

cotac group Sustainable Management Policy

The cotac group offers an independent network of tank cleaning and service stations for tank containers, road tankers and Intermediate Bulk Containers (IBCs) in several countries. Our philosophy is a unique combination of services: the highest safety standards, a full range of services, and the aim for sustainable handling in many ranges.

That is why we take our responsibility for our people, all other business stakeholders, the general public that we come into contact with, and any environmental impact caused by our business activities, very seriously.

With this in mind, the top management of the cotac group have articulated a set of guiding principles and core values which govern the way that the business is run across the group.

GUIDING PRINCIPLES OF THE COTAC GROUP

- We set standards by developing customer-oriented solutions.
- We contribute to our customers' success; for us that is both an incentive and an obligation.
- We take a strategic and long-term business approach and place our focus on sustainable business values rather than on short term effects.
- Our reputation as a highly professional organisation, based on safety, quality, service and reliability, counts as company capital, which is a key success factor that convinces customers to decide in our favour.
- We attach great importance to identification with cotac as a company.
- We take on responsibility for all stakeholders and the environment in the long term, and that determines our actions.

OUR CORE VALUES

- We value people and teamwork as key factors for our success.
- We encourage group-wide cooperation, communication and collaboration.
- We strive to deliver the services promised, and exceed expectations wherever we can.
- We take and delegate responsibility and encourage ownership.
- We think and act with integrity, respect, openness, honesty and fairness.

SAFETY/SECURITY, HEALTH, ENVIRONMENT AND QUALITY (SHEQ)

The cotac group has unreservedly committed to align itself with the United Nations definition of sustainable actions, and sets goals regarding fulfilling the highest standards of sustainable safety, quality, and environmental performance. That is why cotac invests heavily in the people, training, infrastructure, equipment and systems necessary to uphold this commitment.



OBJECTIVES OF OUR SUSTAINABLE MANAGEMENT SYSTEM

People, Environment and Performance

- Management commitment and active participation in sustaining a quality culture throughout the company.
- Managers and all employees are committed to the well-being and protection of human life, having a duty of care for the environment, protecting assets and delivering excellent customer satisfaction, using our Plan-Do-Check-Act (PDCA) cycle and our Code of Conduct to guide our actions.
- Promotion of welfare, wellbeing and professional competencies of our employees.
- Responsible and efficient use of natural resources and energies.
- Ensure that appropriate, effective and regularly reviewed policies, procedures and standards are in place to facilitate the continuous management and improvement of occupational health, safety, environmental and quality systems and business performance.

Business Relations

- Compliance with all legislation and customer requirements.
- Meet and where possible exceed the expectations of our customers and other interested parties.
- Protection and security of assets, business systems and information.
- Protection and security of personal data.
- Development of sustainable long-term business relations with customers and other business partners.
- Sustainable improvements in efficiency by continuous optimisation of operations, processes and technologies.

All activities, employees and logistics partner providers are integrated in the cotac Sustainable Management System. All employees and providers are responsible for undertaking their daily work in accordance with the policies, procedures and work instructions as laid down in the company's electronic Total Quality Management system (eTQM system). This includes compliance with our core values, guidelines and any other relevant company instructions.

The company has developed and introduced a suite of multi-level Key Performance Indicators (KPIs) to measure, monitor and manage its performance with regard to this policy. Managers use these KPIs as key business tools in terms of both honouring our commitments and driving improvements in our performance.

The company will comprehensively audit for compliance with both the sentiments and detail of this policy. Audits will be undertaken throughout the organisation and verified by external bodies.

The company will review this Sustainable Management Policy Statement at least every three years to ensure that it remains relevant to the needs of the business, all stakeholders and the environment.

