



OUR ECOSYSTEM



CUSTOMERS



SUPPLIERS



EMPLOYEES



**SHAREHOLDERS/
INVESTORS**



**REGIONS
AND LOCAL
COMMUNITIES**



REGULATORS

WE ARE ALWAYS IN CONTACT WITH THE STAKEHOLDERS IN OUR ECOSYSTEM. BY LISTENING TO OUR CUSTOMERS' EXPECTATIONS, WE PROVIDE ANSWERS AND FACILITATE CHANNELS FOR ONGOING DIALOGUE IN ORDER TO IDENTIFY ANY UNMET NEEDS, AS WELL AS TO REPORT ON OUR ACTIVITIES AND THE PROGRESS OF OUR CSR POLICIES.

KEY EXPECTATIONS

- Reliability of products and fleet
- Meeting servicing deadlines
- Understanding needs
- Technical advice
- Quality of service
- Technological innovations

- Expanding the volume of purchases and investments in the fleet
- Partner relationships
- On-the-ground feedback
- Innovations, product testing
- Fair payment terms

- Working conditions
- Health and safety
- Professional and personal development
- Fair pay
- Work-life balance

- Profitability
- Economic performance
- Transparency
- Risk management
- ESG development

- Environmental impact
- Social commitment

- Regulatory compliance
- Environmental and social responsibility

CURRENT RESPONSES

- Supplier of recognised brands
- Local presence
- Service vehicle fleet
- Technical expertise in after-sales service

- Close collaboration with industry leaders
- Negotiation of fair partnership terms

- Safe working environment
- Training and development programmes
- Workplace well-being policy

- Transparent financial reporting
- Clear risk management strategies
- Commitment to sustainability

- Carbon footprint reduction initiatives
- Local and social support projects

- Compliance with standards and regulations
- Sustainability policy in line with legal requirements

TOOLS FOR DIALOGUE

- Customer sales force
- Long-term contracts

- Annual negotiations
- Links with technical teams
- Long-term contracts

- Satisfaction survey every two years

- Participation in the life of the company via committees
- TowerBrook ESG Survey
- ESG Community

- Involvement with local networks

- Active involvement with the DLR (the French trade association for construction and material handling distributors and rental companies)