

ROYAL PETERSON AND CONTROL UNION

Sustainability Report 2023

PETERSON  CONTROL UNION



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Statement from our CEO

Dear valued stakeholders,

For several decades, Royal Peterson and Control Union (RPCU) has been dedicated to building a better world. Originating from agricultural roots, we have evolved into a global leader in testing, inspection, and certification (TIC), along with logistics, advisory, technology and training services, now available in over 80 countries.

Our core values of integrity, safety, entrepreneurship, long-term thinking and customer focus guide every aspect of our operations, from client interactions to employee development and community engagement. We promote transparency to improve our compliance, efficiency, risk management and internal integration as well as the trust of our clients. Our vision is to be the most trusted partner in ensuring reliability and sustainability of supply chains. We want to help businesses make smarter, safer, and greener choices. To help our stakeholders make more sustainable choices, we will build a future of transparency, integrity and trust.

Commitment in action

At RPCU, we believe in the power of action. It is not just about saying the right things; it is about doing them. This commitment is evident in our adherence to providing a Living Wage for our employees, ensuring our promises translate into tangible results.

Realism: striking the balance

In the ever-evolving landscape of business, we cannot deny that we have to maintain focus on costs in the interests of our clients, while also fulfilling our obligations. We understand the importance of realism, aiming to manage expenses while doing all we can to support our employees and at the same time, foster entrepreneurship

Dynamic environment: keeping sight of goals

To mark our 100th Anniversary in 2020 we started a tree plantation project. The completion of this project took longer than expected, especially with the delays caused by the Covid-19 pandemic. Yet, we continued, acknowledging the hurdles but never losing sight of our goals.

Work in progress: reducing carbon footprint

While we may not have all the answers yet, we are committed to reducing our carbon footprint. It is a journey we are actively undertaking, recognizing the urgency of climate change and our role in mitigating it. Every step counts as we strive for sustainability.

Also on the agenda: equal pay

Now we have a program in place for Living Wage, we are taking the next step towards equality. For us, equality is not just a buzzword; it is a fundamental principle. That is why we will conduct an equal pay assessment later in 2024.

Moving forward: step-by-step

Progress is not always swift, but it is steady. Step-by-step, we are tackling the challenges before us, embracing change, and striving for a better future.

At RPCU, our commitment is not just rhetoric - it is action. From upholding living wages to reducing our carbon footprint and addressing equality, we are determined to make a difference. Growing our future together, we are taking the next steps towards a more sustainable, more efficient and safer world, one step at a time.

Johan Maris

Chief Executive Officer
Rotterdam
31 May 2024



Welcome to our family

Who we are

We are a family-owned, limited liability company established in 1920 headquartered in Rotterdam, The Netherlands. RPCU was initially set up as an inspection company for grain that was traded and transported on the rivers and canals of the Netherlands.

Thanks to our global network of companies in more than 80 countries and our more than 6,000 people, we are uniquely equipped to support business anywhere in the world, providing on-the-ground support and insight to assist partners with local challenges that matter to them and the world around them.

In 2020, we were honored and privileged to be awarded Royal Designation from Dutch Monarch, King Willem-Alexander, to mark us celebrating 100 years of business. Royal Designation is a distinction that can be granted to companies to symbolize the respect, appreciation and trust towards the recipient.

The history and current activities of RPCU, specifically in relation to social, financial, fiscal, managerial and ethical behaviors, were verified as part of the process of awarding Royal Designation.

What we do

Peterson and Control Union operate as independent sister companies.

Peterson is a global logistics provider and consultancy partner. We deliver solutions across many different industries, from consultancy and technology solutions to industry leading integrated logistics services, through to practical training options for our clients.

Control Union has grown to become a global trustworthy partner for testing, inspection and certification (TIC), providing a comprehensive range of quality services.

How we do it

Our vision – Driven by family values

We take pride in our customer focus, making our partners' purpose our business. We work with integrity, committed to safety and transparency, offering long-term sustainable and innovative solutions.

Our mission – Growing our future together

We build a better tomorrow with our partners. Together we take the next step towards a more sustainable, more efficient and safer world.

Our values

Although the scale of our business may have changed over the past century, the values that drive us have not, as we deliver long-term, sustainable and innovative solutions to clients across the globe. We are driven by our values:



Safety: we are committed to keeping ourselves, our colleagues, our partners, and communities safe;



Integrity: we are a family company with trust as our biggest value, so we act and swear by honesty, making responsible and respectful decisions;



Customer focus: our customers are the reason for our existence. Their success is our success, delivering the highest level of service quality and experience is our focus.



Entrepreneurship: Every step we and our partners take is a step forward. To help them overcome their ongoing challenges;



Long-term view: we think long-term and keep on adaptive mindset, focused on sustainable growth and assisting our partners on their way towards a sustainable future.



People first: We recognize the value in each person and support them to thrive

Our approach to sustainability reporting



01

While the legal obligation for us to comply with the Corporate Sustainability Reporting Directive (CSRD) begins in the reporting year 2025, our commitment to enhancing our annual sustainability reporting is already evident in our 2023 Sustainability Report.

We view the CSRD not only as a legal requirement but also as an opportunity to further develop our company values and embed them in our sustainability strategy. We support our growing family of companies in achieving our sustainability goals by improving guidance and policies. We elevate our thinking and discussions regarding our sustainability Key Performance Indicators (KPIs) and take our reporting to a higher standard.

As we progress, our results and reporting will align with our commitment to assuming responsibility for a better world, demonstrating an exemplary role across all our activities.

The CSRD has given rise to sustainability reporting standards known as the European Sustainability Reporting Standards (ESRS). On 31 July 2023, the European Commission adopted the Delegated Act on the first set of ESRS. These ESRS serve as the reporting principles for our 2023 sustainability report.

How we prepared this report

General basis for preparation of the sustainability report (BP-1)

Our sustainability report is set up from the financial scope of reporting. This scope included the fully consolidated companies and does not consider entities accounted for by the equity method or valued at cost in the consolidated financial statements, except where noted.

Our sustainability report for 2023 does not yet cover our upstream and downstream value chain.

Disclosures in relation to specific circumstances (BP-2)

In the context of sustainability reporting, in accordance with ESRS 1, paragraph 77, short-term means less than one year, medium-term means one to five years and long-term means more than five years.

Changes in preparation or presentation of sustainability information

Our sustainability report 2022 was prepared in reference to Global Reporting Initiative (GRI) standards. For 2023, we have started to implement the ESRS.



Sustainability governance

The role of the administrative, management and supervisory bodies (GOV-1)

Sustainability is integrated into our overarching management structure as shown opposite.



Our Sustainability Steering Committee (RPCU SSC) serves as a strategic and governance body to guide, oversee and drive sustainability initiatives. The primary purpose of the committee is to ensure that sustainability goals and practices are integrated into the overall business strategy and operations by:

01

Supporting strategic alignment

RPCU SSC helps align sustainability objectives with our overall mission, vision, core values and strategic goals.

02

Governance

RPCU SSC provides oversight and governance for sustainability efforts, ensuring that there is accountability and adherence to established policies and standards according to our strategy.

03

Management of impacts, risks and opportunities

RPCU SSC addresses sustainability related impacts, risks and opportunities. This may include regulatory compliance, reputation management and other factors that can impact RPCU's performance.

04

Monitoring and reporting

RPCU SSC monitors and evaluates the progress of sustainability initiatives defined by our sustainability KPIs. The committee oversees the development and publication of our annual sustainability report.

05

Employee engagement

RPCU SSC strives to contribute to a culture of sustainability within PCU by promoting awareness and engagement among our people. This may involve educational programs, training and other initiatives.

06

Continuous improvement and innovation

RPCU SSC encourages a continuous improvement mindset regarding sustainability efforts. It fosters innovation by exploring and promoting best practices in sustainability.

07

Communication

RPCU SSC plays a role in communicating our commitment to sustainability both internally and externally.

Overall, RPCU SSC helps ensure that sustainability is not just a standalone initiative, but an integral part of our DNA.

Supervisory body

We are exempted from the large companies regime as the majority of the employees within our group are employed outside The Netherlands which is annually evaluated during our shareholders meeting.

Information provided to and sustainability matters addressed by our administrative, management and supervisory bodies (GOV-2)

RPCU SSC is represented by each of the regions in which we operate to secure operational and cultural knowledge. Furthermore, each ESG-pillar is represented by an internal specialist. Where needed, RPCU SSC adds internal and external specialists on an occasional basis. The sustainability committee reports to our group management team about matters considered and its recommendations.

Integration of sustainability-related performance in incentive schemes (GOV-3)

The remuneration of our board of directors is currently based on the overall strategic goals and financial performance and is not yet specified on sustainability goals. Our remuneration policy is explained in our annual report.

On certain ESG-topics such as Health and Safety, we provide incentives to our employees and entity management teams to award them for their efforts in achieving our goals.

Statement on sustainability due diligence (GOV-4)

We are in the process of reviewing and updating our existing management systems and code of conduct to further align with the principles and standards of the UN Global Compact, including the Guiding Principles on Business and Human Rights,



the OECD Guidelines for Multi-National Enterprises as risks emerge and evolve. We aim to launch the revisions in 2024.

Risk management and internal controls over sustainability reporting (GOV-5)

In our commitment to transparent and accurate sustainability reporting, we recognize the critical importance of robust risk management and internal controls which we have embedded in our RPCU Management System.

We will take steps to further develop our risk management and internal control framework to our non-financial performance, aiming to provide stakeholders with a clear and accurate representation of our environmental, social and governance performance, thereby fortifying trust and confidence in our sustainability initiatives.

Sustainability strategy

Our market position, strategy and business models (SBM-1)

Market position

Our services

For a complete overview of the services we provide we refer to our corporate websites: onepeterson.com and controlunion.com. In this report we describe our most significant services generating revenues above 10% of the revenues of all our activities or connected with material actual impacts or potentially material negative impacts.

Testing Services

Laboratory services analyzing a wide range of products in the field of food, animal feed and (bio) fuels.

Revenues generated in 2023
(in % of total annual revenue)

5%

Revenues generated in 2022
(in % of total annual revenue)

5%

Control Union – TIC activity

Commodity Logistics

A range of specialised logistics solutions, from inland shipping to transshipment and storage, serving industries including food, animal feed, minerals, energy, forest products, biomass and biofuel.

Revenues generated in 2023
(in % of total annual revenue)

5%

Revenues generated in 2022
(in % of total annual revenue)

6%

Peterson – non-TIC activity

Energy Logistics

Integrated logistics solutions that span the entire energy lifecycle, across the oil and gas, renewable energy and nuclear sectors.

Revenues generated in 2023
(in % of total annual revenue)

37%

Revenues generated in 2022
(in % of total annual revenue)

34%

Peterson – non-TIC activity

Inspection Services

Diverse inspection services: from commodity inspections, technical and industrial inspections to collateral management services.

Revenues generated in 2023
(in % of total annual revenue)

17%

Revenues generated in 2022
(in % of total annual revenue)

18%

Control Union – TIC activity

Certification Services

Certification services to provide assurance and confidence to all interested parties that a product, process, service or organization fulfils the requirements of the relevant standard.

