

CSR

REPORT 2024



BUKO. INFRASUPPORT



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PREFACE.

ROBERT EMMERICH | CEO BUKO GROUP

Last year was a special year for BUKO Infrasupport. I look back proudly on everything we have achieved and the successes we have celebrated together. All this was only possible with the hard work, enthusiasm and professionalism of our employees. Together, we continued to build a solid foundation for the future.

CSR IS IN OUR DNA.

As in previous years, this CSR Annual Report is the result of the joint effort of our employees. Since our first CSR Annual Report on 2023, corporate social responsibility has become a visible and growing aspect of our organisational culture. We are mindful of the obligations we face under the CSRD (Corporate Sustainability Reporting Directive), but at the same time,

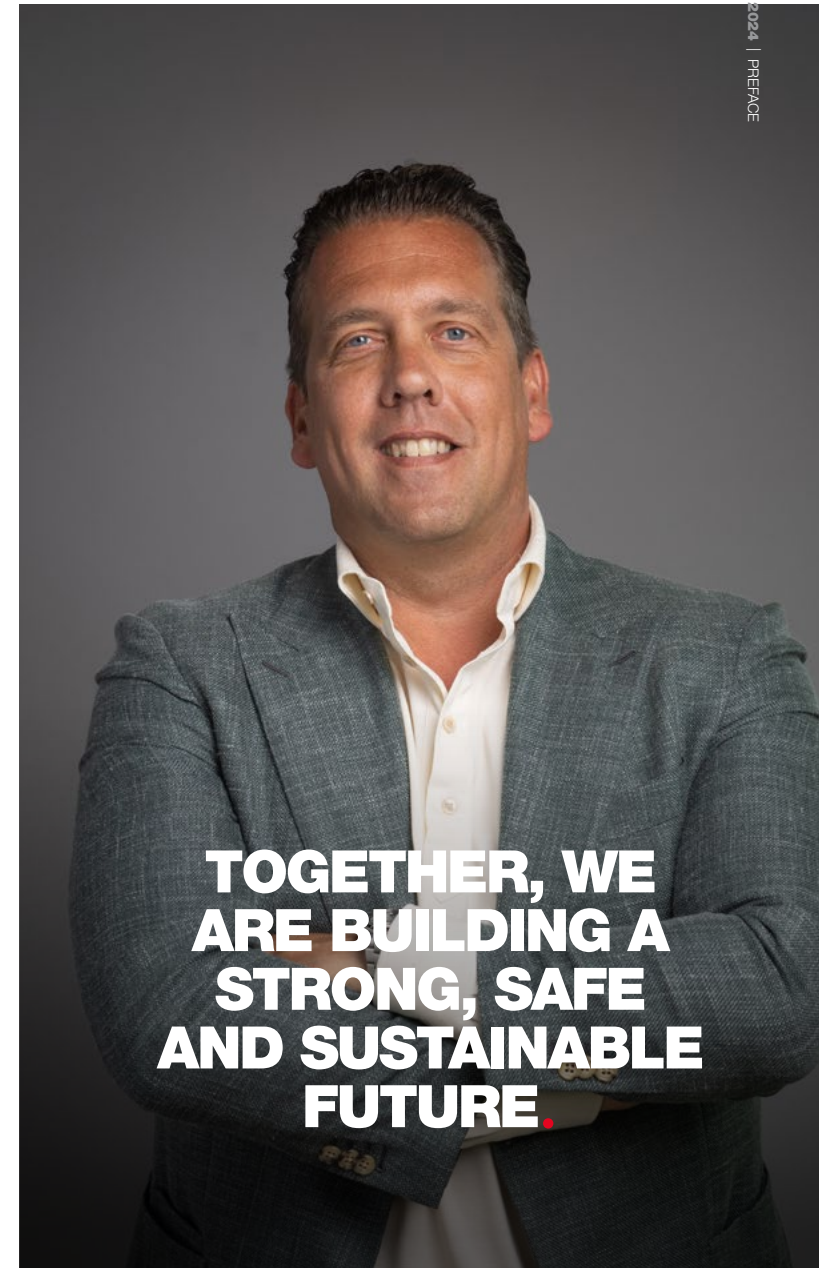
this doesn't feel like something we are being forced to do. Instead, it suits our intrinsic ambition and motivation to act and perform even better when it comes to sustainability and CSR.

Good examples are the fact that we are exclusively buying new electric passenger cars since 2024 and the first three electric box trucks we have acquired. This ties into our sustainability strategy and our ambition to make a positive contribution to the energy transition.

INTERNATIONAL FOR THE FIRST TIME.

In 2024, BUKO Group took its first steps on the international market, with BUKO Infrasupport as a solid foundation. We have made several strategic acquisitions in the United Kingdom and Germany.

These international developments represent an important milestone in our growth strategy. We are determined to further expand our presence and impact in these countries in the years to come. This joining



of forces marks the beginning of a wonderful new phase for BUKO on the international market. I am incredibly excited about the future.

Despite this international growth, it is important to also maintain the solid foundation of BUKO Infrsupport. To safeguard this, we have reallocated responsibilities and updated our organisational structure by appointing four regional directors (formerly regional managers) and a general director for the Netherlands.

BUKO ACADEMY.

Last year, we also realised a long-standing desire: the establishment of the BUKO Academy. This internal training organisation not only assists new colleagues during their onboarding, but also supports current employees with their growth and development. The BUKO Academy forms part of our HR department and plays a key role in the organisation of education, training and coaching.

This year, we will further expand the BUKO Academy with a digital learning environment in which every colleague will have access to their own personal learning page. It is wonderful to see how the BUKO Academy is beginning to take shape and contributes to our ambition of being the best employer we can be.

GREAT PLACE TO WORK CERTIFICATE.

In 2024, that ambition was rewarded with the Great Place to Work certificate. This certificate confirms that we offer a work environment in which colleagues experience great job satisfaction and trust. In other words: employees feel comfortable and valued at BUKO Infrsupport. Our people are the key to our success and I am proud of this recognition.

In 2024, we also began organising monthly physical onboarding days for new employees. This initiative makes colleagues feel welcome straight away and gives them a clear picture of who we are and how we operate. It helps to convey our corporate culture from day one and strengthen the collaboration between different teams and regions.

MOVING UP TO STEP 4 ON THE SAFETY LADDER.

Another highlight was reaching step 4 on the safety ladder. In everything we do at BUKO Infrsupport, safety is always our #1 priority. This next step means that safety is embedded into every layer of our organisation and that all employees actively engage with this theme. For example, they are easily able to report an incident or present their initiatives for improvement. In other words: reaching step

4 demonstrates how much greater our safety awareness has become.

VISION FOR 2025.

Looking ahead at the year to come, we will continue to focus on good employership, development and operational excellence. We want to better understand and further optimise our processes to make this an even greater place to work for our people and to perform even better as an organisation. At the same time, we want to hold on to what makes BUKO special and cherish everything we already do very well. Although we are growing rapidly, we will stay true to who we are: a reliable, innovative, people- and customer-oriented organisation. Together, we are building a strong, safe and sustainable future.

OUR PEOPLE ARE THE KEY TO OUR SUCCESS.

ABOUT BUKO INFRASUPPORT.

BUKO Infrasupport has been the #1 specialist in temporary traffic measures for over 30 years. With our years of professional expertise and state-of-the-art traffic measures, we ensure the safety of road workers and road users on a daily basis. All over the Netherlands, day in and day out.



Our services are focused entirely on making life easier for our clients in civil engineering, government, industry and events. From giving advice and drawing up traffic plans to placing roadblocks and handling digital announcements. BUKO Infrasupport not only operates on public roads, but also on industrial sites and event grounds.

Our mission

BUKO Infrsupport's services are aimed at optimising traffic flow and safety and minimising perceived hindrance for the environment during temporary traffic situations.

In doing so, we contribute to increased traffic safety for road workers and road users.



ON THE ROAD TO SAFETY TOGETHER.

In everything we do, safety always comes first. At every location and during every project. During civil engineering projects and during events, our measures contribute to a safe and optimal flow of traffic. With minimal hindrance for the environment.



OUR COMPANY VIDEO.

You can find the people of BUKO Infrsupport anywhere. We are always available and always nearby. Watch our company video to learn more about what we do.



Our vision

BUKO Infrsupport is the go-to contact for temporary traffic measures. We employ dedicated professionals, a client- and results-oriented approach and high-quality equipment. We always maintain a high safety standard and a focus on the ever-changing world around us.

OUR ORGANISATION.

Our organisation has a national presence and operates in four regions across the Netherlands. This page shows a visual overview of our locations, as well as interesting facts and figures about our organisation - from the number of employees and certifications to the structure of our parent companies and subsidiaries. This gives you some insight into the scale and scope of our activities and our ongoing commitment to sustainability.

14
LOCATIONS.



SINCE
1991

PARENT COMPANY

BUKO.
GROUP



473
EMPLOYEES.



PORTFOLIO COMPANY OF
EQUISTONE



COMPANY
CERTIFICATIONS.

SISTER COMPANIES IN  **THE NETHERLANDS,**
 **THE UNITED KINGDOM AND**  **GERMANY**

Bolstered by the progress we have made in 2024, we feel confident about the future and are dedicated to realising sustainable and responsible growth that will benefit both our organisation and future generations.

In 2024, we have once again taken important steps to further embed Corporate Social Responsibility (CSR) in our organisation. We strengthened our four CSR pillars and the increasingly important framework of the Corporate Sustainability Reporting Directive (CSRD), which will fully come into force in 2026. Compared to the 2023 edition, this CSR annual report therefore also includes new reporting requirements.

STRONGER WITH THE CSRD.

The implementation of the CSRD involves changes to our reporting method and presents opportunities for us to strengthen our ESG (Environment, Social, Governance) targets and make them more transparent. The internationally used ESG coincides closely with the Dutch concept of CSR for responsible treatment of the environment, social impact and good governance. Whereas CSR emphasises a broader social context, ESG offers a more specific framework. With this framework, we systematically measure and communicate about our impact, realise continuous improvements and can further strengthen our sustainability targets.

FROM ACTIONS TO IMPACT.

This year, we have integrated CSR even further into our daily business operations. From monitoring our carbon footprint to

THIS REPORT REFLECTS THE PROGRESS WE HAVE MADE.

strengthening our sustainable product development efforts and from supporting the growth and development of our employees to the supply chain: we have taken concrete actions that contribute to a future-proof organisation. These steps mark the beginning of a long-term process in which we are not only compliant with laws and regulations but also strive to make a lasting positive impact for our people, clients and the environment.

2024 AS A TRANSITIONAL YEAR.

In 2024, we have developed reporting systems and collected reliable data in order to comply with CSRD requirements. This helps us make our CSR initiatives more insightful. With the CSRD as a guideline, we are preparing for the stricter reporting requirements that will apply from 2025. This report reflects the progress we have made. We illustrate what we have achieved and clarify our course for the future.



CHANTAL BOERTJE | ESG MANAGER AT BUKO INFRA SUPPORT

OUR CSR PILLARS.

At BUKO Infrasupport, we are ready for the future. Corporate social responsibility (CSR) is part of our DNA. For us, that means that we are mindful of the impact of our sustainable business operations on our people, of our environmental performances and the (living) environment. We do this with a focus on today and tomorrow.

With this CSR annual report, we want to inform our stakeholders about how we integrate sustainability into our strategy and our daily business operations. In the aforementioned CSR vision, we describe BUKO Infrasupport's goals with regard to corporate social responsibility. We have concretely translated this vision into the four pillars shown on the right, around which our efforts and results are based.



**OUR
EMPLOYEES**



**SUSTAINABLE
BUSINESS OPERATIONS**



**OUR ENVIRONMENTAL
PERFORMANCES**



**THE (LIVING)
ENVIRONMENT**

MATERIALITY ASSESSMENT.

The materiality assessment - also known as a double materiality analysis - played an important role in the writing of this CSR annual report. That sounds complex, but it basically means that we carefully consider what is truly important for both our organisation and our environment. We examine what topics affect our business operations (financial materiality) and what issues are important for society, the environment and our stakeholders (impact materiality). This approach helps us to make informed and conscious choices and set priorities, so we can make a positive and sustainable impact with our CSR efforts. This allows us to build toward a future that benefits both our organisation and society as a whole. We conduct the materiality assessment by completing these seven steps:

1

STAKEHOLDER ENGAGEMENT.

Mapping out stakeholders and collaborating. The purpose of stakeholder engagement is to understand what impact our organisation has on our stakeholders and to collect their ideas and feedback about key sustainability topics.

2

ASSESSING SUSTAINABILITY TOPICS.

The CSRD requirements prescribe a list of key sustainability topics, some of which are mandatory under European Sustainability Reporting Standards. Furthermore, we take the initiative to explore additional organisation-specific sustainability issues in order to better prepare for future developments.

3

ASSESSING IMPACT, RISKS AND OPPORTUNITIES.

Assessing impact, risks and opportunities. This step involves describing the identified sustainability issues. This helps us determine if they are important enough. We assess the impacts, risks and opportunities inherent in these issues.

4

IMPACT ASSESSMENT.

Once the sustainability issues have been described in terms of their impact, risks and opportunities (step 3), the next step is to make these effects measurable.

5

ASSESSING FINANCIAL RISKS AND OPPORTUNITIES.

The next step is to determine how the sustainability risks and opportunities affect the value of our organisation. This means assessing financial impacts that have not yet been included in our annual statement.

6

IDENTIFYING MATERIAL TOPICS.

After assessing impacts, risks and opportunities, we rank these from high to low, with material topics being placed above the threshold value and non-material topics below it.

