SUSTAINABILITY REPORT 2024

HOYER GROUP

WHEN IT MATTERS

TABLE OF CONTENTS

THIS ICON REPRESENTS A LINK TO
MORE INFORMATION ABOUT A TOPIC.

OPENING REMARKS

"WE THINK AND ACT IN GENERATIONS **TO BUILD A SUSTAIN-ABLE FUTURE."**

Ladies and Gentlemen, Friends of our Company,

As a family-owned company, we think and act in generations to build a sustainable future – a journey only possible with employees, customers, and partners working together to deliver growth and create long-term value along the supply chain.

In 2024, HOYER advanced these aims amid geopolitical instability, climate disruption and increasing regulations, working towards our goal of leading in all aspects of our industry, including sustainability.

This year, we enhanced our portfolio of sustainable solutions and collaborated with customers by scaling our book and claim system and launching a pilot electric trucks program. We also provided specialized training on sustainable management practices for employees across the Group and strengthened sustainability initiatives in our supply chain, including sustainability-focused supplier audits.

HOYER already embraces circular economy principles and plans to seize further opportunities to contribute to a circular value chain.

I'm proud of our achievements in building a more sustainable future.

With warmest regards from Hamburg,

Björn Schniederkötter
Chief Executive Officer of the HOYER Group

ENVIRONMENTAL

402,995
TOTAL EMISSIONS (TONNES CO_2E, WELL-TO-WHEEL, SCOPE 1, 2 AND 3)

21.02
EMISSION INTENSITY IN TRANSPORT OPERATION (G CO_2E /TONNES-KM) WELL-TO-WHEEL

SOCIAL

30%
WOMEN IN LEADERSHIP ROLES

76
EMPLOYED NATIONALITIES

GOVERNANCE

93
AVERAGE SQAS SCORE FOR TRANSPORT OPERATION AND NON-TRANSPORT OPERATION

65
(SILVER) ECOVADIS SCORE

1 INTRODUCTION

HOYER considers sustainability crucial to its business. We establish Environmental Social Governance (ESG) strategy, targets and governance to guide our sustainability vision. In this journey, HOYER continuously enhances its sustainability management system and engages in sustainability assurance and partnerships.

1.1 Business Model –
Our Services at a Glance

HOYER, an independent family business, has been one of the world's leading bulk logistics providers since 1946. As a specialist, it has considerable know-how in supplying extensive services close to customers. It develops and implements wide-ranging solutions in European and worldwide bulk logistics, and is a global leader in logistics for liquids, especially in the chemicals, food, gas and mineral oil products industries. For this, employees and representative offices in over 100 countries on five continents support customers with well-thought-out logistics solutions to make them even more successful in their respective markets. HOYER uses various methods, like trucks, road tankers, Intermediate Bulk Container (IBC) totes and tank containers as well as flexitanks for transportation, but also owns numerous logistics plants with depots, cleaning facilities and workshops. We operate transport and logistics assets that use the latest safety and resource efficiency technologies.

GLOBAL TANK LOGISTICS

HOYER offers logistics solutions that provide standard and special equipment for worldwide transport by road, rail, inland waterway, and sea. We also offer accompanying services such as the cleaning, maintenance and repair of transport equipment for liquid products and goods from the chemical, gas, mineral oil and foodstuffs industries. Tailor-made logistics concepts focus on resource-conserving, environmentally compatible use.

GLOBAL IBC LOGISTICS

Our services comprise the fleet management, leasing, transport, cleaning, maintenance and repair of IBC totes. These services are provided in modular form to customers in the chemicals, foodstuffs and cosmetics industries.

GLOBAL GAS LOGISTICS

HOYER provides road and intermodal logistics solutions to handle and globally transport compressed and liquefied gases for the traffic, manufacturing, medical and foodstuffs sectors, among others.

SUPPLY CHAIN SOLUTIONS (SCS)

We undertake complete logistical processes – both on the customer's site and off-site – and develop solutions to optimize upstream and downstream production processes. The product portfolio includes project development, on-site logistics, filling and formulating, contract warehousing, the operation of intermodal terminals, storage of hazardous goods in tank containers and yard management.

HOYER IN FIGURES 2024

|	
1,055 TOTAL TURNOVER IN MILLION EURO	**41,445** TANK CONTAINERS
55,463 IBC TOTES	**1,753** ROAD TANKERS
486,613 m² DEPOT, WORKSHOP, CLEANING AND HEATING	**275,252 m²** WAREHOUSE AND TERMINAL
1,342 TRUCKS	

1.2 Core Values and Strategic Guiding Principles

Our long-term commitment to employees, business partners, and society means applying the values of Responsibility and Safety and Sustainability, and considering future generations in our daily actions and thoughts.

Sustainability is also one of six strategic guiding principles in our Strategy Execution. In addition, HOYER focuses on innovation and technology that positively affect sustainability. We also provide outstanding customer solutions and efficient processes that help grow customers' businesses. Simultaneously, we empower our workforce to develop skills and knowledge further to achieve exceptional performance in challenging markets.

OUR STRATEGIC GUIDING PRINCIPLES

PEOPLE	INNOVATION/TECHNOLOGY	CUSTOMER SOLUTIONS
OPERATIONAL EXCELLENCE	CORE MARKET GROWTH	SUSTAINABILITY

HOYER VISION
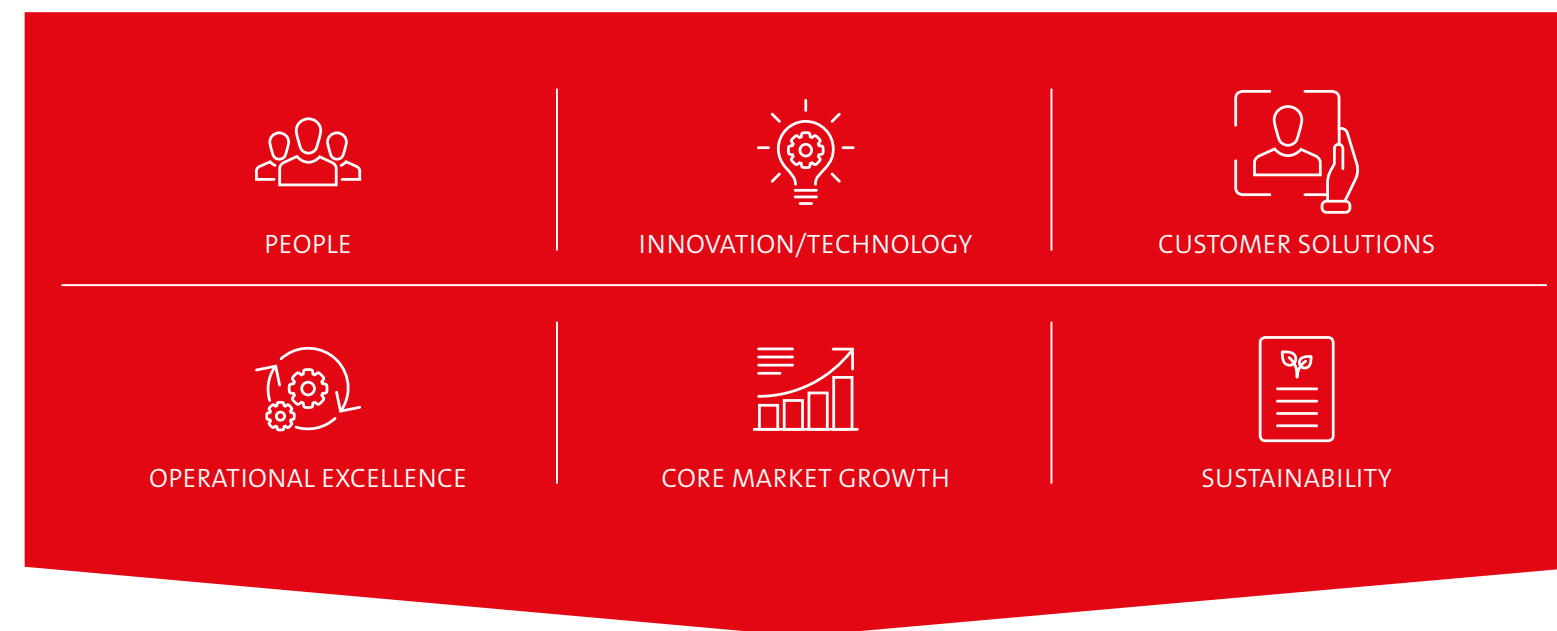
WE ARE **THE LEADING PROVIDER OF LOGISTICS SOLUTIONS** FOR LIQUID BULK PRODUCTS IN THE CHEMICAL, MINERAL OIL, GAS AND FOOD INDUSTRIES.
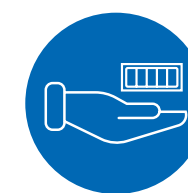
OUR VALUES

