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# Sustainability report 2023



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**Euroports aims to bring essential goods to people across the world in a sustainable manner, through its world leading port centric network.**

# ABOUT THIS REPORT



## **Euroports Sustainability Report: Third Year of Reporting**

**We are pleased to present our third sustainability report, which covers the period from January 1, 2023, to December 31, 2023.**

Our annual sustainability report aims to provide transparency to our stakeholders regarding our sustainable business practices, as aligned with the principles of the United Nations Global Compact, the Sustainable Development Goals (SDGs) and selected GRI standards.

The data presented in this report encompasses activities from all our terminal and freight forwarding services, excluding acquisitions made in 2023, unless otherwise stated.

We welcome your feedback, suggestions, comments, or questions regarding this report at [sustainability@euroports.com](mailto:sustainability@euroports.com).

For more information about our sustainability management, please visit: [www.euroports.com/sustainability](http://www.euroports.com/sustainability)

Euroports Group BV is a Belgian limited liability company whose registered office is located at Land van Waaslaan 5, 9130 Kallo, Belgium, acting as operational holding company for Euroports and Manuport Logistics business.

Date of Publishing  
June 2024

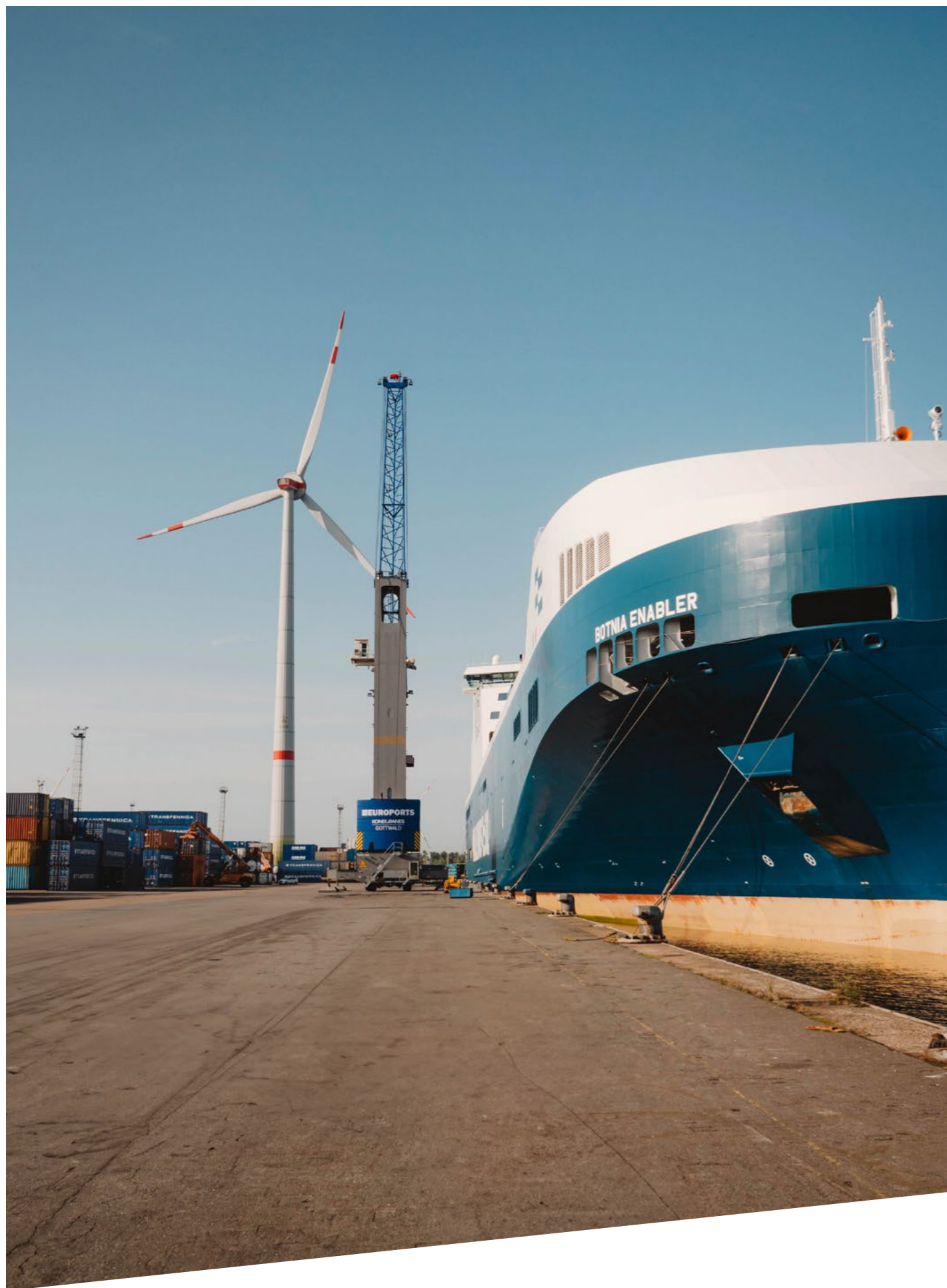


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# INTRODUCTION





## CEO INTRODUCTION

Dear Stakeholders,

I am pleased to present Euroports Group's Sustainability Report for the year 2023, reflecting our continued commitment to sustainable business practices.

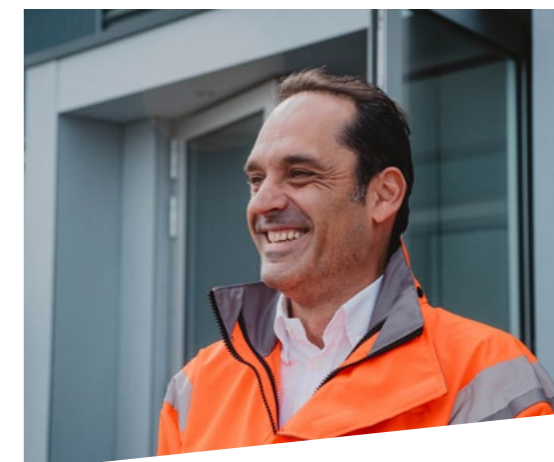
In 2023, Euroports further developed its strategic agenda, reaffirming our commitment to sustainability by revising our vision and mission statements to integrate sustainable practices into our core operations.

Another key achievement was the establishment of our Sustainability Board and Committee, a structural step to strengthen our commitment to align our corporate strategy with environmental and social responsibilities, through enhancing governance.

Throughout the year, we implemented various initiatives to reduce our carbon footprint and promote sustainable operations. Our greenhouse gas emissions per ton handled is declining strongly, thanks to initiatives such as adopting renewable energy sources, introducing electric vehicles and terminal equipment, and optimisations in reporting and energy management.

Moreover, our commitment to sustainability extends beyond environmental considerations and includes the well-being and safety of our employees. We organised Euroports' Global Safety Day with the theme "I see it, I act on it!" to empower our workforce to prioritise safety in their daily activities.

In addition to our internal initiatives, Euroports Group remains actively engaged in supporting our neighbourhood communities and promoting social responsibility activities.



Central to our sustainability efforts is our enhanced Code of Conduct, which outlines the principles of integrity, transparency, and respect for human rights in all our interactions. This code is the cornerstone of our ethical standards and behaviour, guiding us towards sustainable and moral business practices. Finally, we refined our whistleblowing policy and procedures to ensure the effectiveness and accessibility of reporting mechanisms, emphasising our commitment to ethical conduct and transparency.

As we continue our sustainability journey, we remain dedicated to driving positive change and shaping a more sustainable future for generations to come. I invite you to read our 2023 Sustainability Report and learn more about our progress and ongoing initiatives in environmental stewardship, social responsibility, and ethical business practices.

Thank you for your continued support and partnership as we work together towards a more sustainable and prosperous future.

**FREDERIC PLATINI**  
Chief Executive Officer

# EUROPORTS AT A GLANCE



Euroports Group is a leading port-centric platform and one of the largest operators of port infrastructures with a wide global footprint in Europe and China, spanning over 50 terminals, complemented by freight forwarding offices. With our strategic locations on vital trade routes, Euroports handles approximately 70 million tons of essential commodities annually.

Euroports as port operator, is a market leader in essential bulk and breakbulk commodities such as fertilizers, agribulk, sugar, paper, pulp, metals and minerals, while capturing many fast-growing products, notably in area of energy transformation (such as windmills, lithium) and recycling. In addition to managing port terminal operations, our subsidiary, Manuport Logistics, offers integrated end-to-end supply chain services including freight forwarding and specialized logistics solutions to our customers.

Euroports' vision is to bring essential goods to people across the world in a sustainable manner, through its world leading port centric network. We take great pride in our team of over 2,700 professionals who develop, operate, our daily business for international customers in key industry sectors.

**Euroports industry experts assist customers to design, operate, and manage maritime supply chain solutions that deliver sustainable competitive advantages. Euroports' core business centred around port operations complemented by value-added services and freight forwarding.**



### EUROPORTS TERMINALS

- 50+ terminals
- 12 operating terminals on customer location



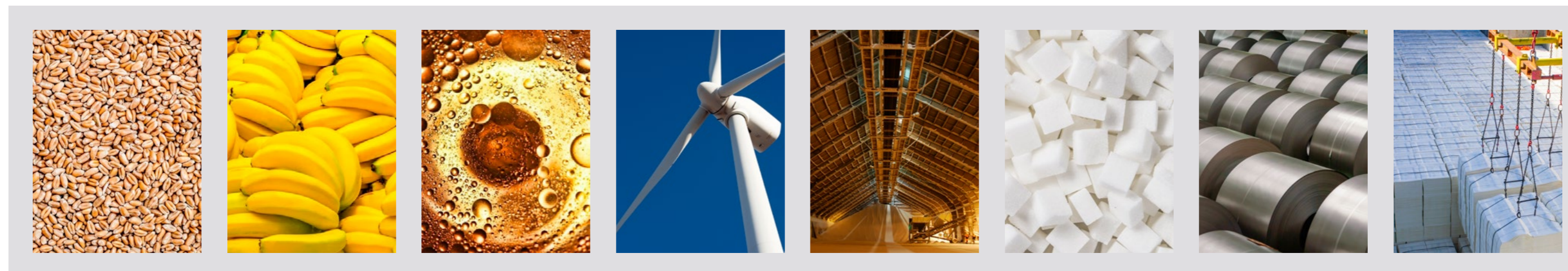
### VALUE-ADDED SERVICES

- Sieving & Blending
- Bagging & Packaging
- Sampling & Quality control
- Container Services
- Washing & repair
- Agency Services
- Customs Clearance



