

1. PREFACE

1.1 WHO ARE WE?

Tailormade Logistics, founded in 1996 by CEO Bert Vandecaveye. Since 2025 TML has returned to family ownership with Kelly De Dijcker as shareholder and Co- CEO and Pieter Balcaen also as shareholder. TML has chosen a long-term vision that brings the family

DNA, local roots, and core values to the forefront. Tailormade Logistics is a dynamic and innovation-driven transport and logistics service provider with over 30 years of experience. Our slogan is simple: There is no business like your business. We design every solution to fit each customer's unique needs, consistently prioritizing innovation, flexibility, and a result-oriented mindset.

1.2 ABOUT TML

From our modest beginnings as a local logistics company in Ghent (Belgium), Tailormade Logistics has evolved into a prominent international player within the European logistics industry, with a presence in several European countries, more than 20 hubs and logistic sites, 450.000m² warehouse space and a self-owned fleet including 1.500 trailers, 450 containers and 500 trucks and vans.

1.3 OUR FOCUS

At Tailormade Logistics, we are committed to making a positive impact and contributing to a more sustainable logistics sector. As a trailblazer, we aim to lead by example and integrate sustainability into all aspects of our operations. Tailormade Logistics is driven by its people. We strive to create a work environment where employees can thrive, with a strong focus on well-being, development, and engagement. We believe that our growth supports the personal and professional development of our employees, thereby amplifying our collective impact. We are committed to reducing our environmental impact and contributing to a greener future.

Our objective is to develop a low-emission supply chain through continuous process improvement and operational excellence, with the long-term ambition of achieving zero emissions.

We recognize our customers and partners as key stakeholders in achieving our sustainability goals. Beyond delivering high-quality logistics services, we take responsibility for providing insights and guidance to help organize transport and logistics in the most sustainable way possible. We aim to build long-term partnerships based on transparency, collaboration, and shared sustainability objectives.

1.4 OUR MISSION

Every person is unique; therefore every business is unique. And as there's no business quite like your business. Ever since we started up in 1996, we have shaped our transport & logistics company around customer's needs, with a strong focus on innovation, cross-culture management, flexibility, and a results-driven approach.

2. GOAL OF OUR CODE OF CONDUCT

2.1 WHY THIS CODE OF CONDUCT?

The purpose of this Supplier Code of Conduct is to clearly explain what Tailormade Logistics expects from its suppliers. We want to work with partners who treat people and the planet with respect and who contribute to a responsible, safe, and pleasant working environment for everyone involved. By setting out these expectations, we aim to create a shared understanding of how we do business: with integrity, care for people, and attention to our environmental impact. This enables everyone in our value chain to perform at their best and to contribute positively to our common goals. Live our Values and the Code set an example by your own behavior. Make sure your team is familiar with the Code and how to use it. Encourage your employees to talk to you if they have questions or concerns.

2.2 DOES THE CODE APPLY TO EVERYONE AT TAILORMADE LOGISTICS?

Yes. Our code applies to everyone working on our behalf, such as our own workforce (including temporary staff, consultants etc.), our suppliers and every natural person or entity Tailormade Logistics is doing business with. You are accountable for following the Code and failing to do so can have consequences for both you and your company. Any individual, natural person or business entity, falling under the scope of application, failing to comply with our Code of Conduct exposes itself to, according to the gravity of its act, legal penalties, lawsuits or criminal charges.

2.3 WHAT IF I DON'T FIND AN ANSWER IN THE CODE?

We ensure that our Code of Conduct is as clear and complete as possible. In case of unanswered questions, please contact headquarters (hrm@tml.group). We value your feedback and will be more than happy to respond to your questions.

3. SPEAK UP!

Tailormade Logistics is committed to maintaining a culture of integrity and accountability. All stakeholders (including temporary staff, consultants, etc.) are encouraged to speak up when you know or suspect any irregularities or improper actions that have occurred or may occur. You are urged to report any concerns regarding suspected breaches of the principles and rules outlined in this Code of Conduct or applicable laws and regulations to your business partner.

If you feel uncomfortable doing so, or if this approach does not lead to a satisfactory solution, you have the option to report the matter according to our whistle blower procedure. Reports can be submitted by scanning the QR code that provides direct access to the reporting platform. Reporting can be done either anonymously or with identification, depending on the preference of the reporting individual. All reports will be treated with strict confidentiality and due care.



