



SUSTAINABILITY REPORT 2023





Scherpenhuizen

we unite in fresh

SUSTAINABILITY REPORT

Scherpenhuizen 2023

2nd year

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1. INTRODUCTION

1.1 PREFACE

Proud is the right word to describe how it feels to present this new Scherpenhuizen sustainability report. Compared to last year's first report, it is yet another first; as this new report is already fully based on the ESRS guidelines in accordance with the CSRD. The development was informative and intensive because the interpretation of the guidelines has not proved easy and, to be frank, not always inspiring to work with. As doers, we prefer to work on the concrete actions for more sustainable operations instead of mandatory reporting. It was a huge job, but thanks to the great cooperation within our organisation, another great result.

Once again, a transparent report with honest figures as befits us. This way, we show how we in the fresh fruit and vegetable chain continue to take responsibility to leave the world better and healthier for the next generation. A little better every day is the motto.

Last year again, we noticed that new sustainability challenges are constantly emerging and it is not always easy to actually execute ideas for various reasons. The pace at which new sustainability regulations are created through the law and by partners ensures that we have to keep searching for the most appropriate solutions. Sincere conversations with all stakeholders are important to achieve sustainability goals together. These conversations are taking place more and more, it is a wonderful movement that we actively contribute to and are keen to continue.

I would like to thank all employees and partners for their commitment so far and for the future steps we want to and will take together.

We see this report as a reflection of our contributions for a sustainable, healthy and beautiful future. At the same time, it makes clear what we can still work on (even more). We are intrinsically motivated and keen to keep making strides and in doing so hope to inspire others.

Eindhoven, July 2024

Cindy Wijffelaars

Director Sustainability, Quality & Innovation

1.2 QUICK FACTS

CORE VALUES, PAGE 12



TOGETHER

We are there
for each other



VITAL

Better every
day



ENTERPRISING

With guts and
passion

FRESH25 SUSTAINABLE ENTREPRENEURSHIP, PAGE 14



SOCIAL CONTRIBUTIONS, PAGE 16



various institutions helped with a
donation, contribution, or gift!

EMPLOYEES, PAGE 18



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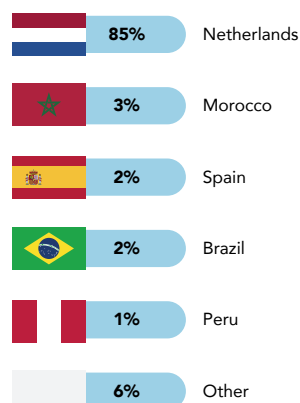
enthusiastic own employees

331

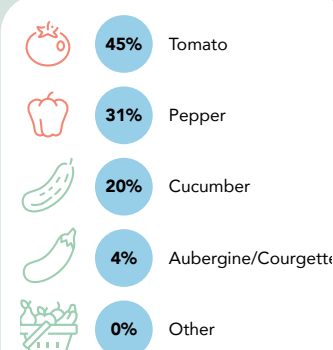
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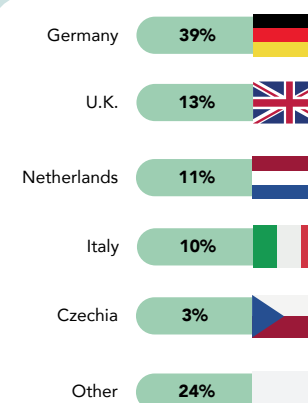
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TOP 5 PROCESSED GREENHOUSE VEGETABLES

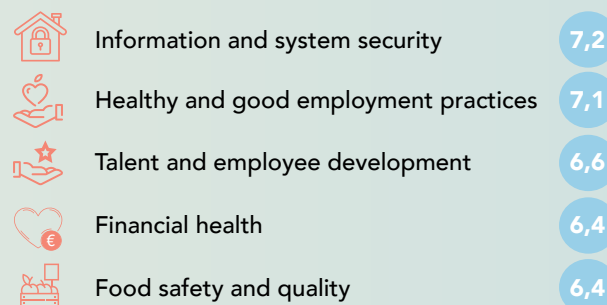


TOP 5 COUNTRIES BY PRODUCT DESTINATION



DOUBLE MATERIALITY ASSESSMENT, PAGE 32

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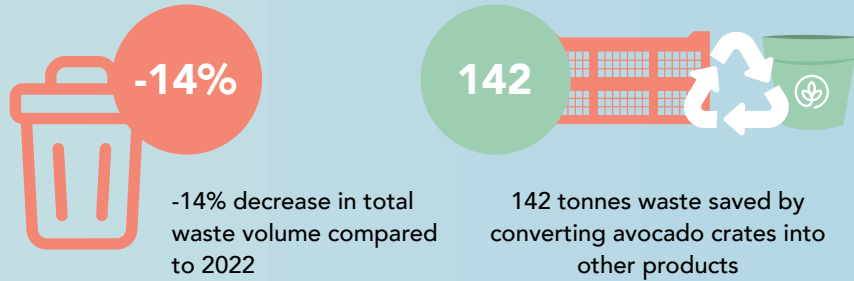


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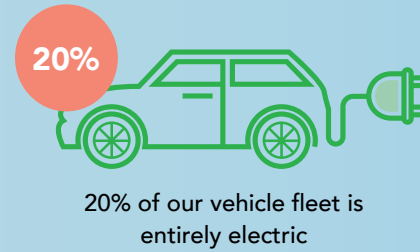
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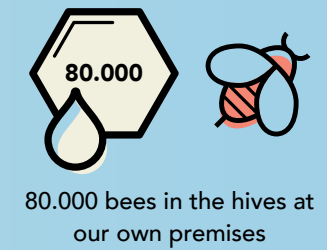
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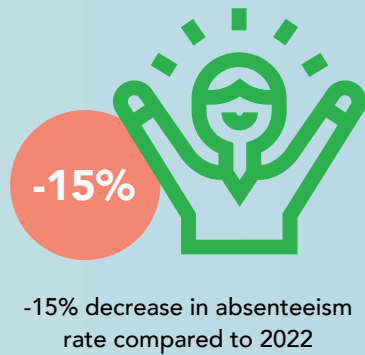
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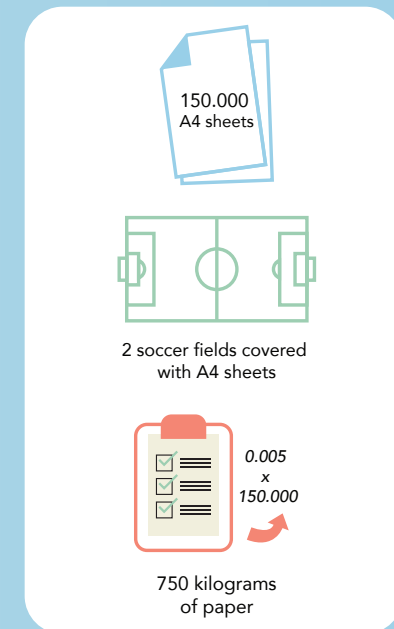


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2. COMPANY PROFILE

2.1 VALUE CREATION

2.1.1 MISSION AND STRATEGY

MISSION

We connect in fresh: we are the link between the people who grow fruit and vegetables and the places where people buy fruit and vegetables every day.

VISION

We want to sustainably connect Dutch cultivation and European retail in fresh fruit and vegetables through commitment, pride and passion.

STRATEGY

"Simply the best in fresh" is what we aim for. A professional family organisation that always offers a solution for grower and customer through cooperation, entrepreneurship and sustainable and efficient operations aimed at large product flows and long-term relationships.

HISTORY

Scherpenhuizen was founded in 1973 and has since been engaged in the import and export of fruit and vegetables from Veldhoven. From the outset, quality and customer service have been the guiding principles. Over the years, this has led to excellent contact with both customers and suppliers.

In 1995, Martin Scherpenhuizen joined the management and the company continued to grow. Two years later, Scherpenhuizen was one of the initiators for the establishment of Vers Direct Nederland (VDN), a sales organisation in Barendrecht for growers of fruit and vegetables. In 1999, the company acquired Gopack in Venlo, a modern packing station for the small packaging of fruit and vegetables.

In December 2003, Scherpenhuizen together with Gopack moved to completely new premises at "Acht" industrial terrain 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 premises at the Schakel 7 on industrial terrain "Acht" in Eindhoven. Expansion has since taken place with a second building at De Schakel 5, which was also awarded the BREEAM-outstanding sustainability certificate.

Our aim is to fulfil all our customers' wishes as quickly and effectively as possible. To this end, we have 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 large number of different types of packaging are used.

GENERAL

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

SPECIALITIES

The starting point for our course of action 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's own packaging facilities.



2.1.2 CORE VALUES

Core values guide the decisions we make and describe who we are. They are promises; from us to employees and from employees to us, agreements we keep together. Because only then can we ensure that our culture is preserved. This is how we keep our promises to our growers and retailers every day, in typical Scherpenhuizen fashion.



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 across Europe. We can only do this with the help of our employees.

Scherpenhuizen acts as a connecting link between growers and retailers and emphasises the importance of cooperation, support and appreciation for everyone in the chain. We celebrate successes, share losses and care for each other and our environment. We focus on building sustainable relationships, sharing knowledge and experience and working as team players aimed at a common future and the best results.



VITAL

Better every day

Vitality is much more than just adequate exercise and healthy eating. When employees have vitality, they are comfortable in their own skin and enjoy going to work. We do everything we can to help our colleagues make every day the best. When they feel good, they perform at their best. In this way, they form the stable basis for the healthy growth of Scherpenhuizen.

Scherpenhuizen is committed to the well-being and development of its employees by investing in personal development, a fun working environment, offering 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. We also strive to minimise our carbon footprint to ensure vitality in society.



ENTERPRISING

With guts and passion

We have become a market leader by reacting alertly and seizing opportunities. We continue to grow thanks to our expertise and the commitment and ideas of inspired 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 easy communication, ambition, a unique approach and a willingness to change aimed at sustainable growth.



2.1.3 SUSTAINABLE ENTREPRENEURSHIP

We are an importer and exporter of fresh fruit and vegetables and specialise in transporting, packing and marketing these fresh fruit and vegetables. In doing so, we ensure food safety by offering healthy, safe and high-quality products efficiently and in a socially responsible way. Activities take place in a sustainable distribution centre that meets the strict "BREEAM Outstanding" standards.

As a family business with Brabant origins, we strive for local social involvement, sustainable entrepreneurship and quality assurance. Our sustainability vision is in line with the mission: "We unite in fresh", sustainably connecting (Dutch) cultivation and (European) retail.

We take responsibility for quality, the environment and social example seriously, working with stakeholders to improve the world, starting with our own company and the immediate environment.

FreSH25

Our focus is on six pillars that are integrally linked to our FreSH25 strategy for the years 2020-2025. These spearheads are important to our company and our employees, both in regard to product and people in the broadest sense of the word.



Our environment

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

Our people

Good employment practices at a professional family organisation for vital employees within a safe and enjoyable working environment.

Our growers

Ensuring product availability by maintaining sustainable relationships with growers.

Our customers

To be the preferred partner and best supply chain party for strategic retail customers by solving everything to their satisfaction.

Our processes

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

Our products

Growth through clear choice of major product groups and services and/or winter coverage.

Sustainability policy

We have a comprehensive sustainability policy that focuses on social commitment, environment and corporate responsibility. Key aspects of this policy are:

Key aspects of this policy are:

- Investments in energy-saving measures, such as the installed 9,000 solar panels to generate electricity and the installation of charging stations for electric cars. We also actively monitor new opportunities for further optimisation, such as energy storage by battery, expansion of solar panels and a continuous critical review of our business processes with a focus on using less energy. 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 greywater and heat recovery systems.
- Improving local infrastructure and promoting biodiversity with initiatives such as bird houses, a population of 80,000 bees, toad pools and insect hotels.
- Reducing paper consumption by digitising various processes, such as sending invoices digitally, new working method for recording work orders and using double-sided and black-and-white printing. This reduces the consumption of paper and toners and encourages recycling of toners.
- A focus on sustainable packaging and reducing packaging waste by avoiding unnecessary packaging material, using recycled packaging and working with customers and packaging suppliers to develop sustainable packaging innovations.
- Providing employees with appropriate work opportunities and facilities, paying attention to their welfare and a safe working environment. In addition, products and processes are thoroughly checked to ensure the safety of employees and customers.
- Continuous improvement of company and customer satisfaction through good internal and external communication, research into customers' experiences and analysis of their needs, and proactively responding to expectations to achieve optimal service.

Our due diligence system is closely intertwined with the 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 environmental objectives.

SUSTAINABILITY TARGETS

We have set the following new targets for the coming year:

Energy and emissions

- 2024: the electricity purchased is 100% Dutch wind energy.
- 2025: electricity consumption savings of 1% kWh per year, at least 45,000 kWh (compared to annual sales in pallets).
- 2028: the vehicle fleet consists exclusively of 100% electric or plug-in hybrid cars.

Packaging

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

Waste

- 2024: fresh fruit and vegetable landfill decreases by at least 1% annually (compared to annual sales in pallets).



2.1.4 SOCIAL CONTRIBUTIONS

Scherpenhuizen is a committed company, which supports a number of charities, events, local associations and activities both on a regular basis and on an annual basis. Especially in the region, as we are proud of our Brabant roots. We prefer to donate, gift or contribute with the provision of our healthy products: fruit and vegetables. The social contributions and actions are selected partly on the basis of ideas and requests from our own employees.

Sponsorships create a win-win situation by aligning with our core values as well as objectives and activities in the areas of health, sustainability, sport, fresh fruit and vegetables. In particular, we sponsor activities or parties that offer opportunities to maintain and strengthen our relationship network, or that contribute to creating positive consumer awareness of our healthy products.

FRUIT AND VEGETABLE DONATIONS

We like to donate, donate or contribute what we are good at; fruit and vegetables. In 2023, various organisations such as Solar Team TU Eindhoven, Best Zoo, Beach Event Veldhoven, Alpe d'HuZes, Fiets4Daagse de Peel, Stichting Jong Nederland Jeugdkamp Eindhoven Acht, KIKa Kindervakantieweken Eindhoven, Kindervakantieweken Meerhoven and CIOs Sittard received fruit and vegetables.



EINDHOVEN MARATHON

We also sponsored the Eindhoven Marathon again. A 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 creates vitality, connection and pride in joint achievements.



VOEDSELBANK EINDHOVEN AND NATIONALE VOEDSELBANK

Sharing what we have: that's what we've been allowed to do for years through a great partnership with Voedselbank Eindhoven. We donate fresh fruit and vegetable products to the Voedselbank Eindhoven and the Nationale Voedselbank. The Voedselbank is a charity that provides food assistance to people in need, and we have been working with them since their establishment. On the basis of a fixed appointment and if necessary at extra times, they collect from us. This way, it also reaches a group of people for whom access to necessary healthy food products is not assured.



For more information on our relationship with Voedselbank Eindhoven, see the Sustainable relations with stakeholders chapter on page 26.

Football clubs

The football clubs RKVVO, SV Marilde and S.V. Rood-Wit 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 one, which favours small-scale, local and nature inclusiveness, and the technological one, 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 cooperation and innovation.

We think this dialogue is important because it allows different ways of growing food to coexist. The aim here is to continue to provide the world with sufficient healthy and sustainable food, while minimising damage to the planet.



2.2 ACTIVITIES

2.2.1 EMPLOYEES

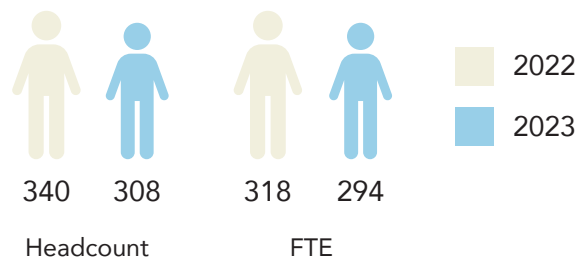
Employees are the heart of the company and therefore incredibly important. They are the people who work hard every day and ensure that the best fruit and vegetables reach customers on time. Their commitment, knowledge and experience enable us to deliver excellent quality and grow as a company. We want 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.

The workforce is adjusted based on seasonal demand, especially during the greenhouse vegetable season (April-September). During busy periods, we deploy extra employees and when the extra support is no longer needed during the season, this flexible group of employees is scaled down.

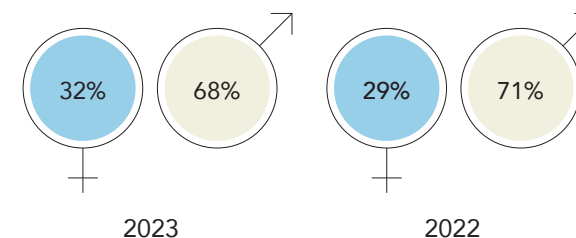
For this, we use flexible employees through various employment agencies. As at 12-31-2023, 331 flex workers were employed at Scherpenhuizen. They are mainly deployed at Scherpenhuizen Packaging and to a lesser extent at Scherpenhuizen.

All ratios exclude flex workers. For a complete overview of employee characteristics, see the additional information in the appendix on [page 127](#). The employee data were counted as at 31-12-2023.

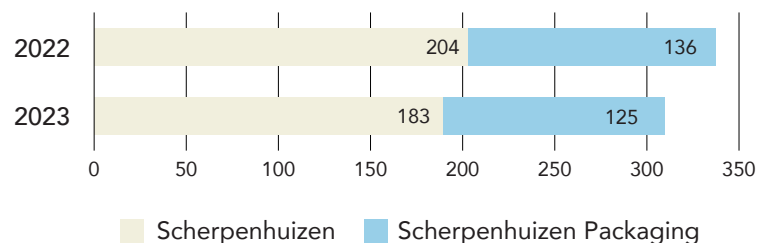
NUMBER OF EMPLOYEES AND FTE



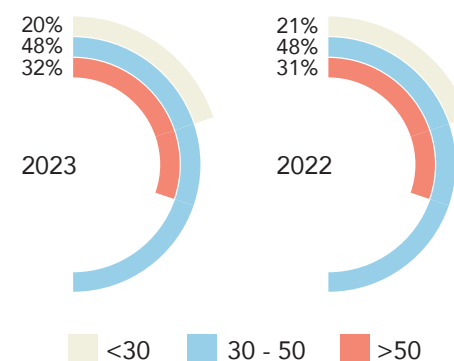
FEMALE-TO-MALE RATIO

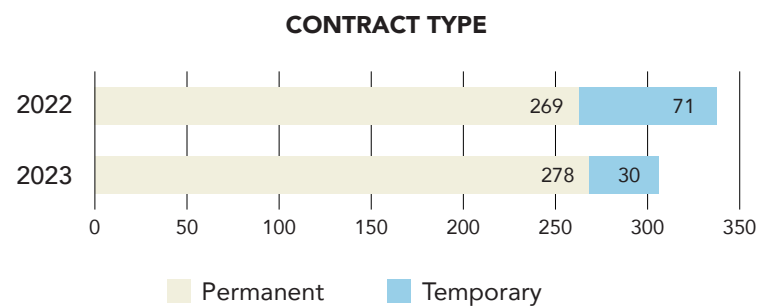
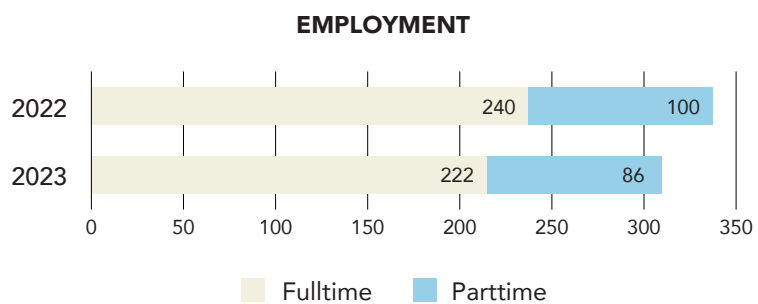
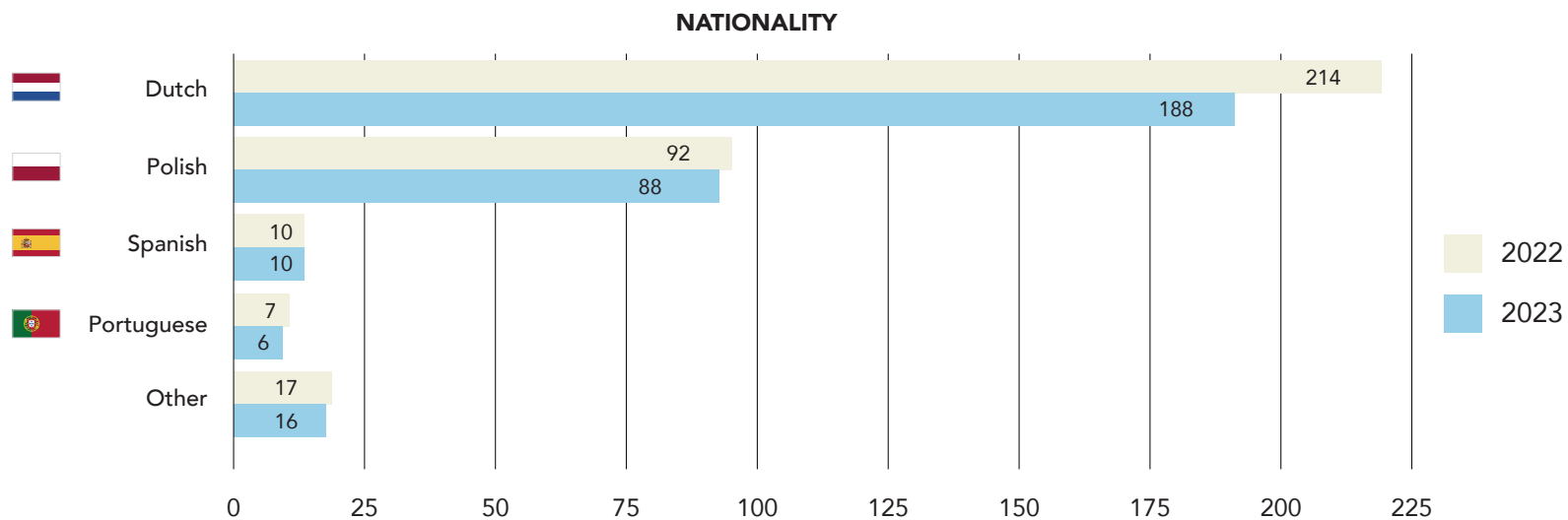


NUMBER OF EMPLOYEES BY BUSINESS UNIT



DISTRIBUTION OF AGE CATEGORIES

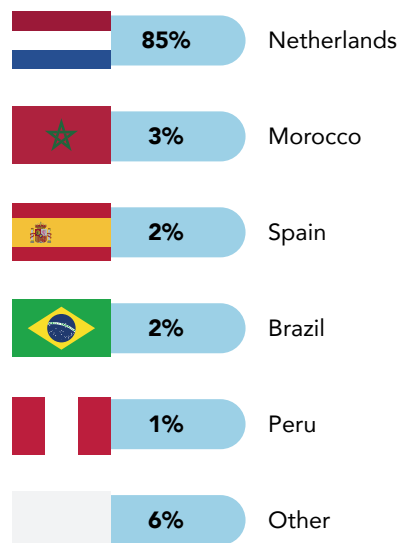




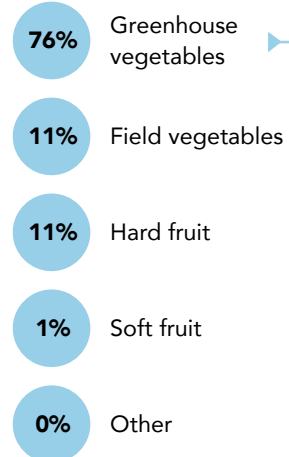
2.2.2 VALUE CHAIN

ORIGIN

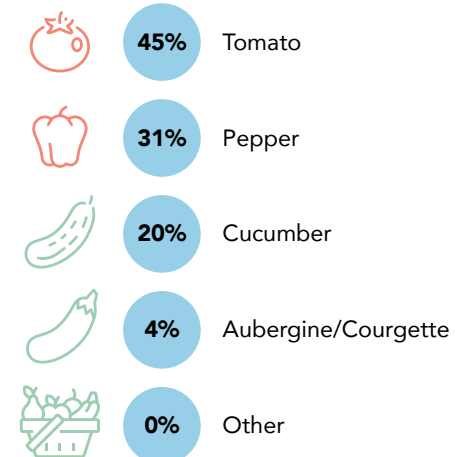
TOP 5 COUNTRIES



PRODUCT GROUP

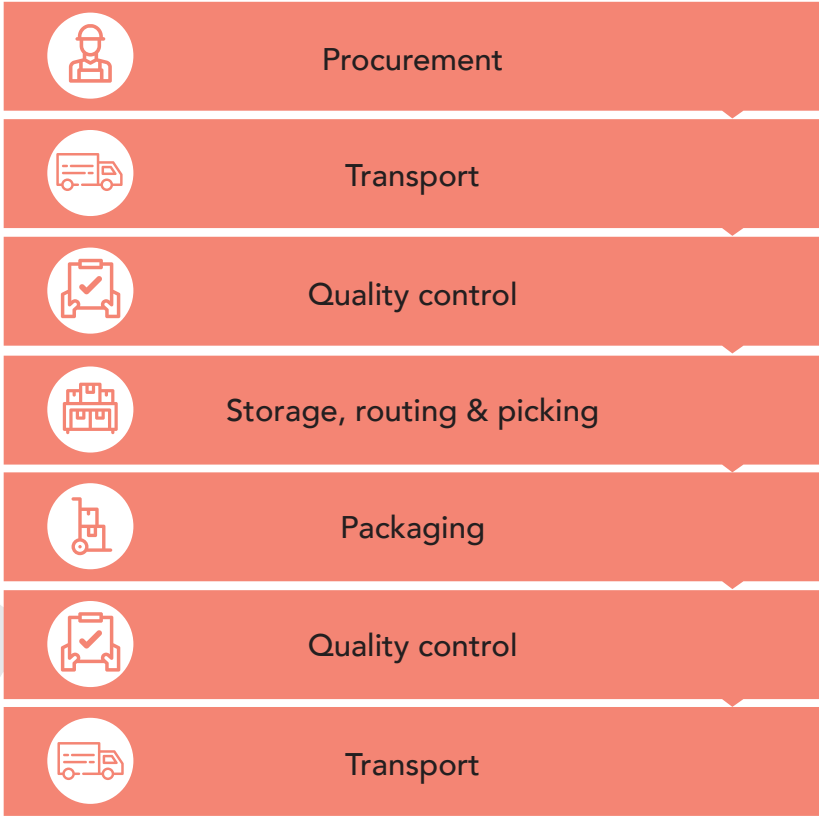


GREENHOUSE VEGETABLES



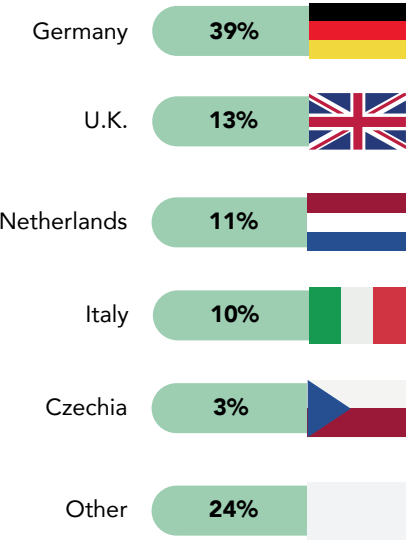


QUALITY AND PACKAGING PROCESS



DESTINATION

TOP 5 COUNTRIES



2.3 STAKEHOLDERS

2.3.1 STAKEHOLDER ENGAGEMENT

As part of the fresh fruit and vegetable chain, we have a big impact on the environment. That is why we feel very responsible for stakeholders. Real improvements can only be made together, starting with our own company and the immediate environment. Stakeholder involvement is key here, with the main groups being: employees, growers and grower associations, suppliers, customers, shareholders, Supervisory Board, partners, government, regulators, NGOs, associations and society.