### FREIGHT FORWARDING

- Sea Freight
- Coastal/Inland shipping
- Air Freight
- Road Transport
- Rail Transport
- Barging solutions



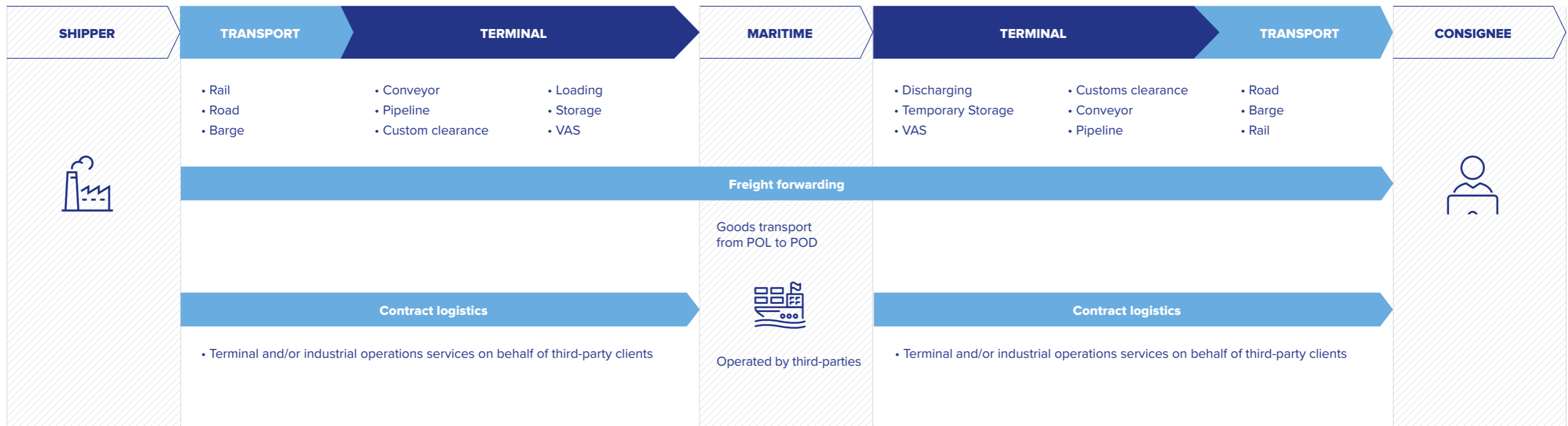
# VALUE CREATION

Euroports creates value through its comprehensive port-centric solutions, offering a wide range of services spanning terminal management, warehousing, value-added services (VAS), transport, logistics, and freight forwarding. Euroports seamlessly integrates port operations activities such as discharging, temporary storage, loading, and additional VAS, with logistics services activities, including road, barge, truck transportation, rail, as well as customs clearance.

Moreover, Euroports expands its value proposition by offering contract logistics, providing terminal and industrial operations services for third-party clients, and freight forwarding.



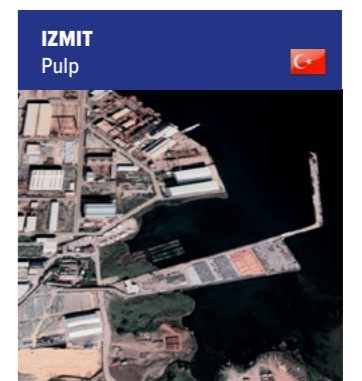
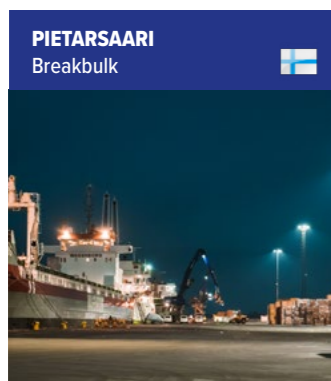
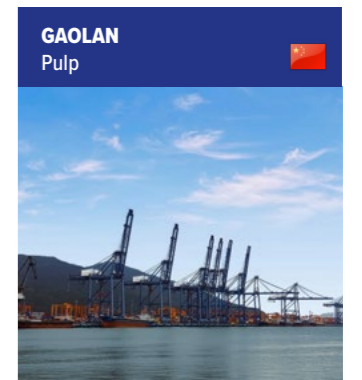
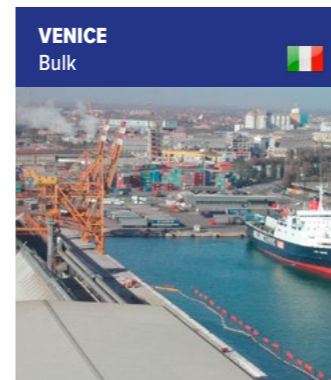
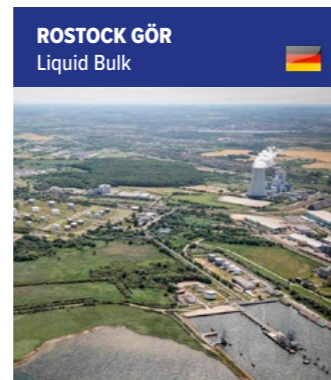
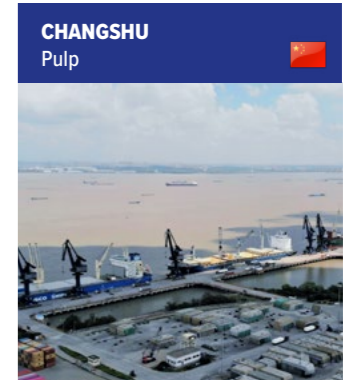
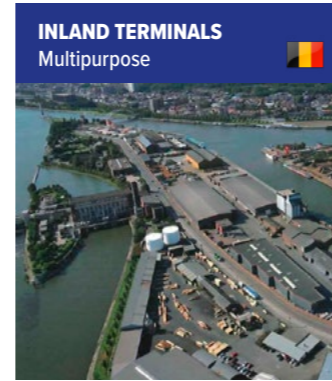
## EUROPORTS' POSITIONING ON MARITIME TRANSPORT SUPPLY CHAIN



● Port operations activities    
 ● Logistics services activities    
  Segment not addressed by Euroports



# GLOBAL PRESENCE



# VISION, MISSION AND VALUES

Euroports recently revised its company’s vision and mission statements. This evolving strategic approach shows our commitment to integrating sustainable practices into our operations. This renewed set of values shape our corporate culture and guide our daily actions.

Video: [Euroports Vision, Mission and Values](#)

**EUROPORTS**

## Our Vision

Euroports aims to bring essential goods to people across the world in a sustainable manner, through its world leading port centric network.

[WWW.EUROPORTS.COM](http://WWW.EUROPORTS.COM)

**EUROPORTS**

## Our Mission

Euroports operates a global network of port terminals supported by logistics solutions, centred around essential commodities. We are dedicated to delivering industry leading services to bring value to our customers, by being efficient, agile, sustainable and profitable.

- Safety is our responsibility
- Expertise and innovation are fostered
- Talent is attracted, developed and retained

[WWW.EUROPORTS.COM](http://WWW.EUROPORTS.COM)

**EUROPORTS**

## Our Values

- Safety, our responsibility
- Performance, our passion
- Respect for people, our foundation
- Integrity, our core
- Teamwork, our DNA

[WWW.EUROPORTS.COM](http://WWW.EUROPORTS.COM)

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# GOVERNANCE AND STRATEGY

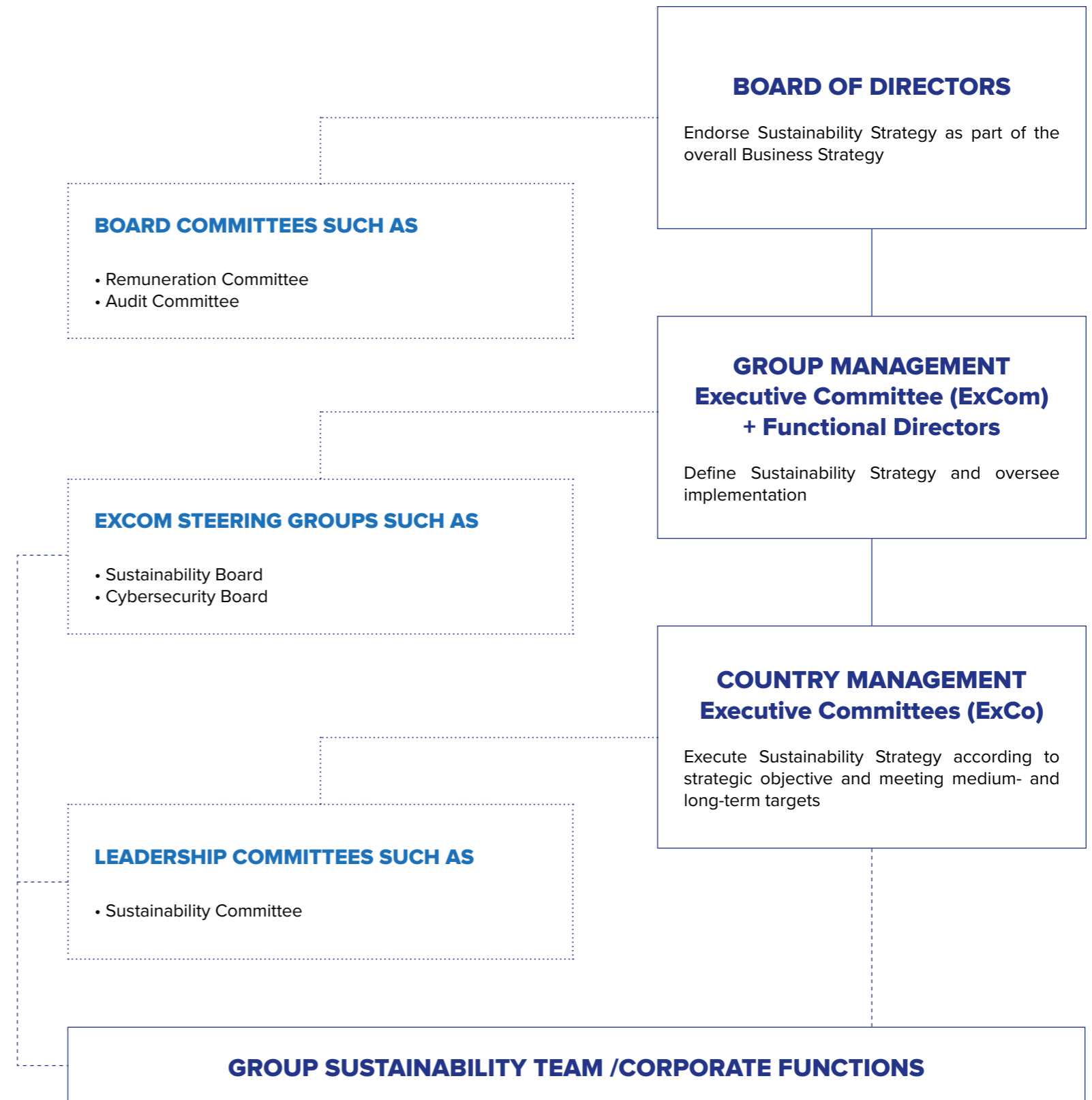


# GOVERNANCE MODEL

Euroports places a strong emphasis on governance to drive its sustainability agenda. Overall Sustainability Strategy as well as strategic objectives are set by the Board of Directors, delegating the leadership of the implementation of the strategy to the Executive Management Committee (EXCOM).