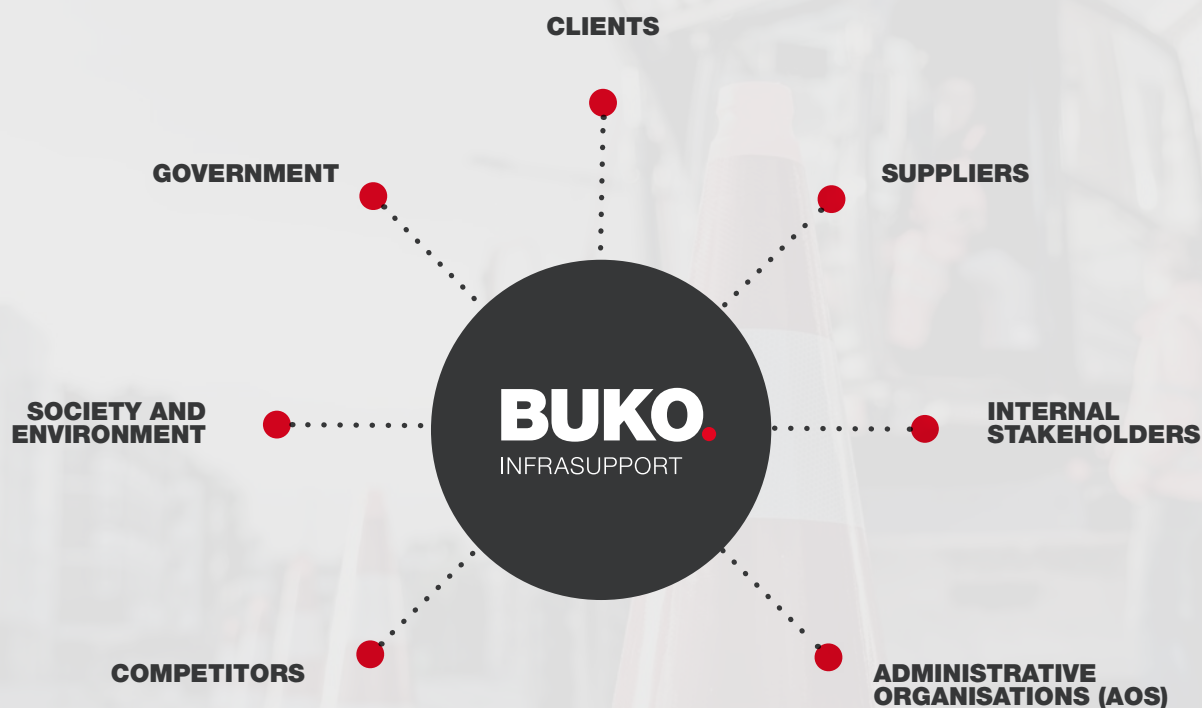
7

IDENTIFYING STRATEGIC IMPACTS.

For every material topic, we clarify what measures we take to manage our sustainability impact. In other words, we explain our targets and performances per topic.

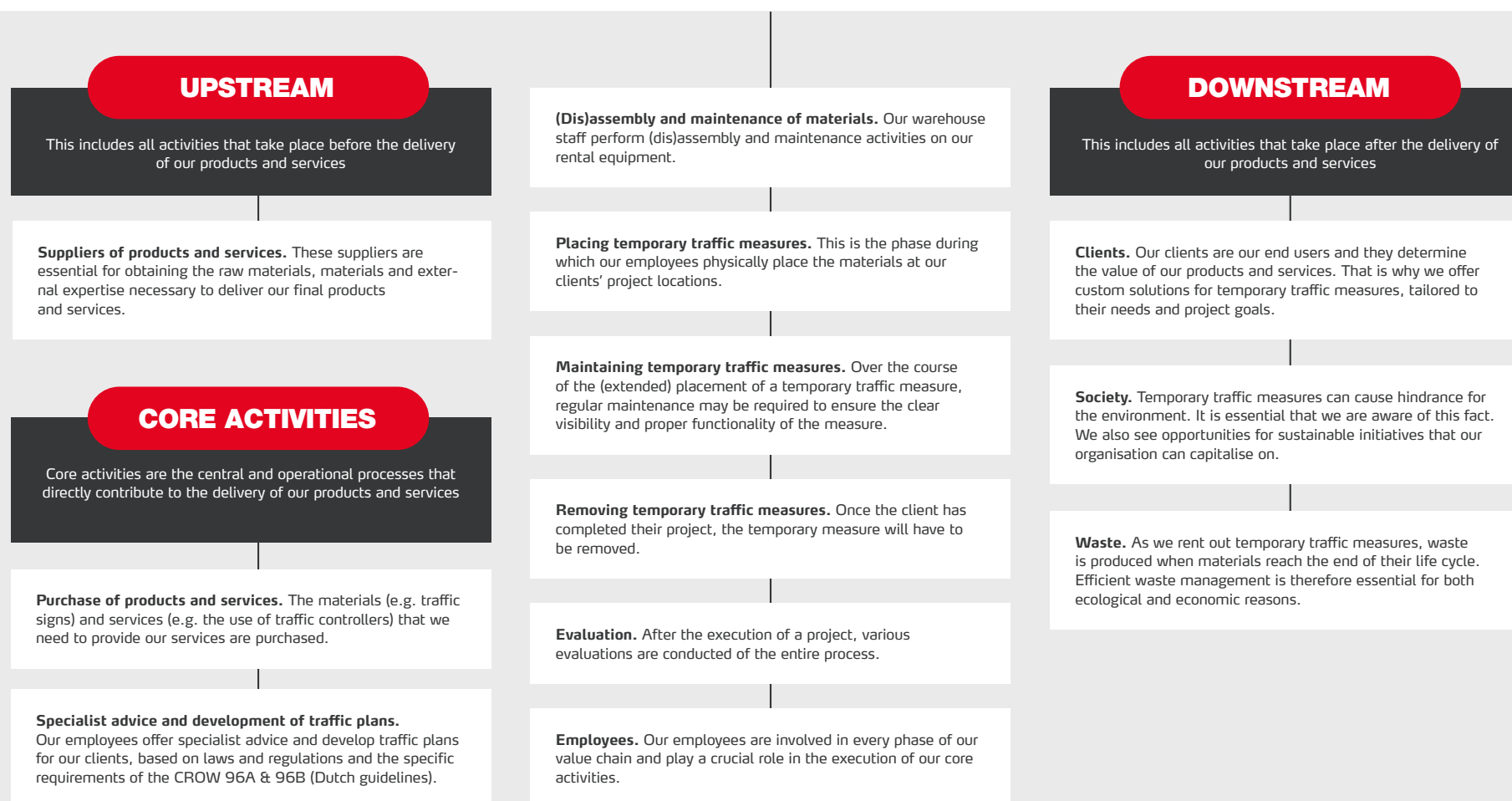
OUR STAKEHOLDERS.

At BUKO Infrasupport, we highly value the collaboration with our stakeholders. After all, the best way to achieve optimal results and realise long-term impact is by working together. We frequently ask our stakeholders for feedback and involve them in our decision-making process.



OUR VALUE CHAIN.

Our value chain consists of all processes from purchase to delivery and plays a role in our corporate social responsibility. Every link, from collaboration partners to end users, contributes to sustainable and responsible choices within our chain.



DETAILED DUE-DILIGENCE PROCESS.

To safeguard the quality and integrity of our value chain, we employ a detailed due-diligence process. Internally, it is known as our quality control. This process allows us to identify risks at an early stage and safeguard our environmental, ethical and safety standards at every stage of the value chain. As part of our corporate social responsibility, we are constantly evaluating our quality-control process in light of changing standards, legislation and stakeholder expectations.

With this approach, we ensure that our value chain is not only efficient, but also sustainable and ethically sound. In this part of our CSR annual report, we explain how our due-diligence process contributes to continuous improvement, risk management and strengthening a reliable and responsible chain.



INSIGHTS FROM 2024.

This was a year in which trends, developments, risks and opportunities were constantly in motion. As an organisation, we have kept a close eye on this dynamic and acting accordingly to further substantiate our corporate social responsibility. The developments with regard to sustainability, technology and regulations present us with both challenges and possibilities. By identifying risks in a timely manner and seizing opportunities, we have increased our impact and made our organisation more resilient. Such trends as sustainability, digitalisation and employment market dynamics directed our approach and formed the basis for our strategy. Here, we share the key insights that have helped us prepare for the future.

CLIENT GROWTH AND CHAIN IMPACT.

Consolidation in the market resulted in the growth of larger clients and increasing market power. This presents opportunities for strategic partnerships and scale benefits. There are also risks, such as vertical integration and a shifting balance of power. It is therefore as essential as ever to maintain our strategic relationships and maximise our added value.

ENERGY AND SUSTAINABILITY.

Fluctuating energy prices underscored the importance of sustainable energy solutions. Clients invested more in renewable energy and challenge us to minimise our emissions and embrace electrification. This shift offers opportunities, but also calls for innovation in our methods.

DIGITALISATION AND ARTIFICIAL INTELLIGENCE.

Digitalisation accelerated in 2024. With the help of tools such as AI and data analysis (e.g. Power BI), we took steps in process optimisation and sustainability. Although AI presents opportunities for greater efficiency and innovation, e.g. being better able to predict the flow of traffic, it also calls for strict policies with regard to data security and ethics.

EMPLOYMENT MARKET AND PERSONNEL COSTS.

There was still scarcity on the employment market, but thanks to process optimisation, automation and our new job centre, we were able to find new staff and manage our costs. Flexibility, such as hybrid models of working and secondary employment conditions, proved crucial for attracting and retaining new talent.

CSR THEMES.

In this section of our CSR annual report, we clarify the four CSR pillars that lie at the core of our strategy. With the help of a materiality assessment, conducted with input from our stakeholders and based on trends, developments, risks and opportunities, we have linked key CSR themes to these pillars. This helps us to effectively work on the themes that truly matter.



Sustainable Development Goals (SDGs): 17 goals for a more sustainable world.

An end to poverty, inequality, injustice and climate change. That is the core of the United Nations' Sustainable Development Goals (SDGs). With the execution of our CSR policy, BUKO Infrastructuur contributes to the following SDGs:



HIGHLIGHTS OF 2024.

With these initiatives, we demonstrate our aim to contribute to a more sustainable world.



OUR EMPLOYEES

Great Place to Work certificate obtained

Establishment of the BUKO Academy

8 onboarding days organised

85% of employees trained in Acrentis Learning

19.3% of employees moved on to a different role

Certificate level 4 on the safety ladder obtained

Lighter road sign base improves ergonomic working



SUSTAINABLE BUSINESS OPERATIONS

Revenue growth and improved operational results realised

Introduction of a new behaviour guide

Implementation new code of conduct for undesirable behaviour

Implementation new anti-corruption code of conduct



OUR ENVIRONMENTAL PERFORMANCES

22.81% CO₂ reduction in scope 1

59.09% CO₂ reduction in scope 2

Gift card for 63 employees to reward their economical driving style

3 electric box trucks



THE (LIVING) ENVIRONMENT

Use of subcontractor portal by our top 5 BRL subcontractors

Implementation process for ISO 27001 initiated

OUR EMPLOYEES.



On a daily basis, the employees of BUKO Infrsupport make an important contribution to the safety of road users and road workers in the Netherlands. A safe environment begins with creating pleasant working conditions for our people. We invest in our people and listen to their ideas and wishes. We offer security and make sure to dot every i and cross every t. There is a reason why 'our employees' are the first topic to be covered in this report. The following CSR themes apply to the 'our employees' pillar:

GOOD EMPLOYERSHIP.

At BUKO Infrsupport, the growth of our organisation is not all we care about. Our employees are just as important as our bottom line. We strive to be the best employer, full stop. We do this by always taking our employees' interests into consideration whenever we make decisions. That is what good employership is all about.

SUSTAINABLE DEPLOYABILITY.

We want our employees to stay happy, healthy and competent until their retirement. We call this sustainable deployability. The focus is on working conditions, vitality and lifelong learning.

SAFE WORK ENVIRONMENT.

We maintain a high safety standard. After all, safety is the top priority in our organisation. Besides our people's physical safety, we also care about their social safety. We do not want our employees' physical or mental safety to be compromised as they carry out their work.

COLLEAGUES MIKE AND WESLEY HAVE THEIR SAY.

Mike and Wesley work as Traffic Measures Experts at BUKO Infrsupport. Together, they make sure that temporary roadblocks and detours are put in place, put up, taken down and removed in a timely manner. Every day, they protect the safety of road workers and road users alike. They hit the road together on a daily basis. They work hard, but also have time for a laugh in their van. It offers them a certain sense of freedom.

[Watch the video here >](#)



GOOD EMPLOYERSHIP.

At BUKO Infrasuport, we honour our employer promises. These demonstrate what is important to us and how we should treat each other as colleagues. These four employer promises form the basis for everything we do:



WE WORK SAFELY

At BUKO Infrasuport, safety is our top priority. For road workers and road users. Day and night, everywhere in the Netherlands. We use top quality equipment and are always mindful of the risks. We set the right example.



WE HAVE FUN

We work together to achieve our goals as one team. That is what makes working at BUKO Infrasuport so great: you're never in it alone. Our employees care about the organisation and enjoy their work. We celebrate successes together, both during and after work.



WE ARE COMMITTED

Our company's success is the result of our collaboration. Your commitment will be repaid double. We always look for the person behind the employee. Dedication and trust are rewarded with good employment conditions.

