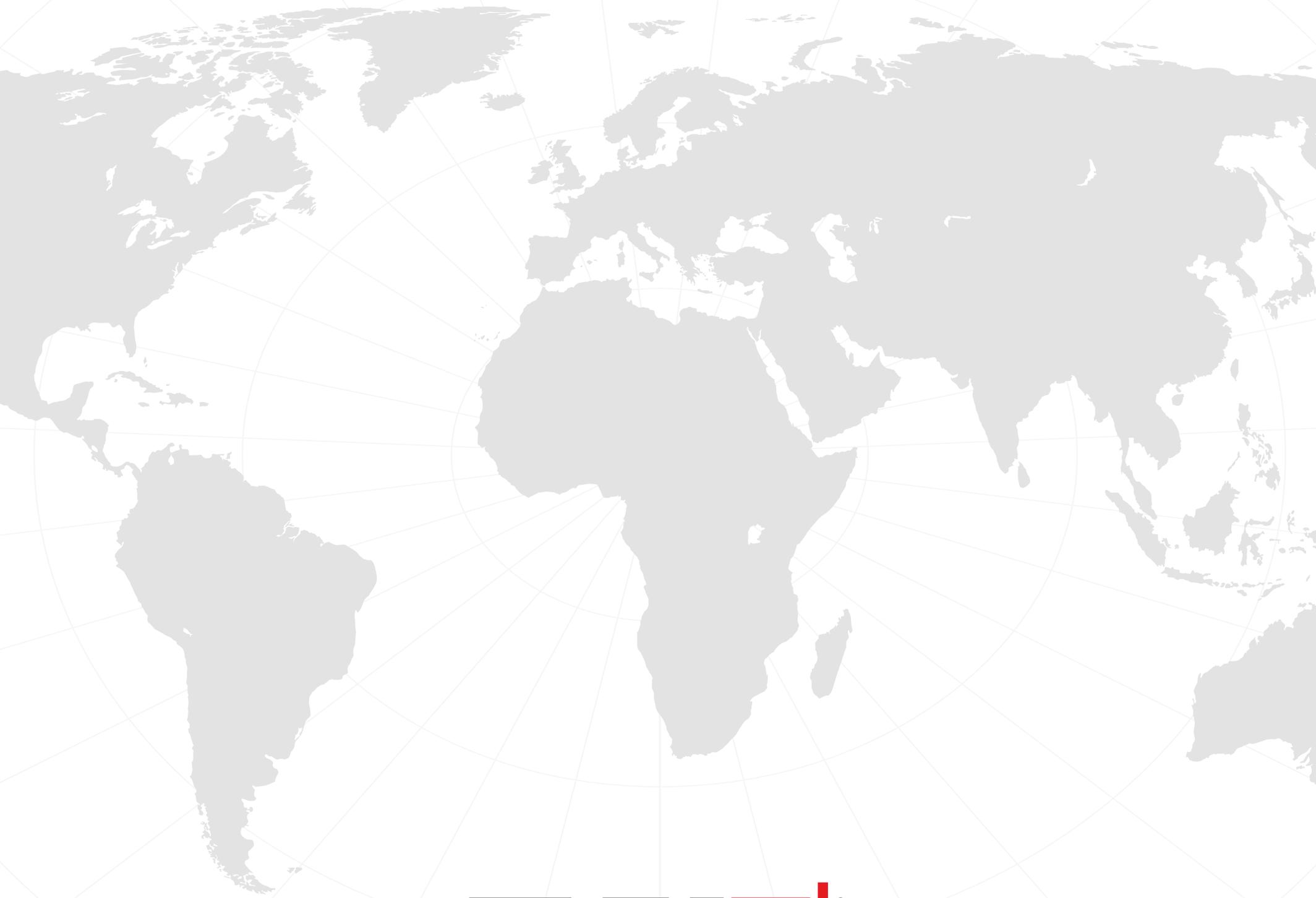


C O R P O R A T E B R O C H U R E



# BOARD OF DIRECTORS



## ■ TVH Parts Co

Parts and Accessories America (North, Middle & South America)

*from left to right:*

Frank Carter | Els Thermote | Pat McLaughlin | Dirk von Holt

## ■ TVH Group NV

Group Head Office (Europe, Africa and Asia-Pacific)

*from left to right:*

John Laebens | Bernard De Meester | Ann Thermote | Pascal Vanhalst |  
Dominiek Valcke | Guy Vandendriessche | Paul Thermote



**TVH Group NV**  
Group Head Office  
Waregem  
(Belgium)



This corporate brochure briefly explains what the TVH group has been standing for worldwide since Paul Thermote and Paul Vanhalst founded the company in 1969.

TVH Group is a group of companies with a long, rich history, built for and by people.

No matter how large the group is, our eye for customers' needs and expectations will continue to be the guiding principle in all our activities.



**TVH Parts Co**  
Parts and  
Accessories  
America  
Kansas, Olathe (USA)



It's the people that make the difference.

