

PRESS RELEASE

Convincing safety performance

HOYER Group achieves above-average results

Hamburg, 10 February 2021

The HOYER Group looks back on a highly successful year in the safety performance area. The international logistics company not only exceeded the targets it had set itself in the reduction of main incidents, but also received above-average ratings in an industry sector comparison, both in an SQAS (Safety & Quality Assessment System) survey and also in recertifications according to DIN EN ISO 9001. Due to successful first-time certification in accordance with ISO/IEC 27001, HOYER now also holds a quality certificate for its high level of IT safety and security management.

As one of the leading international providers of logistics solutions for challenging liquid products in the chemicals, gas, petroleum products and food industries, the HOYER Group attaches particular importance to safety and security when handling and transporting such sensitive goods. The maintenance of product quality, the quality of the service provided, and the safety and security of individuals and the environment go hand in hand. According to Björn Schniederkötter, Chief Executive Officer of the HOYER Group, "The complexity of the logistics business, the spectrum of processes and the number of different interfaces in an international network like ours represent a special challenge. Uniform standards and systems of operation designed to maintain and continuously improve the safe and secure actions of all employees are fundamental."

The audit of our own safety-related performance in the operating business takes place according to our own stringent definitions of indicators. As Mark Binns, Group Operating Board Member SHEQ, explains, "HOYER sets itself high targets, and follows a philosophy in which even near misses result in detailed investigation, analysis and appropriate risk prevention measures." The outcome is convincing: within ten years, an already low level of serious accidents (main incidents) has been reduced by 54 per cent in the non-transport area and by 30 per cent in the transport area.

This systematic approach is regularly verified by regular internal auditing and intensive independent external assessments and certifications. As the SQAS assessment used in Europe shows: as a rule, HOYER achieves results that are considerably above the sector average, both in transport activities for chemical goods (HOYER average 89 per cent, sector average 75 per cent) or for gases liquified cryogenically or under pressure (HOYER average 92 per cent, sector average 75 per cent), and also in upstream and downstream services such as associated workshop, cleaning or depot services (HOYER average 89 per cent, sector average 80 per cent) or on-site logistics (HOYER average 93 per cent, sector average 83 per cent). In mineral oil logistics, various customer's commendations provide evidence of

ABOUT THE HOYER GROUP

HOYER, a traditional, independent family-run company since 1946, is one of the leading bulk logistics service providers worldwide, and as a specialist it possesses comprehensive know-how in the supply of complex services, and a special proximity to customers. Comprehensive solutions are developed and implemented in European and worldwide bulk logistics, especially for the chemicals, foodstuffs, gas and mineral oil sectors. Around 6,100 staff in more than 115 countries support customers to be even more successful with well thought-out logistics solutions in their respective markets. HOYER has at its disposal about 2,200 trucks, 2,400 road tankers, 50,100 IBCs, 40,800 tank containers and numerous logistics installations with depots, cleaning plants and workshops.

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the quality of the services, which are verified by the customer's own audits. The recertification of the HOYER Group's management of overseas activities in relation to food safety and security in accordance with ISO 22000 gives proof of the high quality standards in international foodstuff logistics.

Moreover, the HOYER Group achieves very good DIN-EN-ISO-9001 certification attestations in a global context, and inspires confidence with various best practices. Among other things, the speed and quality of the response by top management to the Covid-19 pandemic, the company's exemplary internal management, the dealings with partners as well as service providers during the crisis and the intensive internal audits were recognised in the past certification cycle. ISO auditors particularly emphasised the IT department's systematic procedure and the implementation and safeguarding of very high IT-related security standards in relation to the progressive digitalisation.

The information security management system (ISMS) of the HOYER Group was audited and certified for the first time according to the ISO/IEC 27001 international standard. According to Dr. Peter Jürging, Head of Information Technology of the HOYER Group, "HOYER thereby proactively addresses the constantly changing security-relevant challenges of global networking, driven by the progress of digitalisation and the associated services." The special focus is on protecting the confidentiality, availability and immutability (integrity) of information. To attain these protective goals, HOYER carries out regular risk analyses, from which it derives and implements measures appropriate to the current threats. The IT security strategy supports the maximisation of business continuity. IT security management is technologically and organisationally implemented throughout the entire HOYER Group worldwide. Auditing of the information security management systems in accordance with ISO/IEC 27001 concluded with an excellent result, and confirms the high security and quality standard of the HOYER Group.

An overview of the HOYER Group's attestations and certificates can be found [here](#).

The 2020 IT Security Report with more detailed information can be found [here](#).

** Survey of SQAS assessments Transport and Cleaning are based on all valid assessments as of 1 January 1 2019; on-site logistics assessments are based on all valid SQAS assessments prior to 31 December 2018.*

Explanation of terminology

SHEQ: A specialist department responsible for the areas of safety and security, health, the environment and quality

Main incident/serious accident: an accident affecting the environment, an accident-related personnel absence of three days or more, and accidents in which vehicles are involved

Near miss/near accidents: a minor incident without any consequences