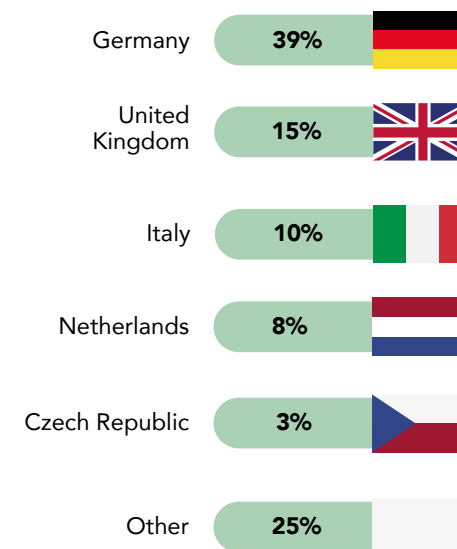


QUALITY AND PACKAGING PROCESS



DESTINATION

TOP 5 COUNTRIES



2.2.2 EMPLOYEES

Employees are the heart of the company and are therefore extremely important. They are the people who work hard every day to ensure that the best fruit and vegetables reach our customers on time. Their dedication, knowledge and experience enable us to deliver excellent quality and grow as a company. We want to take good care of our employees, we offer them a safe and pleasant working environment where they can develop and utilise their talents. Together, we make the fruit and vegetable sector even tastier and healthier.

In 2024, we had virtually no employees with flexible hours. A few Saturday workers support us on Saturdays alongside their studies. They sometimes also work in the evenings or during holidays. Other than that, we have no employees with flexible hours.

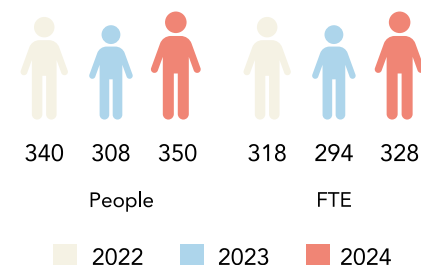
FLEX WORKERS

We adjust the number of employees to seasonal demand. This applies in particular during the greenhouse vegetable season from April to September. During this period, we employ additional staff. We use flex workers from permanent temporary employment agencies for this purpose. These employees mainly work in the packing station and in the warehouse. Their deployment depends on the volume during the season. When the extra support is no longer needed, we scale back this group.

EMPLOYEE INFLOW AND OUTFLOW

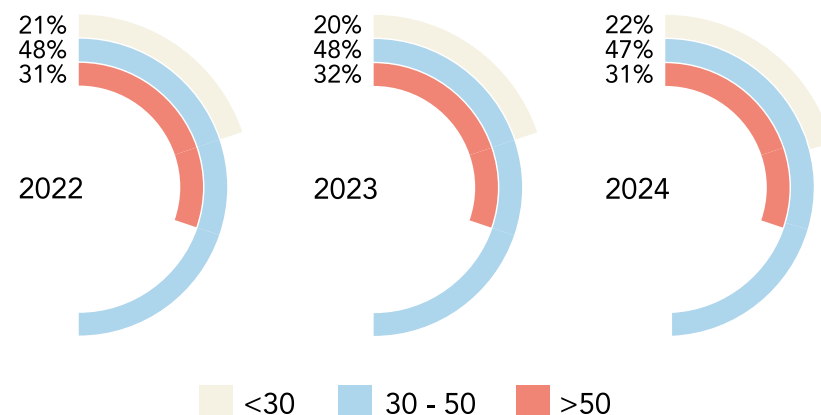
In 2024, 69 new employees started working for us. Of these, 38 work at Scherpenhuizen and 31 at Scherpenhuizen Packaging. The inflow percentage is 19.7%. In the same year, 53 employees left the company, 28 of whom worked at Scherpenhuizen and 25 at Scherpenhuizen Packaging. The turnover rate is 15.1%.

NUMBER OF EMPLOYEES AND FTE

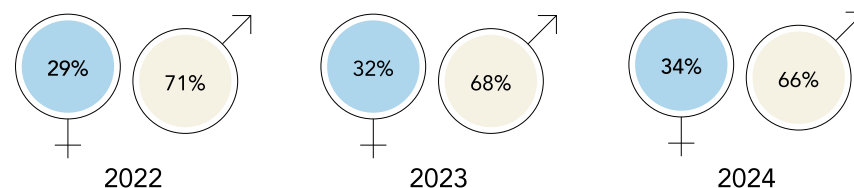


All ratios exclude flex workers. For a complete overview of employee characteristics, see the additional information in the appendix on [page 119](#). Employee data is calculated as at 31 December 2024. Full-time is based on a 40-hour working week.

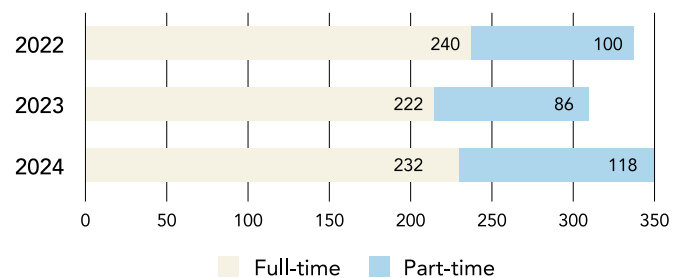
AGE CATEGORY DISTRIBUTION



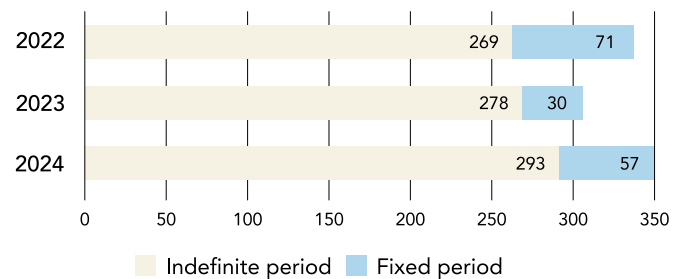
FEMALE-MALE RATIO



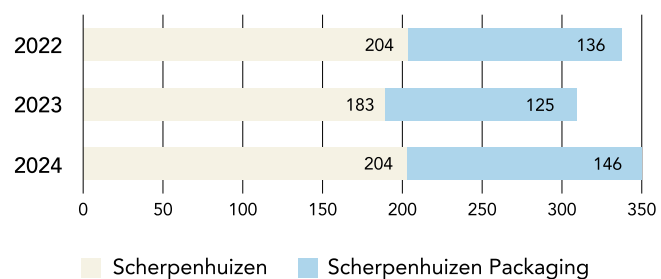
EMPLOYMENT



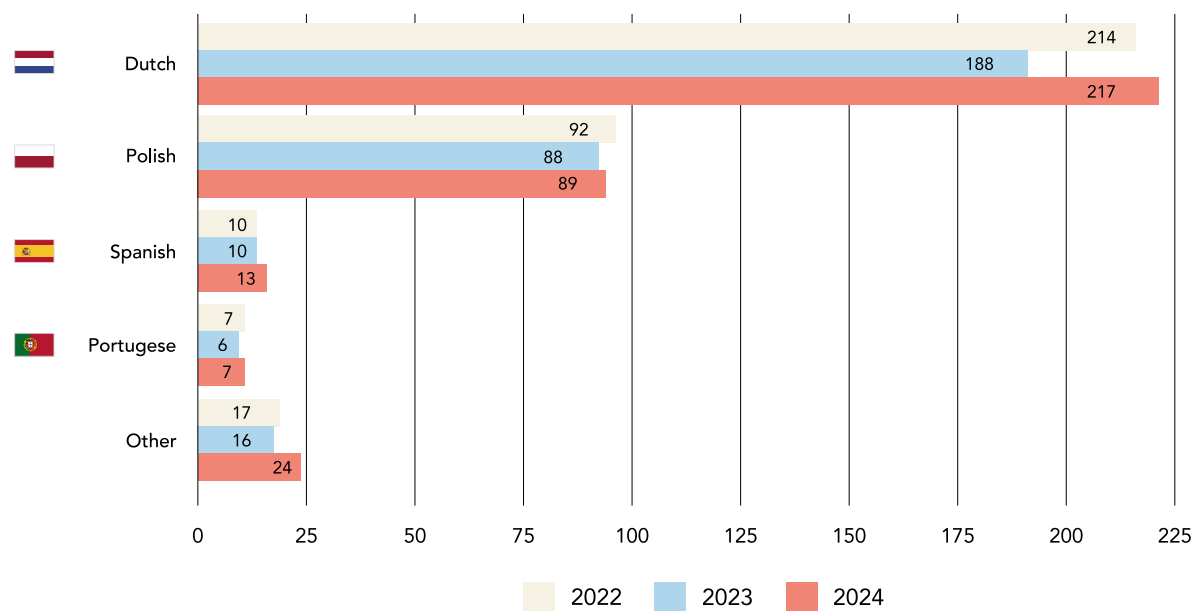
CONTRACT TYPE



NUMBER OF EMPLOYEES PER BUSINESS SEGMENT



NATIONALITIES



2.3 STAKEHOLDERS

2.3.1 STAKEHOLDER ENGAGEMENT

As part of the fresh fruit and vegetable chain, we have a major impact on the environment. That is why we feel a strong sense of responsibility towards our stakeholders. Real improvements can only be achieved together, starting with our own company and the immediate environment. The involvement of stakeholders is central to this, with the most important groups being: employees, growers and grower associations, suppliers, customers, shareholders, the supervisory board, partners, government, regulators, NGOs, associations and society.

Every day, our focus is on our employees, growers and grower associations, suppliers and customers. After all, they are essential to our business continuity, and we maintain an open dialogue with them

STAKEHOLDERS' INFLUENCE ON SCHERPENHUIZEN

Scherpenhuizen pursues a growth strategy, which means that we are constantly developing to be a little better every day. We simply want to be the best in fresh produce. To achieve this, we need the right employees and working environment. That is why we invest a lot of energy in being a healthy and good employer, promoting the sustainable employability, health, job satisfaction and well-being of our employees. This includes PMEs, free language training, sports coaching, talent programmes, leadership development, diversity, inclusion and safety. We also focus on sustainable relationships with customers, growers, chain partners and stakeholders in general. By investing in long-term relationships, we understand everyone's position well, can respond quickly and contribute to shared interests. We

need each other to tackle challenges relating to legislation and regulations, market developments, environmental issues, climate impact and product availability.

We believe in the power of collaboration to make a bigger impact, both within our organisation and with our relationships.

TRANSPARENCY IN BUSINESS OPERATIONS AND COMMUNICATION

We guarantee transparency in our business operations and communication with stakeholders. The executive management board and management set a good example and emphasise the importance of transparency. They are open to dialogue, coach on desired behaviour and address undesirable behaviour. This transparent corporate culture, combined with the right leadership, contributes to the intrinsic motivation of employees to do business honestly, always taking ethical and legal considerations into account.

External transparency

In order to increase transparency about our business operations and provide insight into our impact, we voluntarily started collecting and publishing sustainability information in 2022. A number of employees worked with an external party to draw up the sustainability report, after which the executive management board validated the content.

We also share information via the EcoVadis platform. In 2023, we achieved silver sustainability recognition on this platform. We are also benchmarked against other companies here.

EMPLOYEES

Employee Representative Body

The Employee Representative Body plays a crucial role as it forms an important link between our employees and management. The Employee Representative Body represents the interests of the employees and consults with management on a wide range of topics.

For an overview of our employees, see the chapter Employees starting on [page 20](#).

In this way, the Employee Representative Body ensures an open and inclusive working environment. Employees are encouraged to share their questions and ideas, which in turn improves the working atmosphere and benefits employee satisfaction. These representatives are elected by the employees in elections held within our organisation. The Employee Representative Body is actively involved in policy on working conditions. For example, one employee from the Employee Representative Body is a member of the Health and Safety Committee and one is a member of the vitality working group. The Employee Representative Body works with the prevention officer and management to implement health and safety measures and draw up the risk assessment and evaluation (RA&E).

In addition, absenteeism and general health and safety issues are regularly discussed at Employee Representative Body and team meetings. This enables the Employee Representative Body to keep our employees informed of the agreements made regarding absenteeism policy. In this way, they play an active role in improving working conditions within the company.

For more information about health and safety for our employees, please refer to [pages 68](#) and [60](#) respectively.

Employee research

We conduct regular surveys to assess the well-being and satisfaction of our employees. In 2023, we started conducting a Preventive Medical Examination (PME), initially for employees who are exposed to physical strain on a daily basis, and a survey on psychosocial workload (PSA). In 2024, these surveys were rolled out to other departments.

For more information, see the chapter on [Healthy and good employment practices](#) starting on [page 60](#).

Consultation and participation

Every year, managers hold development interviews with the employees in their department. During these interviews, employees can provide input, express their development needs, discuss psychosocial work stress and other concerns, and receive feedback on their performance.

If an employee prefers not to discuss certain issues with their manager, they can also report these to confidential advisers (internal or external). In addition, we have a whistleblower procedure for anonymously reporting misconduct within our company.

Some employees are also shareholders and therefore contribute to shareholder meetings and any informal lines of communication.

For more information, please refer to the chapter on [Governance structure](#) starting on [page 96](#).

Collective bargaining agreement

All our employees are covered by the collective bargaining agreement for the fruit and vegetable wholesale sector. This agreement sets out the terms and conditions of employment for all employees, with the exception of interns, holiday workers, on-call workers and other temporary employees.

Suggestion box

The suggestion box encourages employees to submit ideas for improvements or new initiatives within the company. A specially established committee, the suggestion box committee, assesses the ideas and rewards approved proposals with savings, innovation or incentive rewards. These initiatives contribute to the efficiency and commitment of employees within the company.

External employees

We use flex workers to keep our business operations flexible and efficient. These flex workers are mainly deployed at Scherpenhuizen Packaging. By deploying these workers, we can respond quickly to changes in market demand. At the same time, staffing levels can be adjusted to seasonal fluctuations in the fresh fruit and vegetable sector.

During the high season, which runs from April to October, the number of flex workers increases to more than 200, while the average number of flex workers is 155. They are covered by the collective bargaining agreement for flex workers.

GROWERS AND GROWERS' ASSOCIATIONS

Growers are crucial to us because of their role in supplying high-quality products. By working directly with growers and growers' associations, we can contribute to the quality of the products for our customers. We also work with growers to achieve sustainability goals and improve the social and environmental impact throughout the chain. To guarantee the traceability of fresh fruit and vegetable products in the chain, we apply a strict Track & Trace procedure. Various departments are involved in its implementation.

Communication and collaboration

We maintain daily, weekly and long-term contact with growers and grower associations. This involves both direct communication and contact via purchasing, account and product managers. In addition, various departments, such as the QESH department, are in contact with growers regarding certification, quality guarantees and product checks.

To strengthen ties with growers, we regularly organise visits to farmers, growers and processing companies or invite them to visit us. In 2024, for example, we welcomed a visit from young growers from one of the growers' associations. Topics such as cooperation in the chain, sustainability challenges, legislation and regulations, and crop protection were discussed.

These visits enable us to strengthen our relationships with them and further promote cooperation and sustainability in the chain

SUPPLIER IMPACT

In addition to growers and grower associations, we are in daily or weekly contact with other partners and suppliers such as transport companies, installation companies, consultancy firms, trading houses, technicians and certification bodies.

These partners and suppliers are important for our daily operations and for achieving our sustainability goals. Discussions about social and environmental impact mainly take place with growers, but they also offer more opportunities for cooperation with other suppliers.

The supplier declarations will therefore be expanded to include social and environmental aspects, and we will help and guide our purchasers to raise these issues. For all our non-primary fresh fruit and vegetable purchases, we also choose to work with suppliers who consider sustainability to be of paramount importance.

CUSTOMERS

Communication and relationship

The communication channels between us and our customers, including supermarket chains/retailers, wholesalers, distributors and processing companies, are short and fast, with a lot of two-way communication and dialogue. Depending on the customer, communication can be more formal or informal. The purchasing and sales departments are in most frequent contact with customers. To keep the lines of communication clear for all parties, the QESH department and other staff departments only communicate directly with customers after consulting with the commercial department.

Customer impact

We are seeing customers becoming increasingly sustainable from the ground up. They achieve this by, among other things, compiling their product range from products that have a low impact on the environment. In addition, they are increasingly trying to work together throughout the entire chain.

Our top five customers have extensive specific requirements in terms of certification, food safety and hygiene. As a result, they are largely responsible for the influence and impact our company has on the environment and society.

Conversely, we have less influence on the social and environmental impact of our customers. We are dependent on the customer, who determines what packaging material is used. Together with the growers and customers, we bear responsibility for the entire chain. Cooperation in this area will become increasingly important in the future

Complaints procedure

In our complaints procedure, we try to identify the cause of the complaint, deal with it effectively and prevent it from happening again. We also pass on complaints to suppliers and assess their responses to these complaints. We keep customers informed of how their complaints are being handled and the measures we are taking to prevent them from happening again. We require suppliers to respond to complaints within 24 hours with details of the cause and measures taken. By recording this in a database, we can identify trends and take corrective action.

The most important result of this procedure is the quick and accurate answering of consumer questions about food safety, allergens and product information. This task is carried out by the QESH manager with support from external quality organisations if necessary..

More information about food safety and quality can be found in the chapter Food safety and quality starting on page 54.

CONSUMERS

Consumers who shop at our customers' stores are increasingly interested in the origin of a product and often want to know whether it has been produced responsibly. Every consumer wants high-quality, sustainably produced fresh fruit and vegetables at the best possible price. The interests of consumers are mainly represented by our customers. We still see opportunities for customers to connect more with consumers, for example by providing information about the different cultivation methods, choosing more sustainable packaging and other aspects that are important to consumers in making conscious choices. We can actively contribute to this if desired.

More information about our product integrity and chain transparency can be found on [page 90](#).

SHAREHOLDERS

Our shareholders are informed about day-to-day and long-term business continuity, including significant impacts, risks and opportunities, through the annual financial report and this sustainability report. In addition, an annual shareholders' meeting is organised, at which shareholders can express their interests and concerns.

The most important medium-term concern of shareholders in 2024 and beyond is the disappearance of Dutch cash crops, partly as a result of developments in the energy market.



2.3.2 STAKEHOLDERS' VOICES

IMME VAN DE WIEL, EMPLOYEE PROCESS ANALYST

I started my time at Scherpenhuizen as an intern. My education led me to Scherpenhuizen, where I was given the opportunity to complete an internship and a graduation project. My focus was on optimising (production) processes within the packing station. During this period, I contributed to digitisation and efficiency. After my internship, I was offered the opportunity to grow within Scherpenhuizen in the role of process analyst.

I naturally seized this opportunity with both hands. In this role, I am constantly identifying bottlenecks, for example by talking to employees and analysing process data. Based on these insights, improvement ideas are initiated and implemented. The needs of employees and the use of new technologies are central to this. In this way, I contribute daily to improvements that have an impact on the organisation's goals and, in particular, on the job satisfaction of our employees.

That's what gives me so much energy in this role. We are facing major, exciting challenges that we must tackle together. Examples include working with different cultures and the transition to a bottom-up organisation. In order to guide these challenges in the right direction, I still have a lot to learn.

Imme van de Wiel

Process analyst Scherpenhuizen




Scherpenhuizen
we unite in fresh

FOOD BANK EINDHOVEN

The collaboration between Scherpenhuizen and Food Bank Eindhoven goes back many years and has proven to be a valuable partnership for both parties. We are proud that, in this way, we can work together to guarantee the availability of healthy and fresh products for those who need a helping hand.

A nice bonus is that we are also contributing to reducing food waste. This collaboration is a wonderful example of how businesses and social organisations can strengthen each other and create a positive impact for our community and in the field of sustainability.

Edgar Linders

Food Bank Eindhoven



2.3.3 DOUBLE MATERIALITY ASSESSMENT

We believe stakeholder engagement is important, and we are keen to demonstrate this in our double materiality assessment. We conduct this assessment in accordance with the European Sustainability Reporting Standards (ESRS) to gain insight into our opportunities, risks and impact in the area of sustainability. The definitions of the most important impacts, risks and opportunities provide us with tools to manage sustainable business practices in a substantive and concrete manner and to report on our most important sustainability topics.

DOUBLE MATERIALITY

In 2023, we conducted a double materiality assessment (DMA). Double materiality refers to two related dimensions: impact materiality and financial materiality.

- **Impact materiality** focuses on the impact of an organisation. This involves looking at the consequences of an organisation's activities in the areas of the environment, society and governance. This mainly concerns the impact on stakeholders.
- **Financial materiality** concerns the potential consequences of sustainability issues on the financial performance of an organisation, such as its financial position, performance, cash flow and access to financing. This dimension is mainly relevant for users of financial and sustainability information.

The materiality of an issue is not limited to matters that we can control, but also includes material impacts, risks and opportunities related to business relationships or other organisations or stakeholders. In conducting the impact, risk and opportunity analysis, we focused on areas where these are likely to occur. These have been identified based on our activities, business relationships and geographical focus. We also included in the research how we are affected by our dependence on natural, human and social resources.

Impact materiality

Impact materiality refers to the relevance of a sustainability topic and the actual or potential influence it has on people or the environment. This applies to the short, medium and long term. This influence is linked to an organisation's own processes and value chain, which includes products, services and business relationships.

- **Negative impact:** the assessment of materiality is based on the severity and likelihood of the impact. The severity of the situation is assessed on the basis of the scale, scope and irreversibility.
- **Positive impact:** materiality is based on the scale and scope of actual influences, and for potential influences on the scale, scope and probability.

The impact materiality was assessed in a survey among our stakeholders: employees, customers, fresh fruit and vegetable suppliers, partners and service providers.

These stakeholders were given the opportunity to communicate the impact and their sustainability interests to us with qualitative explanations. The impact analysis was further supplemented with information from an internal working group session consisting of members responsible for the executive management of our sustainability impact themes.

Financial materiality

The concept of materiality is used to determine what information should be included in an organisation's financial statements. Financial materiality in sustainability reporting broadens this concept: this assessment concerns information that is considered material to the primary users of general financial reports. They need this information when making decisions about providing resources to the entity.

A sustainability theme is financially material if it can cause material financial effects for us. This concerns matters that generate risks or opportunities that may be material to our development, financial position, financial performance, cash flows, access to financing or capital costs. These are risks and opportunities in the short, medium and long term. Risks and opportunities may arise from both past business activities/processes and planned business activities/processes for the future.

Dependence on natural, human and social resources may present financial risks or opportunities for sustainability issues. This dependence may affect our ability to obtain or use the resources necessary for our business processes.

It can also influence the ability to rely on business relationships under acceptable conditions. The financial materiality assessment, sustainability opportunities and risk analysis were reviewed in this study by the executive management board, which represents the direct users of sustainability information.

SCORE AND MATERIALITY

If a sustainability topic falls within the 50% most important topics on one of the two dimensions (impact or financial), it is defined as materiality in this study. A total of 19 topics were assessed, bringing the number of materiality topics to a minimum of 9 and a maximum of 19.

SUSTAINABILITY TOPICS AND DEFINITIONS

In the first phase of this study, a list of 19 sustainability topics was drawn up.

This was done on the basis of:

- The ESRS,
- External sustainability research among public, sector-related sources,
- External ESG/CSRD expertise,
- Internal expertise from the executive sustainability functions, the internal sustainability working group consisting of the Operations and Sustainable Entrepreneurship Manager, QESH Manager, HR Manager and the ICT and Quality Director.

Definitions have been drawn up for all 19 sustainability topics so that everyone is clear about what is meant by the topic:

#	Theme	Topic	Definition
1	Environment	Circular packaging	Packaging products using as few (new) materials as possible in collaboration with the supply chain.
2	Environment	Waste streams and circularity	The volumes of waste streams arising from business activities and managing waste streams as a valuable source of raw materials.
3	Environment	Energy and emissions	The consumption of energy and greenhouse gas emissions from our own business activities and from directly purchased activities such as business travel, commuting and outsourced transport.
4	Environment	Climate impact of products	The greenhouse gases released during the cultivation of fresh fruit and vegetables and the promotion of a climate-proof fresh fruit and vegetable chain.
5	Environment	Biodiversity and crop protection products	Preserving biodiversity around agricultural land, avoiding the use of crop protection products and using biological pest control.
6	Environment	Water consumption in the chain	Responsible water consumption in the upstream fresh fruit and vegetable chain.
7	Social	Employee safety	Guaranteeing and promoting the physical safety of our own and contracted employees on and around the work floor.
8	Social	Healthy and good employment practices	Proactively promoting the sustainable employability, health, job satisfaction and well-being of employees.
9	Social	Diversity and inclusion	Guaranteeing and promoting diversity and inclusion among employees by creating a fair and respectful working environment.
10	Social	Talent and employee development	Providing employees with opportunities for personal and professional development alongside their current work and role.
11	Social	Information and system security	Guaranteeing secure and well-protected systems and information.
12	Social	Food safety and quality	Guaranteeing and promoting food safety and quality for the benefit of consumer health.
13	Social	Working conditions in the chain	Guaranteeing and improving fair, safe and healthy working environments and working methods for employees in the fresh fruit and vegetable chain.
14	Social	Local community engagement	Being proactive, accessible and supportive in order to make a positive contribution to local society.
15	Economic	Fair wages, prices and relations	Guaranteeing and promoting fair wages within the organisation, fair prices in the upstream chain and good chain relationships.
16	Economic	Financial health	Scherpenhuizen's ability to meet financial obligations, grow sustainably and maintain a buffer to cover future financial risks.
17	Economic	Innovation	Guaranteeing and promoting product, process and service innovations.
18	Governance	Product integrity and chain transparency	The transparency and traceability of the fresh fruit and vegetable chain and products.
19	Governance	Business ethics	Complying with social and environmental laws, ensuring a zero-tolerance policy for corruption, competition and privacy violations, and providing space and protection for whistleblowers.

RESEARCH RESULTS

Materiality topics

The double materiality assessment for 2023 identified the following topics as material:

1. Information and system security
2. Health and well-being
3. Talent and employee development
4. Financial health
5. Food safety and quality
6. Working conditions in the chain
7. Employee safety
8. Diversity and inclusion
9. Fair wages, prices and relations
10. Innovation
11. Product integrity and chain transparency
12. Waste streams and circularity
13. Business ethics

Materiality is defined as the top 50% of topics based on absolute scores on at least one of the two dimensions. Five topics are material on both dimensions, four on the financial dimension only and four on the impact dimension only. These 13 topics must be reported in accordance with the ESRS.

The following topics were not defined as materiality in the double materiality assessment:

- Climate impact of products (Scope 3)
- Energy and emissions
- Water consumption in the chain
- Circular packaging
- Biodiversity and crop protection products
- Local community engagement

Results per dimension

The overview below shows the dimension in which a topic has been defined as material. This can be both dimensions (grey), only the financial dimension (blue) or only the impact dimension (orange). Materiality is defined as the top 50% of topics based on absolute scores on at least one of the two dimensions.