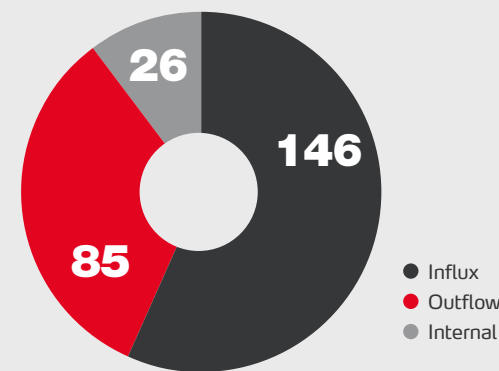
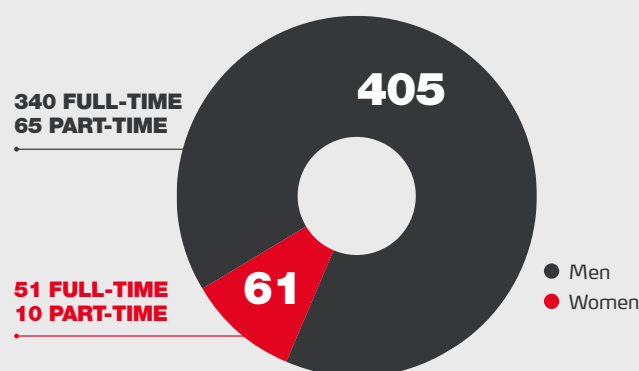


WE LOOK AHEAD

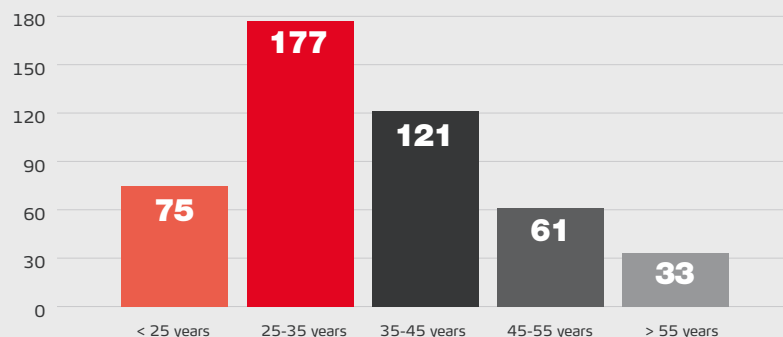
At BUKO Infrasuport, we always strive to build long-term relationships with our clients. We keep investing, developing and growing. The same goes for our employees. With our own learning environment, we help our people advance their careers in their chosen direction.

SPOTLIGHT ON OUR PEOPLE.

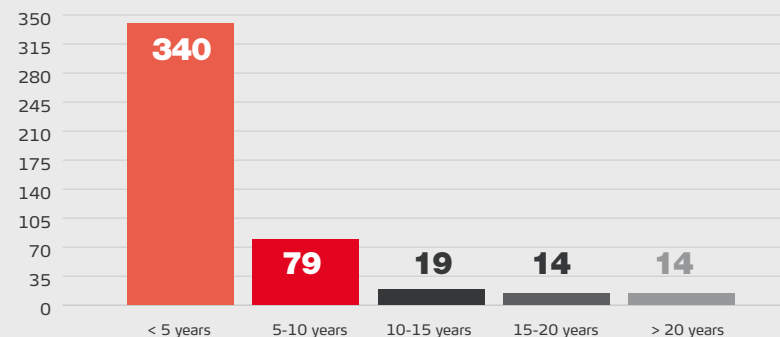
BUKO Infrsupport employs over 400 people all over the Netherlands. From our 14 locations across the country, we are always available and always nearby. Most of our team members are men, but the women in our organization definitely make their voices heard. We're proud to have a great mix of fresh talent and seasoned professionals — combining youthful energy with valuable experience.



Employee age



Years of service





BUKO OBTAINS GREAT PLACE TO WORK CERTIFICATE.

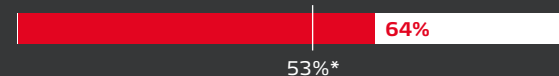
At BUKO Infrasupport, our employees come first. We are constantly investing in their wellbeing and aim to keep developing and growing as an employer. In 2024, we participated in the Great Place To Work employee satisfaction survey for the first time. This organisation helps companies promote a culture based on trust. The Trust Index measures employees' job satisfaction, trust and enjoyment.

We are proud to say that we obtained the certificate on our first try! With a Trust Index of 73%, our employees have indicated that they see BUKO as a great place to work. That means we can carry the Great Place To Work certificate until June of 2025. Shown here is an overview of the results of the employee satisfaction survey.

*these percentages are the benchmarks for GPTW



FAIR SALARY



EXCELLENT SERVICE



MEANINGFUL WORK



FUTURE (I want to keep working here for a long time)



GOOD EMPLOYMENT CONDITIONS



FREEDOM





LISTENING TO EMPLOYEES.

AMBASSADORS.

The participation rate of 65% means that the majority of our employees took the time to complete the Great Place To Work employee satisfaction survey. The eNPS score shows that 69% of all participants are promoters. When asked if they would recommend BUKO Infrsupport as an employer, they gave a score of 8, 9 or 10. That makes them ambassadors of our organisation. These employees are generally passionate, engaged and proud to be working at BUKO Infrsupport.

TALKING TO EMPLOYEES.

After the results of the GPTW survey were presented at the national level, they were discussed at the regional level by the local management teams. Points of attention for this year are 'Impartiality and Collaboration'. Concretely, this means involving employees in the decision-making processes of the management teams. Per region, the results were also discussed with employees during an operational or commercial meeting. During these meetings, the regional points of focus that employees

brought up were discussed. We also organised a Month of Connection in 2024, during which regional connections were stimulated by having different departments engage in conversations with each other. In 2025, we will organise lunch sessions, where different groups of employees have lunch with their local management. This presents a good opportunity to have a meaningful discussion and for management to listen to what our employees have to say. In the leadership training that we began offering in 2024, we deepened our focus from national management to regional and local management. Among other things, we zoom in on situational leadership. Only by truly listening to your employees can you offer them the support and guidance they need.

EVERYONE IS WELCOME.

In our CSR report on 2023, we state that everyone is equal. Everyone is welcome at BUKO Infrsupport, regardless of their gender, heritage or religious beliefs. A year later, this proves to still be an important topic within our organisation.

The three statements from the GPTW survey with the highest scores are: People are treated fairly here, regardless of their sexual orientation (92%) – People are treated fairly here, regardless of their gender (89%) – People are treated fairly here, regardless of their ethnic background (89%).

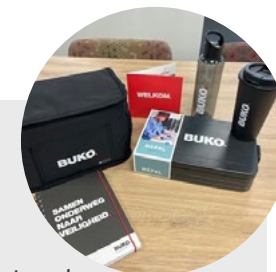
APPRECIATION FOR OUR PEOPLE.

It is important to us to take good care of our employees. That is called good employership. When they do their best and perform well, we reward them extra for their efforts. For this, we have a performance bonus scheme that uses personal performance indicators (PPIs). After all, when our employees perform well, it helps us as an organisation realise our set goals.

- ✓ We have 70 function profiles
- ✓ 35 function profiles had PPIs
- ✓ 336 out of 399 employees achieved their PPIs
- ✓ 339 employees had an interim appraisal interview
- ✓ 401 employees had an appraisal interview
- ✓ For their efforts, all employees received a well-deserved Pluim with a value of €150.
- ✓ 26 employees received a net bonus of €250 for passing the theoretical exam for their C1 driver's licence during their first attempt.
- ✓ 53 employees received a net bonus of €1,000 as part of the 'refer a friend' scheme. Four colleagues even presented more than one new colleague.

ATTENTION FOR EMPLOYEES.

We work together to achieve our goals as one team. At BUKO Infrsupport, we celebrate our successes. We also commemorate special (personal) milestones or other events - both at work and outside it. It is important to us to pay attention to our employees. In addition to their professional development, we genuinely care about their work and personal lives.



- ✓ **173 employees** were welcomed at BUKO. They all received a welcome package from us.
- ✓ Employees who are getting married or entering into a registered partnership are not forgotten either.
- ✓ New parents can choose a gift for their newborn with a value of €150.
- ✓ We organise 3 outings per year: A BBQ in the summer at every location or in the region, a regional outing and a joint New Year's party.
- ✓ Everyone gets a gift at Sinterklaas and Christmas.



Birthday

Our employees have one thing in common: everyone's birthday comes along at some point. Birthday boys and girls always get a card. From the age of 40, employees get one extra day of holiday leave. Every ten years after that, another day is added.

40 years: 1 extra day of holiday leave, **50 years:** 2 extra days of holiday leave, **60 years:** 3 extra days of holiday leave



Anniversary

3 employees celebrated their 12.5-year anniversary at BUKO in 2023
1 employee celebrated their 25-year anniversary at BUKO in 2023

KEEPING IN TOUCH WITH EMPLOYEES.

100% BUKO is the central communication platform designed to connect our employees anytime and anywhere. It lets colleagues easily post messages in both (private) groups and on public channels. People can add pictures, documents, links and other files, resulting in a dynamic and informative communication environment.

The platform stimulates interaction by giving colleagues the option to like, share and respond to messages. 100% BUKO provides visibility of work contact information which makes it easy for colleagues to connect and they can also chat with each other directly, which stimulates rapid and informal communication.

GOOD TO KNOW.

In 2024, 100% BUKO had 517 active users and 775 messages were shared. These ranged from informative updates from VERA, IT updates and driving style results from KAM to personal messages such as pictures of projects and anniversaries. An important benefit of 100% BUKO is that it is also accessible for colleagues who don't have their own BUKO email address. This allows everyone to stay connected and involved.



774
MESSAGES



1462
LIKES



836
CHATS



931
REPLIES

TRAINING, INSTRUCTION AND INFORMATION.

In 2024, we were proud to launch the BUKO Academy; an internal training organisation aimed at the development of all our employees. The BUKO Academy plays a crucial role in organising education, training and coaching. With it, we invest in professional expertise, personal growth and our corporate culture. This initiative underscores our aim to offer good employership and sustainable deployability, with a focus on lifelong learning and development.

EVERYONE HAS TALENT.

The idea for the realisation of a BUKO Academy was born out of our desire to build upon our existing training initiatives. Since 2024, all activities related to education and development have been centralised. This past year, we offered a selection of training programmes. On the next page, we take a closer look at the training programmes we offered to our employees.



LIFELONG LEARNING.

In 2024, we also introduced the physical onboarding day. On these days, the first of which was organised in May of 2024, new colleagues are given a warm welcome and have the opportunity to get to know our organisational culture and our colleagues straight away. Since then, more than ninety new colleagues have taken part in these introduction days.

From early 2025, we will further expand the BUKO Academy with a digital learning environment. Here, every colleague will have access to their own personal learning page with an overview of competence requirements and development opportunities. With the BUKO Academy, we stimulate our employees' personal and professional growth and foster a culture of lifelong learning and innovation to ensure our organisation is ready for the future.



PROGRAMMES.

We organised 208 training days for our employees. The overview below shows how many training sessions took place in 2024.

42
BRL 9101

2
NEN 3140

19
VCA

24
FORKLIFT

5
ERP

17
SECURING
LOADS

9
FIRST AID ON
THE ROAD

18
CODE 95 IN
PRACTICE

11
TRAFFIC
CONTROLLER

45
DRIVING
COURSES
(C1, C1E, C, CE)

16
LEADERSHIP/
COMMERCIAL

**TOTAL TRAINING
EXPENSES**

€820,000



DANIELLE BOERINGA | BUKO ACADEMY COORDINATOR AT BUKO INFRASUPPORT

In today's rapidly changing society, it is essential to give employees the opportunity to keep developing. Learning and growth not only contribute to our employees' personal development, but also serve to make our organisation as a whole stronger.

In September of 2024, I was offered the opportunity to take on the role of coordinator of the BUKO Academy. I recently obtained my degree in Employment, Organisation and Management. This programme gave me insight into how social and technological changes impact organisations. It is essential for both people and organisations to keep adapting to the new reality. At the same time, we have to keep an eye on our employees' ability to keep working. Sustainable employment can only be achieved through a joint effort from both employer and employee. An employee's skills and knowledge are valuable, but they must also have the right tools.

LEARNING AND DEVELOPMENT.

Learning and development play an important role in this. That is why I was excited to play a role in the development of the Academy. It inspires me to see BUKO invest in its people via this Academy. In the Academy, professional expertise, personal growth and our corporate culture come together. Together, we aim to foster a culture of lifelong learning and development, in which everyone has the opportunity to achieve professional and personal growth. Good employership begins with providing opportunities. That is why we keep investing in the BUKO Academy.

GROWING TOGETHER.

In 2025, we will expand our team to offer tailor-made solutions and better accommodate the needs of our colleagues. We will also keep developing the onboarding process for new colleagues to ensure everyone feels welcome at BUKO.

It motivates me to see happy colleagues confidently perform their tasks. The BUKO Academy can make a valuable contribution to our goal of maintaining a healthy, happy and competent workforce.

**EXPERTISE,
PERSONAL
GROWTH AND
OUR CORPORATE
CULTURE COME
TOGETHER.**

EQUALITY AND RESPECT: THE BASIS FOR OUR COLLABO- RATION.

At BUKO Infrsupport, we believe in equality and inclusivity: everyone is equal. This principle is the core tenet of our new behaviour guide, in which we work together to maintain a safe, respectful and just work environment.

OUR GUIDELINE: THE BEHAVIOUR GUIDE.

Our behaviour guide explains how we work together and treat each other. We recognise, accept and appreciate the differences that exist between the people in our organisation. This means we actively contribute to a culture in which everyone feels welcome, regardless of their gender, heritage or religious beliefs.



CODES OF CONDUCT DICTATE OUR STANDARDS AND INTEGRITY.



CODES OF CONDUCT AND GUIDELINES.

In addition to the behaviour guide, we have clear codes of conduct and guidelines that describe what we expect from each other:

- **Code of conduct for undesirable behaviour** [updated in 2024]: sexual harassment, aggression, violence and discrimination are not tolerated.
- **Anti-corruption code of conduct** [new in 2024]: integrity is the cornerstone of our business conduct. We have a strict code of conduct to prevent corruption, fraud and other unethical practices to ensure everyone knows how they can contribute to honest and transparent business operations.
- **Sanction policy:** violations of our codes of conduct are not tolerated. In case of a violation, appropriate measures are taken. Depending on the severity of the violation, these range from a warning to termination. This guarantees that our standards are upheld.
- **Whistleblower scheme:** we encourage our employees to report unethical behaviour, violations of our codes of conduct and other forms of misconduct. Our whistleblower scheme provides a safe and confidential way to report such issues without fear of repercussions.

