



Tyro Group
Report 2023
ESG Review



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About us

- Tyro Group operates in the pest management industry, comprising eight companies operating throughout Finland, Norway, Sweden, the Republic of Ireland and the United Kingdom.
- The company's main markets are commercial and residential pest control and wildlife management.
- In the pest management industry, the type of treatment applied influences the environmental impact (e.g., pesticide use has a larger carbon footprint than more traditional animal traps). Applying alternative non-toxic treatment methods can reduce the risks and environmental damage associated with biocide use.
- Sustainability is an integral part of how Tyro Group's operates, from fleet management to waste. Underpinning this are annual ESG action plans for all Tyro Group companies.
- This report includes only companies Tyro Group owned for the 2023 reporting period: Pelias in Norway and Vergo in the United Kingdom.

Our ESG work

619	NOKm revenue
674	FTEs
9490	tCO2-eq
8.8	Accident rate

ESG highlights in 2023

- Improvements have been made to the communication of Tyro Group's progress on ESG initiatives. This includes submitting annual ESG data to customers and making related information publicly available online.
- Advanced vehicle route planning software has been implemented. This
 will increase efficiency, reduce costs, and lower the Group's carbon
 footprint.
- Landmark Wildlife Services, a division of Vergo Pest Management based in the UK, received the 'Sustainability Initiative of the Year' award at the National Pest Awards 2023.



Our approach to ESG

We are examining the importance of sustainability from an industry standpoint and envisioning its impact over the long term. We have pinpointed specific material themes, considering the entire value chain, and review these annually.

We have established key performance indicators (KPIs) for the identified material themes and discuss these throughout this report. Lastly, we have identified opportunities for creating value and have developed an action plan to make progress.



- The pest control industry is being influenced by stricter regulations on the responsible use of pesticides and a shift in consumer demand towards more animal- and planet-friendly control methods.
- For instance, the EU Directive 2009/128/EC advocates for Integrated Pest Management (IPM) systems, which involve using a combination of chemicals, natural alternatives, and preventive measures to tackle pests.
- Moreover, consumers and local governments are paying more attention to the use of 'inhumane' traps (e.g., glue traps), and many of these traps will be phased out in the coming years. There is an increasing demand for IPM, organic alternatives to pesticides and other non-toxic means of trapping, removing or preventing pest ingress without harming the environment.
- In addition to these changes, there is a growing focus on smart pest control solutions as the emphasis on pest prevention increases.

Our key material ESG themes

	UPSTREAM	OPERATIONS	DOWNSTREAM
Environmental			
Climate		Climate change mitigation and Energy (Carbon footprint management)	
Water and marine resources			
Biodiversity and ecosystems			
Resource use and circular economy			Waste Hazardous materials management
Social			
Own workforce		Working conditions: Health and safety Employee health and safety	
Workers in the supply chain			
Affected communities			
Costumers and end-users			Personal safety of consumers and/or end-users Product quality and safety
Governance			
Business conduct		Corporate culture Governance and ESG strategy	

Climate change mitigation and energy

 Tyro Group contributes to CO2e emissions across its value chain, mainly through its purchased goods. The group can screen its value chain further and reduce emissions by limiting emissions from its fleet and 'greenifying' its energy use.

Waste

 Substances present in pesticides should be carefully managed to prevent negative environmental and health & safety impacts.

Working conditions

As a Pest Management company, fostering a
positive work environment is crucial for attracting
and retaining employees. The Group provide
continuous learning and development
opportunities, integrating inclusion and diversity
as part of this.

Health and safety

 Pest Management companies typically focus heavily on health and safety. To reduce risks, Tyro Group should have adequate safety measures and processes in place.

Personal safety of consumers and end-users

 Ensuring safety and quality of the service offering is critical for companies to ensure long-term customer retention and business growth.

Corporate culture

• Establishing a robust corporate culture mitigates risks related to business misconduct.