Executing on the strategy is the responsibility of the country management teams and relevant functional directors. To ensure implementation of the Sustainability Strategy and progress against strategic objectives, Committees have been implemented.

Through this structured approach, Euroports maintains a clear pathway for its sustainability strategy execution, oversight, and communication, ensuring alignment with its sustainability goals across all levels of the organisation.



# STAKEHOLDER ENGAGEMENT

Our sustainability practices at Euroports are not just about us. They are a collective effort involving various stakeholder groups.

Euroports is dedicated to open and transparent communication with all its stakeholders, particularly our local communities. We take a unique approach by involving our local management and staff, and we bolster this with proactive press communications to ensure community members are always well-informed.

“ We are preparing for the 2025 EU Corporate Sustainability Reporting Directive requirements that are coming our way and to meet the still evolving reporting standards, but also the expectations of our employees, our customers and society as a whole.

GABRIEL KIERKELS  
Sustainability & QHSE Director  
Euroports Group

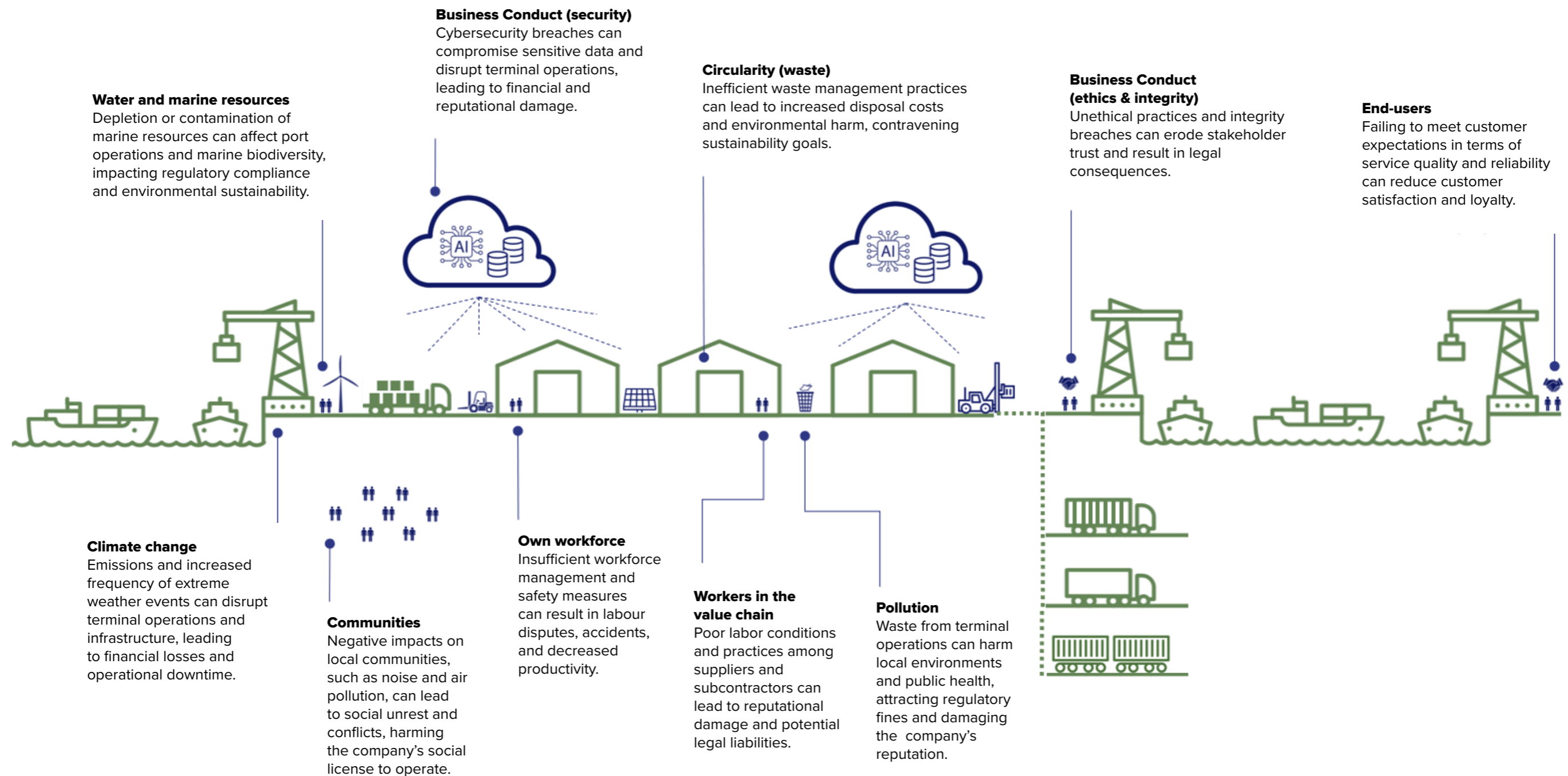


Video: [Sustainability](#)

STAKEHOLDERS	EXPECTATIONS	ENGAGEMENTS
Employees	Engaging work, fair treatment and compensation, a strong sense of inclusion, and ample opportunities for career growth	Daily interactions and surveys: ongoing communication between managers and colleagues and engagement surveys
Customers	Responsible business practices and aim for net zero emissions within their supply chains	Regular business discussions, ESG criteria in tender processes, and partnerships in collective action cooperations
Investors/lenders	Strategies and actions that address both immediate and long-term business model risks, business outlook, financial performance and Industry leadership	Regular interactions with investors, banks, including a quarterly meeting
Suppliers and business partners	Ethical business practices and partnership on strategic developments	Continuous dialogue and (re)new(ed) partnerships
(Port) Authorities, Government	Adherence to regulations and expect the company to lead the industry regarding the climate change transition	Direct engagement with local and (inter)national authorities, as well as through industry associations
NGOs	Accountability towards material issues	Direct engagement and partnerships
Communities	Responsibility and accountability towards material issues, and positive contributions in areas of highest Impact and leverage	Interaction with community representatives, involvement in collective action alliances and partnerships, and conducting scientific studies
Labour Unions	Labour rights, safe working conditions and skills development	Regular interactions, open dialogue and joint actions to build trust and bring the workforce up to speed on industry developments

# VALUE CHAIN RISK ANALYSIS

In our thorough materiality assessment, we have evaluated the impact of our operations and value chain. The following list highlights some of these impacts but is not exhaustive. It demonstrates the variety of impact resulting from our role as a leading port-centric platform.



# SUSTAINABILITY MATERIAL TOPICS

We updated our double materiality assessment this year in preparation for the EU CSRD reporting requirements, which will be mandatory from 2025.

The results of this initial assessment, illustrated in the table, confirm that the most material topics <sup>(1)</sup> of Euroports' sustainability strategy are climate change, our own workforce, pollution, customers and end-users. This is not an exhaustive list, but it shows where Euroports may have the most significant impact on people and the planet through our activities or where Euroports is exposed to the most important financial risks or opportunities.

Euroports has based its sustainability strategy and reporting on a double materiality perspective. The European Sustainability Reporting Standards (ESRS) criteria provide a rigorous framework for assessing and reporting on double materiality through a common set of requirements. In 2023, our focus has been on developing a solid methodology aligned with the approach and criteria outlined in the ESRS.

Euroports has refined its original material assessment methodology and adopted a one-to-five scale ranging from "minimal" to "critical", as suggested in the EFRAG 1 Double Materiality Conceptual Guidelines. Furthermore, we have clustered our material sustainability topics into three managerial groups to guide our future sustainability strategy.

The differentiators include priority areas such as climate change, our own workforce, pollution, customers and end-users that align with our company's purpose and business strategy objectives.

Next, the enablers are encompassing topics such as the circular economy and communities, which are high-priority and serve as catalysts for business transformation and future developments.

Lastly, areas to monitor consist of topics that are essential for compliance but may not directly differentiate our business strategy. These include business conduct, the workforce in the value chain, water and marine resources.

Going forward, Euroports will continue to develop and refine its approach further in accordance with best practices and when more guidance becomes available.













DOUBLE MATERIALITY ASSESSMENT MATRIX - EUROPORTS



<sup>(1)</sup> The sustainability topics of consumers end-users, and pollution are excluded from the 2023 table representation. This is due to Euroports currently working on aligning the baseline data points and ensuring current information retrieval processes. These topics are material and will be included in the following edition of the Sustainability report.

# SUSTAINABILITY OBJECTIVES

Euroports' sustainability strategy is fundamental to our commitment to sustainable and responsible business practices. Building on over the past years of progress, our strategy addresses key topics critical to our operations and stakeholders. Our objectives cover a wide range of environmental, social, and governance (ESG) concerns, each with clear performance targets and metrics for tracking progress.

