

# Annual CSR Report

2021



**Eastaway**



# Contents

- 3 Senior statement
  - 5 CSR at a glance
  - 6 About us
  - 7 Our values
  - 8 Our team
  - 10 Corporate Social Responsibility strategy
  - 11 Stakeholder engagement and materiality
  - 12 Membership and associations
  - 14 Materiality
- 

## 15 Pillar 1: Environment

- 15 GHG and other air emissions
  - 17 Ocean plastic waste
  - 18 Marine biodiversity
  - 18 Marine initiatives and partnerships
  - 18 Ship strikes
  - 18 Sustainable ship recycling
  - 19 Biofouling
  - 19 Ballast water
  - 20 X-Press Pearl incidentt
- 

## 21 Pillar 2: Social

- 22 Talent Management
  - 22 Training and development
  - 23 Compensation and benefits
  - 23 Diversity, equal opportunity and non-discrimination
  - 23 Adaptations to new ways of working
  - 24 Health and safety
  - 26 Community engagement
  - 26 Poverty alleviation through education
  - 27 Community empowerment
  - 27 Disaster relief
  - 27 Employee engagement
- 

## 28 Pillar 3: Governance

- 28 Governance
- 29 CSR Governance
- 29 Information security
- 30 Modern slavery
- 31 About this report
- 31 Appendix: GRI
- 33 Contact information

## Senior statement

**The shipping industry is at the forefront of some of the most critical global sustainability challenges we face in the world today. The shipping industry alone contributes to 2.3% of global CO<sub>2</sub> emissions, which places a responsibility on the entire sector to respond with meaningful actions which deliver impact on the route to decarbonization.**

The Paris Climate Accord set ambitious targets to reduce CO<sub>2</sub> emissions by 30% by 2030 and 50% by 2050 from a 2008 baseline, to limit a global climate temperature increase to 1.5°C. The International Maritime Organization (IMO) set an even more ambitious target to guide our sector, targeting a reduction of CO<sub>2</sub> emissions by 40% by 2030 and 70% by 2050.

At X-Press Feeders, we aim to reduce absolute GHG emissions by 20% emissions by 2035, and 50% by 2040, to put us on track to reach net zero by 2050.

As an incremental target, we aim to achieve at least 1% improvement in GHG emissions intensity each year.

Our most significant source of CO<sub>2</sub> emissions is the fuel our ships consume, making up over 99% of our scope 1 and 2 emissions. To reduce emissions in the short term, we are working to make our routes smarter, consolidating cargo where possible and optimising running parameters, such as trim and draft. We also recruited a highly experienced senior manager to lead our GHG emissions reduction strategy, and are improving our systems that measure, report, and document our GHG emissions to ensure we have the best quality data and knowledge to develop and deliver on our reduction goals.

New, fuel-efficient ships that are scheduled to enter our fleet are up to 40% more efficient, and a programme of retrofitting ships with energy saving devices also contribute towards improved fuel efficiency and lower emissions. In the long term we are looking at switching to alternative fuels, pursuing partnerships with selected companies who are involved in trialling and scaling up innovative approaches to sustainable fuels.

The average carbon intensity of the X-Press Feeders fleet in 2021 was 29.70 gCO<sub>2</sub>e/Ton-Nm, a 21% improvement over 2019.

Unfortunately, in 2021, we reported on an environmental incident involving one of our vessels. The 'X-Press Pearl', sank off the coast of Sri Lanka in May 2021, following an explosion within a container unit that started a 12-day fire on board. Full details and the timeline of events are explained in this Report (see page 20). We continue to contribute to the clean-up and pollution mitigation efforts, and through the vessel owner's P&I insurers, have made various payments to the Sri Lankan government to help compensate those affected by the consequences of the incident. Discussions are ongoing on the payment of further claims and all legitimate claims will be considered. We remain committed to supporting the clean-up and recovery operations and will report further updates in our 2022 CSR Report.

With regards to other environmental issues prevalent for our organization, we partnered with Seven Clean Seas to perform our first plastic audit. The aim was to gain better insights into the annual plastic pollution generated by our fleet and to understand how we can effectively reduce, offset, and hopefully eliminate it altogether in the future. The results of the audit will allow us to develop an internal Sustainable Procurement Policy for plastics, set a specific company-wide target for plastic consumption reduction and help to focus on hotspots for eliminating single-use plastics in our operations.

