



2023

Lifting Sustainability





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1. Introduction

Manlift Group publish this yearly report with information covering the Regional Group's results, stakeholders, sustainability statement, and sustainability achievements. Sustainability issues that positively or negatively impact our environmental performance through our business value chain are also identified.

This report serves both as a measurement of Manlift's efforts in increasing sustainability and as a way to communicate more transparently with Manlift stakeholders.

Report published on Contact

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2. Word from our CEO



Sustainability is a core value for Manlift; now more than ever, we want to accelerate and embrace sustainability as an integral part of our business by including social, environmental and economical factors into our operations and decision making process. Our 5 year strategy plan has Sustainability as one of its key pillars, as we believe that this is the future for our company, employees, customers and entire supply chain.

The United Nations “2030 Agenda for Sustainable Development” will serve as a reference to guide Manlift’s sustainability priorities moving forward. Through the products, services and initiatives that we provide, we want to make a significant contribution to the UN 2030 Agenda and the Sustainable Development Goals (SDGs). Manlift will focus its efforts on 7 of the 13 SDGs.

As of 2022 and in line with our commitment, we are participating in the United Nations Global Compact. As a responsible business, we believe in taking actions to advance the social, environmental and governance principles of the Global Compact and the SDGs.

Manlift as a rental company operates on a sustainable business model that provides positive impact on the economy, environment, and people. Equipment renting has a much lower carbon footprint over its entire lifecycle compared to traditional purchasing.

Manlift operates in 3 countries in the Middle East and India. Our sustainability framework provides each country with room to define goals that are relevant to their operation and geographic region. We try to work as uniformly as possible but still enable each country to adapt its objectives to meet local needs. We maintain a strong focus on our group policies and values, as we strive to be the most sustainable rental company in the industry.

The voice of the customer is at the center of our strategy, and we want to provide our customers with all their sustainability requirements and demands. Our customers are increasingly demanding electric machines to work at height, cleaner fuel options, a sustainable supply chain, and digital solutions to help them report and decrease their environmental footprint. We listen and cater our product range and services to those demands.

Providing excellent service to our customers also means acting with integrity. In line with our values, we require all our employees and our critical suppliers to sign our code of conduct, highlighting, among others, our zero tolerance for corruption. These actions are complemented with a company-wide training on compliance and business ethics.

2023 has been a year of achievements in sustainability for Manlift.



We jumped to a Gold medal in our EcoVadis assessment, putting us in the top 5% of assessed companies. EcoVadis rates companies on their sustainability

performance by looking at their efforts within these topics: environment, labour, business ethics and sustainable procurement. We want to prove our commitment to our sustainability goals and aspire to reach a EcoVadis Platinum level by 2025.

We also adopted the United Nations Women’s Empowerment Principles (WEPs) as part of our commitment to promote diversity and gender equality in the workplace. In an industry inherently more dominated by men, we want to invest in women. We want to provide equal opportunities for female colleagues and candidates, as we believe this will accelerate growth in our company, the communities we operate in and the economy as a whole.

I truly believe that acting as a responsible company - a company that accounts in its operation and decision making for its stakeholder expectations, the needs and concerns of its employees, the environment and the sustainability of its supply chain - will contribute to Rival’s lasting sustainable development.

Thank you!
Pedro Torres,
CEO

3. About Manlift



What we do



Rental

Manlift provides solutions for working at various heights, with focus on safety and efficiency. We have an international rental fleet consisting of 2,588 aerial work platforms, telehandlers, forklifts and power generators (in Qatar). Renting at Manlift means renting the best quality equipment and the assurance to find the machines that fit your needs perfectly.



Sales

Buying an aerial work platform or telehandler can be costly. Thus, besides selling them, Manlift offers expertise options to our customers as well as help them make the best decision.



Parts

Manlift has been the number one specialist for original (spare) parts and accessories for years. By delivering replacement parts on time, we want to help keep the time utilisation of our customers' aerial work platform(s) as high as possible.



Maintenance

Manlift offers comprehensive maintenance services to ensure the safety of our machines and the people who operate them. Regular maintenance ensures that our machines work efficiently, reducing fuel waste.



Training

As a specialist in the field of aerial work platforms, Manlift has developed several training programs that enable people who operate the machine to receive adequate training. With our training expertise, we want to ensure the safety of all our customers and their employees to the utmost extent.



What we do

We follow a set of core values that guide our behaviours with our customers and communities. These values enable us to become a company that contributes to society while also being a reliable partner to our customers.



Safety

Safety is our priority throughout all our work. We provide our customers with the highest level of safety with each rental or sale. We have established a solid, proactive safety process. In this way, we guarantee that we act proactively to ensure the safest environment for our staff and customers whenever and wherever we see a possibility to improve safety or eliminate potentially unsafe conduct.



Teamwork

Manlift believes in teamwork, not only internally but also in forming a team with our customers. Together we look for the best solutions, possibilities, and prospects.



Sustainability

Maintaining high standards regarding sustainability is of the utmost importance to Manlift. We take action to reduce our energy consumption and make conscious choices for products and processes that are better for our society and our planet, such as converting machines from diesel to renewable energy and opting for an increased number of electric and hybrid machines in our fleet. We strive to positively impact communities through sports, philanthropy, and culture.