**WEAREONE**

The families  
Thermote & Vanhalst

*“We commit ourselves to maximising customer satisfaction by offering each customer the right product at the right price with the guaranteed best service.”*



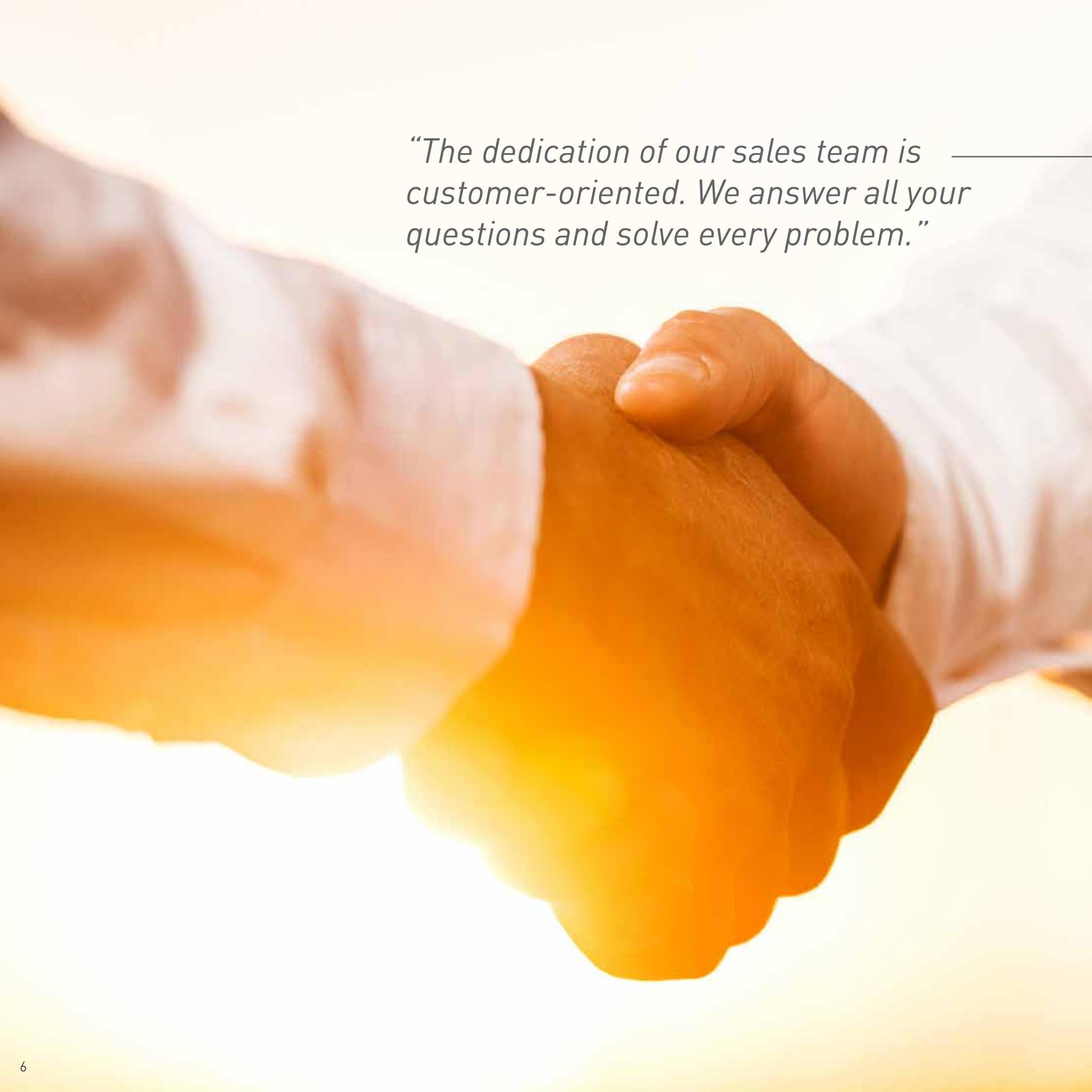
# MISSION STATEMENT



## WE ARE COMMITTED

- to be the worldwide leading supplier of quality replacement parts and accessories for material handling, industrial vehicles and agricultural equipment
- to be the reference for sales, service and repair of new and second-hand forklifts, aerial work platforms, scissor lifts ...
- to have very strong customer relationships
- to provide a true one-stop shop experience
- to always strive for operational excellence through continuous measured improvements and innovative business practices
- to foster a challenging and rewarding environment for our employees that encourages teamwork, growth, development, creativity and initiative

passionate people  
clear communication **happy customers**  
**smart solutions** excellent experiences  
**strong ambitions**



*“The dedication of our sales team is customer-oriented. We answer all your questions and solve every problem.”*

# CORPORATE VALUES

## ONE-STOP SHOP

- Parts and accessories for material handling, industrial and agricultural equipment
- New and second-hand lift trucks and aerial work platforms, service and rental activities
- More than 600 000 parts in stock with 21 000 000 known references
- Deliveries within 24/48 hours worldwide



## CUSTOMER EXPERIENCE

- Sales support in 32 languages
- Technical support for all U.S., Asian and European makes
- 24/7 online inquiry, ordering of parts and monitoring of transactions via MyTotalSource
  - MyProductSearch: find the reference using technical details or product specifications
  - MyPartsFinder: find the reference starting with machine details
- MyEquipmentFinder: consult the stock list of our second-hand machines
- Full marketing support package with on- and offline tools, tailored to specific customer segments