ESG TOPICS	EUROPORTS MATERIAL TOPICS	STRATEGIC SUSTAINABILITY TARGETS	PERFORMANCE 2023	SDGS
<b>ENVIRONMENTAL FOCUS</b>				
Climate change	Energy consumption Greenhouse gases	<ul style="list-style-type: none"> <li>To significantly increase the energy consumption coming from renewable sources by 2030.</li> <li>To reduce GHG emissions by 40% compared to 2020 baseline.</li> </ul>	<ul style="list-style-type: none"> <li>9% of renewable electricity.</li> <li>7% reduction of total GHG emissions and 33% reduction per kiloton handled compared to 2020 baseline.</li> </ul>	 
Circular economy	Circular Economy Waste Management Sustainable Supply Chain	<ul style="list-style-type: none"> <li>To prioritising recycling &amp; reuse in waste management and implementing a sustainable supply chain to minimise environmental impact and maximize resource efficiency.</li> </ul>	<ul style="list-style-type: none"> <li>84% of the total waste generated directed towards recovery operations.</li> </ul>	
Water and marine resources	Water Stewardship	<ul style="list-style-type: none"> <li>To reduce water consumption and protecting water quality at all facilities with 2022 as the baseline.</li> </ul>	<ul style="list-style-type: none"> <li>10% reduction of water usage compared to 2022.</li> </ul>	
<b>SOCIAL COMMITMENT</b>				
Own workforce Workers in the value chain	Human Capital Safety and well-being at work Security related to the people Equal opportunity / Non discrimination	<ul style="list-style-type: none"> <li>To prioritise safety and security in the workplace by reducing the frequency and severity of lost time injuries and severe safety incidents each year through strong safety policies and employee engagement, striving for a zero-harm work environment.</li> <li>To reduce illness rates among our workforces.</li> <li>To address the gender pay gap.</li> </ul>	<ul style="list-style-type: none"> <li>LTI Freq.: 6,2 (↘ from 6,7).</li> <li>LTI Sev.: 0,29 (unchanged).</li> <li>SSI Freq.: 1,7 (↘ from 2,3).</li> <li>6,7 average illness rate blue-collar and 2,85 for white collar.</li> <li>Gender pay gap -7%.</li> </ul>	 
Affected communities	Local Communities	<ul style="list-style-type: none"> <li>To promote the well-being of local communities, encouraging local community engagement and sustainability initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>Numerous support activities in several countries and locations.</li> <li>Providing training sessions and workshops on social topics.</li> </ul>	   
<b>GOVERNANCE</b>				
Business conduct	Ethics and integrity Security related to the business activities Sustainable procurement	<ul style="list-style-type: none"> <li>To safeguard ethics and integrity in all aspects of our business.</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive training programs, including cybersecurity training tailored to employees' roles, with 100% participation level.</li> <li>Systematic program compliance checks.</li> </ul>	 





## CERTIFICATIONS AND AUDIT

At Euroports, we maintain high-quality standards, environmental management, and safety across all our locations.

Our commitment to excellence is demonstrated through our diverse range of certifications, tailored to meet both international standards and local requirements. Key certifications include ISO 9001, ISO 14001, ISO 45001, GMO/FCA and ISPS.

Our aim is to comply with global standards and lead by example in every aspect of our operations. Each Euroports terminal may hold various certifications, including some unique to specific locations due to local regulations and operational specialties.

Ecovadis evaluates our company annually to assess how well sustainable principles are integrated into our business practices. We are pleased to maintain our bronze medal rating, affirming our ongoing commitment to sustainability.

Furthermore, we continue to demonstrate our dedication to the United Nations Global Compact (UNGC), its 10 principles and the 17 Sustainable Development Goals (SDGs) by participating in their programs and submitting our Communication on Progress.

Link: [Certifications - Euroports](#)



9001 14001 45001



WE SUPPORT



# ENVIRONMENT



# CLIMATE CHANGE

In the past year, Euroports has been focused on enhancing its emission measurement methods and identifying ways to reduce them. We are actively working to decrease carbon emissions and promote environmental sustainability by improving energy efficiency, utilising renewable energy, minimising waste and managing water usage.

## GHG EMISSIONS

Euroports is dedicated to reducing its greenhouse gas (GHG) emissions by 40% by 2030 compared to its 2020 baseline. The company uses the Greenhouse Gas Protocol methodology for emission calculation and collaborates with external consultants to validate its data across all Euroports and Manuport Logistics facilities.

### Decrease in CO<sub>2</sub> Per Ton

Euroports has made significant progress in reducing emissions, achieving an 8% reduction in absolute emissions and a 33% decrease in tonnes of CO<sub>2</sub> per kt handled compared to its 2020 baseline. The declines are attributed to initiatives like the use of Hydrotreated Vegetable Oil (HVO), the transition towards electric vehicles & equipment, more efficient data collection, terminal operations optimisations, and energy management.

These efforts demonstrate Euroports' commitment to sustainability and proactive measures to meet its ambitious emissions reduction goal.

### Scope 1

Emissions are our direct emissions, mainly caused by the use of diesel and other fuels for operating our cranes and other port equipment. It also includes emissions from heating our buildings and the fuel consumption of company cars. Scope 1 emissions make up about 75% of our total emissions.

### Scope 2

Emissions are our indirect emissions related to the procurement of energy. These result from the consumption of purchased electricity and district heating and make up about 18% of our total emissions.

### Scope 3

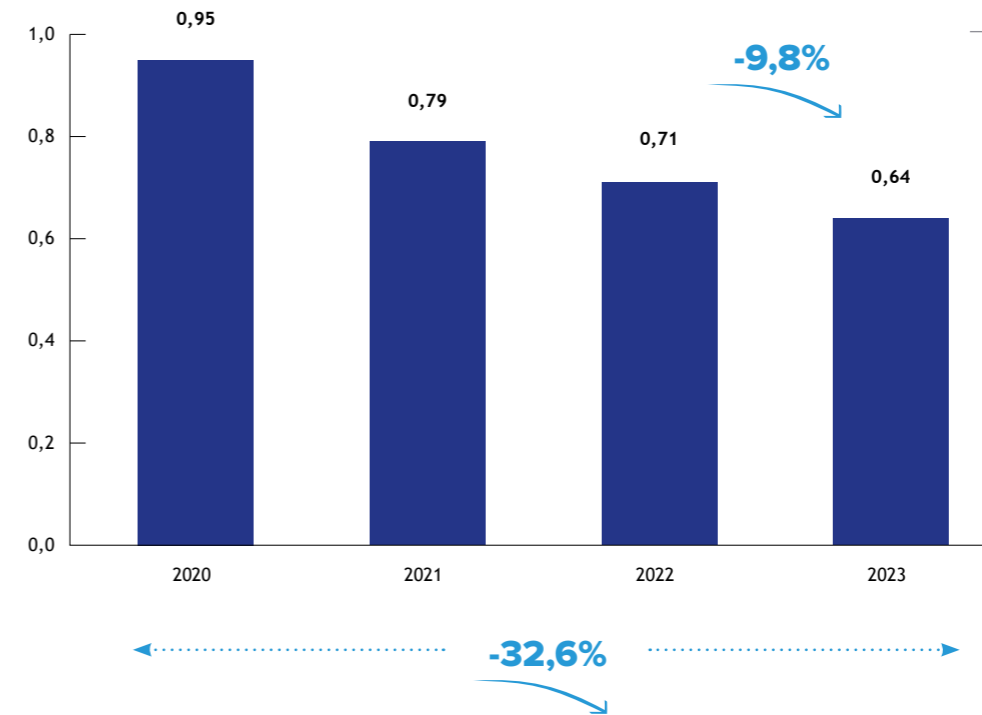
Emissions contain the indirect emissions up and down our value chain. We currently limit the mapping of Scope 3 emissions to those resulting from our employees' commuting and business travel. This part represents about 7% of our total emissions.

## EMISSIONS PER SCOPE

(tons of CO<sub>2</sub>e)

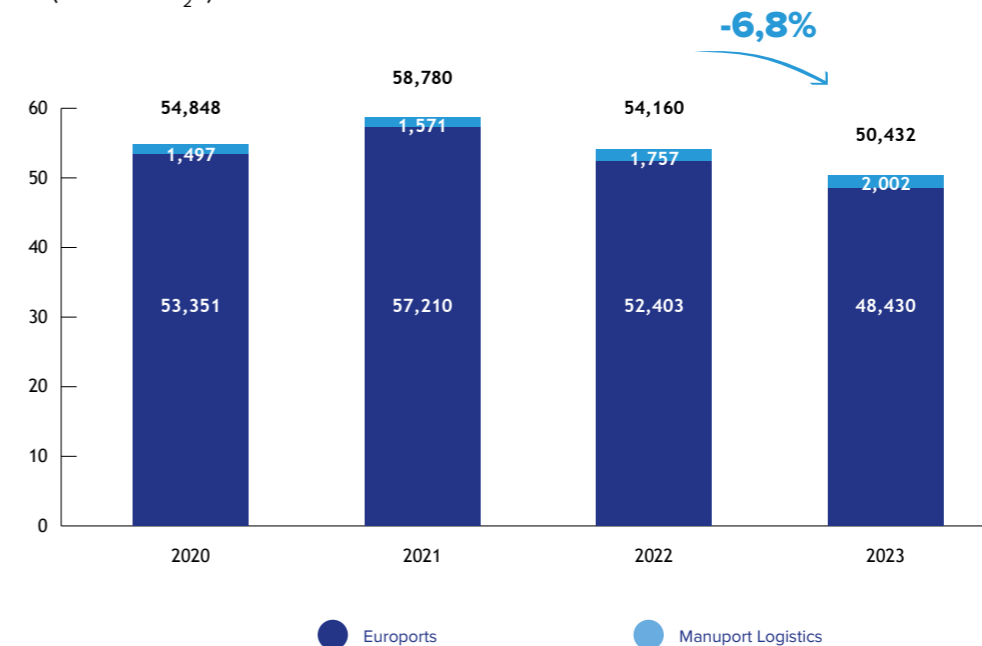
SCOPE 1	SCOPE 2	SCOPE 3
Direct emissions from our operations	Emissions from the generation of purchased electricity, heat, and steam	Emissions from employee commuting and business travels.
<ul style="list-style-type: none"> <li>• 2020: <b>38.975 tons</b> of CO<sub>2</sub>e</li> <li>• 2021: <b>43.037 tons</b> of CO<sub>2</sub>e</li> <li>• 2022: <b>41.312 tons</b> of CO<sub>2</sub>e</li> <li>• 2023: <b>37.881 tons</b> of CO<sub>2</sub>e</li> </ul>	<ul style="list-style-type: none"> <li>• 2020: <b>12.578 tons</b> of CO<sub>2</sub>e</li> <li>• 2021: <b>11.388 tons</b> of CO<sub>2</sub>e</li> <li>• 2022: <b>9.349 tons</b> of CO<sub>2</sub>e</li> <li>• 2023: <b>8.966 tons</b> of CO<sub>2</sub>e</li> </ul>	<ul style="list-style-type: none"> <li>• 2020: <b>3.295 tons</b> of CO<sub>2</sub>e</li> <li>• 2021: <b>4.335 tons</b> of CO<sub>2</sub>e</li> <li>• 2022: <b>3.498 tons</b> of CO<sub>2</sub>e</li> <li>• 2023: <b>3.586 tons</b> of CO<sub>2</sub>e</li> </ul>

**RELATIVE GHG EMISSIONS**  
(tons of CO<sub>2</sub>e per kt handled)



	YOY DECREASE	YOY %
2021	0,16	-16,84%
2022	0,08	-10,13%
2023	0,07	-9,86%

**ABSOLUTE GHG EMISSIONS**  
(tons of CO<sub>2</sub>e)



### Manuport logistics

- **38%** scope 1
- **12%** scope 2
- **50%** scope 3

### Euroports

- **77%** scope 1
- **18%** scope 2
- **5%** scope 3

# INITIATIVES FOR REDUCTION

## ELECTRIC EQUIPMENT, VEHICLES AND TERMINAL OPTIMISATION

In Euroports China, we have invested in electric forklifts and terminal tractors after a thorough trial period. Similarly, our entities in Germany and Finland have adopted advanced Dual Engine Motor material handling equipment. This is supported by our new procurement policy, which prioritises the acquisition of sustainable equipment for our (new) terminal locations.