Our focus every day is on employees, growers and grower associations, suppliers and customers. After all, they are crucial for business continuity and we maintain an open dialogue with them.

TRANSPARENCY IN BUSINESS OPERATIONS AND COMMUNICATION

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

External transparency

To increase our transparency about our operations and make impact transparent, we have started collecting our sustainability information since 2022. This information was

first published in the 2022 edition of our sustainability report. In addition, we share information through the EcoVadis platform to increase transparency. For this platform, we achieved silver sustainability recognition in 2023. On this platform, we are also benchmarked against other companies. From 2026, annual disclosure of sustainability information will become legally required under the CSRD (Corporate Sustainability Reporting Directive), giving stakeholders insight into our sustainability impact.

A number of employees, in cooperation with an external party, prepared the sustainability report, after which the Executive Management Board validated the content. This increases quality and reliability. In the future, external auditors will verify the mandatory reports, ensuring our reliability and relevance.

EMPLOYEE ENGAGEMENT

Employee Representative Body

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

For an overview of our employees, see the Employees chapter starting on [page 18](#).

Thus, the Employee Representative Body ensures an open and inclusive working environment. Employees are

encouraged to share their questions and ideas, which in turn creates a better working atmosphere and also benefits employee satisfaction. These representatives are elected by employees through elections held within our organisation. In terms of working conditions, the representative body is actively involved in policies. For example, one employee from the representative body is a member of the Health & Safety Committee and one of the vitality working group. The Employee Representative Body works together with the prevention officer and management on the implementation of health and safety measures and the preparation of the risk assessment and evaluation ((RA&E).

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

For more information on the safety of, health of or employment practices of our employees, see [pages 56, 60 and 102](#) respectively.

Employee surveys

We regularly conduct surveys to assess the well-being and satisfaction of our employees. In 2023, among other things, we started conducting a Preventive Medical Examination (PME), initially among employees who face physical strain on a daily basis, as well as a Psychosocial Workload (PSA) survey. For 2024, we plan to further roll out these examinations to other departments.

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

Consultation and participation

Every year, managers hold end-of-year interviews with employees in their departments. During these conversations, employees can give their input, express development needs, discuss psychosocial workload and other concerns. If an employee prefers not to discuss certain issues with the manager, this can also be reported to confidential advisers (internal or external). In addition, we have a whistle-blowing procedure for the anonymous reporting of wrongdoing within our company.

Collective bargaining agreement

All our salaried employees are covered by the collective bargaining agreement Groothandel in Groenten en Fruit. This collectively regulates the terms of employment of employees with the exception of trainees, holiday workers, on-call workers and other flex workers.

Suggestion box

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

External employees

We use flex workers to keep operations flexible and efficient.. These flex workers are mainly deployed at Scherpenhuizen Packaging.

By using these external employees, 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. Direct cooperation with growers and grower associations allows us to think along and contribute to the quality of products for our customers. We also work with growers to achieve sustainability targets and improve social and environmental impact throughout the chain. To ensure the traceability of fresh fruit and vegetable products in the chain, we operate a strict Track & Trace procedure. Several departments are involved in implementing this.

Communication and collaboration

We maintain daily, weekly and long-term contact with growers and grower associations. This involves both direct communication and contact through purchasing, account and product managers. Moreover, various departments, such as the QESH department, have contact with growers in connection with certifications, quality guarantees and product checks.

To strengthen ties with growers, regular visits are organised to farmers, growers and processing companies. Through these visits, we can strengthen relations with them and further promote cooperation and sustainability in the chain.

SUPPLIER IMPACT

Besides growers and grower associations, there is 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 day-to-day operations and achieving sustainability goals.

Discussions on social and environmental impact mainly take place with growers, but also offer more opportunities for collaboration with other suppliers. The supplier declarations will therefore be expanded to include social and environmental aspects and we will help and guide our buyers to raise these issues. For all our non-primary fresh fruit and vegetable procurement, we also choose to work with suppliers who have sustainability high on their agenda.

CUSTOMERS

Communication and relationship

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

Customer impact

We see customers increasingly becoming more sustainable from the bottom up. They achieve this partly by composing their assortment from products that have a low impact on the environment. Moreover, they are increasingly trying to work together throughout the chain.

Our top five customers have extensive specific requirements in terms of certifications, 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 customers' social and environmental impact. We depend on the customer, who decides what kind of packaging material to use. Together with growers and customers, we bear responsibility for the entire chain. In the future, collaboration in this area will become increasingly important.

Complaint procedure

In our complaint procedure, we try to identify the cause of the complaint, deal with it effectively and prevent its recurrence. We also pass complaints on to suppliers and review their responses to these complaints. We keep customers informed about the handling of their complaints and the measures we take to prevent recurrence. We require suppliers to respond to a complaint within 24 hours with details of the cause and actions taken. By recording this in a database, we can identify trends and take corrective action.

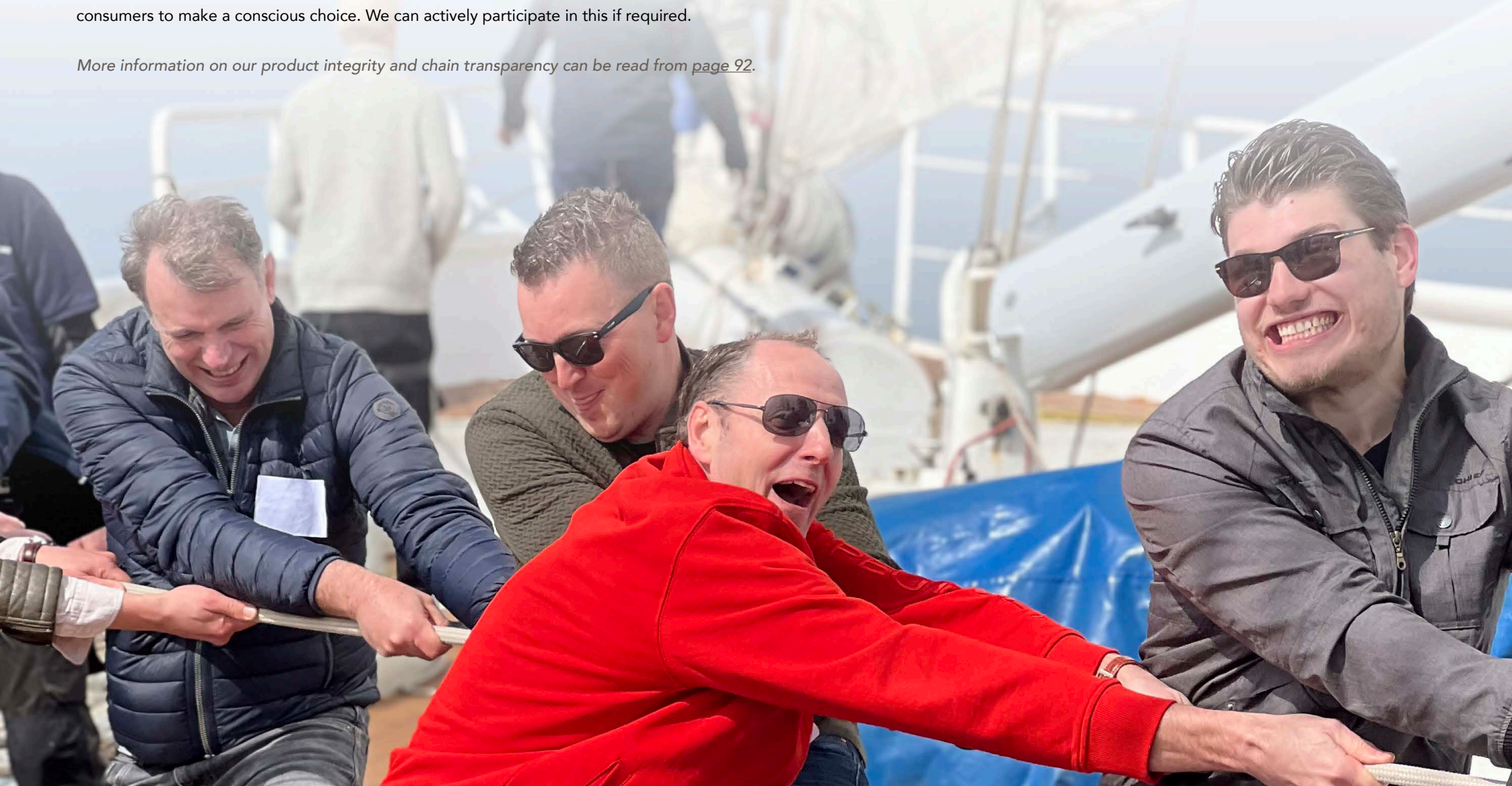
The main outcome of this procedure is to respond quickly and accurately to consumer queries on food safety, allergens and product information. This task is carried out by the QESH manager with support from external quality organisations when necessary.

More information on the quality and safety of food can be found in the chapter Food safety and quality from [page 74](#).

CONSUMER INTERESTS

Consumers shopping with our customers are increasingly interested in the origin of a product and often want to know whether a product has been produced responsibly. Every consumer wants high-quality and 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 make more contact with consumers, for instance by providing information on organic products, packaging and other aspects that are important for consumers to make a conscious choice. We can actively participate in this if required.

More information on our product integrity and chain transparency can be read from [page 92](#).



2.3.2 SUSTAINABLE RELATIONS WITH STAKEHOLDERS

GABRIELA, CANTEEN EMPLOYEE

I have been working at Scherpenhuizen for many years and really enjoy working there with all my colleagues. Due to a medical reason, it was better for me to change jobs. Scherpenhuizen provided me with excellent guidance and looked at the internal possibilities. I was able to reintegrate into the nice team in our company restaurant and I really enjoy working there. Lots of variety, contact with all colleagues, great atmosphere and therefore a lot of job satisfaction. I go to work happy every day!

Gabriela

Canteen employee, Scherpenhuizen



VOEDSELBANK EINDHOVEN

"The cooperation between Scherpenhuizen and Voedselbank 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 together guarantee the availability of healthy and fresh products for those who can use a helping hand. A nice bonus is that we also contribute to reducing food waste. This collaboration is a great example of how businesses and social organisations can strengthen each other and create positive impact for our community and on sustainability."

Edgar Linders

Voedselbank Eindhoven



OXIN GROWERS

Our collaboration and relationship with Scherpenhuizen has a rich history. Since 1997, we have worked closely with Versdirect.nl, one of the forerunners of Oxin Growers, in sales. After Oxin Growers was created in 2020 from a merger between Van Nature and Best of Four, this intensive partnership continued even further. The aim of the partnership is to further optimise deliveries to the end customers. Scherpenhuizen is one of our largest customers, together we form the link to retail and ultimately consumers.

This requires not only coordination around sales and product quality and certifications, but also joint sustainability of the supply chain. We face the social challenge of accelerating sustainability. In doing so, it is important to gain insight into the actual social and environmental impact of the cultivation, transport and consumption of fruit and vegetables on our environment, and to reward the related progress fairly. The 'Horti Footprint' tool developed for the sector, which can calculate the climate impact per product, is going to give us this insight. Oxin Growers is therefore committed to a sustainable cooperation with Scherpenhuizen so that together we can continue to offer tasty and healthy products.

Ton van Dalen

Director Oxin Growers



PACKAGING SUPPLIER NNZ

At NNZ, we are proud of our partnership with Scherpenhuizen. As a supplier of packaging materials, we like to contribute actively and proactively to their packaging solutions. When a packaging demand arises, we respond adequately and make our extensive knowledge and expertise available. We do this by presenting new products and market developments, among other things.

Our cooperation goes beyond supplying packaging; we work closely together on sustainability and corporate social responsibility (CSR). We regularly discuss improvements in these areas, such as the four Rs (Reduce, Reuse, Recycle, Replace), and the origin and production conditions of packaging.

We source our packaging as much as possible within Europe to minimise CO₂ emissions, in line with our sustainability goals. In doing so, we always ensure that the corresponding documentation is available. The quality departments of Scherpenhuizen and NNZ are in constant contact to ensure that all processes are carried out according to the agreed standards.

The relationship between NNZ and Scherpenhuizen is based on mutual respect and balance. They are two family businesses with a good feel for each other, equal interests and a lot of knowledge and experience. From NNZ's perspective, it is nice to do business with Scherpenhuizen, often at the cutting edge, which makes it very valuable. We learn from each other.

Lizette Baijens

Account manager and advisor fresh fruit and vegetable packaging, NNZ



2.3.3 DOUBLE MATERIALITY ASSESSMENT

We consider stakeholder engagement important and we like to show this in our double materiality assessment. We have conducted these in accordance with the European Sustainability Reporting Standards (ESRS) to gain insight into our sustainability opportunities, risks and impacts. The definitions of the most important impacts, risks and opportunities provide us with tools to manage sustainability in a substantive and concrete way and also to report on our main 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 an organisation's impact. This involves looking at the environmental, social and governance impacts of an organisation's activities. This mainly concerns the impact on stakeholders.
- **Financial materiality** deals with the potential impact of sustainability issues on an organisation's financial performance, such as its financial position, performance, cash flow and access to funding. This dimension is mainly relevant for users of financial and sustainability information.

Materiality of a topic is not limited to matters we can control, but also includes material impact, risks and opportunities related to business relationships or to other organisations or stakeholders.

In conducting the impact, risk and opportunity analysis, we have focused on areas where these are likely to occur. These were identified based on our activities, business relationships and geographical focus. We also included in the study how we are affected by dependence on natural, human and social resources.

Impact materiality

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

- **Negative impacts:** materiality assessment is based on the severity and likelihood of the impact. Severity is assessed based on scale, scope and irreparability.
- **Positive impacts:** materiality is based on scale and scope of actual influences, and for potential influences on the scale, scope and likelihood.

The impact materiality was tested with 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 interest to us with qualitative explanations. The impact analysis was further supplemented using 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 in determining what information should be included in an organisation's financial statements. Financial materiality within sustainability reporting broadens this concept: this assessment covers information considered material to the primary users of general financial reports. They need this information when making decisions on providing resources to the entity.

A sustainability issue is financially material if it can cause material financial effects on us. This refers to matters that generate risks or opportunities that may be material to our development, financial position, financial performance, cash flows, access to funding or cost of capital. These are short, medium and long-term risks and opportunities. Risks and opportunities may arise from both past business activities/processes and planned future business activities/processes.

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 needed for Scherpenhuizen's business processes. It may also affect the company's strength to rely on business relationships on acceptable terms.

The financial materiality assessment, sustainability opportunities and risk analysis were reviewed by the Executive Management Board in this study. They represent the direct users of sustainability information.

SCORE AND MATERIALITY

If a sustainability topic is among the 50% most important topics on one of the two dimensions (impact or financial), it has been defined as materiality in this study. A total of 19 topics were tested, bringing the number of materiality topics to at least 9 and at most 19.

SUSTAINABILITY TOPICS AND DEFINITIONS

In the first phase of this assessment, a list of 19 sustainability topics was compiled.

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 positions, the internal sustainability working group consisting of the Director Sustainability, Quality and Innovation, QHSE manager and HR manager.

For all these 19 sustainability topics, definitions have been drawn up so that it would be clear to everyone what is meant by the topic:

#	Theme	Topic	Definition
1	Environment	Circular packaging	Packaging the products with as few (new) materials as possible in collaboration with the chain.
2	Environment	Waste streams and circularity	The volumes of waste streams resulting from business activities and directing waste streams as a valuable source of raw materials.
3	Environment	Energy and emissions	The consumption of energy and greenhouse gas emissions from own business activities (scope 1 & 2) and from directly sourced activities (scope 3) such as business travel, commuting and outsourced transport.
4	Environment	Climate impact of products	The greenhouse gases released from fresh fruit and vegetable cultivation and promoting a climate-resilient fresh fruit and vegetable chain.
5	Environment	Biodiversity and crop protection agents	Preserving biodiversity around farmland, avoiding the use of plant protection products and using organic pesticides.
6	Environment	Water consumption in the chain	Managing water consumption responsibly in the upstream fresh fruit and vegetable chain.
7	Social	Safety of employees	Ensuring and promoting the physical safety of own and hired employees on and around the shop floor.
8	Social	Healthy and good employment practices	Proactively promote sustainable employability, health, job satisfaction and well-being of employees.
9	Social	Diversity and inclusion	Ensuring and promoting diversity and inclusion among employees by creating an equitable and respectful working environment.
10	Social	Talent and employee development	Providing opportunities for employees to be allowed to develop personally and professionally beyond their current work and position.
11	Social	Information and system security	Ensuring secure and well-protected systems and information.
12	Social	Food safety and quality	Ensuring and promoting food safety and quality for the benefit of consumer health.
13	Social	Working conditions in the supply chain	Ensuring and improving fair, safe and healthy working environments and ways of working for employees in the fresh fruit and vegetable chain.
14	Social	Local community engagement	Proactively being accessible, engaged and promoting a positive contribution to local society.
15	Economic	Fair wages, prices and relations	Ensuring and promoting fair wages within the organisation, fair prices in the upstream chain and good supply chain relations.
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	Ensuring 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	Comply with social and environmental laws, ensure zero tolerance policies for corruption, competition and privacy violations and provide space and protection for whistleblowers.

ASSESSMENT RESULTS

Materiality topics

From the 2023 double materiality assessment, the following topics were defined as materiality:

1. Information and system security
2. Healthy and good employment practices
3. Talent and employee development
4. Financial health
5. Food safety and quality
6. Working conditions in the supply 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 a top 50% subject based on absolute scores on at least one of the two dimensions. 5 topics are materiality on both dimensions, 4 on only the financial dimension and 4 on only the impact dimension. These 13 topics are subject to mandatory reporting in accordance with the ESRS.

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

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

Results per dimension

The overview below shows in which dimension an issue is defined as materiality. It can be in both dimensions (grey colour), only the financial dimension (blue) or only the impact dimension (orange). Materiality is defined as a top 50% topic based on absolute scores in at least 1 of the two dimensions.

Financial & impact	Materiality according to both dimensions
Financial	Materiality according to the financial dimension
Impact	Materiality according to 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 supply chain	5,4	7,2	6,3
7	Safety of employees	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 use in the chain	4,2	6,6	5,4
17	Circular packaging	3,9	6,7	5,3
18	Biodiversity and crop protection	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 supply 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	Safety of employees	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	4,2	3,6	4,1
17	Biodiversity and crop protection agents	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 was determined by the Executive Management Board. They gave the topics a opportunity and risk rating on the scale of 1 to 10, based on the question: "How significant is a potential positive or negative impact of this topic on the organisation in the next 1, 5 and 10 years?". The top 50% topics are labelled as materiality.

IMPACT MATERIALITY

The impact materiality was determined by employees, customers, suppliers including fresh fruit and vegetable growers, partners, service providers and the internal sustainability working group.

Through a digital survey, stakeholders gave the topics an impact rating on the scale of 1 to 10, based on the question: "How important is it to you as a stakeholder that we give extra attention to this topic over the next 10 years?".

A similar smaller stakeholder assessment has already been conducted in 2022 with the executive management board, supervisory board, employees, customers, suppliers. This survey, with very similar topics, has been integrated into the full double materiality assessment of 2023.

As part of the impact analysis, the working group also defined a concrete list of positive, negative, actual and potential impacts. These impacts were linked to the relevant stakeholders and given a quantitative assessment on the scale, scope, irreversibility and likelihood of these impacts. The top 50% topics of weighted consolidation have been labelled as materiality.

#	Impact assessment overall	Score
1	Food safety and quality	7,8
2	Safety of employees	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 supply chain	7,2
9	Waste stream 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 plant 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 timelines 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 assessment:

- Energy and emissions
- Waste streams and circularity
- Circular packaging
- Food safety and quality
- Healthy and good employment practices
- Information and system security
- Employee safety
- Talent and employee development
- Fair business practices
- Financial health
- Product integrity and supply chain transparency
- Responsible procurement
- Business ethics

For the 2024 report, the following topics will be newly developed as materiality:

- Diversity and inclusion
- Innovation

For the topics below, the materiality requirement will lapse for the 2024 report. Nevertheless, both topics will be reported voluntarily as materiality topics.

- Energy and emissions
- Circular packaging

Four topics were not defined as materiality in both surveys:

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





3. MATERIALITY

3.1 ENVIRONMENT

3.1.1 CIRCULAR PACKAGING

Packaging the products with as few (new) materials as possible in collaboration with the chain.

To keep fresh fruit and vegetable products well fresh and ensure their shelf life and quality, we package them for our customers, who then display them in the supermarket. Packaging also functions as marketing and information transfer for consumers. In this chapter on circular packaging, we discuss the material streams and the circularity of the packaging (and accessories such as labels and index cards) in which we package the fruit and vegetables for the end user.

We do not throw these packages away with the waste ourselves, but as a packer we are co-responsible in the chain. We share this responsibility with the downstream chain because it is ultimately 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 we produce ourselves.

PRODUCT PACKAGING

Packaging policy

We are aware of our role within the packaging chain and although direct influence is limited, we try to proactively advise on sustainable alternatives through intensive cooperation with packaging suppliers. After all, choices around product packaging are mainly determined by retailers, our customers. We also actively keep ourselves informed about (sustainable and food-safe) packaging developments and present these to our clients.

Fruit and vegetables are packed if this contributes to the shelf life and long-term quality of the product. Among other things, this prevents food waste and deterioration of other products. If packaging is required, the focus is on recyclable packaging that is as homogeneous as possible for efficient reuse of materials. The fruit and vegetable sector is committed to using recycled materials and using non-fossil bio-based raw materials in packaging. The sector has already had an Industry Plan for Sustainable Packaging since 2013.

Retailers are increasingly encouraged to make responsible packaging choices; not only by European laws and regulations but certainly also by consumers. We have direct contact with our packaging suppliers and proactively advise customers on sustainable solutions and options.

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). However, our products with high moisture percentage and soft exterior are unsuitable for this.

Product shelf life

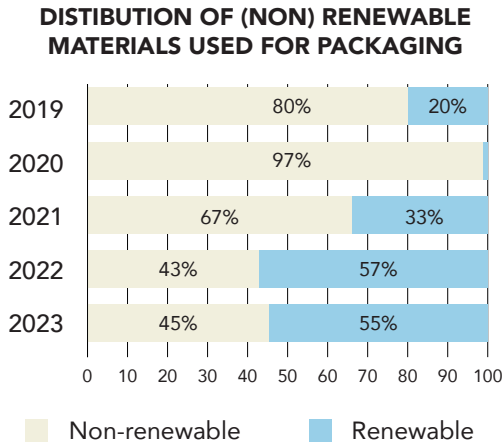
Retailers do not always immediately opt for fully sustainable packaging, or no packaging at all, because plastic packaging for fruit and vegetables is necessary to extend product quality and shelf life and ultimately prevent food waste. The plastic is a protection against water, oxygen aromas and contaminants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

MATERIAL CONSUMPTION

We can measure the sustainability or circularity of the product packaging we use by 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

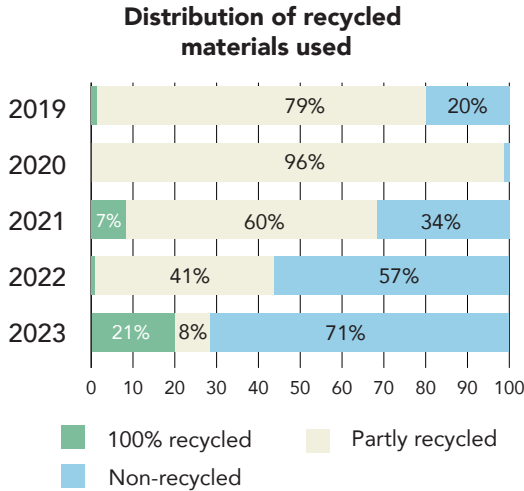
In 2023, 55% of packaging materials purchased were from a renewable source. This concerns the materials paper and cardboard. These are used for trays, index cards, interleaves, labels and inserts. Annual fluctuations between renewable and non-renewable materials are caused by customer and/or assortment changes. Ultimately, the customer chooses the packaging and material.



Recycled materials

The proportion of non-recycled packaging materials and accessories (71%) shows the same trend as renewable and non-renewable packaging materials. This is due to paper and cardboard that is renewable but does not contain any recycled material.

The 8% partly recycled packaging consists mainly of plastic packaging materials, which almost always consist of at least 1% recycled plastic. We have also seen a positive increase to 21% in the proportion of 100% recycled materials by 2023.



EXAMPLES AND REDUCTIONS

Despite our heavy reliance on customers, we actively pursue circular and sustainable packaging solutions such as, for example, our tomato buckets, thin flow packs and food-safe sustainable inks.

Tomato buckets

The plastic tomato buckets still in use by many customers, for example, are made of transparent mono-material instead of black plastic, this makes them fully recyclable.

Thin flow pack

In flow pack machines, we use a super-thin film. The thickness of this film has been reduced from 40 µ in 2003, to 25 µ in 2019. This reduction has saved 241,000 kg of plastic since 2019, reducing the use of packaging materials and promoting efficiency. Similarly, in 2023, we reduced cucumber film and reduced plastic use in blueberry trays. Despite being made of 100% recycled PET, this still helps reduce impact.

Food-safe and durable ink

Standard cardboard trays used to have a plastic coating. However, by switching to food-safe and sustainable ink, we have been able to eliminate the need for this plastic coating and the trays are fully recyclable. Finally, we are currently exploring the use of cellulose for various products.



BIO-PLASTIC

Experiments are increasingly being conducted with a cellulose-based material referred to as "plastic". Although it is not a real plastic, the plant fibres can be stretched in such a way that the material becomes transparent, making it look like plastic. We have also tested this material on machines and can confirm that we can work with it. However, due to the current pricing, which is about six times higher than normal, our customers currently have little or no interest. Nevertheless, we have the ability to offer this to customers.

