

Group Sustainable Management Policy

HOYER GmbH Internationale Fachspedition and its group companies

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1. Objective and Scope

HOYER Group is the leading provider of logistics solutions for liquid bulk products in the chemical, mineral oil, gas and food industries. We take our responsibility towards our employees, business partners, customers, all other stakeholders of the company and the general public as well as the environment very seriously.

The shareholders and the management of the HOYER Group have implemented this Policy along with guiding principles and core values that govern how the company and its entire value chains are managed worldwide.

The objective of it is to define sustainability principles to:

- adhere to HOYER's sustainability agenda and environmental, social & governance (ESG) targets by
 - reducing the impact on climate change and natural resources (e.g. decarbonization of chemical supply chains, reduction of pollution, and increase of circularity etc.)
 - upholding fair labour practices, respect human rights and promote diversity and inclusion
 - engaging in and developing well-being of local communities, and
 - establishing collaboration with major business partners to reach jointly set targets
- ensure compliancy with the environmental, social and governance standards as defined in the HOYER Code of Conduct (CoC), the Supplier Code of Conduct (SCoC) as well as by applicable (local) laws and regulations;
- accordingly, allow HOYER to:
 - position itself as a sustainable business partner towards all its stakeholders (customers, suppliers, employees, communities, authorities, etc.); as well as
 - mitigate risks associated with social and environmental issues, such as regulatory penalties, reputation damage and supply chain disruptions.

This Policy applies to all HOYER companies, employees, and any (other) legal representatives of HOYER Group, including temporary workers or unpaid employees and voluntary workers, and all third parties performing services for or on behalf of HOYER Group and/or, to the extent possible, Controlled Participations and Joint Ventures.

Derived from the sustainability goals and requirements set by the Executive Board, HOYER (Supplier) Code of Conduct and applicable laws and regulations, the strategic ownership for all sustainability processes within HOYER Group lies with CC-CD-IS.

However, the operational accountability and responsibilities for sustainable management activities, their compliance with this Policy, and the fulfillment of requirements according to clause 4, additionally lie with the organizational unit assigned by the Executive Board to carry out these activities (e.g. BU, GSD, Region or Corporate Centres), as well as the relevant HOYER Company/ies.

2. Definitions

All capitalized terms used in this Policy are defined in Annex 1 hereto.

3. Principles of Sustainable Management System

HOYER Group is committed to adhering to the sustainable development goals of the United Nations (UN) and taking responsibility for our people, the environmental impact of our activities, our customers, business partners and society. All our decisions are guided by environmental, social and economic principles.

Our Sustainable Management System includes all processes, employees, our supply chain and our assets.

We think and act in terms of sustainable solutions, always keeping the health and well-being of our employees in mind and managing our business in a sustainable way for the long term. We make strategic long-term decisions and investments that support our company's sustainable vision, values, and business strategies.

To meet our commitment to sustainable action and to achieve our targets, we provide all necessary information and resources, establish corporate policies, guidelines, and procedures, and set targets to meet the highest standards of sustainability. We invest in employees, training, infrastructure, and technology accordingly.

Last, this policy and our sustainable vision extends to our key partner providers in our value chain and our procurement processes, and service level agreements reflect our expectations.

3.1 Safety, Health, Security & Environment

Safety is our highest priority. We are committed to developing and maintaining a strong safety culture across the company to ensure safe and secure operations, the health and well-being of our employees, the protection and security of our assets and the goods entrusted to us by our customers during transport, storage, and handling. This includes the responsible handling of dangerous goods, and compliance with good manufacturing practices (GMP) when handling medical, pharmaceutical, or feed and food products.

This also includes the protection of the environment by appropriate control of our emissions and pollution (e.g. air, noise, smell), energy performance and generation of waste and wastewater, by responsible and efficient use of natural resources and energy, and by respective improvement programmes to ensure continuous improvement of our environmental performance.

The HOYER Group SHE Guideline defines minimum Safety, Health, Security and Environmental standards that apply to our whole organisation. Risk Management procedures are applied to establish, assess, and manage risks in a systematic and standardised way. Our aim is to mitigate risks to a level as low as reasonably practicable (ALARP) by applying appropriate control measures.

Safe behaviour principles shall be promoted by the implementation of adequate BBS (Behaviour-Based Safety) programmes.

3.2 Information Security

Our Information Security Policy and further guidelines and procedures have been established to ensure compliance with data protection regulations, the confidentiality, availability and integrity of our information processing systems and personal data and their protection against dangers and threats. Risks and potential threats are regularly reviewed and procedures adopted when needed. Our IT systems are continuously adjusted to developments and needs.

3.3 Quality and Compliance

The organisation is committed to providing high-quality services in compliance with all binding obligations, and we strive to meet the expectations of all interested parties. This includes legislation, regulatory requirements, agreements with customers, business partners and normative requirements as defined in applicable ISO standards. In order to verify our commitment, we obtain and maintain certification to the above-mentioned standards.