STRIVING FOR EXCELLENCE

COOPERATION

INTEGRITY

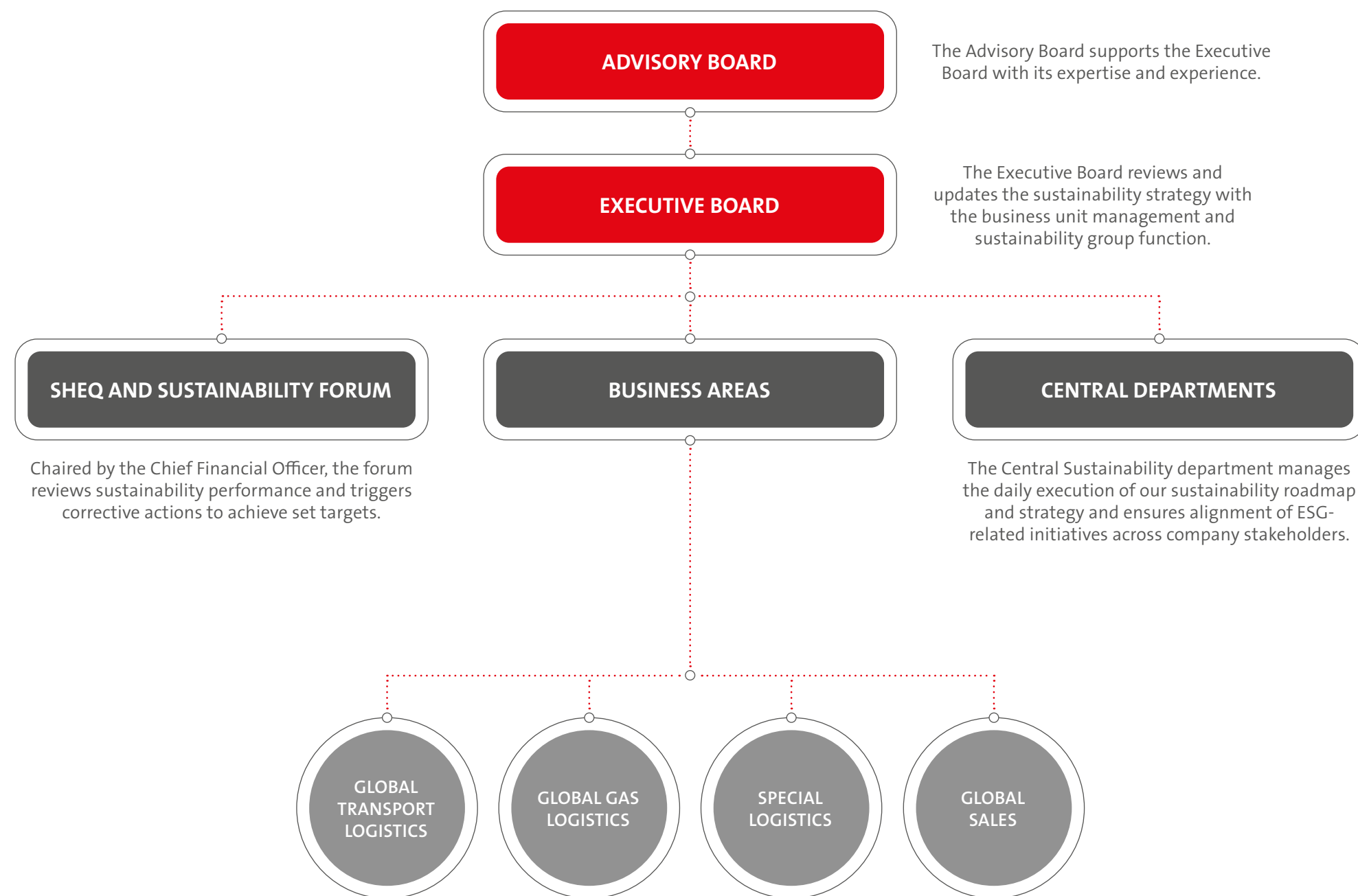RESPONSIBILITY

SAFETY AND SUSTAINABILITY

1.3 ESG Strategy and Governance

ESG GOVERNANCE AND ROLES

HOYER has responded to sustainability's increasing importance and expanding stakeholder requirements and expectations by establishing robust organizational governance. Our structures and responsibilities for sustainability apply throughout business units and central departments, including Innovation and Sustainability, the Safety, Health, Environment and Quality (SHEQ) department*, the Executive Board and the Advisory Board. Sustainability has always been a key company topic and will continue to be so.

"HOYER DRIVES **SUSTAINABLE AND RESPONSIBLE ACTIONS** ACROSS THE ENTIRE ORGANIZATION."

* In 2025, our Group SHEQ, Innovation & Sustainability and Dangerous Goods activities are merged into a new department SHEQS.

ADVISORY BOARD

The Advisory Board supports the Executive Board with its expertise and experience.

EXECUTIVE BOARD

The Executive Board reviews and updates the sustainability strategy with the business unit management and sustainability group function.

SHEQ AND SUSTAINABILITY FORUM

Chaired by the Chief Financial Officer, the forum reviews sustainability performance and triggers corrective actions to achieve set targets.

BUSINESS AREAS

CENTRAL DEPARTMENTS

The Central Sustainability department manages the daily execution of our sustainability roadmap and strategy and ensures alignment of ESG-related initiatives across company stakeholders.

GLOBAL TRANSPORT LOGISTICS

GLOBAL GAS LOGISTICS

SPECIAL LOGISTICS

GLOBAL SALES

SHEQ departments are coordinated by the central team, and subject-matter experts drive targeted initiatives for safety, health, environment and quality across business units.

