

# HOYER

## SHEQ MANAGEMENT POLICY STATEMENT

This statement sets out how the HOYER GROUP manages SHEQ so that its commitment to achieve the highest standards of SHEQ performance throughout its operations is upheld.

We will undertake all our activities in a highly responsible, professional and competent manner and strive to continuously improve performance towards an ultimate objective of zero incidents, injuries, failures or complaints together with maximum effectiveness and efficiency. The HOYER GROUP has operated a "Total Quality Management System" since 1992 which is certified to the standard EN ISO 9001-2000 and CEFIC/SQAS. It contains all Group policies and procedures and provides a clear and auditable framework for conducting our business and improving our performance.

The management team is committed to using and further developing the HOYER TQM System as a key tool to run all operations safely and profitably. The HOYER GROUP sets and stewards detailed SHEQ performance targets and action plans for all our operations and holds senior management accountable for performance.

Our commitment translates into important practical statements, actions and initiatives which we now set out.

1. To ensure a safe and secure working environment for our employees, customers, partners and the public in general.
2. To ensure that our business has minimum impact on the environment and on the assets of ourselves and others.
3. To ensure the protection of the general public, our personnel, our customers' goods and the company's vehicles and property against intentional destruction or theft.
4. To undertake all necessary measures to ensure the security of customer's confidential data and information.
5. To meet our obligations to our customers and to exceed them where appropriate. Customer satisfaction is important to us and to business retention.
6. We assess all operational risks and design systems and procedures to minimise and manage those risks.
7. Systems are designed to comply with all legislation as a minimum, but very often exceed those requirements and achieve best practice.
8. We will discontinue activities which cannot be undertaken safely, securely, or in a professional manner.
9. We take any SHEQ incident very seriously. All incidents are reported and investigated by trained personnel and all learnings from both patterns of incidents as well as individual incidents are used to develop corrective and preventative measures.

10. All corrective and preventative measures are implemented and followed up for effectiveness.

11. Good practice, learnings and problem solving will be widely and openly shared across the business and implemented wherever possible.

12. We will invest heavily in the systems, training, infrastructure and equipment necessary to run our business safely and professionally.

13. We know that the performance of our people is directly related to our SHEQ performance. We have therefore developed recruitment, training and employee management programmes to ensure we employ the best people and to continually improve their skills, behaviour, motivation and performance.

14. Key partner subcontractors are fully integrated into our TQM Systems and SHEQ programmes.

15. All employees are encouraged to take their individual responsibility for good SHEQ performance as seriously as the company does. Good performance will be recognised and respected. Wilful or repeated negligence will not be tolerated.

16. Our business and our systems must be flexible, agile and adaptable. We must respond to changes in legislation and the demands of our customers. We must also react to trends in our marketplace, as well as striving for greater effectiveness and efficiency in our operations.

17. The company has written a series of supporting policies which focus in more detail on specific aspects of SHEQ. These include: drugs and alcohol, smoking, seat belts, security, mobile phones, behaviour based safety, pollution prevention, and resource conservation.

Furthermore the TQM System incorporates, where appropriate, the additional aspects required to align with, or become certified to EN ISO14001, HACCP and GMP.

The HOYER GROUP has appointed a Group SHEQ management team to lead and co-ordinate our SHEQ management programmes, and to administrate the TQM System. They will also support and advise the business about legislation, problem solving and the development and adoption of best practice.

External audits undertaken by both independent bodies and individual customers, together with a comprehensive internal auditing programme, ensure that the effectiveness of our systems and the practical effect of our commitment is regularly tested.

Our TQM System will be regularly reviewed for suitability, adequacy and effectiveness.

HOYER  
International Logistics  
GROUP



Ortwin Nast



Gerd Peters

Executive Board of HOYER GROUP, December 2008