Diversity

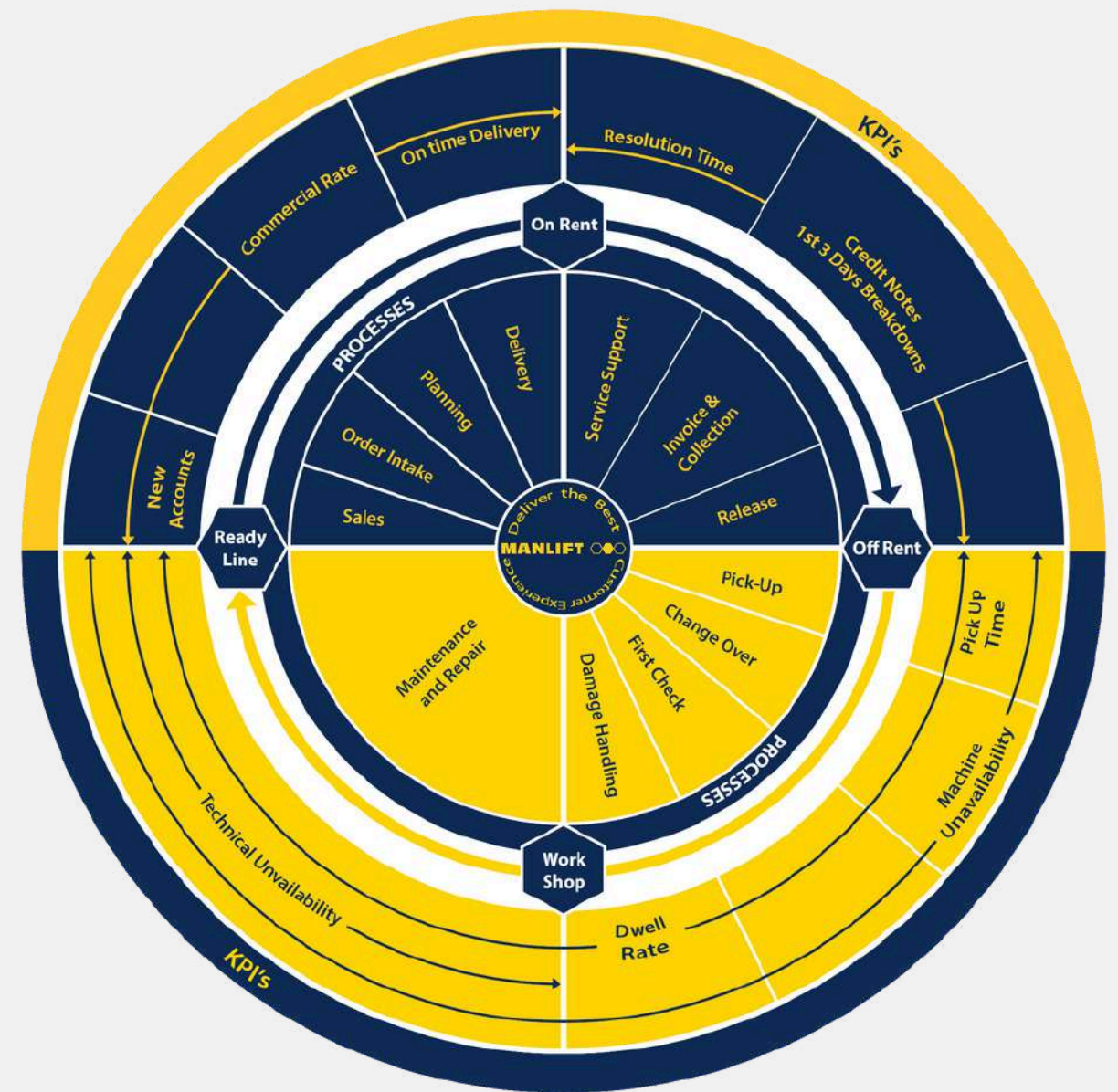
Manlift's work environment consists of many different people with unique characteristics. We respect and value what makes people different to build a great place to work where our employees can be their authentic selves. We believe diversity fuels the added value and innovation that we bring to our customers.



Integrity

We have provided training on ethics and compliance topics for our employees to ensure they can make proper decisions

under particular situations, thereby increasing the trust our customers have in us. We make all our decisions honestly, candidly, and in compliance with our code of conduct with regard to integrity, corruption and discrimination.



Our Continuous Improvement Program “The Manlift Way”

Our mission is to deliver, through engaged people, the best experience in the industry to our customers. The idea of Our Continuous Improvement Program is to create standardised, scalable systems for every aspect of our business, to ensure the same quality product and service with every single customer, every time we do business, anywhere in the world.

The benefits of Our Continuous Improvement Program are clear- our customers experience increased productivity, hit deadlines on-time every time and cut waste and costs. With such a system, we can ensure a sustainable, successful business.

4. Sustainability Statement



OUR MISSION

Why does our organisation exist?
Through engaged people, deliver the Best Customer Experience

OUR VISION

What are we building?
To be the first choice for jobs done at height

OUR BELIEFS

To realize the vision we believe in:

- Keeping our promises
- Finding solutions from customers' perspectives
- Creating value together
- Improving everyday
- Acting with urgency

OUR VALUES

Our guiding principles

- Engagement
- Integrity
- Teamwork
- Safety
- Sustainability

Our sustainable strategy

Our business model focuses on rental, which in itself is a sustainable solution. Rental companies have the technical, logistical, legal and commercial expertise to help their customers comply with sustainability requirements related to equipment, resulting in an overall more sustainable life cycle of the equipment.

By having a customer-centric approach, the way of operating and making decisions focuses on customer demand and expectations. It provides a framework to focus investment, drive performance, and engage internal and external stakeholders. Sustainability allows us to innovate, improve our risk tolerance, build our reputation and brand and save costs.

Our business activities have both positive and negative impacts on the environment and society. Thus, taking steps to enhance our positive impacts while mitigating negative ones is the foundation of our sustainability strategy. We aim to provide the best customer experience and to adopt a more sustainable way of working in the supply chain.

Following our sustainability goal, we embrace sustainability as an integral part of our business. We believe that sustainability is a fundamental aspect of our industry and will align our decisions, initiatives, and activities for the long term.