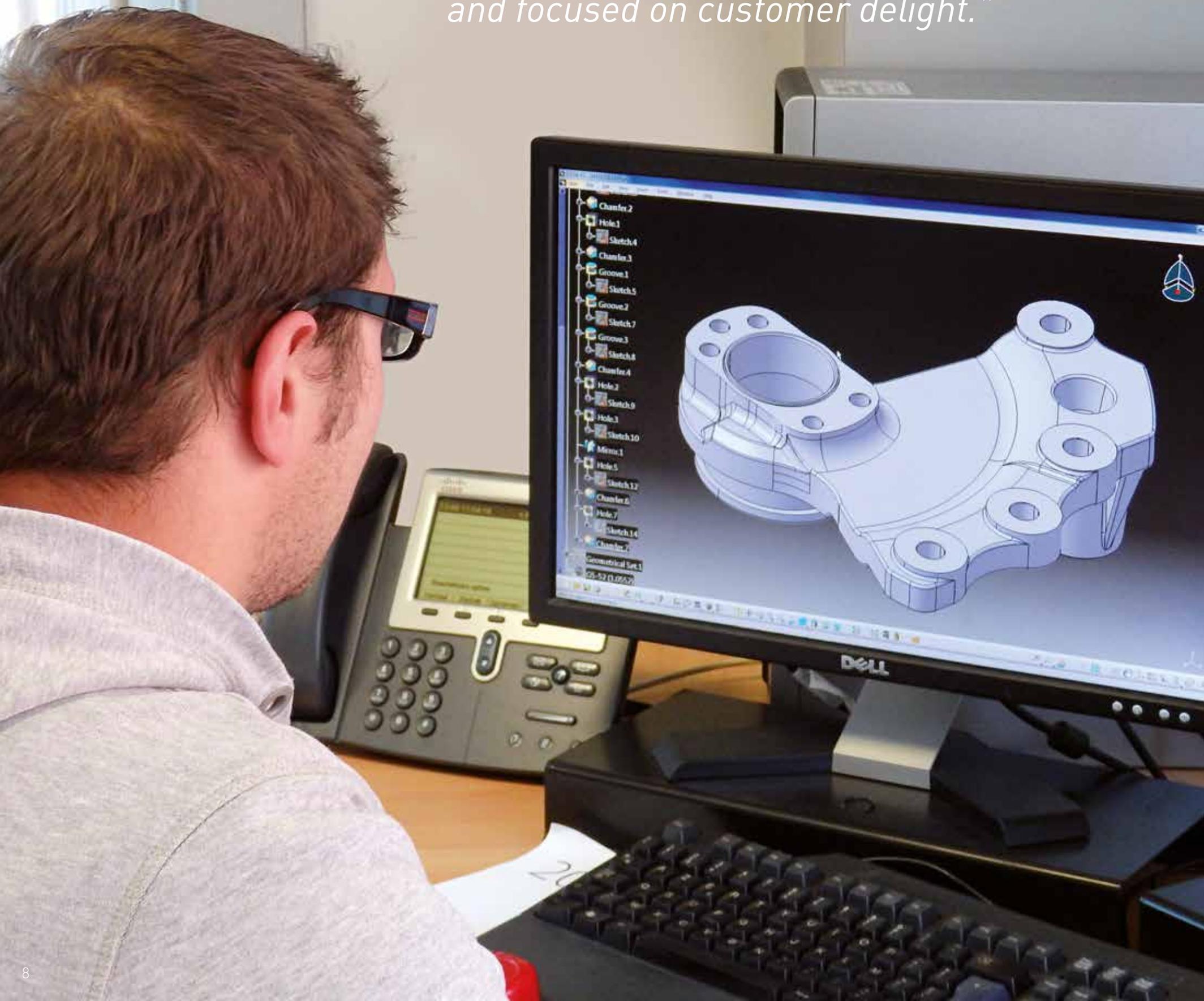
## PEOPLE

- To protect and safeguard its solid reputation, TVH has implemented a code of conduct for its employees, based on integrity, responsible conduct, teamwork, excellence and commitment
- Continuous improvement of working conditions in order to reduce accidents or illness
- TVH welcomes diversity among its employees: we are open to all cultures, ages, nationalities ...
- We are One: a project to make sure that everybody within TVH learns the values of TVH Group and gets the opportunity to act accordingly

