# ESG REPORT 2024

MARINE CARE

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# Introduction

ABBREVIATIONS

ADR– Accord Dangereux Routier

CEO – Chief Executive Officer

CSRD – Corporate Sustainability Reporting Directive

ESG – Environment, Social and Governance

ESRS – European Sustainability Reporting Standards

EVP – Executive Vice President

GHG – Greenhouse gases

GRI – Global Reporting Initiative

HR - Human Resources

IBC – Intermediate Bulk Containers

ISO – International Organization for Standardization

KPI – Key Performance Indicator

LTIs –Lost Time Injuries

NGO – Non–governmental Organization

QMS– Quality Management System

R&D – Research & Development

SDG – Sustainable Development Goals

SHEQ – Safety, Health, Environment & Quality

At Marine Care, sustainability is not a choice, it is a natural part of care, embedded and integrated into every aspect of our lives and operations. We strongly believe that together we can make a difference, and we seek to work with our clients to achieve shared goals.

Our business model is built on our "Care Philosophy." We are committed to innovation that minimizes environmental impact while maintaining the highest standards of safety and performance.

This report highlights our commitments, progress, and challenges. The ESG report has already become an important tool to help us stay focused, remain transparent and serve as a daily reminder to do better.

Since our first sustainability report, we've achieved key milestones, including reducing packaging waste by 18% and introducing biodegradable solutions across 60% of our product range. Our second report for 2024 reflects the progress we've made, the lessons we've learned and our ongoing efforts to meet the evolving needs of our stakeholders and the planet.

# CEO Statement

**Leading with Care in a Changing World**

When I first stepped into this role, I knew our journey would be defined by more than products and processes, it would be guided by a deep sense of responsibility. Over the years, the maritime industry has transformed, and so too has the urgency to protect our environment, our people, and the communities we serve. Today, sustainability is no longer an ambition for the few,  it is an expectation for all.

This is why I am proud to present Marine Care's 2024 ESG Report, a reflection of our progress, our challenges, and our determination to keep improving every day. These pages capture not only what we have achieved, but also the lessons we have learned and the opportunities that lie ahead.

At the heart of our work is the belief that global change begins locally. Our investment in research, innovation, and the expansion of our Equipment Centre in Rotterdam reflects our commitment to solving environmental challenges while delivering the high-performance solutions our customers expect. By working hand in hand with our clients, partners, and dedicated teams around the world, we are turning ambition into action, embedding Care into every decision we make.

The journey is far from over. Sustainability is not a destination, it is a continuous path of improvement. With the passion of our people, the trust of our stakeholders, and the resilience of our organization, Marine Care is ready to lead the way forward, proving that Care, when lived every day, can truly change the course of our industry and our world.

I am proud to be at the helm of this organization and its crew.

*Michael de Ruiter*

# Highlights of 2024

### Expanding Our Horizon

As part of our ongoing commitment to providing value-added services, Marine Care has expanded into the manufacturing of cleaning equipment. In 2024, we launched the Marine Care Equipment Centre, where we design, fabricate, and tailor-make cleaning equipment and solutions to meet the specific needs of our customers.

Located in Rotterdam, the Equipment Centre spans 1,000m², offering ample space for efficient storage and streamlined assembly lines. We manufacture a wide range of specialized equipment, including the Care-tech Application Kit SU, enabling us to further support our customers with high-quality, in-house engineered solutions.

### Business Partnerships

Marine Care continues to strengthen its business through strategic partnerships and collaborations. These alliances are built on shared values and visions. By aligning ourselves with key stakeholders, we not only enhance our service capabilities but also ensure that our products and expertise are available to customers worldwide. These partnerships are fundamental to our global reach and our ability to deliver on our promise of excellence, wherever our customers operate.

### Talent Attraction and Workforce Development

Attracting skilled and passionate professionals is essential to achieving our goals, and in 2024, Marine Care welcomed several new team members who have significantly contributed to our organization. Their expertise and professionalism have enriched our workforce and strengthened our collective ability to deliver exceptional service. We remain committed to providing our employees with the resources and opportunities they need to grow, develop and build fulfilling careers. By investing in our people, we continue to build a team that is resilient, capable, and aligned with our mission.

### Safe Workplace

A safe, secure, and supportive workplace is at the core of everything we do. In 2024, we implemented a number of proactive initiatives to manage risks, enhance well-being and create a healthier work environment for all employees. Comprehensive first aid training sessions were organized to ensure that team members are prepared to respond effectively in emergencies. In addition, we carried out essential maintenance across our facilities, keeping our spaces functional, safe, and conducive to daily operations.

Equally important, our employees played an active role in shaping a culture of safety — participating in initiatives, sharing ideas, and contributing to meaningful improvements. Together, we continue to create a workplace where our people can thrive.

# Sustainability Roadmap and Progress Plan

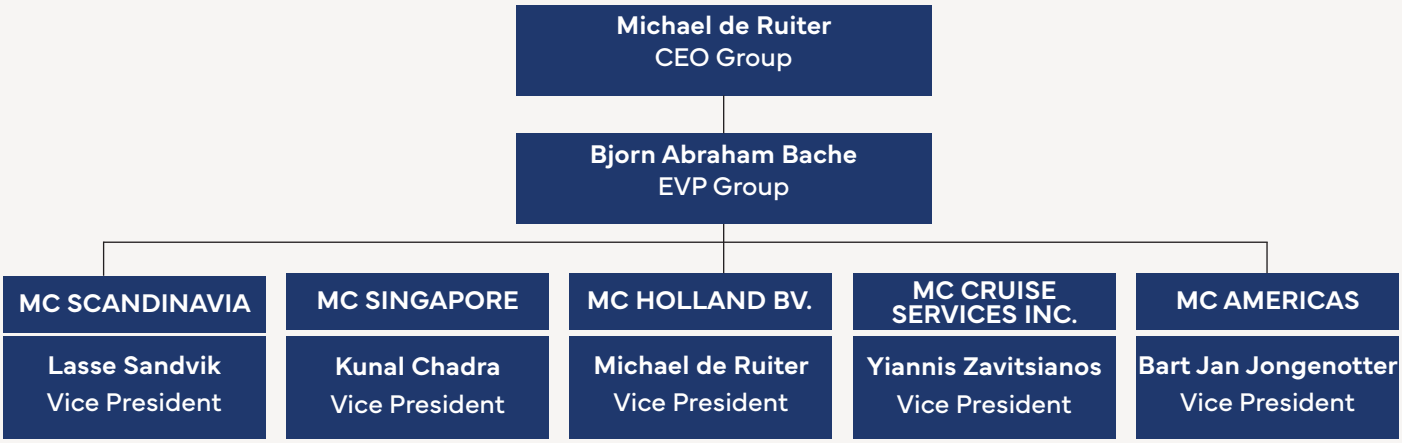
Since its inception, Marine Care has embraced approaches centred around sustainability. In 2023, we took a significant step forward by formally committing to a five-year strategy aimed at aligning our operations with the Sustainable Development Goals (SDGs).