3.4 Corporate Social Responsibility

Our actions and decisions are shaped by and depend on our social and ethical responsibility, consideration of our environment, human rights and fair business practices as defined in our CoC, which must be adhered to by all employees in our organisation and by all partners in our value chain.

4. Requirements

All managers are obliged to ensure that the processes in their area of responsibility are well established and documented. This includes establishing written instructions, procedures and process descriptions as well as appropriate training programmes and effective control of documented information.

All incidents and nonconformities must be reported and investigated by the respective management at a reasonable level to ensure root causes and contributing factors are properly understood and effective corrective and preventive actions are taken.

All employees are obliged to complete their work tasks in compliance with our policies, guidelines and procedures, their individual job descriptions and the instructions provided by their respective management. We encourage all employees to report unsafe situations and conditions and to stop a job which is considered to be unsafe. All managers are obliged to take any report and concern seriously and to take appropriate action.

The company commits to demonstrate compliance with policies, guidelines and procedures and manage the effectiveness of our Sustainable Management System in a consistent and detailed manner. For this purpose, appropriate independent internal and external audits (e.g. Safety and Quality Assessment for Sustainability (SQAS) or similar audit systems) are carried out periodically across the entire organisation to ensure continuous improvement of our performance. In addition to that, independent sustainability ratings (e.g. Ecovadis) are continuously undergone to monitor progress of the sustainable management performance.

Last, HOYER has implemented multi-level key performance indicators (KPIs), a.o. in the areas of (i) resource consumption and GHG emissions, (ii) pollution, (iii) circularity, (iv) employee demographics, (v) employee training, (vi) health and safety, (vii) compliance, and (viii) responsible supply chain management to measure, monitor and control our performance in relation to all content areas of this policy which are imposed internally or by applicable laws or regulations. All managers use these KPIs as central control tools to meet our commitments and actively improve our performance.

5. Roles and Responsibilities

The EB is responsible and ultimately accountable for providing direction on and commitment to this Policy. This includes implementing, maintaining and deviating from this Policy. The Head of Innovation & Sustainability is the first point of contact and responsible for maintaining and updating this Policy, as well as ensuring consistency between this Policy and any ancillary policies and procedures.

All those in scope of this Policy (see clause 1), and particularly the GEDO, BUDs, GSD, RDs, CCDs and managers of HOYER Companies, are responsible to understand and adhere (and to ensure adherence) to this Policy and any ancillary procedures and supporting documents, and to seek advice from the Head of Innovation & Sustainability if and when there is any question or doubt as to what the rules are or how they are applied in a given situation.

6. Reference to supporting Documents

Anti-Corruption & Bribery Policy
Anti-Fraud Policy
Code of Conduct (CoC)
Competition & Antitrust Policy
Group Sustainable Procurement Guideline
Guidelines regarding gifts, hospitality, and entertainment
Information Security Policy
SHE Guideline
Supplier Code of Conduct (SCoC)

Annex 1 – Definitions

BU or Business Unit means each of the Business Units within HOYER Group, each encompassing different market segments or activities: (i) Global Transport Logistics (GTL); (ii) Global Gas Logistics; and (iii) Special Logistics Business Unit (SPL);

BUD or BU Director means an executive director of a Business Unit;

Controlled Participations and Joint Ventures means any company and/or business enterprise in which a HOYER Company participates and holds a controlling interest;

CC or Corporate Centre means each of the following centrally organised functions within the HOYER Group: Human Resources (CC-HR), Corporate Finance (CC-CF), IT (CC-IT), Procurement (CC-PCR), Equipment Services (CC-EQS), Communications (CC-COM), Corporate Development (CC-CD), Legal (CC-LEG); Innovation & Sustainability CC-CD-IS)

CCD or Corporate Centre Director means a director or (ultimate) head of a Corporate Centre;

EB or Executive Board means the executive board of HOYER Group, comprising of a Chief Executive Officer and a Chief Financial Officer;

ESG or Environment Social and Governance, or 3 pillars of sustainability, in a business context meaning how company's products/services and operation contribute to sustainable development;

GLS or Global Sales

GEDO or Group Executive Director Operations means the global executive director of operations for HOYER Group;

GHG means Greenhouse Gas Emissions, primarily carbon dioxide (CO₂), but also other pollutants, such as nitrous oxide (N₂O), methane (CH₄) and flourinated gases especially hydroflouorocarbons.

GMP or good manufacturing practice means practice ensuring quality standard appropriate to the intended use and specify by product requirements;

GSD means the executive director of Global Sales;

HOYER Companies means legal entities within HOYER Group, including Controlled Participations and Joint Ventures;

HOYER Group means HOYER GmbH *Internationale Fachspedition* and all its subsidiaries, as well as its Controlled Participations and Joint Ventures;

KPI or Key Performance Indicator means key quantifiable indicators of progress towards an intended result

RD or Regional Director means a director of one the Regions.