TARGETS

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

- Reduction of plastic use in packaging by at least 25% compared to the reference year (2017) by 31 December 2025.
- By 2025, 25% less weight of packaging material is used compared to 2017.
- Packaging is 100% recyclable by 31 December 2025.
- From 2024, we no longer sell plastic packaging with glitter and decorative coating.
- All plastic packaging should contain on average at least 25% recycled material from post-consumer recycled material by 31 December 2025.

3.1.2 WASTE STREAMS AND CIRCULARITY

The volumes of waste streams resulting from business activities and directing waste streams as a valuable source of raw materials.

Our focus to reduce waste streams is on maximising recycling and increasing awareness regarding waste separation among employees. Despite the challenges posed by inconsistent waste streams, we aim to improve circularity through various circularity initiatives, such as reusing avocado crates and cardboard boxes.

This chapter Waste streams and circularity covers the waste streams that leave our premises as waste. The chapter Circular Packaging on page 39 deals with the potential waste streams in the downstream chain. This refers to the packaging materials we use that eventually end up as waste with the end consumer.

WASTE POLICY

We are committed to minimising resource use and reducing waste generation and pollution. Our waste policy takes into account the waste hierarchy such as:

1. **Avoiding production waste (prevention):**
Donating to the Food Bank, collaborating with a cutting company or rejected products as animal feed.
2. **Reusing products (reuse):** Reusing avocado crates and cardboard boxes.
3. **Recycling products (recycling)** Whenever possible, recycling is always preferable to landfill or incineration. Therefore, we encourage employees

to separate waste at all levels within the company and company clothing and tools are recycled externally. We also use natural, biodegradable and recyclable raw materials as much as possible.

4. **Other recovery options:** Within building maintenance, we try to repair as much as possible and consider sustainable materials.
5. **Discarding products (disposal):** If the above options are not an option then we throw it away. To this end, we have contracts with waste processors for efficient collection and processing.

IMPLEMENTATION

Prevention of waste

To avoid waste entirely, we cooperate with chain partners. For instance, we have our own crate washing facility for the large crates in which our growers' produce comes to us. This allows the crates to be reused continuously.

Reuse

To keep using wooden pallets as much as possible, we repair them whenever necessary.

Separation of waste

The success of our waste policy largely depends on employees being involved and aware of their responsibilities. That is why we provide training and education on waste management for all employees upon commencement of employment and repeat this annually.

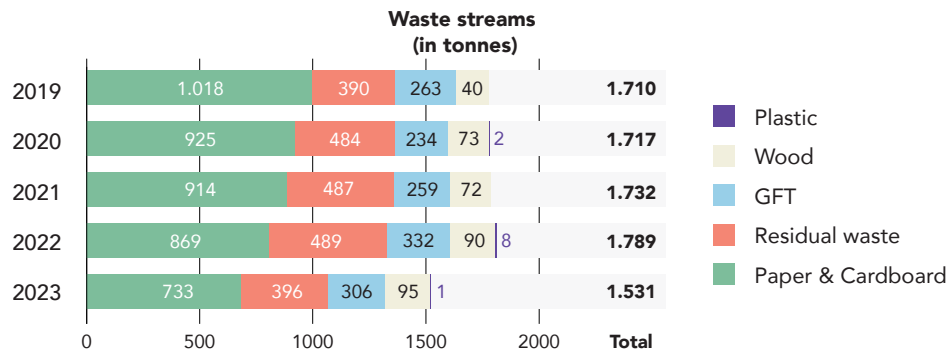
These can be formal training sessions or practical guidance on the shop floor, depending on the need(s) of the employees. The QESH department plays a crucial role in this process by conducting frequent inspection rounds to ensure compliance with HACCP guidelines. They are also in direct contact with the waste management company, which provides us with the necessary data that allows our waste management to be monitored and improved where necessary.

To support good separation in practice, we have placed clearly colour-coded waste bins for paper and cardboard, food waste (VGF) waste and residual waste at tactical locations. We monitor compliance with these during our regular hygiene rounds and correct where necessary.

WASTE STREAMS

In 2023, we processed a total of 1,531 tonnes of waste, a decrease of 258 tonnes compared to the year 2022, in which we processed 1,789 tonnes of waste. This decrease is reflected in the various categories such as paper & cardboard, residual waste and organic waste.

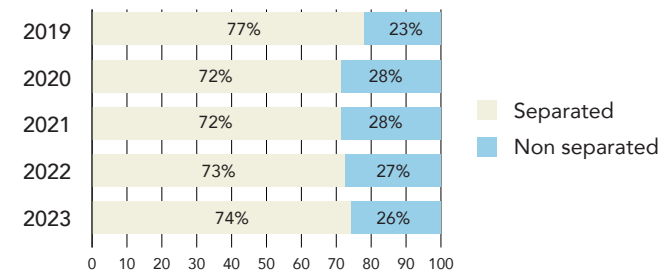
This significant decrease in waste generation partly coincides with a decrease in overall business activities due to less product availability, particularly in early 2023 compared to in 2022. In 2023, business activities, measured in packaging units sold, decreased by 12% compared to 2022. In addition to the decrease in business activities, we also took measures that reduced waste volumes.



Residual waste and separation rate

Residual waste is a major concern in our company. Residual waste is not the largest waste stream, which is paper and cardboard, but it is the waste stream that has the most impact. This is because residual waste is mixed, non-recyclable waste that is eventually destroyed. The decrease of 93 tonnes in 2023, a decrease of 19% compared to 2022, is partly due to the already mentioned decrease in business activities, but also partly due to better separation from the other waste resulting in less being disposed of as residual waste.

SEPARATION PERCENTAGE OF WASTE STREAMS (MEASURED IN TONNES)



The separation rate over the total waste volume in 2023 is 74% and the non-separated waste rate is 26%, measured by tonnes of waste. This relatively low separation rate is mainly because plastic mostly ends up as residual waste. The many different types of plastic used unfortunately mean that it is often not properly separated, resulting in it still being considered as residual waste by the waste processor.

After all, plastic recycling is only possible if the types of plastic are (almost) uniform. We therefore continue to pay extra attention to training our employees in order to further reduce residual waste and recycle even more. Plastic can then serve as a raw material for new products and packaging and does not all have to be incinerated, thus gaining energy but losing material.

Paper and cardboard

Within the company, paper and cardboard constitute the largest waste stream. The size of this stream is mainly due to incoming cardboard packaging, supplemented by a still limited amount of paper waste from our offices. Since 2019, the waste stream of cardboard and paper has been decreasing annually due to, among other things, further digitalisation and use of a cardboard shredder. We cannot process all cardboard in the cardboard shredder because some types contain a plastic layer.

To reduce the use of cardboard boxes, we make frequent use of reusable packaging and crates. These are used for inbound, internal and outbound transport.

In 2023, our paper and cardboard waste was 733 tonnes. This is down considerably by 136 tonnes or almost 16% from the 869 tonnes in 2022. This decrease is partly due to the abolition of paper coffee cups and digitisation of processes.

VGF (Food waste)

Vegetable, Fruit and Garden Waste (VGF) contains organic and biodegradable waste. This is a significant waste stream with us because of 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. For products, we therefore have various markets with varying quality requirements. In addition, peppers go to a slicer, blueberries are converted into juices or ingredients, tomatoes are processed into tomato puree or tomato juice is used for burgers and pasta sauces.

Only when products really no longer meet the requirements for consumption by consumers are fruit and vegetables considered VGF waste, which is then used as animal feed or converted into compost or biogas.

In 2023, we had 306 tonnes of VGF waste, a decrease of 26 tonnes compared to 2022. This decrease, despite stricter quality requirements from customers, is partly due to the decreased business activities in 2023 but also to the new ways of using VGF waste streams as raw materials and maximising their value as mentioned above.

To reduce the VGF waste stream even further, in 2023 we intensively researched new methods of high-value processing of products, including peppers, or reducing waste. We joined a public-private partnership at Wageningen University & Research to explore whether we could produce juice streams or powders, but this proved not economically feasible compared to existing products or there was no market demand.

We also carried out research in collaboration with the Foundation Together Against Food Waste and through contacts with specialised companies, but from this we also did not find any new or additional applications outside the slicing industry together with these specialists.

We continue to actively search for new options. Meanwhile, education and media have fortunately also raised awareness among retailers and consumers to sell and buy products that are aesthetically less perfect, but without affecting taste or food safety.

Plastic

Proper sorting and recycling of plastic waste poses a considerable challenge since, as mentioned earlier, we work with a wide variety of types of plastic, such as different films and packaging.

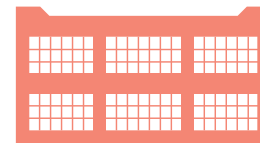
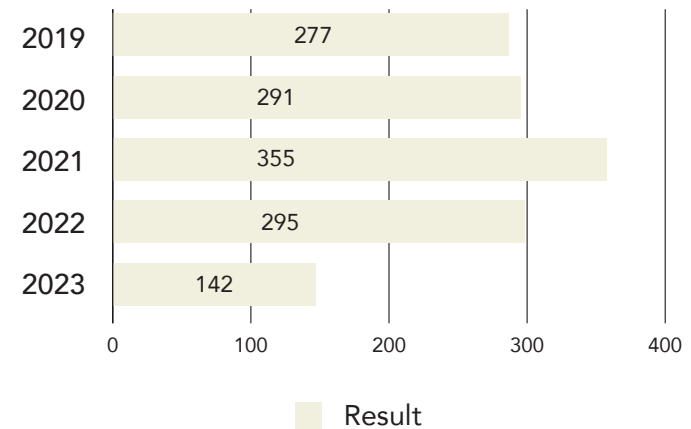
If the different types of plastic are not properly separated, plastic waste is rejected when taken in by waste management companies and ends up as residual waste. This requires ongoing attention.

We are also working hard to reduce the plastic waste stream through various circularity initiatives.

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

We also cooperate with a local injection moulding company, which recycles avocado crates from our supplier. The crates in which avocados are delivered to us are transformed 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. With the recycling of cardboard and avocado crates, we will have avoided 142 tonnes of waste in 2023.

RECOVERED WASTE STREAMS (CARDBOARD, PAPER AND AVOCADO CRATES) (in tonnes)



Wood

The wood waste stream is relatively small. We repair pallets, including using new drag slats, so they do not have to be thrown away. Only pallets that are seriously damaged and beyond repair are disposed of.

CENTRAL PURCHASING

In our pursuit of sustainability, the 'Central Purchasing' project was launched. This involves facility-related, non-fresh fruit and vegetable-related products being purchased centrally from a select number of suppliers who are also committed to sustainability. This has resulted in fewer suppliers, fewer transport movements and lower CO₂ emissions.

The centralisation of purchasing also ensures better control of the range and stock management. This allows 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 buy all company clothing from them (some of which is sustainably produced), which after use is also collected for reuse and recycling from their partner who works with people at a disadvantage in the labour market who provide meaningful and instructive time here. Tools and defective office equipment are also repurposed here by exchanging parts of products to create a new usable product.

This enabled us to offer 150 kg of recycling material to them in 2023. We also contributed to 590 SROI hours (Social Return on Investment), saved 64 kg of CO₂, avoided 118 kg of new raw materials and saved 21 m³ of water.

BREEAM BUILDINGS

When constructing our 2017 and 2020 premises, particular attention was paid to using circular materials and adopting a responsible waste policy. This was certified by an independent body and resulted in BREEAM-outstanding certificates, an internationally recognised measure of the environmental performance of buildings. A special feature was that we had the existing old building dismantled on site and rebuilt in its entirety for use in the Philippines.



3.1.3 ENERGY AND EMISSIONS

The consumption of energy and greenhouse gas emissions from own business activities (scope 1 & 2) and from directly sourced activities (scope 3) such as business travel, commuting and outsourced transport.

We are committed, for several years now, to reducing our energy consumption and company emissions. As the first fresh fruit and vegetable company in the Netherlands, our premises have even been awarded the BREEAM-Outstanding certificate since 2017. By 2027, we aim for carbon neutrality for our scope 1 and 2 emissions. To this end, we reduce and avoid our emissions wherever possible. CO₂ emissions that cannot be avoided because there are no technological alternatives or solutions, will have to be compensated.

In the coming years, we will utilise options that are possible to reduce our scope 1 and 2 emissions. Additional steps such as the installation of more solar panels, procurement of 100% Dutch renewable energy, further electrification of the vehicle fleet, use of residual heat and more economical use of energy have already been or are being taken. Collaboration, adaptation and innovation are essential to achieve this progress.

CLIMATE RISKS

Paris Agreement

The Paris Climate Agreement, adopted in December 2015, states that global temperature rise must be limited to no more than 1.5 to 2 degrees Celsius above pre-industrial levels to avoid catastrophic consequences for humanity. The agreement requires significant changes in energy

supply within 15 years of signing, of which seven years now remain, to make it fully sustainable. These catastrophic consequences also impact our business activities and value chain, such as the cultivation of fruits and vegetables and biodiversity.

Laws and regulations

The Green Deal is the EU's response to the Paris Agreement, with the main focus on reducing carbon emissions by 55% by 2030, aimed at achieving climate neutrality in Europe by 2050. The package includes measures affecting multiple sectors and has recently been expanded to include initiatives against deforestation, for better waste treatment and biodiversity.

Laws and regulations create positive and negative financial consequences for our financial health. Actions following the mandatory energy measures list, for instance, generate investments but can also lead to savings in the short or longer term. New packaging regulations may require us to adjust our packaging and production lines, or even make some work redundant. These investments and retailers' choices in the types of products we need to process affect our organisation's financial position. Although this is a permanent risk, we normally approach these external pressures from laws and regulations positively because of our intrinsic motivation to also continue to make strides if not together in the industry or in the chain. For instance, there is a lot of motivation to choose the most sustainable packaging options.

Fruit and vegetables are packaged if it contributes to the shelf life and long-term quality of the product. Among other things, this prevents food waste and deterioration of other products. If packaging is required, the focus is on recyclable packaging that is homogeneous as far as possible for efficient reuse of materials. The fruit and vegetable sector is committed to using recycled materials and using non-fossil biobased raw materials in packaging. Already since 2013, there has been an Industry Plan for Sustainable Packaging within the sector.

More information on our sustainable packaging initiatives can be found in the Circular Packaging chapter starting on [page 39](#).

Impact on businesses

Dutch companies are currently relatively protected from climate risks thanks to the mild climate and strong infrastructure, but the increasing frequency of weather extremes due to climate change threatens business operations in the long term. These challenges increase the cost of damage prevention and insurance.

Agriculture

More than 75% of our fresh fruit and vegetable products come from Dutch greenhouse horticulture. For example, peppers, cucumbers, tomatoes and aubergines. These products are not yet affected by climate risks because the climate and water supply in Dutch greenhouses are easier to regulate than crops that grow outdoors and are therefore dependent on local weather.

With these products, proper handling and protection from climate change is extremely important. After all, 25% of our products do not come from a climate-regulated and-protected greenhouse, and originate from countries Spain, Morocco, Senegal, Peru and Chile, but also the Netherlands in the case of open cultivation. For these products, climate risks are higher. Agricultural risks such as change in temperature, precipitation, extreme weather conditions and variations in pest and disease patterns can affect both yields and product quality. Moreover, crop failures in outdoor crops can increase demand for greenhouse products and make them more expensive. As a result, food availability and the opportunity for healthy eating becomes scarcer.

Biodiversity

There are also biodiversity risks from climate change such as loss of bee populations, invasive species, soil degradation and diversity loss, which also affects fruit and vegetable production. These risks can lead to reduced yields, price increases and higher production costs.

More information on biodiversity can be found in the chapter Biodiversity and plant protection products on [page 52](#).

CLIMATE POLICY

Energy efficiency

In 2023, we conducted extensive research together with specialists into options to consume even less energy, generate more energy ourselves, store energy, avoid food waste, create less waste, use less recyclable packaging, digitise further and other actions to reduce our climate impact. New options that we are not currently implementing at the moment did not appear to offer any benefits compared to our current situation. This is because our premises are already sustainably and energy-efficiently built and have certifications.

Because of this sustainable accommodation, it is not easy to save even more energy. We still have the option of installing even more solar panels. For this, however, we need approval from the property owner. We have also looked into the possibility of storing this solar energy, for instance, replacing the current production machines and adjusting installations differently. The inventory for this to arrive at a company-wide energy plan with several specialised parties was still ongoing at the end of 2023.

Besides the intrinsic motivation to reduce the climate impact of our operations, we are also guided by legal obligations and customer requirements. The following certifications and platforms partly guide our climate policy: SMETA, Sedex, EcoVadis, CPNP and CDP. Meeting these requirements is the responsibility of the Executive Management Board and is carried out by the managers of the relevant departments. Various departments and functions are therefore involved daily in activities that contribute to reducing our climate impact.

Cooperation

Moreover, we take joint responsibility within the chain whereby we increasingly discuss opportunities to reduce our impact on climate change. We discuss topics such as water and energy consumption, crop protection products and data collection, among others, not only with growers and grower associations, but also through the sector organisation GroentenFruit Huis.

In cooperation with customers and packaging suppliers, we explore options to minimise packaging use or use more sustainable alternatives. In addition, non-fresh fruit and vegetable suppliers and partners are asked to share their sustainability policies, with the aim of encouraging them to take continuous steps in sustainability.

More information on our sustainable supplier requirements can be found in the Product Integrity and Chain Transparency chapter on [page 92](#).

EXPLANATION

Scope 1, 2 and 3 emissions

Our company's emissions are divided into three different scopes (groups). This classification is laid down in the Green House Gas Protocol (GHG Protocol) and is the international standard for making greenhouse gas emissions of a company clear.

Scope 1 includes emissions directly from the company's own assets, such as trucks and the employee fleet. Scope 2 includes emissions from purchased electricity and Scope 3 includes all other emissions not emitted by the company's own assets, but which we use for our operations. This includes, for example, commuting, water consumption, waste disposal, product transport and fruit and vegetable cultivation.

CO₂-eq

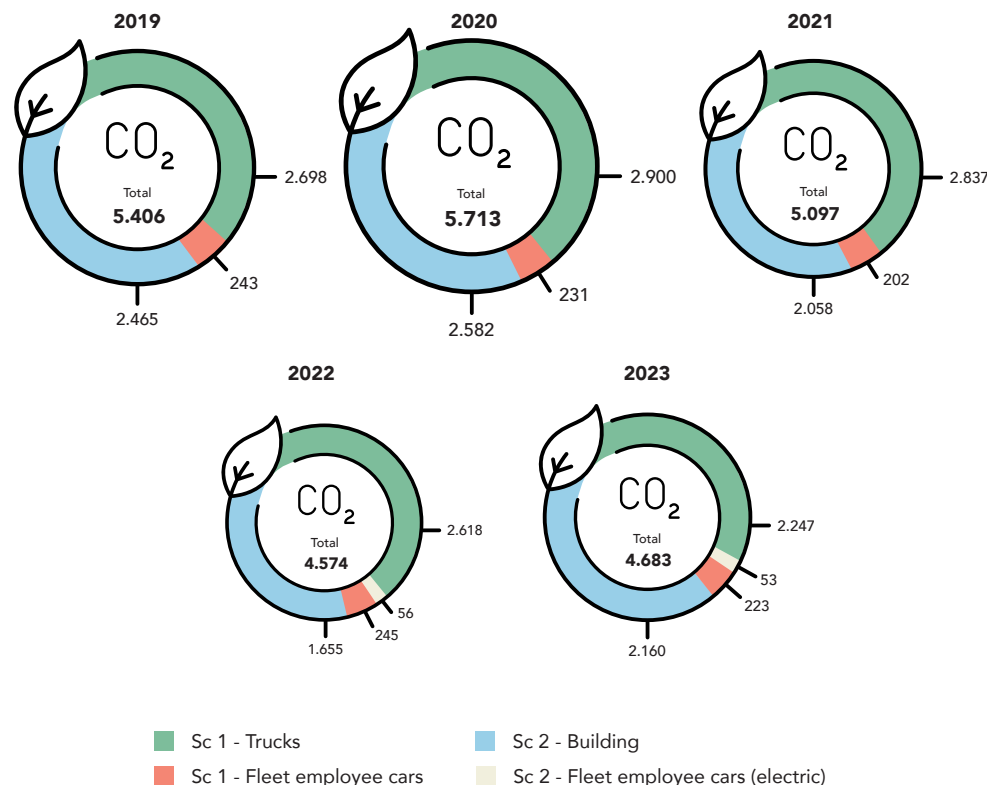
All CO₂ emissions listed are CO₂ equivalents (CO₂-eq). CO₂ equivalents means that this includes other greenhouse gases such as nitrous oxide (N₂O), methane (CH₄) and fluorinated gases (F-gases) emitted by a type of fuel or activity.

SCOPE 1

In 2023, a total of 4,683 tonnes of CO₂ were emitted within scope 1 and 2. Most emissions were caused by the fuel consumption of trucks, the employee fleet (scope 1) and by the consumption of purchased electricity (scope 2). Total CO₂ emissions have decreased by 13.4% since 2019, while product sales have grown stably since then.

The target for 2027 is to be fully CO₂-neutral in scope 1 and 2. This will require CO₂ compensation for freight transport, among other things, as there is no suitable technological solution or alternative for this yet for the international journeys we make in order to make faster strides.

CO₂-EMISSIONS SCOPE 1 EN 2 (in tonnes CO₂)



Trucks

Our transport fleet consists of 12 DAF trucks, 7 Scania trucks, 4 Fiat Doblos, 1 Fiat Ducato and 1 Fiat Fiorino. Over 2023, transport accounted for 48% of our scope 1 and 2 CO₂ emissions, making it our largest source of emissions. This is mainly due to the diesel consumption of these vehicles, currently there is no good alternative to diesel trucks. As an international transport company, driving long distances with fresh produce, electric driving is not yet a possibility with the current limited range and time slots for boats and trains, and developments are not yet far enough along to consider hydrogen as an alternative fuel.

To still reduce emissions from our own transport, we have been taking the following measures, among others, for many years:

- Drivers receive training to drive energy-efficiently, using coasting instead of braking as much as possible.
- We add AdBlue to diesel, which ensures cleaner diesel.
- We drive Euro 6 trucks, the most fuel-efficient of their kind.
- To plan routes optimally, we use smart route systems.

For our transport, we mainly hire external parties, with 8.5% being our own transport and 91.5% hired transport. At present, no details are available regarding energy consumption and emissions from hired transport. This will be further addressed in the scope 3 inventory in 2024. A very small proportion of our products are imported by ship.

Employee vehicle fleet

Our employee vehicle fleet, the cars that employees drive around in, consisted of 45 cars in 2023, 62% of which were petrol-only, 20% electric, 16% hybrid and 2% diesel. Over 2023, our employee fleet accounted for 5% of our total company emissions.

Employees with a company car have the choice of a car from energy class A or B with a preference for electric or hybrid versions. A larger budget is available for a 100% electric car for incentive purposes. From June 2024, the choice for employees with company car will be tightened to 100% electric or hybrid plug-in company car. By 2028, our entire employee fleet will then consist of electric or hybrid plug-in cars.

Gas consumption

In 2017, the construction of the Schakel 7 building marked the switch 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 plant with which we (can) heat the building is high level. Heat released from cold stores is reused for underfloor heating and for air conditioning and is low level. Thus, by reusing released heat and cooling, energy efficiency is maximised and we operate 100% gas-free. This is both environmentally friendly and cost-saving.

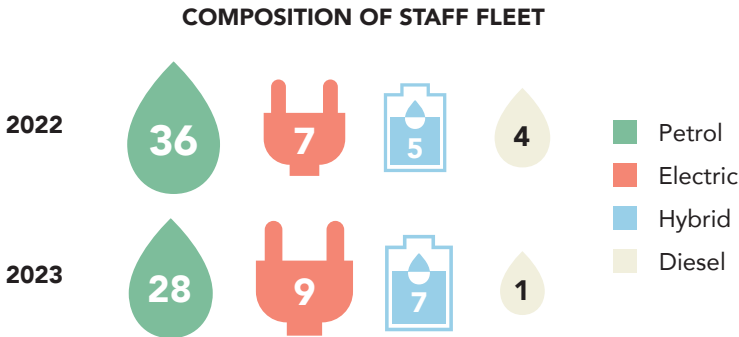
SCOPE 2

Electricity consumption

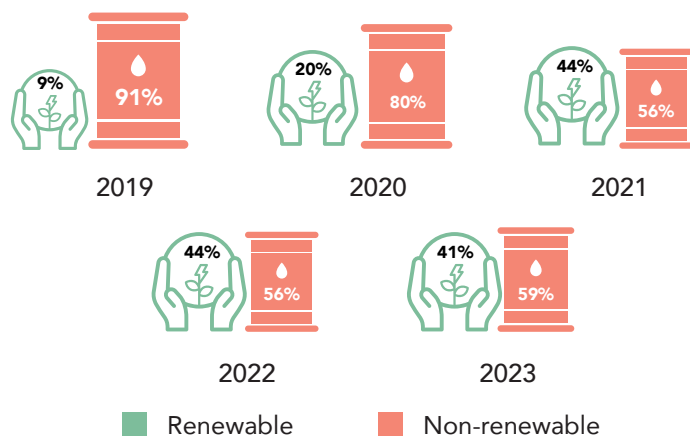
The property's electricity consumption accounts for 46% of our total emissions in 2023. Digitisation, sustainability and business growth have increased the number of electricity consumers and total electricity consumption, but CO₂ emissions have decreased in absolute terms due to the presence of the 9,200 solar panels currently on the roofs. In 2023, 41% of electricity consumption was supplied by these solar panels.

The desire is to install even more solar panels. In 2023, much research has taken place into additional ways to consume less energy or generate more ourselves and possible storage. At the end of 2023, for instance, a new energy contract was concluded which ensures that the source of energy is completely 100% Dutch wind energy. With this, the entire electricity purchase over 2024 will be entirely carbon-free.

In addition, an energy study was carried out in 2023, which showed that only minimal energy efficiency can still be achieved with adjustments to the installations, as they are already highly efficient based on the BREEAM certifications.



DISTRIBUTION OF ORIGIN OF ELECTRICITY CONSUMPTION



Electricity

Electricity is used for, among other things:

- Cooling
- Warehouse conditioning
- Heating office environment
- Crate washer
- Lift trucks
- Electric car charging stations

Emission reductions premises

Both buildings in use are BREEAM-certified. They include smart LED lighting systems, energy-efficient cold storage and freezer storage, lifts and outdoor lighting and collection for efficient water use. We also replace and maintain machines, treadmills and large energy consumers to keep them running efficiently.

The cucumber packing machine and refrigeration plants are the biggest electricity consumers.

BUSINESS TRAVEL AND COMMUTING (SCOPE 3)

Scope 3 emissions include those resulting from the cultivation and transport of produce, water consumption, business travel and employee commuting.

This chapter includes emissions from water consumption, commuting and business travel. For the scope 3 emissions from the cultivation and transport of product procurement, see the chapter Climate impact of products starting on [page 50](#).