To guide our efforts, we developed the Progress Plan, a comprehensive framework designed to monitor and track our progress toward each of these targets. In the spirit of transparency and accountability, we are proud to present an update on our progress within this report.

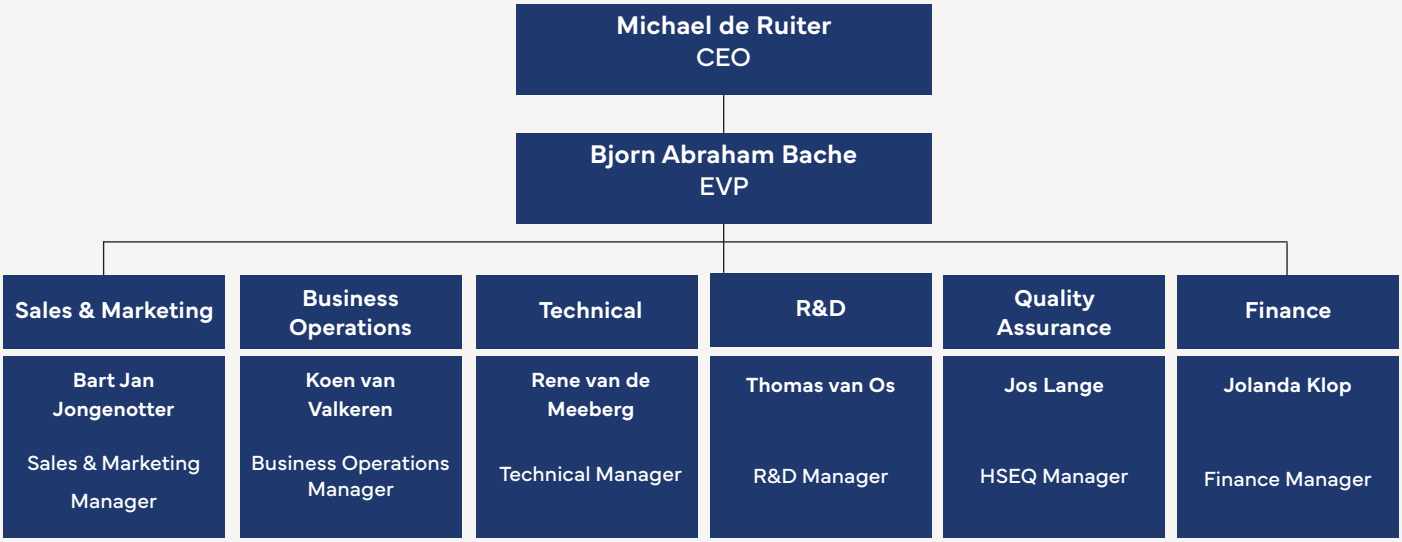
| Completed | Ongoing |
|---|---|
| **Fully compensate for $CO_2$ emissions**<br><br>(Scope 1, Scope 2 and business travels)<br><br>Compensated for Scope 1, Scope 2 and business travels from emissions generated for 2023 using a gold standard program | **Purchase 100% electric cars for our fleet -** In 2024, our purchased car and van were electric |
| | **Increase renewable energy for operating sites -** Our new office, Marine Care Equipment is on renewable energy |
| | **Launch HR policy -** This will be completed by 2025 |
| | **Reduce $CO_2$ emissions by 7% for Scope 1 and 2 by 2028 -** Relative decrease by 22% based weight and distance travelled for deliveries |
| | **Reduce residual waste by 10% from our operations by 2028 -** We hope to kickstart from this target from 2025 |
| | **Develop a training program and budget for all employees -** We hope to have this completed by 2025 |
| | **Keep the absenteeism rate below the national average (3,5%) -** We are putting measures in place and hope to start achieving reduction in our absenteeism from 2025 |
| | **Conduct a customer satisfaction survey -** This will be completed by 2025 |
| | **Add sustainable procurement policy to work instructions -** We are developing a broad sustainable procurement policy. We hope to have it effective from 2025 |

# Organizational Structure

## Global management team for Marine Care




## Management team for Marine Care, Rotterdam



## Management team

Marine Care's global management team, led by the CEO, is composed of the executive vice president and vice presidents representing various operating locations. This team provides strategic leadership, evaluates business opportunities, risks, and oversees the company's Environmental, Social and Governance (ESG) strategies.

The management team is also responsible for conducting annual audits and reviewing key performance indicators to ensure alignment with organizational objectives. Their commitment to fostering a sustainable work environment empowers the workforce to achieve both individual and company-wide goals.

Furthermore, the management team appoints members to the Sustainability Committee and regularly reviews the company's ESG performance to drive continuous improvement and accountability.

## Operating locations

Marine Care has a strong global presence, operating across five countries. In addition to our previous five locations, we expanded our operations with a new office in Spijkenisse, The Netherlands. The Marine Care Equipment Centre, which began operations in 2024, is responsible for the fabrication and production of chemical cleaning equipment.

Our head office is in Botlek, Rotterdam, where we operate from a modern, curated facility featuring state-of-the-art office spaces and 5,000m² of storage capacity. Additionally, we have offices in Singapore, Bergen, Slidell and Miami, further enhancing our global footprint.

| LOCATION | GEOGRAPHIC AREA | OPERATING COUNTRY |
|---|---|---|
| Head office; Rotterdam | Europe | The Netherlands |
| Rotterdam | Europe | The Netherlands |
| New Orleans | United States | United States |
| Miami | United States | United States |
| Singapore | Asia Pacific | Singapore |
| Bergen | Scandinavia | Norway |

# Materiality assessment

In determining the material topics for 2024, Marine Care conformed to the guidelines set forth by the Corporate Social Reporting Directive (CSRD) and the Global Reporting Initiative (GRI). Our approach involved a comprehensive desktop research process, which provided valuable insights into the unique issues relevant to the maritime industry.