SHEQ System

Corporate Social Responsibility

CSR performance ladder ISO 26000

	Profit	People	Planet
Society	Quality ISO 9001	Health & Safety ISO 45001	Environment ISO 14001 CQ footprint
Human rights Honest business Customer affairs Involvement and development of society	Good management	Working conditions Suitable work	Pollution Waste Energy Emissions

Our framework

We aligned our objectives with the United Nations' **Sustainable Development Goals (SDGs)**. This gives us a framework to create a bold strategy and measure its success. Manlift formally endorses the OECD (Organisation for Economic Co-operation and Development) Guidelines for Multinational Enterprises and Guidelines for Good Governance. In addition, we operate in accordance with the UN Charter on Human Rights and core conventions of the International Labour Organisation (ILO).

Policy

Manlift sets high standards for compliance with the SHEQ management system. We continuously strive to give the best customer experience by providing solutions for working at heights safely and efficiently. "Safety first" is at the heart of our business and we constantly search for ways to improve our performance and build a safety culture. We are also committed to using our global expertise to enable a more sustainable future by embracing sustainability as an integral part of our operations and decision making

We aim to

- Provide the best customer experience with services and products that meet our customers' expectations and fully satisfy their requirements.
- Provide and ensure safe and healthy working conditions for our employees (permanent and temporary), visitors, contractors and other stakeholders.
- Empower our employees to act in a safe manner and to care for their health and wellbeing.
- Ensure that our services and operations are performed and managed in such a way as to protect the environment.
- Take our share of responsibility in providing a more sustainable living for coming generations by contributing to sustainable development economically, environmentally and socially.



- Continuously identify opportunities, risks, and improvement possibilities in our entire value chain by taking health and safety, ethics, environment and human rights into account.
- Actively communicate and promote commitment to our policy and SHEQ objectives at all levels of the organisation and to relevant stakeholders and share best practices and knowledge throughout the Group.
- Continually assess and improve the effectiveness of our SHEQ management system by reviewing our objectives, risks, KPIs and results.

Within Health & Safety

- Protect the health and safety of our employees, contractors, customers and third parties and to provide a healthy and safe work environment.
- Continuously improve the HSE working conditions in order to move ever further towards our “Zero accident” target.
- Prevent work-related illnesses and health problems.
- Constantly work towards improving the health and safety culture at all levels within Riwal, using a ‘top down’ and ‘bottom up’ approach where employee engagement and feedback is encouraged.
- Provide all necessary equipment, resources and

training; to increase all Manlift employees Health and Safety awareness.

- Ensure compliance with applicable national, regional and local HSE regulations and laws.
- Comply with Manlift rules, when exceeding national, regional or local regulations and laws.

Within Human Rights and Environment

- Take into account all the positive and negative environmental, social and economic impacts we have on society and our stakeholders.
- Take actions to contribute to 7 of the 17 UN Sustainable Development Goals.
- Do fair business and work in accordance with the ethical standards and the applicable laws and regulations.
- Ensure compliance to our code of conduct with regard to integrity, corruption and discrimination.
- Constantly look for innovative and sustainable solutions in which the economic, environmental and social interests are in balance.
- Increase our energy and resource efficiency through machine electrification, efficient transportation, carbon offsetting, and renewable energy usage.
- Increase our water-use efficiency and responsibly

manage our waste streams.

- Protect the environment and the communities we work and live in, by preventing pollution, minimising our impact and investing in local initiatives.
- Use the OECD Guidelines for Multinational Enterprises as our guiding tool to create and update this policy.
- Include in our policies or codes the requirement to respect and follow the Universal Declaration of Human Rights and the universal standards of the International Labour Organisation (ILO).

Within Quality

- Place our customers at the heart of everything we do.
- Actively listen to our customer needs and expectations and innovate our products and services to meet them.
- Develop and maintain the processes we need to deliver the best customer experience.
- Continuously measure, maintain and increase Riwal knowledge base through talent recruitment and training.
- Respect stakeholder confidentiality and individual privacy whilst remaining transparent in all other aspects of our work.

Delivering the best customer experience and respecting Health, Safety and Environment rules is an individual responsibility for all of us, at every level within our organisation. This policy statement is part of our SHEQ management system, which is organised on the basis of the ISO 9001, 45001, 14001 and CSR Performance ladder (based on ISO 26000 standard) and it applies to all Riwal and Manlift employees, contractors, suppliers, visitors and other key business partners. The Executive Management is responsible for creating a suitable work environment supporting the above mentioned aspects in this policy statement.

The policy applies to the entire Manlift Group and is signed by our Executive Management. It will be regularly reviewed to make sure it is relevant and follows the latest compliance requirements. It will be made available to all interested parties.

5. Materiality Assessment

A materiality assessment provides us an opportunity to analyse our risks and opportunities and enables us to direct our business strategies. This helps us prioritise our actions on the most impactful and relevant topics for our stakeholders based on our highest sustainability risks. It also enables our stakeholders to understand our sustainable development and increase our ability to satisfy their demands. We focus on the following material topics:

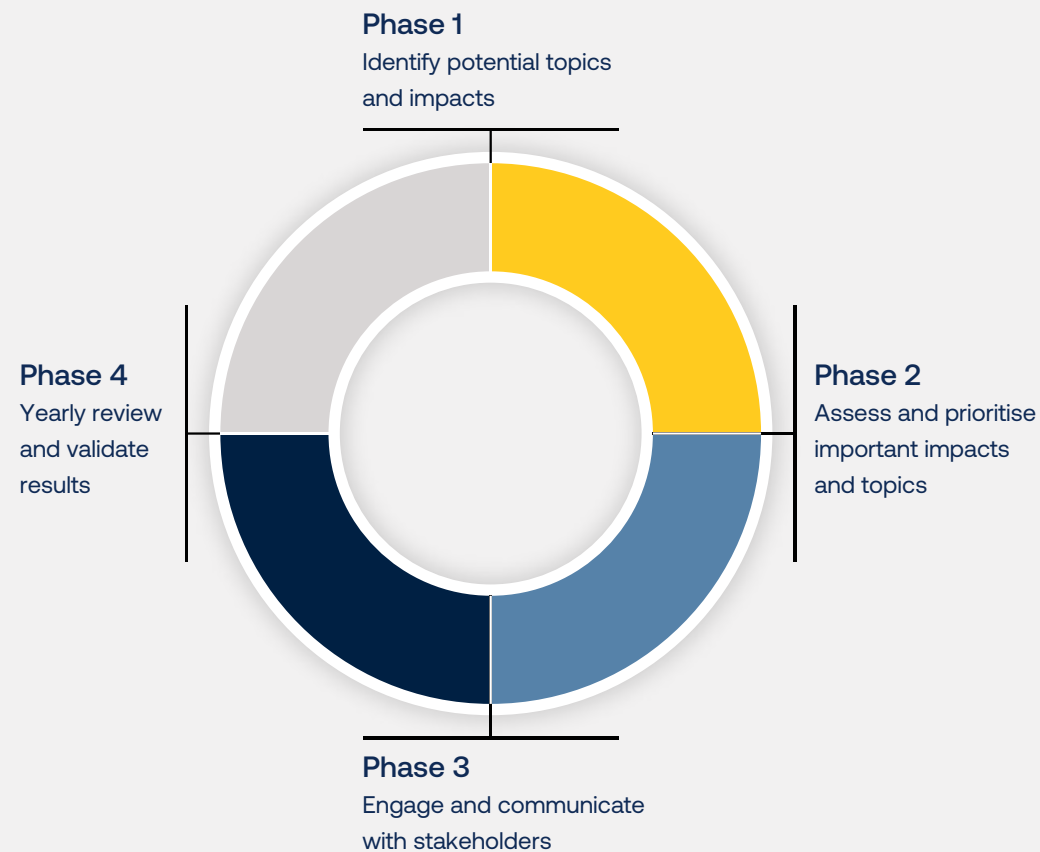
Environmental

- GRI 302 Energy
- GRI 303 Water and effluent
- GRI 305 Emissions
- GRI 306 Waste

Social and governance

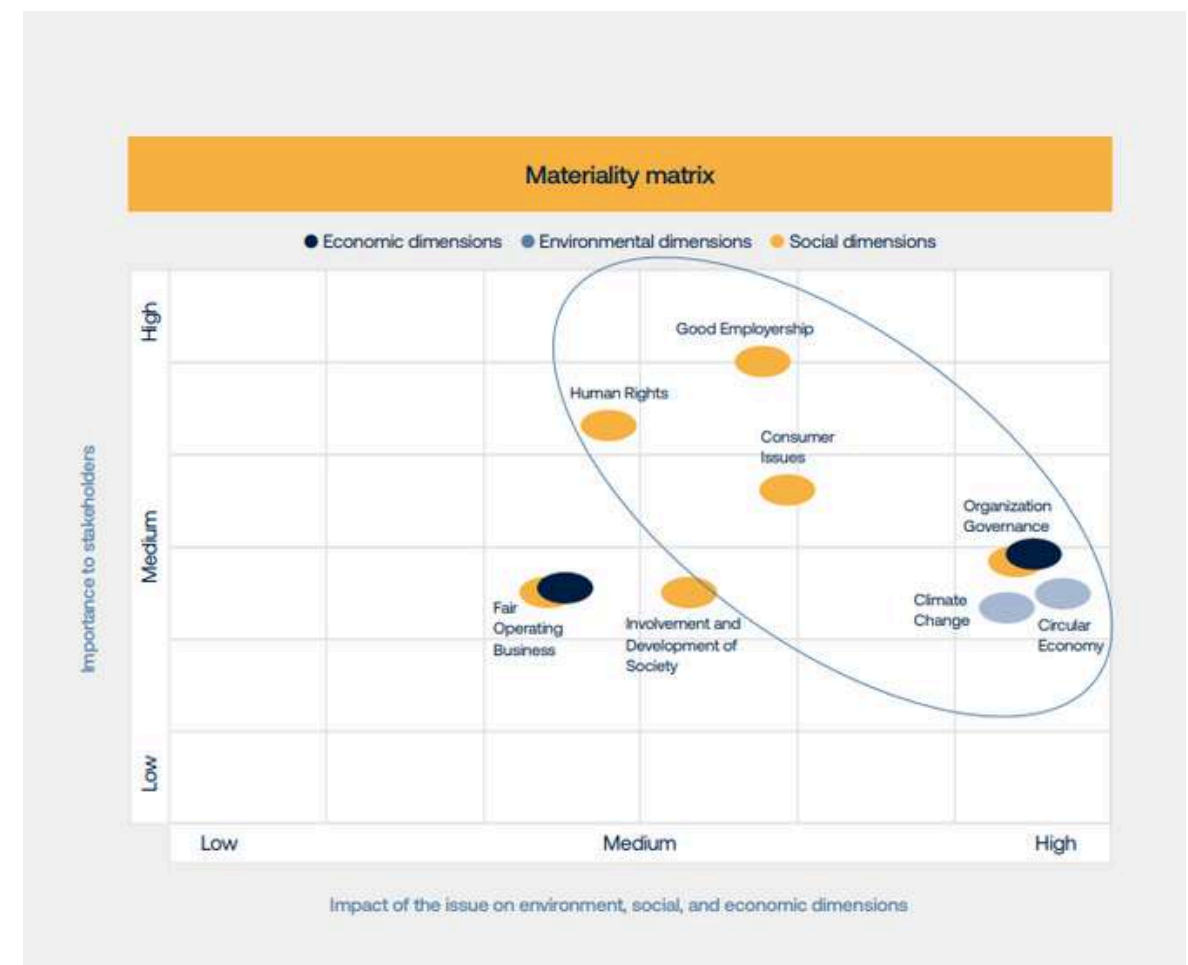
- GRI 403 Occupational Health and Safety
- GRI 404 Training and education
- GRI 405 Diversity and equal opportunity
- GRI 416 Customer health and safety

Our SHEQ team conducts a materiality assessments in four phases:



Our systematic approach starts with identifying and then regularly reviewing the potential impacts of our business on sustainable development. The CSR Issue matrix, which is a requirement of our “CSR Performance Ladder” certification, uses 31 sustainability issues (or impacts) which are the basis for this identification. Then, the input from stakeholder engagement allows us to evaluate those issues on their relevance and significance for Manlift and its stakeholders. By doing so, we can understand how to manage the risks and opportunities when we do business, thereby prioritising the issues that significantly impact our sustainable development. We also monitor external trends and other industries, to understand how to grow our business sustainably.