Financial & impact	Materiality according to both dimensions
Financial	Materiality as per the financial dimension
Impact	Materiality as per the impact dimension
7,8	High impact, opportunity and/or risk
3,5	Low impact, opportunity and/or risk

#	Double materiality assessment (1-10 rating)	Financial	Impact	Average
1	Information and system security	7,0	7,4	7,2
2	Healthy and good employment practices	7,0	7,3	7,1
3	Talent and employee development	6,5	6,7	6,6
4	Financial health	5,7	7,2	6,4
5	Food safety and quality	4,9	7,8	6,4
6	Working conditions in the chain	5,4	7,2	6,3
7	Employee safety	4,7	7,5	6,1
8	Diversity and inclusion	5,5	6,6	6,0
9	Fair wages, prices and relations	4,6	7,5	6,0
10	Innovation	5,1	6,9	6,0
11	Product integrity and chain transparency	4,6	7,4	6,0
12	Climate impact of products	4,8	6,9	5,8
13	Waste streams and circularity	4,7	6,9	5,8
14	Business ethics	4,9	6,3	5,6
15	Energy and emissions	4,1	6,7	5,4
16	Water consumption in the chain	4,2	6,6	5,4
17	Circular packaging	3,9	6,7	5,3
18	Biodiversity and crop protection products	4,0	6,6	5,3
19	Local community engagement	3,5	6,0	4,8
	Average	5,0	7,0	6,0

#	Financial assessment (1-10 rating)	Opportunity	Risk	Average
1	Healthy and good employment practices	7,8	6,2	7,0
2	Information and system security	5,9	8,1	7,0
3	Talent and employee development	7,0	6,0	6,5
4	Financial health	7,3	4,0	5,7
5	Diversity and inclusion	5,4	5,6	5,5
6	Working conditions in the chain	5,9	4,8	5,4
7	Innovation	5,4	4,8	5,1
8	Business ethics	4,8	5,0	4,9
9	Food safety and quality	5,6	4,2	4,9
10	Climate impact of products	3,2	6,4	4,8
11	Waste streams and circularity	6,8	2,6	4,7
12	Employee safety	4,2	5,2	4,7
13	Fair wages, prices and relations	4,6	4,6	4,6
14	Product integrity and chain transparency	5,4	3,8	4,6
15	Water consumption in the chain	6,2	2,2	4,2
16	Energy and emissions (Scope 1 & 2)	4,2	3,6	4,1
17	Biodiversity and crop protection products	5,2	2,8	4,0
18	Circular packaging	4,2	3,6	3,9
19	Local community engagement	4,8	2,2	3,5
	Average	5,5	4,5	5,0

FINANCIAL MATERIALITY

Financial Materiality is determined by the Executive Management Board. They have assessed the topics on a scale of 1 to 10, based on the question: "How significant is the potential positive or negative impact of this topic on the organisation over the next 1, 5 and 10 years?" The top 50% of topics are labelled as Materiality.

IMPACT MATERIALITY

Impact Materiality is determined by employees, customers, suppliers, including fresh fruit and vegetable suppliers, partners, service providers and the internal sustainability working group.

The stakeholders used a digital survey to rate the topics on a scale of 1 to 10, based on the question: 'How important is it to you as a stakeholder that we pay extra attention to this topic over the next 10 years?'

A similar smaller stakeholder survey was conducted in 2022 with the executive management board, supervisory board, employees, customers and suppliers. This survey, which covered very similar topics, has been integrated into the full Double Materiality Assessment for 2023.

As part of the impact analysis, the working group also defined a concrete list of positive, negative, actual and potential impacts. These impacts are linked to the relevant stakeholders and have been given a quantitative assessment in terms of scale, scope, irreversibility and likelihood. The top 50% of topics from the weighted consolidation have been designated as Materiality.

#	Impact assessment overall	Score
1	Food safety and quality	7,8
2	Employee safety	7,5
3	Fair wages, prices and relations	7,5
4	Information and system security	7,4
5	Product integrity and chain transparency	7,4
6	Healthy and good employment practices	7,3
7	Financial health	7,2
8	Working conditions in the chain	7,2
9	Waste streams and circularity	6,9
10	Innovation	6,9
11	Climate impact of products	6,9
12	Energy and emissions	6,7
13	Circular packaging	6,7
14	Talent and employee development	6,7
15	Diversity and inclusion	6,6
16	Biodiversity and crop protection products	6,6
17	Water consumption in the chain	6,6
18	Business ethics	6,3
19	Local community engagement	6,0
	Average	6,9

MATERIALITY IN THIS REPORT

Due to the different timeframes of our annual sustainability reporting and the implementation of the double materiality assessment, this sustainability report has been compiled based on the materiality of the following topics from the 2022 survey:

- Energy and emissions
- Waste streams and circularity
- Circular packaging
- Food safety and quality
- Health and well-being
- Working conditions in the chain
- Information and system security
- Employee safety
- Talent and employee development
- Fair business practices
- Financial health
- Product integrity and chain transparency
- Responsible procurement
- Business ethics

In this report for 2024, we will include the following topics as new materiality issues:

- Diversity and inclusion
- Innovation

For the topics listed below, the materiality requirement will be waived for the 2024 report. However, both topics will be reported voluntarily as materiality topics.

- Energy and emissions
- Circular packaging

Four topics were not defined as material in either study:

- Biodiversity and crop protection products
- Local community engagement
- Climate impact of products
- Water consumption in the chain



3. MATERIALITY

3.1 ENVIRONMENT

3.1.1 ENERGY AND EMISSIONS

Energy consumption and greenhouse gas emissions from our own business activities (scope 1 & 2) and from directly purchased activities (scope 3) such as business travel, commuting and outsourced transport.

For several years now, we have been committed to reducing our energy consumption and operational emissions. In 2017, we became the first fresh fruit and vegetable company in the Netherlands to have our buildings awarded the BREEAM Outstanding certificate. In 2024, we took a further step by switching completely to green electricity, reducing our scope 1 and 2 emissions by more than half compared to previous years. We aim to achieve CO₂ neutrality for our scope 1 and 2 emissions by 2035 at the latest, reducing and avoiding emissions wherever technically possible and offsetting the remaining emissions where no technological alternatives are available.

All CO₂ emissions mentioned are CO₂ equivalents (CO₂-eq). By CO₂ equivalents, we mean that other greenhouse gases such as nitrous oxide (N₂O), methane (CH₄) and fluorinated gases (F-gases) emitted with a type of fuel or activity are also included.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	No positive impact has been identified.
Negative impact	Climate (actual): contribution to climate change.
Opportunities	Stakeholder relations: promoting stakeholder relations through emission reduction.
	Market expectations: increased demand and pressure to become more sustainable offer positioning opportunities.
	Vehicle fleet: amendment of company car regulations in 2024 will enable further electrification of the vehicle fleet towards 2028.
	Innovation: chain collaboration on transport innovation can offer economies of scale for the entire chain and sector and potentially accelerate innovation.
Risks	Legislation and regulations: legislation and regulations such as the EU Green Deal create financial risks due to mandatory measures, such as adapting packaging lines.
	Supply chain: disruptions in the chain due to climate change.
	Speed of innovation: innovation and affordability in the transport sector are under pressure due to low margins.
	Dependence on transport: dependence on transport partners limits the possibility of an early switch to emission-free transport.
	Costs: alternative fuels are more expensive and difficult to pass on due to competitive positioning.
	Climate adaptation: additional costs will arise in the future, including for insurance and damage prevention.
	Flexibility: own transport is limited in terms of scalability for international journeys.

CLIMATE POLICY

Energy efficiency

We are constantly investigating ways to reduce our energy consumption. In 2023, we worked with specialists to explore various options for reducing energy consumption, generating more energy ourselves, storing energy, limiting food waste, reducing waste, using less recyclable packaging, further digitising our operations and taking other measures to reduce our climate impact. According to the specialists, new options that we are not currently implementing do not offer any advantages over the current situation. Our business premises are built to be sustainable and energy-efficient and have the appropriate certifications. This sustainable accommodation makes it difficult to achieve additional energy savings.

We still have the option of installing more solar panels. However, we need approval from the owner of the building to do so. We have also looked into the possibility of storing this solar energy, replacing the current production machines and adjusting the settings of the installations. The inventory for this, which will result in a company-wide energy plan, will be completed in 2025.

Targets

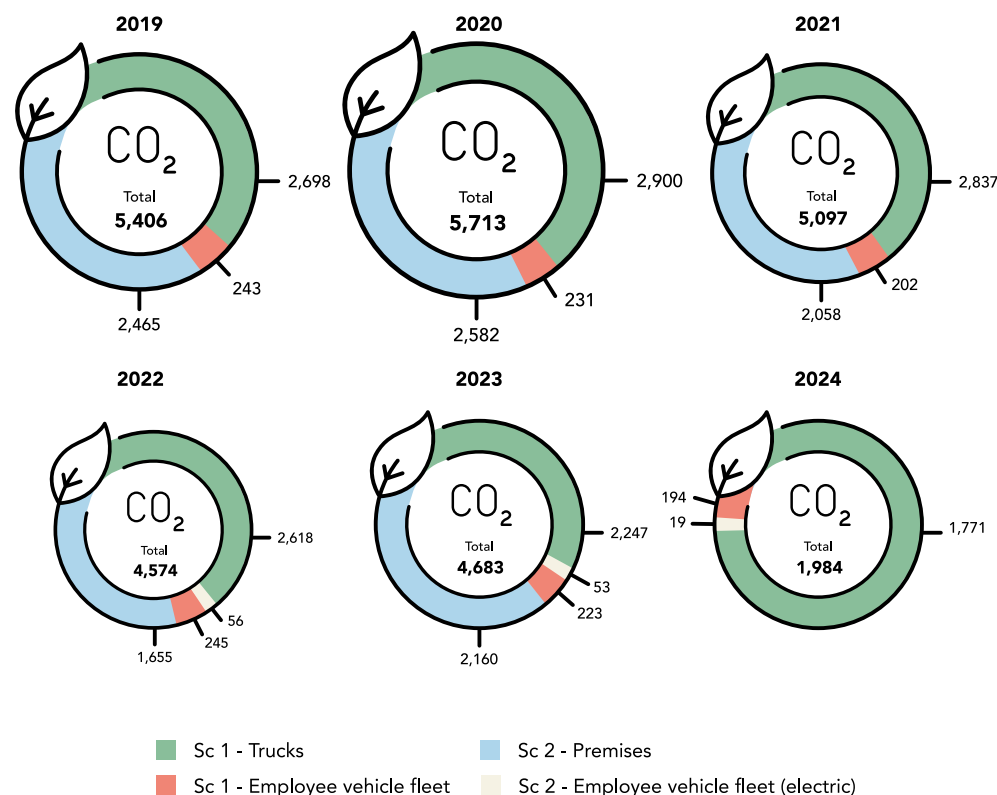
By 2035, the objective is to be completely CO₂ neutral in scope 1 and 2. This will require CO₂ compensation for freight transport, among other things, as there is currently no fully sustainable technological solution or alternative available to enable us to make faster progress, partly due to the international journeys we make.

More information about our sustainable supplier requirements can be found in the Product integrity and chain transparency chapter on [page 90](#).

SCOPE 1

In 2024, we emitted a total of 1,984 tonnes of CO₂ within scope 1 and 2. The majority of these emissions come from the fuel consumption of our trucks, which falls under scope 1. Compared to 2019, total CO₂ emissions have fallen by 63%, while turnover has increased by 36% over the same period. Emissions per million Euros of turnover have therefore fallen from 13.6 tonnes in 2019 to 3.7 tonnes in 2024, a decrease of 73%.

CO₂ EMISSIONS SCOPE 1 AND 2 (in tonnes CO₂)



Trucks

Transport accounted for 89% of our Scope 1 and 2 CO₂ emissions in 2024, making it our largest source of emissions.

This is mainly due to the diesel consumption of these vehicles, there is currently no viable alternative to diesel trucks. We are an international transport company that transports fresh produce over long distances. Given the current limited range and time slots for boats and trains, electric vehicles are not yet an option. Other types of fuel are too expensive and therefore directly detrimental to our competitive position.

In order to reduce emissions from our own transport, we have been taking the following measures for many years:

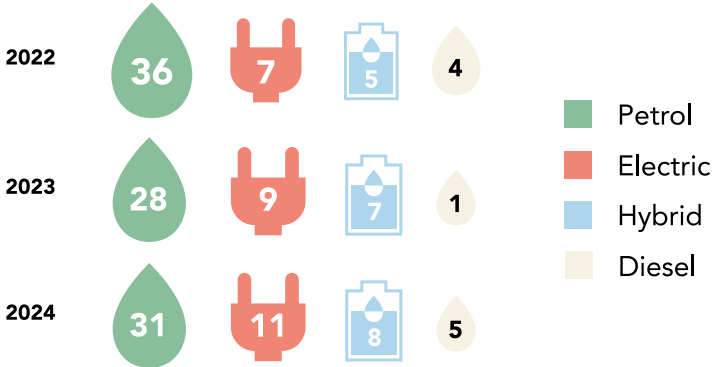
- Our drivers receive training in energy-efficient driving, which involves coasting instead of braking wherever possible.
- We add AdBlue to the diesel, which results in cleaner diesel emissions.
- We drive Euro 6 trucks, the most fuel-efficient of their kind.
- We use smart route systems to plan routes optimally.

We mainly hire external parties for our transport, with 7.7% being our own transport and 92.3% being hired transport. At present, no details are available regarding the energy consumption and emissions of hired transport. This will be addressed further in the Scope 3 inventory in 2025. A very small proportion of our products is imported by ship.

Employee vehicle fleet

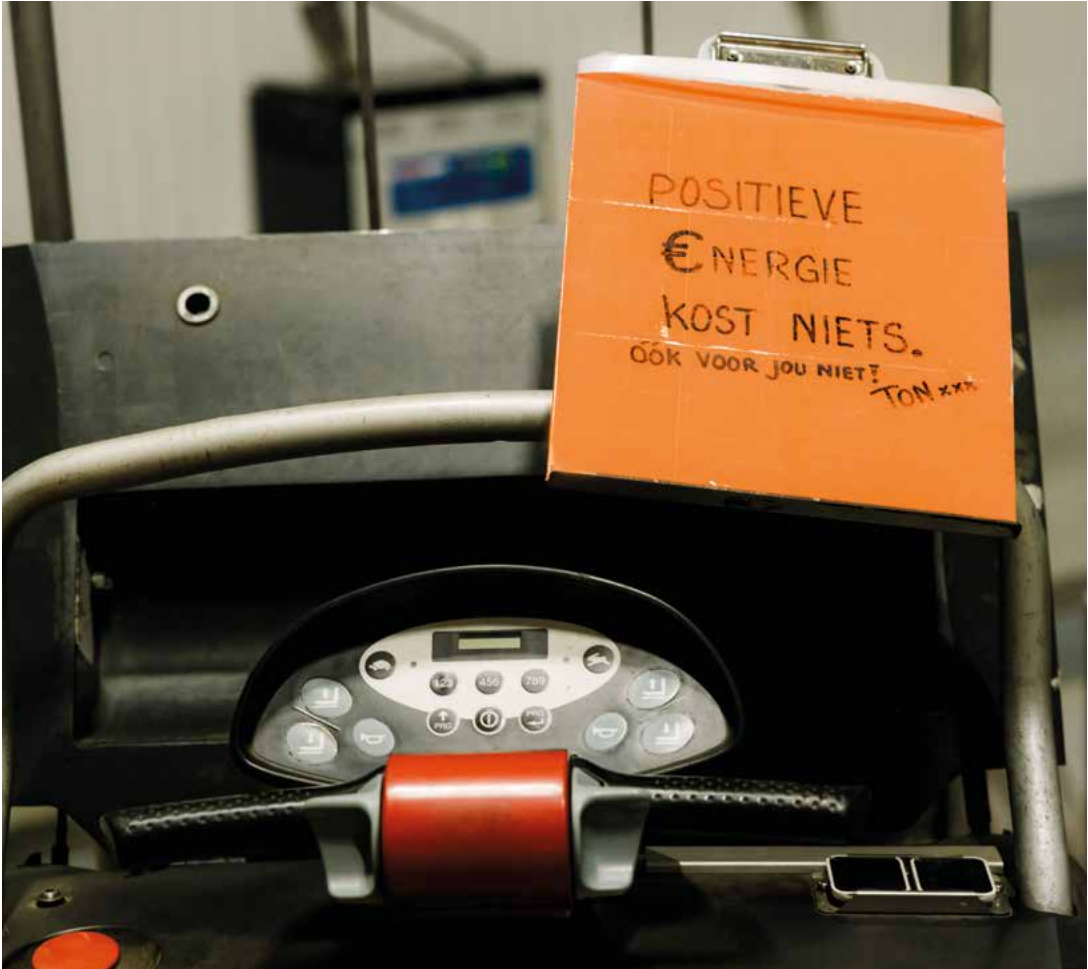
Our employee vehicle fleet, consisting of the cars driven by our employees, comprised 55 vehicles in 2024, of which 56% were petrol-powered, 20% electric, 15% hybrid and 9% diesel. In 2024, the employee vehicle fleet accounted for 10% of our total business emissions. Since 2024, employees with a company car have only been able to choose between a fully electric or a plug-in hybrid company car. This means that from 2028 onwards, there will be no more business drivers using a vehicle that runs on a different fuel.

COMPOSITION EMPLOYEE VEHICLE FLEET



Gas consumption

Since 2017, with the construction of the Schakel 7 building, we have made the transition to a more sustainable way of heating and cooling, completely without gas. The system is a combination of high- and low-level heating and cooling. The reuse of hot water from the crate washing installation, which we use to heat the building, is high level. Heat released from cold stores is reused for underfloor heating and air conditioning and is low level. In this way, by reusing released heat and cooling, energy efficiency is maximised and we operate 100% gas-free. This is both environmentally friendly and cost-effective.



SCOPE 2

Electricity consumption

Since 2024, all electricity consumption in the building has been sourced from green energy. This means that there are no CO₂ emissions from electricity consumption in the building, including the use of electric charging stations on our premises. As a result, 99% of our electricity consumption is renewable. The remaining electricity consumption is due to unknown power consumption from the external charging of the electric and hybrid staff vehicle fleet.

The purchase of green electricity is supplemented by energy generated in-house via solar panels. There are 9,200 solar panels on the roof. In 2024, these panels supplied 15% of our total electricity consumption. Due to maintenance work, the solar panels were out of service for part of the year, resulting in lower own generation in 2024 than in previous years.

Total electricity consumption increased due to the use of more electric and plug-in hybrid vehicles and the further digitisation of business processes.

Electricity consumers

The electricity is used for, among other things:

- Refrigeration
- Warehouse air conditioning
- Heating of office area
- Crate washing
- Forklift trucks
- Charging stations for electric cars

Emission reductions in buildings

Both buildings in use are BREEAM certified. They are equipped with smart LED lighting systems, energy-efficient refrigeration and freezer storage, lifts and outdoor lighting, and systems for efficient water use. We also replace and maintain machines, conveyor belts and large energy consumers to ensure they run efficiently.

The cucumber packaging machine and the cooling installations are the largest consumers of electricity.



BUSINESS TRAVEL AND COMMUTING (SCOPE 3)

In this section, we report scope 3 emissions from water consumption, commuting and business travel. For scope 3 emissions from the cultivation and transport of product purchases, see the section on the climate impact of products starting on [page 48](#). Until 2022, we measured commuting exclusively on the basis of employees who live more than ten kilometres from their place of work and receive a mileage allowance. This group is relatively small. From 2023, we included the kilometres travelled by all employees, regardless of travel distance or mileage allowance. This provides a better insight into total commuting. Based on this, we are investigating additional measures such as expanding the bicycle plan, use of public transport or other forms of transport. Many employees live in the immediate vicinity of the company.

Other scope 3 sources

We currently only measure scope 3 emissions from commuting and water consumption. Other scope 3 emission streams are not defined, but we do recognise them. In 2024, we will lay the foundations for measuring additional scope 3 emissions.

The largest scope 3 emission stream is the cultivation of products. Greenhouse cultivation causes more greenhouse gases than cultivation in the open air, but water consumption is many times more efficient in greenhouses. We expect product transport to be the second largest stream. This is followed by emissions from the extraction and production of packaging materials.

Other relevant scope 3 emissions are:

- Production of capital goods such as cars, trucks and packaging lines
- Processing of our own waste
- Disposal of products by retailers or consumers
- Emissions from our participating interests

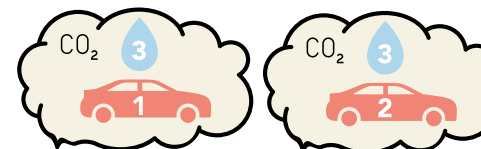
For more information about the climate impact of our products, see the chapter Climate impact of products starting on [page 48](#).

CO₂ EMISSIONS SCOPE 3 (in tonnes CO₂)



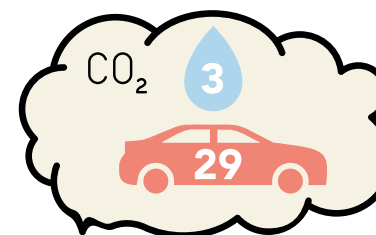
Total
3
2019

Total
4
2020

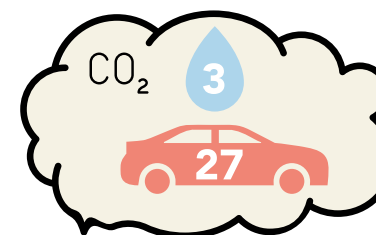


Total
4
2021

Total
5
2022



2023 Total 32



2024 Total 30

Water Commuter traffic

3.1.2 WASTE STREAMS AND CIRCULARITY

Reducing the quantities and volumes of waste streams from our own business activities and managing waste streams as a valuable source of raw materials.

Our focus on reducing our waste streams is on maximising recycling and raising awareness of waste separation among employees. Despite the challenges posed by inconsistent waste streams, we strive to improve the circular economy through various circularity initiatives, such as reusing avocado trays and cardboard boxes.

This chapter, Waste streams and circularity, relates to the waste streams that leave our site as waste. The chapter Circular packaging on page 44 discusses the potential waste streams in the downstream chain. This concerns the packaging materials we use that ultimately end up as waste with the end consumer.

Waste policy

We are committed to minimising the use of raw materials and limiting the production of waste and pollution. Our waste policy takes into account the waste hierarchy, such as:

- **Preventing production waste:** Donating to the Food Bank, collaborating with a cutting plant, or using rejected products as animal feed.
- **Reusing products:** Reusing avocado trays and cardboard boxes.
- **Recycling products:** Where possible, recycling is always preferred over landfill or incineration. That is why we encourage employees to separate waste at all levels within the company and have work clothing and tools recycled externally. We also use natural, biodegradable and recyclable raw materials as much as possible.
- **Other repair options:** Within building management, we try to repair as much as possible and take sustainable materials into account.
- **Disposal of products:** If the above options are not available, we dispose of the product. We have contracts with waste processors for efficient collection and processing.

IMPACTS, RISKS AND OPPORTUNITIES

Positive impact	No positive impact has been identified with regard to our waste streams and their processing. Our measures are aimed at reducing the negative impact.
Negative impact	Residual waste (potential): residual waste that ends up in nature.
Opportunities	Prevention: offering food products to employees to prevent food waste.
	Cost savings: waste prevention reduces landfill costs and is financially attractive.
	Waste optimisation: investigating opportunities for further optimisation, such as separate processing of plastic.
Risks	Alternative processing: for non-standard grades, alternative processing methods can be considered to prevent waste/ wastefulness. Examples include cutting and processing into ingredients for juice.
	Food waste: fresh fruit and vegetable products are fragile and have a limited shelf life, so waste is sometimes unavoidable.
	Lax attitude: not taking additional measures can lead to risks in the long term.
	Cost level: initiatives for separate processing are currently too expensive for immediate implementation.

IMPLEMENTATION

Prevention of waste

We work together with chain partners to prevent waste as much as possible. For example, we have our own crate washing facility for the large crates in which our growers' products are delivered to us. This means that the crates can be reused continuously.

Reuse

To ensure that wooden pallets can continue to be used as much as possible, we repair them when necessary.

Waste separation

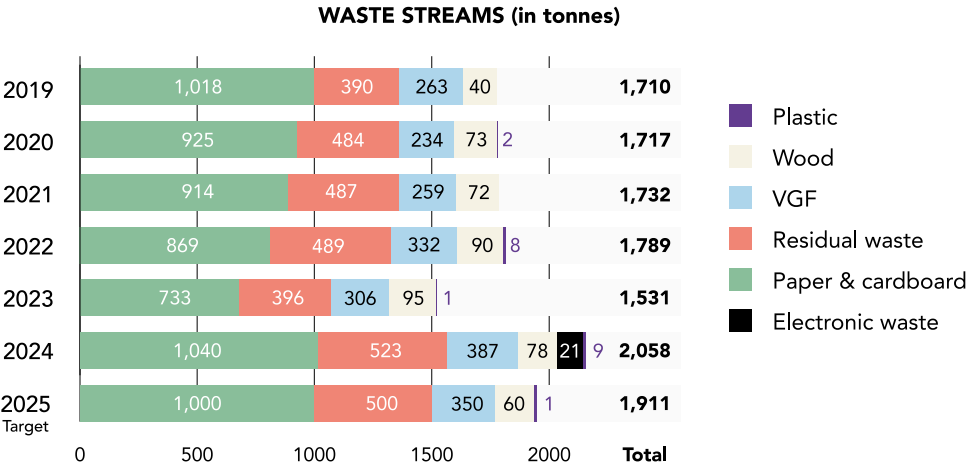
The success of our waste policy depends largely on the extent to which employees are involved and aware of their responsibilities. That is why we provide training and education in waste management for all employees upon joining the company and repeat this annually.

This can take the form of formal (online) training sessions or practical guidance in the workplace, depending on the needs of the employees. The QESH department plays a crucial role in this process by carrying out frequent checks to ensure compliance with HACCP guidelines. Our waste processor provides us with the necessary waste processing data, enabling us to monitor and improve our waste management.

To support proper separation in practice, we have placed clearly colour-coded waste bins for paper and cardboard, VGF and residual waste at tactical locations. We check compliance during our regular hygiene rounds and correct where necessary.

WASTE STREAMS

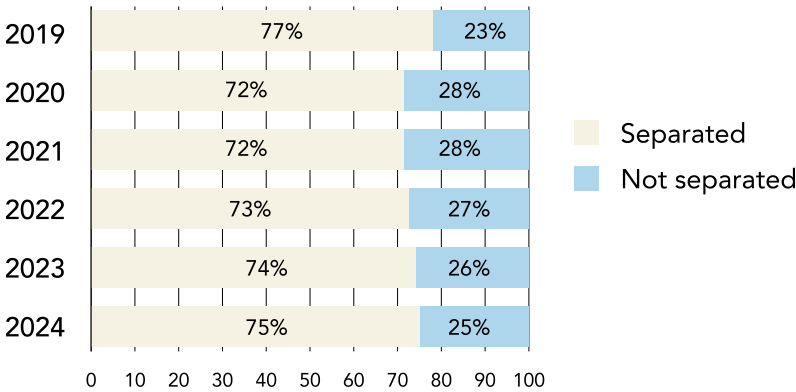
In 2024, we processed a total of 2,058 tonnes of waste, an increase of 527 tonnes compared to the 1,531 tonnes in 2023. This represents an increase of 34%. The increase is due to a larger volume of processed and packaged products. More packaging material has been received, such as cardboard from auctions that needs to be repackaged. Materials and residual waste streams have also been disposed of as a result of renovations. Paper and cardboard are largely recycled.