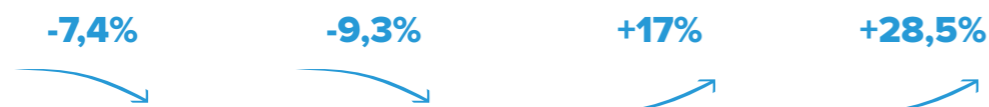
As part of our broader electrification efforts, we are accelerating the transition of our company vehicles to electric power and installing charging stations at both our offices and terminal parking locations. We also focus on operational improvements through increased efficiency, including reduced driving distances for equipment transport and introducing more efficient handling equipment like in Euroports Belgium. Additionally, we have implemented measures such as reducing terminal speed in Euroports Germany to increase safety and lower emissions.

## HVO, RENEWABLES AND ENERGY MANAGEMENT

We are currently evaluating the favourable outcomes of implementing HVO (Hydrotreated Vegetable Oil) in our terminal operations in Finland, exploring its potential integration across the broader Euroports group.

Our Scope 2 emissions decreased due to reduced electricity consumption and green initiatives, including purchasing green certificates and installing solar panels. These efforts involve transitioning to renewable energy sources, which saw a 28,5% year-on-year increase and optimising operations to minimise energy consumption.

	TOTAL AMOUNT (KWH)	RECOVERED <sup>(1)</sup>	RENEWABLE <sup>(2)</sup>	% RENEWABLE
2021	45.067.594	44.168.999	898.595	2%
2022	44.341.929	41.232.799	3.109.130	7%
2023	41.027.046	37.389.311	3.637.735	9%



<sup>(1)</sup> Gray  
<sup>(2)</sup> Certified green or produced on site

“

*Building on last year’s successful transition to electric terminal tractors and lift trucks, we are developing a comprehensive roadmap to achieve a fully electric fleet by 2030. This initiative not only supports our commitment to sustainable terminal operations but also aligns with the Group’s 2030 emission reduction targets. By investing in advanced electrification technologies and green energy solutions, we aim to significantly reduce our environmental impact while maintaining high operational efficiency and reliability for our customers.*

”

ANTHONY GU  
 Managing Director  
 Euroports China



# WASTE MANAGEMENT

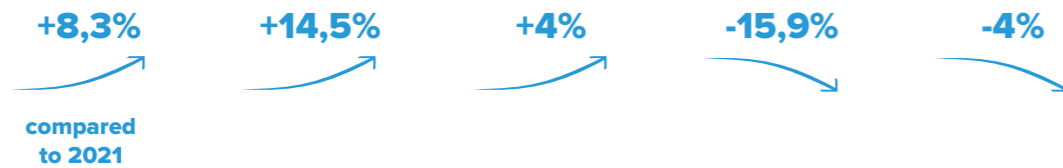
Euroports is committed to ensuring that all waste generated during its operations is collected. The waste streams primarily consist of paper, cardboard, scrap, and hazardous materials from maintenance activities. Although Euroports does not treat its waste by itself, it uses reputable third-party waste treatment companies that responsibly manage most of it through recycling and reuse.

The amount of waste generated increased from 2021 to 2022 because of increasing volumes (post Covid). While volumes increased further in 2023, the amount of waste decreased in 2023 due to our ongoing reduction efforts but also a shift in certain commodity volumes.

Waste streams are split in recovered waste (including reuse, recycling, and other recovery operations as per CSRD reporting) and not-recovered waste (meaning landfill, incineration without energy recovery or any other or unknown disposal method).

As the total amount of waste that we produce is volume and commodity dependent, our initial objective is to further reduce the percentage of not-recovered waste by implementing more effective recovery strategies, favouring recycling and reuse.

	TOTAL AMOUNT (TONNE) <sup>(3)</sup>	RECOVERED (TONNE)	RECOVERED (%)	NOT-RECOVERED (TONNE)	NOT-RECOVERED (%)
2021	5.905	4.706	80%	1.199	20%
2022	7.126	3.802	53%	3.324	47%
2023	6.397	5.389	84%	1.008	16%



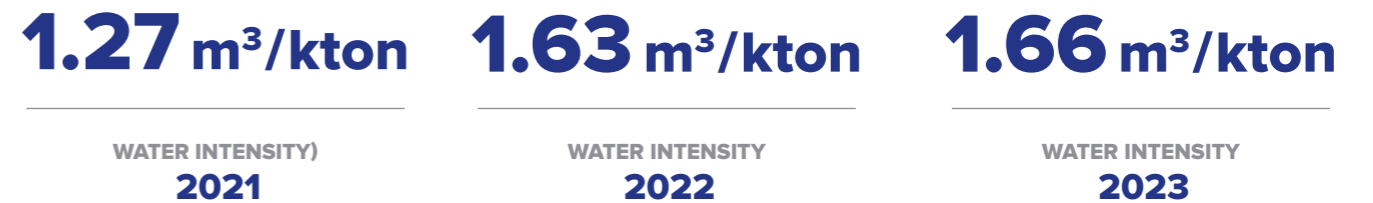
<sup>(3)</sup> Waste numbers have been adjusted compared to 2022 reporting due to a change in reporting scope as well as improved reporting and data collection processes.

# WATER MANAGEMENT

Our water usage includes the use in office facilities, for maintenance and cleaning activities, and for dust reduction. We are improving our definitions and data collection methods for future reporting, to include not only intake (withdrawal) numbers but also consumption and discharge amounts.

For the purpose of dust reduction, our water use strongly depends on volumes and type of commodities. We therefore switched to reporting on water intensity rather than consumption. The water intensity metric is based on our water withdrawal per kiloton handled.

The increased intensity over the past two years can be explained by a decrease in precipitation and an increase in volumes of dust sensitive products driving a need for increased irrigation.



“ Regarding our water consumption, we use this resource in a responsible way during all our operations. In our office facilities, maintenance and also in our industrial activities. We respect local regulations and we treat our waste water accordingly.

”  
**DAFNE JOSE**  
 QE Manager  
 Euroports Group

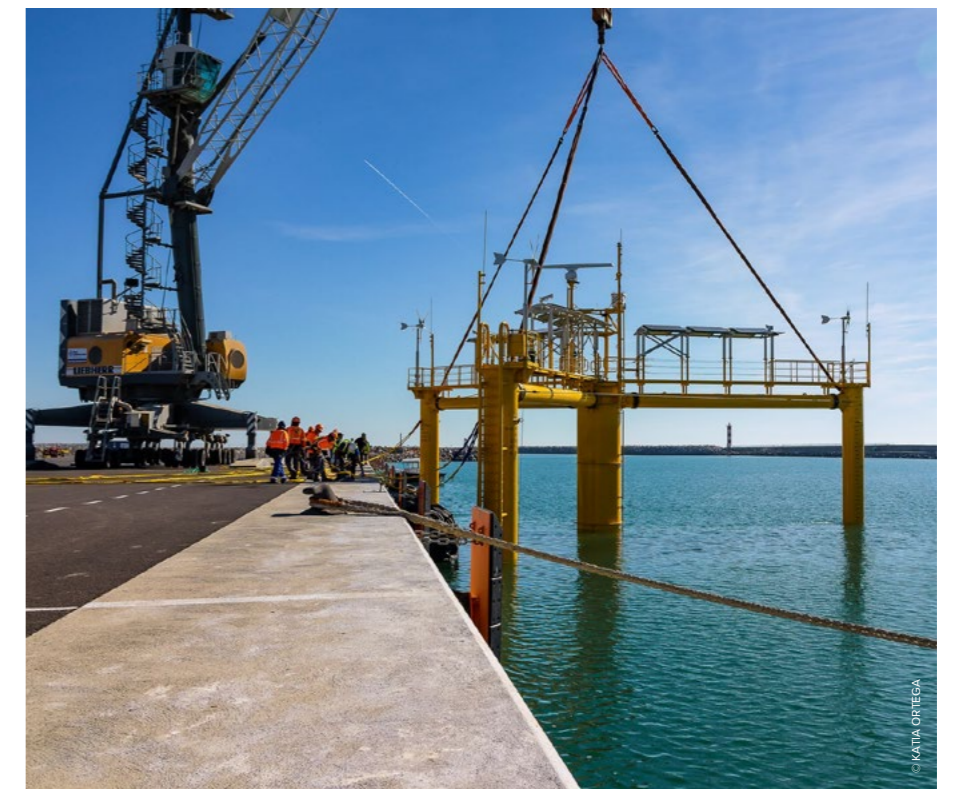


Video: [Environmental Responsibility](#)

# ENVIRONMENTAL AWARENESS



90% smaller carbon footprint  
NESTE MY Non Road Diesel



# SOCIAL





## HEALTH AND SAFETY AT WORK

Safety and quality are integral to our operations. Our terminals adhere to specific standards, safeguarding a Health and Safety Management system that prioritise the well-being of all stakeholders. Through these standards and systems, we maintain safety and quality as cornerstones of our commitment to delivering superior service while safeguarding the health and well-being of all individuals involved in our operations.

### GLOBAL SAFETY DAY - "I SEE IT, I ACT ON IT!"

Euroports is committed to workplace safety and holds an annual Global Safety Day in line with the World Day for Safety and Health at Work.

This event aims to raise awareness about the importance of workplace safety and foster a safety culture among employees. It is a time to reflect on safety practices, celebrate achievements, and reinforce a commitment to a safe and healthy work environment.

The theme for 2023, "I see it, I act on it!" emphasised empowering the workforce through the STOP procedure, allowing employees to halt work if they perceive an unsafe situation. This initiative aligns with Euroports' value that safety is everyone's responsibility, equipping employees with the knowledge and confidence to promptly identify and address safety hazards.

Last year's Global Safety Day focused on two key areas: Lifted or Hoisted Loads and Work at Height, as these situations directly address specific safety challenges pertinent to Euroports' operations.

By linking the theme "I see it, I act on it!" with these practical safety measures, Euroports strives to create a workplace where safety is not just a priority but is integrated into all our operations. We aim for our employees to feel empowered to prioritise safety in their daily work.