STRATEGY AND TARGETS

HOYER fully supports the United Nations (UN) Sustainable Development Goals (SDGs) and prioritizes those aligned with the company's core values, business strategy and targets.

HOYER also sets mid- and long-term company targets that contribute to the UN's SDGs in environmental, social and governance areas.

2030

ENVIRONMENT

Reducing impact on climate change and natural resources

▎ Fossil fuel reduction, biofuels and alternative drives
▎ Green energy sourcing and production
▎ Energy recovery
▎ Pollution and water consumption reduction
▎ Waste management and circular economy

Decarbonization
▎ **−25.6% emissions of CO_2** in transport operations by reducing direct Tank-To-Wheel CO_2 emissions rate (Scopes 1 and 3) by at least this (in grams of CO_2 per tonne-kilometer) versus 2019
▎ **−40% emissions of CO_2** in non-transport operations by reducing direct Scope 2 CO_2 emissions by at least this (in kilograms of CO_2 per work hour) versus 2019
▎ **75% share of green electricity** consumed in our non-transport operations

SOCIAL

Taking responsibility

▎ Employee health and wellbeing
▎ Safety of our workforce and other people
▎ People development
▎ Engagement in local communities
▎ Diversity, inclusion and equal treatment
▎ Human and workers' rights

Safety
▎ **50% non-transport safety** by improving the rate of main incidents by this amount versus 2019
▎ **20% in transport safety** by improving the rate of main incidents by this amount versus 2019

Local community engagement
▎ Ongoing initiatives on development aid, education, art and culture, social and youth welfare

Diversity, inclusion and equal treatment
▎ **>40% of women** in management positions

People development
▎ Provide **at least 25 hours of training** per year for 100% of our employees

GOVERNANCE

Acting with integrity

▎ Transparency and integrity in business negotiations
▎ Enhanced IT security and information protection
▎ Responsible supply chain
▎ Highly developed accounting and reporting structure
▎ Business conduct culture

Management assurance performance
▎ **Top 5% EcoVadis** rating within the assessed industry
▎ **>90% SQAS score** in transport and non-transport operations

Responsible supply chain
▎ **100% of employees** are trained on the Code of Conduct (CoC) and 100% of employees in buyer positions are trained on the Supplier Code of Conduct (SCoC)
▎ **100% commitment** to SCoC by key suppliers
▎ **Zero breaches** of CoC and SCoC*
▎ **100% of employees** are trained on IT security and data protection

* including child labor, forced labor, human traficking, discrimination and harrassment.

PARTNERSHIP AND ASSURANCE

HOYER cooperates closely with customers and other business partners to achieve sustainability goals and targets jointly. Through our HOYER sustainable solutions portfolio, we constantly seek opportunities for collaboration to decarbonize operations. We also stay updated on compliance standards and best practices through active membership in various organizations.

We assess our operations, policies and procedures regularly to ensure we meet set sustainability standards globally and regionally. Internally, HOYER or its subsidiaries are accredited against ISO certifications for quality management, food safety, information security, energy and environmental management.

HOYER participates in EcoVadis and CDP sustainability assessments and industry-specific appraisals by the SQAS and CDI IMPCAS external certification bodies to ensure quality practices and sustainable operations. Regular structured internal audits, safety tours and spot checks in the workplace complement these assessments. We are committed to the Science Based Targets initiative (SBTi) and will update our mid-term and net-zero targets according to the SBTi framework in 2025.

MEMBER OF ...

BVL

DSLV | Bundesverband Spedition und Logistik

ECTA EUROPEAN CHEMICAL TRANSPORT ASSOCIATION

EPCA 2024

EUROPUR

ITCO

CERTIFICATES AND ATTESTATIONS

ISO 9001: 2015
Quality management (2023–2026)

ISO 22000: 2018
Food safety management (2023–2026)

ISO 27001: 2013
Information security management system (2023–2025)

ISO 14001*
Environmental management (2024-2027)

* Limited to Powertex, a wholly-owned HOYER subsidiary based in Malaysia that produces high-quality flexitanks.

ISO 50001*
Energy management (2025-2028)

SQAS
94*/100
91**/100

Chemical Distribution Institute IMPCAS
92*/100

* Started the review in 2024 and were certified in 2025

* Average score for transport and **non-transport operations

* Rolling score for Rotterdam, Singapore and Houston

EcoVadis
65/100 (Silver) (2024)

CDP
Water C/A-D Climate C/A-D

SBTI
committed*

WeConnect International
Certified women's business enterprise

* target is not yet approved

CSRD AND DOUBLE MATERIALITY ASSESSMENT

As part of the Corporate Sustainability Reporting Directive (CSRD) requirement, HOYER regularly conducts and updates a double materiality assessment. This assessment determines relevant topics for HOYER when presenting sustainability reporting in line with upcoming CSRD regulations.

The double materiality assessment process considers 'inside-out' and 'outside-in' evaluation. The inside-out evaluation assesses the company's impacts on people and the environment, such as how our operations effect various stakeholders and the natural world, whereas the outside-in evaluation (financial materiality) assesses the impact on the business and focuses on financial implications, risks and opportunities.

After shortlisting the material topics, we conducted surveys to assess all relevant topics, ran a series of follow-up workshops to further discuss the materiality scores of these topics, and finally aligned the material topics.

DOUBLE MATERIALITY ASSESSMENT RESULT

Affected communities
Working conditions
Relationship with suppliers; Corruption and bribery
Biodiversity and ecosystems
Consumers, customers and end-users
Pollution of air, water, soil; Business conduct culture
Climate change adaptation
Substances of concern; Resource use
Circular economy
Workers in the value chain

Impact Materiality

MATERIAL
Energy
Climate change mitigation
Equal treatment and opportunities for all
Water
IMMATERIAL
Marine resources
Other work-related rights
Political influence and lobbying

Environment
Social
Governance

Financial Materiality

2 ENVIRONMENTAL

HOYER is committed to cutting environmental impacts by minimizing carbon emissions, managing resources responsibly, tackling pollution and waste, and pursuing a circular economy.