RESIDUAL WASTE AND SEPARATION RATE

Residual waste is an important focus within our company. Residual waste is not the largest waste stream, but it is the waste stream that has the greatest impact. This is because residual waste is mixed, non-recyclable waste that is ultimately destroyed. In 2024, the amount of residual waste increased by 127 tonnes to 523 tonnes, an increase of 32% compared to 396 tonnes in 2023. As explained above, the increase was partly due to a clean-up campaign and internal renovations.

WASTE STREAM SEPARATION RATE (measured in tonnes)



The separation rate for the total waste volume in 2024 is 75%, and the unsorted waste rate is 25%, measured in tonnes of waste. Plastic often ends up in residual waste. The many different types of plastic used mean that, in practice, it is often not separated properly despite the instructions, as a result of which it still has to be considered residual waste by the waste processor.

After all, plastic can only be recycled if the types of plastic are (almost) uniform. That is why we continue to pay extra attention to training our employees in order to further reduce residual waste and increase recycling. Plastic can then serve as a raw material for new products and packaging and does not all have to be incinerated, which does generate energy but results in the loss of the material.

Paper and cardboard

Paper and cardboard constitute the largest waste stream within the company. This is mainly due to incoming cardboard packaging of products that are additionally purchased through auctions or external traders. These products are repackaged for delivery. A smaller proportion consists of paper waste from the offices.

Since 2019, the paper waste stream has been decreasing annually due to further digitisation and the use of a cardboard shredder, among other things. However, we cannot process everything in the cardboard shredder because some types contain a plastic layer.

To limit the use of cardboard boxes, we make extensive use of reusable packaging and crates. These are used for incoming, internal and outgoing transport.

In 2024, our paper and cardboard waste amounted to 1,040 tonnes. This is an increase of 307 tonnes or almost 42% compared to the 733 tonnes in 2023. This is partly due to specific products being temporarily unavailable, partly due to climate conditions. As a result, products were purchased from other suppliers who do not use reusable packaging. Waste was also disposed of as a result of a clean-up campaign.

VGF (Food waste)

Vegetable, fruit and garden waste (VGF) contains organic and biodegradable waste. This is a significant waste stream for us due to the large trade volume.

The waste stream is largely determined by customer and country requirements for product quality, which can vary considerably in terms of colour, shape and weight. We therefore have various markets with varying quality requirements for our products. In addition, peppers go to a cutting plant and blueberries are converted into juices or ingredients. Only when products no longer meet the requirements for consumption by consumers are fruit and vegetables considered VGF waste, which is then used as animal feed, compost or converted into biogas. First, we will try to recover as much value as possible.

In 2024, we will have processed 387 tonnes of VGF waste, an increase of 81 tonnes compared to 306 tonnes in 2023. This represents an increase of 26%. This increase is partly due to stricter quality requirements from customers and, in particular, volume growth.

Plastic

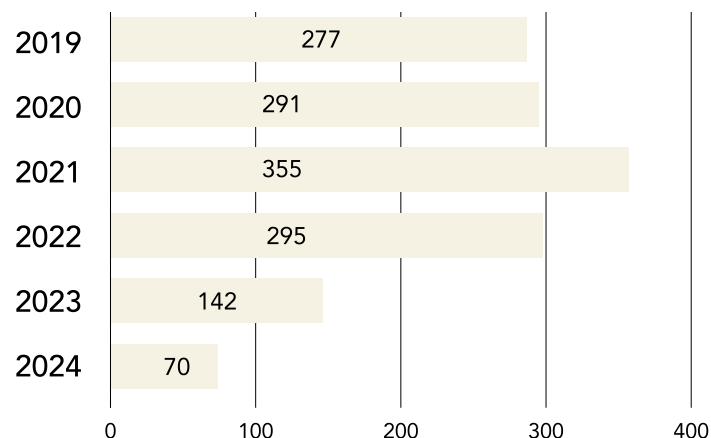
The correct sorting and recycling of plastic waste poses a considerable challenge, as we work with a wide variety of plastics, such as different types of film and packaging.

If the different types of plastic are not separated correctly, plastic waste will be rejected by the waste processing company and will ultimately end up in the residual waste stream. This requires constant attention.

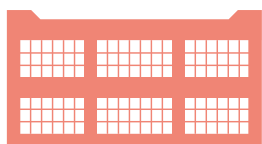
In addition, we are working hard to reduce the flow of plastic waste through various circularity initiatives.

An important element of our waste policy is the reuse of plastic crates and the use of large plastic cubic boxes for loose products.

RECOVERED WASTE STREAMS FROM AVOCADO PACKAGING (in tonnes)



We also work with a local injection moulding company that recycles avocado crates from our supplier. The crates in which avocados are delivered to us are converted into plant pots and other products. We receive a modest fee for this reuse service. This initiative prevents these crates from ending up as waste after a single use. By 2024, 63 tonnes of avocado crates have been reused.



Wood

The wood waste stream is relatively small. We repair pallets, for example by using new runners, so that they do not have to be discarded. Only pallets that are seriously damaged and cannot be repaired are disposed of. The volume of wood waste fell to 78 tonnes in 2024. In 2023, it was still 95 tonnes, representing a decrease of 18%.

Electronic waste

The waste stream for electronic waste includes a clean-up campaign for discarded IT equipment such as computers, printers, telephones and peripheral equipment that cannot be reused or recycled in any other way. For all other equipment, we work with an external partner who can give it a new purpose after repairs or modifications. This also applies to clothing and tools. In 2024, a total of 21 tonnes of electronic waste was disposed of.

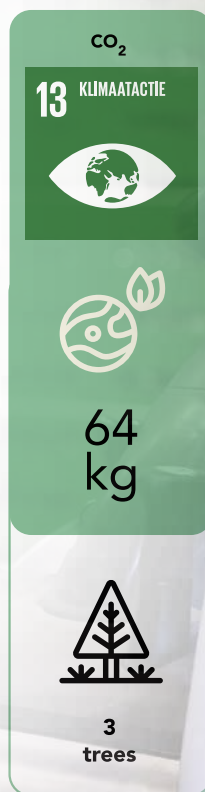
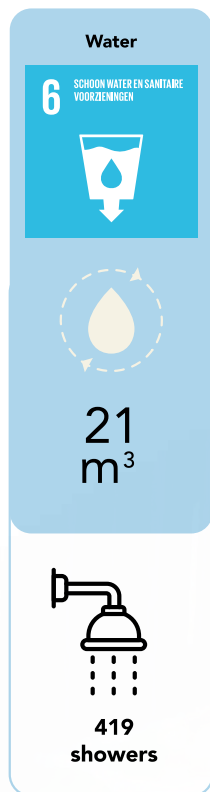
CENTRAL PURCHASING

In our pursuit of sustainability, we launched the “Central Purchasing” project. This involves the centralised purchasing of non-fresh fruit and vegetable-related products from a select number of suppliers who also consider sustainability to be of paramount importance. This has led to fewer suppliers, fewer transport movements and lower CO₂ emissions.

Centralising procurement also ensures better control of the product range and stock management. This enables us to prioritise sustainable products, reduce waste and negotiate better terms with suppliers. A good example of this strategy is our contract with a workwear supplier. We purchase all our workwear from them, which is partly sustainably produced and collected after use for reuse and recycling by their partner, where people who are distanced from the labour market work on meaningful and educational assignments. Tools and defective office equipment are also repurposed by exchanging parts of products to create a new usable product. In 2024, we were able to offer them 151 kg of recyclable material in this way. In addition, we contributed to 590 SROI hours (Social Return on Investment), a CO₂ reduction of 64 kg, prevented 118 kg of new raw materials and saved 21 m³ of water.

BREEAM BUILDINGS

During the construction of our buildings in 2017 and 2020, special attention was paid to the use of circular materials and the implementation of a responsible waste policy. This has been certified by an independent body and has resulted in BREEAM Outstanding certificates, an internationally recognised benchmark for the environmental performance of buildings. A remarkable feature was that we had the existing old building on the construction site dismantled and rebuilt in its entirety for use in the Philippines.



3.1.3 CIRCULAR PACKAGING

Assessing the environmental impact of packaging and packaging products using as few (new) materials as possible in collaboration with the chain.

We package fresh fruit and vegetable products for our customers to ensure that these products retain their freshness, shelf life and quality during transport to the shop. The packaging also serves as a marketing tool and source of information for consumers. In this chapter on circular packaging, we discuss the material flows and circularity content of the packaging (and accessories such as labels and inserts) in which we package fruit and vegetables for the end user. We do not dispose of this packaging ourselves, but as a packager we are jointly responsible in the chain. We share this responsibility with the downstream chain because, ultimately, it is the customers who decide on the packaging for their product during the design phase. In the chapter *Waste streams and circularity* on [page 39](#), we discuss the waste streams that we produce ourselves

PRODUCT PACKAGING

Packaging policy

We are aware of our role in the packaging chain, but we have only limited direct influence on packaging choices. After all, the choices surrounding product packaging are mainly determined by retailers, our customers. However, we do try to proactively advise customers on sustainable (or more sustainable) alternatives through intensive cooperation with packaging suppliers. In addition, we actively keep ourselves informed about sustainable and food-safe packaging developments and propose these to our customers.

Fruit and vegetables are mainly packaged to contribute to the shelf life and long-term quality of the product. This prevents food waste and damage to other products, among other things. Where packaging is necessary, we focus on recyclable packaging that is as homogeneous as possible for efficient reuse of the materials. The fruit and vegetable sector is committed to using recycled materials and non-fossil bio-based raw materials in packaging. A sector plan for sustainable packaging has been in place within the sector since 2013.

IMPACTS, RISKS AND OPPORTUNITIES

Positive impact	Consumer satisfaction (actual): consumers still value plastic packaging because of its ease of transport, among other things.
	Shelf life (actual): longer shelf life of plastic packaging reduces food waste.
	Logistics (actual): ease of transport and hygienic distribution.
	Stakeholder image (actual): contributes to a positive image among direct stakeholders such as retailers.
Negative impact	Raw materials (actual): use of virgin raw materials causes environmental damage and social disadvantages.
	Consumer expectations (potential): consumer dissatisfaction due to increasing demand for less plastic.
Opportunities	Adaptability: current packing station can respond to customer wishes through testing.
	Market movement: opportunities in circular packaging or in minimising packaging, depending on trends and customer demand.
Risks	Costs: reuse and circular packaging entail higher costs for retailers and consumers.
	Customer choice: limited influence on packaging choice when customers do not want circular options.
	Fresh or circular: freshness of fresh fruit and vegetables outweighs circular packaging.
	Legislation: sudden changes in legislation and regulations can require high investment costs, for example in packing stations, or actually lead to food waste because certain types of packaging are no longer permitted.

Retailers are increasingly being encouraged to make responsible packaging choices, not only by European legislation and regulations, but also by consumers.

Despite our limited influence on packaging choices, we strive to reduce waste during our product development process. We do this by, among other things:

- Avoiding unnecessary packaging material.
- Using recycled or recyclable packaging.
- Working with customers and packaging suppliers to develop sustainable packaging innovations, for example by reducing plastic use or switching to fully sustainable packaging.
- Testing natural branding (laser branding). Some products, which have a high moisture content and a soft exterior, are unsuitable for this.

Product shelf life

Retailers do not always immediately opt for fully sustainable packaging, or no packaging at all, because plastic packaging for fruit and vegetables is necessary to extend product quality and shelf life and ultimately prevent food waste. Plastic protects against water, oxygen aromas and contaminants and protects against physical damage. For the above reasons, retailers still often prefer packaged products with a longer shelf life.

PACKAGING AND PACKAGING WASTE REGULATION (PPWR)

New regulations are being introduced in the European Union to reduce the environmental impact of packaging. The Packaging and Packaging Waste Regulation (PPWR) sets requirements for the design, reuse and processing of packaging, with a focus on reusability, recyclability and the use of renewable materials.

From 2030, all packaging on the European market must be fully recyclable. In addition, there will be requirements for reusable packaging and the reduction of packaging waste, and product categories may be introduced for which packaging under 1.5 kg will no longer be permitted.

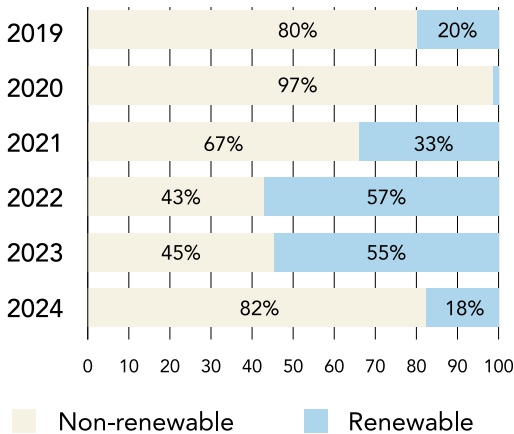
MATERIAL CONSUMPTION

We can measure the sustainability or circularity of the product packaging we use based on the types of materials used, in particular the extent to which a material type is renewable (paper and cardboard) and whether it is recycled.

Renewable packaging materials

In 2024, 18% of the packaging materials purchased came from a renewable source. This mainly concerns paper and cardboard. Paper and cardboard are used for trays, index cards, interleaving sheets, labels and inserts, among other things. The annual fluctuations between renewable and non-renewable materials are caused by different customer choices for packaging and/or changes in the product range. Ultimately, it is the customer who chooses the packaging and the material.

DISTRIBUTION OF APPLICATION OF RENEWABLE MATERIALS

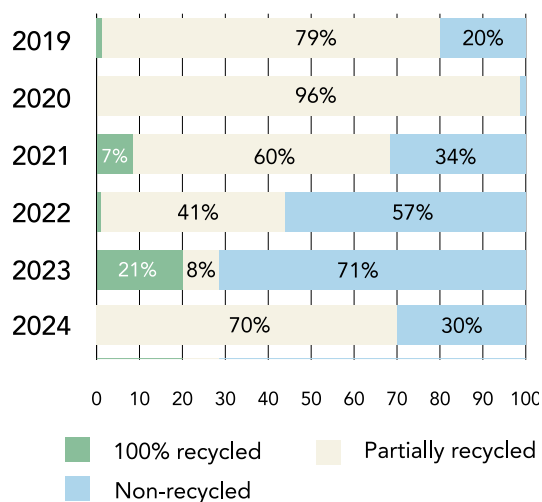


Recycled materials

The share of non-recycled packaging materials (30%) follows the same fluctuations as those of renewable and non-renewable materials. This is due to paper and cardboard, which are renewable but do not contain recycled material.

The 70% partially recycled packaging consists mainly of plastic packaging materials, which almost always contain at least 1% recycled plastic for reasons such as durability.

DISTRIBUTION OF APPLICATION OF RECYCLED MATERIALS



EXAMPLES AND REDUCTIONS

Despite our high dependence on customers, we are actively committed to circular and sustainable packaging solutions, such as our tomato buckets, thin flow packs and food-safe sustainable ink.

Tomato containers

The plastic tomato containers, which are still used by many customers because they are popular, are made from transparent mono-material instead of black plastic, making them fully recyclable.

Thin flowpack

We use super-thin film in our flowpack machines. The thickness of this film has been reduced from 40 μ in 2003 to 25 μ in 2019. This reduction has resulted in a saving of 241,000 kg of plastic, which means we are saving packaging material and working more efficiently. We have also reduced the amount of cucumber film we use and are reducing the amount of plastic used in blueberry punnets. Although these are made from 100% recycled PET, this still helps to reduce our impact.

Food-safe ink

Standard cardboard trays used to have a plastic coating. By switching to food-safe and sustainable ink, we have been able to eliminate the need for this plastic coating and the trays are now fully recyclable. We are also currently investigating the use of cellulose for various products.

BIOPLASTIC

More and more experiments are being conducted with a cellulose-based material referred to as 'plastic'. Although it is not real plastic, the plant fibres can be stretched to such an extent that the material becomes transparent, making it look like plastic. We have also tested this material on our machines and can confirm that we can work with it. Due to the current price, which is about six times higher than normal, our customers currently have little to no interest. Nevertheless, we have the option of offering this to customers.

TARGETS

Despite our limited influence on the use of packaging materials, we have set the following objectives in line with legislation and customer requirements:

- Reduction in the use of plastic in packaging by at least 25% compared to the reference year 2017, by 31 December 2025 at the latest.
- Reduce the total packaging weight by 25% compared to 2017, to be achieved by 2025.
- Packaging will be 100% recyclable by 31 December 2025.
- From 2024, we will no longer sell plastic packaging with glitter and decorative coatings.
- All plastic packaging must contain an average of at least 25% recycled material from post-consumer recycled material by 31 December 2025.



3.1.4 CLIMATE IMPACT OF PRODUCTS

Monitoring and reducing greenhouse gases in fresh fruit and vegetable cultivation and promoting a climate-proof fresh fruit and vegetable chain.

The cultivation, packaging and transport of our fresh fruit and vegetable products have an impact on the climate. This impact is mainly caused during cultivation and by the greenhouse gases emitted during this process. Collecting, processing and applying accurate data on the impact that fresh fruit and vegetable products have on the climate is currently still a challenge. As a result, it is not yet possible to reduce this impact effectively.

CLIMATE-PROOF CULTIVATION

Climate change is a growing concern for the fresh fruit and vegetable sector. Growing areas, such as in Spain and Morocco, will have to become more climate-proof in order to guarantee harvests. Greenhouses could be a solution here. Approximately 75% of our products come from greenhouse cultivation in the Netherlands, which means that our product supply is already climate-adapted.

DEVELOPMENT OF SCOPE 3 DATA

Within our trade association GroentenFruit Huis, we have been working with the Public-Private Partnership (PPS) since 1 January 2023 on the PEFCR (Product Environmental Footprint Category Rules), which are yet to be delivered, in order to measure the LCA (Life Cycle Assessment), i.e. the climate impact of products, for fruit and vegetables in a uniform manner.

The work is proceeding according to plan and the method based on the Hortifootprint will be delivered in 2025. It is expected that growers will be able to start using it by 2027. The PEFCR are unambiguous calculation rules in the sector that are being developed to assess and compare the environmental performance of products. In an LCA, we assess the environmental impact of a product throughout its entire life cycle, for example by looking at how much water, CO₂ emissions during transport and packaging material are needed to get one pepper onto the supermarket shelf. Although this data is not yet accurate, clear or fully transparent, we take responsibility for our own contribution to this impact on the climate, we try to reduce emissions, raw materials and waste streams from processing and transport as much as possible where we can influence this. The aim is to systematically map the climate impact of fresh fruit and vegetable products throughout the entire cycle.

This enables us to inform customers about both the product price and the environmental impact associated with the product in question, and gives us insight into areas for improvement throughout the chain. In addition to products, this naturally applies to the entire scope 3. Where primary data is not available, we will work with secondary data.

We are seeing that customers are becoming increasingly aware of the climate impact of food production and transport.

They are opting more often for locally produced products and limiting the use of air freight. This shift is in line with our commitment to reducing our own emissions. Collaboration within the chain is crucial in this regard.

EMISSIONS REDUCTION TARGET

We aim to achieve certification under the Science Based Targets initiative (SBTi) in 2025. This means we are setting reduction targets that are in line with the Paris Agreement and a maximum global temperature increase of 1.5 °C. These targets apply to our own emissions: scope 1, scope 2 and scope 3.

More information about our company emissions can be found in the chapter Energy and emissions, starting on [page 34](#).



3.1.5 BIODIVERSITY AND PLANT PROTECTION PRODUCTS

Preserving biodiversity around agricultural land, avoiding the use of crop protection products and using biological pest control.

The use of crop protection products in fruit and vegetable cultivation can affect biodiversity. Too little use can lead to crop losses and economic damage, but too much use can harm nature. The fruit and vegetable chain is constantly looking for the right balance. We strive to exceed legal standards and work with certified products from growers, such as PlanetProof and SKAL Bio. On our own premises, we actively promote biodiversity around our buildings with gardens, insect hotels, toad pools and beehives.

USE OF CROP PROTECTION PRODUCTS

The use of crop protection products in fruit and vegetable cultivation can have a major impact on local biodiversity. Using too few crop protection products can cause crops to spoil, leading to fresh fruit and vegetable waste and loss of revenue for growers. Using too many crop protection products can seriously damage local biodiversity. Their use depends on the requirements throughout the chain. We continuously strive to achieve a healthy balance in this regard.

We proactively approach customers, growers and industry parties to provide them with the most complete and transparent information and advice.

MONITORING THE USE OF CROP PROTECTION PRODUCTS

We run a monitoring programme in which we periodically take samples from all product groups. These are tested against the applicable legislation and customer-specific requirements. Based on the results, we assess our growers' use of these products. In the event of deviations, we take targeted action towards the product, the customer and the grower concerned.

In consultation with customers, we apply standards that exceed legal requirements, such as using no more than one third of the EU legal limit for plant protection products and no more than five different authorised plant protection products for products grown by growers.

Two certificates from growers, SKAL Bio and PlanetProof, guarantee that little to no permitted crop protection products are used in the products we sell. Our products are certified in various ways, see the chapter on Food safety and quality on [page 54](#) for more information.

LEAF certification

In 2024, we joined a group of 32 growers to start working towards LEAF certification, a mandatory standard for selling to the English market. This certification sets strict requirements in terms of biodiversity and the use of plant protection products. We have entered into a long-term partnership with these growers, partly due to the complexity of the audit.

BIODIVERSITY ON OUR OWN PREMISES

To promote local biodiversity around our own premises, we have laid out gardens. These feature a toad pool, insect hotels, a flower park, five birdhouses and 80,000 bees.



3.1.6 WATER CONSUMPTION IN THE CHAIN

Responsible management of water consumption in the upstream fresh fruit and vegetable chain.

In the Netherlands, water consumption for agriculture is regulated and does not currently pose a risk. However, water consumption in the fresh fruit and vegetable chain outside the Netherlands can sometimes be very significant and have a major impact. Not only the quantities used, but also the source, the method of use and the discharge of water can have a major impact on the water supply in the surrounding area. At present, there is no specific data on water consumption in the chain and its impact, but by working with companies that are Global G.A.P. SPRING certified, we are already trying to ensure that water consumption in the chain is managed responsibly.

WATER CONSUMPTION IN THE FRESH FRUIT AND VEGETABLE CHAIN

Water consumption in greenhouses and outside the Netherlands for the fresh fruit and vegetable chain can vary because it depends on various factors, including climatic conditions, technological facilities and agricultural practices. In the Netherlands, water is used very efficiently in agriculture, especially in the greenhouse horticulture sector, where advanced irrigation systems are used, such as drip irrigation and water recirculation.

These systems are designed to minimise water consumption and maximise water use efficiency.

Outside the Netherlands, water consumption in the fresh fruit and vegetable chain can vary greatly, depending on the availability of water sources, irrigation systems and agricultural practices. In some regions of the world with limited water resources, water consumption can be higher and there are major challenges in terms of sustainable water management.

It is clear that water management in agriculture is a growing concern due to pressure on water resources and the need to promote sustainable practices. Various countries and regions are implementing policies and technologies to optimise water use and reduce the impact on the environment. Given our position in the fresh fruit and vegetable chain, we have little influence on water consumption by growers, which is in a sense inevitable. However, we do opt for (more) products with a sustainability certificate for responsible water consumption, such as the Global G.A.P. SPRING certificate.

GLOBAL G.A.P.

Global G.A.P. is an internationally recognised organisation that sets standards for responsible agricultural practices. It is an important certification programme that focuses on safe and sustainable agricultural practices worldwide. The standards include food safety, sustainability, biodiversity and traceability.

These standards provide solutions for sustainable farms and safe and responsible production processes in agriculture, aquaculture and floriculture. Our growers and we ourselves participate in this certification.

More information about our influence on the chain can be found in the chapter Working conditions in the chain on page 78.

Add-on SPRING (Sustainable Program for Irrigation and Groundwater Use)

The Global G.A.P. SPRING add-on is a specific certification that focuses on sustainable water management in agriculture. Farmers are monitored and evaluated on their water management practices to determine whether they are sustainable in terms of water use and conservation. This is important for areas where water is scarce or where excessive use of water sources can lead to negative environmental effects such as a reduction in the groundwater level. The aim of this initiative is to use water consciously and to protect water sources.

In order to obtain this certification, our growers must comply with the following four criteria:

- **Water risk analysis:** Growers must assess water risks and objectives, taking into account the stakeholders of the water source. In addition, staff must be trained in responsible water use.
- **Legal requirements:** Growers must comply with current legal requirements for land and water use, monitoring flow rates and identifying water sources.
- **Management and use of water sources:** To comply with this requirement, growers must draw up a water distribution and irrigation plan. This includes recording and measuring water consumption, collecting and storing rainwater, and sustainable management of catchment areas.
- **Environmental management - protection of water sources:** Finally, growers must handle their wastewater responsibly, prevent erosion, work in an energy-efficient manner and protect natural water bodies and biodiversity.

We strive to use water responsibly. That is why we have set ourselves the goal that by the end of 2025, all fresh fruit and vegetables grown in one of the countries classified by the SIFAV (Sustainability Initiative Fruit and Vegetables) organisation must be certified as medium or high risk Global Gap SPRING.



3.2 SOCIAL

3.2.1 FOOD SAFETY AND QUALITY

Ensuring and promoting food safety and quality for the health of the end user.

Food safety and quality are high on the agenda for both our stakeholders and ourselves. This is also evident from the double materiality assessment, which can be found on [page 28](#). We comply with strict European and Dutch legislation, and our comprehensive HACCP plan identifies and manages every potential risk, from raw materials to end products. In addition, our processes are assessed by the Dutch Food and Consumer Product Safety Authority (NVWA) to guarantee safety and compliance.

In addition to the legal safety and quality requirements, our products are subject to additional criteria, both by our customers and by ourselves. Safety and quality in our range are therefore underpinned by various certifications, such as IFS Food, BRC Food, QS and GLOBALG.A.P.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Health (actual): promoting consumer health.
	Product quality (actual): cleaner products for consumers.
Negative impact	Waste (actual): food waste due to high quality standards.
Opportunities	Market position: outperforming competitors with fewer reports or incidents.
	Product characteristics: lower food safety impact due to single, unprocessed fresh fruit and vegetable products.
Risks	Retailer image: reputational damage due to non-compliance with legislation.
	Consumer confidence: potential damage in the event of incidents.

CURRENT LEGISLATION AND REGULATIONS

Legislation in the Netherlands

European and Dutch legislation is of great importance for food safety and quality.