4. PEOPLE

4.1 HUMAN RIGHTS

We are committed to the highest standards of business and ethical behavior, including compliance with applicable laws and regulations. TML respects human rights as contained in the United Nations Universal Declaration of Human Rights. We hold firm the importance of fair treatment for all. Our mission is to provide a great day at work for everyone, our customers, colleagues, and suppliers. We always strive to do the right thing and achieve success with integrity and accountability. And that's what we expect also from our suppliers!

4.1.1 Ethical recruitment

Suppliers are expected to recruit workers lawfully and in a fair, ethical, and transparent manner, ensuring that the rights and dignity of all workers are protected and respected. Recruitment practices must comply with applicable laws and international labour standards, with particular attention to the fair treatment of migrant workers. Suppliers must not charge workers or their families any fees for recruitment services, contracts, or job opportunities, and must not require deposits, collateral, or any other form of financial guarantee as a condition of employment. Suppliers are strictly prohibited from withholding wages, confiscating identity or travel documents, restricting freedom of movement, or using any practice that could lead to forced labour or exploitation. All duties, working conditions, wages, benefits, and contractual obligations must be communicated clearly and transparently before employment starts. Any personal data collected during recruitment must be treated confidentially, used only for legitimate recruitment and employment purposes, and never shared with third parties without prior written consent, unless required by law.

4.1.2 Equality

Slavery

Suppliers are expected to comply with all applicable laws and international standards regarding child rights, labour standards, minimum working age, and the prevention of modern slavery. Suppliers must not be involved in any form of forced labour, bonded labour, human trafficking, child labour, or child exploitation. They must respect children's right to education and development and must not employ anyone below the legal minimum working age or below the age of 15, whichever is higher. Workers between the ages of 15 and 18 must not perform hazardous work or any work that could negatively affect their health, safety, education, or development. Suppliers are expected to apply these principles throughout their own operations and supply chain. Any violation of these requirements may lead to corrective actions, suspension, or termination of the business relationship with Tailormade Logistics.

Gender equality and women's rights

At TML, we stand for gender equality, dignity, and equal opportunities for everyone. We believe that a respectful and inclusive workplace enables people to perform at their best, regardless of gender, role, or background.

We expect our suppliers to apply the same principles by ensuring fair treatment, non-discrimination, and equal access to opportunities for women and men. Suppliers must provide a safe and respectful working environment, protect pregnant employees and new mothers from unfair treatment, and prevent any form of gender-based harassment or pregnancy-related discrimination. Their practices must comply with applicable labour laws and international standards.

Diversity, Equity, and Inclusion

At TML, we value diversity, equity, and inclusion as essential to a respectful and successful workplace. We believe that everyone should feel accepted, respected, and able to perform at their best, regardless of personal characteristics or background.

We expect our suppliers to promote the same inclusive culture and to prevent discrimination, harassment, or exclusion based on gender, ethnic or national origin, race, colour, religion, age, disability, sexual orientation, gender identity, or any other characteristic protected by law. Suppliers must ensure that all workers are treated with dignity and respect, and that personal information related to identity or beliefs is handled confidentially.

4.1.3 Freedom of association and collective bargaining

We will not interfere with employee's decisions regarding union representation, individual or collective bargaining. Union membership will not negatively influence employment decisions such as promotion or assignments.

4.2 SAFE WORKING CONDITIONS

At TML, we stand for safe, healthy, and respectful working conditions where people are treated with dignity and have the opportunity to develop. We expect our suppliers to apply the same principles by complying with all applicable labour, health, safety, and environmental laws and by respecting internationally recognised human rights and labour standards.

Safety is a top priority at TML, and the protection of people must always come first. We expect our suppliers to take a preventive approach by identifying and reducing risks before incidents occur. Suppliers must provide safe and fair working conditions, ensure that workplaces, buildings, and equipment are safe to use, and take appropriate measures to protect the health and safety of their workers. The use of hazardous materials must be reduced as much as possible, and waste must be prevented, minimised, and managed safely and responsibly.

4.3 WELL-BEING

At TML, we stand for a working environment that protects both physical and mental well-being. We believe that safe, clean, respectful, and supportive workplaces help people stay healthy, feel valued, and perform at their best. We expect our suppliers to apply the same approach by providing safe and healthy working conditions, preventing work-related health risks, and promoting a respectful environment where well-being is taken seriously. Suppliers must ensure access to basic facilities, respond appropriately to health concerns, and prevent discrimination or stigma related to physical or mental health.

4.4 ZERO TOLERANCE TOWARDS ABUSE

At TML, we apply a strict zero-tolerance policy towards any form of abuse, mistreatment, intimidation, or degrading behavior. We expect our suppliers to provide a safe and respectful working environment for all workers, contractors, and business partners. Any conduct that deliberately humiliates, excludes, threatens, or harms another person is unacceptable.