2.1 Climate change

NAVIGATING OUR PATHWAY TO REDUCING CARBON EMISSIONS

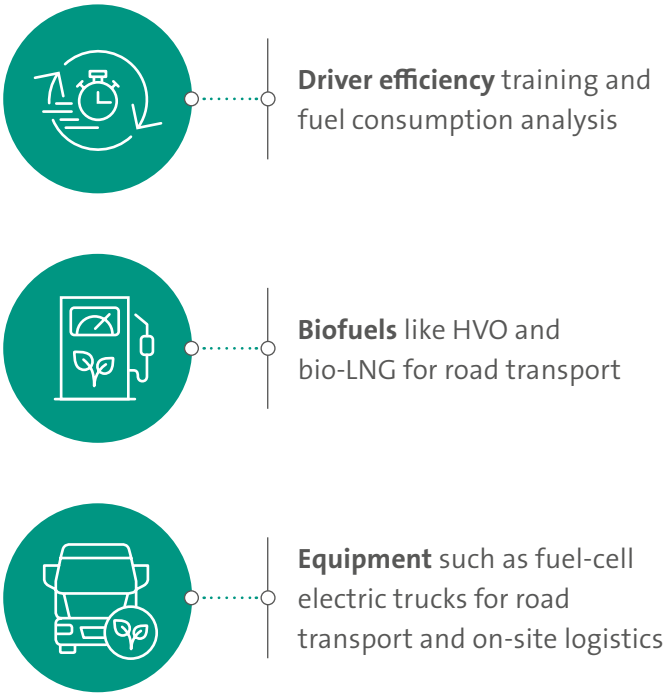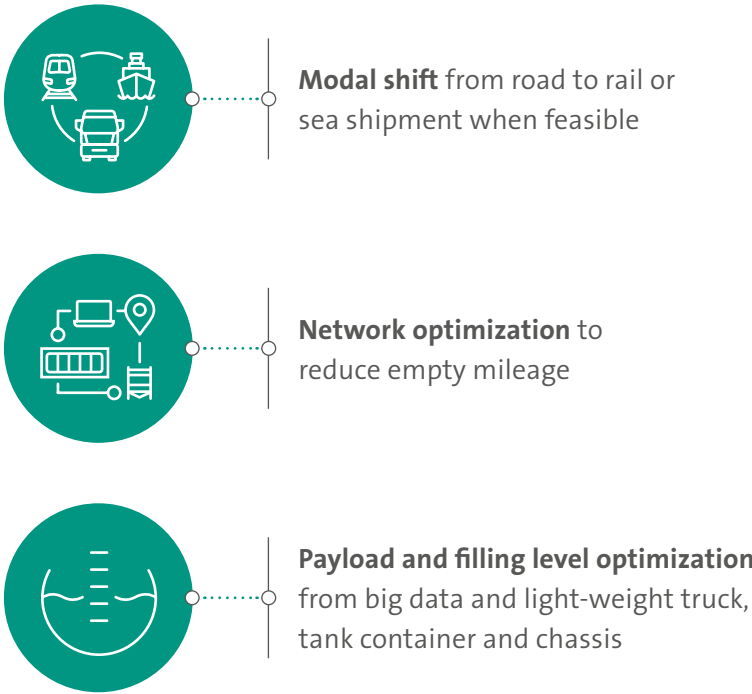The HOYER business model relies on substantial energy consumption due to energy-intensive operations like global transportation by rail, road and sea, as well as tank cleaning, workshop, and depot and SCS activities. Most of our energy sources come from fossil fuels, resulting in significant greenhouse gas (GHG) emissions that contribute to climate change.

Rising temperatures caused by the heat that GHG traps result in higher risk of business operation disruption, and asset loss or damage due to natural disasters is likely causing even higher energy consumption and increased costs for HOYER. Therefore, proactive measures to adapt and mitigate climate change can financially benefit the company.

One such measure is our continued focus on reducing emissions internally rather than offsetting them, and offering low-emission logistics solutions to our customers. HOYER is committed to using eco-friendly energy sources like biofuels and green electricity, continuously procuring green energy and striving to reduce energy consumption and increase efficiency.

In 2024, HOYER successfully scaled its book and claim system with key customers, ran battery electric vehicle (BEV) truck trials and prepared to operate the first fuel cell electric vehicle (FCEV) in dry ice logistics in January 2025.

DECARBONIZATION LEVERS IN TRANSPORT OPERATIONS

Modal shift from road to rail or sea shipment when feasible

Network optimization to reduce empty mileage

Payload and filling level optimization from big data and light-weight truck, tank container and chassis

Driver efficiency training and fuel consumption analysis

Biofuels like HVO and bio-LNG for road transport

Equipment such as fuel-cell electric trucks for road transport and on-site logistics

DECARBONIZATION LEVERS IN NON-TRANSPORT OPERATIONS

Green electricity procurement from renewable resources (wind, solar, water)

Energy and resource recovery installation and water collection and reuse in depots

Green electricity production of own electricity with regenerative sources like solar/wind/water
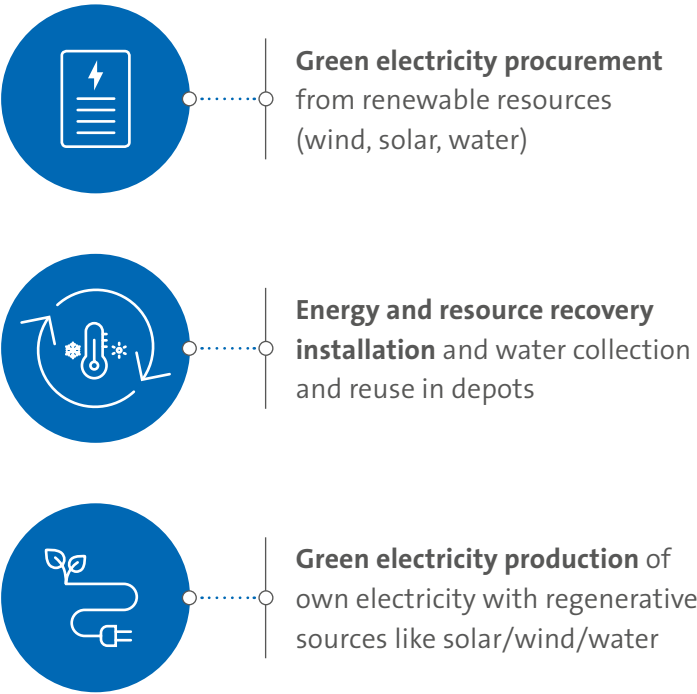
CARBON EMISSIONS FOOTPRINT

HOYER commits to monitoring its carbon footprint across all business entities and their value chains. We aim to provide accurate emission analytics to benchmark and trigger reductions and to collaborate with suppliers and customers.

In 2024, we expanded our carbon inventory by implementing a new carbon management tool to calculate HOYER's corporate carbon footprint (CCF) more accurately and frequently, based on the GHG protocol and selected categories. The tool expanded our Scope 3 emissions inventory by adding the categories 3.1 (products and services), 3.2 (capital goods), and 3.3 (fuel and energy-related activities).

We also adjusted the calculation scope of our emissions footprint from transport operations by shifting from Tank-To-Wheel (TTW) to CO_2e Well-To-Wheel (WTW). Moreover, we improved and refined our direct emissions calculations in Scopes 1, 2, and 3, changing our analytics and shifting our stationary fuel emissions from Scope 2 to Scope 1, including logistics sites, heating, and cleaning in our European transportation. Lastly, divesting our fuel distribution business decreased our total emissions from transport operations (covered under Scopes 1 and 3.4). However, the adjustments above more than compensated for the divestment.

Scope 3 emissions represent most of our carbon footprint (78%), with the largest share stemming from third-party transport operations in Scope 3.4 upstream transportation (including logistics sites and heating and cleaning activities). Geographically, our emissions are concentrated in Europe, where we focus our reduction efforts, particularly in Scopes 1 (20%) and 2 (2%). In 2024, we increased our green electricity procurement and continued to use biofuels for our European transport and non-transport operations.

HOYER also began using strategies for emission reductions in the value chain through sustainable procurement, and provided training to enhance internal practices and broaden emission reduction efforts across the value chain.