All EU countries have adopted the General Food Law (GFL) as the basis for their national food safety legislation. The law is designed to prevent harmful substances such as mould, residues of plant protection products or dangerous bacteria from entering our food. If companies discover such substances in their products, they are obliged to report this to the NVWA. This authority supervises safe food production and trade and determines the consequences of violations in the Netherlands. For fruit and vegetables, there are specific marketing standards that influence, among other things, quality and ripeness. In addition, there are additional laws on labelling, weight indication, crop protection and imports. For example, it is a legal requirement to clearly indicate the country of origin on the product. For more information on product integrity and chain transparency, see [page 90](#).

The Quality Control Agency (KCB) that carries out quality checks for us is an independent administrative body and is managed by the Ministry of Agriculture, Nature and Food Quality (LNV) and the NVWA.

Food safety plan for companies (HACCP)

HACCP (Hazard Analysis and Critical Control Points) is a legally required systematic approach to identifying and controlling food safety risks in the production process. Every aspect of food processing is examined, from the personal hygiene of employees to storage conditions. We have a detailed HACCP plan that complies with the seven basic principles of the system. This plan is assessed by the Dutch Food and Consumer Product Safety Authority (NVWA) and during IFS and BRC audits.

Certificates

In addition to the applicable laws and regulations, there are several certificates for the storage, processing and inspection processes of our products. Examples include BRC and IFS. These certificates serve to ensure that our products arrive fresh and safe at our customers. These certificates are issued after periodic audits by external and independent parties.



GLOBALG.A.P Chain of Custody
Certificate which tracks the product's journey from farm to shop, with sustainability and safety at its core.



QS Certificate (DE)
German certificate that guarantees the quality and safety of food from farm to table.



BIO SKAL
Certificate guarantees that a product has been produced and processed in accordance with strict organic standards.



A Recognition
The Internal Quality Control Regulations are a recognition scheme for quality control systems, issued by the independent administrative body KCB.



BRC Food
Certificate that guarantees food safety and quality in food production companies.



BRC Storage & Distribution
Certificate which ensures that the storage and distribution of food products meet high safety and quality standards.



(on the way to) Planet Proof Chain of Custody
Certificate demonstrates that a product has been produced and processed in a more sustainable manner, with consideration for people and the environment.



IFS Logistics
Certificate that focuses on the logistical aspects of food transport, with an emphasis on food safety and quality.



IFS Food
International standard that guarantees food safety and quality of the end product.



IFS Broker
Certificate that guarantees the safety and quality of companies that act as intermediaries in the food chain.

FOOD SAFETY, QUALITY AND AUTHENTICITY POLICY

We believe it is important to trade safe food products for our customers and consumers. That is why we have a process control system that consists of HACCP, Food Safety, Food Quality, Food Defense and Food Fraud.

Purchase of safe products

To guarantee food safety, we purchase products that we are convinced are safe, reliable and transparent. This is the starting point when selecting a supplier. The policy is aligned with the “farm to fork” concept, whereby we start with the purchase, such as the inspection of seeds in collaboration with grower organisations, and end with the final products.

Furthermore, we exercise our influence as far as possible throughout the entire production chain. By immersing ourselves in every aspect of the production chain and our position as one of the last links in the chain, we ensure a thorough understanding and supervision of the production process.

Downstream chain

Once customers have received the products, we no longer have any control over their quality. Supermarkets have their own quality procedures to guarantee the quality and shelf life of products, for example, there are specific temperature requirements for the fresh fruit and vegetable department. The overview and influence on food safety and quality disappears even more once the consumer has purchased the product.

Consumers generally know how to prepare our fruit and vegetable products safely under standard conditions. However, in 2024, the NVWA made a comment about our ‘intended use’. This concerned situations in which fresh fruit and vegetable products are eaten raw in an unusual way, such as in sprout salads and cauliflower smoothies. We did not fully describe this use in our system and risk analysis. We are therefore adjusting the ‘intended use’ description, the risk analysis and the monitoring plan.

Measures

We are continuously working to improve our food safety and quality culture. The measures for this positive cultural change include:

- Involvement of all departments.
- Open communication about product safety.
- Training of employees.
- Responding to feedback from employees and customers.
- Behavioural changes necessary to improve product safety processes and processes in general.
- Performance measurement of activities related to product safety, authenticity, legality and product quality.
- Annual review of the food safety and quality culture.

CHECKS

The products we trade and process pass through a number of checkpoints, such as quality control at the suppliers themselves, entry checks, cold store checks and exit checks.

Quality control of suppliers and products

First, we check our suppliers daily for the quality of the incoming products and compliance with agreements. Product quality scores are recorded at supplier level and, based on these and periodic supplier evaluations, suppliers are given a score. Each score corresponds to a specific risk level in terms of food safety and quality.

Entry check

After a product is received, we subject it to a series of entry checks. The risk of each batch is calculated by a specialised system based on factors such as quality, country of origin and type of product. Organic products undergo additional checks at this stage, as required by law for organic products.

Suppliers and growers are assessed with an average quality score, which influences the frequency of future checks. Depending on the product type and product group, quality standards are imposed by legislation and regulations and by customer requirements.

Cold storage and exit checks

Every morning, inspectors check the products in the cold stores, taking into account previous quality reports. Before shipment to customers, a final check is carried out. Inspectors use risk analyses of the products and specific standards to ensure that only the best products are shipped.

OTHER MEASURES

Product information and instructions

In addition to general food safety, we must take into account consumers and end users who are vulnerable to allergic reactions to fruit and vegetable products. It is therefore important that these consumer groups have access to clear, accurate and easily available information about the products they consume.

This includes not only comprehensive product labelling that clearly indicates any allergens, but we also provide training to our staff on food safety and nutrients that may cause allergic reactions. In addition, fresh fruit and vegetable products usually require some preparation before they can be consumed, such as washing, peeling, cutting or cooking. For some products, including blueberries, we specifically state on the packaging that washing is necessary. We do this because many consumers mistakenly believe that these products can be consumed without washing, which is also known as unintended use.

Safe and quality purchasing

We use an evaluation procedure for purchasing from growers and suppliers to guarantee product safety and quality. Suppliers are assessed annually on various criteria, such as certifications and delivery reliability, using a set of criteria. These criteria are weighted and result in a supplier-specific quality score. Purchasing and quality teams are involved in this process. Current documents from suppliers, such as food safety certificates and supplier declarations, are also kept on file.

Contaminated or fallen products

We avoid the risk of contaminated products by cleaning them up as quickly as possible. For example, if the packaging is damaged and the product has spilled onto the floor. When disposing of contaminated food, contact with the production process is avoided. In addition, the accumulation of waste is avoided. Waste collection areas and containers are designed to be easy to clean in order to minimise the attraction of pests.

Employee training and awareness

Food safety and quality are based on every new employee receiving comprehensive initial training, during which they learn about food safety, HACCP, allergens (nutrients that may cause allergic reactions), Food Defence (securing the production facility against deliberate contamination) and Food Fraud. These training courses are repeated annually to keep knowledge up to date. Every employee signs a hygiene regulation before starting work and colleagues keep each other sharp.

COMPLAINTS PROCEDURE

Contact point

If a consumer wishes to submit a complaint about a product we have sold, they should contact the retailer where they purchased our products. This can be done via a reply number, email, telephone number or in the shop. We therefore have no direct contact with consumers or end users. The retailer will then contact us using the details on the packaging or the track and trace information.

Complaint communication

Complaints from retailers and customers are received, investigated to determine the cause and, where necessary, followed up with measures to prevent recurrence. If action is required based on our own monitoring programme, we investigate which product and which retailer is involved. We record all complaints in a database, with specific protocols for food safety, organic products and Planet Proof complaints. Our complaints procedure is designed to resolve complaints consistently and effectively and to prevent future incidents. The departments involved analyse the cause, take corrective measures and communicate the improvement plan back to the customer.

Some customers conduct their own customer satisfaction surveys among consumers. If any points relevant to us arise, we receive them. In addition, we conduct our own customer satisfaction survey, as required by BRC/IFS standards. This is done annually through interviews with customers, carried out by the commercial department.

Recall procedure

Our recall procedure aims to carry out an efficient recall in order to minimise the negative consequences for consumer well-being. In addition, we strive to limit any negative financial, legal and commercial effects for us as much as possible. To this end, we follow the general procedures for incident reporting as described in the BRC/IFS standards, HACCP or the legislation of the NVWA. When an unsafe product is identified, the QESH manager convenes the recall team. The executive management board ensures that this team receives all the necessary resources and support to take the necessary action. If legal advice is required, an external advisor is called in. The problem product and its cause are identified as quickly as possible and the customers and parties involved are informed as soon as possible (within 4 hours). We notify the NVWA and, depending on the product, also the relevant certifying bodies. Once the problem has been resolved, the QESH manager collects all data relating to the incident and the recall team evaluates the recall that has been carried out.

To ensure that we can respond efficiently to a recall, we conduct an annual recall test in which both the procedure and traceability are thoroughly tested. This test not only looks at the authenticity of products and the possible consequences of delivery interruptions, but also at other relevant factors that go beyond the recall itself. If changes are made to our traceability system, the test is repeated to ensure that the changes are effective.

The traceability of our products is carefully assessed several times a year for various product groups, from raw material to end product and from end product to raw material. When changes are made to our traceability system, the test is repeated to ensure that the adjustments are effective.

The traceability of our products is carefully assessed several times a year for various product groups, from raw material to end product and from end product to raw material.

REPORTS OF NON-COMPLIANCE

In 2024, we did not receive any fines for non-compliance with food safety and quality regulations. All audits have been completed with good or high results. We aim for zero warnings, fines and sanctions each year and we remain committed to audits, quality inspections and quality rounds. Internal and underlying objectives are reviewed and monitored as necessary.

MAXIMUM RESIDUE LIMIT (MRL)

The Maximum Residue Limit (MRL) is the legally permitted maximum residue level of a substance in or on food. For us, this concerns cases where the legal MRL is exceeded but there is no food safety risk. In 2024, eight MRL exceedances were recorded.

Incidents of non-compliance with regulations that have led to:	2022		2023		2024		2025	
	target	realisation	target	realisation	target	realisation	target	realisation
fine or penalty	0	1	0	0	0	0	0	0
warning	0	0	0	2	0	0	0	0
non-compliance with voluntary codes	0	0	0	0	0	0	0	0



3.2.2 HEALTHY AND GOOD EMPLOYMENT PRACTICES

Proactively promoting the sustainable employability, health, job satisfaction and well-being of our employees.

We want our employees to be able to do their work safely, healthily and with dedication. For us, good employment practices mean providing appropriate terms of employment, opportunities for development, clear communication and a safe working environment. We also pay attention to physical and mental health, employability, work-life balance and fairly organised work. In 2024, we implemented our vitality policy as part of our broader policy on healthy and good employment practices. This policy is based on the Scherpenhuis model of work ability.

The four levels, health, competencies, norms and values, and work, form the core. The policy was developed in collaboration with employees from various parts of the organisation.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Image (actual): contribution to improving the image of retailers and the sector.
	Employment (actual): reaching a broader target group through promotion.
	Well-being (actual): well-being of employees and their environment.
	Costs (potential): reducing health insurance premiums.
Negative impact	No negative impact has been identified.
Opportunities	Employer image: profiling as an attractive employer and raising profile.
Risks	Labour market: political influences can cause staff shortages.
	Technology: robotisation is an expensive solution.
	Staff retention: doing nothing can lead to loss of staff and reduced operational capacity.

VITALITY POLICY

We implemented our vitality policy in 2024. The focus is on the Scherpenhuis work ability model. The policy was drawn up in collaboration with employees from various parts of the organisation. Working groups and workshops were used to identify areas of need. Important points of attention were reducing staff turnover and retaining knowledge within the organisation, as well as increasing employee motivation and engagement. All employees were informed of the policy in a personal letter.

This letter contained an informative message and a small gift. In addition, we distributed emails via the usual communication channels with information and tips on vitality. The vitality policy is an important part of the preventive absenteeism policy and focuses on vitality and sustainable employability.

We use the house of work ability as a basis. This model describes seven factors that influence employability: four floors with direct influence and three environmental factors with indirect influence.

Health

Health forms the basis of work ability and employability. Within the model of the house of work ability, this is the ground floor. Health encompasses both physical and psychological aspects. Social functioning also falls under this, such as the feeling of safety and connectedness in the workplace.

We conduct several studies within specific departments. These include a Preventive Medical Examination (PME), a Psychosocial Workload Study (PSA) and an in-depth study of physical workload. These studies are aimed at preventing or limiting work-related health risks.

The psychosocial workload survey revealed that not all employees were familiar with the policy on psychosocial workload. The policy was therefore communicated again as part of the new vitality policy and managers were informed about its content and application.

The role of the confidential adviser has also been brought to the forefront again. We use the results of these surveys to take targeted measures in the area of health and safety.

In addition, a coach is available on site. Employees can contact this coach with questions about work pressure, time management and setting priorities.

Competencies

The second floor of the house concerns the competencies required to perform current and future roles. This includes knowledge, skills and the ability to adapt to changes in the workplace. Changing circumstances require continuous development. We support this by offering courses, training and education.

For more information, see the chapter on Talent and employee development on [page 72](#).

Norms and values

The norms and values of employees are part of the corporate culture. Issues such as appreciation and respect influence loyalty to the organisation, motivation and commitment. This can also have an impact on the deepening of competencies, because motivated employees are more willing to develop themselves.

We encourage open communication between employees and management. We encourage employees to discuss any concerns or issues with their manager. If this is not desirable or possible, employees can contact the complaints committee or make use of the whistleblower scheme.

To draw attention to these options, we have put up posters at various locations in the company premises. The contact details of the relevant persons are included in the employee handbook.

For more information, see the chapter on Diversity and inclusion on [page 80](#) and the chapter Business ethics on [page 92](#).

Work

The fourth level concerns work and the conditions in which it is carried out. This includes working conditions, work attitude, working environment and organisation. Management also falls under this level. Managers influence the work capacity of employees through guidance, offering training and promoting a safe working environment, among other things.

Physical strain and ergonomics

We focus on limiting physical strain. We do this by providing instructions on lifting, using aids and improving the ergonomics of workstations. We advise on work attitudes and the setup of workstations. For repetitive tasks, we encourage taking microbreaks. Employees receive personal protective equipment.

See also the chapter on employee safety on [page 68](#).

Psychosocial workload (PSA)

Psychosocial workload (PSA) is also part of this deepening. PSA refers to work pressure, undesirable behaviour, sexual harassment, aggression, violence, bullying and discrimination. We discuss behaviour during work meetings. Managers address undesirable behaviour with employees and encourage desirable behaviour. PSA is included in the policy and its implementation.

From 2024, an external coach will be available on a regular basis. Employees can drop in without an appointment with questions about their career or about work pressure they are experiencing. The coach provides practical tips to employees and managers on how to deal with work pressure.

Employees can report psychosocial workload or undesirable behaviour to two internal or one external confidential adviser. They offer support and can mediate. They act only with the employee's consent. Their contact details are available in the staff handbook, on the intranet, on information screens and in the internal regulations. No reports were recorded in 2024.

The four floors:

1. Health
2. Competencies
3. Norms and values
4. Work

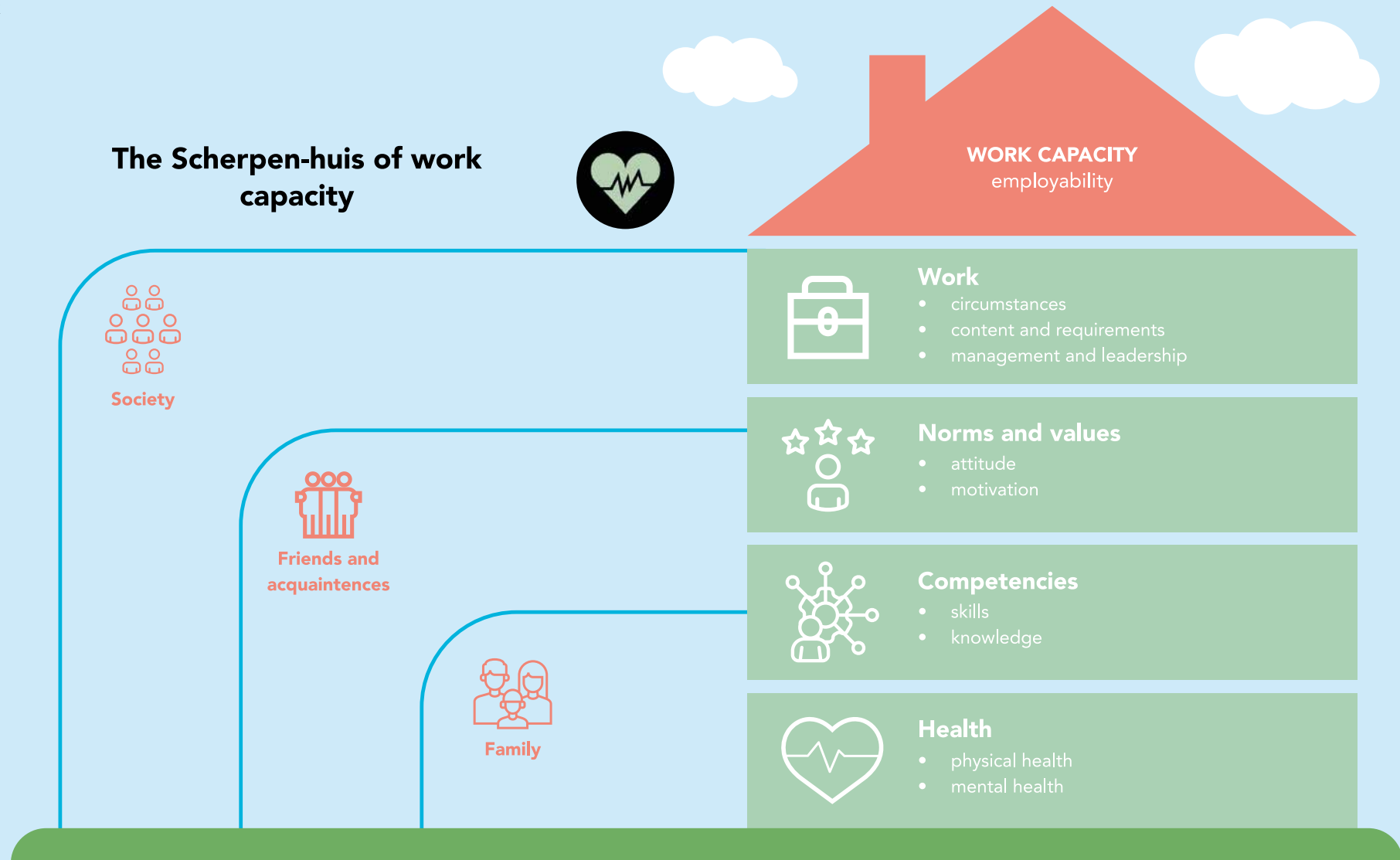
The three environmental factors:

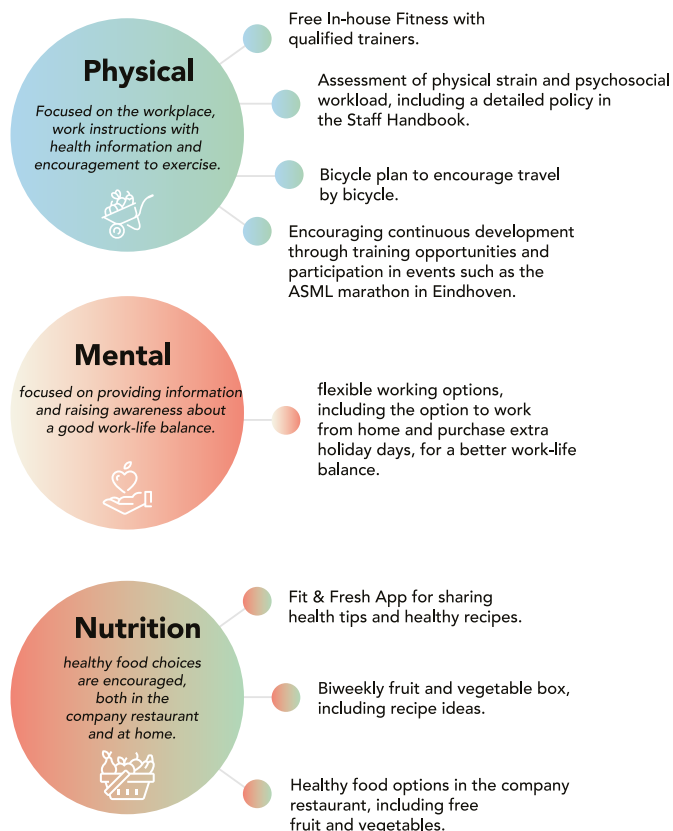
1. Family
2. Friends and acquaintances
3. Society

The vitality policy focuses on the four levels.

Each level influences the others.

We strive to achieve a balance between these components.





ABSENTEEISM

Absenteeism and prevention

Our vitality policy focuses on identifying and preventing health risks and reducing absenteeism due to illness. Prevention plays a central role in this. We try to identify, investigate and address signs of potential causes of absenteeism at an early stage. Supporting factors include good working conditions, a safe working environment, effective leadership and attention to individual employees. In the event of incapacity for work, we work with the employee and the company doctor to see what is still possible.

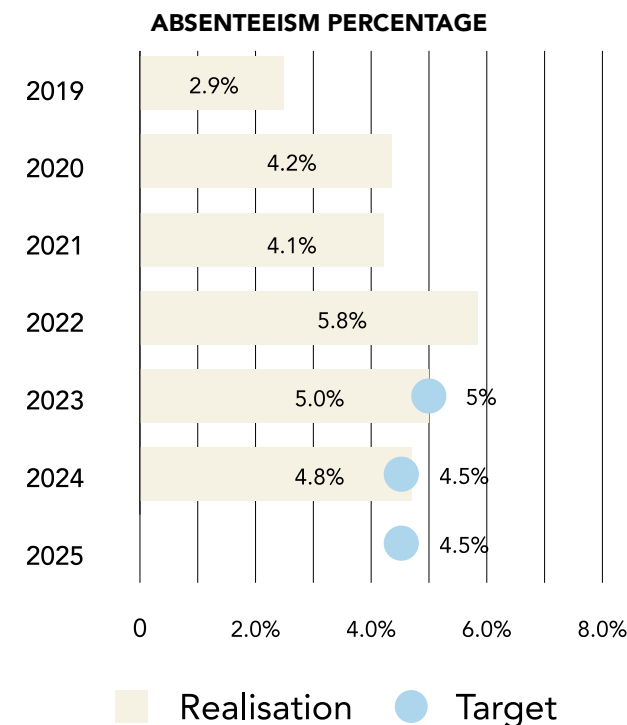
We make agreements about reintegration. Employees can also contact the company doctor without being absent from work. In addition, there are several confidential advisers available, both internally and externally. Employees can contact them to discuss situations they wish to keep confidential.

Absenteeism rate

The absenteeism rate indicates the average percentage of the year that employees are absent due to illness. In 2024, the absenteeism rate fell to 4.79%. This is a decrease of 0.31% compared to 2023.

The decrease comes despite long-term absenteeism exceeding 3% in 2024. For 2025, we are aiming for a total absenteeism rate of less than 4.5%. The target for short-term absenteeism is less than 1.5%. For long-term absenteeism, the target rate is less than 3%.

We want to achieve this by paying more attention to preventative absenteeism, investigating potential health risks and addressing these risks, responding to personal needs, focusing more on reintegration opportunities and implementing our vitality policy.



WORK-LIFE BALANCE

In 2024, 1.7% of the 350 employees were entitled to leave for personal reasons. This type of leave is intended for caring for a child or a loved one, such as in the event of birth, parenthood or illness. All employees who were eligible for this leave have made use of it.

3.2.3 INFORMATION AND SYSTEM SECURITY

Ensuring secure and well-protected systems and information.

We attach great importance to information security and the privacy of our employees. In accordance with the General Data Protection Regulation (GDPR), we process personal data for various purposes, such as administration and communication. We also ensure that this data is stored and handled securely. Various technical measures such as firewalls, double authentication and geographical blocking prevent unauthorised access.

In addition, access to server rooms and ICT equipment is physically secured and employees follow strict guidelines on data use. Potential data breaches are immediately reported to the Data Protection Authority. With these measures, we strive for maximum privacy protection and responsible data processing. No data breaches were reported in 2024.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Employment (actual): employment for the creation of system security.
Negative impact	Data security (potential): potential leakage of personal data.
	Process risk (potential): in the event of a hack, the primary process is compromised, which may result in retailers not receiving products.
	Image (potential): damage to the image of retailers in the event of business interruption.
Opportunities	Customer confidence: reliability is important for sustainable relationships. A strong IT infrastructure and the right data offer a competitive advantage.
Risks	System failure: system hacking or malfunction has consequences for business operations.

INFORMATION AND SYSTEM SECURITY POLICY

The information and system security policy is aimed at minimising risks to information and systems in order to prevent negative impacts on our processes, customers, suppliers and partners. This is the responsibility of the Director Sustainability, QESH & Innovation. This information and the policy can be found internally in the staff handbook, online and externally through agreements with suppliers and the sustainability report. Risks arise from user behaviour, ICT vulnerabilities and external factors such as intrusion and phishing. Scherpenhuizen identifies, manages and minimises these risks in the following ways:

- A. Periodic ERP/IT audits and checks: Regular audits and checks help to evaluate compliance with security measures and detect deviations.
- B. Security incidents and reporting: Incidents are recorded and reported, which contributes to assessing the effectiveness of security measures.
- C. Access control and log recording: Logs of user activities, including unauthorised access attempts and system changes, are kept and analysed to investigate suspicious activities.
- D. Security awareness training: Employees receive annual training on information and system security. This includes the General Data Protection Regulation, cyber security and phishing. The effectiveness of training is monitored through periodic evaluations and phishing simulations, which test employees' responses to suspicious emails and websites.

PRIVACY STATEMENT

Privacy policy

Scherpenhuizen processes personal data in accordance with the General Data Protection Regulation. We use personal data for purposes such as administration, communication, quotations and newsletters. We store this data securely and only share it with third parties if permission has been given. In addition, data is retained in accordance with legal deadlines and all data is thoroughly secured.

Employees have the right to access, modify or delete their data, and we adhere to strict guidelines regarding data use. Potential data breaches are reported immediately. In this way, we aim to achieve maximum privacy protection and process data in a responsible manner. We do not collect personal data on our website without consent.

Processing personal data

We process personal data in accordance with the General Data Protection Regulation. We do this in order to:

- Obtain consent (e.g. for newsletters)
- Fulfil an agreement
- Comply with our legal obligations
- Protect interests (e.g. in contracts or employee matters)

This data is used for:

- Quotations, contracts and services
- Planning and policy
- Access to buildings and premises
- Newsletters
- Administration
- Employee matters
- Job applications

Storage and security of data

Personal data is stored for as long as necessary based on agreements made and legal retention periods. Job application data is stored until the end of the procedure, if no collaboration follows, we will ask for permission to store it for longer or we will delete it.

The security of personal data is guaranteed by the use of strict security measures, including an SSL certificate, to prevent unauthorised access. Our external website runs on well-secured servers in the Netherlands in accordance with current security standards.