Revenues generated in 2023
(in % of total annual revenue)

27%

Revenues generated in 2022
(in % of total annual revenue)

29%

Control Union – TIC activity

Significant markets and/or customer groups served

For many industries we offer solutions and services that make our customers operations smoother, more sustainable and highly efficient. For a complete overview of the industries we work in we refer to our corporate websites: [onepeterson.com](https://www.onepeterson.com) and [controlunion.com](https://www.controlunion.com). In this report we outline our most significant markets generating revenues above 10% of our combined revenues or connected with material actual impacts or material potential negative impacts:



 Agriculture



 Biomass and biofuels



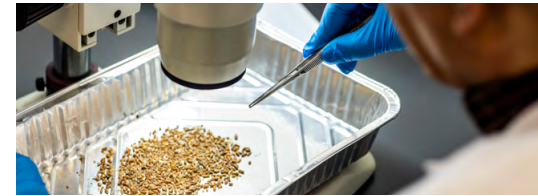
 Energy



 Feed



 Shipping



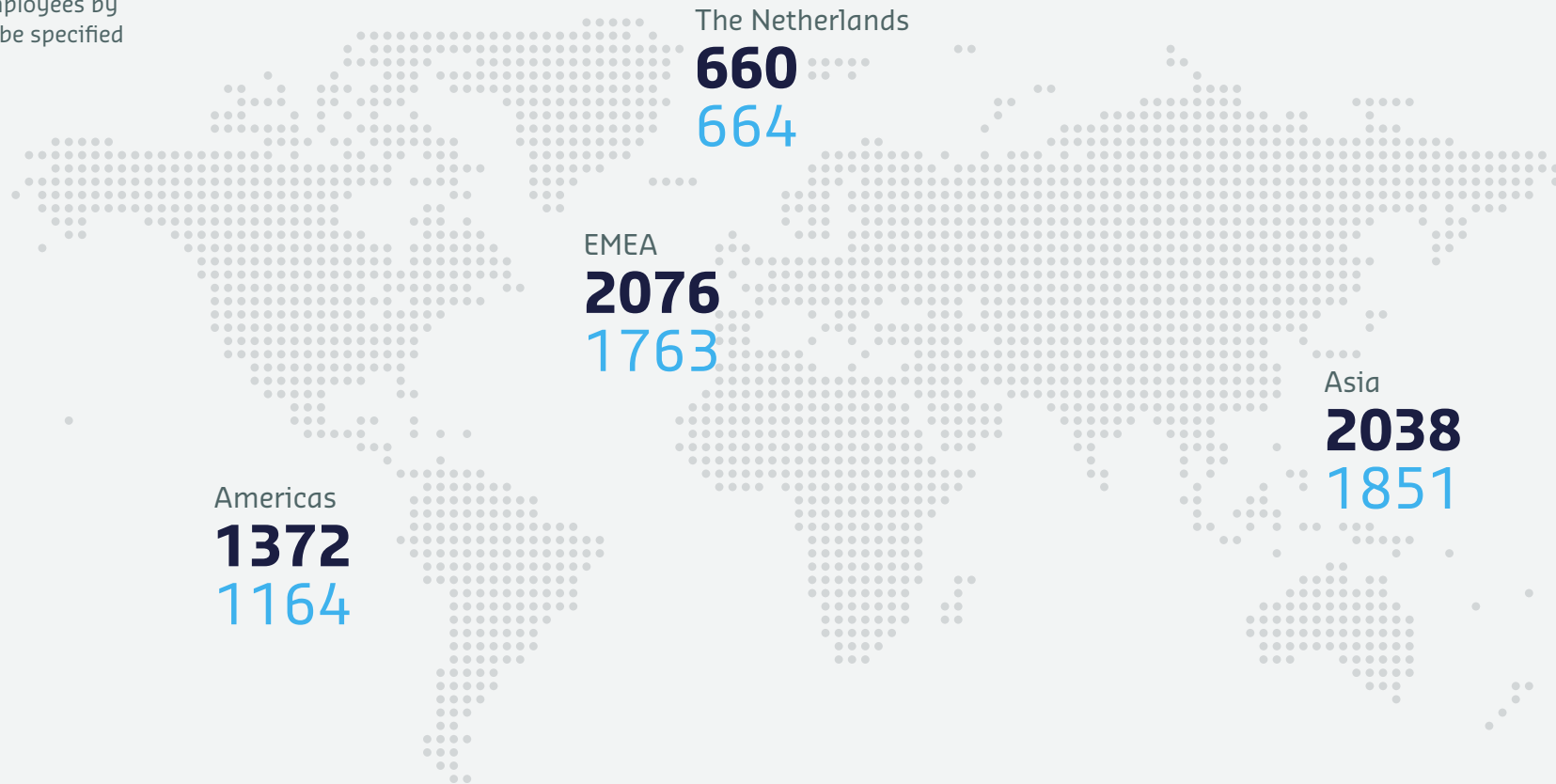
 Food processing and feed safety



 Textiles

Employee headcount by geographical area

A breakdown of our employees by geographical area can be specified as follows:



Total	
2023	2022
6146	5442

The growth can be partly attributed to the recent implementation of a daily updated HR tool, which gives us clearer insight into the number of colleagues and any changes within the workforce.

Key

- Average number in 2023
- Average number in 2022

Elements of strategy

Our Dare to Care program is designed to improve our sustainability performance and is based on four cornerstones: Employees, Customers, Environment and Community

Employees

We stimulate the initiatives, opportunities, training and career development of our employees. Safety and health are top priorities. Incidents are registered. Measurable objectives will be defined to avoid incidents. A healthy lifestyle for our employees is promoted. Sickness-related absence is measured, and measurable objectives will be defined to reduce this absence.

Personal entrepreneurship and development are the best tools for business achievements.

Customers

We are committed to preserving the transparency and integrity of our corporate governance. We recognize the importance of accountability and ethical behavior in all aspects of our business, and we continuously work to ensure that our governance practices align with the highest standards.

Environment

Measurable objectives must be defined yearly to reduce the electricity and energy use, fuel consumption, flights, commuting by car or public transport, the use of paper, waste disposal and water use (when possible).

When available, renewable energy must be considered.

These objectives can be achieved by introducing more efficient electricity systems and energy management, more efficient (travel) planning tools, paperless office and recycling.

Community

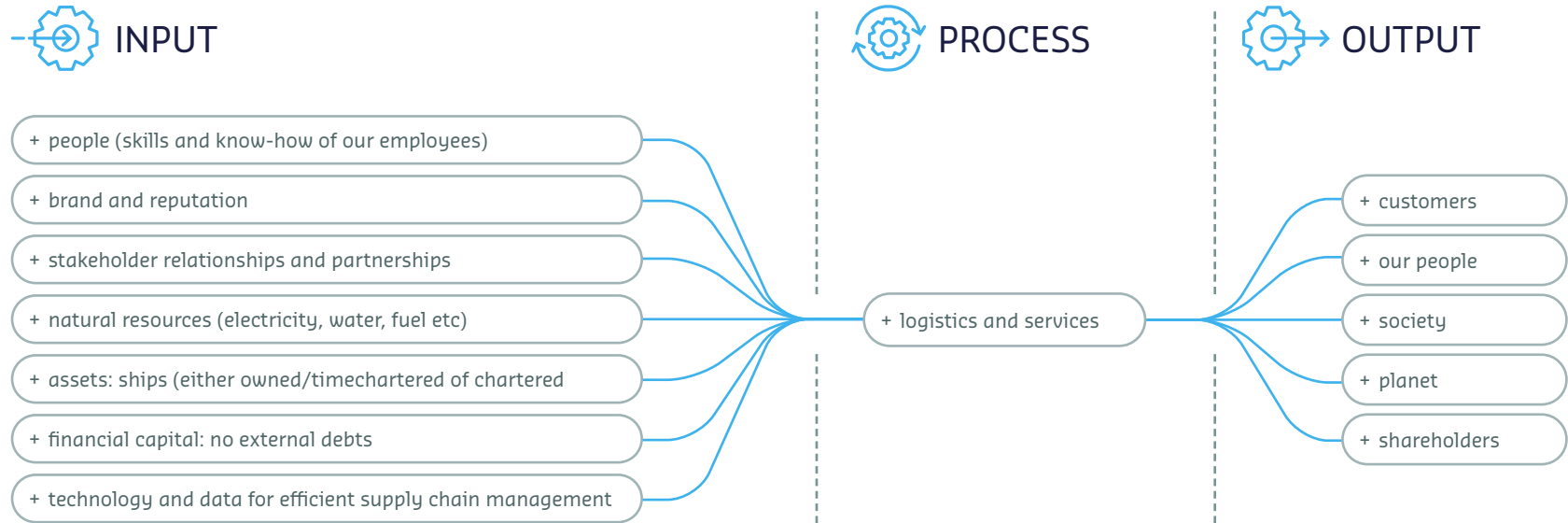
Local community projects are selected for support. Support is not only financial, but can involve voluntary work by our employees as well. The progress of the project will be reported and it will be monitored so that money and efforts are well spent.

We also aim to develop community projects by ourselves, or support community work by RPCU employees.

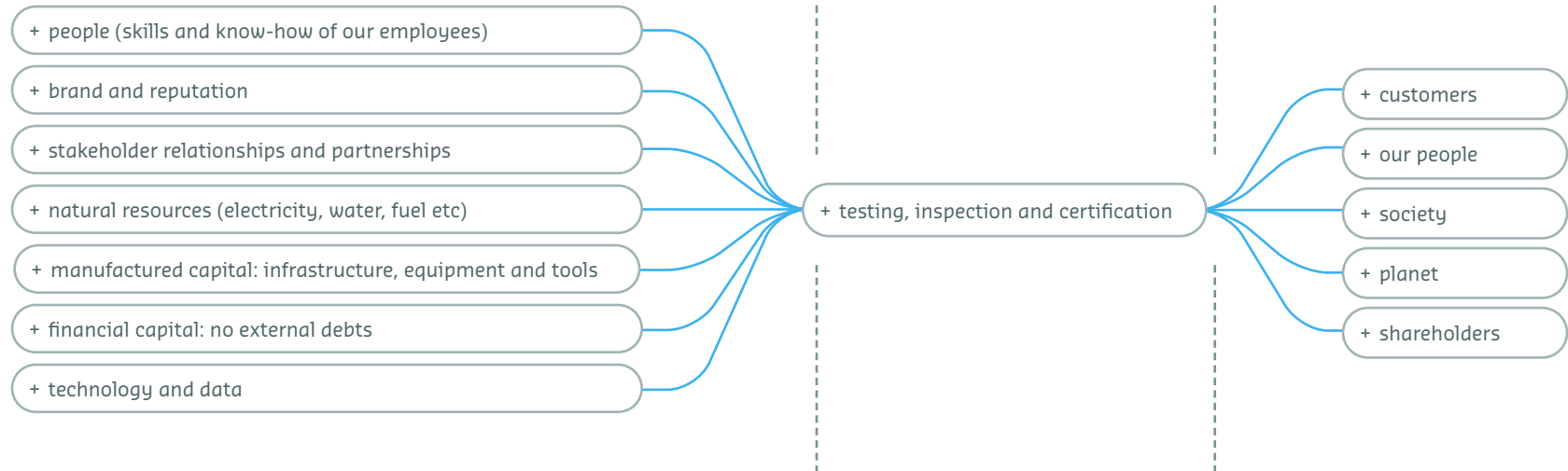


Business models

NON TIC Activities (Commodity logistics/ energy logistics)



TIC Activities



Interests and views of our stakeholders (SBM-2)

As a family-owned company with a long-term focus, we are committed to engaging with our stakeholders in a responsible, transparent and ethical manner. Their interests and views on our most significant impacts on people and the environment and our most significant sustainability risks and opportunities play a key role in our materiality assessment.