ABSOLUTE GHG EMISSIONS

Total: 402,995 tonnes CO_2e WTW*

Scope 1
83,604 tonnes CO_2e
- Direct emissions from stationary and mobile fuel consumptions in our transport and non-transport operations
- Most emissions caused by our truck fleet for road transport activities

Scope 2
4,725 tonnes CO_2e
- Indirect emissions from purchased energy use (electricity and steam)
- Most emissions are caused by tank cleaning, depot and SCS activities

Scope 3
314,666 tonnes CO_2e
- Indirect emissions created in the value chain
- Most emissions from intermodal suppliers (mainly shipping lines and rail operators) and trucking subcontractors
- Additional emission categories included, and organizational reporting scope expanded (e.g. purchased goods and services, and capital goods)

* WTW (Well-To-Wheel emissions) refers to the total greenhouse gases released during fuel use — from its production (well) to its use in a vehicle (wheel). This emission calculation method provides a complete view of the environmental impact.

---

*"WE AIM TO PROVIDE ACCURATE EMISSION ANALYTICS TO **DEVELOP SOLUTIONS** THAT BENCHMARK AND TRIGGER REDUCTIONS."*

CARBON EMISSIONS INTENSITY

21.02*
G CO_2E/TONNES-KM EMISSION INTENSITY IN TRANSPORT OPERATIONS

11.00*
KG CO_2E/WORK HOUR IN NON-TRANSPORT OPERATIONS

6,536*
TONNES OF COMBINED CO_2E SAVINGS FROM BIOFUEL USAGE AND GREEN ELECTRICITY PROCUREMENT AND PRODUCTION

* Following the shift of carbon accounting from CO_2 Tank-To-Wheel (TTW) to CO_2e Well-To-Wheel (WTW).

2.2 Pollution

Driven by our commitment to sustainability, HOYER actively advances solutions that minimize our pollution, embodying our core value of Responsibility. We set up ongoing monitoring after identifying the sources of our pollution from HOYER transport and non-transport operations. Most of our pollution arises from vehicle emissions, with only a small part of the contamination resulting from transportation incidents. HOYER also generates solid waste and wastewater from non-transport operation, primarily at depots and tank cleaning operations, including hazardous substances and microplastics abrasion.

Wastewater of all kinds is filtered and purified in specially equipped water treatment plants in accordance with legal regulations. We invest heavily in training to prepare our staff for planned loading and unloading procedures, proper waste handling and waste management, as well as emergency cases where potential water contamination and leaks might occur. In 2024, alongside preparing a pollution policy, HOYER advanced its water management practices and continued Operation Clean Sweep. HOYER also prepared to invest in an improved wastewater system, applying bio-membranes and water osmosis in its tank cleaning business in Belgium.

2.3 Water

We operate cleaning businesses across 12 sites in Europe, Asia and North America that consume a considerable amount of water. Hence, we are acutely aware of its value as a precious resource and have been for generations. Consequently, HOYER is committed to using water responsibly, which means that the indirectly discharged purified water from our plants complies with legal limits.

We have also implemented many water efficiency measures, such as reusing water for cleaning and tank pressure testing, and we aim to further reduce water consumption in these areas. We carefully differentiate between freshwater and well water based on the cleaning needs for chemical and food-grade products. In 2024, we issued a first water management policy to address this material topic in more detail.

2.4 Circular Economy

HOYER considers the long-term use of materials because our resource-intensive industry has a substantial environmental impact through its tank manufacturing, goods transportation, and emissions from waste processing. Therefore, we maximize efficient material use and recycle resources when possible. We design and procure tank containers and IBC totes from durable, high-quality materials to ensure they last more than 20 years. We regularly execute tank container

refurbishment to extend their lifespan. Most materials we use are recyclable, and we plan to expand our circularity initiatives.

We aim to be a leading player in the circular economy, reducing environmental impact and carbon emissions. We recognize our opportunities to lead in circular logistics by transporting raw materials for sustainable products, waste, and intermediate products, as well as providing essential equipment and infrastructure throughout the world.

> **> 90%**
RECYCLING AND REUSE OF MATERIALS USED IN TANK CONTAINERS AND IBC TOTES

3 SOCIAL

HOYER takes responsibility for its own workforce and everyone in its value chain. We prioritize continuous health and safety improvements, champion employee development, and value our diversity, equity, and inclusion, while upholding human rights. HOYER also maintains quality safety measures for customers and actively supports nearby communities.

3.1 Own Workforce

HOYER respects human and workers' rights, basing our actions on the UN Global Compact Initiative, the UN Guiding Principles on Business and Human Rights, and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work.

HEALTH AND SAFETY

HOYER is committed to protecting our employees and supporting them with strong health and safety measures. We integrate good health and safety standards across our daily operations. Sound governance, robust processes, professional incident management, reporting and follow-up underpin our dedication to achieving an excellent SHEQ performance. Health and safety topics are the first agenda items at all Board meetings. We address health and safety issues through safety instructions/guidelines, the latest safety equipment, and ongoing training.

In 2024, HOYER continued regular safety measures and safety campaigns across all Group operations and participated in the ECTA driver app initiative to monitor driver well-being. Additionally, we noticed significant improvement in 'near miss' reporting across the business, motor vehicle accidents at their lowest levels, and zero fatalities in our operations since 2015.

EMPLOYEE DEVELOPMENT AND RIGHTS

HOYER values its employees and considers 'People' to be a strategic guiding principle, because they are core to our business. HOYER aspires to create an agile, supportive and stable working environment, and maintain employee satisfaction and retention. We foster employee engagement by listening to our employees and their ideas and providing relevant training and development opportunities. It is essential to continue investing in our workforce's development through on-site and specialized training programs across the Group. We also offer apprenticeships, dual studies, and traineeships to attract and develop young talents.

In addition, HOYER ensures that employees have good working conditions, including appropriate working hours, adequate wages, opportunities for social dialog and freedom of association. These workers' rights are addressed and monitored globally. We have underlined our commitment by launching our Group-wide labor and human rights and modern slavery policies, and training all employees on them. Furthermore, HOYER promotes positive working conditions. In 2024, HOYER prepared the rollout of its employee assistance program with opportunities for its workers to receive mental health services and financial advice if needed. Also, a detailed analysis of the HOYER wage and salary structures against minimum and living wages was initiated.

The diversity of our global workforce – in nationality, origin, race, gender, age, competencies, qualifications and experience – enriches us. Moreover, HOYER safeguards equal treatment and opportunities with its Code of Conduct (CoC). In 2024, HOYER enhanced its activities around diversity, equity and inclusion. Women in leadership roles remains a significant focus, and we have integrated this consideration into personnel development and leadership programs. We have also taken an active role as one of the Board members in Women in Leadership Networks (Women in Logistics). 🔗

Lastly, transparent employee recruitment and selection processes help eliminate discrimination linked to legally protected characteristics. In 2024, HOYER put in place a recruiting policy that focuses on transparency throughout the process and strongly emphasizes diverse hiring, starting in Germany, and a global policy is planned.

98%
OF EMPLOYEES ARE PAID
LIVING WAGES OR ABOVE

25
HOURS IN AVERAGE TRAINING
PER EMPLOYEE
(INCLUDING OWN DRIVERS)

30%
WOMEN IN LEADERSHIP ROLES

3.2 Workers in the Value Chain

The workers in the HOYER value chain are suppliers and business partners who are involved in our operation in Europe and worldwide. We treat them and our own employees equally. We select suppliers and partners in the same transparent manner, based on abilities, performance, and individual ethical conduct. We also ensure they work in safe environments, benefit from ongoing development, and are paid fairly according to the law – principles that are clearly outlined in the HOYER Supplier Code of Conduct. 🔗 HOYER also recognizes various risks to its value chain and applies management systems to address them effectively by training internal procurement entities, conducting regular risk assessments for our major procurement categories, assessing individual supplier performance and performing regular supplier audits.