Additionally, we conducted an impact and financial materiality assessment in line with the European Sustainability Reporting Standards (ESRS). This methodology ensured a thorough evaluation of sustainability risks and opportunities for Marine Care, which align our strategy with global reporting frameworks and sustainable development goals (SDG).

Central to our approach is a comprehensive understanding of our business operations. This enables us to evaluate how relevant topics could potentially impact our operations, both positively and negatively. To gain this insight, we conducted interviews with key stakeholders, including suppliers, customers, employees, and selected members of the management team.

| Material topic - 2024 | |
|---|---|
| 1. | GHG emissions |
| 2. | Energy consumption |
| 3. | Health and Safety |
| 4. | Work-life balance |
| 5. | Training and development |
| 6. | Cybersecurity |
| 7. | Supplier's code of conduct |

Using a scoring point, topics were rated based on priority. Afterwards, our management team determined which ones are of material to Marine Care.

1. GHG emissions ***
2. Energy consumption ***
3. Waste management
4. Environmental incident management
5. Health and Safety ***
6. Work-life balance ***
7. Training and development***
8. Cybersecurity ***
9. Community participation
10. Whistleblowing policy (Corruption/sexual discrimination) ***
11. Employees Rights
12. Compensation/Other incentives
13. Supplier's code of conduct ***

*** These are material topics for the year 2024. Importantly, following the materiality assessment conducted for 2024, seven (7) key topics were identified as relevant to Marine Care.

These topics show a high degree of consistency with those identified in 2023, indicating stable stakeholder priorities. Notably, the 2024 assessment includes the addition of three specific areas: the whistleblowing policy, work-life balance, and supplier's code of conduct. These reflect an evolving focus on ethical governance, employee well-being, and a responsible supply chain management.

| Material Topics | Risks | How we manage |
|---|---|---|
| GHG emission | Failure to understand emission streams within our supply chain and to implement mitigation measures could lead to increased emissions, as well as legal and financial penalties. | Marine Care ensure sustainable practices in our supply chains. Gear our operations towards a circular economy approach. |
| Energy consumption | Energy use is important in our business. Non sustainable consumption of non-renewable energy has enourmous impact on the environment | Our operations and offices use renewable energy. We hope to make a full transition to fully sustainable energy consumption and generate our energy in the future. |
| Occupational health safety | A non-safe and unhealthy workplace increases the risk of injuries, accidents and fatalities. This can negatively impact productivity and lead to additional cost for the company. | Marine Care implements a strong, effective health and safety policy. We also take our risk assessment seriously and implement recommended actions. |
| Work life balance | The workforce can experience burnout due to excessive workload. This increases the chance of mental burnout and long-time absenteeism. | Marine Care supports employees by enabling an environment that makes work life balance a reality. We regularly review our work process to take measures. |
| Training and development | When employees feel unmotivated and their personal development and career growth is stagnant, it can cause staff retention and prevent productivity. | Marine Care supports our employee's career growth by providing trainings and development courses. |
| Business ethics | Doing business against standards and flouting contractual agreement poses the risk of legal issues, and a negative reputation for Marine Care. | We manage this by adhering to standards, provide training on keep topics with respect to ethical practices. |
| Cybersecurity | Cyberattack could be detrimental for the organisation and consequential to its existence. | We make use of updated security tools to prevent and control any unethical attacks. |
| Whistleblowing | Inability to put in place measures for detecting, reporting, and dealing to conclusion on fraudulent and discriminatory practices. | We train our workforce on keep topics that requires detecting and escalating. |
| Supplier's code of conduct | Our supplier's code of conduct and poor service could impact the quality of our final products to our suppliers. | We meet frequently with our suppliers and conduct audits to ensure their sustainability and quality standards. |

| Strategic Topic | Material Topics | Impact | Financial |
|---|---|---|---|
| **Climate change** | GHG emission | High | High |
| | Energy consumption | High | High |
| **Health and Safety** | Occupational health safety | High | High |
| **People and Work Culture** | Work life balance | Medium | Medium |
| | Training and development | High | Medium |
| **Governance and Compliance** | Business ethic | High | High |
| | Cybersecurity | High | High |
| | Whistleblowing | High | High |
| | Supplier´s conduct | Medium | Medium |

| Why |
| --- |
| GHG emissions are a key driver of climate change. Failing to reduce them poses risks to society and can negatively affect our business performance, revenue and growth. |
| Energy is a growing global concern - its affordability, alternatives, pricing and societal impact are under the spotlight. Uncontrolled consumption could lead to increased financial pressure for Marine Care. |
| A vital topic for Marine Care because it directly affects employee's well-being. Failure to provide a safe workplace would affect productivity, increase accident risks, legal issues and reputational harm. |
| Poor balance can lead to burnout and reduced performance. Failure to create a workplace that employees are satisfied with, makes retention and productivity difficult. This impacts the overall business growth. |
| Increasing and improving the knowledge base of our employees is essential to the growth of the organisation. |
| Our foundational core is based on transparency and accountability. Unethical practices increase compliance and legal risks. It impacts business success and sustainability. |
| Unethical hacking has become increasingly sporadic. Marine Care must protect themselves against cyber attacks due to its financial implications. |
| Implementing strict compliance and outlining reporting procedure and how to deal with malicious activities that will result in corruption, threat to life and sexual misconduct. |
| Ensuring that our suppliers uphold their contractual agreements and provide quality services and products. |

## ESG Governance

Marine Care's sustainable business model built on a transparent and accountable ESG governance structure, championed by the CEO, and actively supported by our workforce and Care philosophy. We value and encourage employee participation toward achieving sustainability goals.

Our ESG governance model drives commitment by integrating objectives into our value chain and operating communities. This multidisciplinary approach enhances our understanding of risks and opportunities, fosters creative solutions, and strengthens strategic partnerships with stakeholders.

## Sustainability Committee

The committee is responsible for the global implementation of sustainable goals for Marine Care. The committee chaired by the Executive Vice President (EVP) of Marine Care Group and consist of other members with representation from key departments vital to our objectives.

