

CSRD  
**CORPORATE  
SUSTAINABILITY  
REPORTING  
DIRECTIVE  
2024**

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## MODEXPRESS

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## CHAPTER 1

# FOREWORD BY MANAGEMENT



At Modexpress, sustainable business begins with taking responsibility for each other, for our customers and for the world around us and not just through words, but especially through deeds. Our social engagement is deeply embedded in our DNA, woven into who we are and how we work. We are proud of our long-term partnerships with associations, sports clubs, events and social initiatives that make our society stronger.

We consciously choose to offer a place in our organisation to people who struggle to access employment, not just because we have to, but because we believe in opportunity and in the value of every individual. As an employer, we want to foster an environment where people can develop, feel appreciated and achieve our ambitions together.

While our focus is mainly on social engagement, we recognise that sustainability is about much more than that, which is why we are also making progress in other areas, step by step. We believe that an engaged organisation is also a resilient one and a reliable partner for our customers, our employees and our community.

As a family company founded with a down-to-earth Brabant mindset, we believe it's important that our growth is sustainable, caring for our people, our customers and the communities where we operate. This report for the year 2024 shows where we currently stand and the areas where we are already making firm progress, such as the significant

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reduction in our energy consumption per m<sup>2</sup>.  
At the same time, it outlines our ambitions for the coming years. A comprehensive update will follow in 2026 when we will report on aspects including our carbon footprint, our Scope 3 impact and our progress on the targets we've set.

So, we would like everyone to work together with us, come up with and challenge ideas, and help shape a future where logistics and social value go hand in hand.

Niek Fransen  
CEO, Modexpress



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## CHAPTER 2

# COMPANY PROFILE AND KEY FIGURES

**Modexpress is a family-run business, providing logistics services since 1985. We started out as a haulier of hanging garments, but have grown into a global full-service fulfilment partner, with a firm focus on fashion, lifestyle and e-commerce.**

### About Modexpress

We take care of the entire logistics process, from inbound to warehousing, order processing, haulage and return logistics for leading brands in the Netherlands and beyond.

Our strength lies in our flexibility, reliability and tailored, customer-focused solutions. We collaborate, we adapt and we invest in long-term relationships with our customers, our people, and the world around us. By combining technological flexibility with a personal, human-driven approach, we deliver value that our customers appreciate thanks to our scalability, pragmatism and focus on solutions

### Mission

Modexpress is the full-service logistics fulfilment partner in Europe for global fashion and lifestyle brands. Since 1985, we have supported brands in exploring new market opportunities and turning the ambitions of our customers, teams, and organisation into reality, all with a focus on social impact.

### Vision

Our vision is to create a world where logistics fulfilment is the link that reinforces our customers' growth and success. We believe in building lasting relationships and delivering tailored solutions that achieve ambitions.

## FACTS AND FIGURES (2024)

132,700 M<sup>2</sup> **Total STORAGE CAPACITY**

>20,000 **Daily SHIPMENTS**

5 **Number of SITES**

>400 **EMPLOYEES**

### Structure and locations

Modexpress operates from several branches in the Netherlands, including Helmond and Alphen aan den Rijn. With a total storage capacity of over 120,000 m<sup>2</sup>, we handle more than 20,000 shipments to shops and consumers every day, both in the Netherlands and internationally.

### Customers and markets

Our customers operate in the fashion, lifestyle, retail and e-commerce sectors. Whether they're an established name or emerging brand, we act as an extension of our customers delivering seamless logistics, exceptional service and reliability they can depend on.

## Why sustainability suits us at Modexpress

Sustainable business is who we are. Our people make the difference, which is why we invest in development, job satisfaction and a safe working environment. We are seeing that our customers (and their customers) increasingly value transparency, social engagement and sustainable partnerships. Modexpress wants to adapt to this, without losing our pragmatic and down-to-earth character. We are committed to:

- ▶ Reducing our carbon footprint through energy efficiency measures
- ▶ Supporting employees through training, mentoring and an active staff association
- ▶ Offering opportunities to people struggling to gain employment
- ▶ Sponsoring local sports clubs and social initiatives.

## CHAPTER 3

# DOUBLE MATERIALITY ANALYSIS

We use the principle of double materiality as a starting point for our sustainability strategy. We not only look at how social and environmental issues affect our business (financial materiality), but also at what impact Modexpress has on people and the environment (impact materiality).

