

Beleidsnota AVK Belgium

“I am very privileged and honored to welcome you to our company. AVK has gained leadership position through hard work and dedication from more than 5500 AVK team members. We all can be proud of this.”



Niels Aage Kjær (Owner)

AVK Belgium nv is responsible for the sales and marketing in the BELUX market.

Our company is part of a global group of companies operating in two main segments:

- Water solutions
- Advanced Manufacturing

1. Introduction

1.1 Purpose

It is our purpose to develop and manufacture high quality solutions, that are part of vital infrastructure, with a long lifespan.

The products are used in vital infrastructure, including water supply, wastewater treatment, energy supply, as well as a wide range of industrial applications that contribute to sustainable development, human health, and a better environment.

1.2 Scope

Sales & Service of valves, fittings, hydrants & accessories for drinking water, wastewater, gas, fire protection and industrial applications.

1.3 Our DNA

You will find that our DNA is rooted deep in our history. History is key to our future success. AVK's DNA can be defined as the following: We are determined to continuously improve our business, our solutions and our people.

2. Our Mission, Vision and Values

2.1 Mission

We are committed offering the highest quality and safest solutions in time to our customers, using the latest technology. This while acting responsible, respecting the environment, and providing meaningful jobs for our employees.

2.2 Vision

Being the leader and preferred partner in our industries.

Offering quality, innovation, reliability, sustainability and customer service.

Be a reliable and trustworthy business partner by acting responsible while balancing financial, environmental and social aspects.

2.3 Our focus

Our solutions unburden our customers and are part of vital infrastructure with the focus on:

- Water supply and treatment
- Energy applications
- Industrial applications

2.4 Our Values

AVK Belgium operates with five core values, which play an important part in defining “who we are” as a company and act as principles that guide everything we do:



These values permeate the whole organisation, and you will easily feel them both internally and externally – whether dealing with external customers or collaborating with colleagues across the global organisation.

2.4.1. Quality

Quality is reflected in everything we do - throughout the entire process, reaching from initial ideas to final execution and continuing collaboration.

It is found in AVK's activities and behaviour, both between colleagues and towards customers. It is found in general information about anything from products, process and supply to service and guidance. This unbending approach to quality has created the foundation for our position as market leaders.



Our quality is what makes us stand out from the crowd.

2.4.2 Innovation

Change is essential for business today. With an innovative approach, we stay adaptive to current and future market demands.

Through continuous scrutinising and optimisation, we assure that our solutions are always meet the stakeholders demands.



2.4.3 Reliability

We want to be a reliable and trustworthy business partner by striving to meet the relevant standards and specific customer demands.

Our products are manufactured in facilities that are certified according to the ISO 9001 standard for quality management, to the ISO 14001 for environmental management, ISO 50001 for energy management and to ISO 45001, the international standard for occupational health and safety management.



2.4.4 Sustainability

AVK recognises the ten principles of the UN Global Compact, which are concerned with human rights, labour, environment and anti-corruption.

AVK supports the UN Sustainable Development Goals (SDGs). We focus on SDG 6 related to clean water and sanitation and SDG 9 related to industry, innovation and infrastructure.

AVK also contributes to other SDGs including the SDG 3 related to good health and well-being, SDG 8 related to decent work and economic growth, SDG 12 related to responsible consumption and production, SDG 13 related to climate action and SDG 17 related to partnerships.



We ensure that sustainability is the foundation of our production and that we have a healthy and safe work environment.

2.4.5 Customer Service



At AVK Belgium we measure ourselves by our customer's progress and satisfaction - not only with our products, but also with the way we are able to handle their needs, enquiries and requests.

We believe in long-term partnerships and close ties with our market, always putting the needs of our customers first.

3. Legal and Regulatory Framework

AVK Belgium conducts its activities in accordance with all applicable laws and regulations. This legal and regulatory framework forms the basis for the policy described in this memorandum and is binding on all employees, managers, directors and, where applicable, third parties acting on behalf of AVK Belgium.

3.1 Belgian legislation

AVK Belgium complies with all relevant Belgian laws and implementing decrees that apply to its activities, including but not limited to:

- Labour law and social legislation, including regulations on working conditions, working hours, well-being at work, non-discrimination and social dialogue.
- Legislation on well-being, health and safety at work, including the Well-being Act of 4 August 1996 and associated implementing decrees.
- Environmental and environmental legislation, including regulations relating to waste management, emissions, energy consumption and permits.
- Economic and commercial law, including provisions on fair competition, anti-corruption and transparency.
- Legislation on data protection and privacy, with particular attention to the processing of personal data of employees, customers and partners.