ESG risks and opportunities

MA	TERIAL TOPIC	RISK	OPPORTUNITY
1	Climate change mitigation	 Offering products/services with relatively high carbon footprints may lead to losing customers with ambitious climate targets High levels of GHG emissions may result in increased costs associated with future carbon taxes 	√ Positioning the Groups offering as a solution to reduce customer GHG emissions has the potential to drive revenue growth
2	Waste	X There is a risk that customers will choose competitors if the work on developing sustainable solutions stalls.	√ Expand its 'green' and 'greener' pest control offerings where possible, reducing biodiversity and attract new customers.
3	Health and safety	x Failure to maintain a healthy and safe work environment could result in accidents, injuries, and legal repercussions, leading to both reputational and financial consequences	√ Ensuring product quality and safety may increase productivity and reduce sick leave
4	Personal safety of consumers and/or end-users	x Product errors or safety issues could damage brand reputation, leading to decreased sales and potential lawsuits.	√ Ensuring product quality and safety can enhance brand reputation and customer trust, leading to customer loyalty and increased revenue
5	Corporate culture	X Contributing to business misconduct, within own operations or the supply chain, may damage Tyro Group's reputation and lead to loss of customers and skilled workers.	√ Fostering a culture of transparency and high ethical standards can improve employee morale while building trust with stakeholders, customers and suppliers



ESG progress in 2023

Priority project

Description of project

Priority project: sustainability

narrative

A clear and compelling sustainability narrative informs stakeholders that Tyro Group takes actions to protect its clients, communities, and the environment in the way it conducts its business. This will raise the profile of both Vergo and Pelias as a service provider, as well as an employer to current and prospective talent, whilst also promoting 'green' pest solutions to the public.

Priority project: smart pest control / technology

The implementation of smart pest control software will reduce technicians' travelling from site to site (therefore reducing carbon emissions) and the number of biocides used to treat pests. Smart pest control software will alert technicians as soon as the first signs of possible pests are detected (through sensors). This gives technicians the opportunity to treat pests in an early stage, reducing the use of biocides, consumables and equipment.

Progress in 2023

1. In progress

Pelias: Add a sustainability page to our web site (fully completed)

Pelias: Make sustainability information easy to access (nearly completed)

2. In progress

Pelias: Finalize the controller unit for the system (fully completed)

Vergo: Integrate the PowerShield solution within Vergo's pest control proposition in the UK. (in progress)

Vergo: Smart Traps (Pest Alert Sentry) trial and testing (in progress)

Thermal AI Detection (Pest Alert Sight) trial and testing (in progress)

ESG progress in 2023

Priority project

Description of project

- 3a.Priority project: route optimisation system (Vergo)
- 3b. Priority project: charitable and in-kind services (Pelias)58

3a. By rolling out a route optimisation system, Vergo will reduce its main source of carbon emissions into the environment (petrol/diesel travel) whilst generating cost savings on fuel expenditure and travel time.

3b. Tyro Group, particularly Pelias, can demonstrate its commitment to local communities, improve its CSR standing and support its branding through the delivery of in-kind services and engaging with communities.

Progress in 2023

3a: In progress

- Vergo: Identification and sourcing of advanced route planning software (fully completed)
- Vergo Integration of route planning software into Vergo's operational scheduling processes (in progress)
- Vergo: Development of API links between the route planning software and Vergo's operational management software, SAFE. (in progress)

3b: In progress

- Pelias: Monetary donation to naturvernforbundet and monetary donation to barnekreftforeningen (fully completed)
- Pelias: Sports and cultural events for children and young people (in progress)
- Vergo: Introduce employee volunteering sche me for Vergo (in progress)

ESG priority projects for 2024

Priority project

Description of project

1

CSRD readiness

Tyro Group will be covered by the EU Corporate Sustainability Reporting Directive (CSRD) and the interlinked European Sustainability Reporting Standards (ESRS) from financial year 2024 with first report to be published in Q1 2025.

A key priority for 2024 is therefore to prepare and establish necessary structure for the implementation of the new reporting requirements. 2

Local Social & Environmental Impact

With over 800 employees spread across all geographic regions in the countries where Tyro Group operates, its workforce has the potential to make a positive social impact and contribute to local communities and environments.

By providing the necessary tools and resources, Tyro Group can empower its employees to advance social and environmental initiatives that are personally important to them and beneficial to their local communities.

3

Non-Toxic Pest Control

Due to recent changes in legislation that limit the use of biocides and pesticides for pest control, there is a growing need to focus on non-toxic methods. For instance, rodent glue boards are now prohibited for general commercial use in all Tyro Group countries. Tyro Group has the opportunity to lead the way in implementing innovative, non-toxic pest control solutions for its clients through in-house product development, sourcing new products, and forming strategic partnerships.

Actions for 2024

- Decide on internal working group with clear responsibilities for the implementation of CSRD/ESRS.
- Perform double materiality assessment in line with CSRD/ESRS requirements.
- Establish structure for CSRD/ESRS datacollection.