The commuting, water consumption and business travel emissions amounted to 0.67% of the total current carbon footprint over 2023. Until 2022, the monitoring of commuting was only based on employees who live more than 10 kilometres from their workplace and receive a registered mileage allowance, and this is a relatively small group. The increase in commuting is partly due to the removal of health risks from COVID-19 and the increase in office work.

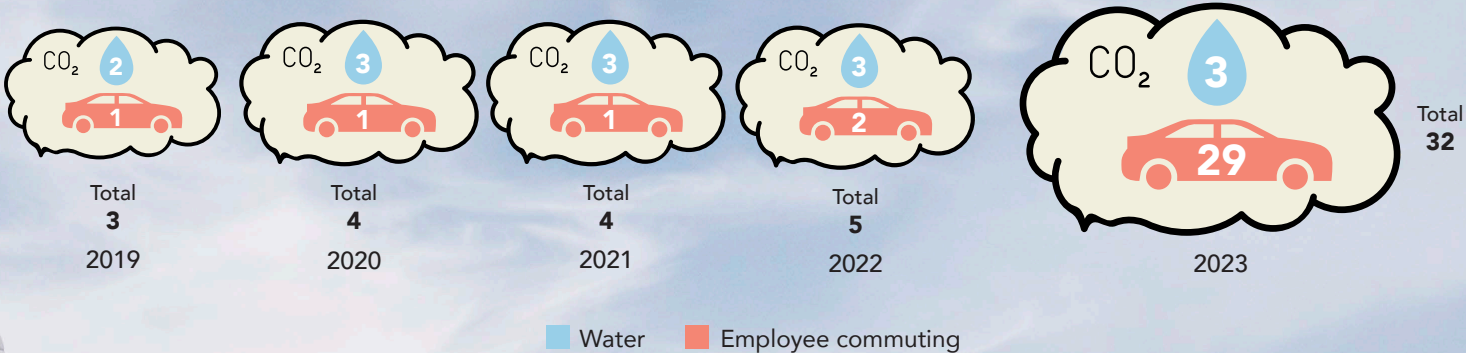
However, mainly because the mileage of all employees as of 2023 is now included regardless of whether they live more than 10 km away and receive a mileage allowance or not. It gives us insight into possible additional commuting options such as an even more extensive bicycle scheme, motivating public transport or similar, precisely because a large proportion of our employees live in the immediate vicinity of the company.

Other scope 3 streams

The only scope 3 streams currently measured are commuting and water. Obviously, there are more scope 3 flows that we should measure. Although we have not defined these, we do recognise them and will lay a foundation to start measuring these scope 3 emission streams in 2024. The largest scope 3 emission stream is undoubtedly that of product cultivation, with greenhouse cultivation in particular causing more greenhouse gases than outdoor cultivation. Product transport is expected to be the second largest emission stream, followed by the extraction and production of packaging materials. Other relevant scope 3 emission streams for us are the production of capital goods such as cars, trucks and packaging lines, our own waste disposal, discarding of products by retailers or consumers and that of our associates.

For more information on the climate impact of our products, see the Climate Impact of Products chapter starting on [page 50](#).

CO₂-EMISSIONS SCOPE 3 (IN TONNES CO₂)



3.1.4 CLIMATE IMPACT OF PRODUCTS

The greenhouse gases released from fresh fruit and vegetable cultivation and promoting a climate-resilient fresh fruit and vegetable chain.

Growing, packing and transporting our fresh fruit and vegetable products has an impact on the climate. This impact is mainly caused during cultivation and by the greenhouse gases emitted in the process. Collecting, processing and applying the exact data on the impact fresh fruit and vegetable products have on the climate is currently still a challenge. As a result, it is also not yet possible to effectively reduce the impact.

DATA AVAILABILITY

Within our sector association GroentenFruit Huis, the Public Private Partnership (PPP) has been working since 1 January 2023 on the yet-to-be-delivered method PEFCR (Product Environmental Footprint Category Rules) for fruit and vegetables and the LCA (Life Cycle Assessment) climate impact of products.

Work is progressing according to schedule and the method will be delivered by the end of 2024. The PEFCR are specific rules under development to assess and compare the environmental performance of products. In an LCA, we assess the environmental impact of a product over its entire life cycle, for example by looking at how much water, CO₂ emissions during transport and packaging materials are needed to get one pepper on the supermarket shelf.

Despite the fact that this data is currently not easily understood, we take responsibility for our own contribution to this climate impact. We try to reduce emissions, raw materials and waste flows from processing and transport as much as possible. 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.

We see that customers are becoming increasingly aware of the climate impact. They increasingly prefer locally produced products and are scaling down on the flying of fruit and vegetables.

For more information on how we reduce our climate impact, see the chapters [Energy and emissions on page 44](#), [Waste streams and circularity on page 39](#) and [Circular packaging on page 36](#).

CLIMATE RESILIENT CULTIVATION

Climate change is a growing concern for the fresh fruit and vegetable sector. Cultivation areas, such as in Spain and Morocco, will need to become more climate-resilient to guarantee harvests. Greenhouses can be a solution to this. About 75% of our products come from greenhouse cultivation in the Netherlands, so our product supply already involves climate adaptation.



3.1.5 BIODIVERSITY AND PLANT PROTECTION PRODUCTS

Preserving biodiversity around farmland, avoiding the use of plant protection products and using organic pesticides.

The use of plant protection products in fruit and vegetable cultivation can affect biodiversity. Too little use can lead to crop loss and economic damage but too much use can harm nature in turn. The fruit and vegetable chain is constantly looking for a balance in this. We strive for above-legal standards and work with certified products from growers, such as PlanetProof and SKAL Bio. On our own site, we actively promote biodiversity around our premises with gardens, insect hotels, toad pools and bee hives.

USE OF PLANT PROTECTION PRODUCTS

The use of plant protection products in fruit and vegetable production can have a major impact on local biodiversity. When too few plant protection products are used, harvests can spoil leading to fresh fruit and vegetable waste streams and loss of sales for growers. When using too many plant protection products, local biodiversity can be severely affected. Their use depends on the wishes throughout the chain. We continuously search for the healthiest balance.



We proactively approach both customers, growers and sector parties to provide them with the most complete and transparent information and advice. In consultation with customers, we apply above-legal standards, for example of using no more than 1/3rd of the EU legal standard of crop protection products and no more than 5 different authorised crop protection products for products at growers.

Of the products we sell, two certificates from growers cover the minimum or absence of use of permitted crop protection agents, namely SKAL Bio and PlanetProof. Our products are certified in various ways, see the chapter Food safety and quality on [page 74](#).

BIODIVERSITY ON OUR OWN PREMISES

For local biodiversity around our own premises, we have created gardens to promote biodiversity. Here, we have a toad pool, insect hotels, a flower park, five birdhouses and 80,000 bees.





3.1.6 WATER CONSUMPTION IN THE CHAIN

Managing water consumption responsibly in the upstream fresh fruit and vegetable chain.

In the Netherlands, agricultural water consumption is regulated and for the time being does not pose a risk. In contrast, water consumption in the fresh fruit and vegetable chain outside the Netherlands can sometimes be very significant and impactful. Not only the quantities used, but also where it comes from, how it is used and how it is discharged can have a major impact on the surrounding water supply. At the moment, hard data on water consumption in the chain and its impact is still lacking, but by working with companies that are Global G.A.P. SPRING certified, we are already trying to deal with water consumption in the chain responsibly.

WATER CONSUMPTION IN THE FRESH FRUIT AND VEGETABLE CHAIN

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

These systems are designed to minimise water consumption and maximise water use efficiency. Outside the Netherlands, water use 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 sustainable water management.

It is clear that water management in agriculture is a growing issue of concern because of the pressure on water resources and the need to promote sustainable practices. Several countries and regions are implementing policies and technologies to optimise water use and reduce environmental impact. We have little influence on water use by growers, given our position in the fresh fruit and vegetable chain, and to some extent it is unavoidable. However, we do opt for (more) products with a sustainability certificate on responsible water consumption, such as 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 a major certification programme that focuses on safe and sustainable agricultural practices worldwide. The standards include food safety, sustainability, biodiversity and traceability. These standards ensure smart farm solutions and safe and responsible production processes in agriculture, aquaculture and floriculture. Our growers and ourselves partake in this certification.

More information on our impact on the chain can be found in the chapter Working conditions in the supply chain on [page 80](#).

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 within agriculture. This involves monitoring and evaluating farmers on their water management practices, whether they are sustainable in use and conservation of water resources. This is important for areas where water is scarce or where overuse of water resources can lead to negative environmental impacts such as lowering groundwater levels. The aim of this initiative is to raise awareness about water and protect water resources.

Our growers must comply with the following four sections to achieve this certification:

- **Water risk assessment:** Growers must make an assessment of water risks and targets, taking into account water source stakeholders. In addition, personnel must be trained on responsible water use.
- **Legal requirements:** Growers should comply with current legal requirements for land and water use, tracking flow rates and identifying water sources.
- **Management and use of water sources:** To comply with this section, growers must prepare a water distribution and irrigation plan. This consists of recording and measuring water consumption, rainwater harvesting and storage, and sustainable management of catchment areas.
- **Environmental management & protection of water resources:** Lastly, growers must manage their wastewater responsibly, prevent erosion, be energy efficient and protect natural water surface and biodiversity.

We are committed to responsible water consumption. We have therefore set a target that by the end of 2025, all fresh fruit and vegetable products grown in one of the countries classified by the organisation SIFAV as medium or high risk should be Global G.A.P. SPRING certified.

3.2 SOCIAL

3.2.1 SAFETY OF EMPLOYEES

Ensuring and promoting the physical safety of own and hired employees on and around the shop floor.

We attach great importance to the safety of everyone who works for us; this includes both our own employees and externally hired employees. Our policy ensures that everyone can work in a healthy and safe environment, and following the Occupational Health and Safety Act and the Fresh Fruit and Vegetable Health and Safety Industry Catalogue is essential in this respect. We focus on prevention, continuous improvement, and active involvement with and from employees. In practice, we achieve this through measures, training, and regular checks.

This chapter covers the immediate safety of internal and flex employees in and around the workplace. In the chapter Health and good employment practices on [page 60](#), we address the long-term health, vitality and well-being of employees.

OCCUPATIONAL HEALTH AND SAFETY POLICY

The management bears ultimate responsibility for the health and safety policy and strives to achieve optimal working conditions for both our own and hired employees. The health & safety policy aims to guarantee the safety and health of employees and third parties and promote their well-being.

The health & safety policy includes a number of principles:

1. comply with the obligations under the Working Conditions Act and other relevant legislation. The implementation of the Fresh Fruit and Vegetable Health and Safety Industry Catalogue is leading in this respect;
2. preventing unacceptable risks and hazards with regard to the safety and health of employees and third parties;
3. continuous improvement of working conditions by carrying out risk assessments and evaluations, audits and health & safety rounds;
4. combating absenteeism as much as possible, by implementing a policy based on sustainable employability;
5. actively combating psychosocial workload, and
6. ensuring a properly functioning in-house emergency and evacuation service and an up-to-date and functional evacuation plan.

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

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

RESPONSIBILITIES

Management board, prevention officer and QESH manager

The Executive Management Board bears ultimate responsibility for the safety and health policy. The QESH manager (Quality Environment Safety Health) is responsible for drawing up the safety and health policy based on the Working Conditions Act. In addition, the QESH manager conducts safety training courses and acts as a point of contact for all employees on 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 organise and implement the health and safety policy. This involves drawing up and updating risk assessments and preventive measures, and providing support in case of health-related absenteeism. In addition, the prevention officer has an advisory role to the Executive Management Board on everything to do with health and safety at work.

Monitoring

In 2023, quarterly reporting (Q-reporting) was started with which quality, safety performance and targets are tracked. These results are discussed periodically with departmental management. The Executive Management board is kept informed about the reports four times a year via e-mail, and annual results are discussed with the Management board every year. From 2024, the results will be discussed with the Management board semi-annually.

EMPLOYEE ENGAGEMENT

Employee Representative Body and health and safety committee

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

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

Reporting hazards and dangerous situations

We encourage open communication and try to make the reporting threshold as low as possible so that employees can raise any concerns they may have. Employees can report unsafe situations in person to supervisors or to the QESH manager. In 2023, we implemented a specific button in the tablets that can be used to report incidents.

When employees make a report, they are also asked to come up with a solution. This helps ensure that the problem is not simply 'thrown over the fence'. Moreover, this ensures that employees receive feedback on the handling of their reports. If employees wish to make a report anonymously, they can make use of the whistleblower scheme.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

Occupational hygiene strategy

When adopting safety and health measures, we use the occupational hygiene strategy, as laid down in the Working Conditions Act. The occupational hygiene strategy describes the order in which similar measures should be taken to minimise occupational risks and is composed of four steps:

- **Source measures**; eliminating the source or replacing it with a less hazardous source, such as ending work with a hazardous substance or replacing a noisy machine with a less noisy machine.
- **Collective measures**; shielding the source or reducing danger in the surrounding area, such as installing fencing around a dangerous machine or installing extraction around welding fumes.
- **Organisational measures**; make employees more competent or reduce exposure to the source, through instructions, new procedures or task rotation.
- **Personal protective equipment**; provide individual protection from the source, such as safety shoes or hearing protection.

We also use the Health and Safety Catalogue for Fresh Fruit and Vegetables when choosing the control measures. In it, the industry describes on its own initiative how employers can meet the government's target regulations for healthy and safe working.

Risk assessment & evaluation and action plan

To identify and evaluate risks, we work with the sector risk assessment & evaluation (RA&E) for Wholesale of fresh fruit and vegetables. The RA&E provides insight into safety risks within the company and a risk management action plan results from it. The health & safety committee is responsible for implementation and all employees can view the plan.

SAFETY MEASURES

Work instructions and briefing

All employees are instructed on the work to be done and the safety risks involved. They are also given information on the measures taken to reduce these risks. Based on the work, it is determined to whom and on what information is provided. 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 related protocols;
- development of absenteeism within the company;
- health and safety topics.

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

Personal protective equipment (PPE)

In places where regular measures are not sufficient in terms of safety risks, personal protective equipment (PPE) is deployed or offered to employees. These include:

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

The internal regulations specify where, when and what personal protective equipment must be worn.

Safety trainings

Every employee attends general safety training. Additional training is mandatory for forklift/EPT drivers and other specific hazards (chemicals, aerial work platform). In 2023, permanent employees and flex workers together attended 1047 safety training courses, of which 525 were attended by permanent employees and 522 by flex workers.

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

INCIDENTS

Procedure

Our incident procedure focuses on gaining insight into accidents that have occurred on our shop floor so that lessons can be learned from them and future incidents can be prevented. This information includes a timeline of the accident, analysing 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 overviews of direct and basic factors broken down into personal, technical and organisational contributions to accidents. Risks are then assessed and actions determined according to the occupational hygiene strategy, with the aim of minimising the risk of recurrence. This is carried out after every accident that leads to absenteeism.

Accidents and incidents

A total of 12 incidents took place in 2023, of which three involved own employees and nine involved flex employees. Relative to 1 million hours worked, this translates to eight incidents.

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

Of the accidents that took place in 2023, three were without absenteeism among internal employees and there were no accidents with absenteeism. Among flex employees, we recorded three accidents with absenteeism, resulting in a total of 11 days of absenteeism. After this period, these employees were able to resume work. Among flex employees, a further 6 incidents occurred without absenteeism. The first aiders and emergency response (FAFS) officers present treated those affected, if necessary, after which the employees were able to continue their work.

NUMBER OF INCIDENTS PER 1 MILLION HOURS WORKED



Reports

The absolute number of reports of near accidents or dangerous situations increased from 8 in 2022 to 25 in 2023. This increase is due to an increased focus on making it easier to report dangerous situations by, for example, including a risk reporter on the tablets. Two presentations were also given on examples of unsafe behaviour and the importance of reporting dangerous situations.

We are proud of this development because our employees are more aware of and engaged with their own safety and that of others in the workplace. This further helps prevent accidents. Therefore, we will do this again in 2024 as an introduction to the season, both for the Packaging department and in the warehouse.

Objectives

Since 2023, we have been holding our usual health and safety rounds at least quarterly, through which we aim to raise awareness and increase safety. Furthermore, we plan to investigate whether we want to have our health & safety policy and working practices certified. In the second and third quarters of 2024, we may then decide which standard to adopt and plan further implementation during 2025.

On an ongoing basis, we have a zero target for accidents with absenteeism and aim to have fewer than three accidents without absenteeism during 2024. We do not have a target for near misses and dangerous situations, as we actually encourage our employees to report them. Our preference is that when in doubt, employees always report them.



3.2.2 HEALTHY AND GOOD EMPLOYMENT PRACTICES

Proactively promote sustainable employability, health, job satisfaction and well-being of employees.

For us, being a healthy and good employer means that the well-being and health of our employees comes first. This is reflected in our health policy. We strive for optimal working conditions and try to prevent psychosocial workloads as much as possible, guided by health and safety legislation.

We invest in healthy workplaces, a healthy corporate culture and a vitality programme to prevent occupational diseases and absenteeism. Various tools and interventions are offered and employees receive advice on safe and healthy working. They are encouraged to make healthy choices, both physically and mentally, and we take measures against undesirable behaviour.

HEALTH POLICY

Our health policy consists of a combined absence and vitality policy. These aim to safeguard and promote the health and well-being of both our and flex workers. In our health policy, we also comply with all the obligations of the Occupational Health and Safety Act.

We strive to create optimal working conditions. We do this by means of research, assessments and addressing possible health risks or bottlenecks in terms of physical and mental strain, among other things. Our absenteeism policy focuses mainly on preventing absenteeism and promoting the vitality of our employees.

In 2023, together with employees from across the organisation and the employee representation in working groups, we determined needs and objectives that underpin a new absenteeism and vitality policy. This new policy is expected to be published in 2024 and consists of four themes: Health, Knowledge and Skills, Standards and Values, and Work-related matters.

During the structural quarterly meetings between HR and managers, the health policy is discussed and tools are offered to start a conversation with employees on vitality and employability. The health policy is available to employees via the staff handbook on the intranet.

EMPLOYEE HEALTH SURVEY

In addition, in 2023, we started conducting Preventive Medical Examinations (PME's), Psychosocial Workload (PSA) examinations and in-depth physical workload examination within specific departments. These examinations focus on preventing or reducing possible work-related health risks.

The psychosocial workload survey showed that the psychosocial workload policy was not known to all employees. We therefore communicated this policy again and managers were again informed about what psychosocial workload means and how it can be made a subject of discussion. It also turned out that not everyone was familiar with the confidential advisor, which was also communicated anew. From 2023, employees who want help with their perceived workload, time management and setting priorities can contact a coach who holds consulting hours at the company.

In 2024 and 2025, these surveys will be further rolled out across the whole organisation. With the results and advice, we can work to further and continuously improve the health and safety of our employees.

ABSENTEEISM

Absenteeism and prevention

With our absenteeism policy, we try to recognise, prevent and reduce health risks as much as possible. The policy has three fundamental aspects: prevention, registration and recovery.

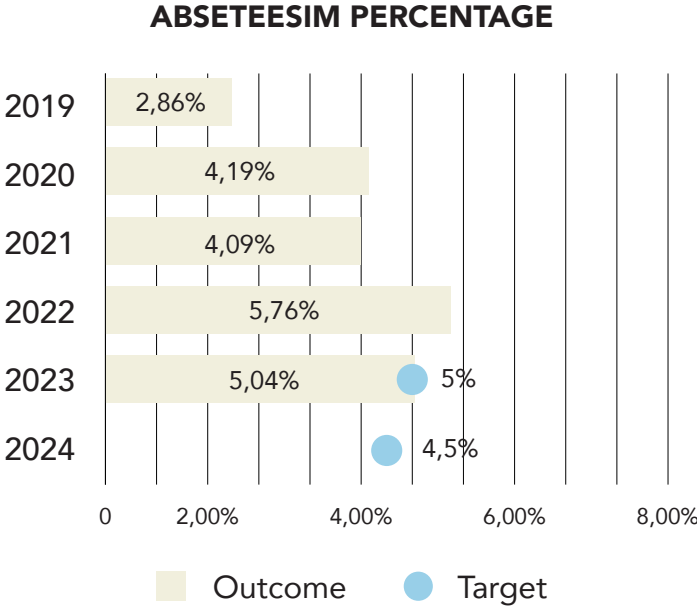
Prevention can make the biggest difference in this regard. This involves picking up signals of possible causes of absenteeism early, investigating them and actively tackling them. Good working conditions, a safe working environment, leadership and attention to the individual employee contribute to this.

In case of incapacity to work, we look together with the employee and, if necessary, the company doctor, at what is still possible and make agreements on reintegration. Employees can make an appointment with the company doctor even when they are not unfit for work. Besides the company doctor, we have several confidential counsellors (both internal and external), to whom employees can confidentially report, for example about undesirable behaviour or other wrongdoings.

Absenteeism rate

The absenteeism rate indicates the average percentage of the year employees are absent due to illness. In 2023, the absenteeism rate fell to 5.10%, a decrease of 0.66% compared to 2022. This is a small decrease, which is because we have had a number of employees with long-term illnesses since 2022, and the absenteeism rate is higher than in previous years. In 2023, we started setting up KPIs (Key Performance Indicators) for short-term and long-term absence and report on these figures periodically.

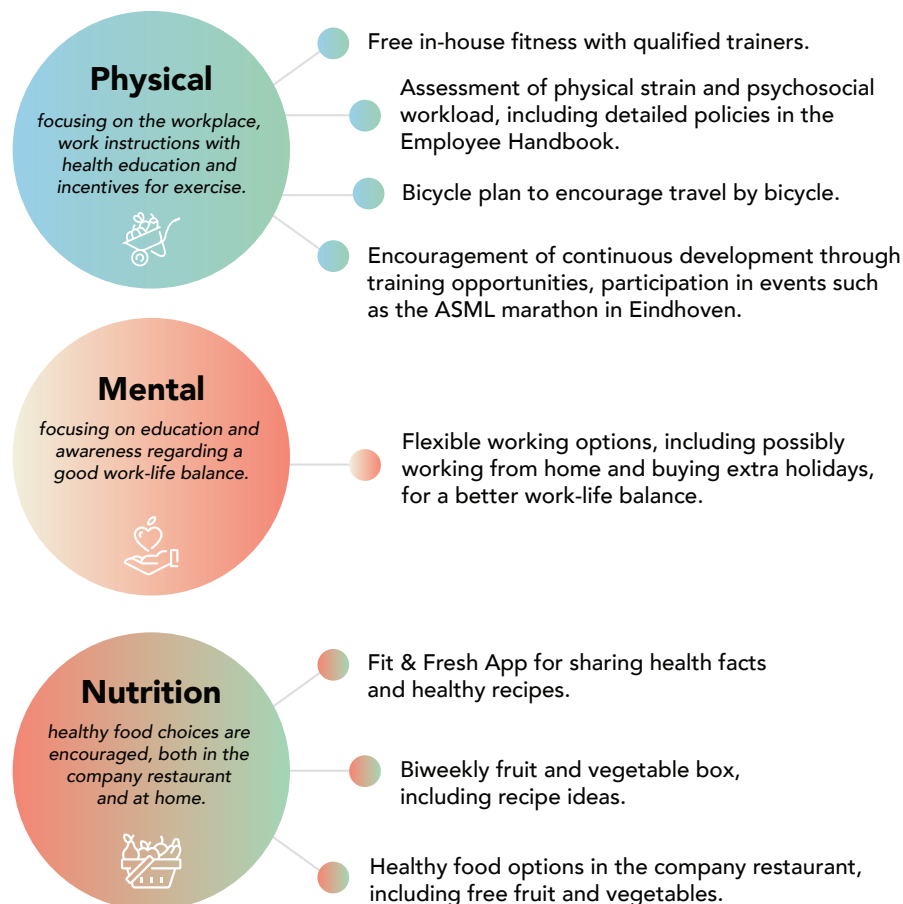
For 2024, we aim for a total absenteeism rate below 4.5%, a short-term absenteeism rate below 1.5% and a long-term absenteeism rate below 3%. We want to achieve this by paying more attention to preventive absenteeism, investigating possible health risks and addressing them, responding to personal needs, focusing more on reintegration opportunities and implementing the vitality plan.



HEALTH IN PRACTICE

Vitality plan

The health and vitality of our employees is put first with the help of a well-thought-out vitality plan. This vitality plan is a core part of the health policy and aims to increase employees' sustainable employability. The plan focuses on three main focal points:



In 2023, we translated this vitality plan into an integrated vitality policy to further increase the sustainable employability of employees. In early 2024, we will further communicate this policy to managers and employees by, for example, giving presentations to management on vitality, the PME and psychosocial workload, creating awareness.

Physical strain and ergonomics

To prevent occupational illnesses and long-term health problems, we also focus on limiting physical strain. This includes instructions on correct lifting, offering tools and optimising a workplace ergonomically. In addition, we advise on correct workplace set-ups and encourage taking 'micro-breaks' to interrupt repetitive tasks and reduce stress.

We also provide personal protective equipment to our employees, see Safety of employees, starting on [page 56](#).

PSYCHOSOCIAL WORKLOAD

Psychosocial workload (PSA) refers to workplace stressors, including work pressure, undesirable behaviour, sexual harassment, aggression, violence, bullying and discrimination. We are aware of the importance of a safe and healthy working environment and that the impact of psychosocial workload can be detrimental to employees' mental and physical health. We have taken several measures to reduce psychosocial workload. The most important measure relates to our corporate culture, of which honesty, ethics and transparency are a big part. We make undesirable behaviour discussable at work meetings and consequences are attached to unacceptable behaviour. But above all, we precisely encourage desired behaviour. Through the confidential advisers (two internal and one external), employees can report undesirable behaviour or psychosocial workload. The confidential adviser provides emotional support and guidance and can mediate in conflict situations.

They always act confidentially and with the explicit consent of the employee. We make sure that the contact details of the confidential advisers are available to everyone, for instance, they can be found in the staff handbook, the intranet, TV screens in the building and, upon employment, in the internal regulations. In 2023, 0 reports were received by confidential advisers. These 0 reports may give a distorted picture as it probably indicates that not every incident is reported. The psychosocial workload survey showed that the confidential adviser was not known to everyone. Hence, we paid more attention to it.

For more information on our corporate culture, see the Business ethics chapter on [page 94](#).



3.2.3 DIVERSITY AND INCLUSION

Ensure and promote diversity and inclusion among employees by creating an equitable and respectful working environment.

We are committed to diversity and treat everyone fairly and without discrimination. Everyone participates! Diversity brings vitality, creativity and better business results. We respect different beliefs and believe this makes us stronger. By the end of 2023, there were 13 different nationalities in our organisation and the female-to-male ratio was 32%-68%.

For more information on the composition and diversity among employees, see the chapter Employees from [page 18](#) and the appendix from [page 127](#).

DIVERSITEIT

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

- be aware of possible discrimination.
- focus on people's skills when recruiting.
- offer equal opportunities in salary and advancement opportunities.
- ensure that everyone, regardless of origin or disability, has opportunities with us.
- avoid discrimination in vacancies.
- 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 by combining different cultures.
- improve our results and more easily attract new talent.
- have a better corporate image and increase our revenue.