The identified issues are in line with the GRI Standards and UN Sustainable Development Goals; they are interconnected and should not be viewed in isolation. The relevance of the positive and/or the negative impacts of our business activities are linked to how important they are to our stakeholders and the result is shown in the materiality matrix. We are striving to have data to monitor our progress in relation to all our identified material topics; this is a work in progress that will lift our sustainability performance. Therefore some identified material topics will be omitted from this report, until further data is available.



6. Stakeholders

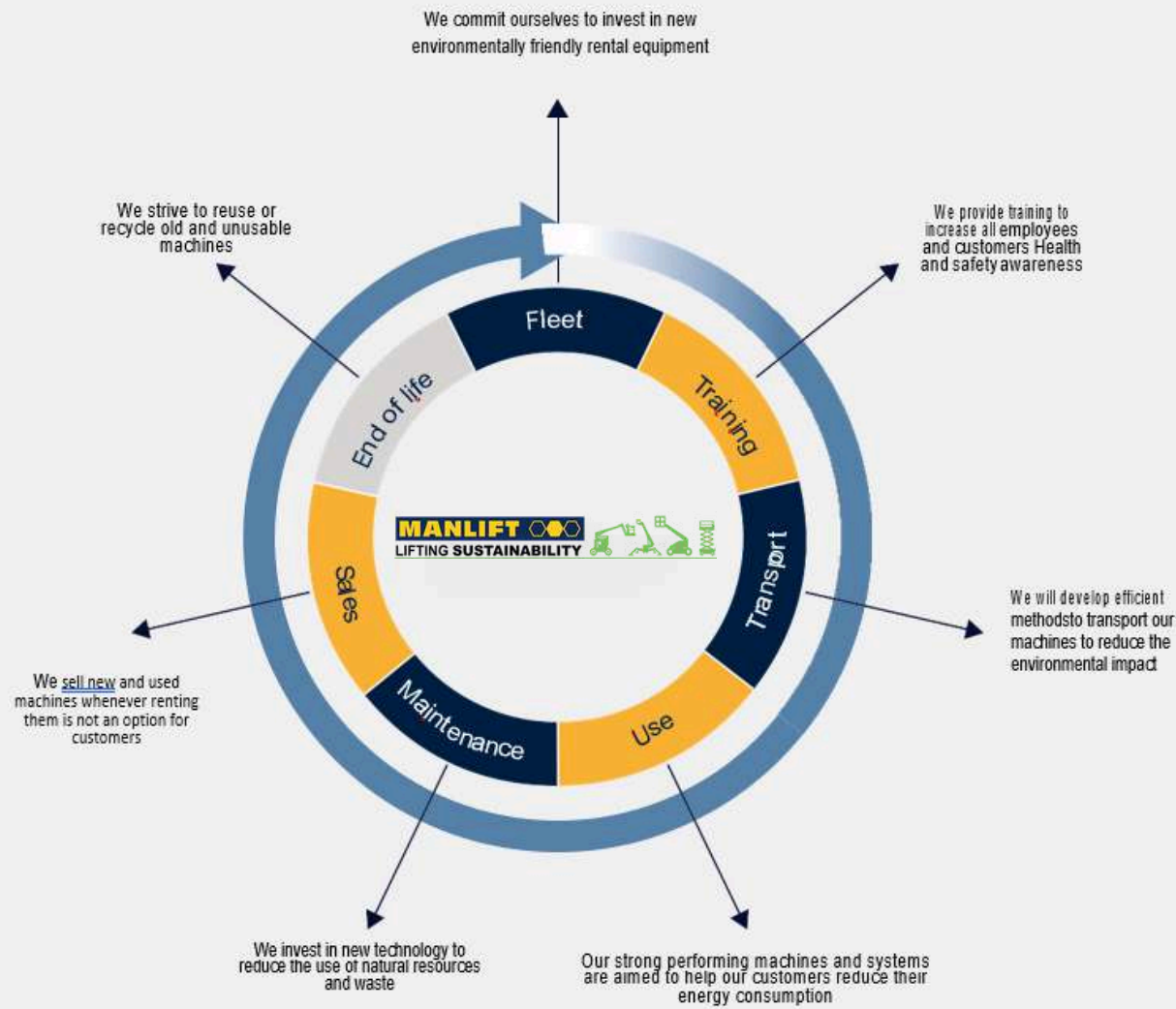


Our stakeholders are defined as individuals or groups that have an interest in our business and who may influence or be affected by our actions, organisation, or services. Efficient and transparent information exchange with our stakeholders and understanding their values, especially regarding sustainability, are critical in our day-to-day business. Via customer and

employee surveys, customer workshops, internal committees and/or worker representatives, we analyse our stakeholders' priorities yearly and adjust our operation method where needed, thereby supporting us in maintaining long-term relationships with our relevant stakeholders. Furthermore, it helps us to understand what our stakeholders consider as risks and hazards.