- Scope project plan and project team.
- Develop Impact KPIs as well as initiatives to increase impact.
- Identify and subsequently implement a social impact platform to all Tyro Group businesses

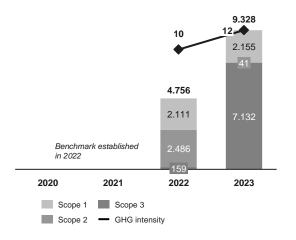
- · Initiate project
- Develop Impact KPIs
- Develop initiatives to increase impact

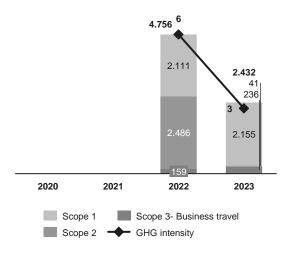
Climate change

- Tyro Group is planning to reduce its carbon emissions in the long run to minimise its environmental impact. The company is primarily focused on reducing emissions from its fleet by transitioning to electric vehicles and exploring intelligent routing software to minimize travel time and related carbon emissions.
- In 2023, Tyro Group implemented intelligent routing software to reduce technician vehicle journey distances and associated Co2 emissions.
- The greenhouse gas (GHG) emissions remained constant from 2022 to 2023. 75% of the Group's total emissions result from scope 3 emissions, with "Purchased goods and services" contributing the highest emissions.
- Vergo has published the carbon savings resulting from its transition to electric vehicles online. To date, the company has reported savings of 147 tCO2-eq.
- The Group intends to further decarbonise its energy use in the near future. For example, the Group is exploring options to install solar panels and improve heat insulation in its facilities.

Absolute GHG emissions (tCO2e) & GHG intensity (tCO2e/NOKm)

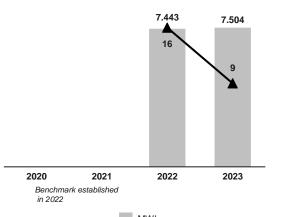
Absolute GHG emissions (tCO2e) & GHG intensity (tCO2e/NOKm)





Energy consumption (MWh) & Energy intensity (MWh/NOKm)

Renewable energy consumption (%)





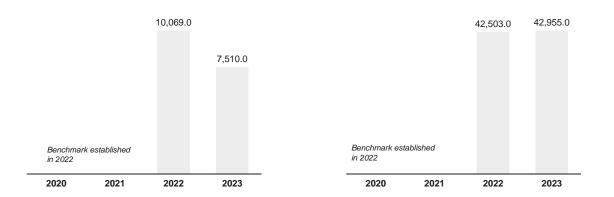
MWh
GHG intensity

Waste

- Tyro Group has implemented various initiatives to reduce its use of hazardous materials and manage hazardous waste responsibly. The Group has actively promoted, and is looking to expand, its sustainable pest control offerings, aiming to reduce the use of biodiversity-damaging chemicals in treating pest infestations and ensuring the use of alternatives where possible.
- By utilizing intelligent pest control software, technicians will be alerted as soon as the first signs of pests are detected. This allows them to treat pests at an early stage, resulting in reduced use of biocides.
- Pelias is certified with ISO 14001 for environmental management, which
 requires monitoring of waste streams and ensuring they are sorted and
 managed in alignment with the standard. Vergo has processes in place,
 including a 'waste disposal assessment procedure,' and employs thirdparty waste management services to ensure regulatory adherence and
 best practices.
- Tyro Group also has a group-wide recycling policy covering multiple waste streams with the objective to recycle as high a percentage as possible and limit waste to landfill or incineration.
- The group regularly evaluates the impact of its biocide use, promoting alternative non-toxic pest management approaches to reduce the impact on biodiversity.

Hazardous waste Tonnes

Total waste Tonnes



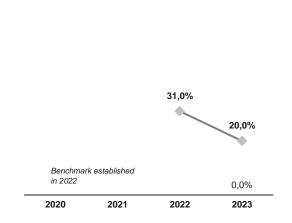


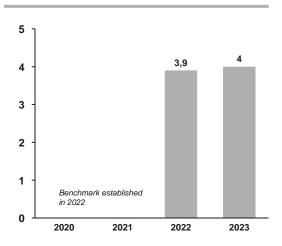
Working conditions

- Tyro Group offers its employees various opportunities for learning and development in pest management. These opportunities range from specialized pest control courses, such as bird control, to IT courses, and aim to enhance workplace safety.
- The company has a diversity and inclusion policy to ensure equal treatment of employees, regardless of any legally protected characteristics in both companies.
- Employees can voice concerns related to working conditions through whistleblowing policies, incident management reporting platforms, individual one-to-one meetings, and annual employee surveys.
- The group reviews all incidents and takes measures, if necessary, to reduce future risks. It also has a feedback system that allows anyone, regardless of position, to provide feedback to a person in the organisation.
- Pelias has published its declaration on human rights and decent working conditions to promote appropriate working conditions for all its employees. The company will provide more details on how it implements this code in its next annual report, due in June 2023.