EVP – Chairperson
SHEQ Manager – Safety/ Research & Development
Communication Director – Communication & People
Sales Manager - Customers & Suppliers.
SHEQ Officer – Sustainability & Environment

The responsibilities are as follows:

• Implementation, review and monitor of ESG policies of Marine Care.
• Create awareness, active participation, and engagement of staff.
• Set yearly target/ESG initiatives and key performance indicators.
• Develop financial budget for yearly implementation plans.
• Creating strategic partnerships with stakeholders.
• Publication of Marine Care yearly ESG report.
• In charge of external communication and verification request of Marine Care ESG plans.
• Sustainable innovation and initiatives.
• Ensures legal and regulatory compliance
• Training

The committee is supported by a sustainability representative in each our offices. The representative's responsibilities are as below.

- Implement tangible goals from broad ESG goals in their office's geographical area.
- Local partnership and stakeholder engagement.
- Organize training and workshops
- Advise the team of strategic initiative within each geographical location
- Update ESG roadmaps and progress on key performance indicators (KPI)

# Stakeholders' engagements

Marine Care strongly believe in establishing valuable collaboration with relevant stakeholders through effective communication channels.

At Marine Care, we have identified relevant stakeholders and their expectations.

| Categorization | Objective | Topic of Interest | How we engage |
|---|---|---|---|
| Customer | To make available quality product and provide top quality service | GHG emission<br>Quality product and service<br>Ethical business conduct | Visitations<br>Phone calls<br>Trade fair<br>E-mail communication<br>Exhibitions |
| Employees | To create a workplace culture that develops and advance career growth | Occupational safety<br>Employees' rights<br>Career development<br>Trainings | Meetings<br>Team bonding functions<br>Newsletters |
| Suppliers | Collaborating to consolidate on pre-existing agreement and partner on innovations for a sustainable supply-chain | Sustainable procurement<br>Supplier code of conduct<br>Ethical business<br>Compliance | Meetings<br>Visitations<br>Exhibitions<br>Audit |
| Government | To comply with international and national regulations<br>Strict adherence to permit conditions | Compliance<br>Pollution<br>Environmental permit | Meetings<br>Workshops<br>Regulations documentation<br>Routine checks |

# Environment

Marine Care has a fundamental duty of care for the global environment as one of its core visions. With significant resources and investment in our processes, our focus is to vastly improve on our sustainable operation and be a frontier in our industry.

**Emissions**

We are committed in taking climate actions to reduce global warming and carbon footprint. In 2023 for the first time, we started tracking our emission. Using GHG protocols, we were able to gain insights into our emission of greenhouse gases through from our operations. We equally internalise the insights and implement mitigation initiatives to reduce our emissions.

## Data reliability

The source data comes from various reports, invoices and settlements. Where possible, actual consumption figures were used, covering the period from January 1st, 2024, to December 31st, 2024. Below is an overview of the different energy streams:

• Gas & Electricity: The source data consists of invoices from the energy supplier.
• Fuel Consumption: Overview of fuel purchases per license plate using the fuel card.
• Charging Sessions: Overview of charging sessions per license plate using the fuel card.
• Commuting: Number of reimbursed travel kilometres as recorded by payroll.

Our data collection and inventory were done systemically across our six offices. Led by the SHEQ manager, our SHEQ department followed trans-departmental approach. It involved cataloguing all our data assets to improve data management and compliance.

To collect data for our 2024 sustainability reporting, a standard data collection form was sent to all office locations. This form gathered information on energy use, business travel, fuel consumption and related activities.

We also used our ERP system to track data on company purchases, while our Quality Management System (QMS) helped support accurate reporting. Our SHEQ department manages all data collected, also checked it for accuracy and completeness before storing it securely in our internal database.

For the Slidell office, we used estimated values for fuel consumption values and calculating Scope 1 emissions, due to limited direct measurement.

**Monitoring**

We will monitor the progress of $CO_2$ emissions at least once annually. Data collection will take place each year around early March, as most suppliers have sent their invoices over the previous year.

# $CO_2$ emissions

## Carbon footprint

In 2023, Marine Care determined its baseline year and began reporting greenhouse gas emissions using the guidelines to the GHG protocol. With insights of our emission streams, we set a target to reduce our Scope 1, Scope 2 and business travel by 5% in 2028. During the year 2024, we outlined and implemented measures to our emission profiles. Furthermore, we successfully compensated for our Scope 1, 2 and business travels from our baseline year.

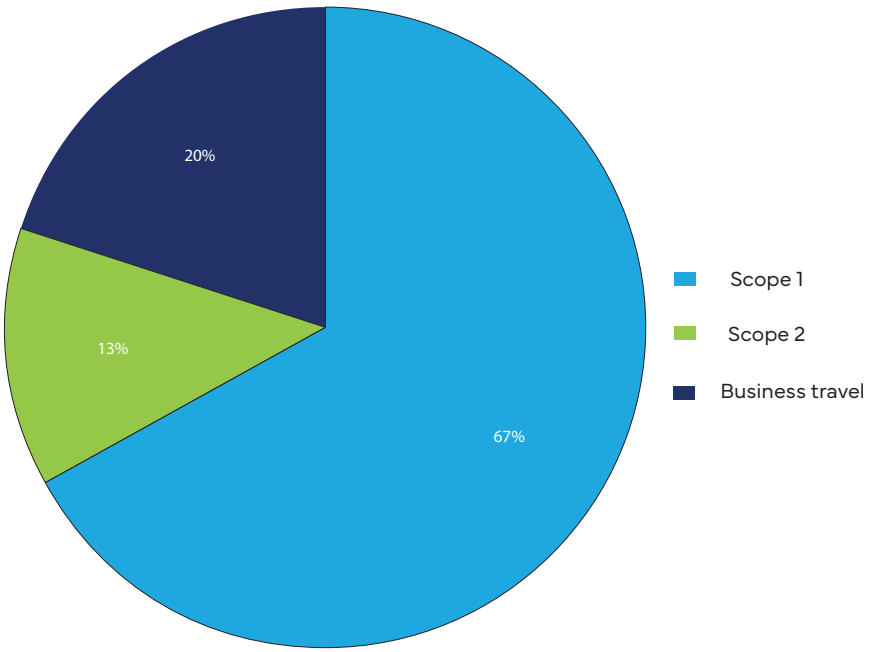
Our total $CO_2$ emission for the year 2024, is 355-ton $CO_2$. Our Scope 1 emission represent 67% of the emission value, while Scope 2 and business travels which represents 13% and 20%, respectively.