In 2024, HOYER updated the underlying management system, focusing on the execution of the aforementioned elements, and rolled out an improved whistleblower system as a channel through which the public and workers in the value chain could raise complaints and concerns.

3.3 Affected Communities

HOYER brings positive benefits to the communities in which it operates by creating quality employment, funding community infrastructure through tax contributions, and supporting local business networks.

HOYER acknowledges its impacts on communities and works continuously to mitigate any that are negative. HOYER affects local habitats through its own operations and through the value chain. However, it minimizes its negative direct impacts by implementing measures such as efficient resource use, monitoring pollutants, and responsible waste handling.

The Hoyer family established the Friedel and Walter Hoyer Foundation 🔗 in 1996 intending to return part of HOYER's economic success to the community. The Foundation supports education, culture and charitable and social organizations. HOYER also provides opportunities for its employees to get involved in the Foundation's work.

In increasingly challenging economic times, the Friedel and Walter Hoyer Foundation shares responsibility for solving social problems that the state can no longer tackle alone. Through its work, the Foundation aims to contribute to a sustainable and humane society.

3.4 Customers and End-Users

HOYER prioritizes its service to customers and end-users, who appreciate our ability to manage complex logistics while exceeding safety standards. Nonetheless, the risk of accidents is always present. Transportation accidents can lead to harmful outcomes for customers, but these

incidents are usually local and concentrated, potentially causing delays, product loss, and replacement delivery. To mitigate these issues, HOYER operates safety and monitoring systems that exceed legal requirements. Furthermore, our training program ensures that our teams are prepared for critical situations, using their skills to assess and reduce risks, ensuring people's safety and preventing accidents. Our team also ensures safety by taking sufficient precautions, including updating relevant policies, undertaking specific measures and employing dedicated and experienced teams to assess and mitigate risk.

Our exceptional safety and quality standards unlock growth opportunities for us and for customers, who value product safety. HOYER has extensive expertise in handling and transporting specialized goods which, combined with a focus on environmental sustainability and resource-efficient operations, positions us as a reliable and sustainable business partner.

"HOYER SHARES ECONOMIC SUCCESS BY SUPPORTING EDUCATION, SOCIAL WELFARE AND DISASTER AID. **WE GIVE BACK TO COMMUNITIES LOCALLY AND WORLDWIDE.**"

4 GOVERNANCE

HOYER maintains high standards of business conduct, ensuring responsible operations and supply chain practices. We guarantee the secure handling of information and IT, and promote a feedback culture. In addition, we provide a whistleblower system for employees and third parties.
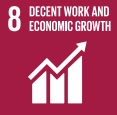
4.1 Business Conduct

HOYER promotes a business conduct culture that aligns with our corporate values, applies the same legal standards, and respects all local laws and regulations. We educate our employees and everywhere we operate, we expect our value chain to do the same. HOYER believes that ethical practices and compliance are essential to build trust and foster long-term partnerships with stakeholders.

HOYER is dedicated to upholding our values and our Code of Conduct (CoC). We foster good relationships between management, executive teams, employees and business partners through mutual respect and trust, using various communication channels to encourage transparency and collaboration. We prioritize integrity in negotiations and do not tolerate bribes. HOYER enforces compliance with antitrust laws, and while our representatives do not make political contributions, politically active staff may engage privately but not as company representatives.

To ensure compliance, HOYER has developed policies and procedures to educate our employees, and so prevent business misconduct, including bribery, corruption, unfair business practices and competition, money laundering, fraud and conflicts of interest. In 2024, we conducted awareness training in business conduct and sustainable management practices. We also carried out regular internal audits of our business operations, including audits on business ethics and suppliers' transport and non-transport operations to ensure we meet quality standards and industry regulations.

HOYER maintains reliable supplier networks and fosters trusting, long-term supplier relationships. We only work with suppliers who acknowledge, support and adhere to internationally recognized standards and principles, aiming to have sustainable development and entrepreneurial responsibility being applied throughout our supply chain. Accordingly, in 2024, HOYER started to integrate relevant elements of the Supplier Code of Conduct (SCOC) into business contracts, audits, and reviews to prevent business conduct violations. Also, HOYER updated its ESG supplier risk assessments and incorporated sustainability criteria in remote and on-site supplier audits.

4.2 Information Security

HOYER has implemented extensive measures to protect and maintain information security in response to the increasing frequency, scale, and complexity of cyberattacks on businesses. The IT team and information systems work to uphold information security levels throughout HOYER and safeguard business and customer information. All employees are required to complete at least the annual e-learning on the Information Security

Policy. Apart from the updated yearly IT security training to tackle recent developments and cyberattack trends, HOYER successfully prolonged ISO 27001:2013 in 2024 and is planning to be re-certified for ISO 27001:2022 in 2025.

4.3 Whistleblower System

Our commitment to our corporate values is only as robust as individual actions, so we encourage people to report incidents and violations via the HOYER Group Compliance Hotline, 🔗 with guaranteed anonymous identity, if requested, and protection of the reporting person. We also promote this option to customers, suppliers and communities in misconduct cases.

379
SUPPLIER AUDITS VS. 308 (2023) IN TRANSPORT AND NON-TRANSPORT OPERATIONS

80%
GLOBAL OFFICE EMPLOYEE ENGAGEMENT IN SUSTAINABLE MANAGEMENT PRACTICES TRAINING

5 ANNEX

5.1 About this Report

Our annual Sustainability Report offers HOYER stakeholders and the public insight into our sustainability performance for 2024.

The report covers every HOYER Group entity and our underlying business areas, drawing data from each unless specified otherwise.

We have grounded some of the sustainability performance metrics in the GRI standard, serving as a benchmark for consistency in our reporting.

The Executive Board reviews and approves all reported information.

For reference, HOYER used emission calculation methods from the GLEC Framework, the leading industry guideline to implement ISO 14083 and the Greenhouse Gas Protocol.

WE VALUE YOUR FEEDBACK

HOYER GmbH Internationale Fachspedition
Wendenstrasse 414-424
20537 Hamburg, Germany
info@hoyer-group.com

ESG Data and Reporting:
HOYER GmbH Internationale Fachspedition
SHEQS

Design and Layout:
plan p. Corporate Storytelling GmbH
Schulterblatt 58
20357 Hamburg, Germany

Photographs:
Markus Heimbach, Morris Mac Matzen,
Michael Rennertz, Teo Willer

KEY FIGURES AND GRI INDEX

ENVIRONMENT
Energy consumption

DATA	UNIT	2022	2023	2024
ENERGY CONSUMPTION BY TYPE[1]				
Electricity	MWh	14,267	13,377	17,753
Heating oil	MWh	4,262	5,001	5,662
Fuels	MWh	618,471	573,106	284,882
Biofuels	MWh	9,925	4,215	1,628
Proportion of biofuels	%	1.6	0.74	0.57
Renewable electricity	MWh	4,990	4,400	8,228
Proportion of renewable electricity	%	35	33	46
Natural gas	MWh	35,118	34,332	35,360
LPG	MWh		188	1,338
LNG	MWh	Introduced 2023	7,456	7,205
CNG	MWh		652	969
Steam[2]	MWh		10	8,999
Total Energy consumed	MWh	687,034	642,737	372,025

1 Major change in methodology in 2024: Shift to MWh unit for all energy types.
2 Year 2024 includes bigger scope of coverage in non-transport operations and includes offices.