Type	Stakeholder	Expectations
EXTERNAL	Shareholders	<ul style="list-style-type: none"> Increasing sustainability criteria Cost reduction through environmental measures
	Credit institutions	<ul style="list-style-type: none"> Sustainable profitability and transparency
	Governments	<ul style="list-style-type: none"> Sustainable procurement Compliance with health, safety and environmental laws and regulations, including reporting regulations Less regulation and enforcement to Sustainable companies Job creation
	Customers	<ul style="list-style-type: none"> Safe products and operations Sustainable innovations Verified CO₂ footprint Business ethics Sustainable procurement Comply with external Sustainability assessments
	Public / NGO's	<ul style="list-style-type: none"> Safe working Adequate communication Social and/or environmental sponsoring Encouraging ethical behavior
	Competitors	<ul style="list-style-type: none"> Sustainability as a competitive advantage Use of Sustainability as a tool for innovation
	Manufacturers	<ul style="list-style-type: none"> Sustainable procurement Continuity through cooperation Safe working environment for staff hired Comply with ISO standards Business ethics and comply with Code of Conduct
	INTERNAL	Board Members
Employee		<ul style="list-style-type: none"> Job security and development Good working conditions (safe and healthy) Focus on sustainability

7. Sustainable Life Cycle



We adopt sustainable life cycle management to have a deeper understanding of our business activities' short and long-term impacts. We use a 'cradle to grave' method for analysing our business activities, starting from the machine manufacturing and ending at the end-of-life stage. Those activities include waste, energy, water and emissions in all process stages and the end-of-life stage.

As a rental company, we contribute to sustainability by extending the life cycle of our machines. By renting the machine to our customers, we decrease the machine demand in the market, reducing raw

material use. Furthermore, by regularly repairing, we ensure our machines work in a good function and maximise their lifetime, thus saving resources. We relocate our machines regularly based on market demand to increase their utilisation efficiency.

We also organise training courses for our customers to ensure they operate the machines properly. In this case, we ensure the circularity of the life cycle of our machines. Analysing our business activities in each life cycle stage allows us to have a deeper understanding of our environmental performance and decrease our carbon footprint.

Fleet

- A young, high quality fleet and quick field service resolution time
- Innovative customised solutions
- New equipment using renewable energy sources
- 90% of the fleet run on electric or renewable fuels by 2030

Training

- Safety training for our employees and customers to ensure work safety
- Raising safety awareness in our industry

Transport

- Trucks running on Euro 6 engines or HVO100 fuel
- Smart scheduling of transport to reduce unnecessary transport

Use

- Always the right machine available for the job to be done
- Electric, hybrid or other renewable energy source machines
- Fossil free fuel, made from renewable items for fuel-powered machines

Maintenance

- Regular maintenance and check of all machines after use and before delivery
- Reduction, reuse and recycling all waste in our branches
- Transition to LED lights in branches and workshops
- Transition to wastewater recycling bays and/or water use reduction technologies.

Sales

- Selling well-maintained machines to customers
- Right customer service practices in place

End of life

- Moving machines between countries and selling them when too old
- Old machine parts separated and batteries and old iron sold or recycled





Impacts throughout our supply chain

	Suppliers	Transportation	Maintenance	Customers	End of life
Major positive impacts	<ul style="list-style-type: none"> • Safety guarantee • Circular economy • Digitalisation • Innovative solutions 	<ul style="list-style-type: none"> • Transportation optimization • Renewable energy use • Digitalisation • Innovative solutions 	<ul style="list-style-type: none"> • Safety guarantee • Pollution reduction • Digitalisation • Innovative solutions 	<ul style="list-style-type: none"> • Circular economy • Safety guarantee • H&S practice • Digitalisation • Innovative solutions 	<ul style="list-style-type: none"> • Material use efficiency • Waste reduction
Major negative impacts	<ul style="list-style-type: none"> • Raw material use • Environmental pollution • Human rights risks • Corruption risks 	<ul style="list-style-type: none"> • Fossil fuel use • GHG emissions • H&S risks 	<ul style="list-style-type: none"> • Human rights risks • H&S risks • Corruption risks • Environmental pollution 	<ul style="list-style-type: none"> • Human rights risks • H&S risks • Corruption risks 	<ul style="list-style-type: none"> • Environmental pollution • H&S risks



Actions taken to mitigate negative impacts

Negative impacts	Actions
Raw material use	<ul style="list-style-type: none"> • Constantly repair and maintain our machines to increase its lifespan • Recycling and reuse part of machines (for example, battery) • Switch to alternative renewable fuel
Environmental pollution & Greenhouse gas emissions & Fossil fuel use	<ul style="list-style-type: none"> • Install water recycling system and eco friendly washing area • Run machines on renewable fuels instead of fossil fuels • Separate the waste and increase the waste recycling rate • Improve and analyse CO₂ footprint (to target reduction in correct activities) • Evaluate our suppliers on environmental aspects'
Labour & human rights & corruption risks	<ul style="list-style-type: none"> • Organise ethics and anti corruption training • Improve HR, procurement policy to ensure employees' rights • Evaluate our suppliers on labour & human rights
Health & safety risks	<ul style="list-style-type: none"> • Introduce healthy diet and provide healthy lifestyle training or stress reduction training • Provide personal protective equipment for our employees to avoid work related risks and hazards • Regularly update risk assessment and take action to mitigate potential H&S risks • Provide customers with proper safety training

8. Sustainable Procurement



At Manlift, through this procurement policy, we intend to make our operations and sourcing decisions more sustainable, as well as to encourage the market to innovate and deliver sustainable products or services by taking into account the impact on social, environmental and governance topics. Our suppliers play a very important role in achieving our sustainability and innovation objectives.

Manlift is committed to:

- Comply and act in accordance with applicable laws and regulations in the countries we operate in;
- Raise awareness on sustainability among our suppliers and contractors;
- Purchase products and materials that are sustainable (energy-efficient and water-saving equipment, products certified with an eco-label or that are fair

- trade, recyclable etc.) and safe;
- Monitor the implementation of our policy within the countries of the Group.