Heiko Rumfeld
Director Business Unit Netlog at HOYER Group
Hamburg, June 2020

Lars Nennhaus
Director cotac group
Hamburg, June 2020



PEOPLE, ENVIRONMENT AND PERFORMANCE

| OBJECTIVES | DESCRIPTION | INDICATORS |
|--|--|---|
| Management commitment and active participation in sustaining a quality culture throughout the company | <ul style="list-style-type: none"> • Involvement of top management for strategic quality culture implementation • Communications with organisation and workforce | <ul style="list-style-type: none"> • Signed management commitment • Delegation of responsibility • Targets for managers • Executive Board management reviews • Company magazines and newsletters |
| Managers and employees are committed to the wellbeing and protection of human life, having a duty of care for the environment, protecting assets and delivering excellent customer service and satisfaction, using our Plan-Do-Check-Act (PDCA) cycle and our Code of Conduct to guide our actions | <ul style="list-style-type: none"> • Adherence to the Code of Conduct of our parent company HOYER • Development and implementation of best practices • Implementation of wellbeing initiatives • Implementing a yearly audit programme • SHEQ and Customer Service reporting and management systems including investigations, analysis, corrective and preventive actions | <ul style="list-style-type: none"> • Audits per year • Follow-up of audit results • Reporting and follow-up of all SHEQ incidents (including Root Cause Analysis (RCA)) • Reporting and follow-up of customer complaints and performance incidents • Whistleblowing reports • SHEQ and sustainability targets for all parts of business |
| Promotion of welfare and professional competencies of our employees | <ul style="list-style-type: none"> • Providing a safe and healthy environment for our employees • Developing risk assessments • Ensuring proper training and career development plans and adherence • Providing training in safety and health-related topics (e.g. behaviour based safety or equivalent, drug and alcohol misuse) | <ul style="list-style-type: none"> • Audit and observation results • Training days per employee • Training test results and records • Count of sick leave days • Work risk assessments • Succession plans • Drug and alcohol testing • Occupational health assistance & referrals |
| Responsible and efficient use of natural resources and energies | <ul style="list-style-type: none"> • Monitor and reduce energy consumption • Monitor and reduce other relevant resource consumption • Recycle where possible | <ul style="list-style-type: none"> • Energy consumption • Consumption of relevant natural resources • Sustainability KPIs |
| Ensure that appropriate, effective and regularly reviewed policies, procedures and standards are in place that facilitate the continuous management and improvement of occupational health, safety, environmental and quality systems and business performance | <ul style="list-style-type: none"> • Continuous review of processes, procedures, instructions and standard and legal requirements • Formal recording and follow-up of all incidents • Conducting internal audits • Measurement of processes | <ul style="list-style-type: none"> • Internal audit results • Management review • KPI core processes • SHEQ incident record • Sustainability Report • External audit/assessment against ISO9001 and SQAS |

BUSINESS RELATIONS

| OBJECTIVES | DESCRIPTION | INDICATORS |
|---|---|---|
| Compliance with all legislation, and customer requirements | <ul style="list-style-type: none"> No child labour No discrimination based on sex, age, ethnicity, etc. Observing the HOYER Code of Conduct Observing and following all applicable legal requirements Fair treatment and equal opportunities for all stakeholders | <ul style="list-style-type: none"> Age pattern of employees Male/female ratio Whistleblowing reports Complaints and grievances |
| Meet and where possible exceed the expectations of our customers and other interested parties | <ul style="list-style-type: none"> Customer requirements known and documented Formal annual review with major customers Customer surveys | <ul style="list-style-type: none"> KPI customer complaints KPI performance events KPI not on-time delivery Performance evaluation by customers (if applicable) |
| Protection and security of assets and business systems | <ul style="list-style-type: none"> Risk assessment and development of security plans for each location Regular security assessment of all operations, use of SQAS packages where applicable Develop security provisions for each site | <ul style="list-style-type: none"> Measuring security breaches Security tests/assessment/audit results Emergency response plans, business continuity plans and exercises together with customers and authorities |
| Protection and security of (personal) data | <ul style="list-style-type: none"> Adherence to data protection regulations Compliance with ISO 27001 Security arrangements for all business systems | <ul style="list-style-type: none"> Measuring and monitoring IT breaches Measuring of security breaches Annual Information Security Report |
| Development of sustainable long-term business relations with customers and other business partners | <ul style="list-style-type: none"> Improving operational efficiency by sharing knowledge, experience and good practice Sharing goals across the group Open dialogue with stakeholders Fair treatment of customers and business partners Reviewing and reducing customer complaints, and implementing corrective and preventive actions Good corporate governance (compliance with financial and legal requirements in the countries where cotac operates) | <ul style="list-style-type: none"> Investments KPI customer complaints Performance reviews of business partners Code of Conduct Turnover Earnings Before Taxes (EBT) |
| Sustainable improvements in efficiency by continuous optimisation of operations, processes and technologies | <ul style="list-style-type: none"> Long-term economic success Implementing ISO 9001 standards Continuously improving operations and processes | <ul style="list-style-type: none"> Investments Management review Operational parameters including lead time, flow rate Turnover Earnings Before Taxes (EBT) |