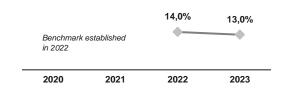
Employee turnover (%)

Employee satisfaction score* (#)





Gender diversity in total workforce (%)



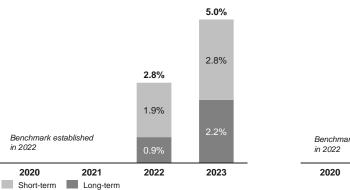
^{*}Currently, Vergo uses a different methodology to measure employee satisfaction (2023 - 54%). Therefore, this year we will only disclose Pelias' Employee satisfaction score in the table above

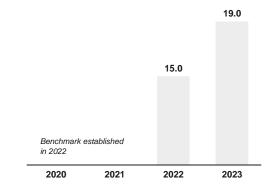
Health and safety

- Tyro Group provides its employees with multiple courses to develop as a
 pest controller, ranging from specialised pest control courses, such as
 bird technician to Microsoft and IT courses. These courses also have the
 aim to increase safety in the workplace.
- Concerns related to working conditions can be voiced during management one-to-one's as well as through employee working environment surveys that occur on an annual basis.
- All incidents are reviewed by the Group and, if necessary, the measures are put in place to reduce risk for the future. The Group has a feedback system in place, giving the opportunity for anyone to give feedback to a person in the organisation regardless of position.

Absenteeism rate (%)

Accident rate (# accidents / 1,000 FTEs)

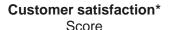




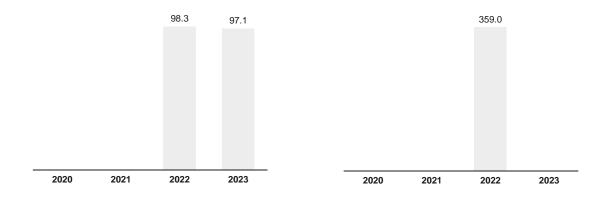


Personal safety of consumers and end-users

- Service and product quality is monitored through annual customer surveys that inquire about experiences with group companies and online forums where complaints can be made. Furthermore, the Group keeps track of a set of KPIs to compare progress on a yearly basis.
- Safety is assured through quality assurance audits at the company level and local area management audits. Deficiencies and faults are registered for future prevention.
- Vergo is a member of the British Pest Control Association, which
 encourages safety precautions and quality of service on par with
 the national standard. Pelias is a member of SKABRA, a pest
 industry association in the Nordics that encourages the use of
 safe and environmentally friendly control methods.
- Both companies in the Group are certified to the ISO 9001 standard, which ensures they provide adequate pest control treatments.



Quality related errors*





Corporate culture

Goverance and ESG strategy

- In 2022, Vergo launched its People Charter, which outlines the company's core values and code of conduct regarding ethical behaviour. Pelias also publishes its key values on its website to ensure that both internal and external stakeholders are aware of them.
- Tyro Group companies have robust governance processes. Policies, procedures, and key initiatives are periodically reviewed to ensure they continue to meet and exceed local and national regulatory requirements and underpin the Group's ESG objectives.
- Vergo and Pelias' management teams regularly discuss ESG, including environmental risks and social considerations. Management personnel are assigned to specific ESG topics to support accountability within the team. Vergo and Pelias have appointed sustainability leads to drive ESG initiatives across the group.
- Tyro Group sponsors multiple initiatives related to the communities in which it operates. An example of such an initiative is the sponsorship of the White Lotus Martial Arts Club in Lydney, England. Additionally, in partnership with the Norwegian Labour and Welfare Administration, Pelias offers employment opportunities to often overlooked candidates and won the Cooperation of the Year award at Tunetin2022. Pelias is an approved apprenticeship company across several departments, providing IT, office administration, and field pest control training.
- Tyro Group currently has four board members, two of whom are independent, and none of whom are women.