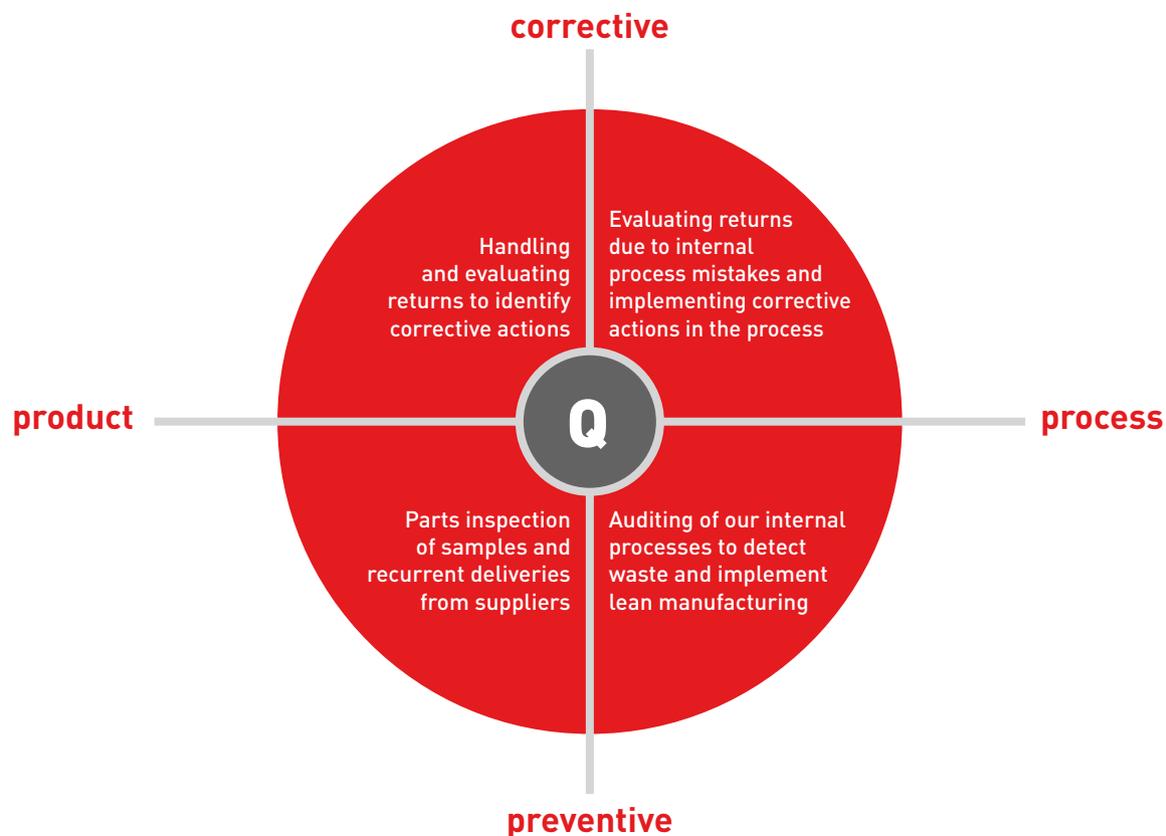


**WEAREONE**

*“We are innovative, ambitious  
and focused on customer delight.”*



# QUALITY



## QUALITY

- A clear focus on both corrective and preventive actions with regards to products and process
- Acceptance of parts and assemblies based on engineering specifications
- Supplier rating based on product quality, packaging of goods and overall reliability
- Professional high-standard testing and measuring devices
- Prototypes are installed into machines and are tested in a real working environment
- Test reports can be provided to the customers for a variety of products
- Detailed goods-in inspection



*"All parts, all makes."*



**MATERIAL HANDLING EQUIPMENT PARTS & ACCESSORIES**

- One-stop shop that provides parts for all brands and makes, from the smallest nut - over reconditioned printed circuit boards - to the complete chassis
- Consumables and accessories for internal transport equipment, warehouse and workshop parts, tools (Beta, Fluke, Force ...) and much more

**INDUSTRIAL EQUIPMENT PARTS & ACCESSORIES**

- Extensive range of parts for aerial work platforms, telehandlers, scrubbers and sweepers, port equipment, tail lifts and other industrial vehicles
- Mechanical and hydraulic attachments

**AGRICULTURAL EQUIPMENT PARTS & ACCESSORIES**

- Over 600 000 references for engines, clutches, transmissions, rear axles, hydraulic and brake parts, filters, accessories and much more for tractors of all major makes