Handling by employees

Only strictly necessary personal data is recorded and this is used exclusively for the intended purpose. The recording of personal data is kept to a minimum, with the emphasis on maximum privacy protection.

Access to the computer network is based on the employee's job profile. Upon first use, agreement to our rules and regulations is expected, prior to commencing employment, every employee signs these rules, which are laid down in the computer use regulations.

In accordance with the General Data Protection Regulation, all employees must process personal data in a lawful, transparent and proper manner. Technical and organisational measures have been implemented to secure this data. If a data breach is suspected, it is the employee's responsibility to report this immediately. Our focus is on ensuring the safe and responsible handling of personal data within the company.

DATA BREACH REPORTING OBLIGATION

Data Protection Authority

If a potential data breach is discovered, we will immediately report it to the Data Protection Authority (AP), the body responsible for supervising the protection of personal data. A data breach means that personal data may have been exposed, for example through hacking or the loss of a data carrier.

We also inform all persons involved and investigate the risks of the breach. It is important to know that the AP ensures that companies handle personal data with care and that they report data breaches.

Reports in 2024

This past year, we achieved our annual zero target for data breaches. Although our goal of zero incidents is ambitious and may not always be achievable, we remain committed to providing the best security possible. Despite the challenges, we are always responsible for taking the right security measures. We are committed to mitigating risks and complying with the General Data Protection Regulation. Our focus is on proactively reducing incidents, minimising potential data breaches and carefully protecting personal data.

Data protection	2022		2023		2024		2025
	target	realisation	target	realisation	target	realisation	target
number of reports of potential data breaches	0	0	0	1	0	0	0

INFORMATION SECURITY

The information security policy provides guidelines for security processes, with the aim of achieving a balanced security system focused on risk management. Risks arise from, among other things, users, IT vulnerabilities and external factors such as burglary and natural disasters. We take measures to limit these risks and the damage they cause.

Security measures

We have taken various security measures to protect systems and information.



Firewall: An advanced firewall monitors all incoming and outgoing Internet traffic and filters out unwanted data.

Guest WIFI: Separate network for guests, separate from the main network and secured with a password.



External support: Collaboration with specialists for both active and passive security support..

Double authentication: External access requires multiple verification steps.



Antivirus & updates: Regular updates and comprehensive scans of all traffic.

Intrusion prevention: Systems that identify and block potential attacks.



Spam filter: Advanced tools to filter unwanted emails.

Threat analysis: Systems that test potential threats in a controlled environment.



Web access management: Restricted access to potentially risky websites.

Geographic blocking: Restriction of access from certain regions.



DNS security: Protection against malicious websites.

Assidional scans: Additional security tools for email and endpoint security.



Network segmentation: Advanced separation of internal network traffic.

External cyber security: Collaboration with experts for continuous monitoring and threat analysis.



Planned measures

Despite our extensive efforts in the area of information security, we too must comply with the new NIS2 guidelines. We will be compliant by Q1 2025.

This directive introduces stricter security standards and incident reporting requirements. This should contribute to greater European harmonisation and a higher level of cybersecurity among companies and organisations in the EU.

Physical security

The physical security of systems and personal data is ensured by preventing unauthorised access. This is achieved by ensuring strict access controls in buildings and server rooms. Only authorised employees have access to ICT equipment and specific network services. Access for third parties requires approval and special login details, which are obtained from a department head after positive identification. Critical ICT facilities are located in secure rooms and only a select group has access to these special computer rooms.

In the case of portable systems and facilities, such as laptops, scanners and USB sticks, information classified as confidential may not be stored on these devices. This is to prevent misuse, theft and interception.



3.2.4 EMPLOYEE SAFETY

Guaranteeing and promoting the physical safety of employees in and around the workplace

We attach great importance to the safety of everyone who works for us, including our own employees and temporary staff. Our policy guarantees that everyone can work in a healthy and safe environment, which is why compliance with the Working Conditions Act and the Fresh Fruit and Vegetable Working Conditions Catalogue is so important. We focus on prevention, continuous improvement and active involvement with and of employees. In practice, we achieve this through measures, training and regular checks.

This chapter relates to the direct safety of internal and flex workers on and around the work floor. In the chapter Healthy and good employment practices on [page 60](#), we discuss the long-term health, vitality and well-being of our employees.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Reputation (actual): contribution to improving the image of retail and the sector.
	Employment practices (actual): desire to be a good employer and take care of employees.
	Safety (actual): promoting safe employment practices to the outside world.
Negative impact	Injury (potential): physical injury to employees.
	Insecurity (potential): feeling of insecurity.
Opportunities	No opportunities have been identified.
Risks	Accidents: a decline in safety can lead to incidents and employee dissatisfaction.

ARBOBELEID

The executive management board bears ultimate responsibility for the health and safety policy and strives to achieve optimal working conditions for both our own and our contracted employees. The health and safety policy is aimed at guaranteeing the health and safety of employees and third parties and promoting their well-being.

The health and safety policy comprises a number of basic principles:

1. Compliance with the obligations under the Working Conditions Act and other relevant legislation. The implementation of the Fresh Fruit and Vegetable Health and Safety Catalogue is leading in this respect.
2. Prevention of unacceptable risks and hazards relating to the safety and health of employees and third parties.
3. Continuously improving working conditions by conducting risk assessments and evaluations, audits and health and safety rounds.
4. Preventing absenteeism due to illness as much as possible by implementing a policy based on sustainable employability.
5. Actively combating psychosocial stress at work.
6. Ensuring that the company emergency response team functions properly and that there is an up-to-date and functional evacuation plan.

All employees are expected to contribute actively to the implementation of the health and safety policy and to comply with the provisions of the Health and Safety Act.

This health and safety policy also applies to the health of employees, see [page 60](#).

RESPONSIBILITIES

Executive management board, prevention officer and QESH manager

The executive management board bears ultimate responsibility for the health and safety policy. The QESH manager (Quality Environment Safety and Health) is responsible for drawing up the health and safety policy in accordance with the Working Conditions Act. In addition, the QESH manager is responsible for the implementation of safety training and acts as the point of contact for all employees with regard to safety-related matters within the company. The prevention officer is responsible for implementing the safety policy.

This employee, who is also the QESH manager, helps to organise and implement the health and safety policy. This involves drawing up and updating risk assessments and preventive measures, and providing support in the event of health-related absenteeism. In addition, the prevention officer advises the executive management board on all matters relating to health and safety at work

Monitoring

A quarterly report (Q report) is produced each year, tracking quality, safety performance and objectives. These results are discussed periodically with the management of the departments. The executive management board is kept informed of the reports four times a year by email, and the annual results are discussed with the executive management board every six months.

EMPLOYEE INVOLVEMENT

Employee Representative Body and Health and Safety Committee

Our employees have a say in the health and safety policy through the Employee Representative Body. One member of the Employee Representative Body is part of the Health and Safety Committee, which periodically discusses health and safety issues. To ensure that the Health and Safety Committee is a better reflection of our organisation, the managers of the various departments are involved in this committee.

For more information about employee involvement, see the chapter on Stakeholder engagement on [page 22](#).

Reporting hazards and dangerous situations

We make it as easy as possible to report safety concerns, for example to your manager or QESH manager. Since 2024, we have been doing this entirely digitally via tablets on the shop floor. Employees can quickly take a photo, fill in a few fields and send the report. This is faster and more accessible than paper. With every report, we ask for a possible solution. This keeps responsibility close and ensures targeted follow-up. Those who prefer to report anonymously can use the whistleblower scheme.

HEALTH AND SAFETY MANAGEMENT

Risk assessment and evaluation (RA&E) and action plan

To identify and evaluate risks, we work with the risk assessment and evaluation (RA&E) for the fresh fruit and vegetable retail and wholesale sector. The RA&E provides insight into safety risks within the company and results in an action plan for risk management.

The health and safety committee is responsible for implementation and all employees can view the plan.

In 2024, several additional RA&Es were carried out to gain a deeper understanding of potential hazards. This enables us to proactively address risks. Measures include improving protective covers, adjusting sensors and testing electric hand pump trucks for moving pallets and bins along the lines.

All points for attention from the RA&Es are included in the general health and safety action list. An action holder and a deadline are set for each point to ensure follow-up.

Occupational hygiene strategy

When taking safety and health measures, we apply the occupational hygiene strategy as laid down in the Working Conditions Act. The occupational hygiene strategy describes the order in which similar measures must be taken to minimise occupational risks and consists of four steps:

- **Source measures:** removing the source or replacing it with a less hazardous source, such as stopping work with a hazardous substance or replacing a noisy machine with a less noisy machine.
- **Collective measures:** shielding the source or reducing the danger in the environment, such as installing fencing around a hazardous machine or installing extraction around welding fumes.
- **Organisational measures:** making employees more knowledgeable or reducing their exposure to the source through instruction, new procedures or job rotation.
- **Personal protective equipment:** providing individual protection against the hazard, such as safety shoes or hearing protection.

When selecting control measures, we also use the Fresh Fruit and Vegetable Sector Health and Safety Catalogue. In this catalogue, the sector describes on its own initiative how employers can comply with the government's target regulations for healthy and safe working conditions.

SAFETY MEASURES

Work instructions and information

All employees are instructed on the work to be performed and the associated safety risks. They also receive information about the measures taken to limit these risks. Based on the work to be performed, it is determined who will receive what information. In any case, training, information and instructions are provided with regard to:

- the introduction of new employees (including flex workers and interns),
- general safety and work instructions for production employees and technical service,
- absenteeism policy and associated protocols, the development of absenteeism within the company,
- health and safety issues.

Health and safety issues include personal protective equipment, hazardous substances, physical strain, machine safety, internal transport, harmful noise, psychosocial workload and screen work and sedentary work.

Personal protective equipment (PPE)

Where regular measures are insufficient to mitigate safety risks, personal protective equipment (PPE) is used or provided to employees. This includes:

- Safety shoes
- Hearing protection
- Face protection
- Work clothing

The internal regulations and pictograms in the workplace indicate where, when and what personal protective equipment must be worn

Safety training

Every employee follows a general safety training course. Additional training is mandatory for forklift/EPT drivers and other specific hazards (chemicals, aerial work platforms). In 2024, permanent employees and flex workers together followed 1,215 safety training courses, of which 497 were followed by permanent employees and 718 by flex workers.

The training needs of employees are determined by the QESH department and the health and safety committee, and all training courses are offered free of charge during working hours. At the end of each online training course, employees take a test that must be completed with a grade of 7 or higher. New employees always follow the Health and Safety and Quality/Food Safety training courses.

By 2024, all safety training courses will have been transferred to an online learning environment. This will make the training courses more interactive and better linked to job roles and competencies.

INCIDENTS

Procedure

Our incident procedure focuses on gaining insight into accidents that have occurred in our workplace so that lessons can be learned and future incidents can be prevented. This information includes a timeline of the accident, analysis of the causes by repeating the “why” question five times and the S137 method.

The S137 method is an analysis technique developed by the Ministry of Social Affairs and Employment. This technique provides an overview of direct and basic factors divided into personal, technical and organisational contributions to accidents. Risks are then assessed and actions determined in accordance with the occupational health strategy, with the aim of minimising the risk of recurrence. This is carried out after every accident that leads to absenteeism.

Accidents and incidents

In 2024, a total of 36 incidents occurred, 14 of which involved our own employees and 22 involving flex workers. Compared to 1 million hours worked, this means 30 incidents.

Most incidents were related to the use of forklift trucks, electric pallet trucks (EPTs) and the handling of pallets or stacked crates. When an accident occurs, it is immediately followed up with an investigation and appropriate measures such as additional safety training, information or changes to working methods.

Of the accidents that occurred among our own employees in 2024, two resulted in absenteeism and 12 did not. We recorded nine accidents among flex workers that resulted in absenteeism and 13 that did not. For our own employees and flex workers combined, the total number of hours lost due to injury was 96. After this period, these employees were able to resume work.

The first aiders and emergency response officers present treated those affected where necessary, after which the employees were able to continue their work.

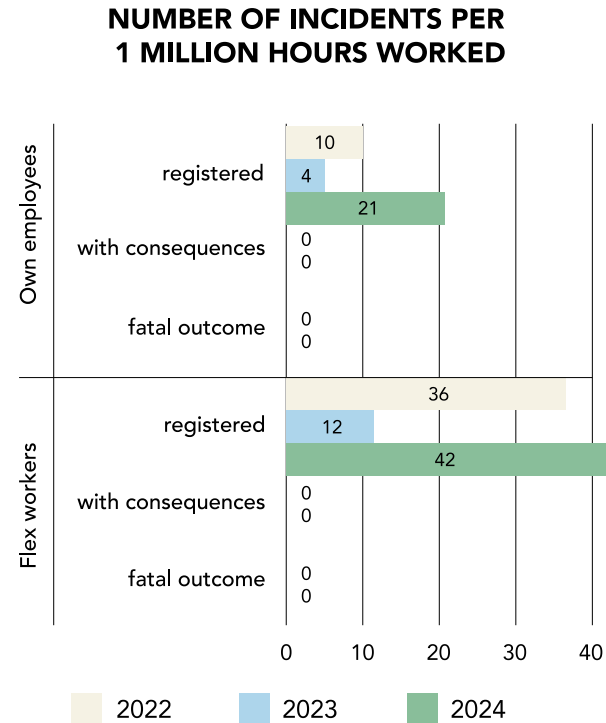
Reports

The absolute number of reports of near accidents or dangerous situations fell from 25 in 2023 to 24 in 2024. A decrease is always positive, but in view of the measures taken in 2024, we had aimed for even fewer near accidents. We therefore cautiously conclude that the reporting threshold is low enough.

Targets

Since 2023, we have been conducting our usual health and safety rounds at least once a quarter in an effort to raise awareness and improve safety. We have a zero-accident policy for accidents resulting in absenteeism and aim to halve the number of accidents without absenteeism to four in 2025 compared to 2024.

We do not have a target for near misses and hazardous situations, as we encourage our employees to report these. Our preference is that, in case of doubt, the employee always reports this.



3.2.5 TALENT AND EMPLOYEE DEVELOPMENT

The opportunities for employees to develop personally and professionally, alongside their current work and role.

The world around us is changing rapidly, as are developments within our organisation. To ensure that our people can keep pace with these changes and developments, it is important that they continue to develop themselves. Our talent and development policy plays an important role in ensuring that we remain “simply the best in fresh”. That is why we encourage our employees to remain skilled, agile and future-proof.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Employment (actual): helping more people find work.
	Development (actual): increased skill sets and support for career development.
	Educational support (actual): contributing to the performance of educational institutions.
	Customer satisfaction (actual): increasing customer and consumer satisfaction through better output.
Negative impact	No negative impact has been identified.
Opportunities	Employer position: attractive as an employer within the fresh fruit and vegetable sector.
Risks	Competition: large companies in the region, such as ASML and Philips, make it difficult to stand out as an excellent employer.

TRAINING POLICY

Our training policy is part of our HR policy. The aim is to ensure that employees have the right skills to perform their jobs and are prepared for future developments. We also offer training opportunities to flex workers. The focus is on developing leadership, communication, language skills and job-specific competencies. In connection with new automated systems, working methods and food safety standards, we focus on the knowledge and skills needed to perform the work in the coming years. We use the 70-20-10 model. This model is based on learning at three levels: 70% through work experience, 20% through interaction with others and 10% through formal learning. Within this approach, we offer various programmes, including Learning in the Workplace, Social Learning, Formal Learning, Leadership Programmes and the Management, Culture and Communication training course.

TRAINING PROGRAMMES

Learning in the workplace

We apply the Training Within Industry (TWI) programme in our production departments. This programme offers standardised methods for practical training. Employees learn skills while performing their work, based on fixed training modules. TWI is used for personal development, for example when moving to a different position. A group of our employees has been trained and certified to provide training according to this method.

Social learning through interaction

Social learning takes place through coaching, collaboration and mutual feedback. Employees learn from and with each other. This is done on the basis of individual learning objectives or shared learning objectives within teams.

Formal learning

Formal learning is offered in the form of classroom training and e-learning. This includes language training and job-specific instruction.

Leadership programmes

Leadership training courses are available for various groups of employees. These focus on development-oriented working, taking initiative and assuming responsibility. We also offer job-specific training courses. Operational managers attend training courses on culture, communication and leadership. Inspectors and product managers take part in product training courses. Specific training courses are available for members of the Employee Representative Body, tailored to their role.

Leadership, culture and communication

Due to the different cultural backgrounds within our organisation, a supplementary programme on culture and communication has been launched. This programme is intended for operational managers and focuses on dealing with cultural differences in everyday work. The programme is part of our leadership offering.

SCHERPENHUIZEN ACADEMY

Since the end of 2024, we have had our own online learning platform: the Scherpenhuizen Academy. Through this platform, we offer training courses that contribute to the knowledge level of the organisation and to the personal development of employees.

The academy contains an online library with courses and training programmes. In addition, we also offer training courses developed in-house through this platform, such as training courses on safety and food safety.

The Scherpenhuizen Academy also includes a Learning Management System. We use this system to record and monitor the training needs and development of employees.

END-OF-YEAR AND CAREER DEVELOPMENT INTERVIEWS

Every year, managers conduct end-of-year and appraisal interviews with the employees in their department. HR checks whether the interviews have taken place, collects the feedback and processes it in the personnel file. During these interviews, we also identify training needs.

Training needs are identified during end-of-year interviews, discussions between employees and managers, and quarterly meetings between HR and the departments. We distinguish between collective and individual needs.

Collective needs consist of compulsory training and courses that contribute to the achievement of business objectives. Individual needs focus on the personal development of employees. We assist employees in drawing up personal development plans. These plans set out objectives for one year and for five years.

We hold regular meetings to discuss these plans.

Based on the assessment, we draw up an annual training plan. This plan consists of four pillars:

- Innovation: training courses that are necessary to achieve business objectives.
- Improvement: training courses that contribute to better performance in the current position.
- Maintenance: training courses that are necessary to continue to perform tasks properly
- Problem solving: training courses that help to tackle bottlenecks in the work.

Employees can also make an appointment with a career coach. This coach visits Scherpenhuizen periodically and discusses topics such as development, talent and ambition.

Language barrier

For employees who do not have a sufficient command of Dutch or English, we ask in advance whether they agree to the use of an interpreter. This makes the discussions about performance and development accessible to everyone.

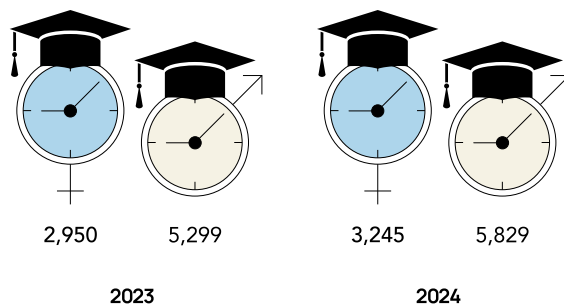
TRAINING HOURS

In 2024, a total of 9,074 hours were spent on training, education and courses. This amounts to an average of 26 hours per employee. In 2023, the total was 8,249 hours, with an average of 26.8 hours per employee. The slight decrease in the average is due to an increase in the number of employees. The target for 2024 was an average of 16 hours per employee. This target was achieved.

Of the 9,074 training hours, 5,237 hours were spent within the Packaging department. This mainly concerned forklift training and TWI training. TWI stands for Training Within Industry, a method for conveying work instructions, supervising employees and improving work processes. Within the office departments, 3,837 hours were spent on training courses on leadership, communication and culture.

NUMBER OF TRAINING HOURS PER GENDER

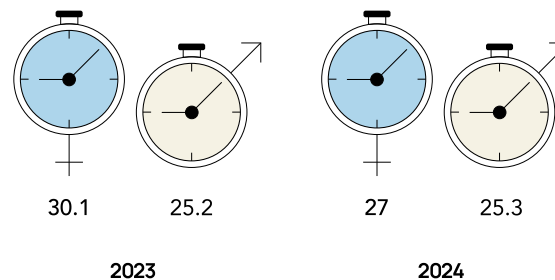
Total 2024: 9.074 training hours



Male employees completed a total of 5,829 training hours in 2024. This equates to an average of 25.3 hours per employee. Female employees completed 3,245 hours, with an average of 27 hours per employee.

The number of training hours for female employees has decreased compared to 2023. This is due to an increase in the number of female employees in 2024.

AVERAGE NUMBER TRAINING HOURS PER GENDER



TALENT DEVELOPMENT

We run a talent management programme in which talented employees receive a personal development plan. Twice a year, we assess all employees in all departments to identify their talents and whether these are being used to their full potential. This gives managers a better insight into the talents within their teams.

The programme is aimed at employees who want to advance their careers and those who want to develop their skills in a broader sense. Development is a fixed topic in the end-of-year review, under the core value "Vitality".

Career ladder

A career ladder is available for employees in the Packaging production environment. It shows the career opportunities available and the conditions that apply.

The ladder applies to all positions within Packaging and is available to permanent employees and flex workers. The career ladder consists of three cards that provide insight into possible steps and associated changes in job and remuneration. Internal training during working hours makes it possible to build up the necessary skills. Every year, around fifty employees change jobs within Packaging, based on this training structure. Horizontal job changes are also possible.

In 2024, the career ladder for Technical Services was added.

Training company

We are recognised as a training company. This means that we offer internships and guidance for various vocational education programmes in the region. We maintain contact with schools through tours and guest lectures. We also collaborate with higher professional education programmes and offer internships. In 2024, six interns completed their internships with us.



3.2.6 LOCAL COMMUNITY ENGAGEMENT

Proactive, accessible, committed and encouraging, we strive to make a positive contribution to local society, taking into account our core values of vitality and entrepreneurship.

We value our community highly. When entering into partnerships, we give preference to local parties. In addition, we are committed to keeping the business park and the surrounding area clean, tidy and safe, and to making it more sustainable where possible. Employees play an active role in thinking about our social involvement and regularly propose initiatives or are involved in them themselves. By thinking and acting locally, we not only strengthen the company, but also the community in which we operate.

LOCAL PARTNERSHIPS

Various employees are actively involved in local networks and sector initiatives to share knowledge and strengthen cooperation. For example, we give guest lectures at schools and offer students opportunities for internships or graduation projects. We also organise tours and open days. In addition, we are affiliated with the OV8 business association.

We have the following objectives for this:

- By 2025, we want to offer at least five internships to young people who are following a programme at a recognised training company. We achieved this objective for 2024 by supervising six interns at Scherpenhuizen.
- We aim to donate at least 1,000 kilograms of hard or soft fruit annually to local events or charities, including the Food Bank.

SOCIAL CONTRIBUTIONS

Through sponsorship, we create a win-win situation by aligning it with our core values: together, vital and entrepreneurial. The sponsorship goals also tie in with themes such as health, sustainability, sport and fresh fruit and vegetables.

We mainly sponsor activities and parties that help maintain and strengthen our network of relationships or that contribute to raising awareness of our healthy products. In 2024, we sponsored 19 causes.

For more information about our core values, see [page 16](#).

FRUIT AND VEGETABLE DONATIONS

We donate fruit and vegetables to organisations in the region. In 2024, various organisations, such as Solar Team TU Eindhoven, Alpe d'Huzes, Jeugd kamp Eindhoven Acht Jong Nederland, KIK Kindervakantieweken Eindhoven, Kindervakantieweek Meerhoven, Trailrun Someren JOEK and football club S.V. Tivoli received fruit and vegetables.



FOOD BANK EINDHOVEN AND NATIONALE VOEDSELBANK

Sharing what we have: we have been able to do this for many years through a wonderful partnership with the Eindhoven Food Bank. We donate fresh fruit and vegetables to the Eindhoven Food Bank and the National Food Bank. The Food Bank is a charity that provides food aid to people in need, and we have been working with them since the Food Bank was founded. Based on a fixed schedule and at additional times if necessary, they collect the donations from us. This also helps us reach a group of people for whom access to essential healthy food products is not a given.



Marathon Eindhoven

We also sponsored the Eindhoven Marathon again. This is a popular running event that attracts thousands of participants and spectators every year. We sponsor fruit and also make a financial contribution. Employees are encouraged to participate in the various distances. This promotes vitality, connection and pride in joint achievements.



Foodball clubs

The football clubs RKVVO, SV Marilde and S.V. Rood-wit have received sponsorship in the form of financial contributions. These local football clubs are committed to promoting sportsmanship and social cohesion within the community.

Stop The Food Fight

The current food system is effective but has a high environmental impact. To improve this, two visions currently dominate the agricultural debate: the ecological, which advocates small-scale, local and nature-inclusive farming, and the technological, which advocates more intensive and technological methods. To make progress, it is crucial to bridge this polarisation through open dialogue and respect for diverse approaches, leading to collaboration and innovation. We believe this dialogue is important because it allows different ways of growing food to coexist. The goal is to continue to provide the world with sufficient healthy and sustainable food while minimising damage to the planet.



FAIR STAY BEST

The current food system is effective but has a high environmental impact. To improve this, two visions currently dominate the agricultural debate: the ecological, which advocates small-scale, local and nature-inclusive farming, and the technological, which advocates more intensive and technological methods. To make progress, it is crucial to bridge this polarisation through open dialogue and respect for diverse approaches, leading to collaboration and innovation. We believe this dialogue is important because it allows different ways of growing food to coexist. The goal is to continue to provide the world with sufficient healthy and sustainable food while minimising damage to the planet.

3.2.7 WORKING CONDITIONS IN THE CHAIN

Ensuring and improving fair, safe and healthy working environments and working practices for employees in the fresh fruit and vegetable chain.

We are committed to ensuring and improving good working conditions in the fresh fruit and vegetable chain. To guarantee this, we follow strict guidelines and rules. We have a clear code of conduct and regularly check our suppliers on their social impact and treatment of their own employees. We do this through GRASP audits, Sedex/BSCI assessments and by requesting specific certificates. If a supplier does not meet our standards, we work together to make improvements.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Due diligence (actual): promoting better working conditions through certification.
Negative impact	Health (potential): decline in health or emergence of work-related illnesses among chain employees.
	Working conditions (potential): inadequate protection of labour rights at chain organisations.
	Safety (potential): insufficient occupational safety and risk of physical injury in the chain.
Opportunities	No opportunities have been identified: our focus is on compliance with legislation and regulations and protecting working conditions through certification.
Risks	Image: preventing damage to our image in the event of incidents involving poor working conditions in the chain.

SOCIAL CHAIN IMPACT MANAGEMENT

We manage and assess the working conditions in our fresh fruit and vegetable chain in several ways:

- Supplier declaration
- GRASP audits/GLOBALG.A.P.
- Sedex/BSCI assessment
- Various certificates

All our fresh fruit and vegetable suppliers are GLOBALG.A.P. certified, which means they already comply with the statutory requirements for employees and working conditions.

Communication with employees in the value chain

We have limited direct communication with employees in the chain. We lay down our requirements in advance via a supplier declaration and by making certification mandatory.

Certification processes such as GRASP, Sedex/BSCI and GLOBALG.A.P. also include elements relating to working conditions and human rights. This provides an indirect insight into the conditions of chain employees.