Prevent and resolve: we strive to prevent such situations and effectively combat them. Together, we make sure that our workplace continues to be a safe and stimulating environment for the go-getters and hard workers of BUKO Infrsupport.

SUSTAINABLE DEPLOYABILITY.

At BUKO Infrasuport, we want our employees to stay happy, healthy and competent until their retirement. We call this sustainable deployability. We pay structural attention to our people's health with the help of the five ESANR themes. ESANR stands for: exercise, smoking, alcohol, nutrition, relaxation.



PERIODICAL MEDICAL EXAMINATION.

At BUKO, we want our employees to stay happy, healthy and competent until their retirement. We call this sustainable deployability. We pay structural attention to our people's health via the five ESANR themes. Once every four years, we organise a periodical medical examination (PME) called the BUKO Health Check. It offers employees and the organisation insight into their general (personal) health. The most recent examinations were conducted in 2023. For that reason, we cannot share any specific figures from 2024. However, this does not mean that we did not pay attention to vitality and health in 2024. On the contrary; the ESANR themes played a key role last year as well. On this page, we explain what initiatives we took in 2024 to help our employees maintain a healthy and sustainable lifestyle.

E

Exercise

To stimulate exercise, we organised a challenge on 4 April as part of the "Walk at work" initiative. Walking is good for body and mind and relaxes you. The region with the highest step count won a healthy and delicious reward. We promoted the challenge via internal communication and praised the winners extensively. Good result: at many branches, people have made a habit out of going for a walk during their break.

S

Smoking

Many people in our organisation are smokers. For many, January is the time to make "quit smoking" their good intention for the new year. We stimulate this by highlighting the issue and good intentions in general. In October, we celebrate Stoptober and challenge our colleagues to participate. We share success stories and inform employees about the support that is available to help them give up smoking.

A

Alcohol

Fortunately, most of our people drink alcohol responsibly. Nevertheless, we stimulate our colleagues every year to not drink alcohol for a month. In January, we challenge everyone to take part in IkPas, an initiative similar to Dry January, during which we all give up alcohol for a month. Prior to this month, we inform employees about the positive effects of a period without alcohol.

N

Nutrition

Whenever we offer a lunch or snack during a meeting or training, we are mindful of the importance of making healthier choices. In 2023, we introduced fruit in the workplace. The pilot was a success, so we decided to continue our partnership with our supplier. During the Sugar-free Week in June, we also highlighted the negative effects of eating too much sugar and shared healthier alternatives in the form of recipes and menus.

R

Relaxation

More and more people find it difficult to relax, while mental health complaints are becoming more common. During the Mental Health Week in May, we offered a survey that all employees could fill out. The results immediately gave employees insight into their personal risks. Colleagues who have signed up for our collective health insurance could make use of Recharge360 for free. It helps them focus more on exercise, sleep, stress, anxiety and nutrition.

ABSENTEEISM DASHBOARD.

We do everything we can to keep our employees healthy. Still, colleagues may become ill from time to time. In 2023, the total absenteeism was lower than it was in 2022, namely 1.4%.

Figures including long-term absenteeism

	2022	2023	2024
Absenteeism %	7.37	6.03	6.67
Absenteeism frequency	2.08	1.93	1.93
Average duration	9.34	8.67	9.58
Absenteeism	663	730	830
Recoveries	665	727	826
Average FTE	304.43	364.1	407.76
Average employees	315.67	379.83	423.08

Figures excluding long-term absenteeism

	2022	2023	2024
Absenteeism %	3.12	2.55	2.53
Absenteeism frequency	1.97	1.83	1.82
Average duration	4.22	3.65	3.76
Absenteeism	629	691	783
Recoveries	632	691	784
Average FTE	270.48	319.32	407.76
Average employees	278.75	330.08	423.08

ABSENTEEISM TARGET 2024.

Our goal for 2024 was to realise an absenteeism rate of 2.92% (not including long-term absenteeism). We reached this target with an absenteeism rate of 2.53%.

Clarification of absenteeism figures 2024

- Our absenteeism rate was slightly higher in 2024 than in 2023. The increase was 0.64%. In 2022, the absenteeism rate was 7.37%, so 0.70% higher than in 2024. That means we did manage to stay below the high absenteeism rate of 2022. When we exclude long-term absenteeism, we see a slightly lower rate compared to 2023, but an improvement compared to 2022. This leads us to conclude that our focus on short-term absenteeism and deployability was successful. People were not absent for longer than necessary.
- The frequency of absenteeism is stable compared to last year and still positive compared to 2021 and 2022. This means that people did not call in sick more often. If we exclude long-term absenteeism, this is actually an improvement compared to 2023 and 2022.
- However, the long-term absenteeism was longer in 2024. The average absenteeism duration is higher than it was in 2022 and 2023. There is a nation-wide trend of mental health issues in particular leading to a longer absence. We see the same in our own organisation.
- In terms of the absenteeism rate, we see a more stable line throughout the year. There is less of a rise in the autumn/winter and less of a decline in the spring/summer than in previous years.

In 2024 - as in 2023 - we focused on the themes of the BUKO Health Check. We paid particular attention to mental health, growing workloads as a result of employment market shortages, absenteeism prevention and personal development in order to support and retain employees.



Other important developments we take into consideration are the mental health issues our employees have to deal with, the scarcity on the employment market and meaningfulness in work. The shift toward a hybrid work environment also continues to be a major trend. Flexibility in terms of where and when people work is becoming increasingly important, which calls for amended policies and management strategies.

ABSENTEEISM.

Absenteeism due to mental health complaints has been on the rise for years. In part, this has to do with the fact that not everyone can keep up with the rapid technological developments. Furthermore, people's workload keeps growing due to scarcity on the employment market. Meanwhile, people are concerned about all manner of social issues, such as the housing market, the climate crisis and rising international tensions. When people feel stressed, they often tend to see the world in an even more negative light; stress makes it more difficult to put things in the right perspective. This can push people into a negative spiral. When people experience stress, we therefore look beyond work-related factors. If things are not going well at home, it affects someone's work life and vice versa. Where possible, we try to expose that dynamic and open it up for discussion.

MEANINGFULNESS IS ALSO BECOMING INCREASINGLY IMPORTANT AT WORK.

The persistent employment market shortages make it difficult to find and retain qualified staff. As a result, absenteeism prevention and an effective approach are crucial in order to manage workloads and minimise outflow. We focus on what employees can do and strive to retain them in our organisation in a sustainable manner. Meaningfulness is also becoming increasingly important at work: employees are looking for meaning, personal values and impact. To remain attractive, we respond to this need, especially with a new generation of people who are quick to leave if a job does not offer what they are looking for.

INVESTING.

There is a growing demand for personal development. We invest in education, training and online tools via the BUKO Academy to expand people's knowledge and improve sustainable deployability and absenteeism management.

YVETTE VAN DONGEN | ABSENTEEISM COORDINATOR AT BUKO INFRASUPPORT



SAFE WORK ENVIRON- MENT.



Everyone is familiar with our safety rules. The safety of our employees is our primary concern.

At BUKO Infrsupport, we consciously work safely by following these safety rules. Together, we make sure everyone goes home safely at the end of the day.

OUR SAFETY RULES.

Your safety is our primary concern. Safety always comes first. Nothing is more important than safety. At BUKO Infrsupport, we consciously work safely by following these safety rules. Together, we make sure everyone goes home safely at the end of the day.



I SET A POSITIVE EXAMPLE FOR OTHERS.

Actions speak louder and clearer than words. Show your commitment by exhibiting the desired safety behaviour.



I IMMEDIATELY TAKE ACTION WHEN I SEE AN UNSAFE SITUATION.

We work safely or not at all. Always. We do not take risks for quick gains. If anything goes wrong, we take immediate action. We always do so in a smart and safe manner. Together.



I ALWAYS TALK TO PEOPLE ABOUT THEIR UNSAFE BEHAVIOUR AND SITUATIONS.

It is always okay to talk about unsafe behaviour. Anyone can overlook something or make a mistake. It is therefore important to look out for each other and talk to each other if something goes wrong.



I REPORT POINTS OF IMPROVEMENT AND INCIDENTS.

Take every incident - including near misses - seriously by reporting it. We can learn from it and make our organisation better and safer together. You can also help prevent similar incidents in the future.

BUKO INFRASUPPORT REACHES **STEP 4 ON THE SAFETY LADDER.**

PROUD.

In October of 2024, BUKO Infrsupport successfully reached step 4 of the Safety Culture Ladder - formerly known as the Safety Ladder - with a score of 97%. BUKO Infrsupport had previously reached step 3 of this ladder back in 2021.

POSITIVE FEEDBACK.

Among other things, the auditors were positive about:

- The strategic multi-year plan
- The internal communication about (desired) healthy and safe behaviour
- The involvement of the board and management

POINTS OF IMPROVEMENT.

The following points of improvement were identified during the audit:

- Contractors' safety performances
- Instructing each other on desired safe behaviour
- Instruction about performing safety inspections

ESG manager Chantal Boertje:

"We are of course proud of our wonderful audit score, but it is even better to see how our employees keep developing with regard to working safely. Dangerous situations are identified and reported quicker, employees talk to each other more about their (un)safe behaviour and they present their own improvement suggestions for workplace safety. By remaining critical and improving ourselves, we aim to keep up this positive development. Together with our employees and - increasingly - with our subcontractors."



DENNIS VOS | KAM COORDINATOR AT BUKO INFRASUPPORT

Our employees not only understand the importance of reporting incidents, but also why it is essential to actively contribute to incident investigations when necessary.

An internal study conducted in September of 2024 revealed that 99% of our employees are mindful of this responsibility. That is a wonderful development, as incident investigations are crucial to helping us learn from what happened.

INVESTIGATION.

Since 2024, at least two employees at BUKO Infrsupport are trained to conduct thorough incident investigations. As a result of this approach, the (core) causes of incidents are more clear. The obtained information is invaluable for determining the right control measures to take. For example, it became clear in 2023 that incidents were often caused by a lack of situational risk awareness among employees. To resolve this, we offered monthly function-oriented safety training in 2024 to increase people's risk awareness. We also took targeted technical and organisational measures. After an incident with a load falling off a work bus, for example, we had additional securing points installed on the buses. We also conducted a task risk analysis for safe loading and unloading methods.

FOLLOW-UP.

In early 2025, we will begin preparations for the next step: integrating the incident process in our new KAM management system. This will allow us to effectively monitor the tasks related to incident investigations and the follow-up of control measures. In the future, we can gain real-time insight into the reported incidents and the progress of the follow-up. We will also further improve our incident investigation process in early 2025 based on feedback from the organisation. In this manner, we keep working together in order to improve the safety within our organisation.

Thanks to BUKO Infrsupport's safety policy, reporting incidents within the organisation is now standard practice.

**WE KEEP
WORKING
TOGETHER
ON SAFETY.**

SPOTLIGHT ON SAFETY.

At BUKO Infrasupport, safe work environment is a key priority. Safety is not just about rules; it is also about creating a culture in which everyone feels responsible. In 2024, we have taken several important steps that have allowed us to reach step 4 of the safety ladder. This step represents proactive safety management, in which safety is wholly embedded in our daily operational processes.

WHAT DOES THIS ACTUALLY MEAN?

It means we not only meet the legal requirements, but also actively work to improve our safety culture. Employees are stimulated to identify risks, present improvement suggestions and talk to each other about unsafe situations. We have also invested in training, campaigns and improved safety equipment. With this approach, we make sure to keep learning from incidents and create a work environment in which employees feel safe and can work with confidence. Safety is a shared responsibility and it forms part of our CSR policy.

We remain dedicated to providing a safe and healthy work environment. Together, we make sure that safety is not only a standard, but also a core tenet of our daily operations. In this section of the CSR report, we shed some light on our approach.

135

INCIDENT REPORTS RECEIVED.

- 33** accidents involving personal injuries - 97% of which involved minor injuries
- 63** accidents involving material damage
- 4** environmental incidents
- 9** near misses incidents
- 26** hazardous situations

SAFETY AS A PRIORITY: LEARNING FROM INCIDENTS.

Safety is our primary concern. We strive to maintain a work environment with zero accidents involving personal injuries, although we recognise that 100% incident prevention is not always feasible. In 2024, we registered 33 accidents involving personal injuries, 32 of which fortunately only involved minor injuries. We continuously strive to minimise risks and learn from incidents to prevent recurrence.

Our strong reporting culture plays a crucial role in this. Employees actively report incidents, which allows us to take appropriate measures. We do not view these reports as a burden, but rather as opportunities for improvement.

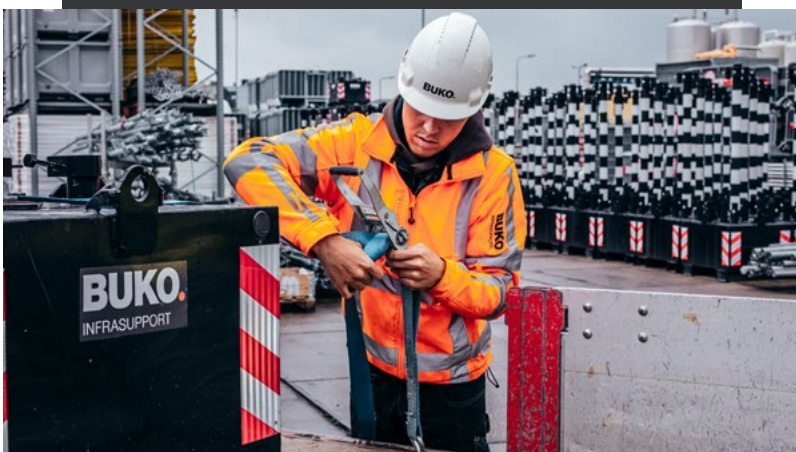
At BUKO Infrasupport, safety is not an end goal to be reached, but an ongoing process in which we all work together to maintain a safe work environment.