> 15 000 order per day  
> 47 000 order lines per day



> 21 000 000 known references



> 600 000 different stock items



> 500 000 m<sup>2</sup> of warehousing

**Facts & figures**



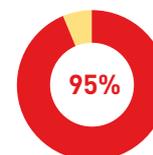
> 25 000 customer s



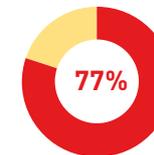
We sell in 172 countries



Parts for over 250 makes



Next-day delivery



Orders via e-commerce



Orders delivered within the promised time frame

Shipments by



Road

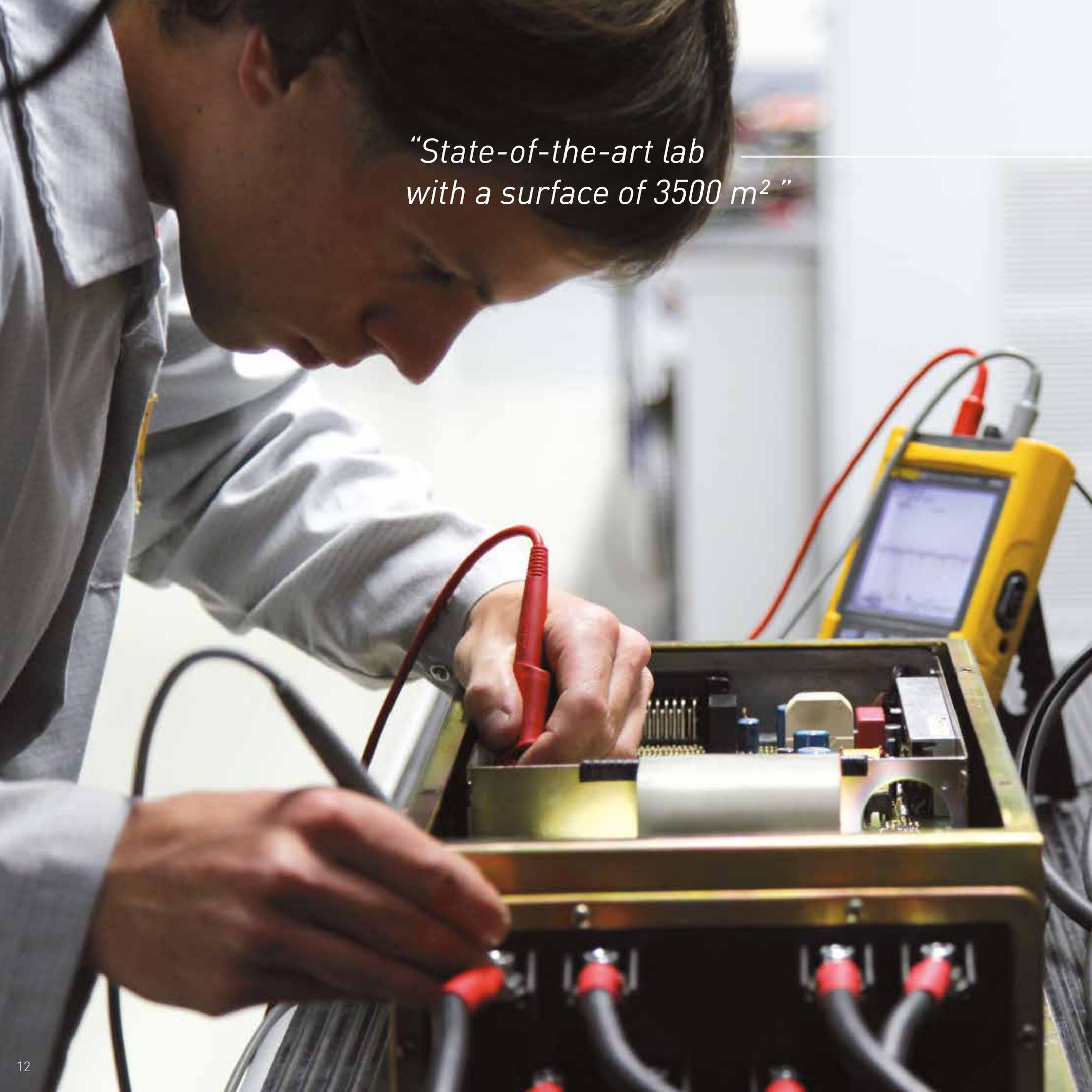


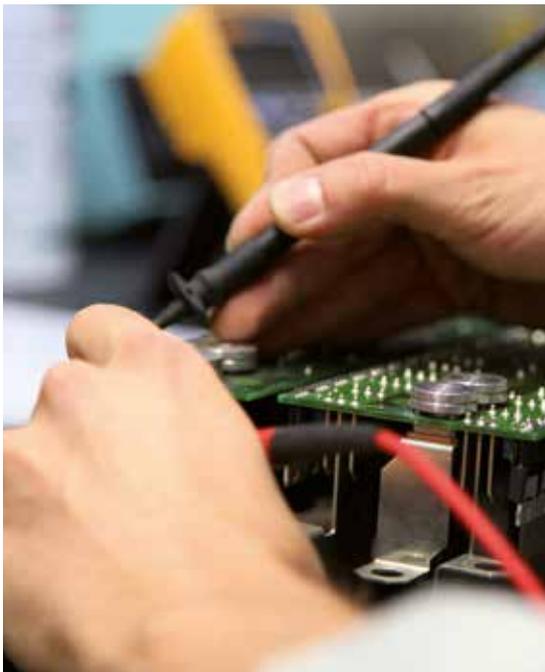
Air



Sea

*“State-of-the-art lab  
with a surface of 3500 m<sup>2</sup>”*





**ELECTRONICS DEPARTMENT**

- Europe's largest, best-equipped and most diverse service centre for the repair of electronic parts for forklifts, aerial work platforms and industrial vehicles
- Repair of 25 000 electronic parts each year
- Each engineer specialises in a specific make
- Research & Development team provides the perfect test systems
- All reconditioned parts are supplied with the same warranty period as our new parts
- Possibilities: reconditioned parts, customer repair, core purchase, retrofit and handset rental
- TVH is a worldwide distributor of Curtis, PG Drives Technology, Sevcon and SME



*“We ensure service, reliability  
and quality.”*



**TVH**EQUIPMENT

**INTERNATIONAL SALES**



### INTERNATIONAL SALES DEPARTMENT

- Specialist in second-hand lift trucks and aerial work platforms
- A permanent stock of 900 machines: 600 lift trucks and 300 aerial work platforms in second-hand condition
- Also telehandlers and all-terrain lift trucks available
- Consult the daily updated stock list of second-hand machines: [mef.tvh.com](http://mef.tvh.com)