In line with our commitment, we expect our current and future partners to adhere to similar values as those we work with which include but are not limited to:

Labour and Human rights:

- Comply and act in accordance with applicable laws and regulations, with the Universal Declaration of Human Rights, and the principles of the International Labour Organisation (ILO), and the United Nations Global Compact;
- Attach a particular value on excluding forced labour and child labour, and on meeting the guidelines for working hours and minimum wage;
- Follow the principles of good employership, in which working conditions, well-being and development of employees are guaranteed at work;
- Prevent discrimination and harassment and encourage inclusion and diversity in the workforce;
- Take responsibility for the health and safety of their employees by managing risks and taking precautions against accidents and occupational diseases, and by offering adequate training and personal protective equipment (PPE).

Business Ethics:

- Prohibit bribery, corruption, fraud, money laundering and any other forms of unethical business practices;
- Keep any business entertaining and hospitality with Riwal employees appropriate and reasonable in nature;
- Avoid situations in which a conflict, or the appearance of a conflict, could arise between the interest of Riwal and a possible personal benefit;
- Compete fairly in accordance with the principles of fair competition and applicable competition laws, and respect the confidential information, know-how and intellectual property rights of third parties.

Protection of the environment:

- Take responsible actions for the protection of the environment and minimising their environmental footprint;
- Commit to achieving sustainable solutions in your products, services and operations, with regard to energy consumption, emissions, waste management, material efficiency;
- Help Manlift to provide its customers with an insight into the environmental impact of proposed technologies and their alternatives. We also expect our suppliers to translate these principles down their supply chain.

Selection & Evaluation criteria

Our choice of supplier will be increasingly influenced by whether the party in question contributes to achieving

our sustainability and innovation objectives and those of our customers. We have a strong preference for those suppliers who strive for sustainable development and who are able to demonstrate engagement and commitment to our Business Partner Code of conduct. Clear and ambitious environmental and social priorities (including circularity and reduction of CO₂ emissions), compliance with our Business Partner Code of Conduct, availability of certification or third party ratings and consumer safety are therefore essential evaluation and selection CSR criteria within our procurement process.

Which specific CSR criteria should lead to the selection and evaluation of the supplier and coverage in the agreement depends on the category of the supplier.

If desired, Manlift will carry out an audit of the supplier in order to verify compliance with the Business Partner Code of conduct.

Speak Up

Suppliers are encouraged to speak up when they have any compliance concerns related to Manlift. They can do that directly to their contact person within Manlift or via our external speak up platform facilitated by GotEthics - [Whistleblownetwork](#).

We request suppliers to comply with our policy by undersigning our Business Partner Code of Conduct which can be downloaded here. In some cases, the supplier's code of conduct can be considered an acceptable alternative to the Riwal Business Partner CoC, if the content complies with what we expect from them. In such cases, the supplier will be asked to sign a letter of commitment.

Sustainable procurement is an integrated part of Manlift's business operations and the Manlift management system. It will be regularly reviewed to make sure it is relevant and follows the latest compliance requirements.

9. Sustainability Goals and Achievements



Manlift is committed to making a positive impact by providing safe and sustainable products for our customers, creating a positive work culture for our employees, enhancing our environmental performance (understand our carbon footprint and reduce waste), engaging our supply chain for a sustainable operation and contributing to our local communities.

United Nations Sustainable Development Goals

Manlift by 2030

The sustainability pathway of Manlift aligns with the [UN Sustainable Development Goals](#). As part of the 2030 roadmap, we will be focusing our attention on 7 goals. For each goal, specific targets have been set. Over the coming years, each entity's priority might change given the risks and opportunities of the market and thus their focus can switch to other SDGs (all within the 7 priorities chosen by Manlift). We believe this approach will allow us to lead the way to more and more discussions, engagement, sharing of ideas and best practices among the Manlift countries and help us reach our 2030 targets. The following 7 SDGs are the main fields that we committed to.



▶ Improve health and well being



▶ Increase knowledge base in industry



▶ Increase water-use efficiency



▶ Increase energy efficiency



▶ Increase diversity and our people's engagement



▶ Increase resource efficiency



▶ Improve waste management

Manlift by 2030



Certifications

At Manlift, we believe in maintaining the highest standards for quality, safety, and sustainability. We ensure these standards through certifications with SGS, a quality assurance assessment provider. The following certifications are integrated in the group-wide SHEQ (Safety, Health, Environment & Quality) management system, which is centrally coordinated and monitored.



- ISO 14001 standard for environmental management
- ISO 45001 standard for occupational health and safety management
- ISO 9001 standard for quality management
- IPAF Rental+ certification for Health & Safety, Quality and Environmental standard in the Powered Access Equipment Hire (Applicable to UAE entity only)

Our countries are regularly audited (both internally and externally) to ensure we are in line with the management system's requirements. Currently, 100% of the countries are certified with ISO 45001 and 69% of the countries are ISO 9001 and ISO 14001 certified.

Memberships & Participations

IPAF Sustaining Member

IPAF is a non-profit organisation owned by its members, including manufacturers, rental companies, distributors, contractors, and users. Our CEO, Pedro Torres, joined the board in 2019 and Manlift switched to a "sustaining member" category in 2022. This enhanced membership allows Manlift to more actively define industry best practices and advise on shaping legislation.



In support of

WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the UN Global Compact Office

United Nations Global Compact

We acknowledge that our parent company participates in the UN Global Compact, and we support the Ten Principles and advancement of the Sustainable Development Goals as well as broader UN goals. We consolidate our support for this initiative fully under our parent's commitment. Therefore, we do not participate in UN Global Compact activities nor do we participate in activities of a Global Compact Local Network.

Women Empowerment Principles

Manlift has signed the Women Empowerment Principles as part of our commitment to promote diversity and gender equality in the workplace.