We aim to be a reflection of Dutch society, while remaining true to the values of our Brabant family business.

INCLUSION

Diversity brings differences of understanding and working styles. In practice, this means dealing with contradictions, working with strangers, setting your own boundaries and respecting those of others. It also means accepting leadership and dealing with emotions and sometimes, conflict.

Inclusion is key here. The fact that everyone can join us does not mean that every behaviour is tolerated. In order to achieve good and effective cooperation, we offer our employees tools to be able to connect with others; to learn to understand each other but also to appreciate each other and different opinions. In 2023, training took place for operational managers on communication and culture, and a leadership programme was launched. A total of 53 employees participated.



3.2.4 TALENT AND EMPLOYEE DEVELOPMENT

Providing opportunities for employees to develop personally and professionally beyond their current work and position.

The world around us is changing rapidly, as are developments within our organisation. To ensure that our people can keep up with these changes and developments, it is important that they also continue to develop themselves. Our talent and development policy plays an important role in staying 'simply the best in fresh'. We therefore encourage our employees to remain skilled, agile and future-ready.

TRAINING POLICY

Our training policy plays an important role in achieving our business goals and is an integral part of HR policy. It is important that our employees are skilled and agile to keep up with today's rapid developments and that they are ready for the future. To be "simply the best in fresh" as a company, it is important that our employees are qualified, competent and motivated. Our training policy aims to ensure this and encourage them to get the best out of themselves. We also make training opportunities available for flex workers. In the coming years, we will mainly focus on developing (personal) leadership, communication, language skills and competence development, focused on one's own role. In addition, with a view to implementing new automated systems, new working methods and food safety standards, we want to train employees to give them sufficient knowledge and skills to be able to carry out the work competently in the future as well.

To properly address internal learning needs, we use the 70-20-10 model. This model states that people obtain 70% of their knowledge from work-related experiences, 20% from interactions with others, such as colleagues and managers, and 10% from formal learning events. To implement this, we have a number of training programmes such as Learning in the workplace, Social learning through interaction, Formal learning, Leadership programmes and Leadership, Culture and Communication.

TRAINING PROGRAMMES

Learning in the workplace

With on-the-job learning, we offer employees in production departments the Training Within Industry (TWI) programme. The TWI programme offers standardised methods for practical training to increase productivity and ensure the quality of products and services. Employees are trained while performing their jobs. For each skill, a standard programme is offered through which employees can master these skills.

This method is used for personal development, for instance when an employee wants to advance to another position. We have had a selection of our own employees officially trained by TWI so that they are authorised to train others using this method.

Social learning through interaction

Social learning through interaction happens through coaching, collaborating and giving feedback to each other and, above all, learning from each other. This can be in

response to personal individual learning objectives, but also in response to a learning objective of several employees.

Formal learning

Formal learning is offered within the company through classroom training and e-learning. Examples include language training.

Leadership programmes

To further develop our management, we offer the following training courses and job-related courses:

- Culture, communication and leadership for operational managers
- Product training for inspectors and product managers
- Training courses for Employee Representative Body members

We have a leadership programme for managers and young talented employees. This programme is based on Secure Base Leadership, was launched in 2023 and 20 managers and 6 young talents participated that year. The central components of this leadership programme are growth and a developmental mindset of managers, coupled with a clear incentive to develop guts.

Leadership, culture and communication

Because of the different cultures within our organisation, we believe it is important to teach our managers to understand the differences in cultures and to give them tools on how best to deal with them in their daily work and communication. For this reason, in addition to the standard leadership programme, a culture and communication programme for operational managers was started in 2023. This training had 74 participants in 2023.

END-OF-YEAR AND CAREER DEVELOPMENT REVIEWS

Appraisal interviews are conducted annually between managers and the respective employees in his or her department. The HR department checks whether all interviews have actually been conducted, the feedback received and then processes this feedback in the employee file.

Sometimes there is a language barrier among employees who have too little knowledge of English or Dutch. In such cases, we ask the employee if he or she agrees to the presence of an interpreter during the interview. This ensures that assessment and career talks are accessible to all our employees.

In 2023, we started drawing up personal development plans individually and have periodic discussions with employees regarding them. This showed that employees enjoy talking about their personal development. Targets were set with employees for 1 year and/or 5 years.

TRAINING AND DEVELOPMENT NEEDS

Every year, employee training needs are identified through end-of-year interviews, manager interviews and quarterly between HR and managers.

Here, we include both collective and individual training needs. The collective need usually consists of the legally required training courses and education and training needed to achieve business objectives. The individual need has to do with the personal development of employees.

Based on the training need, a training plan is drawn up annually. This training plan is based on four different pillars:

1. **Innovate**, what education/training is needed to achieve the company's goals?
2. **Improve**, what education/training is needed to enable employees to function/perform better within their current roles?
3. **Maintain**, what education/training is needed to ensure that employees can continue to perform their tasks well?
4. **Resolve**, what education/training is needed to resolve issues within the company?

From 2024, we will offer an online learning platform that will allow employees to continue working on their personal development. This will go live for all employees in mid-2024. We will also further develop our training for leadership, communication and culture during 2024.

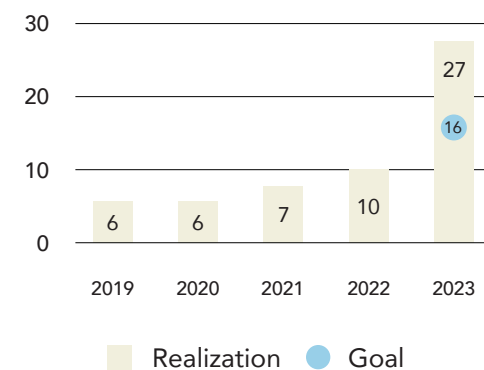
TRAINING HOURS

In 2023, our employees spent an average of 27 hours on training, education and courses, resulting in a total of 8,249 training hours. This is a significant increase compared to the 3,438 hours of training in 2022, achieving our 2023 target of an average of 16 training hours per employee.

Of this total, 5,145 hours were spent within the Packaging department, mainly on forklift training, and 3,104 hours within the office for leadership, communication and culture training.

For an itemised overview of the average number of training hours per employee and business unit, see the appendix starting on [page 127](#).

NUMBER OF TRAINING HOURS PER YEAR PER EMPLOYEE



TALENT DEVELOPMENT

Talent management

We have a talent management programme, where talented employees are given a personal development plan. In 2023, we expanded this programme. In all departments, we now do an assessment twice a year. This means that our managers get even more insight into employees' talents. Not only employees who want to grow further are given the opportunity to develop, but also employees who want to develop broadly are given the chance to do so. From 2023, the subject of development will also be a standard part of the end-of-year interview with employees, under the core value Vitality.

Career ladder

For employees working in the Packaging production environment, we offer insight into advancement and development opportunities through the career ladder. This ladder shows what opportunities exist within Packaging and what is required to qualify for the next or different position. The ladder applies to all positions within the packing station department and applies to all employees, including flex workers. In this way, we offer a clear and convenient perspective to our employees.

Using 3 cards, employees gain insight into the steps they can make within the company and what the financial consequences are. Internal training courses during working hours ensure that employees can develop the skills needed to progress along the career ladder. Employees can also change positions horizontally. This concerns around 50 employees a year and is done through training within Packaging.

Training company

Our company holds the Training Company Certificate, which means we (can) provide apprenticeships and supervision for several local secondary vocational (mbo) schools. Contact with these schools is maintained by giving guided tours for students at our premises and giving guest lectures at the schools. We also maintain good contacts with several universities of applied sciences and provide internships for them. In 2023, we had 6 interns.





3.2.5 INFORMATION AND SYSTEM SECURITY

Ensuring secure and well-protected systems and information.

We value information security and the privacy of our employees. In accordance with the General Data Protection Regulation (GDPR) law, we process personal data for various purposes, such as administration and communication. We also ensure secure storage and handling of this data.

Various technical measures such as firewalls, double authentication and geographical blocking prevent unauthorised access. Moreover, 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 (AP). With these measures, we aim for maximum privacy protection and responsible data processing; in 2023, one data breach was reported.

INFORMATION AND SYSTEM SECURITY

The information and system security policy aims to minimise risks to information and systems to avoid negative impact on our processes, customers, suppliers and partners. This is the responsibility of the Director of Sustainability, Quality & Innovation. Risks arise from user behaviour, ICT vulnerabilities and external factors such as intrusions and phishing. Scherpenhuizen identifies, manages and minimises these risks in the following ways:

1. Periodic ERP/IT audits and controls: Regular audits and controls help evaluate compliance with security measures and detect deviations.
2. Security incidents and reporting: Incidents are recorded and reported, which helps identify trends and assess the effectiveness of security measures.
3. Access control and logging: Logs of user activity, including unauthorised access attempts and system changes, are maintained and analysed to investigate suspicious activity.
4. Security awareness training: The effectiveness of training is monitored through periodic assessments and phishing simulations, which test employees' reactions to suspicious e-mails and websites.

PRIVACY STATEMENT

Privacy policy

Scherpenhuizen processes personal data in accordance with the General Data Protection Regulation law. We use the personal data for administration, communication, offers and newsletters, among other things. We store this data securely and it is only shared with third parties if permission has been granted. Moreover, data is stored according to legal timeframes and all data is thoroughly secured.

Employees have the right to access, amend or delete their data and we follow strict guidelines regarding data use. Potential data breaches are reported immediately. In this way, we aim to achieve maximum privacy protection and process data responsibly. On our website, we do not collect personal data without consent.

Processing personal data

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

- Obtain consent (e.g. for newsletters)
- Keep an appointment
- Comply with our legal duties
- Protect interests (e.g. for contracts or employee matters)

This data is used for:

- Quotations, contracts and services
- Plans and policies
- Access to building and grounds
- Newsletters
- Administration
- Employee matters
- Job applications

Data storage and security

Personal data are kept as long as necessary based on agreements made and legal retention period(s). When individuals unsubscribe from the newsletter, relevant personal data are deleted. Job application data are kept until the end of the procedure; if no cooperation follows, we ask permission to keep them longer or delete them.

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

Handling by employees

Only strictly necessary personal data is recorded and it is used only for the purpose intended. Registration of personal data is kept to a minimum, focusing on maximum privacy protection. Access to the computer network is based on the employee's job profile. Upon initial use, consent to our rules and agreements is expected. Prior to employment, each employee signs these rules, laid down in the computer use regulations. In accordance with General Data Protection Regulation guidelines, 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 it immediately. Our focus is on ensuring safe and responsible handling of personal data within the company.

DUTY TO REPORT DATA BREACHES

Dutch Data Protection Authority (AP)

When a potential data breach is discovered, we report it immediately to the Data Protection Authority, the body that oversees the protection of personal data. A data breach means that personal data may have been exposed, such as through a hack or the loss of a data medium. We also inform all affected persons and investigate the risks of the leak. It is important to know that the Data Protection Authority ensures that companies handle personal data carefully and report data breaches.

Reports in 2023

One potential incident took place in 2023, which involved theft of a business phone. As a result, data from the private environment of the employee, customers, suppliers and colleagues were leaked and misused. It is not known how many people were involved, but the estimate is between three and 100 people. The incident has been reported to the Data Protection Authority and the police.

Due to this (potential) data breach, our annual zero data breach target was not met. While our goal of zero incidents is ambitious and may not always be achievable, we remain relentlessly committed to the best security. Despite the challenges, we are always responsible for taking the right security steps. 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
	goal	achieved	goal	achieved	goal
Number of reports potential data breach	0	0	0	1	0

INFORMATION SECURITY

The information security policy provides guidelines for security processes, aiming to achieve a balanced security system focused on risk management. Risks arise from users, ICT vulnerabilities and external factors such as intrusions and natural disasters, among others. We take measures to mitigate these risks and their damage.

Security measures

We have taken several security measures to secure systems and information.



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

Guest Wi-Fi: Separate network for guests, separated from the main network and password protected.



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

Double authentication: Remote access requires multiple authentication steps.



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

Intrusion prevention: Systems that identify and block potential attacks.



Spam filtering: Advanced tools to filter unwanted e-mails.

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



Web access control: Restricted access to potentially risky websites.

Geographic blocking: : Restriction of access from certain regions.



DNS security: Protection against rogue websites.

Additional scanning: 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 treat analysis.



Physical security

Physical security of systems and personal data is ensured by preventing unauthorised access. This is done by ensuring strict access controls in buildings and server rooms. Only authorised employees have access to ICT equipment and specific network services, third-party access requires approval and special login credentials obtained by a department head after positive identification. Critical ICT facilities are located in secure rooms and only a select few have access to these dedicated computer rooms.

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



3.2.6 FOOD SAFETY AND QUALITY

Ensuring and promoting food safety and quality for the benefit of consumer health.

Food safety and quality is high on the agenda of both our stakeholders and ourselves. This was also reflected in the double materiality assessment, shown on [page 30](#). We follow strict European and Dutch legislation and our comprehensive HACCP plan identifies and manages every potential risk, from raw material to finished product. In addition, our processes are reviewed by the Dutch Food and Consumer Product Safety Authority (NVWA) to ensure safety and compliance.

On top of the legal safety and quality requirements, our products are subjected to additional criteria, both by our customers and ourselves. Thus, safety and quality in our range is underpinned by various certifications, such as IFS Food, BRC Food and GLOBALG.A.P CoC. These are guaranteed by, among other things, strict entry and exit checks of products and with the help of employee training programmes.

CURRENT LAWS AND REGULATIONS

Legislation in the Netherlands

European and Dutch laws are very important for food safety and quality. All EU countries have the General Food Regulation, better known as the General Food Law (GFL), as the basis for their national food safety legislation.

The law is there to prevent harmful substances such as mould, pesticide residues or dangerous bacteria from getting into our food. If companies discover such substances in their products, they are obliged to report it to the Netherlands Food and Consumer Product Safety Authority (NVWA). This body supervises safe food production and trade and determines what the consequences are in case of violations in the Netherlands.

For fruit and vegetables, there are specific marketing standards that affect, among other things, quality and ripeness. There are also additional laws on labelling, weight marking, crop protection and imports. Among other things, it is a legal requirement to clearly put the country of origin on the product.

For more information on product integrity and chain transparency, see [page 92](#).

The Quality Control Agency (KCB) that performs quality controls for us is an independent administrative body and is managed by the Ministry of Agriculture, Nature and Food Quality (LNV) and the Netherlands Food and Consumer Product Safety Authority (NVWA).

Food safety plan for companies (HACCP)

HACCP (Hazard Analysis and Critical Control Points) is a legally required systematic approach to identify and control food safety risks in the production process. Every aspect of food processing is scrutinised, from employees' personal hygiene 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 Netherlands Food and Consumer Product Safety Authority (NVWA) and during IFS and BRC audits.

Certifications

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 reach our customers fresh and safe. These certificates are issued by external and independent parties after periodic audits.



GLOBALG.A.P Chain of Custody

Certificate traces the product's path from farmer to shop, focusing on sustainability and safety.



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 according to strict organic standards.



RIK Certificate

The Internal Quality Control Regulation is a quality system recognition issued by the independent administrative Quality Control



BRC Food

Global standard that ensures food safety and quality in food production facilities.



BRC Storage & Distribution

Certificate 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 shows that a product has been produced and processed in a more sustainable way, with consideration for people and the environment.



IFS Logistics

Certificate focuses on the logistics aspects of food transportation, with an emphasis on food safety and quality.



IFS Food

International standard that guarantees the food safety and quality of the final product.



IFS Broker

Certificate that guarantees the safety and quality of companies acting 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. For this reason, we have a process management system consisting of HACCP, Food Safety, Food Quality, Food Defence and Food Fraud.

Procurement of safe products

To ensure food safety, we purchase our products that we are convinced are safe, trustworthy and transparent. This is the starting point when selecting a supplier. The policy is aligned with the "farm to table" concept, where we start at the procurement stage such as the inspection of seeds in cooperation with grower organisations and the final products grown.

Furthermore, we exert our influence as far as possible over 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 thorough understanding and supervision of the production process.

Downstream chain

After customers take delivery of the products, we have no control over the quality of the product. Supermarkets have their own quality procedures to guarantee the quality and shelf life of products, e.g. 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 bought the product. Consumers are generally familiar with safe preparation methods for our fruit and vegetable products. Moreover, there are no known strange or incorrect preparation methods that pose a risk to consumer health.

Measures

We work continuously to improve the food safety and quality culture. Measures for this positive culture change include:

- Involvement of all departments within Scherpenhuizen and Scherpenhuizen Packaging
- Open communication about product safety
- Training of employees
- Responding to feedback from employees
- Behavioural changes required to improve product safety processes and processes in general
- Performance measurement of activities linked to product safety, authenticity, legality and quality of products
- Annual review of food safety and quality culture

CONTROLS

Products we trade and process make a journey through a number of checkpoints.

Quality control of suppliers and products

First, we check our suppliers daily on the quality of incoming products and adherence to agreements. Quality scores of products are recorded at supplier level and suppliers are given a score based on this, in combination with the periodic supplier evaluation. Each score corresponds to a certain level of risk in terms of food safety and quality.

Entrance control

After receiving a product, 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 affects the frequency of future checks. Depending on product type and product group, quality standards are imposed by laws and regulations and by customer requirements.

Cold store and exit controls

Every morning, inspectors inspect the products in the cold stores, taking into account previous quality reports. Before shipment to customers, another exit inspection follows. Inspectors use product risk analyses and specific standards to ensure that only the best products are dispatched.

OTHER MEASURES

Product information and instructions

In addition to general food safety, we need to consider consumers and end-users who are vulnerable to allergic reactions to fruit and vegetable products. For this, it is important that these consumer groups have access to clear, accurate and readily available information on 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 trigger allergic reactions. In addition, fresh fruit and vegetable products usually require processing before they can be consumed, such as washing, peeling, cutting or cooking. For some products, including blueberries, we specifically mention on the packaging that washing is necessary. We do this because many consumers mistakenly believe that these products can be consumed without washing, this is also called unintended use.

Safe and high-quality procurement

With growers and suppliers, we use an evaluation procedure during procurement to ensure product safety and quality. Using a criteria file, suppliers are assessed annually on various criteria, such as certifications and delivery reliability. These criteria are weighted and lead to a supplier-specific quality score. Teams from procurement and QESH are involved. Up-to-date supplier documents, such as food safety certificates and supplier statements, are also maintained.

Contaminated or fallen products

We avoid risks from contaminated products by cleaning them up as soon as possible. For example, when the packaging is damaged and the product has spilled on the ground. When disposing of contaminated food, contact with the production process is avoided. In addition, accumulation of waste is avoided. Waste collection areas and containers are designed for easy cleaning to minimise the attraction of pests.

Employee training and awareness

At the foundation of food safety and quality, every new employee receives comprehensive initial training, where they learn about food safety, HACCP, allergens (food substances that may trigger allergic reactions), Food Defense (securing the production facility against intentional contamination) and Food Fraud. These trainings are repeated annually to keep knowledge up to date. Every employee signs hygiene regulations before starting work and colleagues keep each other alert.

COMPLAINT PROCEDURE

Contact point

If a consumer wants to make a complaint regarding a product we have merchandised, they contact the retailer where they bought our products. This is done via a reply number, e-mail, telephone number or in-store. We therefore have no direct contact with consumers and or end users ourselves. Via the data on the packaging or via the track-and-trace data, the retailer comes back to us.

Complaint communication

We then receive complaints from retailers and buyers and get to work to detect, remedy and prevent the complaint in the future. If we need to take action based on our own monitoring programme, we investigate which product and retailer it concerns.

Complaints are recorded in a database, with specific protocols for food safety, organic products and Planet Proof complaints. Our procedure for complaints aims to handle complaints consistently and effectively by finding the right solution and preventing future incidents. The departments involved investigate the causes and take corrective action. The cause analysis and improvement plan are communicated back to the customer. text also removed from EN version

In addition, some customers conduct customer satisfaction surveys among consumers, and if these reveal points of interest to us, we are told about them. We are required by BRC/IFS standards to conduct a customer satisfaction survey. We do this on the basis of an annual interview with customers by the commercial department.

Recall procedure

Our recall procedure aims to carry out an efficient recall to minimise the negative impact on consumer welfare. We also aim to minimise negative financial, legal and commercial impacts for us. To this end, we follow the general HACCP incident reporting procedure. When an unsafe product is identified, the QESH manager convenes the recall team. The executive management board ensures that this team receives all necessary resources and support to take the necessary actions. If legal advice is required, an external consultant is called in.

The problem product and the cause are identified as soon as possible and affected buyers and parties are informed as soon as possible (within 4 hours). We notify the Dutch Food and Consumer Product Safety Authority and, depending on the product, also the relevant certifying bodies such as Planet Proof and SKAL. After the problem is resolved, the QESH manager collects all data on the incident and the recall team evaluates the recall that was 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. During this test, we look not only at the authenticity of products and the possible consequences of supply interruptions, but also at other relevant factors beyond the recall itself. 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 from raw material to finished product and from finished product to raw material for different product groups.

REPORTS OF NON-COMPLIANCE

In 2023, we had no fines for food safety and quality non-compliance. However, we did receive two warnings for non-compliance in a SKAL audit. Although this was beyond our control, these issues were resolved.

Apart from these warnings, we passed all audits at a good and high level. We aim for zero warnings, fines and penalties annually and we remain continuously committed to audits, quality inspections and quality rounds. Internal and underlying targets are reviewed and monitored as necessary.

In 2023, improvements have been realised internally on, among other things, digitisation of registration forms in web forms, part of the Manual Master.

Incidents of non-compliance with regulations that led to a	2022		2023		2024
	goal	achieved	goal	achieved	goal
fine or penalty	0	1	0	0	0
warning	0	0	0	2	0
non-compliance with voluntary codes	0	0	0	0	0



3.2.7 WORKING CONDITIONS IN THE SUPPLY CHAIN

Ensuring and improving fair, safe and healthy working environments and ways of working 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 audit our suppliers on their social impact and treatment of workers. We do this through GRASP audits, Sedex/BSCI tests and requesting specific certificates. We also train our procurement team in sustainable and socially responsible procurement. If a supplier does not meet our standards, we work together on improvements.

As stipulated by laws, regulations and certifications, we test our suppliers for food safety and quality. For more information on this, see the chapter Food Safety and Quality on [page 74](#). For more information on environmental requirements for suppliers and chain transparency, see the Product Integrity and Chain Transparency chapter on [page 92](#).

MANAGEMENT OF SOCIAL CHAIN IMPACT

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

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

At a basic level, all our fresh fruit and vegetable suppliers are GLOBALG.A.P-certified and thus already comply with above-standard requirements for employees and working conditions by default.

Suppliers of services are not yet subject to sustainability tests as a matter of policy, including working conditions in the chain except for the employment agencies we work with. As of 2024, we will supplement the supplier declaration with questions on their demonstrable sustainability policy/corporate social responsibility policy. We will also then expand our annual supplier evaluation for all suppliers to include an assessment of their sustainability impact.

Suppliers who cannot demonstrate that they comply with a sustainability policy including attention to working conditions in the chain will be given scope to make improvements. They are encouraged and rewarded through our supplier selection. If the supplier is rated satisfactory, we will continue to work together. If there are points of concern, we consult with the supplier to see how we can help them. We also share knowledge and information when obtaining and maintaining certificates to make things easier for suppliers.

Sustainability reports and supplier declaration

The guidelines set out in our supplier declaration aim to improve the working conditions of employees at producers of consumer goods in high-risk countries.

The main guidelines from our supplier declaration are:

- no forced labour
- a safe working environment
- adherence to legal minimum wages
- no child labour
- special protection for young workers
- employment contracts in line with regulations and legislation
- no discrimination

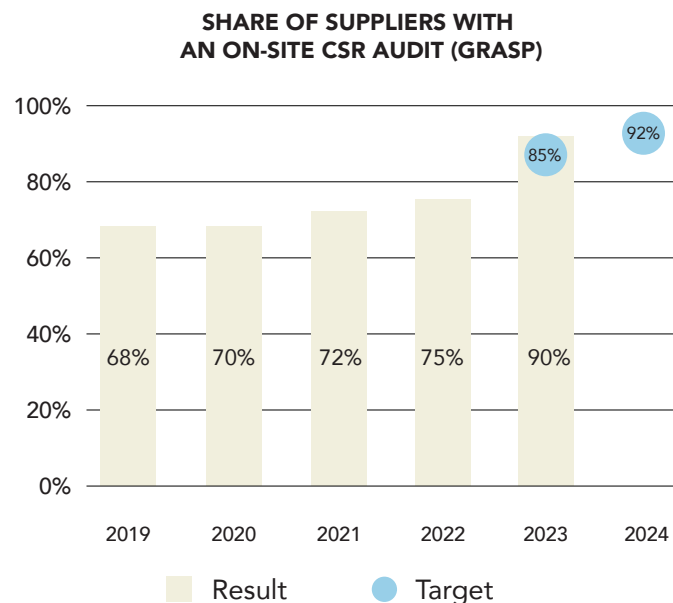
The supplier declaration in 2019 had a validity of 3 years. Therefore, in 2020, 2021 and 2022, only new suppliers received a request for signature. In addition to this request, we also inquire whether the supplier publishes sustainability reports. Of our suppliers, 100% had signed a supplier declaration by 2023 and 35% have additional sustainability reporting.

GRASP assessment

We also assess suppliers for holding a GRASP on-site CSR audit. GRASP is a growers-level assessment of labour and human rights and part of the GLOBALG.A.P./GRASP certification. In 2023, 90% of our fresh fruit and vegetable suppliers were GLOBALG.A.P./GRASP-certified and for 2024 we aim for 92%.

In 2023, we started additional GLOBALG.A.P. certification. The SPRING add-on is a certification for sustainable water management in agriculture. This certification helps farmers optimise their water use and conservation of water resources.

More on this in the chapter Water consumption in the chain on [page 52](#).



Sedex/BSCI

BSCI (Business Supply Chain Initiative) is a European initiative that seeks to improve working conditions worldwide. It brings companies together around a common Code of Conduct to procure ethically. Of our suppliers, 15% have undergone a BSCI assessment through the Sedex platform.

Various certifications

When entering into a partnership, we ask for the supplier's sustainability certificates via the supplier declaration. This can be a different certificate for each risk area. This is prompted by the retailers, e.g. SMETA or GLOBALG.A.P./GRASP Spring for water use. This is mandatory for countries in certain parts of Africa.

SUSTAINABILITY TRAINING FOR BUYERS

Our entire procurement team receives training in sustainable/socially responsible procurement and fair business practices. In 2023, 100% of our buyers will have attended this training.

3.2.8 LOCAL COMMUNITY ENGAGEMENT

Proactively being accessible, engaged and promoting a positive contribution to local society.

We value our community. When entering into collaborations, we give preference to local parties. In addition, we are committed to keeping the business premises and the surrounding area clean, tidy and safe and to making it more sustainable wherever 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 strengthen not only the company, but also the community in which we operate.