The engagement with our stakeholders takes many forms and is seen as a continuous process throughout different aspects of our organization.

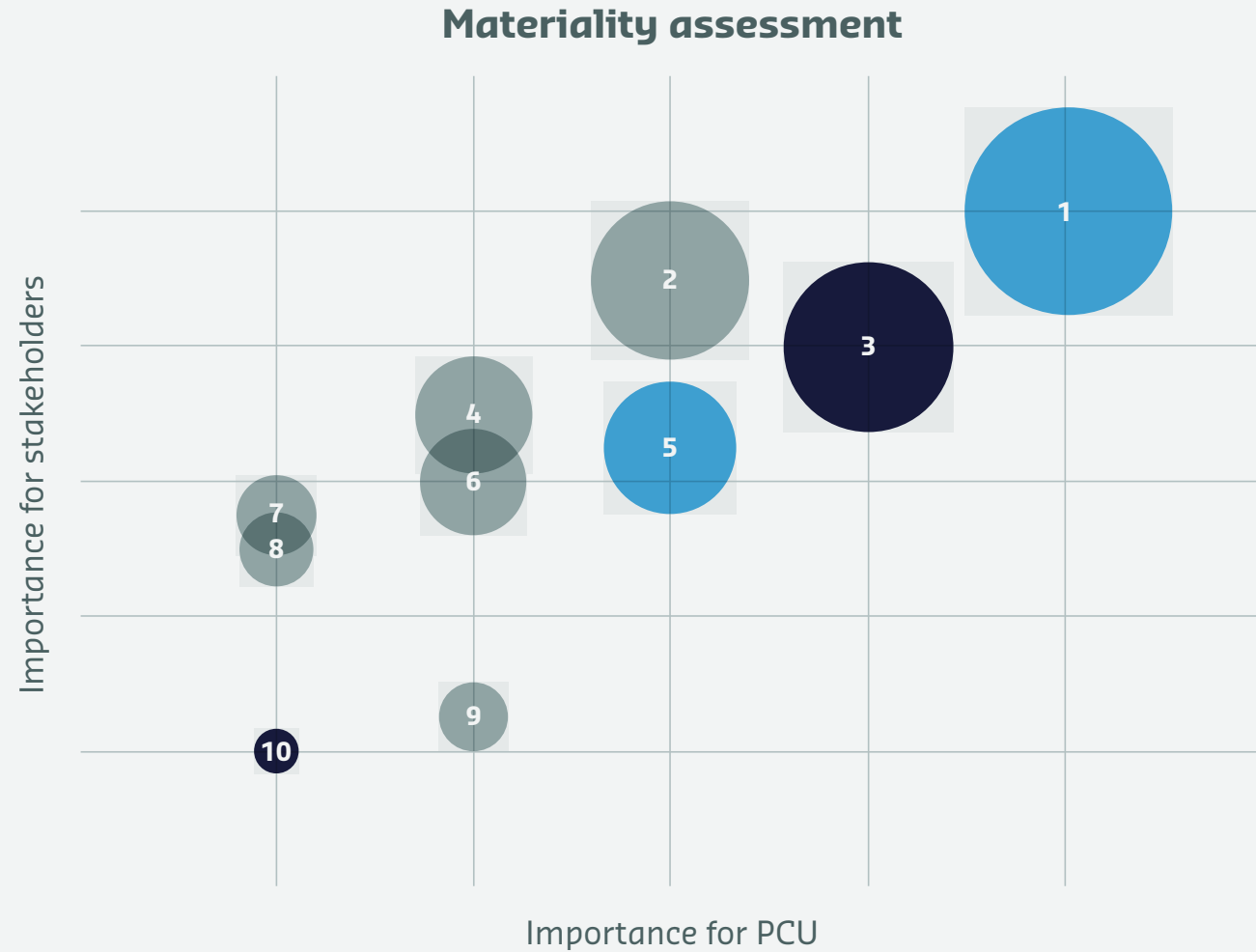
STAKEHOLDER GROUP	HOW WE ENGAGE	KEY TOPICS WE DISCUSS
Employees	We regularly conduct employee surveys to understand their interests. We hold annual performance and development sessions with our employees. We share company news via Sharenet – our internal SharePoint environment.	Health and safety + Diversity, equity and inclusion + Good labor rights + Training and skill development + Employee attraction and retention
Suppliers	We have regular conversations (either face-to-face or virtual) with our suppliers. Where applicable we conduct supplier audits.	Corporate ethics and good governance (including respecting human rights) + Cybersecurity and data protection + Promote innovation + Reduce GHG emissions from (direct) operations
Shareholders	We have regular meetings with representatives of our shareholders.	Corporate ethics and good governance (including respecting human rights)
Governments / accreditation bodies and standard setters/ industry organisations (TIC Council)	We keep a close eye on developments in laws and regulations that affect our company. We are a founding member of the TIC council.	Corporate ethics and good governance (including respecting human rights) + Health and safety + Diversity, equity and inclusion + Cyber security and data protection + Good labor rights + Responsible use of energy + Reduce GHG emissions from (direct) operations
Customers	Our staff have face-to-face interactions with our clients. We also conduct client satisfaction surveys.	Corporate ethics and good governance (including respecting human rights) + Health and safety + Cybersecurity and data protection + Prevent conflict of interest + Promote innovation + Reduce GHG emissions from (direct) operations
Communities and the environment	Via community programs we interact with the communities in which we operate. We also engage in several environmental programmes.	Corporate ethics and good governance (including respecting human rights) Reducing GHG emissions from (direct) operations

Materiality assessment (SBM-3)

We have previously conducted a materiality assessment to identify the current and emerging ESG topics that require attention. The assessment involved a stakeholder survey that provided a comprehensive overview from our employees and company executives on various ESG topics and their corresponding importance. We also analyzed data from various internal and external sources.

We are planning to improve our materiality assessment in 2024 based on the double materiality approach. This approach will involve assessing both the impact of RPCU's operations on ESG factors and the impact of them on RPCU's operations. We believe that this approach will enable us even better to identify and address emerging ESG topics that are of concern to our stakeholders and mitigate potential risks associated with them.

Figure 1: Materiality Assessment 2023



Impact, risk and opportunity management

Description of the process to identify and assess material impacts, risks and opportunities (IRO-1)

In 2023 we conducted a materiality assessment to identify our material impacts, risks and opportunities through our own activities. We included our stakeholders either directly (via surveys and interviews) or indirectly (via publications, news feeds or other communication channels).

The material topics have been prioritized by considering the importance as indicated by our different stakeholder groups and the importance for RPCU, keeping in mind the severity, magnitude and likelihood of the topics.

We committed ourselves to revise our materiality assessment in the first half of 2024 aligned with the requirements of the CSRD and the ESRS.



Disclosure requirements in ESRS covered by our sustainability report (IRO-2)














The selection of the disclosure requirements included in this sustainability report is based on both the availability of information and the significance and relevance of the disclosure requirement to RPCU. We refer to our table of contents for the references to the disclosure requirements.

Policies adopted to manage material sustainability matters (MDR-P)

We have translated our material topics into general objectives which give guidance to our policies. These policies apply to all our own business activities and locations keeping in mind the size of our operations and challenges we face per region. We are committed to contributing to the Sustainable Development Goals (SDG) and the United Nations' Global Compact's principles in the areas of human rights, labor, environment and anti-corruption.



We are committed to contributing to the Sustainable Development Goals (SDG) and the United Nations' Global Compact's principles.

EXTREMELY IMPORTANT		GENERAL OBJECTIVES OF OUR POLICIES	COMMITMENTS	
01	Corporate ethics and good governance (including respecting human rights)	Upholding high ethical standards and ensuring good governance practices including respecting human rights throughout the organization	UNGC principles SDG 16: peace, justice and strong institutions	
02	Health and safety	Ensuring the safety and well-being of employees, customers and other stakeholders	SDG 3: good health and well being	
03	Reduce GHG emissions	Reducing greenhouse gas emissions from the company's (direct) operations	SDG 13: climate action	
VERY IMPORTANT				
04	Ensure good labour rights	Upholding good labor practices and ensuring fair treatment of all employees	SDG 1: no poverty SDG 8: decent work and economic growth	 
05	Cybersecurity and data protection	Protecting sensitive data and ensuring the security of online systems	SDG 16: peace, justice and strong institutions	
06	Diversity, equity and inclusion	Promoting diversity, equity and inclusion in all aspects of the business.	SDG 4: quality education SDG 5: gender equality SDG 10: reduced inequalities	  
07	Training and skill development	Providing training and development opportunities for employees to enhance their skills and knowledge.	SDG 4: quality education	
08	Employee attraction and retention	Attracting and retaining employees by providing a positive and supportive work environment	SDG 8: decent work and economic growth	
IMPORTANT				
09	Promote innovation	Promoting innovative thinking and practices throughout the organization.	SDG 9: industry, innovation and infrastructure	
10	Responsible use of energy	Minimizing energy consumption and promoting the use of renewable energy sources.	SDG 7: affordable and clean energy	

Key actions and resources in relation to sustainability matters (MDR-A)

In ensuring that we meet the general objectives related to our material topics we have taken several key actions during the reporting period.

Corporate ethics and good governance (including respecting human rights)

For many years we have embraced our PCU Management System that also includes our code of conduct. We realize that our management system is subject to continuous improvements. We expect to launch our revised PCU Management System including our human rights policy and code of conduct in 2024.

Reduce GHG emissions

Previously we expressed our commitment to reduce our greenhouse gas emissions. In 2023 we took the first steps to develop our net zero strategy and started working on our decarbonization strategy which identifies key emissions sources and sets out actions to reduce emissions.

We plan to further implement this strategy and the related emissions reduction activities in the course of 2024.

Ensure good labor rights

As part of our objective to uphold good labor practices and ensure fair treatment of all employees, we conducted a living wage analysis during 2023. We will continue this analysis on a yearly basis.



In 2023 we took the first steps to develop our net zero strategy and started working on our decarbonization strategy

Metrics and targets

Metrics in relation to material sustainability matters (MDR-M)

During the reporting period we (re)defined the KPIs we use to measure the effectiveness of our policies and actions related to our material sustainability matters. Where applicable we aligned these KPIs with the ESRS. If not available in the ESRS, we developed an appropriate KPI.

When currency is specified as the unit of measure for a certain KPI, we use the presentation currency of our financial statements (EUR).

Metrics reported in this sustainability report have not been validated by an external assurance provider.

Tracking effectiveness of policies and actions through targets (MDR-T)

In general, we consider the reporting year 2023 as our baseline year. We included the metrics for each material topic per section if applicable. We mention the related targets there as well.