ENVIRONMENT
Carbon emission footprint

DATA	UNIT	2022	2023	2024
EMISSIONS CARBON FOOTPRINT[1]				
Scope 1	Tonnes CO_2e	167,376	155,570	83,604
Scope 2	Tonnes CO_2e	1,769	1,934	4,725
Scope 3, thereof:	Tonnes CO_2e	194,749	189,558	341,666
3.1 Good and services[2]	Tonnes CO_2e		Introduced 2024	18,986
3.2 Capital goods[3]	Tonnes CO_2e		Introduced 2024	10,445
3.3 Fuel and energy related activities[4]	Tonnes CO_2e			26,425
3.4 Upstream transportation and distribution[5]	Tonnes CO_2e		183,822	247,284
3.5 Waste generated in operation[6]	Tonnes CO_2e	Introduced 2023	11	3,674
3.6 Business travel[7]	Tonnes CO_2e		2,274	3,445
3.7 Employee commuting[8]	Tonnes CO_2e		3,451	2,843
3.9 Downstream transportation and distribution[9]	Tonnes CO_2e		Introduced 2024	1,561
Total 1,2,3 (all)	Tonnes CO_2e		347,062	402,995
EMISSIONS BY BUSINESS ACTIVITY				
Transport (absolute)	Tonnes CO_2e	350,647	328,313	341,380
Transport (intensity)[10]	g CO_2e/tonne-km	19.14	18.37	21.02
Non-transport (absolute)	Tonnes CO_2e	12,973	13,495	26,630
Non-transport (intensity)	kg CO_2e/work hour	5.22	5.43	11.00
PRODUCT CARBON FOOTPRINT				
Flexitank[11]	kg CO_2e/unit flexitank	Introduced 2023	223	263

1 Starting in 2024, the overall emission calculation scope is expanded from Tank-to-Wheel to Well-to-Wheel and t CO_2e, Scope 2 emissions include electricity and steam, and all static fuel consumption is part of Scope 1. CO_2e is a standard unit used to express the total impact of different greenhouse gases in a single number.

2 Emissions from the extraction, production, and transportation of goods and services purchased in the reporting year, (e.g. maintenance services, professional services and equipment rental).

3 Emissions from the extraction, production, and transportation of capital goods purchased in the reporting year (e.g. trucks, tank containers and IBC totes).

4 Emissions from the extraction, production, and transportation of fuels and energy purchased in the reporting year, which were not accounted for in Scope 1 or Scope 2, e.g. purchased electricity – transmission and distribution losses, purchased electricity – upstream emissions, and purchased fuel – upstream emissions.

5 Emissions from third-party transportation and distribution services purchased in the reporting year, (e.g. rail transport, road transport and marine transport).

6 Emissions from (a) operational water and (b) waste disposal and treatment of waste generated in the reporting year from third-party disposal and treatment of waste generated – including emissions from disposal of solid waste and wastewater. In 2024, the scope expanded and covered transport and non-transport operations, including Powertex and offices.

7 Emissions from transporting employees for business-related activities during the reporting year, operated by third parties and arising from air, rail, bus, automobile, travel, and hotel stays. In 2023, this calculation only covers German locations. From 2024, the figures cover all locations on a spend-based approach.

8 Emissions from transporting employees between their homes and worksites during the reporting year from automobile, bus, rail travel and other modes of transport (e.g., subway, bicycling, walking), including teleworking (i.e., employees working remotely) starting in 2024. The calculation covers all HOYER locations in a combination of desk study and internal HR data collection.

9 Emissions from transportation and distribution of products sold in the reporting year between the company's operations and the end consumers and conducted by third parties.

10 Starting in 2024, emission intensity shifted from Tank-to-Wheel to Well-to-Wheel.

11 Flexitanks are tanks made from linear low-density polyethylene (LLDPE) produced by the Powertex business to transport small and medium quantities of non-dangerous chemical products and foodstuffs. This product's carbon footprint refers to one unit of flexitank multilayer size 24 m^3 (excluding box container). The product carbon footprint of flexitanks is calculated using a cradle-to-gate approach (emissions before distribution to end users), covering emissions from material and service acquisitions, and pre-processing and manufacturing activities, including waste treatment during production.

ENVIRONMENT

Air pollution

DATA	UNIT	2022	2023	2024
CO_2	Tonnes		242,257	243,580
SO_2	Tonnes		461	457
Nox	Tonnes	Introduced 2023	2,045	1,956
PM10[1]	Tonnes		131	128
NMHC[2]	Tonnes		97	94

1 PM10 (Particulate Matter 10) refers to airborne particles with a diameter of 10 micrometers or less, which have potential health effects on the respiratory system.
2 NHMC (Non-Methane Hydrocarbons) refers to hydrocarbon compounds that contribute to air pollution and can react with other pollutants to form ground-level ozone (a major component of smog).

Water

DATA	UNIT	2022	2023	2024
Water consumption[1]	m^3	387,843	393,113	481,001
Wastewater[2]	m^3	375,675	379,221	407,392

1 Data refers to the amount of water used for various purposes. The data values of total water consumption in 2024 cover non-transport operations, Powertex and offices worldwide. Before 2024, this data covered only non-transport operations.
2 Data covers wastewater from non-transport operations, including Powertex and offices.

Waste management and recycling

DATA	UNIT	2022	2023	2024
WASTE GENERATION[1]				
Hazardous waste	Tonnes	Introduced 2023	2,774	3,916
Non-hazardous waste[2]	Tonnes		622	583
RECYCLING				
Tank containers	Tonnes	158	307	457
IBC totes	Tonnes	79	35	82
Mixed metals[3]	Tonnes		Introduced 2024	24
Plastics[4]	Tonnes	Introduced 2023	42	23
Papers[5]	Tonnes		9	7

1 Data includes all types of solid waste from transport and non-transport operations, including Powertex and offices.
2 Data improvement for 2023.
3 Mixed metals (incl. galvanized iron) from Powertex.
4 Plastic waste from Powertex.
5 Paper waste from Powertex.

SOCIAL

Employee profile

DATA	UNIT	2022	2023	2024
TOTAL EMPLOYEES[1]	Quantity	6,627	6,771	3,944
EMPLOYEES BY GENDER				
Male	%	85	85	80
Female	%	15	15	20
EMPLOYEES BY REGION				
Asia Pacific, Middle East, and Africa	%			11
America North and Latin	%		Introduced 2024	4
Europe	%			85
TOTAL EMPLOYEES BY AGE				
< 20	%	0.4	0.6	0.5
21 – 30	%	9.4	10.0	12.8
31 – 40	%	19.8	20.8	22.0
41 – 50	%	26.9	26.4	28.0
51 – 60	%	32.5	30.8	28.0
> 60	%	10.9	10.0	8.5

1 Calculation based on headcount in the financial report. Reduced number of employees due to a sale agreement for the regionally based business of petroleum product deliveries to service stations and local bitumen logistics in Norway, Latvia, Germany, the UK and the Czech Republic in early 2024.