Policy		Comment
Anti-corruption policy	✓	Implemented across the group
Whistle blowing policy	~	Implemented across the group
Code of Conduct	~	Implemented across the group
Anti-slavery policy	~	Implemented across the group
ESG policy	~	Implemented across the group
Diversity & inclusion policy	~	Implemented across the group
Health & safety policy	~	Implemented across the group
Biodiversity policy	~	Implemented across the group
Crisis management policy	~	Implemented across the group
IT / GDPR policy	~	Implemented across the group
Compliance program	~	Implemented across the group

Targeted UN SDGs

As a company providing pest control services in both commercial and domestic settings, Tyro Group is exposed to. potential negative impacts on hazardous waste generation (SDG 12) and biodiversity (SDG 15). For both these SDGs major significant challenges still remain in relation to these SDGs in Norway and the United Kingdom. Tyro Group demonstrates alignment with these two SDGs through its policies to minimise the use of pesticides and chemicals in treatment processes.

Company activity	SDG	SDG target	SDG indicator	Companys KPIs
Minimise the use of chemicals during pest treatments	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.4: By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment	12.4.2: Hazardous waste generated per capital and proportion of hazardous waste treated, by type of treatment.	KPI: Hazardous waste, tonnes IRIS+OI346 10,069 7,510.0 Benchmark established in 2023 2020 2021 2022 2023
Minimise the use of pesticides during pest treatments	15 LIFE ON LAND	15.3: By 2030, combat desertification, restore degraded land and soil, including land affected by desertification, drought, and floods, and strive to achieve a land degradationneutral world	15.3.1: Proportion of land that is degraded over total land area.	KPI: Pestcides alternatives used # clients IRIS+PI5184 To be published from 2024 onwards 2020 2021 2022 2023

ESG KPI overview

		Vergo	Pelias	Tyro Group
KPI	Unit	2023	2023	2023
ENVIRONMENTAL				
Scope 1	tCO ₂ e	1702	453	2155
Scope 2	tCO ₂ e	7	33.5	41
Scope 3	tCO ₂ e	3972	3160.2	7132
Total GHG emissions	tCO ₂ e	5681	3647	9328
GHG intensity (NOK)	tCO ₂ e / mNOK	11	12.8	11.5
GHG intensity (EUR)	tCO ₂ e / mEUR	127	147	132
Energy consumption	MWh	7181.9	322.6	7504
Energy intensity (NOK)	MWh / mNOK	13.9	1.1	9.25
Energy intensity (EUR)	MWh/mEUR	160	13.0	106
Share of renewable energy	%	0	100	5
Waste produced	Metric tonnes	64.99	42. 89	107.88
Hazardous waste produced	Metric tonnes	35.65	7.47	43.12
SOCIAL				
Total number of FTEs	#	480	194	674
Share of female FTEs	%	14.4	17	15.1
Accident rate	# of accidents per 1,000 FTEs	8.3	10	8.8
Short-term absenteeism rate	%	2.5	3.2	2.7
Long-term absenteeism rate	%	0.96	3.5	1.7
Total absenteeism rate	%	3.46	6.7	4.4
Employee satisfaction score*	#	-	3.9*	4*
Governance				
Data security breaches	#	0	0	0

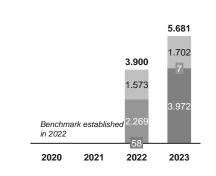
^{*}Currently, Vergo uses a different methodology to measure employee satisfaction (2023 - 54%). Therefore, this year we will only disclose Pelias' Employee satisfaction score in the table above

Summary Vergo

- Climate change mitigation: Vergo is working on a strategy to reduce the carbon emissions produced by its vehicle fleet. This involves replacing older internal combustion engine (ICE) vehicles with electric (EV) and plugin hybrid electric (PHEV) vehicles. Furthermore, Vergo is looking into using smart-routing software solutions to further decrease vehicle carbon emissions. Although Vergo currently does not use renewable electricity, it is exploring options to transition to this by 2024.
- **Hazardous materials:** Vergo has implemented waste management processes and initiatives to reduce the amount of waste generated from its operations.
- Health and safety: Working conditions are regularly reviewed through individual interviews and check-ins. Vergo has an integrated Quality, Health, Safety, and Environment (QHSE) business management system in place.
- Personal safety of consumers and end users: Consumer safety is monitored through Quality Assurance audits, local area management audits, and client audits at the local level. Customer satisfaction is tracked via the Vergo helpdesk and complaints procedures. Vergo is certified with the ISO 9001:2015 Quality Management System (QMS) by the UKASaccredited external body Marketing Quality Assurance (MQA).
- **Governance**: Vergo has updated its Diversity & Inclusion Policy in 2024 to include human rights. Additionally, specific Diversity & Inclusion training is provided to all managers. Vergo enforces a zero-tolerance policy towards modern slavery and human rights abuses, adhering to its Anti-Slavery and Human Trafficking Policy and Ethical Business Practices Policy.