Our environment

OR

Climate Change (ESRS E1)

Transition plan for climate change mitigation (ESRS E1-1)

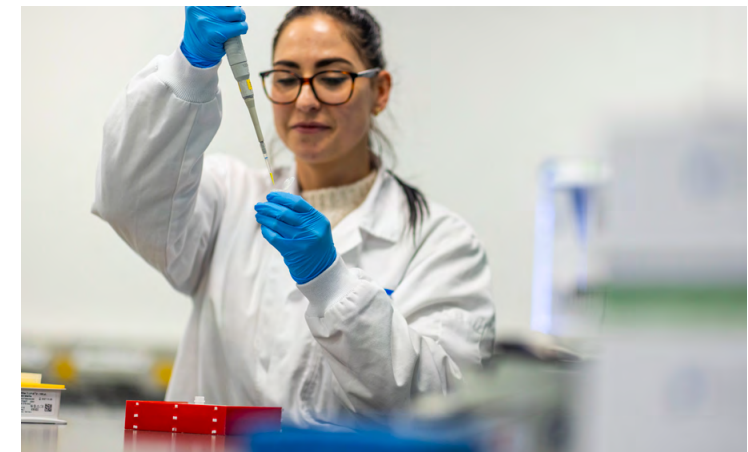
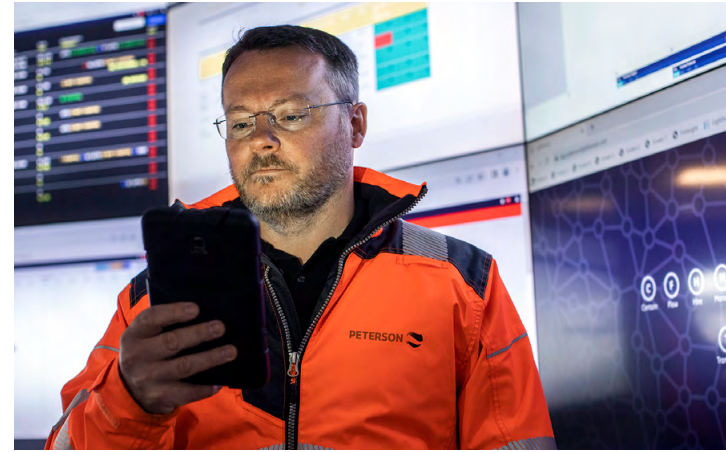
Our aim is to achieve the environmental target of Net-Zero Greenhouse gas (GHG) emissions by 2040, as was set in our 2022 Sustainability Report.

So far, different entities of RPCU have been measuring their GHG emissions across their operations, and several pilots have been driven by the Group to understand what are the emissions hotspots across business activities. The results of these pilots are not yet consolidated in a GHG methodology that would support the implementation of a GHG accounting methodology and calculation of GHG emissions for all entities of the group.

Peterson Energy Logistics has already embarked on a carbon-neutral journey that eventually needs to be aligned with the Group's sustainability strategy. Their learning and their emissions hotspots will be addressed and aligned with the group's GHG methodology to be designed.

Currently we are aligning the efforts done so far within the group with a GHG methodology that would enable measurement of global GHG emissions across all business activities and design it according to future GHG reduction plans which would be aligned with the Net-Zero goals.

Once we have set this group wide GHG methodology we will further design our transition plan.



Policies related to climate change mitigation and adaptation (ESRS E1-2)

The current policies in our RPCU management system are directed towards reducing electricity and energy use, fuel consumption, flights, commuting by car, the use of paper, waste disposal and water use (when possible). When available, renewable energy must be considered.

Actions and resources in relation to climate change policies (ESRS E1-3)

Although we are currently working on our group wide transition plan, we are already taking actions in relation to climate change mitigation:

Carbon neutral at Peterson Energy Logistics

At the end of 2022, we proudly became a carbon neutral organization under the PAS 2060 certification scheme for our Energy Logistics sites. This year we have again completed this verification process with success and this will be our second year adhering to the standard.

Energy Logistics sites transition to electric and HVO20

We reached a positive milestone on our net zero journey with all vehicles at our Den Helder Base making the transition to HVO20 fuel. This includes all cranes, trucks and combustion engine forklifts at both the quayside and HUB (our warehousing and storage facility in Den Helder). HVO20 is a high quality diesel fuel that leads directly to 18% less CO2 emissions and less air polluting emissions. It is a blend of 80%

fossil diesel and 20% HVO (Hydrotreated Vegetable Oil). We are also in the process of introducing the ChangeXL fuel additive to our fleet of vehicles in Den Helder. The combination of HVO20 with ChangeXL's enzyme technology leads to more efficient combustion in all engines, resulting in lower fuel consumption, reduced CO2 emissions and reduced costs.

We currently have an HVO fuel tank installed at our Altens facility and aim to begin blending this fuel into our transport

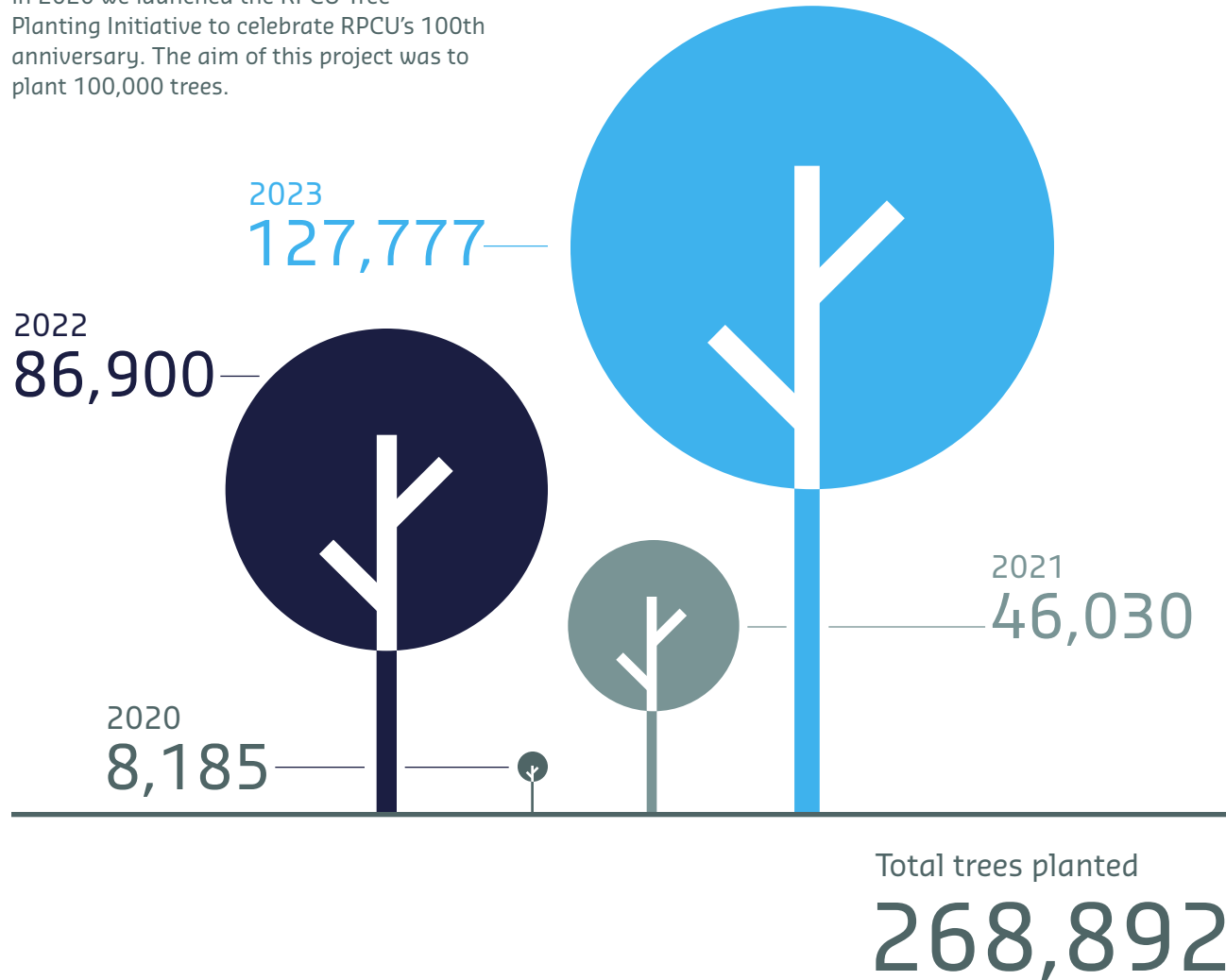
fleet there soon. Additionally, we installed an HVO tank at our Lillyhall facility to utilize within our transport system in England.

Where possible we substitute our smaller diesel-powered vehicles for electric alternatives.



Global tree planting project

As part of our longstanding commitment to sustainability and environmental stewardship, in 2020 we launched the RPCU Tree Planting Initiative to celebrate RPCU's 100th anniversary. The aim of this project was to plant 100,000 trees.



→ Tree planting Aberdeen, Scotland

“
We are proud of achieving our targets and we thank our employees for making this possible.
”

Green Office Awards

The Green Office Awards celebrate initiatives offices have taken to implement more sustainable policies and practices. This year's winner was Control Union Sri Lanka for their Sustainable Restoration and Conservation of the Wee Oya Catchment Area Project.

The Wee Oya Catchment Area is a critical water source for the Wee Oya Estate and the surrounding communities. Its protection is paramount for sustaining a reliable source of freshwater for drinking, irrigation, and various domestic and industrial needs. The well-being and livelihoods of local residents depend on the continued availability of clean water, making the conservation of this catchment area a matter of vital importance.

The project's core objectives encompass the selection and planting of native tree species suited to the Wee Oya Catchment Area, fostering biodiversity and functioning as custodians of the ecosystem. It also involves the restoration of degraded and deforested areas within the catchment, engaging the local community, estate management and relevant governmental and non-governmental organizations to raise awareness about the importance of the Wee Oya Catchment Area and the benefits of native tree planting. The establishment of long-term monitoring and maintenance systems will ensure the survival and growth of the planted trees.

Targets related to climate change mitigation and adaptation (ESRS E1-4)

Our main target as a group is becoming Net-Zero by 2040. In the coming period we will be taking the next steps to achieve this.

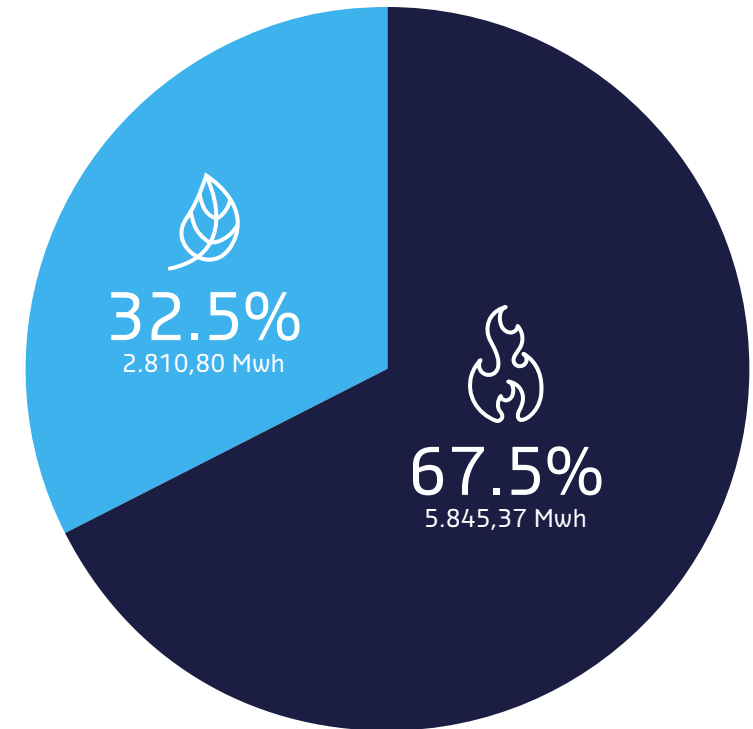
Energy consumption and mix (ESRS E1-5)

In the reporting year 2023, we calculated our baseline on the electricity consumption in our offices and our sites and the energy used in our shipping companies.