LOCAL COLLABORATIONS

Several employees are associated with local networking groups or sector initiatives to share knowledge and work together. For example, we give guest lectures at schools and offer students an opportunity for an internship or graduation project. We also provide tours and open days, are members of the entrepreneurs' association OV8, have a structural collaboration with the Voedselbank Eindhoven and sponsor sports clubs and children's holiday weeks, among other things.

All these contributions fit our core values: Together, Vital, Enterprising. For more information on our core values, see [page 12](#).

SOCIAL CONTRIBUTIONS

We are proud of our Brabant roots and therefore support various initiatives in the region. For instance, we have provided several organisations, such as KIKI Children's Holiday Weeks and Solar Team TU Eindhoven, with our fruit and vegetables.

We continuously support the Voedselbank Eindhoven and the Nationale Voedselbank, providing healthy food to people who desperately need it. We also contributed financially in 2023 and participate ourselves in events such as the Marathon Eindhoven, promoting health and community spirit.

In addition, local clubs such as Scouting Albert Schweitzer and football clubs RKVVO, S.V. Marilde and S.V. Rood Wit have received financial support from us.

For more information on our social contributions in 2023, see the [Social Contributions chapter on page 16](#).

FAIR STAY BEST

As a fruit and vegetable company, we are partly dependent on the use of flex workers because of the seasonal products and fluctuations resulting from this in the chain. These flex workers often come from abroad and are far from home.

To provide our international flex workers with a temporary and high-quality home, the Fair Stay Best plan has been developed. Housing with the facilities you would wish for everyone. Neat and spacious living quarters, recreational facilities, a shop and a launderette. The plan is undergoing a permit process for which we are awaiting follow-up.



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 supply chain relations.

The focus is on ensuring and encouraging fair business, fair prices and transparency as part of our corporate culture. The by-laws 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 Fair wages, prices and relations has many similarities with the Business Ethics topic from [page 94](#). Fair Business focuses on transparency and fair prices. Business Ethics focuses on compliance with laws and regulations and preventing unethical behaviour.





FAIR WAGES

Own employees

Our employees receive a salary higher than the amount set out in the collective bargaining agreement for the wholesale fruit and vegetable trade. A decent living with a wage sufficient to cover essential living needs, such as housing, food and healthcare, is already guaranteed through the legal minimum wages and our collective bargaining agreement. However, we believe it is important to make an additional contribution to a nice standard of living.

Flex workers

We only work with certified employment agencies that comply with the legal requirements and payment obligations towards employees. Flex workers receive wages based on the collective bargaining agreement for temporary workers. We regularly evaluate our partnerships with the temping agencies in which wages are also a discussion point here. These are assessed to see whether they are still adequate, tested against current changes in the market and the employees' duties.

Employees in the chain

We annually assess the employment agencies we work with to check whether, among other things, they pay fair wages to their employees. We also test whether they ensure appropriate working conditions, based on assessments carried out by independent certification bodies.

More information on the working conditions of chain employees can be found in the chapter Working conditions in the chain starting on [page 80](#).

FAIR PRODUCT PRICES

Principles of fair pricing

We see that fair prices are an important and much-debated issue in the fresh fruit and vegetable sector. A fair price means that everyone in the chain can continue to run their business in a sustainable way.

However, the volumes still traded via the auction clock are very small. A desired guarantee of optimal matching of supply and demand, combined with the demand for transparency and sustainability in the fresh fruit and vegetable chain, have created a long-term cooperation of stakeholders in the fresh fruit and vegetable chain. The aim is to encourage growers and farmers to operate in a sustainable manner, help consumers make good choices and encourage the government to support sustainability.

Consumers' wishes are transmitted to us through our customers. Therefore, as a trading and packaging company, we end up playing a small role in making prices fair. Some fair price NGOs try to ensure that farmers get a fair price. But this is difficult because the cost of growing fruits and vegetables in the fresh fruit and vegetable sector varies a lot. Ultimately, fair and sustainable prices depend on consumers' willingness to pay. We must always see this in the context of the whole economy/cycle and we do our best to meet everyone's expectations.

More information on fair trade practices can be found in the chapter Business ethics for [page 94](#) and Product integrity and chain transparency from [page 92](#).

Cost efficiency without loss of 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 reducing quality.
- **Seeking advantages of scale**, we purchase larger volumes and cooperate with other companies to share costs, leading to lower prices and better negotiating positions.
- **Using innovation and technology**, we invest in technologies such as automation and data analytics to speed up processes, reduce errors and cut 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 our employees' skills and knowledge through training and education. Well-trained employees are more productive and contribute to efficiency.

We also cooperated in a study by the Authority, Consumer and Market (ACM) on fair price formation in the fresh fruit and vegetable chain for pears and tomatoes over the past two years. This showed that in the fresh fruit and vegetable chain, tomato growers generally enjoy more favourable pricing, with factors such as high concentration, export orientation and product differentiation contributing to their strong position. In contrast, pear growers experience less transparency and fairness in pricing, although their net margins are still positive.

Value and price communication

Furthermore, we are committed to communicating fair prices to our customers and stakeholders. The fresh fruit and vegetable sector is competitive by nature and the market regulates rapidly. We use several tactics to promote price transparency:

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

To inform our customers about the value of our products and services in relation to 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 chance to try our products and/or packaging.

Payment practices

For our payment practices within the Netherlands, we distinguish between growers, employment agencies, transport companies and trade in crop products. Our standard procedure is to pay growers within 7 days. For grower organisations, we use a fixed weekly payment day. For crop trading and 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 cultivation products. In some transactions, such as mango imports, suppliers require advance payment before the goods are shipped. Given the diversity of products and the impact of seasonality, there are many exceptions to these rules. In addition, there are several parties that, depending on interest rates, try to receive their payments faster. This concerns only a small proportion of sales which are made in Great British Pounds (GBP) or United States Dollars (USD).

Scherpenhuizen has traditionally been known by suppliers and partners as a company that pays neatly and promptly. As a result, we have no ongoing legal proceedings due to late payments.





3.3.2 FINANCIAL HEALTH

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

Our focus is on seizing opportunities and ensuring our financial health. Both are essential to our right to exist, business continuity, and the impact we have on the environment and society. Without financial health and flexibility, the transition to positive impact is not possible. Despite external challenges but thanks to our proactivity and seizing opportunities, we have achieved sales of €500 million in 2023.

FINANCIAL HEALTH POLICY

With our financial health policy, we aim to ensure our financial stability, maximise profitability, minimise financial risks and promote our business continuity. We monitor the progress of these goals through the usual financial reports, such as quarterly and annual reports. We also use the annual financial report to keep our shareholders and other stakeholders informed about our financial health. Furthermore, we analyse market trends that may affect our market position and industry to anticipate both positive and negative developments. This policy is implemented by our Chief Financial Officer (CFO), who falls under the ultimate responsibility of the co-CEO. The CFO works with the management of other departments, other members of the Executive Management Board and the Supervisory Board (SB) to ensure that financial targets are met and policies are in line with our strategic objectives.

External factors

The external factors that had the most impact on our financial performance in 2023 were the various price fluctuations of our products. High or low average prices, or just 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. In addition, high energy costs continued to be a determining factor for many growers. The level of these could vary considerably, depending on a fixed or variable energy contract. Moreover, the overall price rise has affected several sectors. Consider, for instance, the increase in diesel prices for our trucks and the cost of packaging materials. The tightness in the labour market has also had an impact, as it has for most companies, and in addition, wages have increased.

Expectations

No volume growth was achieved in 2023 despite the addition of new products for winter coverage. This is mainly due to the delayed start of product availability in spring due to climate conditions. We expect 2024 to show a similar start to 2023. Furthermore, the focus will of course be on taking care of our employees who make it possible for Scherpenhuizen to develop every day and looking for opportunities for even better winter coverage.

3.3.3 INNOVATION

Ensuring and promoting product, process and service innovations.

When it came to innovations in 2023, we focused on things that primarily benefit process efficiency, quality, environmental impact and working conditions. We have made significant adjustments on our production lines this year, such as the use of shrink wrap, electric tilters and consolidation of packaging lines. A number of machines and materials were also replaced, such as foil printers.

We innovate especially in the area of circularity, see the chapters Waste and circularity on page 39 and Circular packaging on page 36.

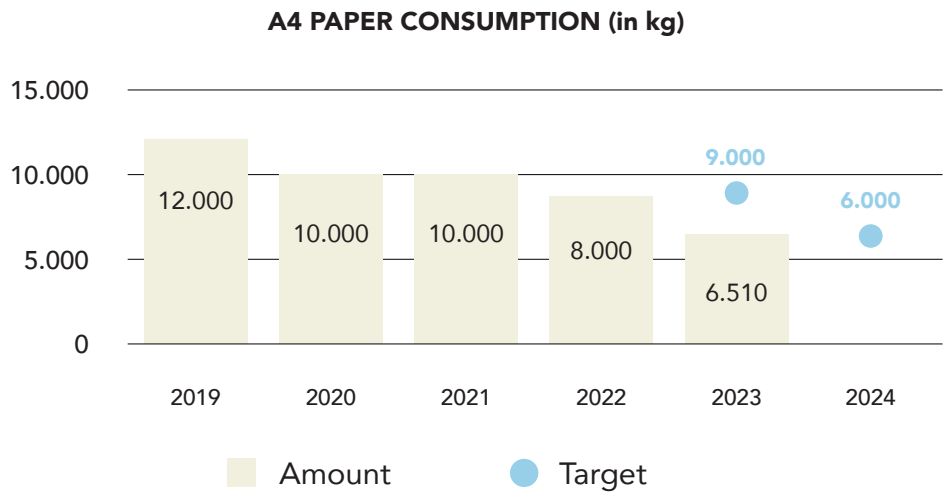
INNOVATION POLICY

We continuously explore opportunities to keep innovating. For instance, we are trying to further optimise current packaging facilities, we are investigating expansions for solar panels and energy storage on our own premises.

We have applied the following innovations to our product lines:

- 1. **Shrink wrap:** The packaging line for single-serving sweet peppers was usually packed with ordinary film. We replaced this film with shrink wrap, which shrinks around the product when heated and therefore requires less film.
- 2. **Electric tilting units:** By purchasing electric tilting units instead of the hydraulic tilting units, we need less energy for tilting. These tilters are also more efficient, eliminating peppers remaining in the box. Previously, employees had to take them out by hand afterwards. Thanks to the tilting innovation, the shop floor is a bit safer again and working conditions have also improved.
- 3. **Replacement of packaging lines:** Normally pointed peppers, spring onions and string beans were packed on separate packing lines. We have now designed one line for these products so that three separate installations are no longer needed which saves energy.

- 4. **Process optimisation:** New film printers on the pepper flow pack lines. As a result, we experience fewer disruptions and standardisation (all lines are the same brand and type) and they are more energy efficient.
- 5. **Implementation of OMS (McMain) for the technical department:** With this maintenance software, the technical department works more efficiently and safely. It achieves higher uptime of machines and production lines, ensures lower maintenance costs and allows for faster signalling for preventive maintenance to avoid downtime.



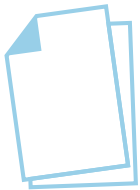
DIGITISATION

In 2022, we started to further digitise our processes. With this project, we saved two football pitches worth of A4 paper and 750 kg of paper waste in the 1st phase alone, which is comparable to 150,000 forms.

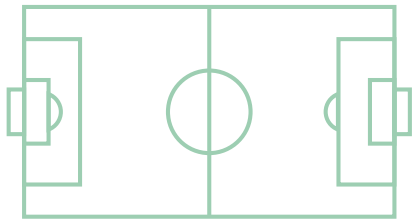
Besides the environmental benefits of digitisation, it facilitates planning and simplifies administration. It also reduces communication and errors. By 2023, we switched completely to recycled paper with the EU Ecolabel label for the remaining use of paper.

Our target was to use less than 9,000 kg of paper by 2023 and we have more than achieved this by using only 6,510 kg of paper. We are trying to reduce this even further. Our goal is therefore to purchase less than 6,000 kg of A4 paper in 2024 and to use at least 300,000 fewer forms than in 2022.

Savings per year



150.000
A4 sheets



2 soccer fields covered with A4 sheets



750 kilograms
of paper

0.005
x
150.000



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 is about the traceability of all our products in the fresh fruit and vegetable chain. We are legally obliged to trace one step forward and backward in the chain and take this responsibility seriously, both within our own company and in cooperation with chain partners. Traceability is crucial 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. We also work closely with suppliers and partners who share the same norms and standards.

LEGISLATION

Country of origin and intermediaries

Labelling the product with the country of origin is a legal obligation for us and the chain. To a large extent, this ensures product transparency. The product's entire route through the various links in the chain is available but, unlike the origin, is not shown on the product label.

Organic

Regarding organic products, product traceability is laid down in organic legislation and protected by certification. Because we are Bio certified, we guarantee customers that our organic products really are organic and that no mixing with normal products is possible.



TRACEABILITY WITHIN THE COMPANY

Responsibility

Within the company, we also trace the route of the product. How we do this is also currently laid down in laws and regulations, standards and certificates prescribing 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 precisely indicated. This eliminates the risk that certified products are swapped with non-certified products which means consumers do not get the products they expect.

The traceability of products within the company is part of the quality policy. At our company, the QESH department has executive responsibility for product traceability. They translate the standards into procedures and work instructions, and ensure that they are complied with.

Procedures and measures

To ensure the traceability of fresh fruit and vegetable products in the chain, we apply a strict Track & Trace procedure. Various departments are involved in implementing this.

For example, when the product arrives, based on the purchase line in our system, a unique batch number is assigned to the product. This number is affixed to the product via batch stickers.

Every time we move within our premises, the location of the product is recorded by scanning the batch number. When packaging products, old batch numbers are scanned and new ones assigned. During distribution to customers, products are sorted by various characteristics and batch numbers are scanned again.

Each product has a visible batch label throughout the process. If orders are split, additional stickers are available. This working method is tested annually by the QESH department by means of a recall test and traceability test. This allows us to guarantee traceability.

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 this customer. This also applies to organic products.

Digitisation

In 2023, we received no formal complaints and identified no deviations in our processes through audits. This is partly due to the digitisation of quality records for a number of production lines, making information more readily available for product tracking. This digitisation has further reduced the margin of error.

It is therefore our goal to further expand the digitisation of production lines and we aim to go completely paperless in our warehouse. This will allow us to expand our capabilities in 2024 to track packaging materials in our ERP system and to retrieve information faster for Track & Trace implementation.

For more information about innovations at Scherpenhuizen, see the chapter innovations from [page 90](#).

TRACEABILITY THROUGH THE CHAIN

Ensuring chain transparency and product traceability is a duty we share with our chain partners. We are committed to this along with suppliers, customers and other companies in the chain.

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 QESH department. Delivered batches are checked for GLN (Global Location Number) and/or GGN (Global Gap Number) numbers, which are put on stickers with the relevant traceability details.

3.4.2 BUSINESS ETHICS

Comply with social and environmental laws, ensure zero tolerance policies for corruption, competition and privacy violations and provide space and protection for whistleblowers.

Business ethics are an integral part of our operations and are included in our company policy and signed by the CEO. We comply with social and environmental laws, ensure a zero-tolerance policy against corruption, competition and privacy violations and provide space and protection for whistleblowers. We strictly adhere to Dutch law and international legislation, such as the UK Bribery Act and France's Sapin II. We have clear guidelines to prevent corruption and briber. Our transparent and honest corporate culture, supported by our SMETA certification, demonstrates our commitment to act ethically.

The topic Fair wages, prices and relations on [page 84](#) has many similarities with the topic Business Ethics. Fair wages, prices and relations focuses on transparency, payment practices and fair prices and relationships. Business ethics focuses on compliance with laws and regulations and preventing unethical behaviour.

COMPLIANCE WITH LAWS AND REGULATIONS

We strictly adhere to the laws and regulations on fair business, both in the Netherlands and internationally. Besides Dutch legislation, we are also subject to the UK Bribery Act and France's Sapin II. We take advice from our accountant, industry association GroentenFruit Huis and semi-governmental organisations such as RvO (the

Netherlands Enterprise Agency). Enforcement is provided by the Dutch government.

In 2023, we received no fines for violations of social, financial, environmental or licensing laws and regulations.

CORPORATE CULTURE

We are a professional and dedicated Brabant family business and we like open and honest communication. To maintain and further develop our corporate culture, we focused on leadership training in 2022 and 2023. To this end, we also introduced new core values that are now part of our appraisal policy: Together, Vital and Enterprising.

The Executive Management Board and management have regular meetings with their employees. The frequency of these talks may vary per manager.

CORRUPTION AND BRIBERY PREVENTION

The internal regulations set out clear guidelines to prevent corruption and bribery. Business transactions in which an employee has a financial or managerial interest are not allowed.

We communicate the corruption policy to all our employees by sharing it on the intranet, screens in general areas and locker rooms, in the internal magazine, personal interviews and training sessions. We translate all communication into English, Polish and Spanish. We also use more icons than text whenever possible.

We try to monitor for corruption or bribery by discussing it in supplier reviews, performing checks on financial cash flows and independent audits in certifications. We also have a "more eyes" policy on transactions and audits.

If corruption is reported or detected, our HR department will report it to the management team. In such an investigation, there must be no conflict of interest, so the investigators must be independent from those accused. The management team then informs the Supervisory Board of the reports and the actions taken.

Departments at risk and trainings

Departments with decision-making power and where relationships and financial transactions are important, are at higher risk of corruption and bribery. For the commercial department, we organise a physical training on ethics and fair business, provided by the QESH (Quality, Environment, Safety, and Health) department. During this training, the internal rules, whistle-blowing procedure and complaints committee are also discussed. 100% of relevant colleagues must participate in this training.

New employees receive on their first day the internal regulations in which undesirable behaviour, such as money laundering, conflicts of interest and fair competition are discussed. An online academy will be introduced in 2024, requiring all colleagues to attend, among others, mandatory annual ethics and corruption training.

We do not have specific training for the Executive management team or Supervisory Board. From their position, they are expected to show the right leadership and steer all employees accordingly. For them, however, after the introduction of the online academy, they too will be obliged to follow the training on ethics and corruption every year.

SMETA-certification

We are SMETA (Sedex Members Ethical Trade Audit) certified. This is an audit methodology, developed by Sedex, that assesses ethical performance of companies. Sedex focuses on labour rights, health, safety, environment and business ethics. The certificate shows that a company is committed to ethical trade practices and complies with relevant standards and legislation.

A big part of preventing corruption and bribery is our transparent and fair corporate culture. Please refer to the chapter Fair wages, prices and relations on [page 84](#) for more information on this topic.

WHISTLEBLOWER POLICY

The whistleblowing policy enables all employees, including those working with us on a temporary basis, to report alleged irregularities. These may include criminal offences, harassment, discrimination, violations of laws and regulations, or conduct detrimental to our interests or those of stakeholders.

The accessibility and awareness of the whistleblower policy is communicated to employees via the intranet, screens in general areas and information in the online employee file. New colleagues are informed about this when signing their contract and flex workers also receive information in several languages.

Furthermore, to protect whistleblowers and facilitate the reporting of irregularities, we have appointed one external and two internal confidential advisers. In addition, people can contact an internal integrity manager. They can be reached by phone and e-mail. Reports can be made confidentially and, if desired, anonymously, both internally and externally. All reports are handled and investigated confidentially, without risk of retaliation.

The whistle-blower scheme allows irregularities to be discussed in various ways; with the direct manager, the Executive Management Board or with the internal or external confidential adviser. A person can also file an internal complaint with the Complaints Committee. External stakeholders can report illegal activities to their regular contacts in the organisation or to the Executive Management Board via our general contact details. No reports have been received through the whistleblower scheme since 2019 (the first year of measurement).

COMPLAINTS COMMITTEE

The complaints committee consists of four members working within the company. Two members are appointed by the Executive Management Board and two by the Employee Representative Body. This committee allows all employees to submit complaints related to their work or working conditions.

Complaints are submitted in writing and their receipt is acknowledged immediately. The committee considers complaints according to specific criteria and conducts an investigation. The committee also ensures that the procedure is transparent and that the employee concerned is not disadvantaged within the company.

OTHER ETHICS TOPICS

The sustainable business policy stands for responsible and ethical corporate governance. This policy then translates into a proportionate, neutral or rather positive business impact on nature and society. See our sustainability strategy on [page 14](#) and the topics related to environmental, social and governance impact in the rest of this report.

Data protection and privacy is also an important part of business ethics. It is important that we do our utmost to handle personal data with care. Every potential data breach is one too many. In addition, high-quality system security is important. See the chapter on Information and system security on [page 70](#).

On the social front, we encourage diversity and inclusion among employees, [page 64](#). Moreover, we take good care of the health and safety of all employees, [page 18](#), and review procurement practices for human rights in the labour chain, [page 80](#).

As a large company in Brabant, we consider it important to be involved in the community at a local level. We like to show this in our local social contribution on [page 16](#) and [82](#).





4. BACKGROUND

4.1 GOVERNANCE STRUCTURE

THE HIGHEST GOVERNANCE BODY

Our highest governance body consists of the executive management board and the supervisory board. At the time of measurement 31-12-2023, the following positions were held by the persons listed below.

SH = Scherpenhuizen

SHP = Scherpenhuizen Packaging

SHH = Scherpenhuizen Holding

Committee	Name	Gender	Nationality	Time in function	Age category	Function within the company or committee
Executive Management Board	Martin Scherpenhuizen	Man	Dutch	27 years	(>50)	Co-CEO and Director-Major shareholder (DMS) (SH)
	Erik Franzen	Man	Dutch	2 years	(30-50)	Co-CEO (SH)
	Rob Jacobs	Man	Dutch	7 years	(30-50)	Financial Director (SH & SHP)
	Leo de Jong	Man	Dutch	17 years	(>50)	Director ICT, Quality and Sustainable Entrepreneurship (SH)
	Mari van Gool	Man	Dutch	11 years	(>50)	Packaging Director (SHP)
	Dick de Brouwer	Man	Dutch	4 years	(>50)	Operations Director (SH)
Supervisory Board	Heleen van Gulik	Woman	Dutch	6 years	(>50)	Chairman supervisory board (SHH)
	Hans de Groot	Man	Dutch	6 years	(>50)	Member supervisory board (SHH)
	Roelant van Herwaarden	Man	Dutch	6 years	(30-50)	Member supervisory board (SHH)



Executive management board

The executive management board is ultimately responsible for running our business and managing our impact on the economy, the environment and society. Our board consists of the finance director, ICT, Quality and Sustainable entrepreneurship director, packaging director, operations director and two co-CEOs.

The two CEO roles are filled by Martin Scherpenhuizen (DMS) and Erik Franzen. This structure has its origins in the family business where the DMS (traditionally) plays an important role. Erik Franzen is also the chairman of the executive management team. To avoid conflicts of interest, only board members are allowed to make joint decisions on important decisions.

Supervisory board

The supervisory board consists of three members and supervises the executive management board and monitors the effective implementation of strategy and operations. The supervisory board follows the guidance of the Corporate Governance Code 2022 and represents all

internal and external stakeholders. The supervisory board consists of members with specific areas of responsibility and is available as a point of contact for other board members.

APPOINTMENT AND SELECTION CRITERIA

The appointment and selection criteria for the highest governance body are set out in profiles for the CEO positions and the supervisory board. These take into account stakeholder views, diversity, independence as a director and competences relevant to the company.

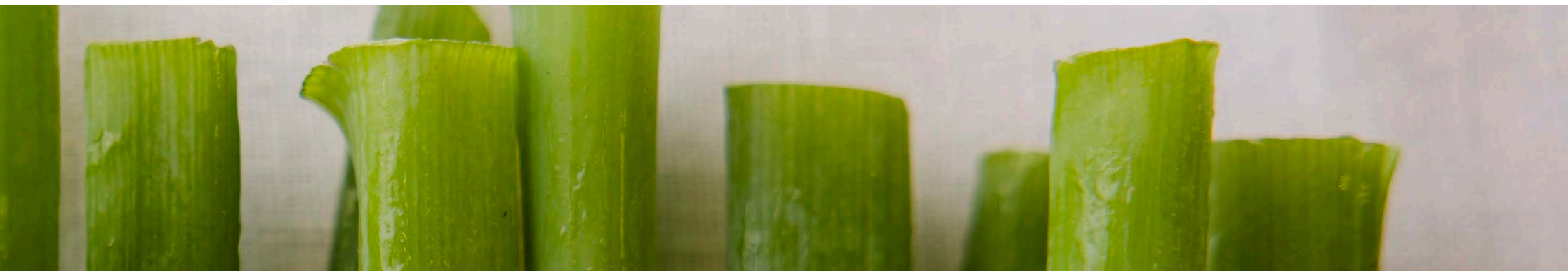
Appointment and profile of CEO

The appointment, suspension and dismissal of the CEOs goes through the Supervisory Board. The CEO of Scherpenhuizen should have experience in the international food sector and in leading a family business that is subject to growth and change. Key characteristics are decisiveness, stress-resistance, and team orientation. Competencies include vision, strategy, creativity, focus on results, leadership and connectivity.

Appointment and profile of supervisory board

Supervisory board members are appointed, suspended and dismissed by the shareholders' meeting. They are appointed for a maximum of four years and can be reappointed for a maximum of twelve years. Supervisory board members retire according to a retirement schedule, or prematurely in case of inadequate performance, structural differences of opinion, incompatibility of interests or other reasons at the discretion of the supervisory board.

A supervisory director at Scherpenhuizen must be a strategic discussion partner with knowledge and experience in management, supervision, risk management and financial/administrative management. Specialist expertise is required in strategy, organisation, innovation, leadership, HR, finance, legal matters and supply chain. The chairman should have strong leadership qualities. The board seeks continuity and diversity in its composition.



Prevention and limitation of conflicts of interest

Scherpenhuizen prevents and limits conflicts of interest within the highest governance body through a consultation structure between the executive management board and the supervisory board, which takes place at least once a quarter. The supervisory board is involved in the approval of the annual accounts and discussions with the accountant on business operations. There is an annual self-evaluation of the supervisory board and the executive management board, in which conclusions and action points are shared with the Power positions and responsibilities are also separated as far as possible, for example by separating authority for bank payments from sales orders. In case of conflicts of interest, the supervisory board makes the decisions. There are currently no known conflicts of interest within our company. If there are, we will disclose them to stakeholders.

SHAREHOLDERS

Our shareholders are kept informed of our day-to-day and long-term business continuity, including significant impacts, risks and opportunities through the annual reporting of our financial report and this sustainability report. In addition, an annual shareholder meeting is organised where they can express their interests and concerns. The main medium-term concern of our shareholders in 2023 and beyond is the loss of Dutch greenhouse vegetables due to the more complex energy market.

ROLE IN SUSTAINABILITY POLICY

Drafting sustainability policy

The highest governance body plays an important role in developing, approving and updating the objectives, values, mission statements, strategies, policies and targets related to sustainable development.

The members of the executive management board and supervisory board have different areas of expertise, as a result 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, in which the significant business impacts, risks and opportunities are identified and measured.

