

**HOYER GROUP**

# Sustainable Management Policy

We are the leading provider of logistics solutions for liquid bulk products in the chemical, petroleum, 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 with guiding principles and core values that govern how the company is managed worldwide.

The company will demonstrate compliance with these policies and manage the effectiveness of our Sustainable Management System in a consistent and detailed manner. For this purpose, appropriate internal and external audits are carried out across the entire organisation to ensure continuous improvement of our performance.

The company will revise this Policy regularly – at least every three years – in order to be constantly in line with the strategic objectives.

**OUR STRATEGIC GUIDING GOALS****People**

We inspire people to live our values by creating an agile, challenging and supportive environment. In particular, the customer-focused skills of our employees determine our success. We support everyone to achieve outstanding performance through excellent training and personal development measures.

**Sustainability**

We are a sustainable, global company and make our decisions from an ecological, social and economic point of view. One key point of interest lies in reducing our carbon footprint. We do not engage in active offsetting, but find ways to reduce CO<sub>2</sub> through our own efforts by, amongst other things, optimising our payloads, offering intermodal solutions and using CO<sub>2</sub>-efficient vehicles.

**Innovation/Technology**

We are always one step ahead due to our wide range of innovative logistics solutions. Our customers benefit from the added value created by our technological edge. We think and act digitally in our processes. Our level of technology enables us to implement improved processes effectively and efficiently.

**Operational Excellence**

We have an agile organisation structure that promotes global collaboration across the company. We think and work in terms of standardised, automated and efficient processes. The constant improvement of our processes continuously enhances our efficiency.

**Customer Solutions**

We actively develop logistics solutions by value creation together with our customers. With our expertise and high-quality standards, we are connected with our customers in long-term partnerships. Our customers rely on us.

**Core Market Growth**

We achieve double market growth in our core markets. The effects of this growth are directly reflected in our EBT returns. We are equipped to achieve profitable and sustainable growth anywhere in the world.

## OBJECTIVES OF OUR SUSTAINABLE MANAGEMENT SYSTEM

We are committed to adhering to the United Nations definition of sustainable action and take 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 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.

In order 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, and we align our procurement processes accordingly.

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 an 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 well determined 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.

Wherever appropriate, the Safety and Quality Assessment for Sustainability (SQAS) or similar audit systems shall be applied for periodic external auditing of our operations.

### **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. In particular, 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, 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.

### **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.

### **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.

### **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 Code of Conduct, which must be adhered to by all employees in our organisation and by all partners in our value chain.

### **Key Performance Indicators**

The company has implemented multi-level Key Performance Indicators (KPIs) to measure, monitor and control our performance in relation to this policy. All managers use these KPIs as central control tools to meet our commitments and actively improve our performance.

Björn Schniederkötter  
Chief Executive Officer  
Hamburg, August 2022

Dr Torben Reher  
Chief Financial Officer  
Hamburg, August 2022