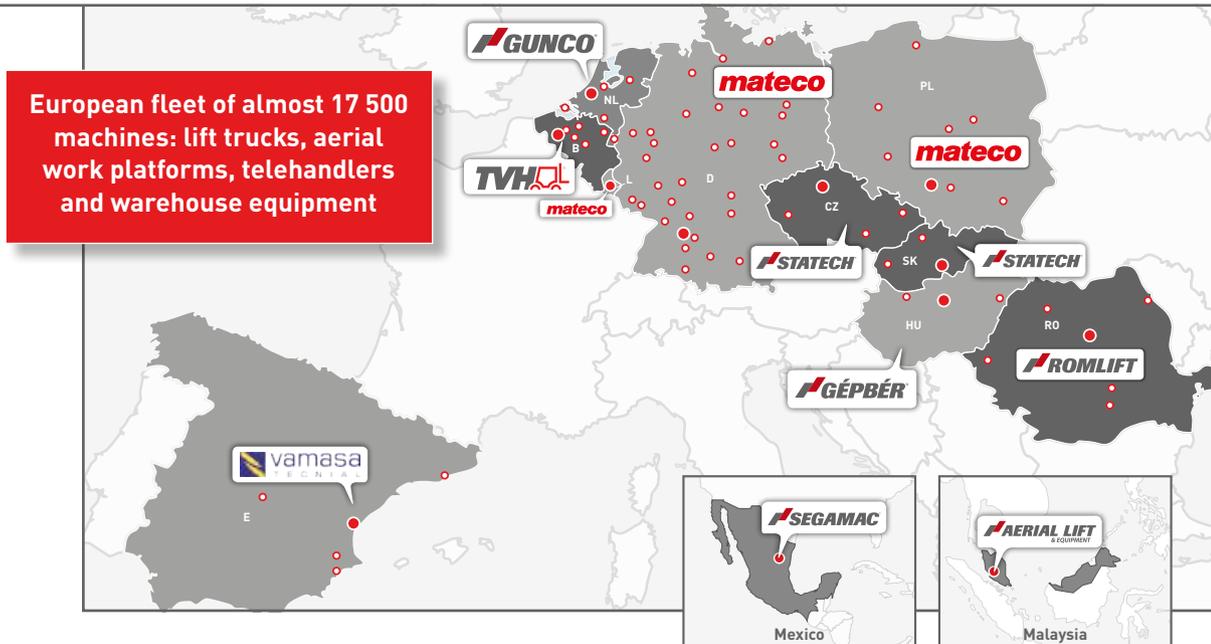


*“The most cost-effective solution  
for temporary projects.”*



## TVH EQUIPMENT

## RENTAL



### 77 BRANCHES

<b>TVH Equipment</b>		<b>Gépbér</b>	
Belgium	6	Hungary	3
<b>Gunco</b>		<b>Romlift</b>	
Netherlands	6	Romania	6
<b>HDW</b>		<b>Segamac</b>	
Netherlands	1	Mexico	1
Belgium	1	<b>Aerial Lift &amp; Equipment</b>	
<b>Mateco</b>		Malaysia	1
Germany	31	<b>Vamasa</b>	
Poland	8	Spain	5
Luxembourg	1		
<b>Statech</b>			
Czech Republic	4		
Slovakia	3		

### TVH EQUIPMENT

- Rental and sales activities in Belgium
- Aerial work platforms, lift trucks and telehandlers
- [www.tvh.com](http://www.tvh.com)

### GUNCO

- Rental, sales activities and re-rent in the Netherlands
- Aerial work platforms, lift trucks and telehandlers
- [gunco.com](http://gunco.com)

### HDW

- Sales and operational leasing in the Netherlands and Belgium
- Aerial work platforms and telehandlers
- [www.hdwnl.com](http://www.hdwnl.com)

### MATECO

- Rental activities in Germany, Poland and Luxembourg
- Aerial work platforms, a wide range of truck-mounted platforms and telehandlers
- [www.mateco.de](http://www.mateco.de)
- [www.mateco.pl](http://www.mateco.pl)
- [www.mateco.lu](http://www.mateco.lu)

### STATECH

- Rental and sales activities in Czech Republic and Slovakia
- Aerial work platforms, lift trucks and telehandlers
- Genie dealer in 14 Eastern European countries, Greece, Cyprus and Malta
- [www.statech.cz](http://www.statech.cz)

### GEPBER

- Rental activities in Hungary
- Aerial work platforms and telehandlers
- [www.gepber.hu](http://www.gepber.hu)

### ROMLIFT

- Rental activities in Romania
- Aerial work platforms and telehandlers
- [www.romlift.ro](http://www.romlift.ro)

### SEGAMAC

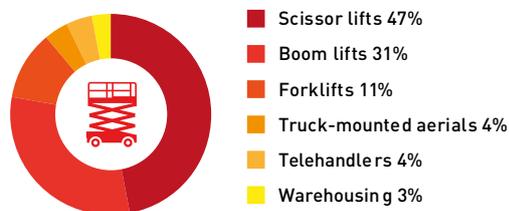
- Operational leasing, re-rent and sales activities in Mexico
- Aerial work platforms and telehandlers
- [www.segamac.com](http://www.segamac.com)

### AERIAL LIFT & EQUIPMENT

- Operational leasing, re-rent and sales activities in Malaysia and Brunei
- Aerial work platforms and telehandlers
- [www.aeriallift.com.my](http://www.aeriallift.com.my)

### VAMASA

- Rental and sales activities in Spain
- Aerial work platforms and lift trucks
- [www.vamasa-tecnial.com](http://www.vamasa-tecnial.com)



Every day 200 trucks on the road to deliver rental machines



> 22 000 machines in our rental fleet worldwide



*“Together we will make it work.”*

---



**TVH EQUIPMENT**

**DOMESTIC SALES**



**DOMESTIC SALES DEPARTMENT**

- Exclusive importer of Doosan, Climax®, Spijksmaal, Lafis, Icem, Thervan, Dino Lift, JLG, Teupen, Baumann and Isoli for Belgium and Luxemburg
- Distributor of Bendi lift trucks and Aichi tracked aerial work platforms
- A permanent stock of 1100 machines: 700 lift trucks and 400 aerial work platforms in new or second-hand condition



*“Service for all vehicle makes,  
tailor-made contracts.”*





**FIELD SERVICE**

- 80 specialist technicians
- On-site service within 12 working hours
- Only in Belgium

**WORKSHOP SERVICE**

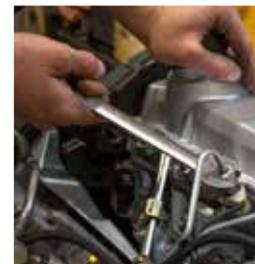
- Fully equipped workshop
- 66 in-house engineers
- Service, installation, construction, paintshop ...
- Worldwide activities



Interval maintenance



Maintenance contracts



Thermal and mechanical repairs



Electrical repairs



Construction



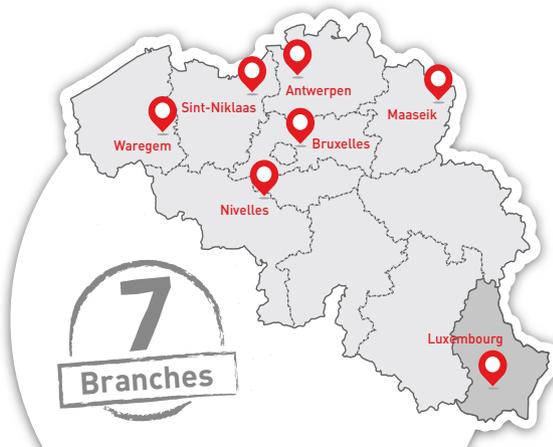
Tyre service



Hydraulic service



Paint service



*“Lift your knowledge at  
the TVH Training Centre.”*



**TVH PARTS**

**TVH TRAINING CENTRE**



### TECHNICAL TRAINING

- Customised classrooms and practice areas
- High-quality training
- Right fix - first time
- On-site training at your company
- Error analysis and problem-solving
- Technical trainings focussing on:
  - Electronics
  - Internal combustion engines
  - Power electronics
  - Hydraulics