Our total greenhouse gas emission from Scope 1, Scope 2, and business travel increased by 35% in 2024 compared to 2023.

This rise is attributed to three main factors:
•Increased fuel consumption due to a higher volume of product deliveries
•Growth in workforce, resulting in greater operational activity
•Expanded business travel across our global offices

We acknowledge the impact of the operational changes and are committed to implementing more efficient alternate logistics options, enhancing energy management practices and exploring carbon reduction strategies in 2025 and beyond.

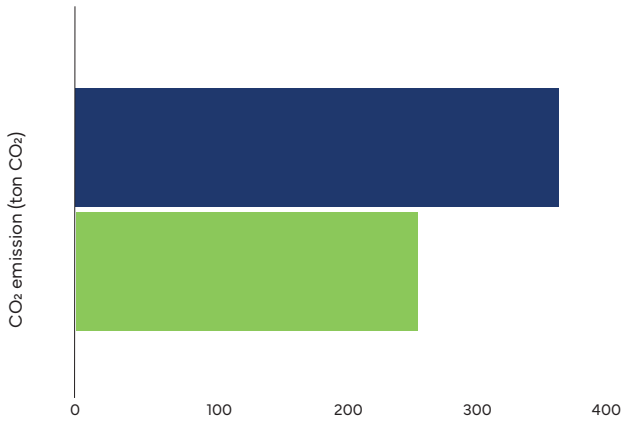
Illustration of percentage of emissions in 2024



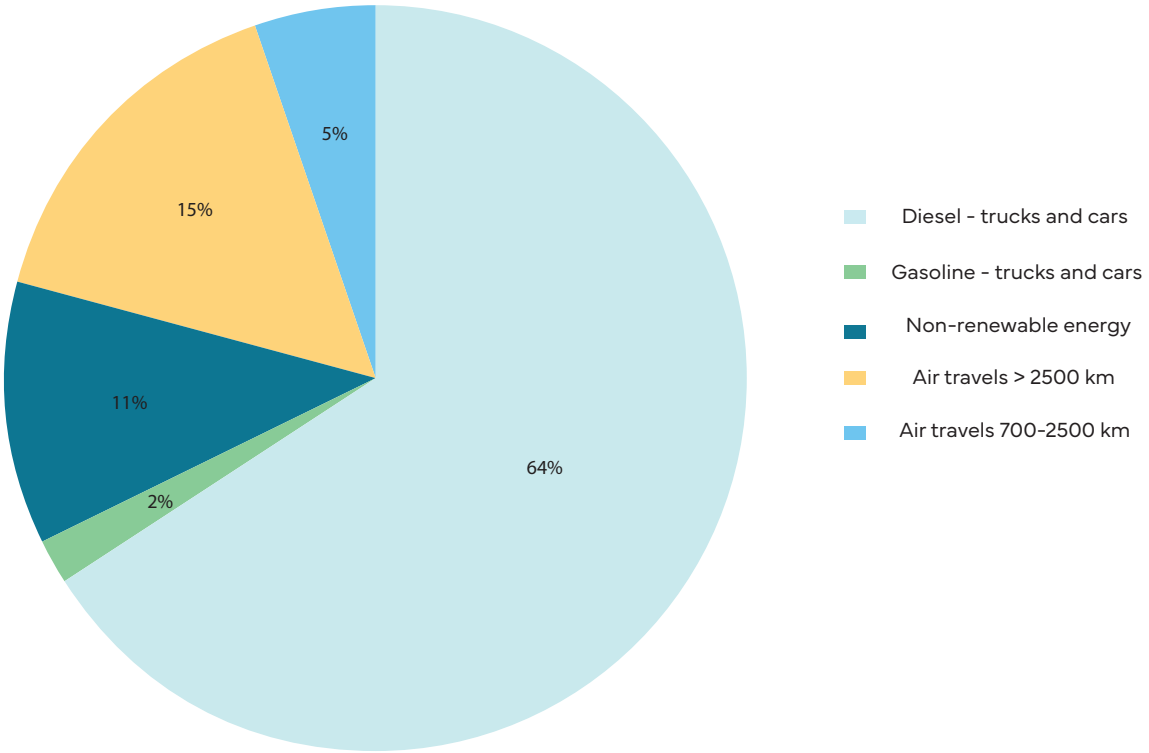
In 2024, our Scope 1 amounted to 237-ton $CO_2$, representing a 35% increase compared to our 2023 baseline. The increase in emissions was primarily driven by higher diesel consumption, resulting from the high volume of own deliveries in 2024.

Our indirect emission from our purchased electricity in 2024 was 47-ton $CO_2$. In comparison with our Scope 2 emission from 2023, this is an increase of 38%. The increased emission from electricity is due the use of non-renewable source for electricity in our offices in the United States.

**Scope 1, Scope 2 and Business Travel emission 2024 v. 2023**




**Distribution of $CO_2$ emissions per emission stream in 2024**



# Scope 3

Our total Scope 3 emission for 2024 is approximately 3,546 tons of $CO_2$. Data varied for categories that either have unverified or incomplete data compared to 2023. We used estimate value for upstream & downstream transport from our Slidell office.

## Purchased goods and services

We used the spend-based approach, the total revenue spent of the procurement of good and services for Marine Care were on services, goods, raw materials, chemicals for the cleaning products. The emission for this category for 2024 is 256 tons of $CO_2$.

With our sustainable procurement policy planned for 2025, we hope it reflects and give a reduced emission rate from this category. Furthermore, we hope to improve our data, and understand that life cycle for the cleaning products is a better option for future analysis.

## Upstream & downstream transportation

This category represents the highest source of emission in Scope 3 for Marine Care. The total emission based on upstream and downstream transportation is 3229 tons of $CO_2$. Marine Care made use of different mode of transportation, ranging from van and trucks for deliveries within national and international routes.

The Rotterdam location's transportation has the highest emissions, followed by transportation linked to Singapore, Miami, and Slidell.

## Employee commuting

Emissions from employee commuting is a total of 87 tons of $CO_2$. The highest commuting emissions occur in Rotterdam, followed by Slidell and Miami. This suggests a potential area for reduction, especially in high-emission locations.

| Overview Scope 3 $CO_2$ emission | Unit | 2023 | 2024 | Change 2023 to 2024 |
|---|---|---|---|---|
| **Purchased goods and services** | ton$CO_2$ | 242 | 256 | 5% |
| **Upstream & downstream transportation** | ton$CO_2$ | 4698 | 3229 | -30% |
| **Employee commuting** | ton$CO_2$ | 87 | 60 | -4% |

# $CO_2$ emission reduction progress

Our ambition is to reduce our Scope 1, Scope 2 and business travel emission by at least 5% in 2028 from our baseline year. Despite challenges, we are working effortlessly towards achieving our set goal.