2621

WORKPLACE INSPECTIONS PERFORMED.

- 18** Company site inspections
- 251** Shift inspections of own employees
- 71** Shift inspections of hired employees
- 1134** Project inspections
- 709** Safety walks
- 225** Traffic controller inspections
- 213** Work bus inspections

Workplace inspections are inspections on the work floor to make sure everything is safe and functioning properly in order to prevent accidents.



MEASURES TAKEN IN 2024 FOLLOWING WORKPLACE INSPECTIONS.

- Signage plans are automatically read, which greatly reduces the risk of errors and potentially unsafe temporary traffic measures.
- Exit controls are consistently conducted when materials are taken out, which reduces the risk of incorrect and potentially unsafe temporary traffic measures.
- Entry controls are performed to avoid materials being left behind, which could lead to unsafe situations in public areas.
- The safety walk has been substantively revised to place greater focus on safety when designing, placing, maintaining and removing temporary traffic measures.
- The introduction of the BUKO Academy has ensured that education and training are available to every employee, so they meet the necessary qualifications for their job.
- With the introduction of the subcontractor portal and the code of conduct for subcontractors BRL 9101, we have taken the first steps toward safer collaboration with our partners.

SUSTAINABLE BUSINESS OPERATIONS.



At BUKO Infrsupport, sustainable entrepreneurship is about the balance between the three Ps: people - planet - profit. In addition to making a profit, we care about people and the environment. For us, economic sustainability means that our organisation has to grow and remain profitable - albeit in a sustainable manner. The following CSR themes apply to the 'sustainable business operations' pillar:

CONTINUITY.

For BUKO Infrsupport, a sustainable business means creating value for ourselves and the world around us - today and in the future. To create value in the future, striving for continuity is essential.

GROWTH AMBITIONS.

We need to grow in order to achieve continuity. If we stand still, we will fall behind. At BUKO Infrsupport, we therefore aim to keep growing in terms of our profitability, value and continuity. Growth not only gives us a better and stronger market position, but also allows us to keep innovating and improving.

INNOVATION.

Our focus on sustainability has led to more innovation. This has a broad meaning at BUKO Infrsupport. When we talk about innovation, we are talking about e.g. a significantly updated product, service, process or a new way of working. Our definition of innovation can also be translated into: "doing something differently with better results".

COLLEAGUE STEFAN HAS HIS SAY.

Stefan works as Delivery Manager. In this video, he talks about what it takes to make sure a weekend closure of the A28 motorway goes smoothly: "Before we begin, we get together to discuss the latest developments and share ideas. Our team works very well together. Our mindset is always: 'we started this project together and we will finish it together.' I am very proud of our team." Have a look at what Stefan has to say about his job and the team.

[Watch the video here >](#)



REGIONAL DIRECTORS HAVE THEIR SAY.



Our four regional directors play a key role in translating our CSR policy into concrete actions taken in the different regions. Each of them is closely involved in the unique challenges and opportunities in their area and strives to integrate corporate social responsibility and sustainability into their daily activities. On this page, they share their personal perspective on the key CSR topics in their regions and how they put these into practice. Their stories illustrate how local tailor-made solutions and engagement contribute to our broader CSR goals.



ARNOUD BEUTE

REGIONAL DIRECTOR NORTHEAST
AT BUKO INFRA SUPPORT

I look back with pride on a year that was all about strengthening, innovation and connection. 2024 was a year of growth - not just in terms of our bottom line, but also in terms of meaning. Our employees, partners and the environment in which we operate all played an important role in the realisation of our ambitions. With their hard work and dedication, we were able to lay a solid foundation for a sustainable future in which we look ahead with pride.

Sustainable growth

Sustainability was a guiding principle this year as well. For us, sustainable growth is not just about what we achieve, but mostly about how we do that together. Sustainability is not a choice, but a given. This year, we once again invested heavily in our people with coaching, training and an inclusive work environment in which everyone is made to feel welcome. The result? Several colleagues have made wonderful steps, both personally and professionally. Our people make a difference day in and day out. We also took

our environmental impact seriously once more. 2024 was about making preparations to facilitate our efforts to become more sustainable. With plans for more solar panels, electric vehicles and the use of HVO diesel, we are taking concrete steps in 2025 to reduce our environmental impact. These environmental efforts are an essential aspect of who we are and what we continuously strive to do.

Market position

Innovation and continuity were key in this regard. By setting up processes more efficiently, further developing digital services and implementing new technologies, we further strengthened our market position. Our strategy has resulted in new partnerships and long-term client relations. Additionally, we focused on serving our clients better. This has resulted in the opening of a new regional branch in Twente in mid-2025. Together, we made a difference. We built an organisation that is not only successful, but also adds value for people and the environment. That is the power of strengthening, innovation and connection.



NIELS MEERKERK

REGIONAL DIRECTOR SOUTHEAST
AT BUKO INFRA SUPPORT

After thorough research, we installed new printers in the lettering departments of nine branches in 2024. This innovation not only results in a more efficient cleaning process for our signs, but also contributes to our CSR targets.

Working more efficiently, sustainably and healthily

As a result of this new method, our waste stream has been reduced and we use fewer cleaning agents and cloths. This has an immediate positive impact on the environment. Furthermore, this change has a positive impact on the health and sustainable deployability of our employees. Whereas the old method could cause physical complaints, we hope that is now a thing of the past.

In 2025, we will continue to make further improvements that contribute to the realisation of our CSR targets.

**EDWIN VENTE**

REGIONAL DIRECTOR SOUTHWEST
AT BUKO INFRA SUPPORT

This year, the focus was on operational excellence. The optimisation of the “ideal yard” was an important principle. Safety, efficiency and quality were our primary concerns.

Standardisation

By further optimising and standardising processes, we were able to boost the effectiveness of eleven operational yards across the country and reduce wastefulness. One of the concrete steps we took was the introduction of lineation plans in every yard to make footpaths clearly visible. Additionally, we made preparations to implement an automated inventory management system next year.

SAFETY, EFFICIENCY AND A STRONG FOCUS ON OUR CLIENTS FORM THE FOUNDATION FOR GROWTH, COLLABORATION AND SUCCESS.

This will lead to further improvements in terms of efficiency and oversight.

Investments in training and awareness programmes have made our employees more aware of the risks they face and the importance of working safely.

Strict quality controls and continuous evaluations guarantee that our clients can count on our work being top quality. With this approach, we have not only realised sustainable improvements, but also created a work environment in which efficiency and skill come together.

**MENNO BICKER**

REGIONAL DIRECTOR NORTHWEST
AT BUKO INFRA SUPPORT

In 2024, our commercial approach was all about our clients. With targeted key account plans, we were able to offer tailor-made solutions and strengthen our long-term business relations.

The client comes first

These plans provide insight into the specific needs of our clients and allowed us to proactively provide input about solutions that serve both their goals as well as our own. By working closely together with our clients, we were able to identify opportunities for shared growth and exceed expectations. Our personal and strategic approach has resulted in new partnerships and stronger existing relations.

With a focus on value creation and collaboration, we want to help our clients be successful, while further expanding our own market position at the same time.



For BUKO Infrasupport, a sustainable business means creating value for ourselves and the world around us - today and in the future. To create value in the future, striving for continuity is essential.



COMPANY CERTIFICATIONS.

As a result of our policy, we were once more able to be certified for six corporate certifications in 2024 in the fields of:

QUALITY.

The quality of the traffic measures and our services play an important role in creating a safe environment for both road users and road workers. We therefore use a quality management system to identify shortcomings and improve our business operations. Our quality system is certified for NEN-EN-ISO 9001.

SAFETY.

As an employer, BUKO Infrsupport is responsible for the safety, health and wellbeing of its employees. It is therefore important to us to be clear about the rules that apply within our organisation. Providing good working conditions is a key priority for us. Our safety management system is designed to ensure that everyone who works at BUKO Infrsupport feels protected

against the risks they face in the line of duty. Our safety management system is certified for VCA* and Safety Ladder step 4.

ENVIRONMENT.

At BUKO Infrsupport, it is all about creating a better tomorrow. With the help of an environmental management system, we maintain a constant focus on the health of our employees and the environmental impact of our services. Our environmental management system is certified for NEN-EN-ISO 14001 and CO₂ Performance Ladder step 5.

SKILL.

Professional expertise and experience are crucial at every level of our organisation. When we implement traffic measures, we work professionally, purposefully, with skill and expertise. Our KAM system is certified for the BRL 9101 standard.

GOOD EMPLOYERSHIP.

Good employership is a key focus at BUKO Infrsupport. We create a work environment in which employees feel appreciated, supported and safe. With policy and initiatives aimed at wellbeing, development and satisfaction, we have built a culture of trust, pride and fun. This has resulted in us obtaining the Great Place to Work certificate in recognition of the positive work environment our employees feel we have created.

OUR CLIENTS.

Our clients are major contractors, cities and event organisations across the Netherlands. At the same time, we work just as hard and eagerly for a small municipality and the organiser of a town festival. We work equally hard for everyone. We also listen to each other. Mutual respect is very important to us, because we are in this together. Getting to know BUKO Infrsupport means getting to know our BUKO principles.

We focus on boosting our client satisfaction. Our four principles form a guiding thread for our daily activities. This is what our clients can expect from us:



WE DO IT NEATLY OR NOT AT ALL.

We work safely, neatly and well. In accordance with regulations and the agreements we made. Always and everywhere. No exceptions.



WE FOCUS ON SERVICE AND RESULTS.

Good service and good results are inextricably tied together. Our service allows us to achieve good results and these results ensure our company is strong and healthy. As a strong and healthy organisation, we (re) invest in our services and products. We also keep investing in our people. This allows us to remain a top player in the sectors in which we operate.



WE MAKE INFORMED DECISIONS.

Our horizon lies beyond the daily hustle and bustle. We maintain a long-term perspective. We believe in seizing opportunities, but will not take unnecessary risks for quick gains. BUKO is all about informed business operations and healthy, steady growth.



LONG-TERM RELATIONSHIPS ARE THE FOUNDATION.

Stakeholder, client, colleague or supplier: we invest in all our relationships. We believe mutual trust provides the best foundation to build on. In good times and not-so-good times. Furthermore, knowing what to expect from each other not only benefits your results, but also your job satisfaction.

CLIENT ACTIONS IN 2024.

At BUKO Infrasupport, we strive to not only deliver our products and services, but also truly contribute to our clients' success. We believe that our impact is greatest when our solutions help them work more efficiently, operate more sustainably or better accommodate the needs of their own clients.

Last year, we implemented various initiatives and improvements that directly benefited our clients. Below is an overview of some of the actions we realised and how these contributed to our clients' growth and success.

- ✓ **In-house constructions:** In all regions, we now work half a day per week in house with several clients. As a result, the lines of communication are becoming shorter.
- ✓ **Multi-year contracts:** As a result of the energy transition, we see client projects with increasingly long lead times.
- ✓ **Neighbourhood approach:** Together with several clients, we completely close off neighbourhoods in order to conduct large-scale planned maintenance.
- ✓ **Account plans:** Last year, we introduced account plans. The goal is to focus more on our clients' long-term goals.

FACTS AND FIGURES.

In 2024, we at
BUKO Infrasupport:

148,885

A-FENCES PLACED


25,041
PROJECTS
CARRIED OUT

345,157
ROAD SIGN BASES
WITH SHIELD PLACED

435,121
GROUND ANCHORS
INSTALLED


52,090
INVOICES
SENT

Facts and figures about
our clients in 2024:


2,086
ACTIVE CLIENTS

27%
OUR 10 BIGGEST
CLIENTS MAKE UP 27%
OF OUR REVENUE

52%
OUR 35 BIGGEST
CLIENTS MAKE UP
52% OF OUR REVENUE



GROWTH AMBITIONS.