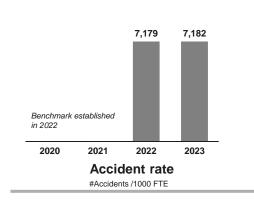
Total GHG emissions

tCO2 -eq



Energy consumption

MWh



2021

2022

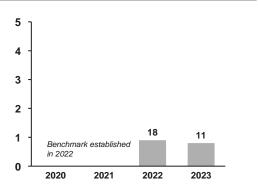
2023



2020

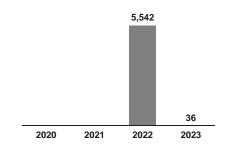
GHG intensity

tCO2 -eq/NOKm



Hazardous waste produced

Tonnes

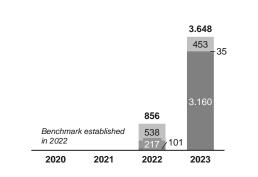


Summary Pelias

- Climate change mitigation: Pelias is making progress with a strategy to reduce the carbon emissions generated by its vehicle fleet. This is being achieved by replacing legacy ICE vehicles with EV and PHEV vehicles. Pelias procures renewable energy for its entire operations.
- Hazardous materials: Pelias has processes in place to deal with hazardous materials and waste. The company's R&D department is focused on meeting goals related to poison-free pest control, reducing the use of hazardous products. Pelias is ISO 14001 certified, demonstrating its commitment to waste management.
- Health and safety: Pelias has a system for reporting deviations, incidents, and near misses. All incidents are reviewed, and measures are put in place to reduce risk for the future. Pelias conducts individual interviews and an annual employee survey to investigate labour conditions. A feedback system is in place. In 2023, Pelias achieved an employee satisfaction score of 4, indicating a high level of satisfaction.
- Personal safety of consumers and end users: Pelias is ISO 9001:2015 certified. Pelias has dedicated staff who work to safeguard the quality and safety of services. In 2023, Pelias achieved a customer satisfaction score of 97.1%, demonstrating a high level of customer satisfaction.
- Governance: Pelias ensures products and operations adhere to international human rights and working conditions standards, guided by UN and OECD principles. Through annual assessments, supplier compliance is verified with Ethical Guidelines and Norwegian legislation. Pelias demand respect, dignity, and responsibility from employees, suppliers, and partners, emphasising harm prevention and equality.

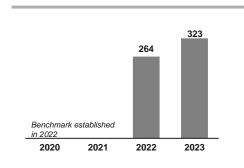
GHG footprint

tCO2 -eq



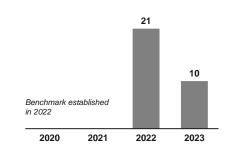
Energy consumption

MWh



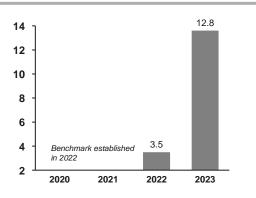
Accident rate

#Accidents /1000 FTE



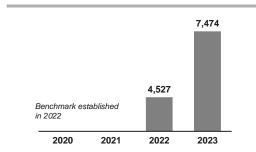
GHG intensity

tCO2 -eq/NOKm



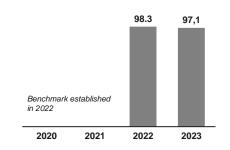
Hazardous waste produced

Tonnes



Customer satisfaction score

Score (out of 100)



Reporting parameters

Legal name Tyro TopCo AS

Org. nr 928 882 020

NACE sector code 81.291 -Disifecting and exterminating activities

Location of headquarter Martensvegen63, 2409, Elverum, Norway

Nature of ownership Majority owned by Norvestor, a leading Private Equity Fund

Reporting period January 1, 2023 – December 31, 2023

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