SUPPLIER ASSESSMENT

Service providers are not yet subject to policy-based sustainability assessments, including working conditions in the chain, with the exception of the temporary employment agencies we work with. As of 2024, we will supplement the supplier declaration with questions about their demonstrable sustainability policy/corporate social responsibility policy. We will also expand our annual supplier evaluation for all suppliers to include an assessment of their sustainability impact.

We will launch a new request for proposals in early 2025. The aim is to conduct stricter and more comprehensive checks every year. This tightening of the requirements is a response to stricter customer demands and new insights in the field of sustainability. We will distinguish between suppliers within and outside Europe due to differences in regulations and expectations regarding sustainability.

Suppliers who cannot demonstrate that they comply with a sustainability policy that includes attention to working conditions in the chain will be given the opportunity to implement improvements. They will be encouraged and rewarded through our supplier selection process. If the supplier is assessed as satisfactory, we will continue to work with them. If there are any points for attention, we will consult with the supplier to see how we can help them. We also share knowledge and information on obtaining and maintaining certificates to make it easier for suppliers.

Sustainability reports and supplier statement

The guidelines laid down in our supplier statement aim to improve the working conditions of employees at consumer goods manufacturers in high-risk countries.

The most important guidelines from our supplier statement are:

- no forced labour
- a safe working environment
- payment of the statutory minimum wage
- no child labour
- special protection for young workers
- employment contracts in accordance with laws and regulations
- no discrimination

We updated our supplier statement in 2024, the most recent version dated from 2019. This supplier statement will be rolled out in 2025 and will become mandatory for suppliers.

GRASP assessment

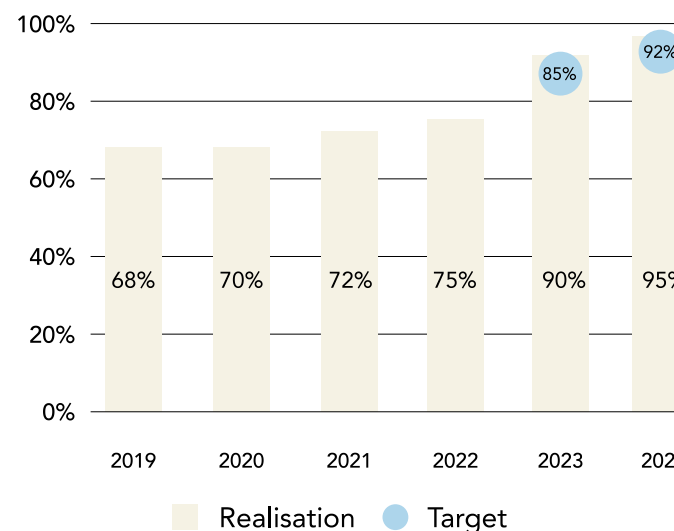
We also assess suppliers on the basis of their GRASP onsite CSR audit. GRASP is an assessment of labour and human rights at farm level and part of the GLOBALG.A.P./GRASP certificate. In 2024, at least 95% of our fresh fruit and vegetable suppliers were GLOBALG.A.P./GRASP certified. If the parties do not have this, they usually have SMETA certification.

CSR assessment Sedex or BSCI

In addition to the on-site CSR audits (GRASP), there may also be a Sedex or BSCI assessment. BSCI (Business Supply Chain Initiative) is a European initiative that strives for better working conditions worldwide. Both BSCI and Sedex guarantee a code of conduct for ethical purchasing.

In 2023, 15% of suppliers will have been assessed via Sedex or BSCI. In 2024, this share will increase to 19.23%. By 2025, we aim to have 23% of suppliers undergo an assessment.

PERCENTAGE OF SUPPLIERS WITH AN ON-SITE CSR AUDIT (GRASP)



Various certificates

When entering into a partnership, we ask suppliers to provide their sustainability certificates via the supplier declaration. This may be a different certificate for each risk area. This is specified by the retailers, for example SMETA, GLOBALG.A.P., GRASP or Spring for water use. This is mandatory for certain high-risk countries.

SUSTAINABILITY TRAINING FOR PURCHASERS

Our entire purchasing team receives training in sustainable/socially responsible procurement and ethical & fair business practices. By 2024, 100% of our purchasers will have completed this training.

3.2.8 DIVERSITY AND INCLUSION

Ensuring and promoting diversity and inclusion among employees to create a fair and respectful working environment.

We strive for a working environment in which employees are treated equally and there is no discrimination. Everyone within our organisation participates.

Diversity means that we take different backgrounds and beliefs into account. At the end of 2024, employees from nineteen different nationalities worked in our organisation. The ratio of women to men was 34% to 66%.

For more information about the composition and diversity of our workforce, see the chapter on Employees starting on [page 20](#) and the appendix starting on [page 119](#).

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Employment (actual): Helping more people find work.
	Respect (actual): Treating each other with respect.
	Access to work (actual): Providing work for employees who are distanced from the labour market through social workshops.
Negative impact	No negative impact has been identified.
Opportunities	Labour market access: Attracting people who do not fit the traditional profile in the fresh fruit and vegetable sector.
	Role model: For local businesses and directly involved individuals.
	Working environment: Diversity and inclusion promote the working environment, performance and chain output.
Risks	Limited influence: Realising diversity depends on external factors over which the organisation has little influence.

DIVERSITY

We ensure that everyone can participate, regardless of origin, skin colour, religion, social class, educational level, sexual orientation or gender. When recruiting and selecting employees, we therefore focus on the competencies and talents of a candidate. Diversity is important to our company and our employees. We strive to:

- Be aware of possible discrimination.
- Focus on people's skills during recruitment.
- Offer equal opportunities in terms of salary and career development.
- Ensure that everyone, regardless of background or disability, has opportunities with us.
- Prevent discrimination in job advertisements.
- Show respect for all employees.

Diversity makes us stronger. Diverse teams enable us to:

- Look at things from different perspectives.
- Benefit from the mix of experiences between young and old.
- Be more creative through the combination of different cultures.
- Improve our results and attract new talent more easily.
- Have a better corporate image and increase our turnover.

We strive to reflect Dutch society while remaining true to the values of our Brabant family business.

Diversity of the board

Within our executive management board, 20% of the senior management are women. Half of the board members are over 50 and half are between 30 and 50.

For more information about our executive management board, see the chapter Governance structure starting on [page 96](#).

INCLUSION

Diversity brings with it differences in insight, behaviour and working methods. In practice, this requires employees to learn to deal with contradictions, work with strangers, respect each other's boundaries and accept leadership. It also requires dealing with emotions and conflicts. Inclusion is necessary to make this cooperation possible. The fact that everyone can participate does not mean that all behaviour is accepted. We offer employees tools to connect with others. We encourage mutual understanding and ensure that different views are given a place in the collaboration.

Dealing with cultural differences

Because we work with many flex workers, employees regularly come into contact with diverse cultural backgrounds. For managers, this means that they take differences in language, customs and expectations into account. We ensure that all employees feel welcome.

We communicate in multiple languages. We pay attention to wording, tone and means of communication. Depending on the subject, we choose digital messages, personal explanations or other forms of communication. Communication takes place via the intranet, email, post or app. An interpreter is available during appraisal interviews if an employee does not speak Dutch or English.

Training for managers

In 2024, we organised training courses for operational managers on communication and culture. We aim to have all managers at our parcel stations complete this training. The objective is for every new manager to complete the Communication, Culture and Leadership training, including the questionnaire on psychosocial workload and culture. These training courses will help them develop skills that contribute to inclusion in the workplace.

WAGE DIVERSITY

Male-female ration

In 2024, we calculated the pay gap between male and female employees for the first time. This percentage reflects the difference between the average salary of female employees compared to the male average. In 2024, female employees earn on average 84% of the male average.

The difference is caused by job functions and job levels, differences in full-time and part-time contracts, and years of service. We use the pay scales from the collective bargaining agreement for remuneration, which means that all employees are classified in the same way at the start of or during their employment. No distinction is made between men and women.

Salary ratio

In 2024, the salary ratio within the organisation will also be calculated. This ratio reflects the total annual remuneration of the highest-paid employee compared to the median of the total remuneration of all other employees. In 2024, this ratio will be 400%. The highest annual salary is therefore four times higher than the median of the rest of the organisation.

3.3 ECONOMIC

3.3.1 FAIR WAGES, PRICES AND RELATIONS

Ensuring and promoting fair wages within the organisation, fair prices in the upstream chain and good chain relationships.

The focus is on guaranteeing and promoting fair business practices, fair prices and transparency as part of our corporate culture. Our internal regulations and core values support these practices and we encourage open and honest communication. We work closely with growers, grower associations and other stakeholders and contribute as much as possible to fair prices for employees, growers and customers.

The topic of Fair wages, prices and relationships has many similarities with the topic of Business ethics starting on [page 92](#). Fair business practices focus on transparency and fair prices. Business ethics focus on compliance with laws and regulations and the prevention of unethical behaviour.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Prosperity (actual): market-based salaries for employees and flex workers, contributing to economic prosperity.
	Price level for growers (actual): better prices for growers ensure economic prosperity in the chain.
Negative impact	Price pressure (potential): poorer prices for retailers and consumers.
Opportunities	Supplier relationships: stable and transparent relationships with suppliers offer opportunities.
Risks	International wage differences: wage costs in the Netherlands are rising faster than in other countries, which affects competitiveness.
	Supplier transparency: lack of openness in cooperation with suppliers poses a risk.
	Cost pressure: limited influence on prices while costs continue to rise.

FAIR WAGES

Own employees

Our employees receive a salary that is higher than the amount stipulated in the collective bargaining agreement for the fruit and vegetable wholesale sector. A decent life with a wage that is sufficient to meet essential needs, such as housing, food and healthcare, is already guaranteed by the statutory minimum wages and our collective bargaining agreement. However, we believe it is important to contribute extra to a good standard of living.

Flex workers

We work exclusively with certified employment agencies that comply with legal requirements and payment obligations towards employees. Flex workers receive wages based on the collective bargaining agreement for flex workers. We regularly evaluate our partnerships with temporary employment agencies, with wages also being a topic of discussion. These are assessed to determine whether they are still adequate, taking into account current changes in the market and the tasks performed by employees.

Employees in the chain

We assess the temporary employment agencies we work with on an annual basis to check whether they pay their employees fair wages, among other things. We also assess whether they provide appropriate working conditions, based on evaluations carried out by independent certification bodies. If this assessment is considered insufficient, we will enter into discussions with the partner. If the feedback is not taken into account, this will have an impact on the use of this partner in the future.

More information about the working conditions of chain employees can be found in the chapter [Working conditions in the chain](#) from [page 78](#).



FAIR PRODUCT PRICES

Principles of fair pricing

We recognise that fair prices in the potato, vegetable and fruit sector (fresh fruit and vegetable sector) are an important and much-discussed topic. A fair price means that everyone in the chain can continue to run their business in a sustainable manner. However, the volumes still traded via the auction clock are very small. A desired guarantee of optimal alignment of supply and demand, combined with the demand for transparency and sustainability in the fresh fruit and vegetable chain, has ensured sustainable cooperation between stakeholders in the fresh fruit and vegetable chain. The aim is to encourage growers and farmers to work in a sustainable manner, help consumers make good choices and encourage the government to support sustainability.

Consumer wishes are passed on to us via our customers. As a trading and packaging company, we therefore ultimately play a small role in ensuring fair prices. Some NGOs that campaign for fair prices try to ensure that farmers receive a fair price. However, this is difficult because the costs of growing fruit and vegetables in the fresh fruit and vegetable sector vary greatly. Ultimately, fair and sustainable prices depend on consumers' willingness to pay. We always have to see this in the context of the entire economy/cycle, we do our best to meet everyone's expectations.

More information on fair trade practices can be found in the chapter on Business ethics on [page 92](#) and Product integrity and chain transparency starting on [page 90](#).

Cost efficiency without compromising quality

We are committed to ensuring cost efficiency without compromising the quality of our products or services. We do this by:

- **Optimising operational processes**, we work more efficiently to reduce costs without compromising quality.
- **Seeking economies of scale**, we purchase larger volumes and collaborate with other companies to share costs, which leads to lower prices and better negotiating positions.
- **Using innovation and technology**, we invest in technologies such as automation and data analysis to speed up processes, reduce errors and lower costs.
- **Supplier management**, we work closely with suppliers to achieve cost savings, negotiate prices and seek long-term contracts.
- **Employee training and development**, we invest in the skills and knowledge of our employees through training and education. Well-trained employees are more productive and contribute to efficiency.

Value and price communication

We are also committed to communicating fair prices to our customers and stakeholders. The fresh fruit and vegetable sector is competitive by nature and the market regulates itself quickly. We use various tactics to promote price transparency:

- **Clear price labelling**, we ensure that the prices of our products and services are clear and easy to find, with no hidden costs.
- **Detailed invoicing**, we provide a detailed breakdown of costs so that customers can see exactly what they are paying for.
- **Price comparisons**, we compare our prices with those of others in the sector to help customers understand the price-value ratio.
- **Explanation of cost components**, we explain the factors that influence the price, such as purchasing costs and distribution.
- **Customer service and support**, we have a commercial team that is in constant contact with growers and customers, ensuring that there is no confusion about prices and invoicing.

To inform our customers about the value of our products and services in relation to the price, we use:

- **Transparent communication**, we are open about our prices and explain any additional costs.
- **Emphasis on quality**, we emphasise the high quality of our products.
- **Comparison with competitors**, we show why we stand out from the competition.
- **Customer testimonials**, we share positive customer experiences.
- **Samples**, we offer customers the opportunity to try out our products and/or packaging.

Procurement training

Every year, the entire procurement team receives a presentation from the quality department on sustainability, responsible procurement and fair business practices. By 2024, 100% of purchasers will have attended this meeting. In 2025, we will include mandatory customised training in the online Academy to give this extra attention.

PAYMENT PRACTICES

For our payment practices within the Netherlands, we distinguish between growers, employment agencies, transport companies and traders in horticultural products.

Our standard procedure is to pay growers within seven days. For grower organisations, we have a fixed weekly payment day. For trade in crops and temporary employment agencies, payment terms of 14 to 28 days are agreed with each partner. Transport and other suppliers are paid within 28 days as standard.

Our standard payment term for purchases from abroad is usually 4 weeks, although this term is often reduced to 2 weeks for certain crop products. For some transactions, such as the import of mangoes, suppliers require advance payment before the goods are shipped. Given the diversity of products and the influence of seasonality, there are many exceptions to these rules. In addition, depending on interest rates, various parties try to receive their payments more quickly. This concerns only a small portion of sales made in British pounds (GBP) or US dollars (USD).

Scherpenhuizen has always been known among suppliers and partners as a company that pays promptly and accurately. As a result, we have no ongoing legal proceedings for late payments.



3.3.2 FINANCIAL HEALTH

Scherpenhuizen's ability to meet financial obligations, grow sustainably and maintain a buffer against future financial risks.

Our focus is on seizing opportunities and safeguarding our financial health. Both are essential to our raison d'être, our business continuity and the impact we have on the environment and society. Without financial health and flexibility, the transition to a positive impact is not possible. Despite external challenges, but thanks to our proactivity and ability to seize opportunities, we achieved a turnover of €512 million in 2024.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Prosperity (actual): financial prosperity for shareholders and employees.
	Region (actual): economic prosperity in the local region.
	Partnership (actual): reliable partner for customers.
	Payment (actual): payment security for suppliers and growers.
Negative impact	No negative impact has been identified.
Opportunities	Investments: a strong financial position and governance provide scope to leverage expansion.
Risks	Liquidity: inadequate liquidity management can lead to bankruptcy.

FINANCIAL HEALTH POLICY

Our financial health policy aims to safeguard our financial stability, maximise profitability, minimise financial risks and promote our business continuity. We monitor progress towards these goals using standard financial reports, such as quarterly and annual reports. We also use the annual financial report to keep our shareholders and other stakeholders informed of our financial health. In addition, we analyse market trends that may affect our market position and industry in order to anticipate both positive and negative developments.

This policy is implemented by our Chief Financial Officer (CFO), who reports to the co-CEO. The CFO works with the management of other departments, other members of the Executive Management Board and the Supervisory Board to ensure that financial targets are achieved and that the policy is in line with our strategic objectives

EXTERNAL FACTORS

The external factors that had the most impact on our financial performance in 2024 were the various price fluctuations of our products, high or low average prices, or price fluctuations within certain periods, had a significant impact on our performance. In most cases, this was due to the balance between supply and demand, for example due to reduced availability of products as a result of flooding in Spain.

In addition, high energy costs have continued to be a determining factor for many growers, these costs varied considerably, depending on whether they had a fixed or variable energy contract. Furthermore, the general price increase in various sectors has had an impact. Examples include the rise in diesel prices for our trucks and the costs of packaging materials, as well as costs for additional measures required by legislation and regulations, such as cyber security and sustainability. The tight labour market has also had an impact, as was the case for most companies, and wages have risen.

EXPECTATIONS

We expect 2025 to get off to a similar start as 2024. Furthermore, the focus will naturally be on taking care of our employees, who make it possible for Scherpenhuizen to develop every day, and on looking for opportunities to improve our winter coverage.

In 2024, we switched to a different bank. The further details of this switch will be finalised in 2025. This decision not only yields financial benefits in the form of lower interest costs, but also offers more scope for future growth.



3.3.3 INNOVATION

Guaranteeing and promoting product, process and service innovations.

We continuously focus on innovations that contribute to process efficiency, process quality, reduction of environmental impact and improvement of working conditions. In 2024, we made several adjustments to our production lines. For example, parts of the process were automated or robotised to replace heavy tasks and make the work less physically demanding.

We innovate mainly in the field of circularity, see the chapters Waste and circularity on page 39 and Circular packaging on page 44.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Working environment (actual): better working conditions for own employees.
Negative impact	Employment (potential): automation may lead to fewer jobs.
Opportunities	Economy: potential economic opportunities for other companies.
	Logistics: logistical innovation offers a competitive advantage in a stable market.
	Waste: potential reduction in food waste.
	Employment: less dependence on employees thanks to innovations.
Risks	Lag: without innovation, there is a risk of falling behind, despite the conservative market.

INNOVATION POLICY

We are constantly exploring opportunities for further innovation. For example, we are trying to further optimise our current packaging installations and are investigating the possibility of installing additional solar panels and storing energy on site.

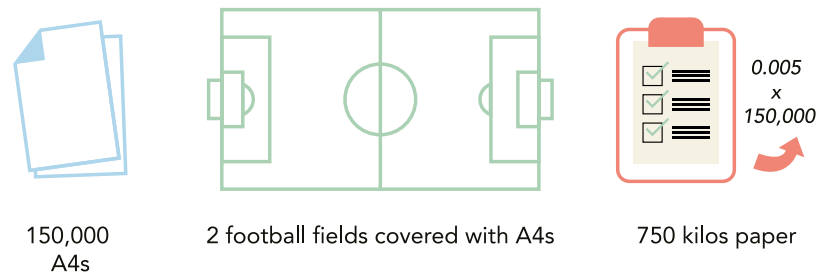
In 2024, we will have implemented the following innovations in our product lines:

- Cabbage sprout crate tipper:** A machine has been installed on a production line that automatically tips crates of cabbage sprouts. From this installation, the sprouts are placed on a conveyor belt where they are checked. They are then sent to a packaging machine that packs them in net packaging. Previously, the crates were emptied into a storage bin using a forklift truck. This led to more damage to the sprouts and a less safe working environment due to the use of the forklift truck.
- Pre-weighing line:** With the new filling line, five-kilogram boxes can be filled fully automatically. Thanks to this innovation, the processing speed per hour has increased significantly, there is less extra product in the boxes and less manual labour is required for filling.
- Modified packaging line for beans:** An existing production line has been modified to make it suitable for labelling sliced beans and fine beans. The line is now set up in such a way that packing is less physically demanding for our employees. In addition, a checkweighing system has been added to automatically check the weight of the packages.
- Automating box supply:** The box folder has been integrated into the supply system for empty containers to the packaging lines. Previously, assembled boxes had to be placed manually on the supply system. Now, the boxes are assembled automatically and fed into the container system based on demand. This reduces the number of steps required and saves storage space.
- Partial robotisation of the bell pepper packaging line:** Work is underway on the partial automation of a packaging line for so-called traffic light packaging with bell peppers in three colours. Image recognition technology is used to assess whether a bell pepper is suitable for packaging. If so, a robot arm places the bell pepper on the packaging line. In 2025, the first line will be converted and equipped with two robots. This setup automates the processing of two of the three peppers per package, the third will continue to be added manually for the time being. The ultimate goal is fully automated processing.

DIGITALISATION

We are continuing to digitise our processes with the aim of reducing paper waste and improving process efficiency. This project was launched in 2022. In the first phase, we saved enough paper to fill two football pitches with A4/A3 paper, which corresponds to approximately 150,000 forms and 750 kilograms of paper waste.

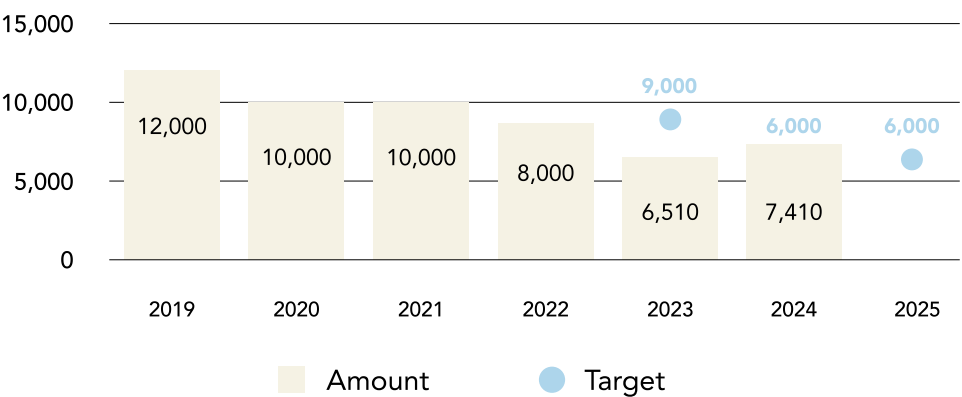
Savings through digitalisation



In addition to the environmental benefits of digitisation, it facilitates planning and simplifies administration. It also reduces the need for communication and minimises errors. In 2023, we will have completely switched to recycled paper with the EU Ecolabel for our remaining paper use.

Our goal was to use less than 6,000 kg of paper in 2024, but we did not achieve this, using 7,410 kg of paper. More paper was used in 2024 than in 2023 due to volume growth, which resulted in additional work orders that cannot yet be processed digitally. Our goal is to purchase less than 6,000 kg of A4/A3 paper by 2025 and to use at least 300,000 fewer forms than in 2022.

A4 PAPER CONSUMPTION (in kg)



3.4 INTEGRITY

3.4.1 PRODUCT INTEGRITY AND CHAIN TRANSPARENCY

The transparency and traceability of the fresh fruit and vegetable chain and products.

Within the definition of product integrity and chain transparency, traceability refers to the traceability of all our products in the fresh fruit and vegetable chain. We are legally obliged to trace one step forward and one step backward in the chain and take this responsibility seriously, both within our own company and in collaboration with chain partners. Traceability is important in order to be able to quickly remove unsafe or rejected products from the market.

Within our company, traceability is managed through strict procedures and controls, such as the Track & Trace procedure. In addition, we work closely with suppliers and partners who apply the same norms and standards. Our automated system enables us to provide our track and trace information in accordance with legal and customer requirements.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Retailer relationship (actual): trust of customers and suppliers as a reliable partner. Consumer confidence (actual): greater transparency and certainty for consumers.
Negative impact	Positioning (actual): Scherpenhuizen is a manufacturer of private label products and does not make any statements to consumers on packaging, labels or tags.
Opportunities	No opportunities: focus is on compliance with legislation, regulations and certifications.
Risks	Chain costs: more administration and costs.

LEGISLATION

Country of origin and intermediaries

Labelling the product with the country of origin is a legal requirement for us and the chain. This ensures a high degree of product transparency. The entire route of the product through the various links in the chain is known, but unlike the origin, this is not shown on the product label.

Legislation and customers set requirements for the speed with which traceability must be demonstrated. According to the law, this must be done within four hours. Customers apply a standard of two hours. This information must also be available outside office hours. These requirements are included in our policy and are reviewed annually.

Organic

The traceability of organic products is laid down in organic legislation and protected by certification. Because we are certified organic, we guarantee our customers that our organic products are truly organic and that there is no possibility of contamination with conventional products.

TRACEABILITY WITHIN OUR OWN COMPANY

Responsibility

We also trace the route of the product within our company. How we do this is currently laid down in legislation and regulations, standards and certificates that prescribe this, supplemented by specific customer requirements.

Examples of certificates that cover this are SKAL Bio and PlanetProof. It is important for users of these certificates that the organic origin of these products is clearly indicated. This eliminates the risk of certified products being mixed with non-certified products and consumers not receiving the products they expect.

The traceability of products within the company is covered by our quality policy. The QESH department is responsible for implementing product traceability. They translate the standard into procedures and work instructions and ensure that these are complied with.

Procedures and measures

In order to guarantee the traceability of fresh fruit and vegetable products from both the chain within our organisation, we apply a strict Track & Trace procedure. Various departments are involved in its implementation.

When a product arrives, a unique batch number is assigned to it based on the purchase rule in our system. This number is affixed to the product using batch stickers. Every time a product is moved within our premises, its location is recorded by scanning the batch number. When products are packaged, old batch numbers are scanned and new ones are assigned. During distribution to customers, products are sorted according to various characteristics and the batch numbers are scanned again.

We also have a customer suitability system. This system ensures that only products that meet the customer's requirements can be selected for an order from that customer. This also applies to organic products.

Traceability test

Throughout the entire process, our products carry a visible batch label so that we always know where a product comes from. When we split an order, we ensure that extra stickers are available to maintain this visibility.

We test this procedure annually through a recall test and traceability test carried out by the QESH department. This allows us to keep a close eye on whether the system is working as it should and whether we can implement any improvements.

In 2024, we carried out several traceability tests, during audits, at the request of customers and as part of our own quality assurance. All these tests were successful and no deviations were found.

An important contribution to this is the digitisation of quality records on a number of production lines. This makes information available more quickly, which helps us to trace products more efficiently and accurately. At the same time, we are also reducing the risk of errors. However, we will be making an adjustment to the composition of product groups, working with fewer different growers per product group. This will not only make tracing easier, but also more reliable.

For more information about innovations at Scherpenhuizen, see the chapter on innovations starting on [page 88](#).

TRACEABILITY THROUGHOUT THE CHAIN

Ensuring traceability and transparency in the fresh fruit and vegetable chain is a shared responsibility. All parties in the chain must be able to demonstrate where a product comes from and where it is going. To this end, we work together with suppliers, customers and other chain partners. Standards such as IFS and BRC and agreements with customers determine how quickly and how reliably information must be available. According to these standards, traceability data must be available within four hours. Customers apply a standard of two hours. The origin, processing and distribution must be transparent at all times.