Scope 1, Scope 2 and business travel emissions based have increased by 35% from our baseline year in 2023 on absolute emissions. The rise is attributed to business growth, which led to increased personnels, and high vehicular movement from our Scope 1 emission.

Using a relative progress based on total weight of product sold and transported, Marine Care Scope 1 and Scope 2 emission from 2023 reduced by 22%. This exceeds our set goal of 5% reduction by 2028.

During the year 2024, we have implemented specific mitigating measures.

-In December 2024, we procured an electric van that delivers products within 50 km radius from our Rotterdam office. We hope this will reduce the emission within fuel consumption.

-In 2024, our Miami office implemented energy efficient measures such as energy saving bulb.
-Full compensation for our Scope 1, Scope 2 and business travel emission in 2023.

We are exploring sustainable energy option for offices in the United States. By 2026, we plan to make a transition to renewable energy for our offices in the United States. We would also implement energy efficient measures to achieve our set target.

| **Relative annual progress $CO_2$ emission** | | |
|---|---|---|
| | **2023** | **2024** |
| **Absolute $CO_2$ reduction** | 100% | 35% |
| ***Relative progress $CO_2$ reduction** | 100% | -22% |

*Comparison based on total weight of product sold and transported national and international

| **Overview of Energy consumption** | | | |
|---|---|---|---|
| | **2023 (kWh)** | **2024 (kWh)** | **% FY-2023-2024** |
| **Car loading session** | 15,700 | 17,570 | 12% |
| **Non-renewable energy** | 47,793 | 69,858 | 32% |
| **Renewable energy** | 145,913 | 177,650 | 22% |

## Energy use

Over the past year, we have focused on optimizing our energy usage across our supply chain. Our offices now use renewable energy for electricity consumption, with exception to offices in the United States.

In addition to the renewable energy sourced from the local grid, our Rotterdam office generated 17 MWh of energy through solar energy. Notably, in 2024 non-renewable energy consumption increased by 32%. Owning to the increased consumption within our supply chain, most especially in the United States.

## Waste management

Marine Care makes it a priority and manages its waste in accordance with standard practice. We employ the services of third party for our solid waste collection, sorting, and disposal. Quarantine products, contaminated product and other hazardous products that requires disposal are done through the service of a third party.

During the year, we have followed a reduction approach for plastic wrappings when packing order for deliveries. This has helped immensely with waste generation without compromising on the packing procedures. Our plan is to implement an integrated waste management scheme amongst other measures by 2028.

## Sustainable procurement

Marine Care integrates sustainable procurement practices throughout its supply chain. We prioritize suppliers with a proven record of successfully implementing key sustainability principles. Our procurement strategy emphasizes ethical sourcing, lean inventory management, and sustainable packaging solutions that support a circular economy.

In addition to our reuse policy for intermediate bulk containers, we procure recycled IBCs for production from our suppliers. This accounts for about 80% for IBC procurement.

| Overview $CO_2$ emissions | |
|---|---|
| **Organisation** | Marine Care |
| **Locations** | All locations (Botlek, Spijkenisse, Singapore, Miami, Slidell, Bergen) |
| **Year** | 2024 |

**Table M1. overview $CO_2$-emissions**

| Type of emission - Scope 1 | Amount | Unit | Emissionfactor (g $CO_2$ per unit) | Emissions (ton $CO_2$) | Percentage |
|---|---|---|---|---|---|
| Diesel - trucks and cars | 65.843 | liter | 3.468 | 228,3 | 64% |
| Gasoline - trucks and cars | 2.809 | liter | 3.073 | 8,6 | 2% |
| AdBlue | 786 | liter | 0 | - | 0% |
| | | | **Total Scope 1** | **237,0** | |

| Type of emission - Scope 2 | Amount | Unit | Emissionfactor (g $CO_2$ per unit) | Emissions (ton $CO_2$) | Percentage (off total) |
|---|---|---|---|---|---|
| Non-renewable energy | 69.858 | kWh | 536 | 37,4 | 11% |
| Renewable energy | 177.650 | kWh | 0 | - | 0% |
| Produces energy with solar panels | 34.380 | kWh | 0 | - | 0% |
| Loading sessions electric cars | 17.570 | kWh | 536 | 9,4 | 3% |
| | | | **Total Scope 2** | **47** | |

| Type of emission - Business Travel | Amount | Unit | Emissionfactor (g $CO_2$ per unit) | Emissions (ton $CO_2$) | Percentage (off total) |
|---|---|---|---|---|---|
| Business travels (public transportation) | | km | 20 | - | 0% |
| Air travel < 700 km | 12.103 | km | 234 | 2,8 | 1% |
| Air travel 700-2500 km | 95.850 | km | 172 | 16,5 | 5% |
| Air travel > 2500 km | 328.221 | km | 157 | 51,5 | 15% |
| | | | **Total business travel** | **71** | |

| Total emissions Scope 1, Scope 2 and business travel | 355 |
|---|---|

# Social Impact

At Marine Care, we deeply value our employees and uphold a strong duty of care. Our diverse workforce is the heart of our innovation and the foundation of our brand. We are committed to providing a safe, healthy work environment and supporting continuous learning, career growth, and a sustainable work-life balance. We also actively engage with local communities where we operate to contribute meaningfully to the successful implementation of sustainable development goals.

## Health and Safety

Marine Care recognizes its responsibility to ensure a safe and healthy working environment for its employees, contractors, and visitors. We are fully committed to maintaining the highest standards of occupational health and safety across all our operations. This commitment aligns with our broader environmental and social responsibility to safeguard people and the planet.

Our efforts are rooted in a preventive safety culture, emphasizing initiative-taking risk management, regular training, regulatory compliance, and continuous improvement.

Prior to our baseline year (2023), Marine Care consistently prioritized health and safety through the implementation of comprehensive safety protocols, design-based risk reduction, and targeted personnel training. These measures have allowed us to maintain strong, safety performance indicators over the years.