“Euroports commitment to safety is reflected in its proactive risk management approach and collective responsibility among employees at all levels. As the company continues to fulfill safety targets and implement initiatives like the 'Line of Fire' tool, it underscores its dedication to continuous improvement and employee empowerment. By prioritising ongoing engagement, training, and collaboration with partners, Euroports remains steady in its mission to address future safety challenges and uphold its core value of safety.”

RALF BUTZLAFF  
H&S Manager  
Euroports Group



Video: [Safety](#)



## HEALTH AND SAFETY AT WORK

### LINE OF FIRE SAFETY PROGRAM

Euroports prioritises the safety, health, and well-being of everyone involved in its operations, including employees, contractors, and visitors. To maintain these standards, the company has a global Quality, Health, Safety, and Environment (QHSE) leadership structure dedicated to identifying potential hazards and implementing measures to eliminate or minimise them. A new group-level role has been introduced to support the Health and Safety function across all terminals.

In addition to meeting legal requirements, Euroports has established several group-level standards to enhance its Health and Safety (H&S) performance. The Line of Fire (LOF) risk management program, operational since 2019, aims to identify and mitigate potential hazards, significantly decreasing serious safety incidents over the past four years. The program’s effectiveness is recognised internationally, with Euroports submitting LOF to an international safety award program, earning recognition for its approach and positive impact on safety.

Euroports actively engages in international forums and safety committees, sharing best practices and seeking solutions to known challenges. Continuous employee safety training keeps the workforce informed, vigilant, and capable of effectively handling safety challenges.



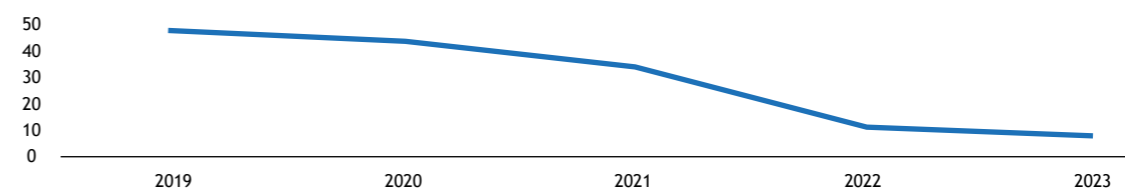
	2023 TARGET	2023 RESULT	2024 TARGET
LTI Frequency	5,7	6,2	-15%
LTI Severity	0,23	0,29	-15%
SSI Frequency	2,0	1,7	-15%
TRI Frequency	n/a	14,3	-15%

The company tracks several performance indicators to measure safety progress toward a zero-harm culture, including Lost-Time Incident (LTI) Frequency and Severity and Serious Safety Incidents (SSI). As several locations have achieved a state of few or no lost-time incidents, Euroports plans to add Total Recordable Incidents (TRI) as a new measurement tool going forward.

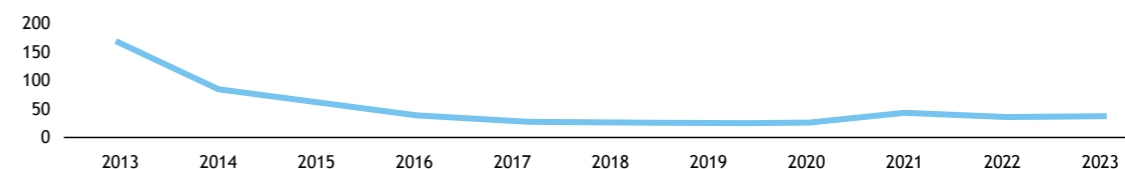
By continuously investing in operational safety and implementing best practices in health and safety, Euroports strives to make its workplace one of the safest in its industry.



### SSI TREND (SERIOUS SAFETY INCIDENTS)



### LTI TREND (LOST TIME INCIDENTS)



## TALENT MANAGEMENT

In 2023, we launched our One Euroports Human Resources (HR) strategy to align with our overall Euroports strategy. During the initial phase, we focused on ensuring a consistent, professional, enjoyable, and motivating experience for all Euroports employees.

The program consists of three components:

### AURORA

This project involves implementing a new HRIS system to enhance our HR processes. The system will allow us to track and analyse diversity metrics within our workforce, identify areas for improvement, and ensure fair representation. It will also enable us to implement effective training and development programs tailored to individual needs, fostering a supportive and inclusive workplace culture.

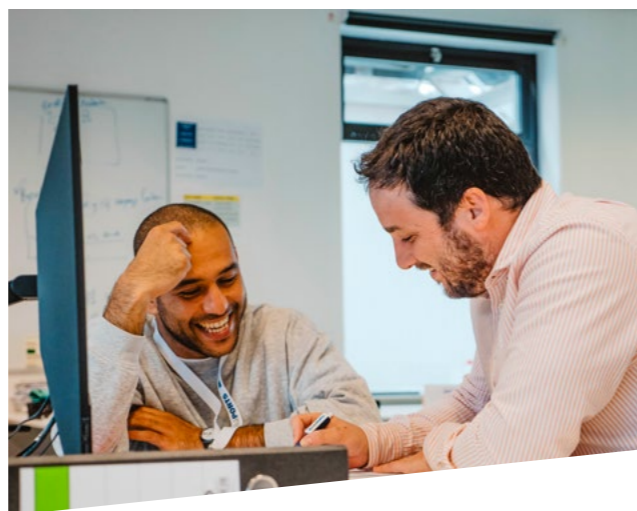
Furthermore, by promoting communication and teamwork, it enhances employee engagement and strengthens relationships, resulting in a more cohesive and socially responsible organisation. This, in turn, helps us make informed decisions that prioritise the well-being and diversity of our workforce, ensures compliance with GDPR, and standardises HR processes.

### ONBOARDING

As Euroports continues to grow, we have implemented a comprehensive and transparent onboarding program for new employees throughout the organisation. This program follows a standardised process with agreed-upon milestones to ensure a consistent experience for all new colleagues.

By automating communications and training, we aim to create a consistent onboarding experience for new employees across various countries and departments.

Our goal is to foster unity within Euroports and help new employees feel a sense of belonging from the start. This sense of belonging involves familiarising them with our Vision, Mission and Values while encouraging open communication. Ultimately, we aim to create a work environment where everyone feels valued and supported.



“

*Feedback is key. We're always checking in, evaluating our progress, and figuring out how we can do better.*

*In our Leadership programme, we've integrated various elements to drive people's growth. We measure the training's impact to ensure we're not just producing managers but fostering leaders who coach, guide, and support the organisation. As we look to the future, we're focused on staying ahead of the curve. We're anticipating the skills we'll need down the road, embracing new ways of learning, and using technology to enhance our development.*

*By fostering a culture of growth, inclusion, and innovation, we're ready to tackle whatever challenges the future may hold.*

NASSIRA ZAHNOUN

Learning & Development Manager  
Euroports Group

”



Video: [Social Responsibility - Talent Development](#)

### ULTIMATE SHIPMENT

The Ultimate Shipment initiative showcases our sector, business, story, and company to both our internal organisation and the outside world. It comprises three modules:

#### Story of Euroports

A 360° movie featuring real Euroports colleagues, taking viewers on a journey through our company.

#### World of Euroports

A 3D VR visit to different terminals in several countries.

#### Game of Euroports

A VR environment simulating vessel unloading, providing users with a firsthand experience of crane operations.

These modules aim to attract diverse professionals to our company and industry by providing an outstanding 3D experience showcasing Euroports as a technology-driven and industry-leading organisation. In addition, the Ultimate Shipment project promotes transparency and inclusivity, fostering a culture of openness and belonging within our organisation.

By integrating our new career website with our HR system, we can provide all employees with better access to opportunities and resources, ultimately enhancing their engagement and satisfaction. Testimonials and news updates from our workforce on the career site can help create strong ambassadors for Euroports, contributing to a positive corporate culture and nurturing a sense of pride among our workforce. These efforts are essential to social sustainability and well-being, aligning with our commitment to creating a positive social, environmental and economic impact.

Video: [360 video - Euroports](#)

## NURTURING SUSTAINABLE WORKFORCE

As we work towards making our future sustainable, it is crucial to help our people develop their abilities. We believe that equipping people with the right skills, knowledge, and mindset is crucial for addressing current challenges and effectively navigating future opportunities. Building skills goes beyond technical expertise; it encompasses caring for the Earth and each other. As part of this, we have introduced several initiatives:

### TALENT DEVELOPMENT

At Euroports, we view talent as our most valuable asset. Our talent development efforts are dedicated to helping our people reach their full potential and aim to cultivate a culture where learning, innovation, and excellence thrive. It goes beyond recruitment; it's about providing the necessary support and opportunities for growth within our company.

We provide customised training and development to ensure they have the skills to succeed in their roles and beyond. Our approach includes clear pathways for career advancement, regular evaluations, and collaborative discussions to plan future goals. We prioritise creativity, recognise achievements, and offer ongoing support and guidance to all employees.

In addition to job-specific training, we offer opportunities for personal growth, such as leadership training and communication skills development. We believe in promoting from within and supporting further education, continually refining our programs based on feedback. Our ultimate goal is to create a culture where everyone can learn, grow, and take ownership of their careers.



### EMPOWERING LEADERS FOR SUSTAINABILITY

We are delighted to announce that another cohort successfully completed our Euroports Leadership Program. Since its establishment in 2018, we have been honoured to guide four groups of professionals through this program to enhance their leadership abilities. In this year's program, all participants were tasked with developing final projects focused on ESG topics to prepare them to drive positive change within our organisation and industry.

### INTEGRATING SUSTAINABILITY TARGETS INTO PERFORMANCE EVALUATION

We have incorporated sustainability goals into our performance evaluation process to encourage sustainability involvement throughout the organisation. Every employee is responsible for meeting these goals annually, and there is a new mandate requiring at least one goal to be aligned with sustainability opportunities. This effort ensures that employees are held responsible for their impact on sustainability objectives and encourages their involvement in sustainability efforts.

### EDUCATION AND AWARENESS

Through educational workshops and awareness campaigns, we empower our colleagues with the knowledge needed to champion environmental conservation, social responsibility, and ethical practices. In 2023, we introduced mandatory sustainability awareness training for all employees.