### DRIVER TRAINING

- Specialist service in Belgium
- Machines
  - Lift trucks
  - Reachtrucks
  - Scissor lifts - boom lifts - spider aerial work platforms
  - Telehandlers
  - Narrow-aisle lift trucks
  - Electric hand pallet trucks
  - Stackers
- Practice area with simulation of working environment
- At the TVH Training Centre or on-site in your company



*“48% of our yearly energy consumption  
is produced in a sustainable way.”*



# CORPORATE CITIZENSHIP

## SUSTAINABLE MOBILITY

- Mobility plan for employees with all possible ways of travelling to TVH, by bike as well as by public transport or carpooling
- Goals
  - Save costs
  - Reduce CO<sub>2</sub>-emission
  - Less traffic

## WASTE MANAGEMENT

- Sustainable packaging
- Recycling of waste
- Specific allocation for dangerous materials

## ENERGY

- A roof surface of 70 000 m<sup>2</sup> is covered with solar panels
- 48% of the yearly energy consumption is produced in a sustainable way



## Ambassador of the sheltered workshops



## CHARITY

- **Ambassador of the sheltered workshops (2013)**
  - TVH committed itself to promote employment of people with a work disability
- **De Bolster (2014)**
  - Internal fundraising actions to collect money for the purchase of an electric hand pallet truck
- **Tour for Life (2014)**
  - Eight-day cycling tour where the collected sponsoring money of the participants is donated to Médecins Sans Frontières
- **24 hours of Oudenaarde (2014)**
  - Running contest where the collected sponsoring money of the participants is donated to Kinderkankerfonds (Children's Cancer Fund)
- **We Believe (2015)**
  - Internal fundraising to help people with clothing, shoes, toys, furniture ... in south West Flanders (Belgium)
- **Kindia (2015)**
  - Internal fundraising to collect money in favour of vzw KINDIA, a non-profit organization that dedicates itself to children in India
- **Engelenhoeve (2015)**
  - Internal fundraising to collect money for this mini theme park for people, especially children, with limitations

# TVH Group

2 business units

**TVH PARTS**

**TVH EQUIPMENT**

6 business lines



Material handling parts (MPA)



Industrial equipment parts (IPA)



Agricultural equipment parts (APA)



Sales



Rental



Service

7 divisions



TVH Parts Americas



TVH Parts International



Bepco



TVH Equipment (Belgium)



Gunco (the Netherlands)



Mateco (Germany)



Emerging Markets

Facts & figures



> 4 800 colleagues worldwide



32 spoken languages  
33 nationalities

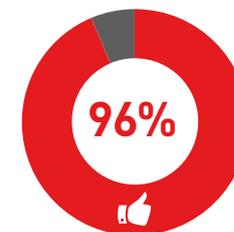
**WEAREONE**



> 45 years of experience



Consolidated turnover (2015):  
€ 1 223 000 000



Happy customers



# WORLDWIDE PRESENCE TVH GROUP



 TVH PARTS

 TVH EQUIPMENT

# WORLDWIDE PRESENCE



**AUSTRALIA**  
**TVH AUSTRALASIA PTY LTD**  
 Dandenong South (Melbourne, Victoria) -  
 Richlands (Brisbane, Queensland) -  
 Welshpool (Perth, West Australia) -  
 Wetherill Park (Sydney, New South Wales) -  
 Wingfield (Adelaide, South Australia)

**BELGIUM**  
**TVH EQUIPMENT NV**  
 Antwerpen - Maasik - Nivelles - Sint-Niklaas -  
 Vilvoorde (Brussel) - Waremme  
**CC HEFRUCKS BVBA**  
 Nieuwerkerken (Aalst)  
**TVH PARTS NV**  
 Waregem  
**TVH GROUP NV**  
 Waregem  
**BEPCO PARTS SA**  
 Hermalle - Villers-le-Bouillet  
**HDW BELUX NV**  
 Wavre

**BRASIL**  
**TVH DINAMICA PEÇAS LTDA**  
 Vinhedo

**BULGARIA**  
**TVH BULGARIA LTD**  
 Petrich

**CANADA**  
**TVH CANADA LTD**  
 Mississauga (Ontario) - Port Coquitlam (British Columbia)

**CHINA**  
**TVH TRADING (SHANGHAI) CO, LTD**  
 Shanghai - Tianjin

**CZECH REPUBLIC**  
**STATECH SRO**  
 Brno - Dolní Berkovice - Ostrava - Píseň - Praha

**FRANCE**  
**TVH FRANCE SASU**  
 Wattrelos  
**FRANCE HAYON GROUPE**  
 Châteaubourg  
**BEPCO FRANCE SAS**  
 Agen - Janzé - Villeneuve-sur-Lot

**GERMANY**  
**BEPCO DEUTSCHLAND GMBH**  
 Bad Sassendorf  
**MATECO GMBH**  
 Berlin-Mitte - Berlin-Nord - Berlin-Süd - Bielefeld -  
 Bremen - Essen - Frankfurt - Göttingen - Halle - Hamburg -  
 Hannover - Heilbronn - Karlsruhe - Kassel - Köln -  
 Krefeld - Leipzig - Mainz - Mannheim - München - Nürnberg -  
 Ravensburg - Reutlingen - Rostock - Saarbrücken -  
 Stuttgart - Ulm - Wolfsburg - Wuppertal