We produced 735,39 MWh of renewable energy in 2023. We were not able to collect all data on the energy consumption in five countries due to either challenging circumstances or due to unavailability of the information. We estimate the data missing insignificant to the energy consumption as presented above as the activities in these countries generate approximately 1.8% of our total revenues in 2023.

Where possible we will introduce more efficient electricity systems to reduce our total energy consumption. If available we will also make more use of energy from renewable sources in the medium term future.

Energy consumption and mix



Total energy consumption

100.0%
8.656,17 Mwh

- Total renewable energy consumption
- Total non-renewable energy consumption



GHG removals and GHG mitigation projects financed through carbon credits (ESRS E1-7)

In December 2022, Peterson Energy Logistics achieved carbon neutral status for the first time. This process involves two distinct stages:

- + Calculating and verifying the organization's carbon footprint;
- + Offsetting these emissions by purchasing carbon credits.

A carbon credit is a permit that represents one ton of carbon removed from the atmosphere. Carbon credits have different monetary values, which are dependent upon the project the ton of carbon relates to, as well as the broker who sells these credits.

We wanted to ensure that we purchased carbon credits from verified projects and a reliable carbon broker. Consequently we partnered with Highland Carbon, an organization with experience working on international conservation projects and a focus on projects within the Scottish Highlands.

To offset our emissions, we purchased credits in the following projects:

N2O abatement in MP Nitric Acid plants at Rashtriya Chemicals & Fertilizers Limited - India (1,600 CERs):

The production of nitric acid is a three-step process. During this process, an undesirable reaction takes place which generates the harmful gas, N₂O. In this project, Rashtriya Chemicals & Fertilizers (RCF) introduces a secondary catalyst after the primary to convert N₂O into N₂, thus reducing emission of this greenhouse gas into the atmosphere, known as greenhouse gas abatement.



Enercon Wind Farm (Hindustan) Limited - Rajasthan, India (1,500 CERs)

A 60 MW wind power project in the Indian state of Rajasthan that provides reliable, renewable power to the Rajasthan state electricity grid. The project reduces greenhouse gas emissions through displacement of electricity from fossil fuel-based electricity generation plants.

PoA Cattle Dung Biogas to Power - Maharashtra, India (1,600 CERs):

The project activity involves the installation of 13 independent biogas plants, also known as digestors, of varying capacity range, for serving the captive electricity needs at each location. The project removes or modifies the anaerobic animal manure management systems in livestock farms to achieve methane recovery that can be used to generate captive power. In the absence of PoA, animal manure is left to decay anaerobically, with emissions emitted to the atmosphere. Whereas PoA recovers and utilizes biogas to produce electricity to avoid CH₄ and CO₂ emissions.

Methane Recovery Project Princepeel Wilbertoord - North Brabant, The Netherlands (100 CERs):

At a swine farm, the Princepeel project installed a Combined Heat and Power (CHP) plant to upgrade the existing manure system in order to utilize the biogas produced from swine manure for the powering of motor-powered irrigation pumps. Additionally, the waste heat generated from the CHP units is used for the drying processes in a soil substrate production plant and to heat a hygienization process for co-ferments originating from food wastes containing meat. Any additional renewable energy produced is fed into the local power grid. In the absence of the Princepeel project, animal manure would be left to decay anaerobically, with emissions emitted to the atmosphere. Additionally, the project avoids relying fully on the grid for powering other sections of their plant, avoiding the production of emissions.

When purchasing carbon credits, we decided to take things one step further and invest in additional offsets that we don't currently require as a company. This was done by supporting the Loch Ness Afforestation Project, allowing us to be considered not only as carbon neutral, but also climate positive and nature positive as we help fight the biodiversity crisis we are facing globally.

**Loch Ness Afforestation Project – Scotland
(100 CERs pending):**

The Loch Ness Forest project is located in the very center of the once vast Caledonian Forest. Today, less than 1% remains of Scotland's wild forest. Their vision is to return the heart of the forest to its former glory. The exceptional aspect of the Loch Ness Afforestation Project is that it entails establishing a permanent, diverse, native forest that joins up established forests. There will be no commercial timber associated with the project, so a mature forest will develop and remain for generations to come. The planting site comprises a range of native tree species including Caledonian Scots pine, sessile oak, hazel, downy birch, rowan, eared willow and aspen. The reintroduction of 1,000 aspen trees is particularly exciting as these had been eradicated from the Highlands. In total, 100,000 trees were planted during spring of 2022. The work this project targets SDGs 13 (climate action), 14 (life below water), 15 (life on land) and 17 (partnerships for the goals).



→ Loch Ness, Scotland

Blue Slate Wood Project – England (10 CERs pending):

The Blue Slate Wood comprises a permanent and diverse native broadleaf planting scheme in the picturesque hills of Lancashire. The new woodland will create a buffer for agricultural run-off into the local river whilst enhancing the landscape and providing habitat for wildlife. The project was undertaken in partnership with the River Ribble Trust – the Trust undertakes exceptional projects to improve water quality by reducing agricultural run-off, industrial pollution and undertaking river clean-up activities. The new woodland complements and expands established ancient woods in the immediate vicinity whilst also being home to a variety of mammals including rare species such as the pine marten, river otter, water vole and rainbow trout. In addition, the project has done and continues to do: educational visits by schools with a designated forest learning site; encourages clients to visit the site for educational or volunteering purposes; installed an important pond for rare newts; the farm only supports local restaurants and shops to reduce food miles; plan to install solar panels to supply a neighboring business with green electricity. The work this project targets SDGs 4 (quality education), 6 (clean water sanitation), 13 (climate action), 14 (life below water), 15 (life on land) and 17 (partnerships for the goals).



Our people and
society

OR

Own workforce (ESRS S1)

Our policies related to our own workforce (ESRS S1-1)

Motivated and competent staff is essential for our success. Employees must be offered a good and safe work environment and opportunities to improve and develop themselves and our company.

Our human resource policies are included in our RPCU management system. They focus on the following topics:



Safety and welfare

Safety is the number one priority, therefore the subject has been integrated in dedicated safety policies and procedures.



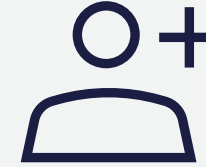
Reward and recognition

Remuneration revisions consider the performance of the employee, job role, inflation, market and local rates and industry standards.



Attraction

RPCU aims to be a good employer by supplying decent and fair work conditions, training, challenges and opportunities aligned with the RPCU Statements and by respecting the labor laws of the country of employment.

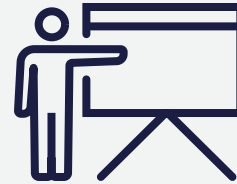


Induction and onboarding

New employees are informed about RPCU management system, including our Code of Conduct.

Training and development

Training is a continuous effort and individual training initiatives should be encouraged. There is a traineeship program within RPCU, called PATTs.



Hiring

Fair and equitable treatment will be applied during the hiring process.



Assessment

Assessments are important to the success of RPCU, to support motivation, to ensure a good work atmosphere, to enhance communication and improve the quality of the work.



Privacy policy

RPCU is committed to protecting the privacy and security of personal data. This topic is also further outlined in detailed privacy policies.



Engagement

Committed employees are important to RPCU. Various engagement initiatives are devised at a global, regional or local level to enhance commitment and to create an inspiring work environment.

Our processes for engaging with own workers and workers' representatives about impacts (ESRS S1-2)

We engage with our own workers and their representatives in different ways:

Annual assessments

We hold annual assessment meetings with our employees. More frequent assessments are considered a good practice, and are encouraged. This process has been designed to talk about accomplished achievements throughout the year, and career and development opportunities.

Employee surveys

Employee surveys are held regularly and the outcomes are used as input for RPCU to build on. The most recent employee satisfaction survey was held in October and November 2023 in our Asia – Pacific Region.

Workers committee

Depending on the size of our workforce and national labor laws per country, workers committees are established. They have regular meetings with the management team and where needed additional meetings are held.

Our processes to remediate negative impacts and channels for own workers to raise concerns (ESRS S1-3)

Within RPCU we encourage employees to speak up and maintain open communication channels. We follow the applicable labor legislation in the countries we work in, including the requirements regarding grievance mechanisms. We also have whistleblower policies, which are outlined in the chapter 'Our Governance' on page 43.

How do we take action on material impacts on our workforce (ESRS S1-4)

In 2023 we took several actions to mitigate negative impacts and advance positive impacts on our workforce.

We continued to focus on the health and safety of our employees. We are pleased to share that we won the Port Health and Safety Award at the Port of Aberdeen's inaugural Health, Safety and Environment (HSE) Awards.

We conducted a very extensive project on identifying any gaps between the national living wage benchmark and the actual wage of our employees. We explain this project in more detail on page 38.

We will continue to improve the working environment for our employees. This includes fostering a safe working environment, but also ergonomical office spaces.

Currently we are working on several initiatives in creating more awareness regarding diversity and inclusion throughout our organization.



We will be running a Management Acceleration Program (MAP) for our managers in 2024. This is part of our larger Leadership Development Program. We have started developing this program and hope to launch it in 2025.

We are renewing our RPCU Global Academy learning platform. We will launch the revised platform later in 2024.

Our targets (ESRS S1-5)

Below we present our current standing on diversity and inclusion, living wage, social coverage, training and employee engagement, and health and safety. Our targets and plans are presented per topic.

Characteristics of our own workforce (ESRS S1-6)

In general, our workforce has the following quantitative characteristics:

Employees by gender

31 December 2023

Male	4,135	67.3
Female	2,001	32.6
Not reported	7	0.1
Total	6,143	100.0

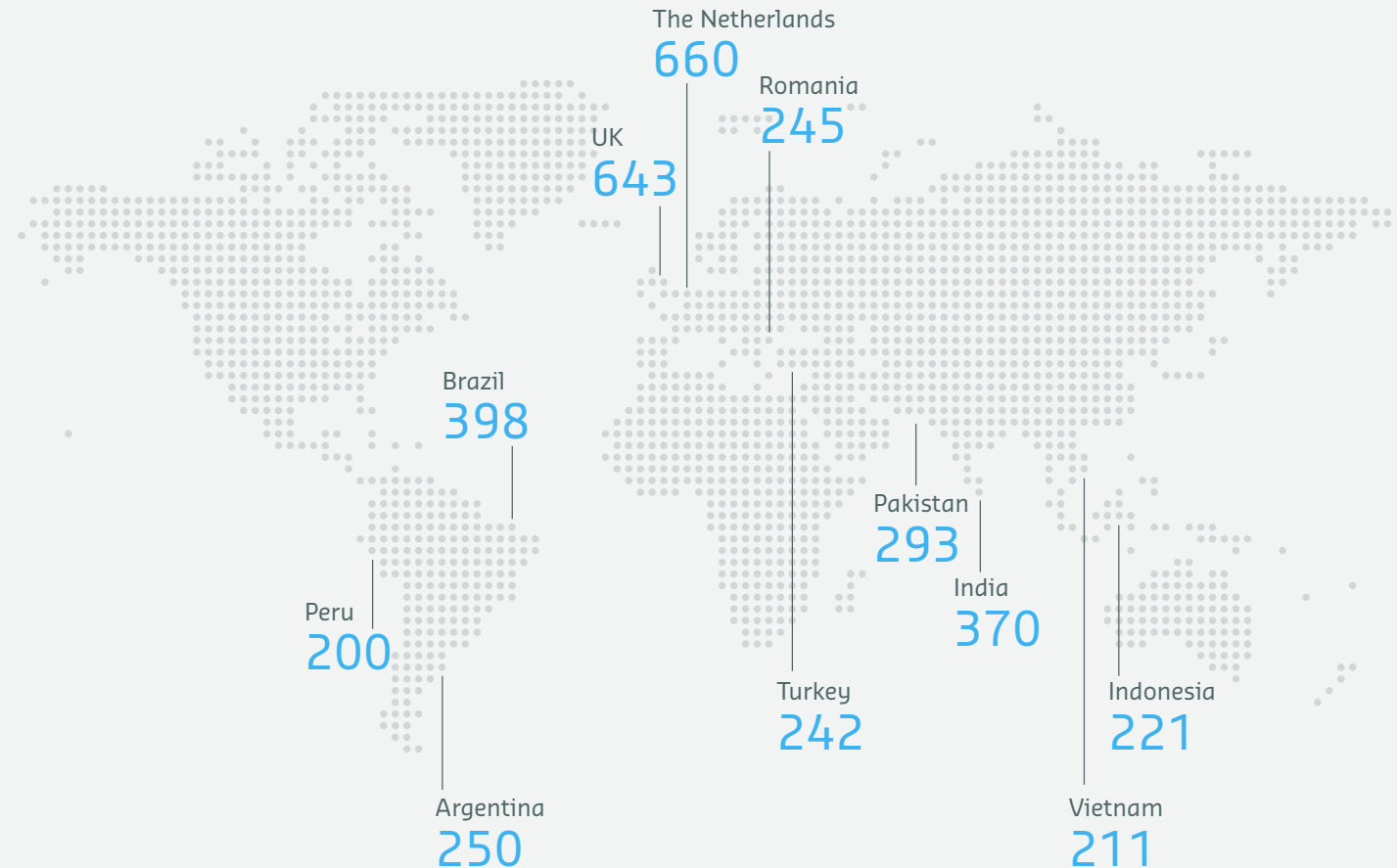
Employees by gender

31 December 2022

Male	3,790	68.3
Female	1,736	31.3
Not reported	20	0.4
Total	5,546	100.0

Employees by country

In the following countries we are active with more than 200 employees.

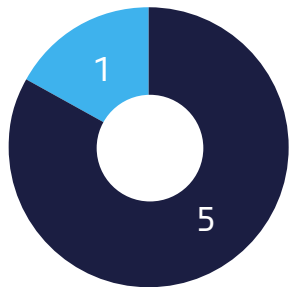


Our targets (ESRS S1-5)

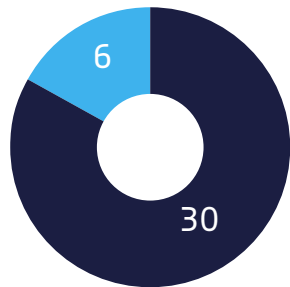
Below we present our current standing on diversity and inclusion, living wage, social coverage, training and employee engagement, and health and safety. Our targets and plans are presented per topic.

Diversity and inclusion (ESRS S1-9)

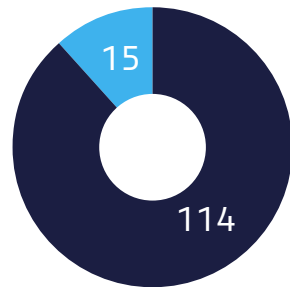
Gender distribution at management levels as at 31 December 2023



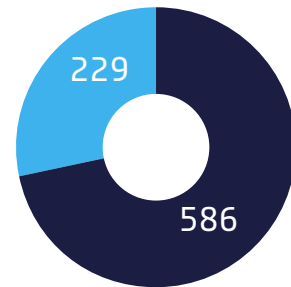
16.7% | 83.3%
Group management team



16.7% | 83.3%
Regional management teams total



11.6% | 88.4%
Country managing directors



28.1% | 71.9%
Managerial/supervisory functions

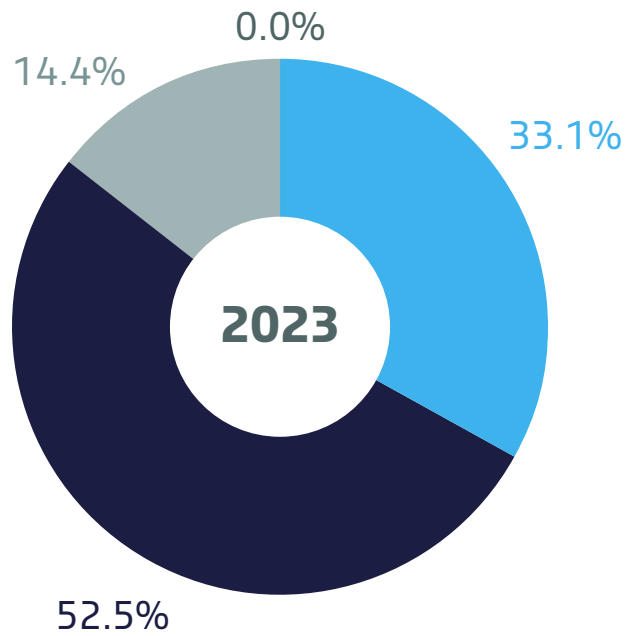
● Women ● Men

We acknowledge that we have work to do in promoting greater gender equality in our organization especially on management levels. We have planned to conduct an equal pay project in 2024. The results of this project will be used to improve our performance on gender equality.

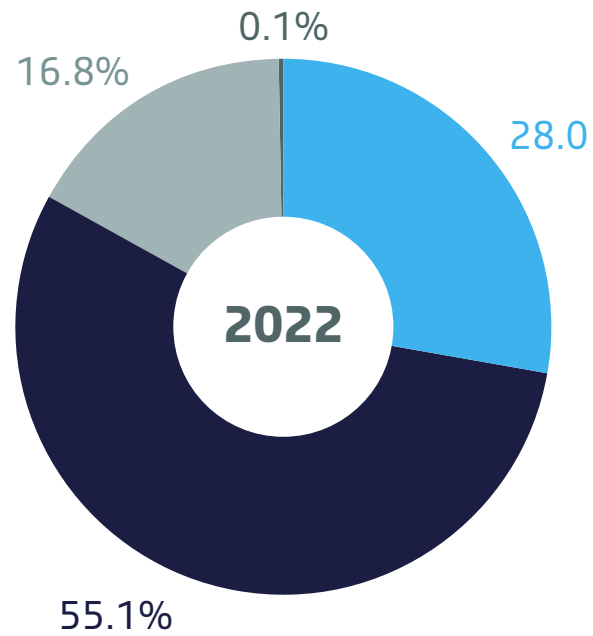


Age distribution among our employees as at 31 December 2023

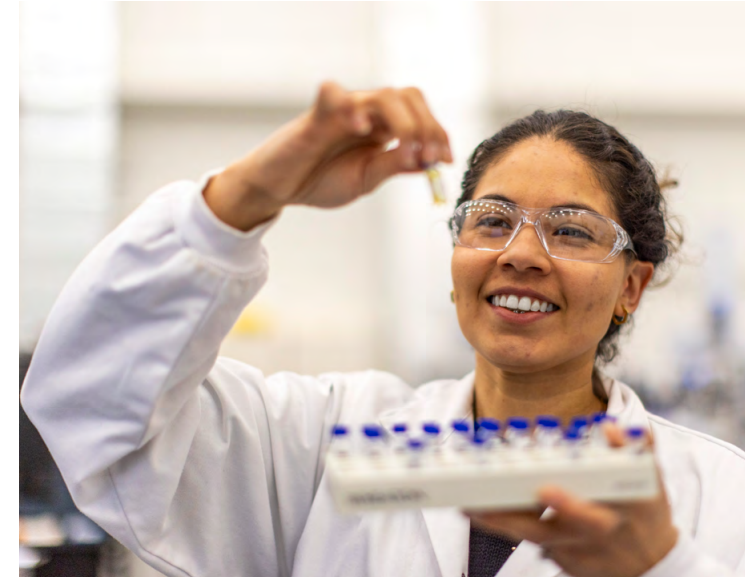
Our target is to maintain a healthy age distribution among our employees, with the under 30 group comprising around 30% of our total workforce. We recognize the value of our above 50 age group in terms of knowledge and experience, and the importance of their support in shaping the next generation of employees.



AGE	NUMBER
<30 years	2,034
30-50 years	3,224
50 years	883
Not reported	2



AGE	NUMBER
<30 years	1,554
30-50 years	3,058
50 years	931
Not reported	3





→ Jack with his commemorative top

Jack Reid celebrates 40-years at Peterson

Congratulations to our colleague Jack Reid who celebrated 40-years of service with Peterson during 2023.

Jack began his career in the oil industry straight after leaving school and worked for a number of organisations before joining the Peterson family on the 19th of April 1983.

Jack is a highly valued member of the team at our Altens facility where he works as a Base Operative. He contributes strongly to our operational successes over the years, servicing many key clients.

To celebrate Jack's achievement, the team at Altens held a group lunch where colleagues presented him with a watch and commemorative football top. Jack was also presented with vouchers from the company and his long service pin.

We thank Jack for his dedication and loyalty to the company throughout his career and we look forward to celebrating more years to come.



→ Justin Breeuwer (left) and Mitchel Reemnet

Peterson trainees join Tall Ships Races

During 2023 two Peterson trainees had the opportunity to join a section of the Tall Ships race between Den Helder and Hartlepool, providing them with a unique sailing experience.

Justin Breeuwer (son of Paddy Breeuwer van Bragt, Team Lead for SNS Pool Operations in the Netherlands) and his friend, Mitchel Reemnet, represented Peterson for the event.