## Approach

For this first report, we gathered input from interviews with employees from various parts of the organisation, customer surveys, tender requirements, audit results and social developments in our sector. This input was fed into an initial materiality analysis, which we plan to expand and quantify in the coming years.



## Material topics

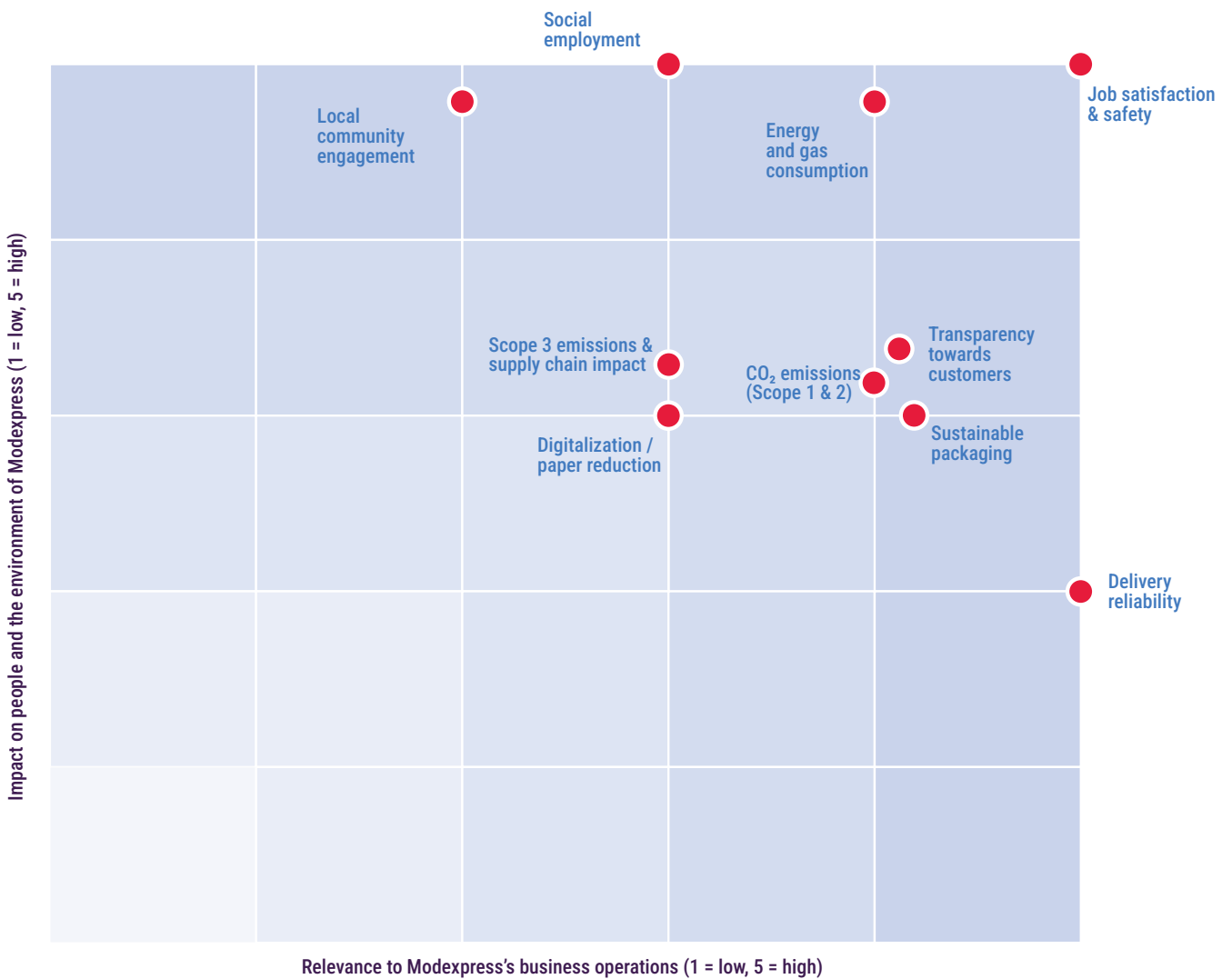
Based on this exploration, we distinguish the following main topics:

TOPICS	IMPACT	INFLUENCE	EXPLANATION
Job satisfaction & safety	High	High	Essential for employee retention, sustainable employability and well-being
Energy and gas consumption	High	High	Key focus within our own operation and for external audits
Employment opportunities	High	Average	We actively offer opportunities to people struggling to gain employment
CO <sub>2</sub> emissions (Scope 1 & 2)	Medium	High	Directly linked to our energy use; important for customers and policy.
Sustainable packaging	Medium	High	Customers expect less waste and more sustainable packaging solutions
Digitalisation / paper reduction	Medium	Medium	We are actively working on going paperless and digitalising processes
Delivery reliability	Low	High	Strategically important to customer satisfaction and service quality
Local community engagement	High	Low	We support associations and initiatives, but this is not a customer requirement
Transparency towards customers	Medium	High	Customers expect measurable and traceable sustainability information
Scope 3 emissions & supply chain impact	Medium	Medium	Important for the future; insight and collaboration scheduled for 2025–2026

## Materiality matrix

We use the simple materiality matrix below (indicative), where the vertical axis represents Modexpress’s impact on people and the environment, and the horizontal axis represents the influence of that topic on our business operations. Topics at the top right are the most material.

**Materiality Matrix Modexpress (scale 1-5)**



## Further steps

In 2025-2026, we will update and refine this matrix based on:

- ▶ Stakeholder interviews (customers, employees and partners)
- ▶ More data on environmental impact (including Scope 3)
- ▶ Internal sessions on risk assessment and opportunity analysis

This matrix therefore marks the first step towards a structural ESG policy in which we base choices and investments on what really matters to us and our environment.



## CHAPTER 4

# STRATEGY & SUSTAINABILITY POLICY

Sustainability is not a one-off project for us, but an increasingly important, continuous part of our operations. We take a practical, people-orientated approach, where social engagement, good employment practices and customer-focused sustainability are central. At the same time, we are taking measurable steps in energy, waste, mobility and digitalisation. We are ambitious, but also realistic. More than anything, we want to do what is right for our organisation and do it well.



## Strategic principles

### 1. Focus on social value

We focus primarily on topics where we can make a real difference: offering opportunities to people struggling to access employment, investing in job satisfaction and safety, and actively contributing to local associations and initiatives.

### 2. Customer-focused sustainability

We are working in partnership with our customers towards more sustainable solutions, such as reducing plastic packaging, reducing the air in boxes using a smart packing machine and making order processing digital. These initiatives lower our collective environmental impact and improve our customer experience.

### 3. Gradual reduction of CO<sub>2</sub> emissions

We aim to structurally reduce our carbon footprint, mainly focusing on Scope 1 and 2, such as gas and electricity consumption. We have also started preparing data for Scope 3, such as on our freight partners, packaging and commuting. In cities like Arnhem and Nijmegen, we now cover the last mile sustainably through our cooperation with Groene Rijders.

### 4. Realistic and data-driven approach

Since insights form the basis of improvement, we are investigating which additional indicators we should measure to map out our carbon footprint more fully. These include the number of shipments per means of transport, the proportion of reusable packaging or the percentage of sustainably generated energy. Only by measuring these properly can we manage them effectively.

### 5. Working towards clear KPIs per topic

This report does not contain a complete set of sustainability targets. Our aim is to include one or more KPIs for each material topic in the 2025 report (to be published in 2026) that we can support with measurable data.

## Specific policies and initiatives

TOPICS	POLICY / INITIATIVE
Employment	Structural employment provided through Senzer, on-the-job support
Working safely	RI&E, active prevention officer, focus on pressure at work and physical strain
Employee development	Internal training opportunities, collaborative leadership, staff association
Energy & buildings	LED lighting, solar panels, energy-efficient installations
Transport & distribution	Route optimisation, multi-mode transport, partnership with Groene Rijders
Packaging & waste	Reuse of cardboard, less plastic, smart packing machines to reduce empty space
Printing and paper use policy	Insight into printing behaviour per branch, objective of paperless working
Sponsorship & local community	Structural support for associations and local social causes

## How sustainability is organised

There is no formal sustainability department at Modexpress. Responsibility for policy and implementation currently lies with management, HR, facilities and operations management. Sustainability is a standing agenda item at strategic meetings. Employees are involved through workplace initiatives, evaluations and team feedback.