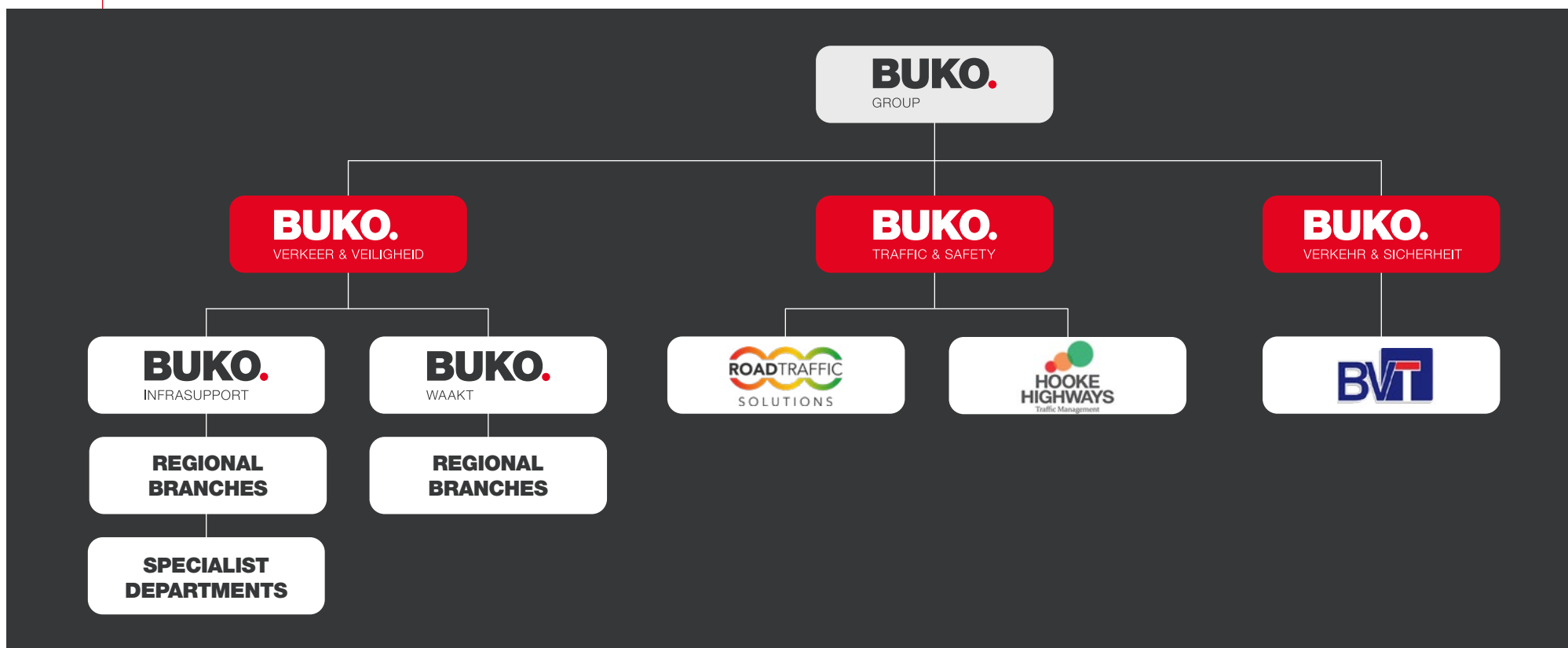
BUKO Infrsupport is all about progress. Growth is in our DNA. In our field and as people through personal development, but also in terms of the scope of our organisation. In recent years, we have expanded our organisation with several specialist departments.



We need to grow in order to achieve continuity. At BUKO Infrsupport, we therefore aim to keep growing in terms of our profitability, value and continuity. Growth not only gives us a better and stronger market position, but also allows us to keep innovating and improving.

OUR CORPORATE STRUCTURE.

BUKO Infrsupport is part of the BUKO Group and actually forms the foundation of this group. Our successful journey from an underdog position to becoming market leader in the Dutch market for temporary traffic management forms the basis for the group's (international) growth ambitions. In 2024, we took several important steps by expanding into international markets and successfully acquiring Road Traffic Solutions (UK), M-Rent (NL), Bremer Verkehrstechnik (GER) and Hooke Highways (UK). The organisational chart below illustrates the structure of the group and BUKO Infrsupport's position in it.



OUR SPECIALIST DEPARTMENTS IN THE SPOTLIGHT.



COLLEAGUE PATRICK HAS HIS SAY.

When a temporary traffic situation deviates from the current or future situation, it may be necessary to install a temporary traffic management installation. This two-minute video explains how our Dynamic Traffic Management department operates from start to finish. From a client's request to advice and from designs to implementation.

[Watch the video here >](#)



DYNAMIC TRAFFIC MANAGEMENT.

Our Dynamic Traffic Management (DTM) department specialises in providing temporary advanced installations to facilitate a safe and efficient traffic flow during road work and major events.

DTM offers tailor-made solutions with high-quality traffic management installations (TMIs) that meet the strictest NEN standards. Advanced technologies such as CCOL and IVERA systems facilitate direct communication with traffic centres to ensure optimal traffic management. With an integral approach - from advice and design to installation and maintenance - and the use of state-of-the-art TMI devices and specialised equipment, DTM offers flexible, reliable and future-proof solutions for use in diverse project environments. DTM also supports the regional branches with access control systems, such as barriers for

controlled access and ANPR cameras for traffic monitoring and counts. For situations that require additional security and access control, DTM delivers robust height barriers that are ideal for temporary applications.

INVESTMENTS.

In 2024, the DTM department once again made several major investments in order to keep up with demand. Additionally, all FLOWnode devices (13) were linked to MobiMaestro, allowing them to be linked to the traffic control centres of the various road authorities. We can now also comply with the legal requirement to store our own V-logs for traffic management.

Furthermore, the following investments were made in 2024 to expand the DTM department's selection of rental equipment, including:

- 4 FLOWnode TMIs
- 4 Fabema MIDI TMIs
- 141 new traffic lights
- 54 concrete bases for TMIs



FUN FACTS.

- Established in 2016;
- Consists of a team of 10.5 FTE;
- DTM received an average performance score of 8.5 from road authorities;
- In 2024, 229 projects were carried out, 11 of which continue into 2025. These include:
 - 30 projects with a Flownode;
 - 144 projects with the FMC-N;
 - 37 projects with the MIDI;
 - 5 projects for which we delivered DTM components for permanent TMIs;
 - 13 projects with access regulation (barriers);
- 632 kilometres of cable passed through the hands of our DTM engineers in 2024;
- With the help of the Equipment Service department, a modified flat-bed trailer was delivered that allows us to handle large-volume transport more efficiently.

INTEGRAL WORKS.

The Integral Works department serves as the extension of the regional branches for (complex traffic engineering) projects, with a focus on technical expertise and a structured approach. With project management and engineering, they provide risk management and tailor-made solutions for a safe and efficient traffic environment.

The Integral Works department optimises processes, stimulates coordination and turns employees into product specialists. Their goals are efficient project execution, risk management and client-oriented solutions. By improving the collaboration between departments and regions, they boost the quality and reliability of our services.



FUN FACTS.

- Established in November of 2022 with 1 FTE;
- Expanded in 2024 into a team of 5 FTE;
- Provided integral support during 87 projects, 52 of which were accepted;
- Provided engineering support during 162 projects.



INTERVENTION MOTORCYCLE TEAM.

The link to safety and traffic flow

The Intervention Motorcycle Team (IMT) offers a flexible and fast solution to complex traffic situations. This professional team, which specialises in traffic management, is essential during major projects, events and calamities. On their motorcycles, they can move quickly through busy traffic, while serving as a point of contact for stakeholders. With tools such as live-streaming cameras and GPS communication, clients get access to real-time insights. The IMT combines expertise, speed and a human touch, making it a reliable and proactive element in temporary traffic measures.



FUN FACTS.

- IMT received an average performance score of 8.7 from clients;
- 4 motorcycles;
- 1,688 hours deployed;
- 25 projects supported.

THE POWER OF OUR INTERNAL EQUIPMENT SERVICE.

Our internal Equipment Service plays a crucial role in our efficient and sustainable business operations. This department supports regional branches with temporary traffic measures and ensures a safe work environment, smooth-running projects and efficient use of equipment.

From placing concrete barriers to the annual maintenance of our rolling stock and inventory management; the Equipment Service makes sure everything goes smoothly. The department also plays an active role in innovation and sustainability. One good example of this is the development of a lighter road sign base, allowing our employees to work more ergonomically. Similarly, fleet management and the purchase of materials are handled in a smarter and more sustainable manner.

With this efficient and future-oriented approach, our Equipment Service not only contributes to the continuity of our business operations, but also to a safer and more sustainable infrastructure. The department is an essential element of our growth ambitions!



FUN FACTS.

- Established in 2016;
- Consists of a team of 9 employees, which was expanded in 2024 with a vehicle fleet manager. This has resulted in optimal collaboration with internal and external clients regarding damages, thereby improving fleet downtime and utilisation rates;
- 4 vehicles | In 2024, one box truck was replaced with a second truck, allowing us to significantly reduce the number of transports between ES and our branches;
- In 2024, the Equipment Service collaborated with our IT department to improve our insight into utilisation rates, thereby reducing the need for investments in equipment.

BUKO BEREIKBAAR.

The digital wizards at BUKO Infrsupport minimise traffic hindrance for road users and residents by combining data, behaviour and digitalisation into an innovative 360° approach. While activities are being carried out, BUKO Bereikbaar ensures that everyone is kept up to date digitally, navigation systems display the right detours and all questions are answered. With BUKO Bereikbaar, we bring the future of traffic management to life through digital innovations and effective communication.

OUR FACTS AND FIGURES.

We believe in a hybrid approach. With BUKO Bereikbaar, we combine our expertise in the field of temporary traffic measures with our digital solutions. Our goal is to positively affect the hindrance perceived by residents and road users.

500+
PROJECTS

9
AVERAGE
SCORE

93%
PEOPLE
REACHED

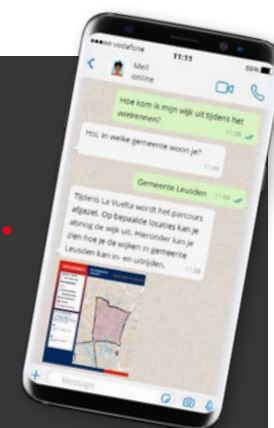
98%
SATISFIED
ENVIRONMENT

DIGITAL SOLUTIONS.

- ✓ **DDEC** Digital Dynamic Environment Communication
- ✓ **DIBs** Digital Information Beacons
- ✓ **Mell** AI chatbot for infra and events
- ✓ **LIVIA** Navigation assistance
- ✓ **Lisa** Mobility data
- ✓ **Streetsync** Digital DOOH displays (DOOH: Digital Out Of Home)

OUR DIGITAL COLLEAGUE MELL.

Mell is our virtual AI colleague on WhatsApp. She is available 24 hours a day, 7 days a week. She needs no rest and always gives the right advice in a matter of seconds. She is able to answer more than 90% of all questions in a fully automated manner, without any human intervention whatsoever.





MARTIN VAN BEURDEN | MANAGER OF BUKO BEREIKBAAR

DIGITAL SKILLS AND NAVIGATION IN TRAFFIC.

Digitalisation plays a major role in traffic as well. As our roads become busier, there is a growing need for up-to-date and relevant traffic information.

More than 90% of all road users have access to one or more navigation systems, which they tend to use often: for 2 out of 3 trips to familiar destinations and for 9 out of 10 trips to unfamiliar destinations. A study conducted by Rijkswaterstaat shows that road users prefer to receive traffic information on their smartphones, right when they need it. We seamlessly fill this need with the help of navigation system operators and service providers.

SEIZING OPPORTUNITIES.

Due to this development, digitalisation is also becoming an increasingly important aspect of BUKO's own projects. Besides tailor-made solutions, BUKO Bereikbaar also offers automated services.

The Digital Announcement and Digital Road Closure accommodate road users' needs by announcing information about roadwork in

a timely manner. Road users, who are using their navigation system anyway, can adjust their behaviour and choose the most comfortable route to their destination.

We seize this opportunity by making smart use of the available data in both our ERP system BOSS and the data files that are available along with the traffic plans from Autocad. By doing so, we make work sites safer and realise a better traffic flow, as 20% of traffic is automatically redirected.

The EU wants at least 80% of its population to possess sufficient digital skills by 2030. This figure was 74% in 2021; since then, it has grown to 83% (CBS).

**WHERE
DIGITALISATION
AND TRAFFIC
COME TOGETHER,
WE CREATE
THE FUTURE OF
SMART MOBILITY.**



INNOVATION.

BUKO Infrasuport employs a broad definition of the word 'innovation'. When we talk about innovation, we are talking about e.g. a significantly updated product, service, process or a new way of working. Innovation directly and indirectly affects the wellbeing of our employees, the safety within our organisation and our environmental impact in a positive manner. The same is true for our growth ambitions.





INNOVATIONS IN 2024.

For us, innovation and sustainability go hand in hand. The following innovations are good examples of this.

- ✓ **UV printer** The purchase of new UV printers lets our lettering departments work in a more efficient, sustainable and healthy manner when lettering our text and traffic signs.
- ✓ **New road sign bases** Our new and lighter road sign bases help to reduce physical strain. They are also fully recyclable to prevent wastefulness and facilitate reuse.
- ✓ **Smarter cameras** These cameras improve traffic counts. With the help of innovative software, we can use these cameras in a variety of ways, which contributes to more sustainable mobility solutions and better infrastructure management.
- ✓ **Automation of operational processes:**
 - With automatic counting, we can upload the drawn materials in our traffic plans directly into our ERP system. This eliminates the need for manual counting, reduces failure costs and boosts our efficiency.
 - The digitalisation of work orders and schedules provides real-time insight into the status of projects and the availability of resources. This paperless method has resulted in faster lead times, better collaboration between departments and a significant reduction of the administrative workload.
 - Our DTM and Integral Works departments have begun automating their operational processes via MONDAY, resulting in improved insights and greater efficiency.
 - The BUKO Bereikbaar department has two new services, Digital Announcements and Digital Road Closures, to keep residents and road users well informed and direct traffic along the right routes. On average, this results in an 11% reduction of carbon emissions.

OUR ENVIRONMENTAL PERFORMANCES.



At BUKO Infrasupport, it is all about creating a better tomorrow. We care about the changing world around us. With our environmental management system, we maintain a constant focus on the health of our employees and the environmental impact of our services. The following CSR themes apply to our environmental performances pillar:

OUR ENVIRONMENTAL IMPACT.

Our activities affect the environment. We are fully aware of this fact. All these activities together make up our direct environmental footprint. We call this our environmental impact. Our goal is to minimise this impact as much as possible. That begins by accurately tracking and measuring our carbon emissions and by identifying the environmental aspects related to our organisation's activities.

ENVIRONMENT IN THE CHAIN.

Our purchases also have an impact on the environment. This is our indirect environmental impact. For example, our supplier needs water and land to produce materials. CO₂ is also emitted when we procure services. By working together with our suppliers, we stimulate CSR throughout the chain, not merely in our own organisation.





**SUSTAINABILITY IN
EVERY PART OF THE
CHAIN: MEASURE, IM-
PROVE, REDUCE.**

FROM OUR OWN CHIMNEY TO CHAIN IMPACT.