AVK Belgium expects its employees to familiarise themselves with the legislation relevant to their position and to act in accordance with these provisions.

3.2 European regulations

In addition to national legislation, AVK Belgium complies with all directly applicable and relevant European regulations, directives and regulations, including:

- General Data Protection Regulation (GDPR);
- European regulations on working conditions and employee rights;
- Environmental and sustainability directives applicable to the sector in which AVK Belgium operates;
- Regulations on product quality, safety and conformity, where applicable.

Where European regulations have been transposed into Belgian legislation, both levels are applied in conjunction with each other.

3.3 Internal guidelines and standards

In addition to external laws and regulations, AVK Belgium applies internal guidelines and standards that supplement the legal requirements. These include:

The AVK Group Code of Conduct;

- Internal policy documents, procedures and work instructions;
- Any group-wide guidelines imposed by AVK Holding or the AVK Group;
- Relevant international standards and best practices voluntarily endorsed by AVK Belgium.

In the event of a conflict between local legislation and internal guidelines, the strictest standard takes precedence, with due observance of the applicable legal provisions.

4. Goals AVK Belgium NV

4.1 People

Create a positive supportive and safe work environment to contribute to good health and well-being of our colleagues. Provide challenging and meaningful jobs with impact.
Develop and upgrade core competences.

Ergonomic Investments:

- Height-adjustable desks.
- Six overhead cranes at the warehouse and assembly workplaces
- Ergonomic screw system for flange connections.

To encourage our employees to stay in a good health we installed a bicycle shed with 16 charging points for electrical bikes. On top of this we offer a very wide range of lease bikes to all our employees. This enables reduction of traffic jams and CO-reduction.

Ventilation System: New ventilation system including heat recovery (max 45m³/h per person) for a healthy indoor climate controlled by a CO-sensor in each room.

KPI's to monitor:

- 1) Number registered hours of training/education at AVK Belgium in FY2025/2026, minimum 288 hours.
- 2) Illness rate at AVK Belgium in FY2025/2026 below 4.5% vs total working hours/month.
- 3) Number of kilometres cycled at AVK Belgium in FY2025/2026 must be above 10500km.

4.2 Safety

Number of incidents at AVK Belgium in FY2025/2026:

- incidents involving lost working time no higher than the sector average Joint Committee 200
- Less than or equal to 10 minor incidents requiring assistance from a first-aider.

4.3 Climate & sustainability & Environment

We strive to go carbon neutral by 2030 and net zero by 2040 driven by the corporate goals and vision.

KPI: CO2 emissions at AVK Belgium in FY2025/2026 17 TCO2

KPI: Total Energie consumption in KWH at AVK Belgium in FY2025/2026 must reduce 10% vs last BY.

See addendum 1.

4.4 Quality

We strive for:

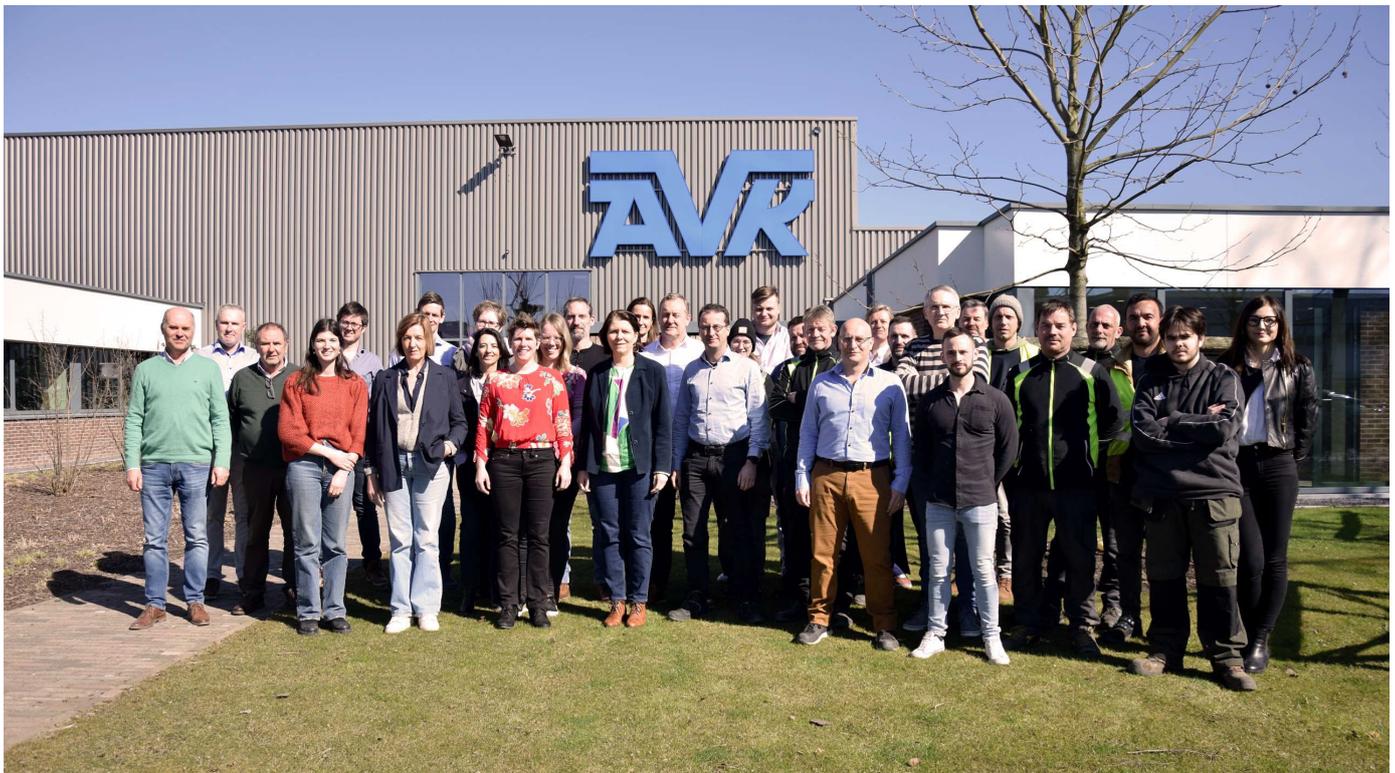
- Customer satisfaction: we strive to be the customer's privileged partner.
- Quality: we strive for quality in every step we take.
- Reliability: we strive to be credible and consistent.
- Innovation: we innovate to make a difference for our customers.
- Sustainability: we adopt a long-term philosophy.