In 2025, we want to embed sustainability more formally in policy, consultation structures and our reporting. In the 2025 report (to be published in 2026), we aim to include the first concrete KPIs, including broader Scope 3 insights, so we can build a structure where social value and economic continuity reinforce each other.

## CHAPTER 5

# ENVIRONMENTAL

In line with the Environmental, Social and Governance (ESG) structure in this chapter, we describe our impact on the environment and the initiatives we undertake to reduce it. The focus is on topics such as energy, emissions, waste, transport and packaging. In doing so, we distinguish between our direct impact (Scope 1 and 2) and the wider chain impact (Scope 3), for which we are developing a roadmap.

## Energy consumption and CO<sub>2</sub> emissions (Scope 1 and 2)

Modexpress has 120,000 m<sup>2</sup> of business space spread across several locations. Thanks to structural investments in LED lighting, solar panels and energy-efficient installations, electricity consumption per m<sup>2</sup> has fallen significantly in recent years. Gas consumption has also decreased thanks to better insulation and our employees' conscious efforts. Active measures are taken to prevent unnecessary heating on our premises. The results over the past four years show a clear decrease in both electricity and gas consumption per square metre:



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## ELECTRICITY

YEAR	ELECTRICITY CONSUMPTION (KWH)	AREA (M <sup>2</sup> )	CONSUMPTION PER M <sup>2</sup> (KWH)
2021	2,538,842	103,200	24.6
2022	2,375,086	103,200	23.0
2023	1,654,911	116,200	14.2
2024	1,837,680	132,700	13.8

## GAS

YEAR	GAS CONSUMPTION (M <sup>3</sup> )	AREA (M <sup>2</sup> )	CONSUMPTION (M <sup>2</sup> )
2021	195,526	103,200	1.9
2022	160,027	103,200	1.6
2023	125,365	116,200	1.1
2024	115,037	132,700	0.9

*This reduction confirms that our measures are actually effective and provides a solid foundation for even further sustainability measures. We monitor our energy use annually and are working on a measurement structure that will allow us to reliably determine our carbon footprint (Scope 1 and 2) in full. We intend to publish those results every year, in relation to the size of our organisation (e.g. per m<sup>2</sup> or per order line).*

## Transport and mobility

We are taking steps to make our transport flows more efficient and sustainable. We are still in the process of inventorising our own vehicles. At the same time, we are looking critically at our collaborations with hauliers. In Arnhem and Nijmegen, we have made the last mile fully electric thanks to our collaboration with Groene Rijders. Optimising routes and combining shipments have also helped to reduce the distance travelled and, in turn, our emissions.

## Packaging and waste

By using smart packing machines, we are reducing the number of boxes with empty space. We also reuse cardboard as much as possible and limit our use of plastic packaging. In doing so, we are responding to customer demand while cutting our volume of waste and our indirect emissions. Our printer usage is actively monitored at each location, with our goal being to go completely paperless.

## Scope 3 emissions and chain insight

Scope 3 emissions (such as outsourced transport, commuting and purchased goods) are partially reflected in our measurements at this time. However, we do recognise that this will eventually become the largest category. We are therefore developing an approach to start measuring these chain emissions structurally from 2025, using reports from hauliers, packaging data and input from suppliers, for example.

## Further measurement targets and preparation for integral CO<sub>2</sub> reporting

To strengthen and future-proof our environmental policy, we will further expand the data we collect in the coming years. As well as energy consumption, we plan to use additional indicators that together give a complete picture of our environmental impact.

For example:

- ▶ Fuel consumption by our own vehicles
- ▶ Transport data from hauliers (number of shipments, type of vehicle and distance)
- ▶ Modal split and commuting distances
- ▶ Consumption of cardboard and plastic per order
- ▶ Number of zero-emission deliveries (e.g. from Groene Rijders)

Our ambition is to report this data annually and adjust it relative to the company size, e.g. by measuring per million euros of turnover, per 1,000 orders or per square metre of warehouse space.

## Looking ahead: our annual carbon footprint

Our goal is to publish a carbon footprint covering all relevant scopes every year from 2026 onwards, tailored to the nature and scale of our operations. Based on this, we can set reduction targets for each component, and gradually build a complete, transparent environmental policy.

## CHAPTER 6

# SOCIAL

At Modexpress, people come first. As a family business, we believe in long-term relationships, a safe working environment and providing opportunities for everyone, regardless of background or barriers to employment. Our social engagement can be felt in our workplace and across the community.