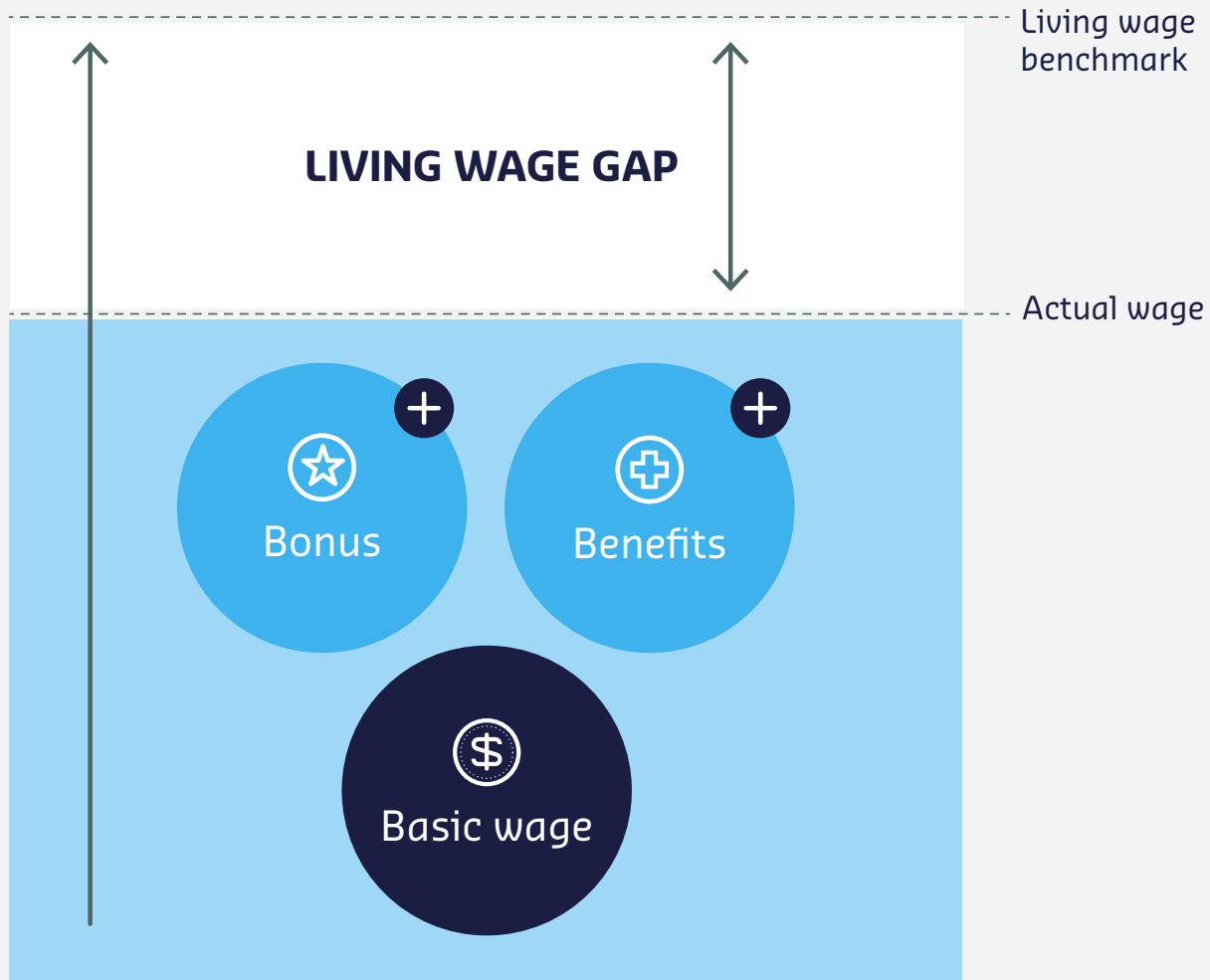
Commenting on their experience, Justin and Mitchel said: "On 1st July, we joined the 'Gulden Leeuw' at Sail Den Helder 2023. During our time on the ship, we were treated as full crew members and were responsible for cooking, navigating and hoisting the sails.

"It was a great adventure. On the final leg of the journey, we were called by a vessel in distress, rudderless and unable to communicate, so we had to drag the vessel to Hartlepool. Because of this, we had to leave the race, but it was worth it.

"When we arrived in Hartlepool, we were awarded a prize for saving the ship and then had the chance to celebrate our achievement as part of the shore-side festivities. It was an amazing experience – thank you Peterson."

Peterson are proud to have participated in the program of activities as part of the Tall Ships Races in both Den Helder and Lerwick over the past few weeks. It has been a great opportunity to come together with the local community in two of the regions that we operate in and support an event which inspires the next generation, in line with our own company values.





Adequate wage (ESRS S1-10)

In 2022, we entered into a partnership with WageIndicator Foundation, a global data supplier relative to living wages, minimum wage and labour laws. Through this partnership, WageIndicator Foundation and RPCU aim to form a one-stop shop for organizations to measure wage gaps and support the implementation of living wages throughout their supply chain. A living wage is defined as the remuneration received for a standard number of working hours by a worker in a particular place, sufficient to afford a decent standard of living for the worker and her or his family.

RPCU Internal Living Wage project

In line with our Dare to Care policy, we want to show that we practice what we preach. Therefore, we started our RPCU Internal Living Wage project to identify gaps between the national living wage benchmark and the actual wage of our employees.

The scope of this project includes all directly contracted RPCU employees earning below 3x the national living wage. Freelancers, interns, trainees and apprentices were excluded.

Cost of living calculations

The living wage benchmark is based on the following living costs for a typical family:

Bonuses and benefits

Bonuses and benefits were taken into account to calculate the actual wage when the base wage was less than the national living wage. However, only the ones that met the following criteria could be considered in the calculation.

Bonuses and allowances - criteria to be considered part of living wage:

- + Guaranteed to be paid: only bonuses and allowances that are guaranteed to be paid and do not depend on performance can be included in the actual remuneration;
- + To be received within one year: payments that are received beyond one year do not contribute to covering the day-to-day costs of living;
- + Cash payment: the bonus or allowance needs to be a monetary payment that is paid to the employee on a regular (expected) basis;
- + Distributed over 12 months: Bonuses or allowances that are paid annually or bi-annually need to be distributed over 12 months to be represented in the monthly actual compensation that is compared to the monthly living wage value.

Irregular bonuses at the discretion of the employer, reimbursements of work-related costs and pension, provident fund and severance payments are excluded.

In-kind benefits - criteria to be considered part of living wage:

- + Considered relevant to the employee: only in-kind benefits that are agreed upon by the employees to be of added value can be considered part of the actual remuneration;
- + To be expressed in monetary terms: for benefits to be included in the prevailing remuneration, they need to be expressed in a monetary value (the cash-equivalent);
- + Should not exceed 25% of the monthly compensation: the value of the total in-kind benefits should not exceed 25% of the total monthly compensation as the majority of the remuneration should be received as cash to be freely spent by the employees as desired;
- + Should not exceed the amount of the relevant component included in living wage calculations: the monetary value of the in-kind benefit cannot exceed the value for the respective element of the living wage basket that it substitutes.



Work related transportation and food provision (as these are irregular, minimal and do not serve other family members) are excluded.

Initial findings of the gap analysis

The initial outcome of the gap analysis in June 2023 was that 8.6% of the employees worldwide were paid below living wage.

The wage gaps were then discussed with the relevant stakeholders on a local and global level, to ensure alignment between local entities and the global sustainability policy. This led to the development of the Living Wage Compliance strategy, which pushes RPCU entities to close the wage gaps found. It is important to note that this strategy allows for leniency in how quickly the gaps are closed, given that certain local contexts might make gap closure complex due to high inflation rates or increased competition.

Updated gap analysis as per the end of March 2024

Our objective is to address the gaps we have identified in the project. Currently, we are making good progress towards achieving this goal. As of the end of March 2024, the updated data shows that the percentage of the employees worldwide that are paid below a living wage has been reduced to 2%.

Despite working in countries facing challenges such as high inflation and strong price competition, we do not want to compromise on this topic. However, we realize that we are operating in a dynamic environment and it can happen that an individual is at a certain moment earning below living wage. For that reason we will work with a reality margin of 2%. Despite this reality margin we will continue to close any identified gap. We continue consistent and regular (yearly) monitoring to identify and mitigate the living wage gaps in our organization.

Training and skills development (ESRS S1-13)

RPCU is dedicated to fostering the ongoing training and skills development of our workforce. We actively promote awareness regarding individual development and career prospects by encouraging individual initiatives, addressing this during the annual reviews and by providing the e-learning platform RPCU Academy. We have also continued our global graduate program, the Peterson Academy Trainees Transferees & Students (PATTS).

These initiatives play a crucial role in maintaining a steady flow of capable individuals into managerial and strategic roles, ensuring organizational continuity.

RPCU Global Academy

Whether employees are seeking to advance their career, deepen their knowledge in a specific subject area, or simply pursue a personal interest, our courses provide a dynamic and engaging learning experience. Some courses are compulsory for all the group's employees, others are division specific. We also provide optional courses that cover topics such as intercultural communication, health and wellness and IT related skills.

Current standing on training and skills development

Our current standing related to training and skills development:

Course enrollments	2023	2022
RPCU Academy Course enrollments by employees	8653	8497

Our plans for the Global Academy

In our pursuit of sustainability, the Global Academy is committed to nurturing a culture of continuous learning and skills development within our organisation.

During the second quarter of 2024, we are excited to introduce a cutting-edge learning management system (LMS) designed to revolutionize the way our employees engage with learning. This system not only offers a personalized learning experience but also enables comprehensive tracking and monitoring of learning activities, thereby identifying, and cultivating individual talents, aligning them with organizational objectives for maximum impact. With its robust reporting and analytics features, our Learning and Development teams, course administrators and managers will have the tools they need to optimize training initiatives. Furthermore, the system fosters social learning, creating a collaborative environment where knowledge sharing thrives, thus contributing to the establishment of a culture of learning company wide.

Additionally, in the third quarter of 2024, we will be launching our Management Acceleration Program (MAP), tailored specifically for our managers within RPCU. This program, comprising eight masterclasses, aims to elevate managerial skills, equipping our leaders with the competence and vision needed to steer their teams towards success.

Covering topics ranging from the foundations of leadership to in-depth functional knowledge such as finance for non-financial managers, people and performance, strategy, and business essentials and much more. The MAP will equip our managers with essential managerial knowledge and skills required to navigate complex business challenges with confidence and purpose. Moreover, it establishes a common language among all managers within the group, fostering seamless communication and collaboration across diverse teams and

departments. Through this concerted effort, we strengthen our dedication to sustainable growth and development.

Targets on training and skills development

Our target is to have 100% of the employees that were working for the whole year get an annual review of their performance and their training and development needs.

We are determined to place a bigger emphasis on training and development and ensure that it is prioritized in the working time of our employees, in all entities. This is why we are investing in a new learning management system (LMS).

Peterson Academy Trainees Transferees & Students (PATTS)

Our investment in our Global Graduate Programme (PATTS) supports our long-term goals by introducing trainees who are entrepreneurial, flexible, and proactive. We offer trainees the unique opportunity to obtain a deep understanding of the group's global activities, moving across business areas and gaining international work experience, rotating across different locations every four months. The one-year program enables a trainee to acquire broad practical experience in: commodity logistics, energy logistics, certifications, industrial inspections, commodity inspections, projects & solutions, laboratory services, and collateral services. After successfully completing the Global Graduate Programme and obtaining invaluable professional and personal skills, trainees are offered challenging positions within our business where their growth within the company is continuously supported.

In 2023, 5 trainees who enrolled in 2022 continued their PATTS-programme. Two more trainees onboarded during 2023.

Health and safety (ESRS S1-14)

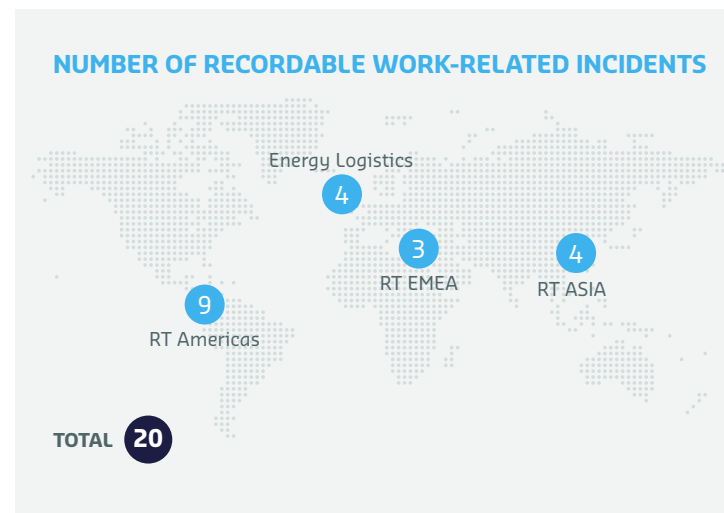
Management system

We consider the health and safety of our workforce our top priority. Various health and safety management systems apply in RPCU depending on the nature of the activity.

