

# 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

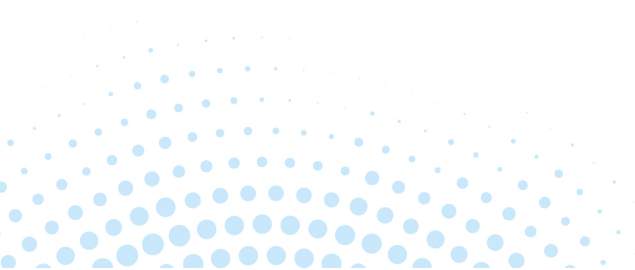
- We set standards by developing customer-oriented solutions.
- We contribute to our customers' success; for us that is both an incentive and an obligation.
- We take a strategic and long-term business approach and place our focus on sustainable business values rather than on short term effects.
- Our 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. Moreover, the cotac group commits itself to a "Zero Pellet Loss" philosophy by signing the "Operation Clean Sweep® (OCS)" pledge and by implementing the OCS principles and methods to prevent micro- and nanoplastics in the environment and in waterways. In order



to meet these voluntary commitments, cotac is making major investments in employees, training course, infrastructure, equipment and systems.

## 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.