Suppliers must prohibit physical punishment or the threat of physical harm, including hitting, pushing, or any other form of bodily harm. This applies in all work situations, including supervision, training, disciplinary actions, and daily operations.

Suppliers must also prevent verbal abuse, such as yelling, insults, threats, slurs, or demeaning language. Any violation of these expectations may lead to corrective actions, suspension, termination of the business relationship, or legal consequences, depending on the severity of the case.

4.5 RESPECT FOR PERSONAL DATA

The Company respects and protects employees' personal data and processes it in line with applicable data protection laws, including the General Data Protection Regulation (GDPR). Employees have the right to access their personal data and request corrections if information is inaccurate or incomplete. Where allowed by law, employees may also request the deletion, restriction, transfer, or objection to the processing of their personal data. The Company safeguards personal data through appropriate technical and organizational measures and is committed to processing personal data lawfully, fairly, and transparently.

5. INTEGRITY

5.1 CONFLICTS OF INTEREST

At TML, we stand for integrity, transparency, and ethical business conduct. We expect our suppliers to avoid any actual, potential, or perceived conflict of interest and to disclose such situations immediately to their TML business partner. Decisions must always be made objectively and in the best interest of a fair and trustworthy business relationship.

5.2 CORRUPTION AND BRIBERY

TML applies a zero-tolerance policy towards corruption and bribery. Suppliers must never offer, promise, give, request, or accept bribes, facilitation payments, or improper advantages, either directly or through third parties. All business decisions must be based on transparency, fairness, and compliance with applicable anti-bribery and anti-corruption laws.

5.3 GIFTS, HOSPITALITY AND OTHER BENEFITS

TML conducts business with integrity and impartiality. Suppliers must ensure that gifts, hospitality, entertainment, or other benefits never influence, or appear to influence, business decisions. Any benefit that could create a conflict of interest, improper advantage, or breach of anti-bribery rules is not acceptable.

5.4 FREE COMPETITION AND INSIDER TRADING

TML supports fair, open, and honest competition. Suppliers must comply with competition laws and must not engage in practices that restrict or distort competition, such as price-fixing, market sharing, bid rigging, or abuse of a dominant position.

Suppliers who have access to confidential or non-public information must protect it and must never use or share it for personal gain, securities trading, or to benefit others. Insider trading and the misuse of confidential information are unethical, illegal, and strictly prohibited.

5.5 CUSTOMS AND BORDER PROTECTION

TML is committed to full compliance with customs regulations, export controls, sanctions, and trade laws. Suppliers must ensure that all goods, services, technologies, and shipments are correctly classified, documented, licensed where required, and handled in line with applicable legal requirements.

Suppliers must not conduct business with sanctioned countries, entities, or individuals unless legally authorised. They are expected to prevent misrepresentation, unlawful trade, and diversion of sensitive goods to unauthorised users or destinations.

6. ENVIRONMENT

At Tailormade Logistics, we see sustainability as a core responsibility in all activities linked to our business. We aim to cut emissions by improving fuel efficiency, reduce empty mileage, and invest in greener technologies. Our fleet is being modernized, routes are optimized with digital tools, and warehouses are built to be energy-efficient and safe. We support employee well-being through ergonomic workplaces, fair recruitment, data protection, and the right to disconnect. We have zero tolerance for unethical practices such as insider trading or restricted goods. Sustainability guides both our operations and our culture, balancing efficiency with responsibility. We work openly with employees, clients, and partners to ensure progress and accountability. Together, we deliver logistics that meet today's needs while protecting tomorrow's world.

As a transport and logistics company, we are deeply committed to achieving net-zero emissions by 2050. We recognize that the path to this ambitious goal is complex and requires transformative changes across our entire value chain. Achieving net-zero emissions will not only involve reducing our direct emissions through improved fleet efficiency and sustainable practices but also embracing new technologies that can drive significant reductions in our carbon footprint.

Given the rapidly evolving nature of green technologies, we understand that our success in meeting this target will be heavily dependent on cooperation with our business partners. These partnerships are critical to reducing the environmental impact of our industry, which traditionally has been a high emitter of greenhouse gases. We expect our suppliers to support this ambition by complying with applicable environmental laws, actively working to reduce their environmental impact, and taking practical measures to limit emissions, energy use, waste, and the use of hazardous materials. Suppliers are encouraged to continuously improve their environmental performance and to cooperate transparently with TML on sustainability initiatives, data, and improvement opportunities.