Sustainability does not stop at our front door. We assess our environmental impact and carbon emissions, both directly and across the entire chain. From our own energy usage to our suppliers and clients' emissions: we take responsibility for our impact. We map this out with the help of three scopes. For each scope, we set targets to reduce our emissions. In this manner, we take effective steps toward achieving our carbon reduction.

BURN

Owned

SCOPE 1

These are direct emissions from sources owned or controlled by BUKO Infrsupport, i.e.:

- Gas or other types of fuel for heating our buildings;
- Fuel for business travel by passenger cars, vans and motorcycles;
- Fuel for goods transport by (box) trucks;
- Fuel for use of equipment such as generators.

**OUR REDUCTION TARGET.**

Every year, we aim to reduce our carbon emissions by 5.4%. By the end of 2027, we want to achieve a total reduction of 27% in scope 1.

BUY

Purchased and/or generated power

SCOPE 2

These are indirect emissions from the use of purchased or generated electricity by BUKO Infrsupport, i.e.:

- Power generated by solar panels;
- Return of unused solar power;
- Purchased grey power for buildings and (externally) charging electric vehicles;
- Purchased green power for buildings and charging electric vehicles.

**OUR REDUCTION TARGET.**

Every year, we aim to reduce our carbon emissions by 20%. By the end of 2027, we want to achieve a total reduction of 100% in scope 2.

BEYOND

Emissions in the chain

SCOPE 3

These are indirect emissions resulting from activities purchased by BUKO Infrsupport, but which do not fall under scope 2, i.e.:

- Purchase of goods and services from suppliers;
- Employee commutes using personal vehicles;
- Leased assets related to rented buildings and grounds;
- Production waste.

**OUR REDUCTION TARGETS.**

- An annual carbon reduction of 5% through waste management, with a total reduction of 15% by the end of 2025.
- An annual carbon reduction of 1.7% in external transport, with a total reduction of at least 5% by the end of 2025.



OUR ENVIRONMENTAL IMPACT.

Reducing our environmental impact is an important goal for us. Since January of 2015, BUKO Infrasuport has been certified for the ISO 14001 standard and the CO₂ Performance Ladder. We actually reached level 5 of the CO₂ Performance Ladder in October 2020.

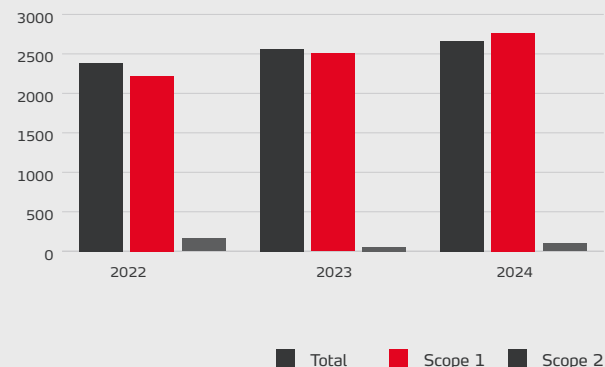


These two standards complement each other: ISO 14001 stimulates us to identify our environmental aspects and minimise or even eliminate our environmental impact. The CO₂ Performance Ladder stimulates us to reduce our CO₂ emissions. As a result, BUKO Infrasuport has comprehensive insight into the risks and opportunities related to our environmental impact.

SCOPE 1 AND 2 IN PRACTICE.

In this chapter, we provide insight into our direct environmental impact, i.e. the carbon emissions we produce ourselves. This includes our own emissions (scope 1) and the indirect emissions from purchased energy (scope 2). We are transparent about our carbon footprint in order to paint a complete picture of our environmental impact. We describe what we do in practice to reduce these emissions and what concrete steps we have taken and continue to take to minimise our environmental impact.

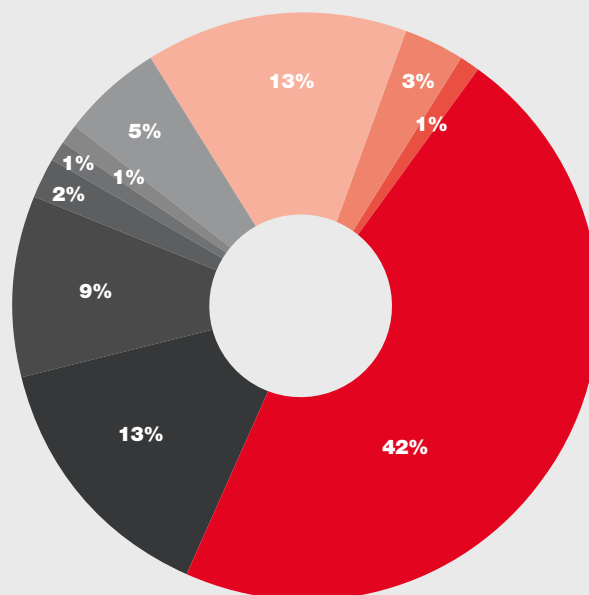
TOTAL CO₂ EMISSION CURRENT PERIOD.



OUR CO₂ FOOTPRINT.

- Diesel for trucks
- Purchased electricity
- Electric passenger vehicles charging card (grey)
- Electric company vehicles charging card (grey)
- Petrol for company motorcycles
- Gas for heating
- Petrol for passenger vehicles
- Diesel for vans
- Diesel for company resources
- Diesel for box trucks

In the data labels, we only show the emission streams for which we emit CO₂. The legend contains a complete overview of all emission streams that apply to our organisation.



Our other emission streams

- Diesel for heating
- HVO diesel for heating
- Diesel for passenger vehicles
- Petrol for company resources
- LPG for company resources
- Propane for company resources
- Petrol for box trucks
- Diesel for box trucks
- Diesel for trucks
- Generated power
- Returned power
- Percentage green power
- Charging electric passenger vehicles
- Percentage charging with green power
- Charging electric company vehicles
- Percentage charging with green power

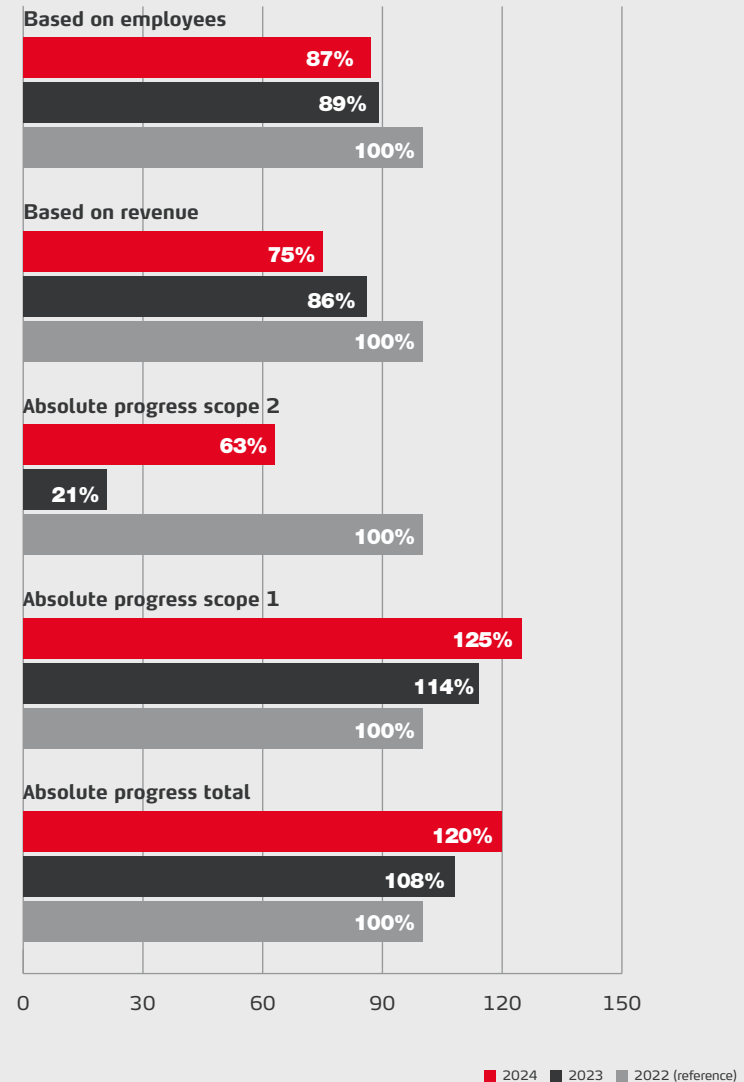
PROGRESS.

At BUKO Infrsupport, we calculate our CO₂ reduction in relation to our revenue. We have set ambitious targets for the period from 2023 to 2027 and we are proud to report that we have achieved our target for 2024!

We have realised a reduction for both scope 1 and 2. It is worth noting that we actually realised an absolute reduction in scope 2, independent from our revenue growth. This means we have not only become more efficient, but actually emit less. The increased emissions in scope 2 compared to 2023 are the result of our purchase of electric vehicles in 2024. When we charge these vehicles externally, this must be registered as grey power. Our progress underscores our efforts to contribute to a more sustainable future. We will keep working on further reductions and new initiatives to minimise our environmental impact even more.

OUR ORGANISATION IS GROWING, YET OUR CO₂ EMISSIONS PER EMPLOYEE AND PER EURO OF REVENUE ARE LOWER.

OUR CO₂ PROGRESS.





REDUCTION MEASURES TAKEN IN 2024.

- Purchase of 3 electric box trucks. This helps us reduce our diesel usage;
- Optimisation of the driving style monitoring for our drivers. 63 colleagues received a gift card (with a total value of €2,045) to reward them for their economical driving style in 2024;
- Purchase new Scania P360 for our DTM department. Compared to the old tractor-trailer, this vehicle reduces our fuel consumption by half;
- We make use of green power at even more locations. This has reduced the carbon emissions at these locations by up to 90% or more;
- From 1 January 2024, all new passenger cars that we buy are electric vehicles. This helps us reduce our petrol usage;
- At several locations, we have replaced the lighting in warehouses and yards with LED lighting. In the long run, this not only saves electricity but also reduces our purchase costs due to their longer lifespan.



ENVIRONMENT IN THE CHAIN

With our environmental management system, we also focus on the health of our external employees and the environmental impact of our services. Environment in the chain is an important aspect of CSR for us.



Our purchases also have an impact on the environment. This is our indirect environmental impact. For example, our supplier needs water and land to produce materials. CO₂ is also emitted when we procure services. By working together with our suppliers, we stimulate CSR throughout the chain, not merely in our own organisation.

SCOPE 3 IN PRACTICE.

Our environmental impact expands beyond our own organisation. We therefore take responsibility for the emissions that occur within our chain, i.e. scope 3. This chapter covers aspects where we gradually reduce our carbon footprint across the entire chain by making conscious choices and working together with sustainable partners.



LESSONS FROM OUR EFFORTS TO REDUCE EMISSIONS FROM EXTERNAL TRANSPORT.

Since 2020, we have tried to reduce diesel usage from transport by our external colleagues. We attempted the same in 2023 and 2024. Despite our best efforts, we have been unable to achieve this target. This shows that efforts to become more sustainable do not always have the desired outcome. Fortunately, our analysis shows that we can realise greater impact in other areas. We will therefore conduct a new chain analysis to contribute more effectively to a more sustainable chain in a different way. After all, sustainability is a process of learning and improving.



WASTE MANAGEMENT: LESS WASTE, SMARTER REUSE.

Waste reduction and reuse are important aspects of our sustainability strategy. BUKO Infrsupport therefore conducted a chain analysis on this topic in 2023. In 2024, we continued our efforts with the help of our new waste management plan. Among other things, we installed **waste compactors** at two new locations in 2024, which help to reduce the number of transport movements. Our **old company clothing** is given a second life: since 2024, we have it picked up to be **recycled** or it is processed to make **picnic benches, laptop and PPE bags**. Our **new UV printers** also contribute to less waste by reducing wastefulness. With these steps, we reduce our environmental impact and contribute to a circular future. **With the help of these measures, we were able to realise our waste management target for scope 3.**

Figures

In 2024, we had 547 kg of old company clothing picked up. Recycling these clothes resulted in:



OUR SUSTAINABLE INITIATIVES.

Sustainable choice in company clothing

Since 2024, we have taken major steps to make our company clothing more sustainable. Today, more than 70% of our clothing is purchased in a more sustainable manner. We achieved this by making conscious choices in materials and suppliers that contribute to a responsible production process. Within our organisation, we have two specific clothing lines:

- **Our anthracite clothing line** – specially designed for our work staff, with a professional and uniform look.
- **High-visibility clothing for our people working in the field** – we have selected the Tricorp Revisible RWS orange line. This clothing line was designed with a focus on sustainability. Among other things, that means:

- ✓ **Recycled materials** – most of the clothes are made from recycled polyester, resulting in less waste and lower CO₂ emissions;
- ✓ **Long lifespan** – the clothing is designed to offer extra resistance to wear and tear, making it last longer and ensuring it does not have to be replaced as quickly;
- ✓ **Sustainable production processes** – during manufacture, energy and water usage are taken into account and more environmentally friendly production methods are used.

With these changes, we not only contribute to a better environment, but also make sure that our employees can do their jobs comfortably, safely and with a responsible impact.



The company clothing in this image is part of our old clothing lines



THE (LIVING) ENVIRONMENT.



At BUKO Infrasupport, we not only focus on our internal organisation. It goes without saying that we also feel responsible for the people outside our organisation. We have to consider an external organisation that we impact and influence with our services. The following CSR themes apply to the 'living) environment' pillar:

SOCIAL ENGAGEMENT.

Besides realising our goals, it is important to us as an organisation to be socially engaged and contribute to a better world. We do this by not only investing in new equipment or through product development, but also in society all around us.

DIGITAL INFORMATION SECURITY.

There are various reasons why information security is so important. One of those is the risk of data leaks. Hackers gaining unauthorised access to sensitive company information can have an enormous impact. Think of our employees' personal data and confidential client information being disclosed. This can severely harm people's trust in our organisation.