All employees participate in our health and safety management system.

Incidents

We have not encountered any fatalities as a result of work-related injuries or work-related ill health during 2023 (2022: 0).



The number of incidents includes all lost time incidents and medical treatment incidents that occurred during 2023. The reported recordable work-related incidents led to 246 days lost in total. The number of days lost due to work-related incidents

were counted such that the first full day and last day of absence are included. We considered calendar days for the calculation of the number of days lost.

The physical health and safety of our employees will continue to remain our key focus area.

During 2023 we have also started projects to improve the mental health and wellbeing of our workforce. Within Peterson Energy Logistics a mental health first aider program was initiated together with setting up a wellbeing committee. Another example is T.L.R Technisch Laboratorium Rotterdam B.V. where a wellbeing program has been adopted. In 2024 we are aiming to further expand these initiatives through our other regions and activities.

Affected communities (ESRS S3)

We realise that our activities and behaviour could have an impact on communities living or working around our operating facilities.

We believe that we should do our best to advance positive impacts on these communities. Our Dare to Care policy attends to these contributions by encouraging colleagues to support local community projects. Preferably, the projects selected have a relation with our activities and support is not only financial but involves voluntary work by our employees as teambuilding events as well. It is possible to develop a community project by ourselves, or support community work by our employees.

During 2023 we took the following initiatives on making these positive contributions:

Donations

In 2023 we spent EUR 228,206 on donations to charity mostly initiated by our local offices as they have the best view on the local needs. Besides our monetary contribution our teams also participated in volunteering activities. Some examples beyond many local initiatives:



Edzell Men's Shed

The Edzell Men's Shed is part of the Scottish Men's Shed Association, a charity organisation which encourages groups to come together to build, fix and restore in a social environment. Sheds are about meeting like-minded people to share skills and knowledge, providing in outlet to prevent loneliness and isolation, particularly amongst the elderly.

At our Edzell base, we construct pipe stows for external storage of heavy pipe using wood bearers. Previously, all wood used to build the pipe stows was scrapped after use due to extensive weathering, however our team suggested the wood could be recycled through the charity. The majority of the wood is now repurposed at the Men's Shed, either into kindling to heat local homes or in some cases, to create items like planters and benches for use in the community.

Well done to the team for their involvement in this initiative which continues to have a lasting positive impact in the local area.



Beach clean up in Sri Lanka

Our team partnered with ZeroPlastic Movement for a beach cleanup at Negombo Browns Beach in October 2023. This collaboration reflects a growing awareness of the critical need to address the plastic pollution crisis. This movement inspires a collective commitment to reduce plastic waste and support sustainable alternatives. Such initiatives may not only make a difference on the ground but also serve as a testament to the power of collaboration in tackling environmental challenges. It's a reminder that small actions, when multiplied, can lead to significant positive changes in our world.

This beach clean up serves as a positive example of how collective efforts can create a cleaner, greener and more sustainable future for all.

Our governance

04

Corporate ethics and good governance

RPCU is a reliable provider of inspection, certification, logistics, and related services to its clients. The output is trust, honesty, integrity and reliability. Upholding ethical conduct is a critical aspect of RPCU's corporate culture and is essential to the trustworthiness of the services we provide.

Preventing conflicts of interest

To maintain the success of our business and the integrity of the supply chains we operate in, it is crucial that we act independently and objectively within the scope of our businesses. We recognize the significance of navigating through the potential conflicts of interest among our various stakeholders, given that we operate both accredited and non-accredited businesses. We are committed to conducting our services with the utmost sincerity and not breaching the trust that our customers and other stakeholders have in us.

To achieve this, we have implemented a management system to prevent and manage conflicts of interest effectively. By doing so, we can prevent any potential reputational harm and ensure that our organization operates with the highest ethical standards.

RPCU management system (ESRS G1-1)

Our RPCU Management System serves as the foundation for our organization. It applies to all companies that are part of RPCU, including subsidiaries and parties that use any of the RPCU brands or trademarks.

The RPCU Management System reflects our core values and enables our employees, directors, and third-party business partners to conduct business ethically.

It is based on various guidelines, including the ISO 17000 family of international guidelines. Around 128 companies within the group are accredited to the ISO9001 and ISO17000 set of guidelines, which serve as evidence of our expertise as service providers in areas like product testing and certification, laboratory testing, and inspection and monitoring of products and systems.

The RPCU Management System encompasses health and safety, energy, environment, and information security. Some RPCU companies possess specific management certificates for health and safety (ISO 45001), energy (ISO 50001), environment (ISO 14001), and information security (ISO 27001) as well as food safety (GMP+). The interaction of these management systems under our overarching RPCU Management System ensures consistent high-quality service provision and sustains our efforts towards quality improvement.



Key elements in our management system are our code of conduct, our incident reporting procedures, our whistleblowing platforms and our training on business conduct.

Our Code of Conduct

Our underlying corporate values determine our Code of Conduct. This applies to all transactions, large or small, and describes the behavior expected from everyone in every Peterson and Control Union company in the conduct of its business.

The Code of Conduct ensures that RPCU operates in compliance with applicable laws and regulations, preventing conflicts of interest, undue influence, corruption, bribery, and unfair marketing practices. By complying with our Code of Conduct, we aim to provide a workplace where discrimination on the basis of race, religion, national origin, gender, age or sexual preference, harassment, violence and intimidation is never tolerated.

It is the responsibility of management to ensure that all employees are aware of this code of conduct and behave in accordance with the spirit as well as the letter of this statement.

Incident reporting procedure

We have an open and transparent incident reporting procedure and we aim to resolve incidents in a timely manner. We distinguish between different incident categories such as safety, environmental, property damage, security, legal, and reputation.

All incidents are to be reported in our Innovate platform. The responsible director examines these reports together with the regional 'Risk, Compliance, Trust (RCT)' employee based on criteria such as severity, safety implications, complexity, impact and the need and possibility for immediate action. Recommendations and actions resulting from the investigation must be implemented and monitored to ensure the desired result is achieved. This could also lead to new identification of incidents.

Whistleblowing platforms

In support of living our corporate values all our employees and clients have access to the following whistleblowing platforms:

- + Klokkenluidersregeling (Whistleblowers policy): for all employees and clients based in the Netherlands;
- + SeeHearSpeakUp: for all other employees and clients of offices worldwide. SeeHearSpeakUp is a third-party independent reporting platform and offers secure reporting options. Reported matters will be recorded in a case management system, through which due process will be managed and regular feedback on progress is provided.

These channels offer an independent and anonymous service for reporting and investigating potential wrongdoing, illegal, unethical, or otherwise inappropriate behavior within our organization, workplace or with our business partners.



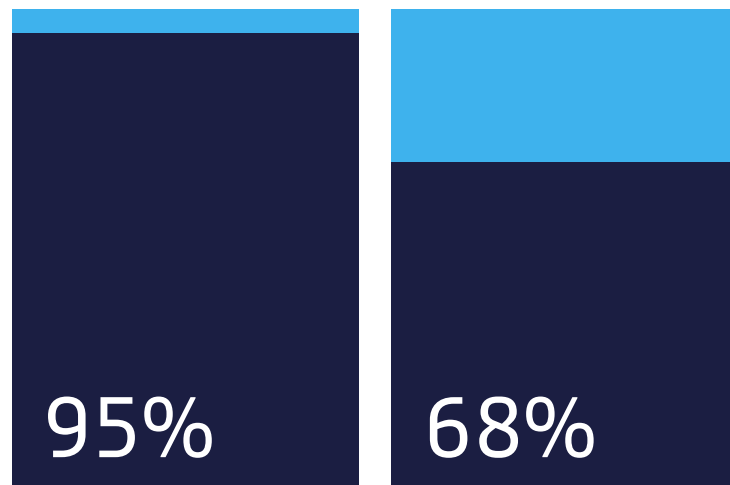
Both these whistleblowing platforms provide in whistleblowing protection mechanisms.

Training on business conduct

Each Managing Director within our organization monitors that each employee signed for the receipt and understanding of our compliance code. Every year they also evaluate how well the RPCU Code of Conduct has been applied and if there were violations. Where needed they provide additional training.

For our TIC-professionals, we provide a mandatory training on ethics and business conduct through our Global Academy.

Metrics and targets on our business conduct



KPI

% of Employees signed for receipt of RPCU Code of Conduct

● Actual 2023 ● Target 2025

As it is very important for us that our employees are well aware of our compliance, we have pushed to increase the percentage of completed trainings in the first quarter of 2024. These efforts resulted in a percentage of 89.3% completed trainings by 11th March 2024. We aim to have a 100% completion rate by 2025.

KPI

Completion rate of RPCU Ethics Compliance Code Training on Global Academy (as a % of people invited to the e-learning)

Corruption and bribery (ESRS DR G1-3)

Our RPCU Management System and Code of Conduct are also designed to prevent, detect and address allegations or incidents of corruption and bribery.

Metrics and targets on corruption and bribery (DR G1-4)

KPI	ACTUALS 2023	TARGET 2025
Total number of confirmed incidents of corruption or bribery	1	0
Total number of convictions for violation of anti-corruption and anti-bribery laws	0	0
Number of fines for violation of anti-corruption and anti-bribery laws	0	0
Number of confirmed incidents in which own workers were dismissed or dismissed or disciplined for corruption or bribery-related incidents	1	0
Number of confirmed incidents relating to contracts with business partners that were terminated or not renewed due to violations related to corruption or bribery	1	0

During 2023 we have had one case where two employees were involved in hiding fraudulent actions of a client against payments. The case has been investigated. The employees involved are no longer working for our company. Incidents like these are shared amongst our staff to create more awareness and to prevent future incidents from happening. The target for incidents of corruption and bribery will always be zero.

Cyber security and information

We consider information security critical to the ensured continuity and future of our business operations.

Our RPCU Management System outlines strict information security policies and requirements, supplemented by detailed annexes and manuals on specific areas like data governance, access control, encryption, cyber risk management, change control, penetration testing and information and ICT system classification. RPCU invests in industry leading security tools such as SIEM, Security Analytics, EDR and Device Management.

Alongside security we also believe that privacy is a right for both our employees and customers. To uphold this belief, we strive to apply good privacy practices everywhere building on widely used standards such as the General Data Protection Regulation (GDPR) while also adapting to adhere to the many emerging regional privacy policies in countries such as China.

Besides providing the policies and procedures and the controls in place, we also raise cybersecurity awareness of our employees by providing mandatory training on cybersecurity risks and conducting testing of both systems and employees. Our in-house applications follow specified security requirements to ensure that our systems are both functional and secure.

Metrics and targets on cybersecurity

KPI

TARGET 2025

Completion rate of managers cyber security training (% of managers)

95%

Businesses cyber maturity assessed (% of total businesses)

100%

High-Risk Suppliers Assessed

100%

Last year we reported that by 2025 we aim to establish a data governance maturity model that will enable us to assess the level of data governance in each of our companies. This model also includes a risk assessment to identify potential data security risks and strategies to mitigate them. In 2023 we reached the proof-of-concept stage of the data governance model and we started assessing businesses in 2024. We are on track to fully establish this model by 2025. We have set targets for our performance on cyber security during 2023 and we will start measuring as of 2024.



PETERSON  **CONTROLUNION**