Employee diversity

DATA	UNIT	2022	2023	2024
DIVERSITY & INCLUSION				
Women in workforce	%	15	15	20
Women in leadership[1]	%	28	30	30
Women in governance body (advisory board)	%	17	17	17
Female shareholders	%	69	69	69
Employed nationalities	Number	68	79	76

1 The calculation of women in leadership includes executive director, leadership level 1 and level 2.

SOCIAL
Living Wage

DATA	UNIT	2022	2023	2024
Employees paid below living wage[1]	%		Introduced 2024	2
Employees paid below minimum wage[2]	%			0

1 Based on living wage analysis, which covers 73% of our total workforce, located in Germany, The Netherlands, Belgium, France, Switzerland, Italy, and USA. Our benchmark analysis uses references from WageIndicator.org.

Employee training and development

DATA	UNIT	2022	2023	2024
TRAINING SESSIONS				
Average training hours per office employee	Hours		30.33	47
Average training hours per industrial employee	Hours	Introduced 2023	14.5	27
Average training hours per driver	Hours		6.33	21
Regular performance and career development review	Number	Introduced 2023	1,608	1,429

Employee health and safety

DATA	UNIT	2022	2023	2024
HEALTH AND SAFETY				
Lost-time injury (LTI) based on frequency rate[1]	Number	15.57	20.24	21.00
Lost-time injury (LTI) severity rate[2]	Number	0.11	0.35	0.23
Days lost to work related injuries, fatalities and ill health	Number			1,728
Work-related accidents[3]	Number		Introduced 2024	135
Fatalities as a result of work-related injuries and ill health	Number			0

1 Direct workforce – (total number of lost-time injury events) x 1,000,000/total hours worked for non-transport operations.
2 Direct workforce – (number of days lost due to injuries)/millions km for transport operations.
3 Accidents cover incidents with lost-time injury and medical treatment.

GOVERNANCE

Business conduct

DATA	UNIT	2022	2023	2024
RESPONSIBLE BUSINESS CONDUCT				
Total reported compliance incidents	Quantity	1	6	12[1]
Internal audit	Number		5	5
Internal supplier audit[2]	%	Introduced 2023	33	75
Sustainable management practices training[3]	%		Introduced 2024	80
Code of Conduct training[4]	%		20	55
Information Security training[4]	%		Introduced 2024	64

1 Two incidents have been confirmed and are addressed in accordance with applicable law.
2 Depot services and transport subcontractors, adjust unit from absolute number to percentage figure.
3 Until March 2025, applicable for office workers.
4 Until March 2025, applicable for office and industrial workers.

Assurance

DATA	UNIT	2022	2023	2024
INDUSTRY SUSTAINABLE ASSURANCE				
Average SQAS[1] score of assessed chemical transport operation in European locations (in reporting year)	%	92	94	93
Average CDI-IMPCAS[2] (rolling score Rotterdam, Singapore, Houston)	%	90	99	92
Average SQAS score of assessed gas transport operation in European locations (in reporting year)	%	88	92	95
Average SQAS score of assessed non-transport operation in European locations (in reporting year)	%	87	92	91
SUSTAINABILITY ASSURANCE				
EcoVadis[3] score	Points	45	51	65
CDP[4] Water and Climate	Value		Introduced 2024	C

1 The Safety and Quality Assessment System (SQAS) is a European standard that assesses logistics providers and distributors in the chemical industry on safety, environment, security, and quality. Each evaluation results in a score on a 0–100 scale.
2 Chemical Distribution Institute-International Marine Packed Cargo Audit Scheme (CDI-IMPCAS) is a global audit program that assesses logistics service providers on their management of responsible care, quality, safety, security, and environmental practices in chemical distribution. Each evaluation results in a score on a 0–100 scale.
3 EcoVadis is a global platform that provides standardized sustainability ratings for businesses. It assesses companies across four key themes: Environment, Labor & Human Rights, Ethics, and Sustainable Procurement. Each company receives a score on a 0–100 scale, where 0 indicates inadequate performance and 100 represents excellent performance.
4 CDP (formerly the Carbon Disclosure Project) is a global, independent non-profit organization that helps companies, cities, states, and regions disclose and manage their environmental impacts. It focuses on three key areas: climate change, water security, and forests. CDP evaluates these disclosures using a letter grading system (A, B, C, D), where A represents leadership in environmental action and D reflects basic disclosure.

GRI Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General disclosures 2021	2-1 Organizational details	Introduction p. 5
	2-2 Entities included in the organization's sustainability reporting	About this report p. 20
	2-3 Reporting period, frequency and contact point	About this report p. 20
	2-4 Restatements of information	Key figures pp. 21-29
	2-6 Activities, value chain and other business relationships	Introduction p. 5
	2-7 Employees	Social p. 16, Key Figures employee profile p. 25
	2-9 Governance structure and composition	Introduction p. 7
	2-11 Chair of the highest governance body	Introduction p. 7
	2-14 Role of the highest governance body in sustainability reporting	Introduction p. 7, About this report p. 20
	2-15 Conflicts of interest	Governance p. 19
	2-22 Statement on sustainable development strategy	Introduction p. 8
	2-23 Policy commitments	Introduction p. 8, Social pp. 16-17, Governance p. 19
	2-26 Mechanisms for seeking advice and raising concerns	Governance p. 19
	2-27 Compliance with laws and regulations	Governance p. 19
	2-28 Membership associations	Introduction p. 9
	2-29 Approach to stakeholder engagement	Introduction p. 9, Environment p. 13, Social p. 17, Governance p. 19
GRI 3: Material topics 2021	3-1 Process to determine material topics	Introduction p. 10
	3-2 List of material topics	Introduction p. 10
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	Introduction p. 5
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Governance p. 19
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Key Figures water, energy consumption pp. 22, 24
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environment p. 12, Key Figures energy consumption p. 22
	302-4 Reduction of energy consumption	Environment p. 12
GRI 303: Water and effluent 2018	303-4 Water discharge	Environment p. 14, Key Figures water p. 24
	303-5 Water consumption	Environment p. 14, Key Figures water p. 24

GRI Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environment p. 13, Key Figures carbon emission footprint p. 23
	305-2 Energy indirect (Scope 2) GHG emissions	Environment p. 13, Key Figures carbon emission footprint p. 23
	305-3 Other indirect (Scope 3) GHG emissions	Environment p. 13, Key Figures carbon emission footprint p. 23
	305-4 GHG emissions intensity	Environment p. 13, Key Figures carbon emission footprint p. 23
	305-5 Reduction of GHG emissions	Environment p. 13
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Key Figures air pollution p. 24
GRI 306: Waste 2020	306-3 Waste generated	Key Figures waste p. 24
	306-4 Waste diverted from disposal	Key Figures circular economy p. 24
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	Social p. 16
	403-5 Worker training on occupational health and safety	Social p. 16
	403-9 Work-related injuries	Key Figures employee health and safety p. 26
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	Social p. 16, Key Figures employee training and development p. 26
	404-2 Programs for upgrading employee skills and transition assistance programs	Social p. 16, Key Figures employee training and development p. 26
	404-3 Percentage of employees receiving regular performance and career development reviews	Social p. 16, Key Figures employee training and development p. 26
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Key Figures employee diversity p. 25
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments and development programs	Social p. 17