The Supervisory board supervises the implementation of this sustainable development and is involved in formulating strategy in a timely manner. The executive management board is ultimately responsible for the implementation of the corporate sustainability policy and involves stakeholders in the process. Employees are involved through the Employee Representative Body.

For more information on stakeholder involvement in the sustainability policy and business operations, see the chapter Stakeholder engagement on page 22.

Management of sustainability policy

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

The business operations & sustainability department initiates, coordinates and reports on the elaboration and development of the sustainability policy, where necessary in cooperation with the HR and QESH departments.

Among other things, the business operations & sustainability manager participates in conferences on sustainability and is a member of the Sustainability Steering Group of the sector association the GroentenFruit Huis. This information is shared with the highest governance body and provides up-to-date sustainability information and developments in our sector. The executive management board then evaluates the sustainability policy and it can be applied after approval.

For our sustainability policy, see the chapter Sustainable entrepreneurship on page 14.

The business operations & sustainability manager works with managers from the other departments to integrate the sustainability policy and use their expertise. In addition, we are motivated to commit to the sustainability policy because of the cooperation with partners, customers and suppliers that require certification on ESG and sustainable business. We also require these certifications from our suppliers because of joint responsibility in the chain. For example, the 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, responsible procurement and ethics.

Reporting of critical concerns

Critical employee concerns are initially communicated to the highest governance body through management. If necessary, the whistle-blower procedure or the complaints committee can be used (anonymously). We address complaints according to the whistle-blower scheme, complaints committee and other procedures.

Employees can safely report any problems related 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 it to the chairman of the supervisory board, the external confidential adviser from company ArboNed or the internal confidential advisers known for that purpose.

More information on our whistleblowing procedure and business ethics can be found in the Business ethics chapter on page 94.

Handling negative impact

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

MEMBERSHIPS

Scherpenhuizen is a member of the sector organisation GroentenFruit Huis. This sector association represents around eighty percent of Dutch revenue in 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 sector association and other regional and national organisations. For example, several employees are members of the HRM working group, the collective bargaining agreement committee, the working conditions committee and the sustainability steering group at GroentenFruit Huis.

PERFORMANCE EVALUATION

A business strategy review took place at the end of 2023. Some of the existing and new sustainability targets and measurement methods still need to be further incorporated into this. For years, however, projects in the field of sustainable business have already been worked on from intrinsic motivation.

Our current sustainability performance is already evaluated every quarter. These evaluations are carried out by the supervisory board and went well in 2023, so we did not have to apply any new measures. For each board member, there are working methods with managers for periodic meetings in which ESG impact and performance are discussed. Furthermore, we 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 for new recruits, but there is a bonus for new hires.

There have been severance payments in the past however there have never been clawbacks. Pension benefits include both the collective bargaining agreement and supplementary pensions. Remuneration policy is separate from sustainability objectives and performance.

The supervisory board is responsible for the hiring and remuneration of the executive management board. Indirectly, this happens for the entire company, by approving or rejecting the budget in which employee costs are a substantial part.

The executive management board is responsible for hiring and remunerating 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 the determination of remuneration.

The company and its wages are covered by the collective bargaining agreement for Wholesale Fruit and Vegetables. No formal benchmarking takes place, but data from the sector organisation GroentenFruit Huis are looked at.

The remuneration policy is primarily in line with the market. Furthermore, we have no remuneration policy aimed at ESG-related targets and our remuneration policy is focused on business continuity and financial health. Board members are also assessed on our core values and their specific job competences.

4.2 EMPLOYMENT PRACTICES

EMPLOYEE POLICY

Due to the seasonal nature of our sector and the demand for our products, our employee base fluctuates throughout the year. Especially during the greenhouse vegetable season from April to September, we need extra hands in our packaging department. For this, we use flex workers. Then, when the extra support is no longer needed, the flexible group of employees is scaled down.

Despite the fact that we mainly use flex workers, our employee handbook applies to all employees. The employee handbook states that we adhere to the Business Social Compliance Initiative (BSCI) guidelines, including:

- No forced labour
- A safe working environment
- Keeping the legal minimum wage
- No child labour
- Special protection for young workers
- Ethical business conduct
- Employment contracts in compliance with regulations and legislation
- No discrimination
- Care for the environment

EMPLOYEE INCLUSION

Different cultures

Because we work a lot with flex workers, our employees regularly come into contact with different cultures. It is therefore a challenge for our managers to take all these cultures into account. We strive to make all employees feel welcome.

Thus, we regularly pay attention to cultural diversity during work meetings. In 2023, we also started training our managers on cultural differences. This helps our employees understand each other better.

Moreover, we ensure that, if necessary, communication is available in multiple languages, taking into account not only the writing style but also the choice of communication tools. Depending on the topic, we choose online communication, personal explanations or another appropriate method. This communication is via intranet, e-mail, post or app. An interpreter is also available for employees who speak neither Dutch nor English during appraisal interviews, if the employee is comfortable doing so.

See the chapter Diversity and inclusion, starting on [page 64](#) for more information about this.

Recruitment and selection

To give all applicants a fair and equal chance during the application process, we have established a recruitment and selection policy. This policy focuses on candidates' competences, personality and skills.

COLLECTIVE BARGAINING AGREEMENT

All our employees are covered by the collective bargaining agreement for the wholesale trade in fruit and vegetables. This collective bargaining agreement is valid from 1 January 2023 to 30 June 2024 and was drawn up in cooperation with the sector organisation GroentenFruit Huis. As a member of this organisation, we are obliged to comply with this collective bargaining agreement.

Our flex workers are covered by the collective bargaining agreement for temporary workers. Although compliance with this is mainly the responsibility of the temporary employment agencies, we work together with them to ensure that the working conditions and legal requirements of this collective bargaining agreement are met. Cooperation consists of monthly consultations, checking pay slips and visits to accommodation locations.

COMMUNICATION FACILITIES

We encourage open communication between employees and management and encourage everyone to discuss their concerns with their supervisor. Should this not be desirable or possible for any reason, employees can file a complaint with the Complaints Committee or make use of the whistleblowing procedure. To keep everyone informed of these possibilities, we hang posters with relevant information at various locations within the company premises. In addition, the contact details of the relevant persons can be found in the employee handbook.

For more information on the lines of communication between employees and the company, see the Stakeholder Engagement section starting on page 22.



4.3 ABOUT THIS REPORT

TERM

Scherpenhuizen has prepared this report with the support of Kroll SR B.V.

This report is valid for the period from 1 January 2023 to 31 December 2023. Reference years may go back as far as 2019, varying by subject and depending on available data. The basic principles of GRI 1 (GRI 1: Foundation 2021) have been applied to this report. For calendar year 2023, no sector standards apply to Scherpenhuizen.

FREQUENCY

This reporting is annual. The first edition was a limited edition for a select number of stakeholders. The 2023 report is the second edition.

GRI AND ESRS CLAIM

The content is in line with the standards ESRS 2023 (European Sustainability Reporting Standards) and GRI (Global Reporting Initiative) Universal Standards 2021 and Topic Standards. This report is the first edition of the series of Scherpenhuizen sustainability reports prepared in accordance with the ESRS.

CONTENTS

This report has been read and approved by the Scherpenhuizen Board. Interim consultations with the auditor took place on our initiative regarding the double materiality assessment ahead of mandatory reporting by 2025. However, external and independent official verification has not yet taken place.

PUBLICATION

This report was published online in July 2024.

CONTACT

For questions or comments on the content of this report, please contact Cindy Wijffelaars (Director Sustainability, Quality & Innovation). Please see the contact details in the colophon.

REPORT SCOPE

This report includes only the activities and assets covered by Scherpenhuizen Holding B.V., and its subsidiaries:

Company name	Location	KvK-number
Scherpenhuizen Holding B.V.	Eindhoven	17145896
Scherpenhuizen B.V.	Eindhoven	17082404
Coöperatie 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

This report is a publication of

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www.scherpenhuizen.nl



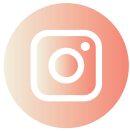
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<https://www.linkedin.com/company/scherpenhuizen-bv/>



<https://www.instagram.com/scherpenhuizenagf/>



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

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5. APPENDIX

5.1 ESRs-INDEX

ESRS 2 - GENERAL NOTES (BP)

Disclosure		Chapter	Pag.	Additional information/reason for omission
BP-1	General basis for preparing sustainability statements	About this report	104	<ul style="list-style-type: none">• The report covers Scherpenhuizen's own operations as well as the upstream value chain and the downstream value chain.
BP-2	Reporting on specific circumstances	About this report Sustainable entrepreneurship Double materiality assessment ESRS-index Restatements	104 14 30 126	<ul style="list-style-type: none">• The following time horizons have been adopted; short 1 year, medium 5 years and long 10 years. There is no specific reason for this and are considered average timeframes for the operations of an organisation of this size.• No information has been omitted from this report for competitive or business-sensitive reasons.• This report does not include chain data.

ESRS 2 - GENERAL NOTES (GOV)

Disclosure		Chapter	Pag.	Additional information/reason for omission
GOV-1	The role of governance, management and supervisory bodies	Governance structure	98	<ul style="list-style-type: none">• Scherpenhuizen's 6 board members are all male. The SB consists of 2 men and 1 woman (33%). Combined, the female-to-male ratio is 11%-89%.• The SB supervises the implementation of the strategy and can (un)ask for advice and appoint, suspend or dismiss members of the management board if they fail to meet targets.• The expertise of the board, management and supervisory bodies on ESG/sustainability is complemented by the BDO manager.
GOV-2	Information provided to and handling of sustainability issues by management, executive and supervisory bodies of the company	Governance structure	98	<ul style="list-style-type: none">• Scherpenhuizen's impacts, risks and opportunities are identified and managed using a dual materiality analysis this is conducted every three years, and earlier if necessary. Scherpenhuizen's management is questioned on these issues for the Financial Materiality section.• Currently, Scherpenhuizen has not yet set concrete ESG/sustainability targets. Therefore, it is somewhat more complex to monitor the progress of targets. Nevertheless, quarterly reviews are carried out on sustainability performance and progress.• ESG responsibilities are defined in the SB and MB job profiles, specific ESG tasks are not defined.
GOV-3	Integrating sustainability performance into remuneration schemes	Governance structure	98	<ul style="list-style-type: none">• Scherpenhuizen's current remuneration policy focuses on business continuity and financial health and individual performance, and does not address the company's ESG performance.

Disclosure		Chapter	Pag.	Additional information/reason for omission
GOV-4	Due diligence statement	Governance structure	98	<ul style="list-style-type: none"> Scherpenhuizen's impacts, risks and opportunities are identified and managed using a dual materiality analysis this is conducted every three years, and earlier if necessary.
GOV-5	Risk management and internal controls for sustainability reporting	Governance structure	98	<ul style="list-style-type: none"> Scherpenhuizen's impacts, risks and opportunities are identified and managed using a dual materiality analysis this is conducted every three years, and earlier if necessary. Implementation of the identified impacts, risks and opportunities are carried out by the BDO (operations and Sustainable entrepreneurship) department, which then discusses and implements this with the managers of the other departments.

ESRS 2 - GENERAL NOTES (SBM)

Disclosure		Chapter	Pag.	Additional information/reason for omission
SBM-1	Strategy, business model and value chain	Sustainable entrepreneurship	14	
		Mission and strategy	10	
		Value chain	20	
		About this report	104	
SBM-2	Stakeholder interests and views	Stakeholder engagement	22	<ul style="list-style-type: none"> Stakeholders of Scherpenhuizen can raise concerns during the dual materiality analysis.

ESRS 2 - GENERAL NOTES (IRO)

Disclosure		Chapter	Pag.	Additional information/reason for omission
IRO-1	Description of the process for identifying and assessing material impacts, risks and opportunities	Governance structure Double materiality assessment	98 30	<ul style="list-style-type: none"> Material risks, opportunities and impacts are identified for the organisation using a dual materiality analysis. We identify the associated risks, impacts and opportunities using a dual materiality analysis. This review is conducted once every three years and earlier if necessary.
IRO-2	Reporting requirements in ESRS included in company's sustainability statement	Double materiality assessment	30	<ul style="list-style-type: none"> Scherpenhuizen did not use exemptions for ESRS reporting.

ESRS 2 - GENERAL NOTES (MDR-P)

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-P	Policy adopted for managing material sustainability issues	Waste streams and circularity	39	<ul style="list-style-type: none"> Scherpenhuizen's waste streams and circularity policy is not based on external standards or guidelines
MDR-P	Policy adopted for managing material sustainability issues	Business ethics	94	<ul style="list-style-type: none"> The highest level within Scherpenhuizen responsible for implementing the business ethics policy is the management and the SB. For the business ethics policy, stakeholders are not directly considered. However, it is mentioned to adhere to fair business practices that positively affect stakeholders, including customers, suppliers, competitors and partners.
MDR-P	Policy adopted for managing material sustainability issues	Circular packaging	36	
MDR-P	Policy adopted for managing material sustainability issues	Fair wages, prices and relations	84	<ul style="list-style-type: none"> Scherpenhuizen's fair wages, prices and relations policy applies to its own employees, temporary workers, employees of suppliers and partners and that at the suppliers and partners themselves. The fair wages, prices and relations policy is not aligned with external general policies or criteria for fair wages, prices and relations.
MDR-P	Policy adopted for managing material sustainability issues	Energy and emissions	44	<ul style="list-style-type: none"> Scherpenhuizen has no specific policy on climate adaptation and mitigation.
MDR-P	Policy adopted for managing material sustainability issues	Financial health	89	
MDR-P	Policy adopted for managing material sustainability issues	Healthy and good employment practices	60	<ul style="list-style-type: none"> The highest position within Scherpenhuizen responsible for implementing healthy and good employer policies is the CEO. For the healthy and good employer policy, the Dutch Occupational Health and Safety Act is considered. Scherpenhuizen employees are involved in the healthy and good employer policy through PMOs, the stakeholder survey of the dual materiality analysis and Employees interviews.
MDR-P	Policy adopted for managing material sustainability issues	Information and system security	70	
MDR-P	Policy adopted to manage material sustainability issues	Product integrity and chain transparency	92	<ul style="list-style-type: none"> The highest level in the organisation responsible for implementing the product integrity and chain transparency policy is the management. The QESH department is responsible for implementing this policy. The product integrity and chain transparency policy is made available to stakeholders in this sustainability report. The sustainability report can be found on Scherpenhuizen's website; https://scherpenhuizen.nl/. In addition, any complaints from consumers, suppliers, and customers are included in our handbook, objectives and HACCP consultations.
MDR-P	Policy adopted for managing material sustainability issues	Talent and employee development	66	<ul style="list-style-type: none"> Scherpenhuizen's CEO is ultimately responsible for the talent and employee development policy.

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-P	Policy adopted for managing material sustainability issues	Safety of employees	56	<ul style="list-style-type: none"> • The safety policy is based on compliance with the Dutch Working Conditions Act. • The safety policy covers its own employees, external employees and visitors to Scherpenhuizen's premises. • For our security policy, we do not have a fixed budget. If money or investments are needed, they are provided by the organisation.
MDR-P	Policy adopted for managing material sustainability issues	Food safety and quality	74	<ul style="list-style-type: none"> • The food safety and quality policy is part of Scherpenhuizen's process management system and is reviewed and discussed with management on a quarterly basis. • The management is the highest level within Scherpenhuizen responsible for implementing the food safety and quality policy. Audits should also be attended by the most senior person responsible for production. • The food safety and quality policy applies to all of Scherpenhuizen's operations, including all products and therefore to all consumers of these products.

ESRS 2 - GENERAL NOTES (MDR-T)

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-T	Monitoring effectiveness of policies and measures against targets	Waste streams and circularity	39	
MDR-T	Monitoring effectiveness of policies and measures against targets	Business ethics	94	<ul style="list-style-type: none"> • Business ethics policy and related targets are measured against now targets for offences of corruption, bribery, privacy violations and other illegal activities. This target is reset annually. • Target setting and monitoring do not involve stakeholders.
MDR-T	Monitoring effectiveness of policies and measures against targets	Circular packaging	36	<ul style="list-style-type: none"> • Scherpenhuizen's circular packaging policy targets are not based on independent scientific evidence.
MDR-T	Monitoring effectiveness of policies and measures against targets	Fair wages, prices and relations	84	
MDR-T	Monitoring effectiveness of policies and measures against targets	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen has no specific science-based energy and emissions targets.
MDR-T	Monitoring effectiveness of policies and measures against targets	Financial health	89	<ul style="list-style-type: none"> • Scherpenhuizen's financial health policy has no concrete targets this is due to the unpredictability of the market and other external influences. Pursuing profit maximisation and minimising financial risks is sufficient for Scherpenhuizen to ensure financial health and business continuity.
MDR-T	Monitoring effectiveness of policies and measures against targets	Healthy and good employment practices	60	

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-T	Monitoring effectiveness of policies and measures against targets	Information and system security	70	
MDR-T	Monitoring effectiveness of policies and measures against targets	Product integrity and chain transparency	92	<ul style="list-style-type: none"> • Scherpenhuizen does not have a specific product integrity and chain transparency policy objective. However, there is a zero objective not to violate applicable legal and customer requirements.
MDR-T	Monitoring effectiveness of policies and measures against targets	Talent and employee development	66	
MDR-T	Monitoring effectiveness of policies and measures against targets	Safety of employees	56	
MDR-T	Monitoring effectiveness of policies and measures against targets	Food safety and quality	74	<ul style="list-style-type: none"> • Some quality certifications relate to environmental issues, more information on this can be found in the Biodiversity and Plant Protection Products section on page 52. • Scherpenhuizen has a zero target for non-compliance with food safety and quality laws and regulations

ESRS 2 - GENERAL NOTES (MDR-M)

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-M	Measures of material sustainability themes	Waste streams and circularity	39	
MDR-M	Measures of material sustainability themes	Business ethics	94	<ul style="list-style-type: none"> • Business ethics policies and related targets are measured against now targets for offences of corruption, bribery, privacy violations and other illegal activities. This target is reset annually.
MDR-M	Measures of material sustainability themes	Circular packaging	36	
MDR-M	Measures of material sustainability themes	Fair wages, prices and relations	84	<ul style="list-style-type: none"> • Scherpenhuizen has a zero target for violations of the legal minimum wage for in-house, temporary and chain employees so no force earns less than the legal minimum wage. • Scherpenhuizen has a zero target for late payments from suppliers and partners so all payments are made on time.
MDR-M	Measures of material sustainability themes	Energy and emissions	44	
MDR-M	Measures of material sustainability themes	Financial health	89	<ul style="list-style-type: none"> • The financial metrics are audited and verified by an external auditor.
MDR-M	Measures of material sustainability themes	Healthy and good employment practices	60	<ul style="list-style-type: none"> • The healthy and good employer policy is not externally verified.

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-M	Measures of material sustainability themes	Information and system security	70	
MDR-M	Measures of material sustainability themes	Product integrity and chain transparency	92	<ul style="list-style-type: none"> • The product integrity and chain transparency policy is externally audited through an HACCP audit and audits for obtaining certifications.
MDR-M	Measures of material sustainability themes	Talent and employee development	66	<ul style="list-style-type: none"> • Scherpenhuizen's talent and employee development policy is not audited or validated by any external body.
MDR-M	Measures of material sustainability themes	Safety of employees	56	<ul style="list-style-type: none"> • Our security policy is not externally and independently verified.
MDR-M	Measures of material sustainability themes	Food safety and quality	74	<ul style="list-style-type: none"> • The food safety and quality policy is externally audited by IFS/BRC audits.

ESRS 2 - GENERAL NOTES (MDR-A)

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-A	Measures and resources in terms of material sustainability themes	Waste streams and circularity	39	
MDR-A	Measures and resources in terms of material sustainability themes	Business ethics	94	<ul style="list-style-type: none"> • Scherpenhuizen has no current or future financial resources (OpEx or Capex) planned for their action plan related to business ethics policy • It is planned for 2024 that all employees will have to undergo ethics training which should be repeated annually.
MDR-A	Measures and resources in terms of material sustainability themes	Circular packaging	36	<ul style="list-style-type: none"> • Financial CapEx or OpEx amounts for circular packaging are not available in this report.
MDR-A	Measures and resources in terms of material sustainability themes	Fair wages, prices and relations	84	<ul style="list-style-type: none"> • No current and/or future financial resources (OpEx or CapEx) have been published in this report for an action plan on fair wages, prices and relations.
MDR-A	Measures and resources in terms of material sustainability themes	Energy and emissions	44	<ul style="list-style-type: none"> • Financial CapEx or OpEx amounts for energy and emissions are not available in this report.
MDR-A	Measures and resources in terms of material sustainability themes	Financial health	89	<ul style="list-style-type: none"> • Scherpenhuizen does not have a set budget for its financial health policy. • Scherpenhuizen has not allocated any current or future financial resources (OpEx or CapEx) to a financial health action plan.
MDR-A	Measures and resources in terms of material sustainability themes	Healthy and good employment practices	60	<ul style="list-style-type: none"> • Scherpenhuizen did not allocate current and future (OpEx or CapEx) financial resources to the healthy and good employer policy action plan. • Scherpenhuizen has no set annual budget for the healthy and good employer policy.

Disclosure		Chapter	Pag.	Additional information/reason for omission
MDR-A	Measures and resources in terms of material sustainability themes	Information and system security	70	<ul style="list-style-type: none"> • Scherpenhuizen has not allocated any current or future resources (OpEx or Capex) to an action plan for their Information and Systems Security Policy.
MDR-A	Measures and resources in terms of material sustainability themes	Product integrity and chain transparency	92	<ul style="list-style-type: none"> • Scherpenhuizen has no specific current or future (OpEx or CapEx) financial resources for the product integrity and chain transparency policy action plan. • If money is needed for measures then it will be made available, provided it is a well-founded measure.
MDR-A	Measures and resources in terms of material sustainability themes	Talent and employee development	66	<ul style="list-style-type: none"> • Scherpenhuizen has no set budget or current and future allocated financial resources (CapEx or OpEx) for talent and employee development policy.
MDR-A	Measures and resources in terms of material sustainability themes	Safety of employees	56	<ul style="list-style-type: none"> • Scherpenhuizen has not allocated any current or future specific financial resources (OpEx and CapEx) to the safety policy action plan.
MDR-A	Measures and resources in terms of material sustainability themes	Food safety and quality	74	<ul style="list-style-type: none"> • Scherpenhuizen has not allocated any current and/or future (CapEx or OpEx) funding for its food safety and quality policy.

E1 CLIMATE CHANGE

Disclosure		Chapter	Pag.	Additional information/reason for omission
E1.GOV-3	Integrating sustainability performance into remuneration schemes	Energy and emissions	44	<ul style="list-style-type: none"> • The highest administrative, management and supervisory bodies are not rewarded based on specific climate-related performance.
E1.IRO-1	Description of processes to identify and analyse material climate impacts, risks and opportunities	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen has no specific policy on climate adaptation.
E1.SBM-3	Material impacts, risks and opportunities and their interaction with strategy and business model	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen did not conduct a resilience analysis using climate-related risks.
E1-1	Climate mitigation transition plan	Energy and emissions	44	<ul style="list-style-type: none"> • Financial CapEx or OpEx amounts for energy and emissions are not available in this report. • Scherpenhuizen does not have a specific policy for a climate transition plan.
E1-2	Climate mitigation and adaptation policies	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen has no specific policy on climate adaptation.
E1-3	Measures and resources in terms of climate change policies	Energy and emissions	44	<ul style="list-style-type: none"> • Financial CapEx or OpEx amounts or calculations for energy and emissions are not available in this report. • Scherpenhuizen did not carry out calculations for expected reductions in greenhouse gas emissions

Disclosure		Chapter	Pag.	Additional information/reason for omission
E1-4	Climate mitigation and adaptation targets	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen does not have a specific science-based greenhouse gas emission reduction target. • Scherpenhuizen currently does not make use of greenhouse gas removals and projects of for carbon offsets. This is expected to be used by Scherpenhuizen for the scope 1 and 2 emissions that are not technologically reducible, due to lack of innovations or customer requirements, in 2027.
E1-5	Energy consumption and energy mix	Energy and emissions Additional information	44 127	
E1-6	Gross scope 1, 2, 3 emissions and total greenhouse gas emissions	Energy and emissions Climate impact of products Additional information	44 50 127	<ul style="list-style-type: none"> • Scherpenhuizen does not emit any significant other emissions and operates with natural refrigerants that have no effect on the Global Warming Potential.
E1-7	Greenhouse gas removals and greenhouse gas mitigation projects funded from carbon credits	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen currently does not make use of greenhouse gas removals and projects of for carbon offsets. This is expected to be used by Scherpenhuizen for the scope 1 and 2 emissions that are not technologically reducible, due to lack of innovations or customer requirements, in 2027.
E1-8	Internal carbon pricing	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen does not use internal carbon pricing.
E1-9	Intended financial impacts of material physical and transition risks and potential climate opportunities	Energy and emissions	44	<ul style="list-style-type: none"> • Financial CapEx or OpEx amounts for energy and emissions are not available in this report.

E5 MATERIALS USE AND CIRCULAR ECONOMY

Disclosure		Chapter	Pag.	Additional information/reason for omission
E5.IRO-1	Description of processes to identify and analyse material impacts, risks and opportunities for material use and circular economy	Waste streams and circularity	39	
E5.IRO-1	Description of processes to identify and analyse material impacts, risks and opportunities for material use and circular economy	Circular packaging	36	
E5-1	Policies on material use and circular economy	Waste streams and circularity Circular packaging	39 36	

Disclosure		Chapter	Pag.	Additional information/reason for omission
E5-2	Material use and circular economy policies and resources	Waste streams and circularity Circular packaging	39 36	
E5-3	Goals regarding material use and circular economy	Circular packaging	36	
E5-4	Material inflows	Circular packaging	36	<ul style="list-style-type: none"> • 100% of Scherpenhuizen's products consist of biomaterial in the context of material types and not certificates. The total volume is unknown. • 249 tonnes of materials will be used in 2023, of which 138 tonnes (55.4%) will be renewable and 111 tonnes (44.61%) non-renewable. • Double counting was avoided by distinguishing between renewable/non-renewable and the application of the recycled materials. This is due to paper and board being renewable but not containing recycled materials.
E5-5	Material outflows	Waste streams and circularity Circular packaging	39 36	<ul style="list-style-type: none"> • Scherpenhuizen does not produce hazardous waste.
E5-6	Intended financial effects of impacts, risks and opportunities regarding material use and circular economy	Circular packaging	36	<ul style="list-style-type: none"> • Scherpenhuizen's circular packaging policy does not have a specifically allocated annual budget.