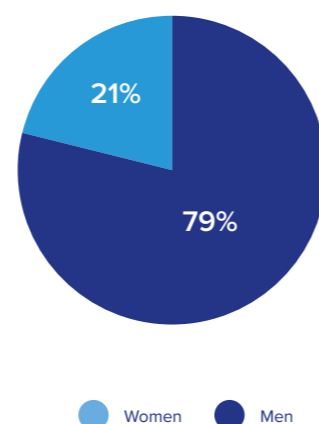


# EMPLOYMENT

## RECRUITMENT

Our recruitment practices prioritise fairness and inclusivity, ensuring bias-free hiring and actively reaching out to individuals from diverse backgrounds. By embracing diversity in our workforce, we create a more inclusive environment and foster creativity. Different perspectives and experiences enrich our company culture, leading to a more dynamic and vibrant team. By providing equal opportunities to all applicants, we contribute to a more socially sustainable workplace where everyone can thrive and contribute with their unique talents.

HEADCOUNT TOTAL	2022	2023
Belgium	708	692
Bulgaria	209	200
China	78	74
Finland	557	594
France	11	22
Germany	356	351
Italy	65	60
ManuPort Logistics	668	686
Spain	62	155
Others	2	2
<b>TOTAL</b>	<b>2716</b>	<b>2 836</b>



## SUCCESSION PLANNING

Effective succession planning is critical for resilient leadership and long-term growth. We aim to nurture a leadership cadre that embraces a spectrum of perspectives and experiences by prioritising diversity and inclusivity in our succession strategies. Central to our approach is the identification and cultivation of talent from varied backgrounds. We provide robust support and opportunities for individuals to advance within the organisation, empowering them to excel in their roles and contribute to enduring change. Having a leadership team that includes people from diverse backgrounds encourages new ideas and working together.

## HUMAN RIGHTS & DIVERSITY

At Euroports, we are dedicated to creating a work environment that supports diversity, promotes equality, and values inclusion. Our policies emphasise equal opportunities, fair compensation and pay, and respect for all individuals, regardless of background, gender, race, religion, or orientation. A diverse and inclusive work environment is ethically imperative and essential for driving innovation and achieving success. Supporting human rights and diversity principles are essential to our sustainability strategy, contributing to ethical standards, reputation enhancement and long-term business success.

## LEADERSHIP CONFERENCE

At Euroports, we host engaging leadership meetings that facilitate teamwork and creativity. These sessions encourage idea-sharing, strategy alignment, and company advancement. By prioritising open communication and decisive actions, Euroports empowers leaders to effectively motivate their teams and overcome challenges. These meetings underscore Euroports' commitment to ongoing enhancement, enabling swift adaptation to industry shifts and evolving prospects.



## EMPLOYMENT

### YOUNG GRADUATE/TRAINEES

In our dedication to social responsibility, Euroports actively engages with the community and invests in nurturing young talent. For example, Euroports Spain and Euroports China engage with universities and high schools, presenting insights into the company's operations and career opportunities. This engagement fosters educational partnerships and promotes youth employment and professional development, contributing to the growth and empowerment of future generations.

Moreover, we are committed to providing opportunities for young graduates and students to gain invaluable experience and kick-start their careers in the port industry. By empowering youth with skills and opportunities, these programs foster social equity and inclusion, ensuring equal access to education and employment while addressing societal challenges. As part of our initiative, we have welcomed five young graduates at the group level, offering them hands-on experience and exposure to various aspects of port operations. Additionally, we have trained a significant number of individuals in various countries, providing them with the tools and knowledge necessary for success.

These programs facilitate knowledge transfer and career development, ensuring the preservation of expertise across generations. Through these efforts, we contribute to building resilient and inclusive societies, where individuals from diverse backgrounds can thrive and contribute to sustainable development.



### WORK-LIFE BALANCE

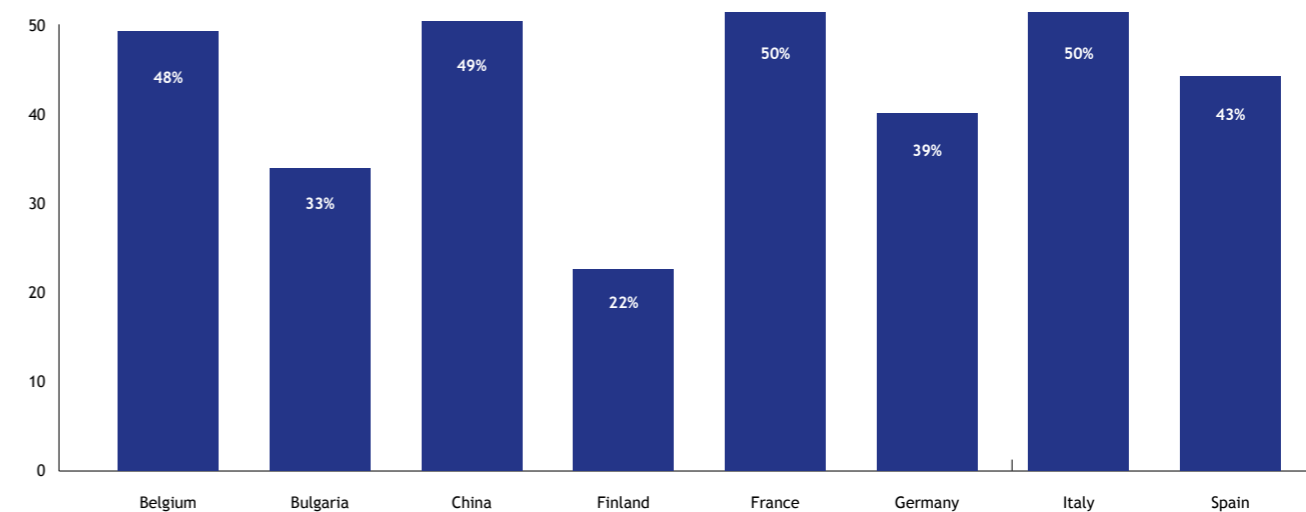
Our company values the work-life balance and well-being of our employees. We provide flexible work options when possible, ample paid time off, and comprehensive well-being programs. Our supportive leave policies ensure employees have the time and resources to recharge and address personal needs. By promoting a culture of self-care and prioritising employee well-being, we aim to enhance job satisfaction, productivity, and employee retention.

Emphasising healthy boundaries and open communication prevents burnout and promotes overall well-being. Encouraging employees to disconnect during non-working hours and fostering a culture where taking breaks is encouraged helps maintain a healthy work-life balance. Through these efforts, we strive to create an environment where employees can thrive personally and professionally while supporting our long-term sustainability goals.

### E-LEARNING

Through comprehensive training programs, we promote awareness and understanding of human rights issues, unconscious bias, and cultural competence among our employees. We tailor our educational efforts to address specific needs and challenges within our workforce, ensuring all employees feel valued, respected, and empowered to contribute their unique perspectives. By fostering an inclusive workplace where all employees feel valued and respected, we unlock the full potential of our diverse talent pool, driving innovation and sustainable success at Euroports.

### SUSTAINABILITY TRAININGS COMPLETED BY COUNTRY



# COMMUNITY

## FOSTERING SOCIAL RESPONSIBILITY AND COMMUNITY IMPACT

Euroports Group encourages a decentralised approach to social responsibility, prioritising community engagement and sustainability initiatives that align with our business strategy. We strongly encourage local entrepreneurship and initiatives while maintaining a lean global headquarters. Over the past year, we have continued to invest in our communities in several ways, positively impacting where we conduct business.

## COMMUNITY CLEAN-UP EFFORTS

We don't just organise clean-up events in and around port areas, we engage our employees and local volunteers in these efforts. Together, we remove litter and debris, promoting our ports' and surrounding communities' cleanliness and environmental health.

Manuport Logistics collaborates with environmental organisations to coordinate beach clean-up days, furthering our commitment to coastal conservation efforts.

## EMPLOYEE WELL-BEING AND TEAM BUILDING

We prioritise employee well-being through initiatives such as well-being allowances, medical check-ups and team activities, fostering a positive workplace culture and strengthening team cohesion.

In Spain, we organise paddle tournaments and laughter therapy workshops to promote emotional well-being and employee engagement. In Finland, we offer a well-being allowance and organise team activities. Moreover, Manuport Logistics in Belgium organises an annual charity walk promoting employee participation and community bonding. We also participate in various sports events, including "The Dragon Fest" in Istanbul, the Valencia Marathon, the Antwerp 10 Miles and cycling events.



## SOCIAL ENGAGEMENT AND INCLUSION

Euroports actively promotes social responsibility and community welfare through various initiatives. In Euroports Spain, we collaborate with food aid organisations to address food insecurity and support vulnerable populations. We also prioritise creating a safe and inclusive work environment by providing comprehensive training sessions on sexual harassment prevention. Furthermore, our partnership with the Adecco Foundation in Spain exemplifies our commitment to diversity, inclusion, and equal employment opportunities. In Finland, Euroports donated to BSAG as Christmas gifts for customers.

Manuport Logistics in Turkey also recently supported a local organisation that helps children with cancer and their families by preparing food parcels during Ramadan.

# SOCIAL

“ Within MPL we embrace social responsibility to positively impact our communities and environments. We value and actively encourage our employees to engage and participate in local initiatives with clear and visible results.

EVERT JANSSENS  
Global HR Manager  
Manuport Logistics ”



Video: [Social Responsibility](#)



# GOVERNANCE





## CODE OF CONDUCT

In governance, we prioritise ethical practices, transparency, and accountability. We consistently review and improve our policies to align with best practices and regulations. As we prepare for the Corporate Sustainability Reporting Directive (CSRD), we improve our reporting processes and governance frameworks.

Our commitment to responsible conduct drives our governance framework. Establishing governance practices is crucial for building trust, ensuring transparency, and maintaining accountability. This commitment guides our decision-making processes and fosters a culture of responsibility and accountability.

### ENHANCED CODE OF CONDUCT

Our governance framework is guided by our Code of Conduct, which defines the principles of integrity, transparency, and respect for human rights in all our interactions with colleagues, customers, suppliers, communities, authorities, and stakeholders. It explicitly prohibits unethical practices such as bribery, corruption, and discrimination, affirming our commitment to responsible and lawful conduct. This code applies to all individuals acting on behalf of Euroports Group or its controlled subsidiaries.

Our business partners, suppliers and customers must follow the same ethical standards. Our Code of Conduct is regularly updated to reflect changing standards and goals. It is crucial to our moral standards and behaviour, helping us strive for sustainable and ethical business practices.

“

*Our company's Code of Conduct sets forth the objectives and guidelines that demonstrate our commitment to responsible, ethical, and lawful behaviour. It applies to all individuals representing the company or its subsidiaries and is enforced in any business we invest in. We anticipate that our business partners, including suppliers and customers, will uphold the same ethical principles. Essentially, the Code of Conduct is an embodiment of our core Values.*

MARIE-HÉLÈNE **VAN RAEMDONCK**

Legal Officer  
Euroports Group

”



Video: [Governance](#)



## WHISTLEBLOWING

Our commitment to fostering a culture of transparency, accountability, and integrity is steadfast. We have refined our Whistleblowing policy, procedure, and tool throughout the year to ensure their effectiveness and accessibility.