In 2024, we are proud to report:
- Zero fatalities
- Zero lost time injuries (LTIs)
- Zero occupational illnesses
- No recordable injuries

These outcomes reflect our pro-active approach, including hazard mitigation strategies and safety leadership across the organization.

In 2024, we enhanced our safety training programs, with a specific focus on first aid readiness:
- Three (3) new employees received initial first aid training.
- Twenty-eight (28) employees participated in refresher training.

We provide our personnel with the appropriate Personal Protective Equipment (PPE) based on task-specific risk assessments. We also conduct routine storage facility risk assessments to ensure safe handling, storage, and transportation of materials.

Our implemented quality management system improved internal safety reporting, documentation, and awareness. The system has allowed us to track and address near misses and minor incidents more effectively.

| Indicator | 2023 | 2024 |
|---|---|---|
| Total work fatalities | 0 | 0 |
| Lost Time Injury Frequency Rate | 0 | 0 |
| Total Recordable Injuries | 0 | 0 |
| Lost workdays due to injuries | 0 | 0 |
| Near misses and minor incidents reported | 0 | 4 |
| First aid trained employees (new) | - | 3 |
| First aid refresher training attendees | - | 28 |

## Environmental incident management

Marine Care did not record any environmental incident in the year 2024. Marine Care abides by stipulations in our permit approved by relevant authorities. Through regular consultation with the relevant authorities, we evaluate and improve our internal processes to mitigate against any incident. Our storage facilities have in place a structure plan to safely store the different classes of chemicals.

Our quality process ensure that products manufactured are packed using recommended packing materials. With further guidance from the ADR, we ensure that products loaded or delivered to and from warehouse complies with the requirement as specified by ADR and other applicable national and international regulations.

## Workforce

We are growing as a big, united team of diverse professionals at Marine Care. We were able to attract top talents in the year 2024. We continue to hire individuals with the talent that fit the vision of Marine Care irrespective of gender, age, nationalities, and religious belief.

We ensure that our hiring process at Marine Care aligns with our company values and applicable international and national laws. Our recruitment process is based on transparency, equal opportunity, and inclusiveness.

In 2024, the male workforce increased by 13% compared to 2023, while the female employee remained unchanged.

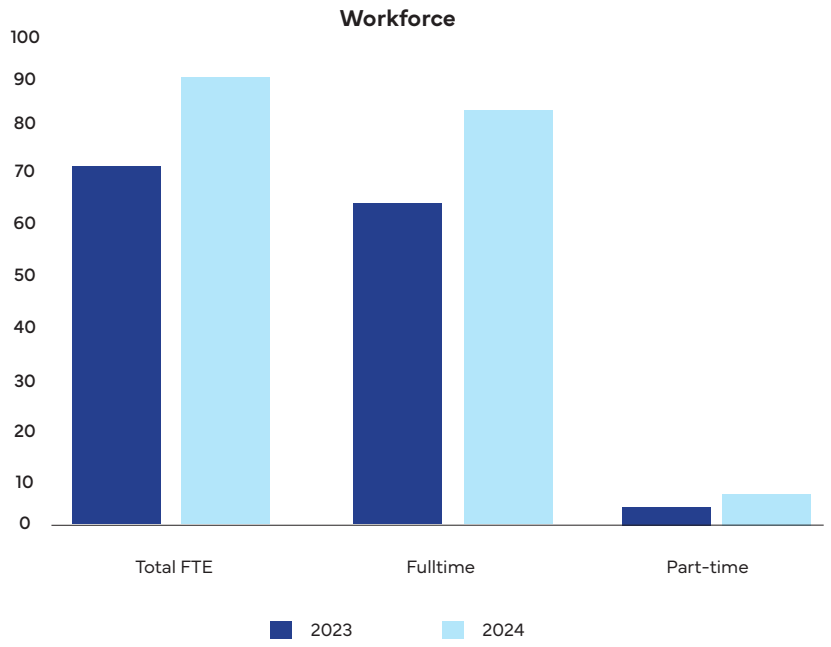
## Absenteeism

Our absenteeism rate remained at 11.03% in 2024 for our Rotterdam office, falling short of our improvement goals. Three colleagues on long-term medical leave are the reason for the high absenteeism. To address this, we have implemented targeted measures including talent recruitment, process simplification, workload sharing, and increased flexibility.

We are confident these steps will support our team and drive future improvement. By 2026, we hope to improve on our absenteeism rate by at least 50% from our 2023 rate and eventually go below national limit of 3.75% by 2028.

| Workforce | 2023 | 2024 | Change FY 2023 - FY 2024 |
|---|---|---|---|
| Total FTE | 71 | 90 | 26% |
| Fulltime | 66 | 84 | 27% |
| Part-time | 4 | 6 | 50% |

| Year | Absenteeism ratio (%) |
|---|---|
| 2023 | 6.06 |
| 2024 | 11.03 |



## Diversity, equality, and inclusion

Marine Care is committed to fostering a diverse and inclusive workplace that values individuals from all backgrounds. We provide equal opportunities in hiring, promotion, and compensation, regardless of race, religion, sex, sexual orientation, gender identity, national origin or disability.

We maintain zero tolerance for discrimination, as outlined in our Code of Conduct, which includes a confidential complaint procedure to address any incidents and is overseen by our SHEQ Manager. In 2024, we recorded zero complaints on any form of discrimination.

We maintain strong female representation in managerial and team lead roles across our offices, with women making up approximately 70% of these positions in 2024— consistent with our 2023 figures. While we do not yet have female representation on our Global Management Board, we are committed to fostering inclusive leadership and aim to appoint at least one qualified female member by 2028.

| | 2023 | 2024 |
|---|---|---|
| Nationalities | 20 | 21 |
| Incidents of discrimination | 0 | 0 |

## Training

At Marine Care, we recognize that continuous learning is essential for both individual growth and long-term business sustainability. We regularly conduct on-the-job training, helping to close knowledge gaps, and ensure we share vital operational insights a among colleagues. In addition, we offer a range of career development courses to support our employees' professional advancement.

In 2024, we notably sponsored a staff member in Singapore to pursue a master's degree, demonstrating our commitment to long-term employee growth.

Looking ahead to 2025, we aim to enhance our training and development approach by implementing a comprehensive learning and development policy and improving the tracking of training hours for all employees. These steps will support better transparency, performance measurement, and alignment with best practices in human capital development.