### Employment and inclusive hiring

Modexpress offers structural employment to people who struggle to access the job market, in collaboration with Senzer and others. Employees receive support and can develop within a stable and respectful environment. This approach is not only socially valuable but also enriching for our team.



## Work environment and safety

A healthy and safe working environment is essential for sustainable employability. We invest in:

- ▶ Keeping an up-to-date RI&E and following up on points of improvement
- ▶ Management by a prevention officer
- ▶ Training on and attention to physical strain, ergonomics and mental workload
- ▶ Incident recording and continuous improvement culture

## Employee development and engagement

Our people make the difference. That's why we:

- ▶ Provide room to grow and on-the-job training
- ▶ Encourage collaborative leadership, and a culture of openness and equality
- ▶ Have an active staff association that organises regular activities to strengthen mutual bonding

## Confidential counsellors and integrity

Confidential counsellors have been appointed at Modexpress, who employees can approach with any questions or concerns they have about integrity, inappropriate behaviour or other personal matters. The aim of this initiative is to underpin our open and safe working environment.

## Social engagement

Modexpress is actively engaged in the wider region. We consistently sponsor local sports clubs and support social initiatives. We believe that a strong community helps feed into a healthy organisation.

## CHAPTER 7

# GOVERNANCE

Modexpress is a family-run business with a flat organisational structure and short lines of communication. Responsibility, reliability and down-to-earth entrepreneurship are at the heart of the way we work. Building on this foundation, we are consciously integrating sustainability into our decision-making.

### Administrative integration

Sustainability is not yet a fixed item in our consultation structures, but it plays a growing part in our strategic choices and investments. Decisions on energy, buildings or community engagement, for example, are taken at board level, in coordination with operational and facilities management. In 2025-2026, we aim to structurally include ESG criteria in our management consultations and annual plan cycles.

### Transparency and integrity

Modexpress acts on the basis of trust, respect and clear agreements. We work with established processes and are accountable internally and externally for our performance. Employees are encouraged to inform their manager or HR about any signs of irregularities. In addition, confidential counsellors have been appointed within the organisation as an accessible point of contact in case of any integrity-related questions or suspicions of inappropriate behaviour. All reports are made in complete confidentiality.

## Responsibilities and supervision

The ultimate responsibility for sustainability policy lies with management. Policy preparation and implementation are handled across HR, facilities, operations and communications. In the coming period, we will examine how we can strengthen the policy on sustainability, for instance through internal audits, external review or the inclusion of ESG responsibilities in job profiles.



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## CHAPTER 8

# FUTURE PLANS AND ROADMAP

At Modexpress, we see this report not as an end point, but as a starting point. In the years to come, we intend to expand on our current sustainability actions and introduce new ones. This requires better understanding, broader involvement and structural embedding within our organisation.

## What we want to achieve in concrete terms

To help guide our sustainability ambitions, we have set the following targets for 2025-2026:

1. Reduce CO<sub>2</sub> (Scope 1 & 2): By 2026, we aim to emit at least 10% less CO<sub>2</sub> (in terms of tonnes) than in 2023.
2. Reduce paper use: We want the total number of printed pages in 2026 to be 25% lower than in 2023.
3. Switch completely to LED lighting: All sites must be equipped with LED lighting by the end of 2025.
4. Formally anchor sustainability in our business: We intend to include ESG targets in management meetings, KPIs and annual plans.

## Risks and barriers

We realise that sustainability also brings its challenges:

- ▶ Employee shortages may delay implementation.
- ▶ Sustainability requires investments that may be under pressure due to costs.
- ▶ Under Scope 3, we have limited direct influence on partners and suppliers.

## Further development towards 2026

- ▶ Integrate sustainability into our strategic consultation structures
- ▶ Expand Scope 1 and 2 insights to include data on fuel and renewable energy
- ▶ Start inventorising for Scope 3 (hauliers, packaging and commuting)
- ▶ Strengthen stakeholder dialogue (internal feedback and customer expectations)
- ▶ Annual internal progress report

## Periodic reporting

This first report has been prepared for the year 2024.

In 2026, we plan to report more comprehensively on our progress on sustainability targets and carbon footprint, as we gradually build an organisation that is socially and ecologically future-proof.

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