Employees are strongly encouraged to report internally any instances of fraud, deliberate errors in financial records, deficiencies in internal controls, false statements, or deviations from full and fair reporting. Our whistleblowing procedure, designed to comply with local legislation, enables the reporting of all illegal and unethical conduct that violates our Code of Conduct. We remain determined in our commitment to fostering a culture where all individuals feel empowered to speak up against wrongdoing and contribute to our collective obligation to ethical business practices.

### Can a whistleblower remain anonymous?

- Yes, the tool allows for anonymous reports
- Anonymity is ensured via several measures:
  - No cookies or tracking on the reporting page: the tool does not track or store the IP-address or Machine ID of the device used to report
    - Nor Euroports, nor the online tool provider are thus able to detect the identity of an anonymous whistleblower, and also cyber criminals are thus not able to see this info
  - Metadata (e.g. information about the author of the file, time and place the file was created) are automatically removed from all files uploaded to the tool
  - If whistleblower reports verbally: tool can distort the voice
  - Tool applies End-to-End Encryption
- Whistleblowing officers can communicate with anonymous whistleblower
  - Whistleblower receives unique code to log into the tool at a later point, check the feedback from the whistleblowing officers and provide further information



**EUROPORTS**

Link: [Whistleblowing](#)

## ANTI-BRIBERY AND CORRUPTION

Euroports has a strict compliance and anti-corruption policy to ensure that we follow all relevant laws and regulations to reduce the risks associated with bribery and corruption. The Euroports Anti-Bribery and Corruption Program is based on our dedication to integrity and ethical conduct, and it includes strong measures to prevent, detect, and address any instances of bribery within our operations.

The program ensures compliance of Euroports and its affiliates with legal requirements and take proactive steps to protect against bribery-related risks. We promote a culture of transparency, accountability, and ethical behaviour throughout the organisation. We achieve this through governance mechanisms, risk assessments, comprehensive policies, thorough due diligence, regular training, and effective reporting channels.



## SECURITY

We understand that IT is not just about hardware and software but also people and processes. To protect the confidential and sensitive data of our customers, employees, and other stakeholders, we have implemented comprehensive information security policies covering access control to incident management and continuously update them to address emerging threats.

Understanding that human error is a significant challenge in cybersecurity, we have launched a continuous cybersecurity awareness training program. This program educates our workforce on threats like phishing scams, suspicious emails, and social engineering tactics, with mandatory participation for all Euroports employees using digital tools.

To assess the effectiveness of our training, we annually conduct a Security Awareness Proficiency Assessment and regularly perform fake phishing tests. These measures help us evaluate training impact and the overall cyber-awareness within our organisation. We are committed to fostering a cybersecurity culture that values and rewards good practices and encourages reporting of suspicious activities.

Our strategy includes creating an environment where everyone is actively involved in protecting our systems, data, and operations by educating staff on best practices and the risks of negligent behaviour. Additionally, our quarterly Cyber Security Board, led by our Group CEO, oversees cybersecurity risks, addresses arising issues, and drives improvement initiatives.

Ensuring cybersecurity is essential for safeguarding sensitive information, maintaining business operations, and achieving our sustainability goals. By protecting our systems and data from cyber threats, we ensure the continuity and resilience of our operations, minimising disruptions and aligning with our commitment to responsible and secure IT practices.

“

*In today's business world, ICT is an essential link in daily operations. At Euroports, we align ICT with ESG requirements with a maximum in sustainable innovation, responsible governance and continuity. Strategic focus on Cloud Computing and SaaS solutions, minimises the ecological footprint of Euroports' ICT, streamlines resource management, and ensures compliance with regulatory standards. Together with a firm focus on Cybersecurity, this approach not only supports ethical business practices but also builds trust with stakeholders, ultimately contributing to long-term sustainability and societal well-being.*

**PATRICK VAN DEN BRANDEN**  
IT Security Officer  
Euroports Group

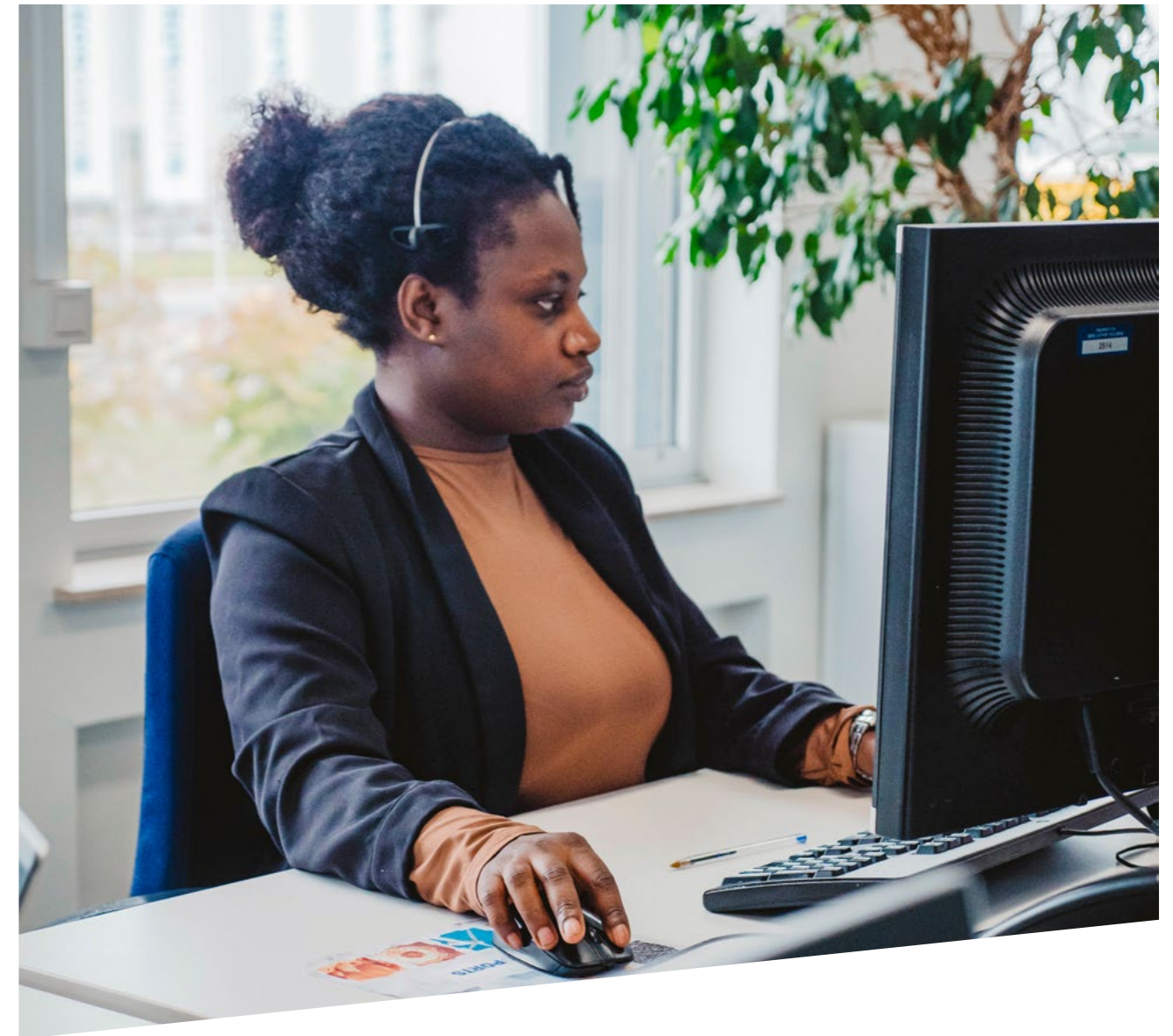
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## IT PRACTICES

Sustainability is a crucial business strategy focus, and information technology is critical in achieving our goals. As we increasingly rely on technology, minimising the environmental impact of our IT operations is essential. Our IT practices, from energy consumption to electronic waste, can significantly affect the environment.

To address these challenges, we are committed to integrating sustainable practices into our operations by investing in energy-efficient hardware and leveraging the latest technology to reduce our environmental impact, improve operational efficiency, and cut costs. Our shift to a SaaS-first and whole-cloud strategy, utilising green cloud providers, has enabled us to minimise our carbon footprint while enhancing efficiency and cost savings. As a result, we have closed several data centres in alignment with our sustainability goals.





## SUSTAINABILITY AWARDS

In 2023, we launched the Sustainability Awards to recognise excellence in sustainability practices within our organisation. These awards honour countries management team that show dedication to sustainability across various aspects of their operations. Euroports Spain and Euroports Germany won the first Sustainability Awards for 2023, as they demonstrated outstanding commitment to reducing environmental impact (lowest GHG emissions per kton handled + highest renewable energy numbers) and promoting social responsibility (highest number of social initiatives).

Looking ahead, we are committed to encouraging sustainability principles and involving our employees in driving positive change. Initiatives like the Sustainability Awards aim to inspire and empower all Euroports countries to integrate sustainability into their operations and contribute to a more sustainable future for all.



Pia Ziegen Financial Controller Euroports Germany,  
 Karsten Lentz, Managing Director Euroports Germany,  
 Anja Melzer HR Manager, Euroports Germany.

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# GLOSSARY

## B

**BSAG:** Baltic Sea Action Group

## C

**CSRD:** Corporate Sustainability Reporting Directive

## E

**EFRAG:** European Financial Reporting Advisory Group

**EFP:** EuroFruitPorts

**ESG:** Environment, Social and Governments

**ESRS:** European Sustainability Reporting Standards

**ExCom:** Executive Committee

## G

**GDPR:** General Data Protection Regulation

**GHG:** Greenhouse Gas

**GRI:** Global Reporting Initiative

## H

**H&S:** Health and Safety

**HR:** Human Resources

**HRIS:** Human Resources Information System

**HVO:** Hydrotreated Vegetable Oil

## L

**LOF:** Line of Fire

**LTI:** Lost-Time Incident

## M

**MD:** Managing Director

**MPL:** Manuport Logistics

## Q

**QHSE:** Quality, Health, Safety, and Environment

## S

**SDGs:** Sustainable Development Goals

**SSI:** Serious Safety Incidents

## U

**UNGC:** United Nations Global Compact

## V

**VAS:** Value-Added Services

**VR:** Virtual Reality