## Worker incentives

At Marine Care, we offer initiatives to support the health and well-being of our staff. Our renumeration package for our team fit within national requirements and industry standards.

Quarterly, we organize a therapeutic massage session for all employees in Rotterdam. This helps relieve joint and muscle strain caused by ergonomic challenges at work.

As part of our broader health program, we also provide freshly prepared lunches by our in-house chef on selected days. The company subsidize the meals for employees who subscribe to the plan. We make sure there is no food waste, and all left-over are packed using recycled materials.

Once a year, we come together to celebrate what truly defines our organization—strong family values. Our Annual BBQ Family Day is a cherished tradition that brings employees and their families together in a relaxed, fun-filled environment. It is more than just a gathering; it is a celebration of community, connection and the spirit that drives us forward.

## Engagement with colleagues

In 2025, we plan to roll out a new internal communication channel, aimed at enabling real-time engagement across all offices and levels of the organisation. This initiative we expect will enhance overall engagement, and connectivity within the organisation. Prior to and during the reporting year, we relied on quarterly newsletters, email, and meetings to facilitate two-way communication.

## Community engagement

Marine Care is committed to impacting on the local communities for which we operate, we have focused on SDGs 1, 2 and 3. Our immediate focus is to collaborate with stakeholders in meaningful impact by addressing poverty, hunger, and improving health of person within the communities.

By 2025, we hope to have an elaborate policy on charity selections, worker's volunteering participation, and partnerships to help us achieve our goal. In 2024 we sponsored, and our colleague participated in the indoor cycling fundraising event for Sophia Hospital Rotterdam. The event raised funds to buy innovative analysis device that helps children with auto-immune diseases.

In Singapore, Marine Care collaborated with 'Food from the Heart' through significant donation, and active participation to pack food for families facing hardship. "Food from the Heart" is a non-profit organization with a noble mission to combat hunger among families living below the poverty line, ensuring they have access to essential nourishment.

Our plan is to continue and support the initiative We plan by 2028, to have formed more partnerships for positive impact in our operating communities.

# Governance

Marine Care implement and prioritise good governance across its operating office. We have structures and policies in place to build upon our existing foundation.

## Business ethics

We take pride in how we conduct our business thus far, but we understand the nuance involved in the maintaining and improving of our standards. We continue to evaluate our processes, keep up to date on regulations and improve competence of our workforce.

At Marine Care, we have established a solid work structure and robust compliance framework to ensure we consistently meet regulatory and international standards. In 2024, we did not receive any reports of unethical conduct—either internally from our colleagues or externally from stakeholders. We take all allegations of unethical behaviour seriously and follow a structured internal review process, which includes submitting recommendations to the board for appropriate action and preventive measures.

## Anti-corruption

Marine Care does not condone corruption or bribery of any form. This is a well-known policy to all employees, suppliers, and contractors. This is in our code of conduct and employee handbook, and clearly stated in our supplier's code of conduct, as well as any official contract agreement Marine Care enters.

We comply and collaborate with government and international regulatory organisations on the guidelines and reporting of any corrupt practices direct or indirectly associated to Marine Care. Just as we have in 2023, we recorded zero incidence or confirmed report of bribery or corrupt individuals in our business in 2024.

In 2025, we plan to re-train our employees on the key component of identifying, safe reporting of corrupt practices. This action will hopefully become beneficial for Marine Care in building a workforce resilient to the dangers of corruption.

## Cybersecurity

With recent global cyberattacks on organisations, Marine Care is committed to protecting its business and safeguarding the information by taking pro-active measures. Fortunately, we did not experience any cyberattacks in 2024. In 2025, Marine Care will upgrade it´s network infrastructure, train its employers on phishing mails and other ethical tools to safeguards against attacks.

## Whistleblowing policy

Marine Care has an internal channel to report and process to investigate any report by any whistleblower. We ensure that our process give a full confidentiality for the whistleblower. We encourage employees to report any malpractices.

However, we are designing a more comprehensive policy and a discreet report channel. We hope with the policy; it will cover a wide range of topics, detailed line of actions in investigating, decision- making and reporting to external authorities.

Although, we do not have an external reporting framework yet, no whistleblowing notification or report was recorded about any of our colleague's conduct or business operations in the year 2024.

## Data protection

Data protection remains a crucial priority for us at Marine Care. We are committed to upholding stringent data protection measures that safeguard against data theft, fraud, and other associated risks.

## Regulatory compliance

Marine Care complies with International Maritime Organization (IMO) regulations and local laws governing shipping, pollution, and workplace safety. Regular audits and employee training support ongoing compliance, enhancing our reputation, mitigating risks, and improving operational efficiency. We remain pro-active in adapting to regulatory changes to maintain a sustainable and responsible business model.

# Executive summary

At Marine Care, sustainability is not a choice, it is embedded in everything we do. Our 2024 ESG Report reflects a year full of progress, built around our Care Philosophy and our ambition to drive meaningful, measurable changes across people, planet and performance.

**Environmental impact**

Marine Care´s commitment to the environment has achieved commendable strides based on our set targets. We have fully compensated for our baseline Scope 1, 2 and business travel emissions. Our goal to increase our renewable energy consumption is on the right track, we adopted renewable energy use for our Marine Care Equipment office buildings.

In our production, we increased our procurement of recycled intermediate bulk containers by 80%. This is an ambitious shift to gradual implementation of circular economy within our business practices. In Q4 2024, our office in Rotterdam acquired an electric van for deliveries of products within 50 kilometers radius.

**People and Safety**

In 2024, our workforce grew by 26%, adding new energy and experience to our team. With safety at the core of our values, we recorded zero workplace injuries.

We continously improve our safety culture through periodic training and adoption of technologies to manage risks. We have invested in training for colleagues with focus on technical knowledge and career advancement.

Marine Care has maintained and improved its communication channels with other stakeholders. We value our operating communities by actively engaging and making our impact felt within the communities. In 2024, we actively participated in charity programs and encourage our staff to participate in and suggest new initiatives.

We upheld our commitment to doing business in an ethical, secure and transparent manner. Our structures have continously been improved to detect corruption or fraudulent practices, secure data against breaches and updated cybersecurity protocols.

**Looking forward**

Our ESG priorities keep us focused, accountable and innovative as we serve and seek to find new sustainable solutions to our industry. We are proud of the milestones reached, and more determined than ever to improve, adapt and make a difference with Care.

WE CARE