People

KPI	2021	2022	2023	Target 2024	Target 2030
LTI (Lost Time Injury) ¹	0.4	0	0	9	-
Accidents	28	12	55	0	0
Near misses	379	291	745	> 252	>1000
% female employees	4.7%	4.3%	4.7%	5%	9%
% receiving training on ethics/compliance ²	-	72%	92%	80%	90%
# of confirmed violations or cases of corruption or bribery ³	0	0	3	0	0

* Numbers in red indicate that the target was not met.

The ethics training in 2023 targeted corruption and bribery and was therefore available only for employees dealing with suppliers and customers.

The confirmed cases are all in the same country, the contracts of the concerned employees have been terminated and further training is scheduled.

Sports events (All)



Manlift arranged several sports events across all our entities to promote our employees' physical health and well-being. Some examples of these events are Badminton and Cricket, and the sport festivals held in Qatar, India and the Netherland. These sports events ensure the well-being of our employees by reducing stress and highlighting the value of social and physical activities.

In Manlift UAE, a friendly football competition was organized with other organizations to support Al Noor in raising funds for their training center for children with disabilities. With this initiative, we aim to be boost our employees' health and become involved with local communities and communities in need, providing them what they need to improve their lives.

Knowledge sharing

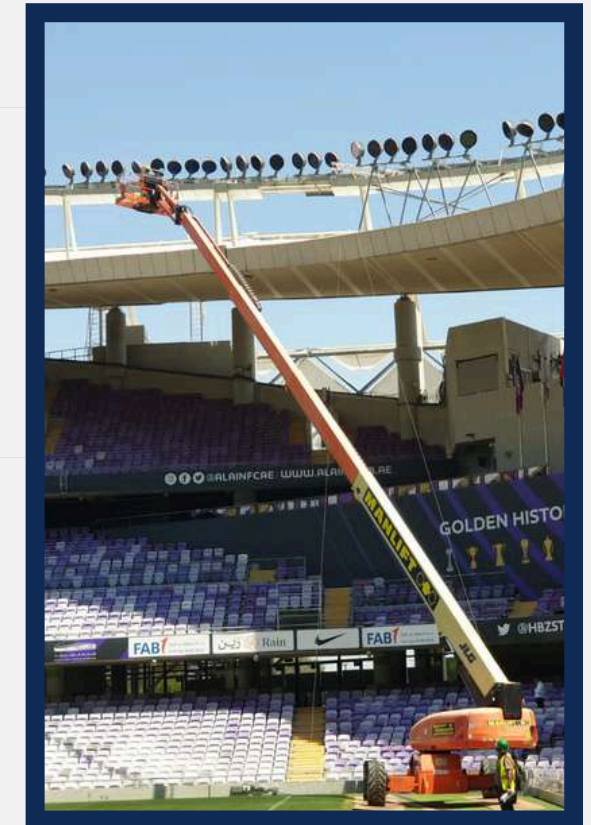


Manlift aims to share and increase Safety and Sustainability knowledge within the industry. Our employees actively participated in panel discussions, magazine interviews and webinars to share our views and expertise in those key areas. From our CEO, to the Group International Rental Manager to the MEA Regional SHEQ Manager, our message revolves around continuous improvement and innovation within safety and sustainable development in the industry. Check these interviews: [Closing the skills & safety gap](#) & [Rental projections](#).

Diversity (All)



A key area within Manlift's sustainability strategy is diversity and equality for women. At the moment, 5% of our workforce are women. We believe that increasing work- place diversity contributes to a more innovative and engaged workplace and there- fore adopted the United Nations [Women's Empowerment Principles](#) (WEPs) as part of our commitment to promoting diversity and gender equality in the workplace. We celebrate Manlift's women who work in positions mostly dominated by men. Check out the incredible story of our female Safety and Training Manager in [India](#).



Planet

KPI	2021	2022	2023	Target 2024	Target 2030
T Carbon (CO ₂) emission per FTE	-	7.20	6.02	-5% compared to previous year	-30% compared to base year 2022
T Carbon (CO ₂) emission per €M revenue	-	46.13	47.8	-5% compared to previous year	-30% compared to base year 2022
Waste (Ton) per FTE	2.99	1.544	1.407	-5% compared to previous year	-35% compared to base year 2021
Waste (Ton) per €M revenue	16.30	9.89	10.85	-5% compared to previous year	-35% compared to base year 2021
Waste recycled	32.34%	63.27%	78.9%	>65%	>80%

* Numbers in red indicate that the target was not met.

* As of 2022 we switch to GHG protocol standard therefore an equal comparison with previous year result is not possible, new base year is 2022.



Profit

KPI	2021	2022	2023	Target 2024	Target 2030
Customer satisfaction (Net Promoter Score)	71.6	77.3	65.4	65	85
Average CIR score (Continuous Improvement Review)*	50.5	38.7	44	49	55
Average Maturity score*	69.5	60	72	60	75

* Numbers in red indicate that the target was not met.

* CIR = The Continuous Improvement Review is a systematic approach for objectively evaluating the adoption of The Manlift Way, assessing key success factors for a continuous improvement culture and identifying business improvement opportunities for a depot. The CIR requirements are adjusted and made more stringent every year.

* As of 2022, the Maturity Scoring system is put in line with the CIR scoring system and has more stringent requirements.

“Lifting Trust”- Ethics training (All)



Following last year’s employee training on topics related to ethics, whistleblowing, and workplace harassment; we introduced targeted training on corruption and bribery. All employees who interact with customers or suppliers were requested to follow these training. We believe this mandatory training would give all our employees the tools to recognize unethical situations and to react properly.

On a yearly basis, all employees receive Security Awareness training, mostly focused on Phishing awareness.

New certifications (UAE)



In the UAE, we have received the IPAF Rental + certification which is the highest standard in Powered Access Equipment Hire. We have successfully fulfilled the evaluation criteria based on 70 audit points which include Finance, Health & Safety, Environmental, and Quality.



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