Our suppliers and chain partners follow the same norms and standards as those imposed on us by our customers. Suppliers must complete a supplier declaration, which must be approved by the quality department. Delivered batches are checked for traceability using identification numbers on the stickers. This identification number is linked to the grower or producer. This allows us to trace where and by whom the product was grown.

3.4.2 BUSINESS ETHICS

Complying with social and environmental laws, ensuring a zero-tolerance policy for corruption, competition and privacy violations, and providing space and protection for whistleblowers.

Business ethics are an important part of our business operations and are laid down in our policy. This policy has been signed by our CEO. We comply with social and environmental legislation and have a zero-tolerance policy on corruption, competition and privacy violations. We offer space and protection to employees who wish to report irregularities.

We comply with Dutch legislation and international frameworks such as the UK Bribery Act and Sapin II. We have drawn up guidelines to prevent corruption and bribery. Our way of working is supported by a transparent organisational culture.

The topic of fair wages, prices and relationships on [page 82](#) ties in with business ethics. The focus there is on transparency, payment practices and fair trade relations. Business ethics focuses on compliance with laws and regulations and the prevention of unethical behaviour.

IMPACTS, RISKS AND OPPORTUNITIES	
Positive impact	Equality (actual): A level playing field in the fresh fruit and vegetable sector.
Negative impact	No incidents (actual): No negative impact has been identified. Since the baseline measurement in 2019, no reports have been made via the whistleblower scheme and no violations of laws and regulations have been identified.
Opportunities	Image: Performance in the area of business ethics influences the image towards retailers.
Risks	Interconnectedness: Risk due to close interconnection in the fresh fruit and vegetable sector.

COMPANY CULTURE

We are a family business based in Brabant with a culture of open communication. In 2023 and 2024, we will focus on leadership training to maintain and further develop this culture. At the same time, three core values have been introduced: together, vital and entrepreneurial. These form part of the assessment policy. The executive management board and management hold regular meetings with employees. The frequency of these meetings varies per manager.

COMPLIANCE WITH LAWS AND REGULATIONS

We comply with Dutch laws and regulations and also meet international frameworks such as the UK Bribery Act and Sapin II. We are advised in this regard by our accountant, the GroentenFruit Huis trade association and the Netherlands Enterprise Agency. Enforcement of these rules is the responsibility of the Dutch government. In 2024, no fines were imposed for violations of social, financial, environmental or licensing regulations.

CORRUPTION AND BRIBERY PREVENTION

We have included guidelines in our internal regulations to prevent corruption and bribery. We do not allow business transactions in which an employee has a financial or administrative interest.

We actively share our policy with all employees. We use the intranet, screens in common areas and changing rooms, the internal magazine, personal conversations and training courses for this purpose. We ensure that all communication is available in English, Polish, Romanian and Spanish. Where possible, we use pictograms instead of text. We also discuss the subject during supplier assessments. In addition, we carry out checks on financial flows and have independent assessments included in certifications. We apply a dual control policy to transactions and financial processes, supported by audits.

If a report of corruption is received, our HR department reports this to the executive management board. The investigation is carried out by employees who are not involved in the report. We inform our supervisory board about the report and the follow-up.

Risk departments and training

Departments with decision-making authority or with many external relationships and financial transactions are at increased risk of corruption and bribery. We therefore organise physical training on ethics and fair business practices for our commercial department. This training is provided by our QESH department and also covers topics such as the internal regulations, the whistleblower policy and the complaints committee. Participation is mandatory for all employees involved. Approximately ten percent of our employees fall within this target group.

New employees receive the internal regulations on their first day of work. These contain our agreements on undesirable behaviour, such as money laundering, conflicts of interest and unfair competition.

The Scherpenhuizen Academy was introduced at the end of 2024. This is the online learning environment in which all employees will follow compulsory annual training on ethics and corruption from 2025 onwards. This obligation also applies to the executive management board and the supervisory board.

No separate training is available for these groups yet. They are expected to set the right example and to address employees where necessary. During the annual audit, the auditor checks for signs of misconduct. No deviations have been identified to date.

Sedex membership

We are a member of Sedex. They assess companies' performance in the areas of labour rights, health, safety, the environment and business ethics. Membership ensures that we are committed to ethical business practices and comply with relevant standards and legislation.

Our corporate culture plays a role in preventing corruption and bribery. See the chapter on fair wages, prices and relationships on [page 82](#).

WHISTLEBLOWER POLICY

Our whistleblower policy offers all employees, including flex workers, the opportunity to report alleged irregularities. These may include criminal offences, intimidation, discrimination, violations of laws and regulations, or behaviour that harms our interests or those of our stakeholders.

We make the policy accessible via the intranet, screens in common areas and information in the online employee file. New employees receive an explanation when signing their contract. Flex workers receive this information in several languages.

To enable reports to be made and to offer protection, we have appointed one external and two internal confidential advisers. An internal integrity manager is also available. They can be contacted by telephone and email. Reports can be made confidentially and, if desired, anonymously, both internally and externally. We treat all reports confidentially and ensure that there is no risk of retaliation.

Employees can discuss irregularities with their manager, the executive management board or one of the confidential advisers. It is also possible to submit a complaint to the complaints committee. External parties can report any concerns to their regular contact person or to the executive management board via our general contact details. No reports have been made via the whistleblower scheme since 2019.

COMPLAINTS COMMITTEE

Our Complaints Committee consists of four employees. Two of them are appointed by the Executive Management Board and two by the Employee Representative Body. The committee offers employees the opportunity to submit complaints relating to their work or working conditions.

Complaints must be submitted in writing. Upon receipt, we will send a confirmation immediately. The committee assesses the complaint on the basis of fixed criteria and conducts an investigation where necessary. We ensure that the procedure is transparent and that the person who reported the complaint does not suffer any adverse consequences within the company.

OTHER ETHICS TOPICS

Our sustainable business policy focuses on responsible and ethical governance. This translates into business operations that take into account the impact on nature and society. See our sustainability strategy on page 12 and the topics on environmental, social and governance impact elsewhere in this report.

Data protection and privacy are part of our business ethics. We take measures to handle personal data with care. Every potential data breach is taken seriously. We also invest in system security. See the chapter on information and system security on [page 64](#).

On a social level, we focus on diversity and inclusion among our employees, see page 80. We pay attention to health and safety in the workplace, see page 68, and assess our purchasing practices in terms of human rights in the chain, see [page 78](#).

As a large company in Brabant, we are involved in the immediate environment. We explain our local social contribution on [page 76](#).





4. BACKGROUND

4.1 GOVERNANCE STRUCTURE

THE HIGHEST GOVERNANCE BODY

Our highest governance body consists of the executive management board and the supervisory board. On the reporting date of 31 December 2024, the following positions were held by the persons listed below.

SH = Scherpenhuizen
SHP = Scherpenhuizen Packaging
SHH = Scherpenhuizen Holding

Committee	Name	Gender	Nationality	Term of office	Age category	Position within company or committee
Executive Management Board	Martin Scherpenhuizen	Male	Dutch	28 Years	(>50)	Co-CEO and Managing Director-Major Shareholder (DGA) (SH)
	Erik Franzen	Male	Dutch	3 Years	(30-50)	Co-CEO (SH)
	Rob Jacobs	Male	Dutch	8 Years	(30-50)	Financial Director (SH & SHP)
	Cindy Wijffelaars	Female	Dutch	1 Years	(30-50)	Director Sustainability, QESH & Innovation (SH)
	Dick de Brouwer	Male	Dutch	5 Years	(>50)	Operations Director (SH & SHP)
Supervisory Board	Heleen van Gulik	Female	Dutch	7 Years	(>50)	Chairman of the Supervisory Board (SHH)
	Hans de Groot	Male	Dutch	7 Years	(>50)	Member of the Supervisory Board (SHH)
	Roelant van Herwaarden	Male	Dutch	7 Years	(30-50)	Member of the Supervisory Board (SHH)



Executive Management Board

The Executive Management Board is ultimately responsible for the business operations and managing the company's impact on the economy, the environment and society. The Executive Management Board consists of the Chief Financial Officer, the Director Sustainability, QESH & Innovation, the Chief Operating Officer and two co-CEOs. The two CEO roles are filled by Martin Scherpenhuizen (DGA) and Erik Franzen. This structure has its origins in the family business, in which the DGA (traditionally) plays an important role. Erik Franzen is also the chairman of the management team. To prevent conflicts of interest, only members of the management team may make joint decisions on important matters.

Supervisory Board (RVC)

The Supervisory Board (RVC) consists of three members and supervises the Executive Management Board and monitors the effective implementation of the strategy and business operations. The Supervisory Board represents all internal and external stakeholders and adheres to the Corporate Governance Code 2022.

The Supervisory Board consists of members with specific areas of responsibility and is available as a point of contact for all members of the Management Board.

APPOINTMENT AND SELECTION CRITERIA

The appointment and selection criteria for the highest governance body are laid down in profile descriptions for the CEO positions and the Supervisory Board. These take into account the views of stakeholders, diversity, independence as a director and competencies relevant to the company.

Appointment and profile of the CEO

The appointment, suspension and dismissal of members of the Executive Board are handled by the Supervisory Board. The CEO of the company must have experience in the international food sector and in managing a family business that is subject to growth and change. Important characteristics of the position include decisiveness, stress resistance and team orientation. Competencies include vision, strategy, creativity, result orientation, leadership and connecting ability.

Appointment and profile of the Supervisory Board

Supervisory Board members are appointed, suspended and dismissed by the shareholders' meeting. They are appointed for a maximum of four years and may be reappointed for a maximum of twelve years. Supervisory board members retire in accordance with a retirement schedule, or earlier in the event of inadequate performance, structural differences of opinion, incompatibility of interests or other reasons at the discretion of the Supervisory Board.

A supervisory board member must be a strategic discussion partner with knowledge and experience in management, supervision, risk management and financial/administrative management. Specialist expertise is required in the areas of strategy, organisation, innovation, leadership, HR, financial and legal matters and supply chain. The chair must have strong leadership qualities. The board strives for continuity and diversity in its composition.

Prevention and limitation of conflicts of interest

Conflicts of interest within the highest governance body are prevented and limited through consultation between the executive management board and the supervisory board, this meeting takes place at least once every quarter. The supervisory board is involved in the approval of the annual accounts and discussions with the auditor about the business operations.

There is an annual self-evaluation of the Supervisory Board and the Executive Management Board, with conclusions and action points being shared with the Executive Management Board and shareholders.

Positions of power and responsibilities are also separated as much as possible, for example by separating the authority for bank payments from sales orders. In the event of a conflict of interest, the Supervisory Board takes the decisions. There are currently no known conflicts of interest within our company. If this is the case, we will report this to the stakeholders.

ROLE IN SUSTAINABILITY POLICY

Drawing up sustainability policy

The highest governance body plays an important role in developing, approving and updating the objectives, values, mission statements, strategies, policies and targets relating to sustainable development. The members of the Executive Management Board and Supervisory Board have different areas of expertise, which means they complement each other in the field of ESG (Environmental, Social, Governance).

The Executive Management Board develops a long-term vision on sustainable value creation and formulates an appropriate strategy with concrete objectives. These are based on the results of the triennial double materiality assessment, which identifies and measures the significant business impacts, risks and opportunities.

The Supervisory Board monitors the implementation of this sustainable development and is involved in the formulation of the strategy at an early stage. The Executive Management Board is ultimately responsible for the implementation of the sustainable business policy and involves stakeholders in the process. Employees are involved through the Employee Representative Body (Employee Representative Body).

For more information about stakeholder involvement in the sustainability policy and business operations, see the chapter on Stakeholder engagement on [page 22](#).

Management of sustainability policy

The responsibility for keeping the company's impact on the climate, the environment, people and society manageable lies with the executive management board. The supervisory board supervises the implementation of the strategy and can give advice, either solicited or unsolicited, and appoint, suspend or dismiss members of the executive management board if they fail to achieve the objectives.

The Director Sustainability, QESH & Innovation initiates, coordinates and reports on the implementation and development of the sustainability policy. Where necessary, this is done in collaboration with the HR and QESH departments.

The Director Sustainability, QESH & Innovation participates in conferences on sustainability and is a member of various sustainability networks. This information is shared with the highest governance body and ensures that we are up to date on sustainability information and developments in our sector. The executive management board then evaluates the sustainability policy, which can be implemented after approval.

For our sustainability policy, see the chapter on Sustainable entrepreneurship on [page 12](#).

The Director Sustainability, QESH & Innovation works with managers from other departments to integrate the sustainability policy and utilise their expertise. In addition, we are motivated to commit to the sustainability policy because of our collaboration with partners, customers and suppliers who require certification in the areas of ESG and sustainable business practices.

We also require these certifications from our suppliers because of our shared responsibility in the chain. For example, sustainability policy is included as standard in the assessment for the selection of non-fresh fruit and vegetable suppliers, and the commercial department is trained in fair business practices, responsible procurement and ethics.

Employee involvement in sustainability

The executive management board expects all its employees to make an active contribution to caring for and protecting the environment. To this end, the executive management board will ensure that its employees have the necessary training and knowledge to carry out their tasks in an environmentally conscious manner. The sustainability policy will be communicated in various ways, both within and outside the organisation. Documents relating to the quality system are available online internally. The executive management board is committed to the continuous improvement of this quality and environmental policy.

Reporting critical concerns

Critical concerns raised by employees are initially communicated to the highest governance body via management. If necessary, the whistleblower policy or complaints committee can be used (anonymously). We handle complaints in accordance with the whistleblower policy, complaints committee and other procedures.

Employees can safely report any problems relating to the organisation to the executive management board without fear of negative consequences for their position. If the executive management board itself is involved, they can report this to the chair of the supervisory board, the external confidential adviser Arbored or the designated internal confidential advisers.

More information about our whistleblower policy and business ethics can be found in the Business ethics chapter on [page 92](#).

Managing negative impacts

We take measures to prevent or remedy negative business impact. Examples include our sustainable business premises, safety measures for employees, health promotion measures for employees, purchasing sustainably certified products, the availability of a whistleblower policy, promoting bee populations and planting trees.

MEMBERSHIPS

Scherpenhuizen is a member of the GroentenFruit Huis trade association. This trade association represents approximately 80% of the Dutch turnover in the production, import and export of fresh fruit and vegetables. Several of our employees are active on behalf of Scherpenhuizen in networks specific to their position in the fresh fruit and vegetable sector, such as steering and working groups, the trade association and other regional and national organisations. For example, various employees are members of the HRM working group, the collective bargaining agreement committee, the health and safety committee and the sustainability steering group at GroentenFruit Huis.

PERFORMANCE EVALUATION

At the end of 2023 and in 2024, the sustainability strategy will be reviewed. Existing and new sustainability targets and measurement methods will be partially adjusted. The implementation of the new strategy and the associated policy will start in 2025. However, we have been working on projects in the field of sustainable entrepreneurship for many years, driven by intrinsic motivation.

Our current sustainability performance is already evaluated on a quarterly basis. These evaluations are carried out by the Supervisory Board and were successful in 2024, meaning that we did not have to implement any new measures. Each member of the Executive Board has working methods with managers for periodic consultations in which the ESG impact and performance are discussed. We also share our ESG progress on the intranet, in the online personnel file and in the internal magazine.

REMUNERATION POLICY

The remuneration policy for members of the highest governance body includes both fixed and variable remuneration. There is no bonus on joining the company, but there is a bonus for recruiting new employees. In the past, severance payments have been made, but there have never been any clawbacks. Pension benefits include both the collective bargaining agreement and supplementary pensions. The remuneration policy is independent of the sustainability objectives and performance.

The supervisory board is responsible for the appointment and remuneration of the executive management board. Indirectly, this is done for the entire company through the approval or rejection of the budget, in which personnel costs are a substantial item. The executive management board is responsible for the appointment and remuneration of senior managers. There is no remuneration committee and, in principle, the opinions of other stakeholders, including shareholders, are not sought or taken into account in the remuneration policy.

No remuneration consultants are involved in determining remuneration. The company and wages are covered by the collective bargaining agreement for the fruit and vegetable wholesale sector. No formal benchmarking takes place, but data from the GroentenFruit Huis trade association is taken into account. The remuneration policy is primarily in line with market conditions.

Furthermore, there is no remuneration policy aimed at ESG-related objectives and the remuneration policy is focused on business continuity and financial health. Members of the management are also assessed on the core values and their specific job competencies.

4.2 ABOUT THIS REPORT

TERM

Scherpenhuizen has prepared this report with the support of Kroll Sustainability Reporting & Advisory B.V. This report is valid for the period from 1 January 2024 to 31 December 2024. Reference years may go back to 2019, varying per topic and depending on the available data.

FREQUENCY

This report is published annually. The first edition was a limited edition for a select number of stakeholders. The 2024 report is the third edition.

ESRS CLAIM

The content complies with the ESRS 2023 (European Sustainability Reporting Standards). This report is the second edition of the Scherpenhuizen sustainability reports prepared in accordance with the ESRS.

CONTENT

This report has been read and approved by the Scherpenhuizen board. In anticipation of the previously expected reporting obligation as of 2025, we initiated interim consultations with the auditor on the approach to the double materiality assessment. External and independent verification of the entire report is not currently required. With the introduction of the Omnibus Regulation, the reporting obligation for Scherpenhuizen has been waived. As a result, this report is not subject to audit or external verification.

PUBLICATION

This report was published online in July 2025.

REPORT SCOPE

This report covers the activities and assets of Scherpenhuizen Holding B.V. and its subsidiaries:

Company name	Location	KvK number
Scherpenhuizen Holding B.V.	Eindhoven	17145896
Scherpenhuizen B.V.	Eindhoven	17082404
Cooperation Van Nature Select U.A.	Waddinxveen	24278718
STAK Scherpenhuizen B.V.	Eindhoven	17172762
STAK Scherpenhuizen Packaging	Eindhoven	17249322
Scherpenhuizen Packaging B.V.	Eindhoven	34248736

COLOPHON

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<https://www.facebook.com/scherpenhuizenbv/>

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5. APPENDIX

5.1 ESRS INDEX

ESRS 2 - GENERAL DISCLOSURES (BP)

Disclosure	Chapter	Pag.	Extra information/reason for omission
BP-1	General basis for preparation of sustainability statements	About this report ESRS index <u>100</u> <u>102</u>	<ul style="list-style-type: none"> • The report relates to Scherpenhuizen's own activities and to the upstream and downstream value chains.
BP-2	Disclosures in relation to specific circumstances	About this report Sustainable entrepreneurship Double materiality assessment ESRS index Restatements <u>100</u> <u>12</u> <u>28</u> <u>102</u> <u>118</u>	<ul style="list-style-type: none"> • The following time horizons have been used: short term (1 year), medium term (5 years) and long term (10 years). There is no specific reason for this, these are considered to be average terms for the business operations of an organisation of this size. • This report does not include any financial statements with measurement uncertainty. • This report does not include any chain data.

ESRS 2 - GENERAL DISCLOSURES (GOV)

Disclosure	Chapter	Pag.	Extra information/reason for omission
GOV-1	The role of the administrative, management and supervisory bodies	Governance structure	<u>96</u>
GOV-2	Information provided to and sustainability matters addressed by the undertaking's administrative, management and supervisory bodies	Governance structure	<u>96</u>
GOV-3	Integration of sustainability-related performance in incentive schemes	Governance structure	<u>96</u>
GOV-4	Statement on due diligence	Governance structure	<u>96</u>
GOV-5	Risicobeheersing en interne controles voor duurzaamheidsrapportage	Governance structure	<u>96</u>

ESRS 2 - GENERAL DISCLOSURES (SBM)

Disclosure		Chapter	Pag.	Extra information/reason for omission
SBM-1	Strategy, business model and value chain	Sustainable entrepreneurship	<u>12</u>	<ul style="list-style-type: none"> Scherpenhuizen has no income from the fossil fuel, tobacco cultivation and production, chemical production or controversial weapons sectors.
		Value chain	<u>18</u>	
		Employees	<u>20</u>	
		Mission, vision and strategy	<u>10</u>	
SBM-2	Interests and views of stakeholders	Stakeholder engagement	<u>22</u>	
SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Double materiality assessment	<u>28</u>	

ESRS 2 - GENERAL DISCLOSURES (IRO)

Disclosure		Chapter	Pag.	Extra information/reason for omission
IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	Double materiality assessment	<u>28</u>	
IRO-2	Disclosure requirements in ESRS covered by the undertaking's sustainability statement	Double materiality assessment	<u>28</u>	

ESRS 2 - GENERAL DISCLOSURES (MDR-P)

Disclosure		Chapter	Pag.	Extra information/reason for omission
MDR-P	Policies adopted to manage material sustainability matters	Waste streams and circularity	<u>39</u>	
MDR-P	Policies adopted to manage material sustainability matters	Working conditions in the chain	<u>78</u>	
MDR-P	Policies adopted to manage material sustainability matters	Business ethics	<u>92</u>	
MDR-P	Policies adopted to manage material sustainability matters	Circular packaging	<u>44</u>	
MDR-P	Policies adopted to manage material sustainability matters	Diversity and inclusion	<u>80</u>	
MDR-P	Policies adopted to manage material sustainability matters	Fair wages, prices and relations	<u>82</u>	• The highest position responsible for fair wage and price policy is held by the Director Sustainability, QESH & Innovation.
MDR-P	Policies adopted to manage material sustainability matters	Energy and emissions	<u>34</u>	
MDR-P	Policies adopted to manage material sustainability matters	Financial health	<u>86</u>	
MDR-P	Policies adopted to manage material sustainability matters	Healthy and good employment practices	<u>60</u>	
MDR-P	Policies adopted to manage material sustainability matters	Information and system security	<u>64</u>	
MDR-P	Policies adopted to manage material sustainability matters	Innovation	<u>88</u>	
MDR-P	Policies adopted to manage material sustainability matters	Product integrity and chain transparency	<u>90</u>	• Scherpenhuizen is a private label manufacturer and is not responsible for statements on packaging, labels or tags intended for consumers.
MDR-P	Policies adopted to manage material sustainability matters	Talent and employee development	<u>72</u>	
MDR-P	Policies adopted to manage material sustainability matters	Employee safety	<u>68</u>	
MDR-P	Policies adopted to manage material sustainability matters	Food safety and quality	<u>54</u>	

ESRS 2 - GENERAL DISCLOSURES (MDR-A)

Disclosure		Chapter	Pag.	Extra information/reason for omission
MDR-A	Actions and resources in relation to material sustainability matters	Waste streams and circularity	<u>39</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Working conditions in the chain	<u>78</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Business ethics	<u>92</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Circular packaging	<u>44</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Diversity and inclusion	<u>80</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Fair wages, prices and relations	<u>82</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Energy and emissions	<u>34</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Financial health	<u>86</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Healthy and good employment practices	<u>60</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Information and system security	<u>64</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Innovation	<u>88</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Product integrity and chain transparency	<u>90</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Talent and employee development	<u>72</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Employee safety	<u>68</u>	
MDR-A	Actions and resources in relation to material sustainability matters	Food safety and quality	<u>54</u>	

ESRS 2 - GENERAL DISCLOSURES (MDR-M)

Disclosure		Chapter	Pag.	Extra information/reason for omission
MDR-M	Metrics in relation to material sustainability matters	Waste streams and circularity	<u>39</u>	
MDR-M	Metrics in relation to material sustainability matters	Working conditions in the chain	<u>78</u>	
MDR-M	Metrics in relation to material sustainability matters	Business ethics	<u>92</u>	
MDR-M	Metrics in relation to material sustainability matters	Circular packaging	<u>44</u>	
MDR-M	Metrics in relation to material sustainability matters	Diversity and inclusion	<u>80</u>	
MDR-M	Metrics in relation to material sustainability matters	Fair wages, prices and relations	<u>82</u>	
MDR-M	Metrics in relation to material sustainability matters	Energy and emissions	<u>34</u>	

Disclosure		Chapter	Pag.	Extra information/reason for omission
MDR-M	Metrics in relation to material sustainability matters	Financial health	86	
MDR-M	Metrics in relation to material sustainability matters	Healthy and good employment practices	60	
MDR-M	Metrics in relation to material sustainability matters	Information and system security	64	
MDR-M	Metrics in relation to material sustainability matters	Innovation	88	
MDR-M	Metrics in relation to material sustainability matters	Product integrity and chain transparency	90	
MDR-M	Metrics in relation to material sustainability matters	Talent and employee development	72	
MDR-M	Metrics in relation to material sustainability matters	Employee safety	68	
MDR-M	Metrics in relation to material sustainability matters	Food safety and quality	54	

ESRS 2 - GENERAL DISCLOSURES (MDR-T)

Disclosure		Chapter	Pag.	Extra information/reason for omission
MDR-T	Tracking effectiveness of policies and actions through targets	Waste streams and circularity	39	
MDR-T	Tracking effectiveness of policies and actions through targets	Working conditions in the chain	78	
MDR-T	Tracking effectiveness of policies and actions through targets	Business ethics	92	
MDR-T	Tracking effectiveness of policies and actions through targets	Circular packaging	44	
MDR-T	Tracking effectiveness of policies and actions through targets	Diversity and inclusion	80	
MDR-T	Tracking effectiveness of policies and actions through targets	Fair wages, prices and relations	82	
MDR-T	Tracking effectiveness of policies and actions through targets	Energy and emissions	34	
MDR-T	Tracking effectiveness of policies and actions through targets	Financial health	86	
MDR-T	Tracking effectiveness of policies and actions through targets	Healthy and good employment practices	60	
MDR-T	Tracking effectiveness of policies and actions through targets	Information and system security	64	
MDR-T	Tracking effectiveness of policies and actions through targets	Innovation	88	
MDR-T	Tracking effectiveness of policies and actions through targets	Product integrity and chain transparency	90	
MDR-T	Tracking effectiveness of policies and actions through targets	Talent and employee development	72	
MDR-T	Tracking effectiveness of policies and actions through targets	Employee safety	68	
MDR-T	Tracking effectiveness of policies and actions through targets	Food safety and quality	54	

E1 CLIMATE CHANGE

Disclosure		Chapter	Pag.	Extra information/reason for omission
E1.GOV-3	Integration of sustainability-related performance in incentive scheme	Governance structure	<u>96</u>	
E1.IRO-1	Description of the process to identify and assess material impacts, risks and opportunities	Energy and emissions Climate impact of products	<u>34</u> <u>48</u>	<ul style="list-style-type: none"> • Biodiversity risks due to climate change may include the loss of bee populations, invasive species, soil degradation and loss of diversity. This in turn affects the cultivation of fruit and vegetables. This can lead to reduced yields, higher production costs and price increases for consumers.
E1.SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Energy and emissions	<u>34</u>	
E1-1	Transition plan for climate change mitigation	Energy and emissions	<u>34</u>	
E1-2	Policies related to climate change mitigation and adaptation	Energy and emissions	<u>34</u>	<ul style="list-style-type: none"> • Climate policy is influenced by the following certifications: Sedex, EcoVadis, CPNP and CDP. • The executive management board is ultimately responsible for climate policy. Implementation is the responsibility of the managers of the relevant departments. Various departments and functions are involved on a daily basis in activities aimed at limiting climate impact. • Scherpenhuizen regularly consults with growers, grower associations and the trade association GroentenFruit Huis on topics such as water and energy consumption, crop protection products and data collection. Together with customers and packaging suppliers, we explore possibilities for less and alternative packaging. We ask non-fresh fruit and vegetable suppliers and partners to share their sustainability policies and encourage further steps in this area.
E1-3	Actions and resources in relation to climate change policies	Energy and emissions	<u>34</u>	
E1-4	Targets related to climate change mitigation and adaptation	Energy and emissions	<u>34</u>	
E1-5	Energy consumption and mix	Energy and emissions Extra information	<u>34</u> <u>119</u>	
E1-6	Gross Scopes 1, 2, 3 and Total GHG emissions	Energy and emissions	<u>34</u>	

Disclosure		Chapter	Pag.	Extra information/reason for omission
E1-7	GHG removals and GHG mitigation projects financed through carbon credits	ESRS index	<u>102</u>	• Scherpenhuizen does not use greenhouse gas removal
E1-8	Internal carbon pricing	ESRS index	<u>102</u>	• Scherpenhuizen does not have internal carbon pricing
E1-9	Anticipated financial effects from material physical and transition risks and potential climate-related opportunities	ESRS index	<u>102</u>	• Scherpenhuizen has not calculated the intended financial effects of material climate risks, both physical and transition.