KPI's to monitor:

- SC & L: average number of order lines shipped and posted per week = minimum 500
- SC&L: stockvalue should not pass the level of 90 stock days
- Start to register and analyse all, received customer and internal, complaints at AVK Belgium for FY2025/2026

4.5 Stakeholders

Collaborate with and challenge our partners to think and act in a sustainable way.



Dirk Jansegers
General Manager
AVK Belgium NV
05/03/2026

Addendum 1, CO₂ Performance Ladder

Policy statement on energy- and CO₂-management

The management of AVK Belgium recognises the importance of sustainable energy use and reducing CO₂ emissions in all aspects of its business operations. This policy statement forms the basis for the energy and climate management system within our organisation, within the framework of the CO₂ Performance Ladder Step 1.

We are committed to systematically improving our energy performance, our climate impact and the associated processes. The management endorses the following commitments and will provide the necessary resources to achieve them:

- Monitoring energy consumption and greenhouse gas emissions at our site and during the execution of our logistical and operational activities.
- Ensuring compliance with applicable energy and climate legislation, as well as other voluntary commitments entered into by AVK.
- Pursuing demonstrable, continuous improvement in our energy and CO₂ performance through measurable short- and long-term targets.
- Periodically evaluating the associated opportunities and risks, in line with our strategic choices, technological developments and changes in regulations.
- Integrating these objectives into the tasks and responsibilities of key figures within our organisation and regularly monitoring this management system through internal and external audits.
- Ensuring transparent communication and dialogue with our employees and external stakeholders, including through publicly accessible information on our website.

Our ambition

AVK Belgium strives to be a reliable, progressive and sustainable partner by limiting its impact on the environment, using energy efficiently and actively contributing to national and international climate objectives. The management is committed to actively promoting, supporting and evaluating this policy on an annual basis.

Addendum 2, ISO9001:2015

Our organisation's policy is aimed at continuously meeting high expectations in terms of quality.

AVK Belgium attaches great importance to the quality of the products and services it provides in all its activities* and strives to continuously improve its quality policy.

With regard to quality, the policy focuses on:

- Maintaining and increasing customer satisfaction and customer focus
- Increasing the knowledge and experience of employees within the organisation
- Continuing to meet the requirements set by legislation and regulations, customers and other stakeholders
- Setting quality objectives and continuously improving
- Monitoring external and internal quality and continuously improving processes
- Contributing to clarity within the organisation by establishing responsibilities, authorities, procedures and working methods in the field of quality
- Promoting uniformity in our work, so that the strength of our working method comes into its own in every assignment and contributes to the success of the assignment
- Delivering services in accordance with the set requirements and focusing on minimising risks and maximising opportunities

* The activities covered by our ISO9001:2015 system are described as follows:

Sales and service of valves, hydrants, fittings and accessories.