**HUNGARY**  
**GÉPBÉR**  
 Budapest - Debrecen - Győr

**INDIA**  
**TVH INDIA PTE LTD**  
 Pune

**ITALY**  
**TVH ITALIA SRL**  
 Marano Ticino (Novara) - Torino  
**CAM SRL**  
 Marano Ticino (Novara)

**LUXEMBOURG**  
**GUNCO INVEST SARL**  
 Luxembourg  
**MATECO SARL**  
 Luxembourg

**MALAYSIA**  
**TVH MALAYSIA SDN BHD**  
 Johor Bahru - Penang - Shah Alam (Kuala Lumpur)  
**AERIAL LIFT & EQUIPMENT SDN BHD**  
 Kuala Lumpur

**MEXICO**  
**TVH MEXICO, S DE RL DE CV**  
 Cuautitlán Izcalli (Mexico City) - Monterrey  
**SEGAMAC**  
 Santa Catarina Nuevo León

**NETHERLANDS**  
**GUNCO BV**  
 Amsterdam - Goes - Rotterdam - Sittard - Veghel - Zwolle  
**HDW NEDERLAND BV**  
 Ridderkerk  
**BEPCO NEDERLAND BV**  
 Heeswijk-Dinther

**NEW ZEALAND**  
**TVH NEW ZEALAND LTD**  
 Christchurch - East Tamaki (Auckland)

**POLAND**  
**TVH POLSKA SP ZOO**  
 Tychy  
**MATECO**  
 Breslau - Odans - Łódź - Posen - Rzeszów - Tychy -  
 Warszawa

**ROMANIA**  
**ROMLIFT**  
 Bucaresti - Iasi - Odorheiu Secuiesc - Ploiesti -  
 Târgu Mures

**RUSSIA**  
**TVH RUS LLC**  
 Dubrovka (Moscow)

**SINGAPORE**  
**TVH SINGAPORE PTE LTD**  
 Jurong

**SLOVAKIA**  
**STATECH SLOVAKIA SRO**  
 Bratislava - Sliač

**SOUTH AFRICA**  
**TVH PARTS SOUTH AFRICA LTD**  
 Briardene (Durban) - Isando (Johannesburg) -  
 Korsten (Port Elizabeth) - Kraaifontein (Cape Town) - Lichtenburg

**SPAIN**  
**BEPCO IBERICA SA**  
 Almedralejo (Badajoz) - Badalona (Barcelona) -  
 Dos Hermanas (Sevilla) - Santiago De Compostela (A Coruña)  
**VAMASA TECNIAL**  
 Valencia

**SWEDEN**  
**TVH NORDIC AB**  
 Ed

**TURKEY**  
**TVH YEDEK PARCA TICARET AŞ**  
 Başakşehir (Istanbul, European) - Tuzla (Istanbul, Asian)

**UNITED ARAB EMIRATES**  
**TVH MIDDLE EAST FZE**  
 Sharjah

**UNITED KINGDOM**  
**TVH UK LTD**  
 Coventry  
**BEPCO UK LTD**  
 Hartlebury (Worcestershire)  
**RENTACLAMP LTD**  
 Coventry

**USA**  
**TVH PARTS CO**  
 Duncan (South Carolina) - Fresno (California) - Graylake (Illinois) -  
 Harrisburg (Pennsylvania) - Miami (Florida) - Mira Loma (California) -  
 Olathe (Kansas) - Shreveport (Louisiana)  
**C-TECH**  
 West Chester Township (Ohio)  
**SUPERIOR SIGNALS, INC**  
 Olathe (Kansas)

## SALES REPRESENTATION IN THE FOLLOWING COUNTRIES:

Albania, Algeria, Austria, Bahrain, Belarus, Benin, Bosnia, Botswana, Bulgaria, Canary Islands, Croatia, Cyprus, Denmark, Djibouti, Egypt, Estonia, Finland, Ghana, Greece, Hong Kong, Iceland, Ireland, Kosovo, Kuwait, Latvia, Lesotho, Libya, Lithuania, Macedonia, Malawi, Malta, Morocco, Mauretania, Moldova Republic, Montenegro, Mozambique, Namibia, Nigeria, Norway, Oman, Pakistan, Portugal, Qatar, Saudi Arabia, Serbia, Slovenia, Swaziland, Switzerland, Taiwan, Togo, Tunisia, Ukraine, Yemen, Zambia, Zimbabwe.

**TVHPARTS**

**TVHEQUIPMENT**

**bepco**

**BEPCO**

# HISTORY

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**In 1969** Paul Thermote & Paul Vanhalst began servicing and selling agricultural machinery, construction machinery and forklift trucks. Today, TVH is one of the most respected names in the material handling industry. Over the past 45 years we have grown from 2 founders to more than 4800 employees with offices and distribution facilities on every continent.

We are committed to being the worldwide leading supplier of quality parts and accessories for the material handling, industrial and agricultural equipment industry. While we take pride in our quality products, we know that without our customers, we would not exist. We are continually striving to increase our product range and to improve our services in order to be the true one-stop shop for our valued customers.

Everything we do at TVH revolves around our commitment to our customers. From our awareness of the customer's needs, to our product offer and pricing; from our shipping and delivery methods to our training and support, customers are always the focus. They are the heart of our organisation.

**TOTALSOURCE<sup>®</sup>**



**TOTALLIFTER<sup>®</sup>**

**ENERGIC Plus<sup>®</sup>**

**SmartSweep<sup>®</sup>**

**Lazy  
Sweeper<sup>®</sup>**

**Climax<sup>®</sup>**



LIFT TRUCK ATTACHMENTS



**TVH GROUP NV**

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