G1 OPERATIONS

Disclosure		Chapter	Pag.	Additional information/reason for omission
G1-1	Policy on business conduct and corporate culture	Business ethics	94	<ul style="list-style-type: none"> • Scherpenhuizen does not have a policy against corruption or bribery in line with the United Nations Convention against Corruption. • Reports can be made to the internal and external confidants according to our whistleblowing policy. • Scherpenhuizen has no business activities related to animal welfare and has no policy on this. • Within Scherpenhuizen, departments with decision-making powers and where relationships and financial transactions are important are at higher risk of corruption and bribery.
G1-2	Managing relationships with suppliers	Business ethics	94	
G1-3	Prevention and detection of corruption or bribery	Business ethics	94	

Disclosure		Chapter	Pag.	Additional information/reason for omission
G1-4	Confirmed incidents of corruption or bribery	Business ethics	94	<ul style="list-style-type: none"> • In 2023, Scherpenhuizen did not receive any convictions or fines for violation of anti-corruption and anti-bribery laws. • Scherpenhuizen had no public lawsuits related to corruption or bribery filed against the company and its own employees in 2023.
G1-5	Political influence and lobbying activities	Business ethics	94	<ul style="list-style-type: none"> • Scherpenhuizen made no financial or in-kind contributions to politics or lobbying associations.
G1-6	Payment practices	Fair wages, prices and relations	84	

S1 OWN EMPLOYEES

Disclosure		Chapter	Pag.	v
S1-1	Policy towards own Employees	Employment practices Safety of employees	102 56	<ul style="list-style-type: none"> • Scherpenhuizen enforces the Dutch Occupational Health and Safety Act in terms of human and labour rights for people in its own workforce and temporary workers. • Information on having a policy/management system in place to prevent industrial accidents can be found in the Safety of employees section on page 56. • Scherpenhuizen has no specific policy on diversity and inclusion.
S1-2	Processes to consult with own employees and employee representatives on impacts	Employment practices Healthy and good employment practices	102 60	<ul style="list-style-type: none"> • Within Scherpenhuizen, the management is responsible for involvement and results are used from its own employees and employee representatives. • More information on employee engagement and research can be found in the Healthy and Good Workplaces section on page 60.
S1-3	Recovery processes for negative impacts and channels for own employees to raise concerns	Employment practices	102	<ul style="list-style-type: none"> • Employees can never be dismissed after making a report through the whistleblower scheme. • Through the PMO and PSA survey, whistleblower awareness is tested among employees.
S1-4	Acting on material impacts on own Employees, and approaches to mitigate material risks and exploit material opportunities as far as own Employees are concerned, and the effectiveness of those measures	Employment practices Safety of employees Healthy and good employment practices	102 56 60	<ul style="list-style-type: none"> • Employees can never be dismissed after making a report through the whistleblower scheme. • Through the PMO and PSA survey, whistleblower awareness is tested among employees.
S1-5	Goals in terms of controlling material negative impacts, promoting positive impacts and managing material risks and opportunities	Employment practices Safety of employees Healthy and good employment practices	102 56 60	<ul style="list-style-type: none"> • Information on safety goals can be found in the Safety of employees section on page 56. • More information on health targets and initiatives can be found in the Healthy and Good Workplaces section on page 60.

Disclosure		Chapter	Pag.	Additional information/reason for omission
S1-6	Characteristics of the company's employees	Employees	18	<ul style="list-style-type: none"> • 100% of Scherpenhuizen's employees fall under the Collective Bargaining Agreement for Wholesale of fruit and vegetables.
S1-7	Characteristics of non-salaried employees among the enterprise's own Employees	Employees	18	<ul style="list-style-type: none"> • Temporary workers are covered by the Collective bargaining Agreement for Temporary Workers.
S1-8	Collective bargaining agreement coverage ratio and social dialogue	Employment practices	102	<ul style="list-style-type: none"> • The collective agreement for the wholesale fruit and vegetable trade does not specify direct references to an agreement with employees for representation by a European Works Council (EWC), the Soiectas Europea (SE) works council or the Societas Cooperative Europea (SCE) works council. • All own employees are covered by the collective bargaining agreement for Wholesale Fruit and Vegetables. Temporary workers are covered by the collective bargaining agreement for temporary workers.
S1-10	Liveable wages	Fair wages, prices and relations	84	<ul style="list-style-type: none"> • All in-house employees are covered by the GroentenFruit Huis's wholesale fruit and vegetable collective bargaining agreement. • Temporary workers are covered by the Collective bargaining Agreement for Temporary Workers. • All employees and temporary workers are employed in the Netherlands, therefore no comparisons can be made with any lowest wages in other countries.
S1-13	Measures of training and skills development	Talent and employee development Additional information	66 127	<ul style="list-style-type: none"> • 100% of employees participated in annual performance and career development reviews (end-of-year reviews) during 2023.
S1-14	Safety and health measures	Healthy and good employment practices Safety of employees Additional information	60 56 127	<ul style="list-style-type: none"> • No occupational diseases were reported in Scherpenhuizen.
S1-16	Remuneration measures (pay gap and total remuneration)	Governance structure	98	<ul style="list-style-type: none"> • Scherpenhuizen: The median annual remuneration for all paid employee employees=1, highest paid person=5.93. Percentage increase all employees = 6.19%, percentage increase highest paid employee = 7.72%. • Scherpenhuizen Packaging: Median annual pay for all employees=1, highest paid person=5.52. Percentage increase all employees=6.3%, percentage increase highest paid person=nil.
S1-17	Human rights incidents, complaints and serious impacts	Business ethics	94	<ul style="list-style-type: none"> • Scherpenhuizen received no fines, penalties and compensation for damages in 2023 due to violation of social and human rights factors. Not even in relation to its own Employees. • In 2023, no complaints were filed through the whistle-blower scheme, internal and external confidants or management.

S4 CONSUMERS AND END-USERS

Disclosure		Chapter	Pag.	Additional information/reason for omission
S4-1	Policy towards consumers and end-users	Food safety and quality Working conditions in the chain	74 80	<ul style="list-style-type: none"> Some quality certifications relate to human rights, more information on this can be found in the section Working conditions in the chain on page 80.
S4-2	Processes to consult with consumers and end users on impacts	Food safety and quality	74	<ul style="list-style-type: none"> The opinions of customers, suppliers and consumers and end-users are involved with the drafting of the food safety and quality policy amid the complaints procedure and supplier assessment interviews.
S4-3	Recovery processes for negative impacts and channels for consumers and end-users to raise concerns	Food safety and quality	74	
S4-4	Acting on material impacts on consumers and/or end-users and approaches to manage material risks and exploit material opportunities in relation to consumers and end-users, and the effectiveness of those measures	Food safety and quality	74	<ul style="list-style-type: none"> Scherpenhuizen has had no incidents of human rights violations.
S4-5	Goals in terms of controlling material negative impacts, promoting positive impacts and managing material risks and opportunities	Food safety and quality	74	

5.2 GRI-INDEX

1 BASIS

GRI 1 Applied

GRI 1: Foundation

2 GENERAL DISCLOSURES - 1 COMPANY AND REPORT DETAILS

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
2-1	Company data	About this report	104	
2-2	Entities included	About this report	104	• This report does not include financial reporting.
2-3	Reporting period, frequency and point of contact	About this report	104	
2-4	Restatements of information	Restatements	126	
2-5	External audit of report content	About this report	104	• The contents of this report have not been verified by an external independent auditor or audit.

2 ALGEMENE DISCLOSURES – 2 ACTIVITEITEN EN WERKNEMERS

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
2-6	Activities, value chain and other business relationships	Value chain	20	
2-7	Internal employees	Employees	18	
2-8	External staff	Employees	18	

2 ALGEMENE DISCLOSURES – 3 BESTUUR

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
2-9	Board structure and composition	Governance structure Business ethics	98 94	<ul style="list-style-type: none"> • Internal and external stakeholders are represented by supervisors of the SB, but are not specifically represented on the SB. • Members of the highest governing body do not represent underrepresented social groups.

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
2-10	Appointment of the highest governing body	Governance structure	98	<ul style="list-style-type: none"> Stakeholders are not involved in the appointment or profiling of the highest governing body.
2-11	Chairman of the highest governing body	Governance structure	98	
2-12	Role of the highest governing body in overseeing the management of impact management	Governance structure Stakeholder engagement Employment practices	98 22 102	<ul style="list-style-type: none"> Within Scherpenhuizen, the management is responsible for commitment and results are used from its own employees and employee representatives.
2-13	Internally designated person responsible for impact management	Business ethics Governance structure	94 98	<ul style="list-style-type: none"> The management board and the rvc are responsible for the business ethics policy.
2-14	Role of the highest governance body in CSR reporting	Governance structure	98	<ul style="list-style-type: none"> The highest governing body must approve the sustainability policy before it is implemented in operations.
2-15	Conflict of interest of the highest governing body	Governance structure	98	<ul style="list-style-type: none"> To avoid conflicts of interest, only full board members are allowed to make a decision for important decisions.
2-16	Communication of critical notifications	Business ethics Governance structure	94 98	<ul style="list-style-type: none"> If corruption is reported or discovered, the HR department will report it to the management team. In such an investigation, there should be no conflict of interest so the investigators should be independent from those accused. The management team then informs the supervisory board of the reports and the actions taken.
2-17	Collective sustainable development knowledge of the highest governing body	Governance structure	98	
2-18	Evaluation of the highest governing body	Governance structure	98	<ul style="list-style-type: none"> The evaluation is carried out by the SB.
2-19	Compensation policy of the highest administrative body	Energy and emissions Governance structure	98	<ul style="list-style-type: none"> Scherpenhuizen's current remuneration policy focuses on business continuity and financial health, and does not address the company's ESG performance.
2-20	Fee determination process	Governance structure	98	<ul style="list-style-type: none"> The evaluation of the management board is carried out by the SB. As well as the resulting rewards are set by the SB. Stakeholders, including shareholders, are not involved in the remuneration policy.
2-21	Compensation ratio of highest paid employee	Governance structure	98	<ul style="list-style-type: none"> Scherpenhuizen: The median annual remuneration for all paid employee employees=1, highest paid person=5.93. Percentage increase all employees = 6.19%, percentage increase highest paid employee = 7.72%. Scherpenhuizen Packaging: Median annual pay for all employees=1, highest paid person=5.52. Percentage increase all employees=6.3%, percentage increase highest paid person=nil.

2 GENERAL DISCLOSURES - 4 STRATEGY, POLICY AND IMPLEMENTATION

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
2-22	Sustainable development statement	Sustainable business	14	
2-23	Policy Commitment	Sustainable business	14	
2-24	Anchoring policy commitment	Governance structure	98	
2-25	Recovery from negative impacts	Governance structure Employment practices	98 102	• The effectiveness of the sustainability policy is measured and evaluated quarterly. This does not involve stakeholders.
2-26	Reporting arrangements	Business ethics Employment practices	94 102	
2-27	Compliance with laws and regulations	Business ethics	94	• In 2023, Scherpenhuizen did not receive any convictions or fines for violation of anti-corruption and bribery laws. • Scherpenhuizen had no public lawsuits related to corruption or bribery filed against the company and its own employees in 2023.
2-28	Memberships	Governance structure	98	

2 GENERAL DISCLOSURES - 5 STAKEHOLDER MANAGEMENT

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
2-29	Approach to stakeholder engagement	Stakeholder engagement Employment practices	22 102	• Stakeholders of Scherpenhuizen can raise concerns during the dual materiality analysis.
2-30	Collective bargaining agreements	Employees Employment practices	20 102	• The percentage of Scherpenhuizen's own employees and temporary workers covered under a collective bargaining agreement is 100% for both.

3 MATERIALITY

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
3-1	Determination process for topics that are materiality	Double materiality assessment	30	
3-2	List of topics of materiality	Double materiality assessment	30	

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
3-3	Management of issues that are material	Waste streams and circularity	39	<ul style="list-style-type: none"> • Scherpenhuizen's waste streams and circularity policy has no specific references to due diligence and human rights. • Scherpenhuizen's waste streams and circularity policy is not based on external standards or guidelines. • Currently, Scherpenhuizen has no specific concrete targets for waste streams and circularity.
3-3	Management of issues that are material	Business ethics	94	<ul style="list-style-type: none"> • Business ethics policy and related targets are measured against now targets for offences of corruption, bribery, privacy violations and other illegal activities. This target is reset annually. • Target setting and monitoring do not involve stakeholders. • Scherpenhuizen did not use external policy documents to draft its business ethics policy. • The company ethics policy does not specifically name safeguarding human rights but focuses on ensuring a safe and pleasant working environment.
3-3	Management of issues that are material	Circular packaging	36	<ul style="list-style-type: none"> • Scherpenhuizen's circular packaging policy does not name any specific human rights or due diligence practices.
3-3	Management of issues that are material	Sustainable business	14	
3-3	Management of issues that are material	Fair wages, prices and relations	84	<ul style="list-style-type: none"> • The fair wages, prices and relations policy is not aligned with external general policies or criteria for fair wages, prices and relations.
3-3	Management of issues that are material	Energy and emissions	44	<ul style="list-style-type: none"> • Scherpenhuizen's energy and emissions policy makes no specific references to human rights or due diligence
3-3	Management of issues that are material	Financial health	89	<ul style="list-style-type: none"> • Scherpenhuizen's financial health policy does not specifically consider human rights and does not carry out specific due diligence processes.
3-3	Management of issues that are material	Healthy and good Employment practices	60	<ul style="list-style-type: none"> • The healthy and good employer policy is based on the Dutch Occupational Health and Safety Act and thus respects human rights.
3-3	Management of issues that are material	Information and system security	70	<ul style="list-style-type: none"> • Scherpenhuizen's Information and Systems Security Policy does not mention specific due diligence or human rights in this policy.
3-3	Management of issues that are material	Product integrity and chain transparency	92	<ul style="list-style-type: none"> • The product integrity and chain transparency policy does not specifically address human rights. However, external certifications address the issue in the chain. More information on this can be found in the section Working conditions in the chain on page 80.
3-3	Management of issues that are material	Talent and employee development	66	<ul style="list-style-type: none"> • Scherpenhuizen's talent and employee development policy does not focus on due diligence or human rights.
3-3	Management of issues that are material	Safety of employees	56	<ul style="list-style-type: none"> • The safety policy is based on compliance with the Dutch Working Conditions Act. • The safety policy covers its own employees, external employees and visitors to Scherpenhuizen's premises.

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
3-3	Management of issues that are material	Food safety and quality	74	<ul style="list-style-type: none"> • Some quality certifications relate to human rights and due diligence, more information on this can be found in the section Working conditions in the chain on page 80. • The opinions of customers, suppliers and consumers and end-users are involved with the drafting of the food safety and quality policy amid the complaints procedure and supplier assessment interviews.

205 ANTI-CORRUPTION

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
205-1	Assessed activities at corruption-related risk level	Business ethics	94	
205-2	Communication and training on anti-corruption policies and procedures	Business ethics	94	<ul style="list-style-type: none"> • 100% of commercial staff should attend ethics training
205-3	Confirmed cases of corruption and action taken	Business ethics	94	<ul style="list-style-type: none"> • In 2023, Scherpenhuizen did not receive any convictions or fines for violation of anti-corruption and anti-bribery laws.

301 MATERIALS

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
301-1	Materials used by weight or volume	Circular packaging	36	<ul style="list-style-type: none"> • The total volume of Scherpenhuizen's products is unknown. • 249 tonnes of materials will be used in 2023, of which 138 tonnes (55.4%) will be renewable and 111 tonnes (44.61%) non-renewable.
301-2	Amount of recycled material used	Circular packaging	36	
301-3	Recovered products and their packaging materials	Circular packaging	36	<ul style="list-style-type: none"> • Scherpenhuizen's fresh fruit and vegetable products are consumed by consumers. We supply the products, whose packaging is potentially returnable, to buyers who then sell them to consumers. However, recovering these packaging materials from the end market is very complicated, so this is not carried out.

302 ENERGY

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
302-1	Energy consumption within the organisation (midstream)	Energy and emissions	44	
302-2	Energy consumption outside the organisation (up- & downstream)	Energy and emissions	44	

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
302-3	Energy intensity	Energy and emissions Additional information	44 127	
302-4	Reduction of energy consumption	Energy and emissions	44	• Scherpenhuizen has not made calculations of the reduction in energy use per initiative or action taken.
302-5	Reducing the energy requirements of products and services	Energy and emissions	44	• Scherpenhuizen has not made calculations of the energy reduction of products and services sold.

305 EMISSIONS

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
305-1	Direct (scope 1) GHG emissions	Energy and emissions	44	
305-2	Energy indirect (scope 2) GHG emissions	Energy and emissions	44	
305-3	Other indirect (scope 3) GHG emissions	Energy and emissions Climate impact of products	44 50	
305-4	GHG emission intensity	Energy and emissions Additional information	44 127	
305-5	Reducing greenhouse gas emissions	Energy and emissions	44	
305-6	Emission of ozone-depleting substances (ODS)	Energy and emissions	44	• Scherpenhuizen does not produce or use ozone-depleting substances.
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions	Energy and emissions	44	

306 WASTE

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
306-1	Waste generation and significant waste-related impacts	Waste streams and circularity	39	
306-2	Management of significant waste-related impacts	Waste streams and circularity Circular packaging	39 36	
306-3	Waste streams generated	Waste streams and circularity	39	
306-4	Reuse of waste streams	Waste streams and circularity Circular packaging	39 36	
306-5	Destruction and disposal of waste streams	Waste streams and circularity	39	

403 SAFETY AND HEALTH OF EMPLOYEES

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
403-1	Occupational health and safety management system	Employment practices Employee safety	102 56	
403-2	Hazard identification, risk assessment and incident investigation	Employment practices Employee safety	102 56	
403-3	Occupational health services	Employment practices	102	
403-4	Employee participation, consultation and communication on occupational health and safety	Safety of employees	56	
403-5	Employee training on occupational health and safety	Safety of employees	56	
403-6	Promoting employee health	Healthy and good employment practices	60	• Scherpenhuizen does not provide medical and healthcare services outside work, the assumption being that the Dutch healthcare system is adequate.
403-7	Prevention and mitigation of occupational health and safety impacts directly related to business relationships	Healthy and good employment practices	60	
403-8	Outside workers covered by the occupational health and safety management system	Safety of employees	56	• 100% of employees are covered by a health and safety system.
403-9	Work-related injury	Safety of employees Employment practices	56 102	
403-10	Work-related health problems	Healthy and good employment practices Employment practices	60 102	• Scherpenhuizen registered no occupational disease in 2023.

404 TRAINING AND EDUCATION

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
404-1	Average number of training hours per employee	Talent and employee development Additional information	66 127	
404-2	Training programmes to enhance worker skills and job transitions	Employment practices Talent and employee development	102 66	
404-3	Proportion of employees receiving regular performance and career development reviews	Talent and employee development	66	

416 VEILIGHEID EN GEZONDHEID VAN DE KLANT

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
416-1	Health and safety impact assessment of product and service categories	Food safety and quality	74	• All Scherpenhuizen products are checked for food safety and quality
416-2	Non-compliance with laws and regulations regarding the health and safety impact of products and services	Food safety and quality	74	• Scherpenhuizen's products are fresh fruit and vegetable products. It does not apply to these products that they are naturally bad for humans or increase the risk of long-term diseases.

415 POLITICAL POLICY

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
415-1	Political contributions	Business ethics	94	• Scherpenhuizen made no financial or in-kind contributions to politics or lobbying associations.

416 MARKETING AND LABELLING

#	Disclosure	Chapter	Pag.	Additional information/reason for omission
417-1	Information requirements and labelling for products and services	Food safety and quality	74	
417-2	Non-compliance with laws and regulations relating to disclosure of products and services	Food safety and quality	74	• Consumer rights to privacy, protection of personal data, freedom of expression and non-discrimination are safeguarded by Scherpenhuizen by conducting annual supplier reviews. Moreover, received services that carry out activities within Scherpenhuizen's locations must follow Scherpenhuizen's house rules.
417-3	Non-compliance with laws and regulations for marketing communications	Food safety and quality	74	• Consumers of Scherpenhuizen's products are not particularly vulnerable to health or privacy impacts, or to impacts from marketing and sales strategies, such as children or financially vulnerable individuals.

5.3 RESTATEMENTS

No restatements apply in this 2023 report from the 2022 report.

5.4 EXTRA INFORMATION

EMPLOYEE DATA

All employees are employed and stationed in Eindhoven at either Schakel 7 or Schakel 5. The 331 flex workers are not included in the data below.

Number of employees by gender	2022	2023	Total
Male	240	210	450
Female	100	98	198
Total	340	308	648

FTE	2022	2023	Total
Male	229	204	433
Female	88	90	179
Total	318	294	612

Age category	2022	2023	Total
Male	240	210	450
<30	43	39	82
30-50	116	96	212
>50	81	75	156
Female	100	98	198
<30	28	22	50
30-50	48	53	101
>50	24	23	47
Total	340	308	648

Working location	2022	2023	Total
Male	240	210	450
Eindhoven	240	210	450
Female	100	98	198
Eindhoven	100	98	198
Total	340	308	648

Business entity	2022	2023	Total
Male	240	210	450
Scherpenhuizen	164	144	308
Scherpenhuizen Packaging	76	66	142
Female	100	98	198
Scherpenhuizen	40	39	79
Scherpenhuizen Packaging	60	59	119
Total	340	308	648

Employment	2022	2023	Total
Male	240	210	450
Part-time	42	32	74
Full-time	198	178	376
Female	100	98	198
Part-time	58	54	112
Full-time	42	44	86
Total	340	308	648

Contract type	2022	2023	Total
Male	240	210	450
Fixed term	43	18	61
Indefinite term	197	192	389
Female	100	98	198
Fixed term	28	12	40
Indefinite term	72	86	158
Total	340	308	648

Collective Bargaining Agreement	2022	2023	Total
Male	240	210	450
Wholesale of fresh fruit and vegetables	240	210	450
Female	100	98	198
Wholesale of fresh fruit and vegetables	100	98	198
Total	340	308	648

ENERGY AND EMISSIONS

Energy consumption in gigajoules

Energy consumption in GJ	2019	2020	2021	2022	2023
Renewable	1.613	4.374	11.164	9.261	10.366
Electricity	1.613	4.374	11.164	9.261	10.366
Non-Renewable	48.459	51.615	47.278	44.811	42.786
Diesel	31.491	33.840	33.113	31.603	26.405
Electricity	16.967	17.775	14.165	11.778	15.228
Petrol				1.430	1.152
Total	50.071	55.989	58.442	54.072	53.152

Energy consumption in MWh

Energy consumption in MWh	2019	2020	2021	2022	2023
Renewable	1,0	2,0	2,0	3,0	3,0
Electricity	1,0	2,0	2,0	3,0	3,0
Non-Renewable	2,0	2,0	2,0	5,0	5,0
Diesel	1,0	1,0	1,0	2,0	2,0
Electricity	1,0	1,0	1,0	2,0	2,0
Petrol				1,0	1,0
Total	3,0	4,0	4,0	8,0	8,0

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

Energy intensity per mil. revenue

Year	Revenue
2019	398.435.431
2020	443.006.328
2021	471.457.449
2022	559.352.330
2023	525.080.188
Year	Total emissions scope 1 & 2 (tonnes CO ₂)
2019	5.406
2020	5.713
2021	5.097
2022	4.574
2023	4.683
Year	tonnes CO ₂ per € mil. revenue
2019	13,6
2020	12,9
2021	10,8
2022	8,2
2023	8,9

CIRCULAR PACKAGING

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

TRAINING EN EDUCATIE

Number of training hours 2023	Training hours	Number of employees	Average
Business entity	8.249	308	26,8
Scherpenhuizen	5.145	183	28,1
Scherpenhuizen Packaging	3.104	125	24,8
Gender	8.249	308	26,8
Male	5.299	210	25,2
Female	2.950	98	30,1

SAFETY OF EMPLOYEES

This refers to the absolute number of incidents recorded. In the Safety of employees chapter on [page 56](#), these are plotted against 1,000,000 hours worked.

Safety data	2022	2023
Number of incidents	25	9
Flexible employees	19	6
Number of fatal workplace incidents	0	0
Number of high-impact workplace incidents	0	0
Number of registered workplace incidents	19	6
Internal employees	6	3
Number of fatal workplace incidents	0	0
Number of high-impact workplace incidents	0	0
Number of registered workplace incidents	6	3
Hours worked	1.124.163	1.178.505
Flexible employees	521.828	508.340
Hours worked	521.828	508.340
Internal employees	602.335	508.340
Hours worked	602.335	508.340
Total	1.124.188	1.178.514

5.5 ABBREVIATIONS

ACM	Authority Consumer Markets
AP	Dutch Data Protection Authority
BRC	British Retail Consortium
BREEAM	Building Research Establishment Environmental Assessment Method
BSCI	Business Social Compliance Initiative
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CH4	Methane
CHP	Combined heat and power
CO ₂ -eq	CO ₂ -equivalents
CoC	Code of Conduct
CSR	Corporate Social Responsibility
CSRD	Corporate Sustainability Reporting Directive
DMA	Double Materiality Assessment
DMS	Director Major Shareholder
EPT	Electric Pallet Truck
ERP	Enterprise Resource Planning
ESG	Environmental Social Governance
ESRS	European Sustainability Reporting Standard
EU	European Union
EWC	European Works Council
F-gases	Fluorinated gases
FTE	Fulltime Equivalent
GDPR	General Data Protection Regulation
GFL	General Food Law
GGN	GlobalGap Number

GHG	Greenhouse Gases
GLN	Global Location Numbers
GRASP	Global Risk Assessment on Social Practices
GRI	Global Reporting Initiative
HACCP	Hazard Analysis and Critical Control Points
HR	Human Resources
HRM	Human Resource Management
ICT	Information and Communication Technology
IFS	International Featured Standard
IT	Information Technology
KCB	Quality Control Agency
Kg	Kilogram
KPI	Key Performance Indicator
kWh	Kilowatt-hour
LCA	Life Cycle Assessment
LNV	Ministry of Agriculture, Nature and Food Quality
MBO	Secondary vocational school
N2O	Nitrous oxide
NGO	Non-Governmental Organization
NOx	Nitrogen oxides
NVWA	Netherlands Food and Consumer Product Safety Authority
ODS	Ozone Depleting Substances
PEFCR	Product Environmental Footprint Category Rules
PME	Preventative medical examination
PP	On the way to PlanetProof

PPE	Personal Protective Equipment
PSA	Psychosocial Workload
QESH	Quality, Environment, Safety, and Health
RA&E	Risk Assessment and Evaluation
RIK	Regulation on Internal Quality Control
RvO	Netherlands Enterprise Agency
SB	Supervisory Board
SCE	Societas Cooperative Europea
SE	Sojectas Europea
SEDEX	Supplier Ethical Data Exchange
SIFAV	Sustainability Initiative Fruit and Vegetables
SMETA	Sedex Members Ethical Trade Audit
SOx	Sulphur oxides
SPRING	Sustainable Program for Irrigation and Groundwater Use
SROI	Social Return on Investment
SSL	Secure Sockets Layer
TWI	Training Within Industry
VDN	Vers Direct Nederland
VGf	Vegetable, fruit, garden, and food waste
WTW	Well-to-Wheel



Scherpenhuizen

we unite in fresh