E5 MATERIAL RESOURCE USE AND CIRCULAR ECONOMY

Disclosure		Chapter	Pag.	Extra information/reason for omission
E5.IRO-1	Description of the processes to identify and assess material resource use and circular economy-related impacts, risks and opportunities	Waste streams and circularity Circular packaging	<u>39</u> <u>44</u>	
E5-1	Policies related to resource use and circular economy	Waste streams and circularity Circular packaging	<u>39</u> <u>44</u>	
E5-2	Actions and resources related to resource use and circular economy	Waste streams and circularity Circular packaging	<u>39</u> <u>44</u>	
E5-3	Targets related to resource use and circular economy	Circular packaging	<u>44</u>	
E5-4	Resource inflows	Circular packaging	<u>44</u>	
E5-5	Resource outflows	Waste streams and circularity Circular packaging	<u>39</u> <u>44</u>	• Scherpenhuizen does not produce any hazardous waste.
E5-6	Anticipated financial effects from resource use and circular economy-related impacts, risks and opportunities	Circular packaging	<u>44</u>	• Scherpenhuizen's circular packaging policy does not have a specifically allocated annual budget.

S1 OWN WORKFORCE

Disclosure		Chapter	Pag.	Extra information/reason for omission
S1.SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Healthy and good employment practices Employee safety	<u>60</u> <u>68</u>	
S1-1	Policies related to own workforce	Healthy and good employment practices	<u>60</u>	• Scherpenhuizen does not have a specific policy on employee rights and complies with Dutch legislation and regulations and the collective bargaining agreement of GroenteFruit Huis.
S1-2	Processes for engaging with own workforce and workers' representatives about impacts	Healthy and good employment practices	<u>60</u>	
S1-3	Processes to remediate negative impacts and channels for own workforce to raise concerns	Healthy and good employment practices	<u>60</u>	
S1-4	Taking action on material impacts on own workforce, and approaches to managing material risks and pursuing material opportunities related to own workforce, and effectiveness of those actions	Healthy and good employment practices Employee safety Diversity and inclusion Talent and employee development	<u>60</u> <u>68</u> <u>80</u> <u>72</u>	
S1-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Healthy and good employment practices Employee safety Talent and employee development	<u>60</u> <u>68</u> <u>72</u>	
S1-6	Characteristics of the undertaking's employees	Employees	<u>20</u>	
S1-7	Characteristics of non-employees in the undertaking's own workforce	Employees	<u>20</u>	
S1-8	Collective bargaining coverage and social dialogue	Healthy and good employment practices	<u>60</u>	• Scherpenhuizen's own employees are covered by the collective bargaining agreement for the fruit and vegetable wholesale trade. Flex workers are covered by the collective bargaining agreement for flex workers.
S1-9	Diversity metrics	Diversity and inclusion Employees	<u>80</u>	
S1-10	Adequate wages	Fair wages, prices and relations	<u>82</u>	
S1-11	Social protection	Healthy and good employment practices	<u>60</u>	• 100% of employees are covered by the social protection provided by the collective bargaining agreement of GroenteFruit Huis.

Disclosure		Chapter	Pag.	Extra information/reason for omission
S1-12	Persons with disabilities	Healthy and good employment practices Employee safety	<u>60</u> <u>68</u>	• The number of people with disabilities within Scherpenhuizen may not be recorded.
S1-13	Training and skills development metrics	Healthy and good employment practices	<u>60</u>	
S1-14	Health and safety metrics	Healthy and good employment practices	<u>60</u>	
S1-15	Work-life balance metrics	Healthy and good employment practices	<u>60</u>	
S1-16	Beloningsmaatstaven (loonkloof en Total beloning)	Healthy and good employment practices Employee safety Diversiteit en inclusive Talent and employee development	<u>60</u> <u>68</u> <u>80</u> <u>72</u>	
S1-17	Incidenten, klachten en ernstige impacts op het gebied van mensenrechten	Healthy and good employment practices Employee safety Talent and employee development	<u>60</u> <u>68</u> <u>72</u>	• Scherpenhuizen haar Employees hebben in 2024 geen klachten, incidenten of ernstige situaties gemeld of ondervonden die betrekking hebben op mensenrechten.

S2 EMPLOYEES IN THE VALUE CHAIN

Disclosure		Chapter	Pag.	Extra information/reason for omission
S2.SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Working conditions in the chain	<u>78</u>	
S2-1	Policies related to value chain workers	Working conditions in the chain	<u>78</u>	• Scherpenhuizen does not have a policy that complies with the UN Guiding Principles on Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work or the OECD Guidelines for Multinational Enterprises.
S2-2	Processes for engaging with value chain workers about impacts	Working conditions in the chain	<u>78</u>	• Scherpenhuizen has no executive management board communication with employees in the chain or their legitimate representatives.
S2-3	Processes to remediate negative impacts and channels for value chain workers to raise concerns	Working conditions in the chain	<u>78</u>	• The channels are indirect and take place via the certifications, whereby employees in the audit chain can express their concerns during audits.
S2-4	Taking action on material impacts on value chain workers, and approaches to managing material risks and pursuing material opportunities related to value chain workers, and effectiveness of those action	Working conditions in the chain	<u>78</u>	
S2-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Working conditions in the chain	<u>78</u>	

S4 CONSUMERS AND END USERS

Disclosure		Chapter	Pag.	Extra information/reason for omission
S4.SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Food safety and quality	<u>54</u>	
S4-1	Policies related to consumers and end-users	Food safety and quality	<u>54</u>	
S4-2	Processes for engaging with consumers and end-users about impacts	Food safety and quality	<u>54</u>	<ul style="list-style-type: none"> The opinions of customers, suppliers, consumers and end users are taken into account when drawing up the Food Safety and Quality Policy, as part of the complaints procedure and supplier assessment interviews.
S4-3	Processes to remediate negative impacts and channels for consumers and end-users to raise concerns	Food safety and quality	<u>54</u>	
S4-4	Taking action on material impacts on consumers and end-users, and approaches to managing material risks and pursuing material opportunities related to consumers and end-users, and effectiveness of those actions	Food safety and quality	<u>54</u>	<ul style="list-style-type: none"> Scherpenhuizen has not had any incidents relating to human rights violations.
S4-5	Targets related to managing material negative impacts, advancing positive impacts, and managing material risks and opportunities	Food safety and quality	<u>54</u>	

G1 GOVERNANCE

Disclosure		Chapter	Pag.	Extra information/reason for omission
G1-1	Business conduct policies and corporate culture	Business ethics	<u>92</u>	
G1-2	Management of relationships with suppliers	Fair wages, prices and relations Working conditions in the chain	<u>82</u> <u>78</u>	
G1-3	Prevention and detection of corruption and bribery	Business ethics	<u>92</u>	
G1-4	Incidents of corruption or bribery	Business ethics	<u>92</u>	
G1-5	Political influence and lobbying activities	Business ethics	<u>92</u>	
G1-6	Payment practices	Fair wages, prices and relations	<u>92</u>	

5.2 ESRS AR 16 TOPICS

Standard	TopicEN	Sub-TopicEN	Sub-sub-TopicEN	Topic	Omission
ESRS E1	Climate change	Climate change adaptation	Climate change adaptation	Energy and emissions	
ESRS E1	Climate change	Climate change mitigation	Climate change mitigation	Energy and emissions	
ESRS E1	Climate change	Energy	Energy	Energy and emissions	
ESRS E2	Pollution	Air pollution	Air pollution		Scherpenhuizen has no business activities that impact air pollution other than CO ₂ emissions
ESRS E2	Pollution	Water pollution	Water pollution		Scherpenhuizen has no business activities that impact water pollution
ESRS E2	Pollution	Soil pollution	Soil pollution		Scherpenhuizen has no business activities that impact soil pollution
ESRS E2	Pollution	Pollution of living organisms and food sources	Pollution of living organisms and food sources	Food safety and quality	
ESRS E2	Pollution	Hazardous substances	Hazardous substances		Scherpenhuizen has no business activities that involve hazardous substances
ESRS E2	Pollution	Extremely hazardous substances	Extremely hazardous substances		Scherpenhuizen has no business activities that involve extremely hazardous substances
ESRS E2	Pollution	Microplastics	Microplastics	Circular packaging	
ESRS E3	Water and marine resources	Water	Water consumption	Topic	Scherpenhuizen has no business activities that impact water consumption.
ESRS E3	Water and marine resources	Water	Water extraction	Topic	Scherpenhuizen has no business activities that impact water extraction.
ESRS E3	Water and marine resources	Water	Water discharge	Topic	Scherpenhuizen has no business activities that impact water discharge.
ESRS E3	Water and marine resources	Water	Water discharge into oceans	Topic	Scherpenhuizen has no business activities near oceans.
ESRS E3	Water and marine resources	Marine resources	Exploitation and use of marine resources	Topic	Scherpenhuizen has no business activities that work with marine resources.

Standard	TopicEN	Sub-TopicEN	Sub-sub-TopicEN	Topic	Omission
ESRS E4	Biodiversity and ecosystems	Direct pressures on biodiversity loss	Climate change	Climate impact of products	
ESRS E4	Biodiversity and ecosystems	Direct pressures on biodiversity loss	Changes in land use, freshwater and sea		Scherpenhuizen has no business activities that impact biodiversity
ESRS E4	Biodiversity and ecosystems	Direct pressures on biodiversity loss	Direct exploitation		Scherpenhuizen has no business activities that impact biodiversity
ESRS E4	Biodiversity and ecosystems	Direct pressures on biodiversity loss	Invasive exotic species		Scherpenhuizen has no business activities that impact invasive exotic species
ESRS E4	Biodiversity and ecosystems	Direct pressures on biodiversity loss	Pollution		Scherpenhuizen has no business activities that impact biodiversity
ESRS E4	Biodiversity and ecosystems	Impact on species status	Population size of species		Scherpenhuizen has no business activities that impact biodiversity
ESRS E4	Biodiversity and ecosystems	Impact on species status	Global risk of species extinction		Scherpenhuizen has no business activities that impact biodiversity
ESRS E4	Biodiversity and ecosystems	Impact on the size and condition of ecosystems	Land degradation		Scherpenhuizen has no business activities that impact land degradation
ESRS E4	Biodiversity and ecosystems	Impact on the size and condition of ecosystems	Desertification		Scherpenhuizen has no business activities that impact desertification
ESRS E4	Biodiversity and ecosystems	Impact on the size and condition of ecosystems	Soil coverage		Scherpenhuizen has no business activities that impact soil cover
ESRS E4	Biodiversity and ecosystems	Impacts on and dependencies of ecosystem services	Impacts on and dependencies of ecosystem services		
ESRS E5	Circular economy	Material inflows, including material use	Material inflows, including material use		
ESRS E5	Circular economy	Material flows relating to products and services	Material flows relating to products and services		
ESRS E5	Circular economy	Waste	Waste		

Standard	TopicEN	Sub-TopicEN	Sub-sub-TopicEN	Topic	Omission
ESRS S1	Own workforce	Terms and conditions of employment	Job security	Healthy and good employment practices	
ESRS S1	Own workforce	Terms and conditions of employment	Working hours	Healthy and good employment practices	
ESRS S1	Own workforce	Terms and conditions of employment	Adequate wage	Fair prices, wages and relations	
ESRS S1	Own workforce	Terms and conditions of employment	Social dialogue	Diversity and inclusion	
ESRS S1	Own workforce	Terms and conditions of employment	Freedom of association, the existence of works councils, and the information, consultation and participation rights of employees	Healthy and good employment practices	
ESRS S1	Own workforce	Terms and conditions of employment	Collective bargaining, including collective bargaining agreement coverage rate for employees	Healthy and good employment practices	
ESRS S1	Own workforce	Terms and conditions of employment	Work-life balance	Healthy and good employment practices	
ESRS S1	Own workforce	Terms and conditions of employment	Safety and health	Employee safety	
ESRS S1	Own workforce	Equal treatment and equal opportunities for everyone	Gender equality and equal pay for equal work	Fair prices, wages and relations	
ESRS S1	Own workforce	Equal treatment and equal opportunities for everyone	Training and skills development	Talent and employee development	
ESRS S1	Own workforce	Equal treatment and equal opportunities for everyone	Employment and inclusion of people with disabilities	Diversity and inclusion	
ESRS S1	Own workforce	Equal treatment and equal opportunities for everyone	Measures against violence and harassment in the workplace	Employee safety	
ESRS S1	Own workforce	Equal treatment and equal opportunities for everyone	Diversity	Diversity and inclusion	
ESRS S1	Own workforce	Other employment rights	Child labour	Healthy and good employment practices	
ESRS S1	Own workforce	Other employment rights	Forced labour	Healthy and good employment practices	
ESRS S1	Own workforce	Other employment rights	Adequate accommodation	Local community engagement	
ESRS S1	Own workforce	Other employment rights	Privacy	Information and system security	
ESRS S2	Employees in the value chain	Terms and conditions of employment	Job security	Working conditions in the chain	
ESRS S2	Employees in the value chain	Terms and conditions of employment	Working hours	Working conditions in the chain	
ESRS S2	Employees in the value chain	Terms and conditions of employment	Adequate wage	Working conditions in the chain	
ESRS S2	Employees in the value chain	Terms and conditions of employment	Social dialogue	Working conditions in the chain	

Standard	TopicEN	Sub-TopicEN	Sub-sub-TopicEN	Topic	Omission
ESRS S2	Employees in the value chain	Terms and conditions of employment	Freedom of association, including the existence of works councils	Working conditions in the chain	
ESRS S2	Employees in the value chain	Terms and conditions of employment	Collective bargaining	Working conditions in the chain	
ESRS S2	Employees in the value chain	Terms and conditions of employment	Work-life balance	Working conditions in the chain	
ESRS S2	Employees in the value chain	Terms and conditions of employment	Safety and health	Working conditions in the chain	
ESRS S2	Employees in the value chain	Equal treatment and equal opportunities for everyone	Gender equality and equal pay for equal work	Working conditions in the chain	
ESRS S2	Employees in the value chain	Equal treatment and equal opportunities for everyone	Training and skills development	Working conditions in the chain	
ESRS S2	Employees in the value chain	Equal treatment and equal opportunities for everyone	Employment and inclusion of people with disabilities	Working conditions in the chain	
ESRS S2	Employees in the value chain	Equal treatment and equal opportunities for everyone	Measures against violence and harassment in the workplace	Working conditions in the chain	
ESRS S2	Employees in the value chain	Equal treatment and equal opportunities for everyone	Diversity	Working conditions in the chain	
ESRS S2	Employees in the value chain	Other employment rights	Child labour	Working conditions in the chain	
ESRS S2	Employees in the value chain	Other employment rights	Forced labour	Working conditions in the chain	
ESRS S2	Employees in the value chain	Other employment rights	Adequate accommodation	Working conditions in the chain	
ESRS S2	Employees in the value chain	Other employment rights	Clean water and sanitation	Working conditions in the chain	
ESRS S2	Employees in the value chain	Other employment rights	Privacy	Working conditions in the chain	
ESRS S3	Affected communities	Economic, social and cultural rights of communities	Adequate accommodation	Local community engagement	
ESRS S3	Affected communities	Economic, social and cultural rights of communities	Sufficient food	Food safety and quality	

Standard	TopicEN	Sub-TopicEN	Sub-sub-TopicEN	Topic	Omission
ESRS S3	Affected communities	Economic, social and cultural rights of communities	Clean water and sanitation		Scherpenhuizen has no business activities that impact clean water and sanitation
ESRS S3	Affected communities	Economic, social and cultural rights of communities	Impact on land		
ESRS S3	Affected communities	Economic, social and cultural rights of communities	Impact on safety		Scherpenhuizen has no business activities that impact safety
ESRS S3	Affected communities	Civil and political rights of communities	Freedom of expression		
ESRS S3	Affected communities	Civil and political rights of communities	Freedom of assembly		Scherpenhuizen has no business activities that impact freedom of assembly
ESRS S3	Affected communities	Civil and political rights of communities	Impacts on human rights defenders		Scherpenhuizen has no business activities that impact human rights defenders
ESRS S3	Affected communities	Indigenous peoples' rights	Voluntary, prior and informed consent		Scherpenhuizen has no business activities that impact the rights of indigenous peoples
ESRS S3	Affected communities	Indigenous peoples' rights	Self-determination		Scherpenhuizen has no business activities that impact the rights of indigenous peoples
ESRS S3	Affected communities	Indigenous peoples' rights	Cultural rights		Scherpenhuizen has no business activities that impact the rights of indigenous peoples
ESRS S4	Consumers and end users	Impact on information for consumers and/or end users	Privacy	Information and system security	

Standard	TopicEN	Sub-TopicEN	Sub-sub-TopicEN	Topic	Omission
ESRS S4	Consumers and end users	Impact on information for consumers and/or end users	Freedom of expression		Scherpenhuizen has no business activities that impact freedom of expression.
ESRS S4	Consumers and end users	Impact on information for consumers and/or end users	Access to (high-quality) information	Food safety and quality	
ESRS S4	Consumers and end users	Personal safety of consumers and/or end users	Safety and health	Food safety and quality	
ESRS S4	Consumers and end users	Personal safety of consumers and/or end users	Personal safety	Food safety and quality	
ESRS S4	Consumers and end users	Personal safety of consumers and/or end users	Protection of children	Food safety and quality	
ESRS S4	Consumers and end users	Social inclusion of consumers and/or end users	Non-discrimination	Food safety and quality	
ESRS S4	Consumers and end users	Social inclusion of consumers and/or end users	Access to products and services	Food safety and quality	
ESRS S4	Consumers and end users	Social inclusion of consumers and/or end users	Socially responsible marketing practices	Food safety and quality	
ESRS G1	Business conduct	Company culture	Company culture	Business ethics	
ESRS G1	Business conduct	Protection of whistleblowers	Protection of whistleblowers	Business ethics	
ESRS G1	Business conduct	Animal welfare	Animal welfare		Scherpenhuizen has no business activities that impact animal welfare.
ESRS G1	Business conduct	Relationship with politics and lobbying	Relationship with politics and lobbying	Business ethics	
ESRS G1	Business conduct	Manage supplier relationships, including payment practices	Manage supplier relationships, including payment practices	Product integrity and chain transparency	
ESRS G1	Business conduct	Corruption and bribery	Prevention and detection, including training	Business ethics	
ESRS G1	Business conduct	Corruption and bribery	Incidents	Business ethics	

5.3 RESTATEMENTS

In 2024, the content of the report for 2023 has not been amended. No errors were identified that required correction or modification.

5.4 EXTRA INFORMATION

EMPLOYEE DATA

All employees are employed and based in Eindhoven at Schakel 7 or Schakel 5. The measurements were taken on 31 December 2024. Flex workers are not included in the data below.

Number of employees by gender	2022	2023	2024	Total
Male	240	210	230	680
Female	100	98	120	318
Total	340	308	350	998

FTE	2022	2023	2024	Total
Male	229	204	218	651
Female	88	90	110	289
Total	318	294	328	940

Age category	2022	2023	2024	Total
Male	240	210	230	680
<30	43	39	45	127
30-50	116	96	105	317
>50	81	75	80	236
Female	100	98	120	318
<30	28	22	32	82
30-50	48	53	61	162
>50	24	23	27	74
Total	340	308	350	998

Operating location	2022	2023	2024	Total
Male	240	210	230	680
Eindhoven	240	210	230	680
Female	100	98	120	318
Eindhoven	100	98	120	318
Total	340	308	350	998

Company department	2022	2023	2024	Total
Male	240	210	230	680
Scherpenhuizen	164	144	154	462
Scherpenhuizen Packaging	76	66	76	218
Female	100	98	120	318
Scherpenhuizen	40	39	50	129
Scherpenhuizen Packaging	60	59	70	189
Total	340	308	350	998

Employment	2022	2023	2024	Total
Male	240	210	230	680
Part-time	42	32	50	124
Full-time	198	178	180	556
Female	100	98	120	318
Part-time	58	54	68	180
Full-time	42	44	52	138
Total	340	308	350	998

Contract type	2022	2023	2024	Total
Man	240	210	230	680
Fixed period	43	18	30	91
Indefinite period	197	192	200	589
Female	100	98	120	318
Fixed period	28	12	27	67
Indefinite period	72	86	93	251
Total	340	308	350	998

CBA	2022	2023	2024	Total
Male	240	210	230	680
AGF Groothandel	240	210	230	680
Female	100	98	120	318
AGF Groothandel	100	98	120	318
Total	340	308	350	998

ENERGY AND EMISSIONS

Energy consumption in MWh

Energy consumption in MWh	2019	2020	2021	2022	2023	2024
Renewable	448 (3%)	21 (0,1%)	434 (3%)	288 (2%)	402 (3%)	5.297 (46%)
Electricity	448	21	434	288	402	5.297
Non-renewable	13.215 (97%)	14.534 (99%)	12.912 (97%)	12.440 (98%)	11.632 (97%)	6.118 (54%)
Petrol				372	300	535
Diesel	8.950	9.618	9.411	8.977	7.504	5.540
Electricity	4.265	4.917	3.501	3.090	3.828	43
Total	13.663	14.555	13.346	12.728	12.034	11.415

Fuel category	Unit of measurement	MWh conversion factor
Petrol	l	0,0089
Diesel	l	0,0108
Electricity	kWh	0,0010

CIRCULAR PACKAGING

Purchased packaging materials (tonnes)	2019	2020	2021	2022	2023	2024
Renewable	303,6	30,7	50,7	338,2	133,9	130,8
Cardboard	278,5	7,5	32,6	308,4	77,3	77,4
Cotton	0,2	0,2	0,5	0,2		
Paper	24,9	22,9	17,7	29,7	56,5	53,5
Non-renewable	1207,1	1158,5	106,1	252,2	111,2	610,8
Metal	1,2	2,3	2,5	1,1	0,0	5,4
Plastic	1205,9	1156,2	103,6	251,2	111,2	605,4
Total	1510,8	1189,1	156,8	590,5	245,1	741,7

Energy intensity per million turnover

Year	Turnover
2019	398.435.431
2020	443.006.328
2021	471.457.449
2022	559.352.330
2023	525.080.188
2024	541.689.546
Year	MWh
2019	13.663
2020	14.555
2021	13.346
2022	12.728
2023	12.034
2024	11.415
Year	MWh per € million turnover
2019	34
2020	33
2021	28
2022	23
2023	23
2024	21

CO2 intensity per million turnover

Year	Turnover
2019	398.435.431
2020	443.006.328
2021	471.457.449
2022	559.352.330
2023	525.080.188
2024	541.689.546
Year	Total emission (ton CO2)
2019	5.406
2020	5.713
2021	5.097
2022	4.574
2023	4.676
2024	1.984
Year	Tonnes CO2 per € million turnover
2019	13,6
2020	12,9
2021	10,8
2022	8,2
2023	8,9
2024	3,7

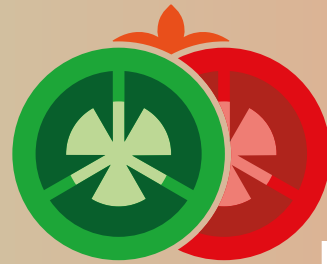


5.5 ABBREVIATIONS

BBL	Beroepsbegeleidende Leerweg
BOL	Beroepsopleidende Leerweg
BRC	British Retail Consortium
BREEAM	Building Research Establishment Environmental Assessment Method
BSCI	Business Supply Chain Initiative
BV	Besloten Vennootschap (Private Limited Company)
CBA	Collective bargaining agreement
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CH ₄	Methane
CO ₂	Carbon Dioxide
CO ₂ -eq	CO ₂ equivalent
CSR	Corporate Social Responsibility
CSRD	Corporate Sustainability Reporting Directive
DGA	Director Major Shareholder
DMA	Double Materiality Assessment
EPTs	Electric pallet trucks
ERP	Enterprise Resource Planning
ESG	Environmental Social Governance
ESRS	European Sustainability Reporting Standards
EU	European Union
F-gases	Flourinated gases
FTE	Full-time Equivalent
GBP	British Pound Sterling
GDPR	General Data Protection Regulation
GFL	General Food Law

GRASP	Global Risk Assessment on Social Practices
HACCP	Hazard Analysis and Critical Control Points
HAS	Hogere Agrarische School
HR	Human Resources
HRM	Human Resource Management
ICT	Information and Communication Technology
IFS	International Featured Standards
IT	Information Technology
KCB	Quality Control Agency
kg	kilogram
KPI	Key Performance Index
KvK	Dutch Chamber of Commerce
kWh	kilowatt hour
LCA	Life Cycle Assessment
LNV	Ministry of Agriculture, Nature and Food Quality
MRL	Maximum Residue Limit
N ₂ O	Nitrous oxide
NGO	Non-Governmental Organization
NIS2	Network and Information Systems Directive 2
NVWA	Dutch Food and Consumer Product Safety Authority
PEFCR	Product Environmental Footprint Category Rules
PET	Polyethylene Terephthalate
PME	Preventative Medical Examination
PPE	Personal protective equipment
PPS	Public-Private Partnership
PSA	Psychosocial workload

QESH	Quality, Environment, Safety, and Health
RA&E	Risk Assessment & Evaluation
RIK	Reglement Interne Kwaliteitscontrole
RVC	Supervisory Board
SBTI	Science Based Targets Initiative
SDGs	Sustainable Development Goals
SH	Scherpenhuizen
SHH	Scherpenhuizen Holding
SHP	Scherpenhuizen Packaging
SIFAV	Sustainability Initiative Fruit and Vegetables
SMETA	Sedex Members Ethical Trade Audit
SPRING	Sustainable Program for Irrigation and Groundwater Use
SROI	Social Return on Investment
SSL	Secure Sockets Layer
TWI	Training within Industry
USD	United States Dollar
VDN	Vers Direct Nederland
VGF	Vegetable, fruit and garden waste
WTW	Well-to-Wheel



Scherpenhuizen

we unite in fresh