RESPONSIBLE CONTRACTING.

Safety and health are key concerns for us. That is also true when it comes to contracting. At BUKO Infrasupport, we make sure every day that our clients can do their jobs safely on or on the side of the road. We also use external employees for this. Just like our own employees, we want to offer them a safe work environment as well.





SOCIAL ENGAGEMENT.

Besides realising our goals, it is important to us as an organisation to be socially engaged and contribute to a better world. We do this by not only investing in new equipment or through product development, but also in society all around us.



SOCIAL RETURN ON INVESTMENT (SROI).

Through SROI, we aim to offer opportunities for employment, training and development to people who need an extra hand to participate in the employment market.

SOCIAL ENTREPRENEURSHIP.

In 2024, we once again fulfilled our duty with regard to social entrepreneurship through SROI and by offering internship positions. With these initiatives, we did our part to make a positive impact on society and the future employment market in this area as well. The figures below illustrate how BUKO Infrsupport contributed in 2024 to our ongoing efforts with regard to social entrepreneurship and talent development within our organisation.

SROI HOURS



14,969

HOURS DEPLOYED

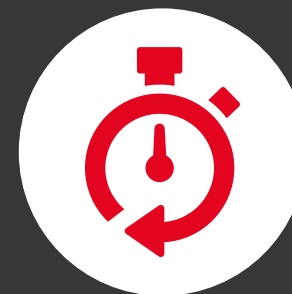
SROI COSTS



20,335

EUROS SPENT

INTERNSHIP HOURS



2,384

HOURS DEPLOYED

CREATING SOCIAL, LOCAL AND ECOLOGICAL IMPACT TOGETHER.

Sustainability is about the choices we make. In 2024, we once again partnered with ECO Concept Group to develop new items using our old company clothing. These are sustainable products with real added value. ECO Concept Group strives to make measurable social, economic and ecological impact. Their circular solutions contribute to the Sustainable Development Goals (SDGs) and reduce the environmental impact. They also help organisations realise their Social Return on Investment (SROI) targets. In 2024, we worked together to make:



KEYCHAINS
for our drivers



STORAGE BAGS
for personal protective equipment



LAPTOP BAGS
for colleagues with a company laptop

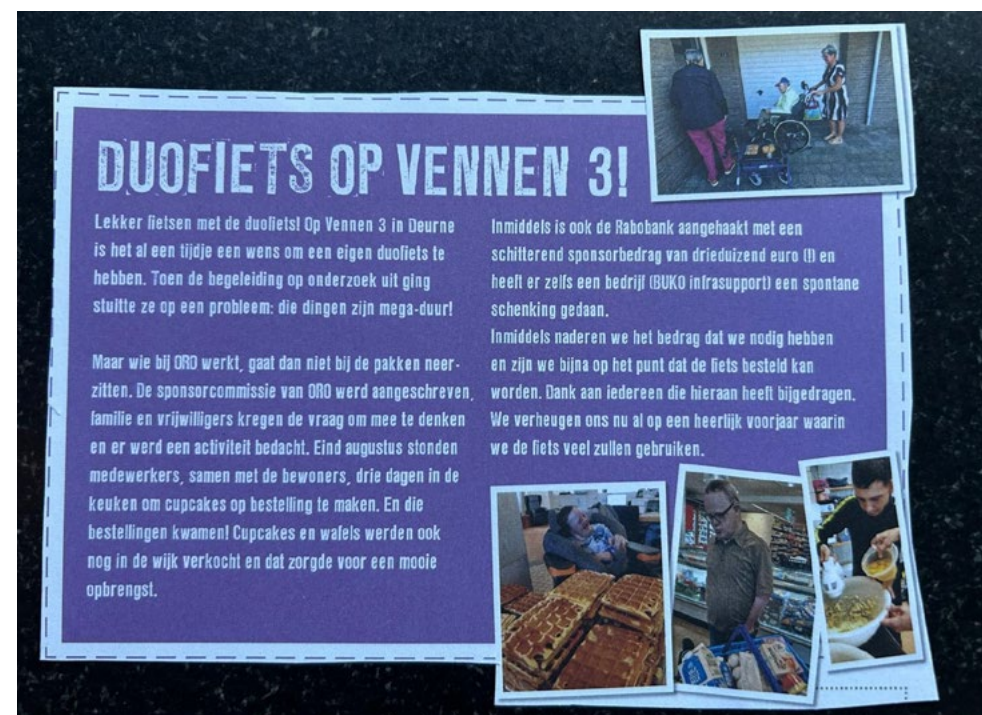
TOTAL FOR 2024: 465 UNITS AND 273.7 SROI HOURS

SOCIAL CONTRIBUTION.

In 2024, we strived to develop a concrete policy for our social engagement. This policy had to result in an annual plan with initiatives that both our organisation and our employees could actively participate in. Although we have yet to fully realise this goal, it remains a point of attention. We therefore cannot present a complete overview of all the initiatives we took in 2024, yet we did demonstrate our social engagement in various ways. For example, we:

- Supported team '293 Steamwork' by buying chocolate letters for all our employees, allowing them to make a wonderful donation to the Roparun;
- Bought cupcakes from and, for a period, donated all returnable bottles and cans to residents of housing group Vennen 3 in Deurne to contribute to the purchase of a duo bike;
- Food and beverages from leftover Christmas boxes were donated to the Food Bank;
- Supported the TTR foundation, Girls' Football Team Next Level with a financial contribution for physical therapy;
- Sponsored several local sports clubs;
- At various BUKO locations, we donated our waste wood to e.g. scouting clubs or summer camps.

In 2025, we will continue to take steps to structure our social contributions.



DIGITAL INFORMATION SECURITY.

As part of our corporate social responsibility, we also have to pay attention to digital information security.

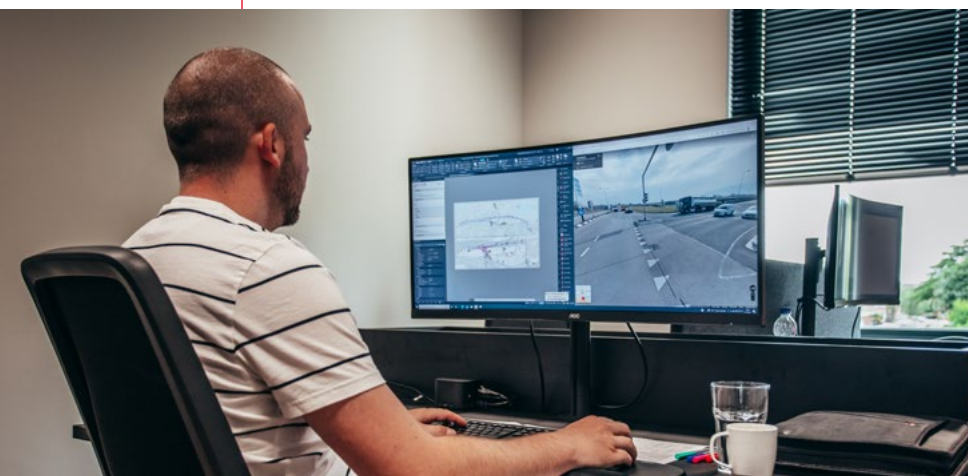
For us, focusing on a system for information security and continuously improving this system represents a strategic and important decision.



There are various reasons why information security is so important. One of those is the risk of data leaks. Hackers gaining unauthorised access to sensitive company information can have an enormous impact. Think of our employees' personal data and confidential client information being disclosed. This can severely harm people's trust in our organisation.

DIGITAL SECURITY IN 2024.

Digital information security will continue to be an important theme for our organisation in 2024 when it comes to protecting personal and company data. As cybersecurity threats become increasingly advanced, it is essential for BUKO Infrasuport to secure its systems and create a culture of awareness and responsibility. Good information security not only contributes to data security, but also to the sustainable and responsible handling of technology, which in turn has a major impact on our living environment and society. In 2024, we have further strengthened our digital information security. In this chapter, you will find out how we have put this into practice.



AWARENESS AND TRAINING.

As we increasingly operate in a digital ecosystem, it is important for us that people know how to use the tools available to them. In 2024, we therefore organised various training sessions to make optimal use of tools such as Office 365 and our operational logistics systems.



DATA AND DASHBOARDS.

As we do more of our work digitally, more data become available to us. From our data warehouse, we have created a multitude of dashboards for financial, HR, commercial and operational data that offer greater insight into our business operations. This has also had a positive impact on our strategic and tactical decision making.



SECURITY MEASURES.

- In 2024, we purchased phishing simulation software to raise our employees' awareness of phishing attacks on our organisation. Employees can now also mark emails as phishing. The IT department is then informed and can investigate the matter further.
- We have intensified our collaboration with our IT service provider with regard to cybersecurity. With the arrival of our partner's new Security Officer, we are better advised on security risks.



COMPLIANCE AND CERTIFICATIONS.

In 2024, we began the process of implementing the ISO 27001 standard in our BUKO Bereikbaar department. This will contribute to the digital security of the services provided by BUKO Bereikbaar.



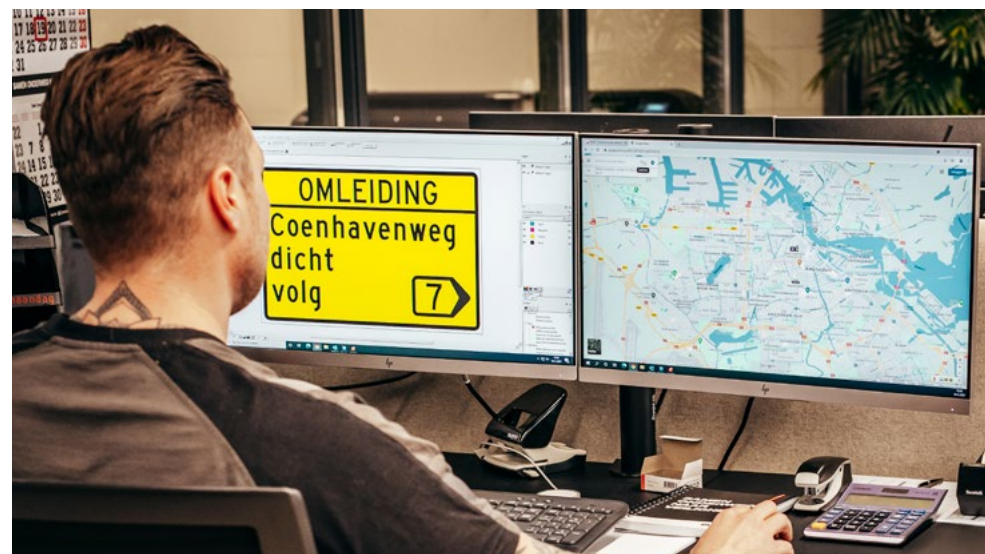
ORGANISATION.

- To keep up with the growing demand from the organisation, the IT department has doubled in size from 2 FTE to 4 FTE. This ensures the IT department is better able to realise internal and external client requests.
- We conducted an internal client satisfaction survey to gather feedback about our IT services. This feedback will be used to better tailor our IT services to the organisation's wishes.



SOFTWARE DEVELOPMENT AND SYSTEMS.

- In 2024, we went fully digital with our operational processes. This has resulted in improved efficiency, new data-driven insights and a circa 50% reduction of our print volume.
- We also implemented various developments within our applications and processes to make our business operations safer, more efficient and more enjoyable.



**SUMMARY OF 2024:
AWARENESS,
COLLABORATION
AND INNOVATION FOR
DIGITAL SECURITY.**



RESPONSIBLE CONTRACTING.

Corporate social responsibility is embedded in everything we do. The same is true for our collaboration with suppliers and subcontractors. After all, CSR does not end at our front gate.

We strive to only work with suppliers and subcontractors who employ similar CSR standards as us. From 2024, all subcontractors whom we hire to carry out BRL activities will be expected to comply with our safety requirements. That begins with clear communication. The responsibility for working safely rests with the client, but also with the contractor.



WORKING TOGETHER ON SAFETY WITH OUR CONTRACTED BRL COLLEAGUES.

Here is how our Safety Ladder step 4 certification contributed to safety in the chain:

In late 2024, our organisation was proud to obtain the Safety Ladder step 4 certification. This marks an important milestone in our efforts to create a safe work environment for both our own employees and our BRL subcontractors. With the help of this certification, among other things, we made concrete improvements in our organisation's safety culture. At the same time, there were considerable benefits for our BRL subcontractors:

- **Higher safety standards:** we impose stricter requirements for our subcontractors' safety culture. This means concrete guidelines for safe work methods, frequent safety inspections and specific training for employees.
- **Stronger partnerships:** The continuous focus on safety has strengthened the collaboration between our organisation and our BRL subcontractors. Together, we work to improve the safety culture and share best practices to realise continuous improvements.



OVERVIEW OF ACTIONS TAKEN IN 2024.

Support via the subcontractor portal

In late 2023, we set up a subcontractor portal that gives BRL subcontractors access to documentation, work instructions and toolbox meetings. In 2024, this digitalisation resulted in improved collaboration, communication and transparency, ensuring that all parties have access to up-to-date relevant information.

Introduction of the VERA safety programme

In 2024, we introduced the VERA safety programme to 16 BRL contracting parties with a safety leaflet. VERA stimulates proactive safety and offers guidelines to raise subcontractors' awareness and clarify what is expected of them with regard to working safely.

Assessment of BRL subcontractors' safety policies

In 2024, we assessed the safety policies of 16 BRL subcontractors. This helps us determine whether their policy is compliant with our safety standards and relevant laws and regulations. This leads to more transparency and allows us to implement improvements where necessary in 2025.

With these initiatives, we not only seek to strengthen our collaboration, but also hope to actively contribute to a safe, transparent and responsible work environment in this chain.

COLOPHON

This CSR report is the second annual edition and pertains to our results and activities from 2024.

2nd edition, April 2024

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