The COVID pandemic provided several workplace challenges. We acted quickly to develop hybrid working tools for onshore employees globally and addressing the issues of crew changes that were impacted by local quarantine restrictions, impacts that were felt across the shipping industry.



**Shmuel Yoskovitz, CEO**



As a global company, X-Press Feeders actively supports a diverse and inclusive workplace. We hold a strong belief that each employee's potential should not be hindered by race, culture, physical disability, sexual orientation, religious and political beliefs. Diversity and fair employment statements were updated within our company-wide compliance policy and a separate non-discrimination policy was developed and published in 2020, both are applied across our organization.

Our extensive community engagement and philanthropy programme continued through 2021. We carefully select programmes that align with the way in which our business impacts and interacts with society,

which broadly covers poverty alleviation through education, community empowerment, disaster response and marine conservation. Where relevant, we encourage employees to actively engage in the programmes too, forging closer ties with the communities in which they work and improving their own wellbeing.

I look forward to continuing to communicate our progress, achievements and challenges through future CSR sustainability reports.

**Shmuel Yoskovitz**

CEO

# CSR at a glance

**29.70<sub>g</sub>**  
CO<sub>2</sub>e/Ton-Nm

Average carbon intensity (EEOI) of the X-Press Feeders fleet in 2021. A 21% improvement over 2019.

**20%**  
by 2035

Target to reduce absolute GHG emissions to put us on track to reach net zero by 2050.



Our most significant source of CO<sub>2</sub> emissions is the fuel our ships consume (99% of our scope 1 & 2 emissions).



40% more fuel-efficient ships scheduled to enter our fleet.

**6**

Our build programme includes six vessels that will consume methanol as a fuel from delivery.



Partnered with Seven Clean Seas to perform our first plastic audit.



Working with several regional partners to sponsor programs that support marine biodiversity.



**48%** female  
**52%** male

**14**

Vessels equipped with a Ballast Water Treatment System.



37 employees are enrolled in our graduate programme, with 12 new joiners in 2021.



No fatality or work-related major injury occurred on-board the X-Press Feeders.



General Data Protection Regulation (GDPR) compliant.



Our Business Code of Conduct is a core policy document, made available to all employees.

## About us

**Founded in 1972, X-Press Feeders has since grown into the world's largest independent feeder carrier. Our mission is to be "The Global Common Carrier" of choice, and we seek to provide the most reliable and cost-effective service solutions to support our customers' feeding needs.**

Starting out with only operations in Southeast Asia, we have since expanded and are now operating in 8 countries, throughout Asia, Middle East, Africa, Caribbean, Latin Americas, Mediterranean and Europe.

We have over 300 dedicated staff stationed across the globe, as well as a network of committed agents worldwide. Everyone at X-Press Feeders, including our agents, share a common goal. To provide the best network, schedules and expertise, giving our customers the most competitive and reliable services.

To sustain this, we empower the passion and knowledge of our staff with the latest technology and systems available. With this, we can seamlessly connect to give customers the quality and frequency of information they need to run a World Class Service.

X-Press Feeders does not own, lease or operate any containers. We provide only transportation services to container operators and not for proprietary cargo interests or for the general shipping public. Without competing with our customers, it allows X-Press Feeders to act as a trustworthy and completely impartial contractor. X-Press Feeders' customer base includes Main Line Operators, Non-Vessel Operating Common Carrier.

Eastaway Ship Management is a member of the X-Press Feeders Group and is a leading owner and ship manager of container vessels worldwide, responsible for maintaining operations of several feeder vessels.



## Our values



### Respect

We respect our customers and place utmost importance on all services we provide to them.



### Integrity

We are fully committed to serving our customers, professionally and ethically. We believe in establishing mutual trust with our customers and recognize the success which this brings.



### Diversity

We value every individual for the wealth of knowledge and unique talent they bring with them, regardless of background. At the heart of our business is diversity. Having a diverse workforce cultivates respect for individuality and supports the growth of the company by recognizing differences in values and ideas. We seek people of diverse backgrounds and life experiences and challenge them to work unconventionally.

## Our team



**Tim Hartnoll**  
Chairman

Tim joined X-Press Feeders under the helm of Captain Chris Hartnoll in 1981 and took on the role of Managing Director in 1992. He worked with his father to build the X-Press Feeders that it is today. In 2020, Tim stepped back from the position of CEO to oversee X-Press Feeders as Chairman of the group.



**Shmuel Yoskovitz**  
CEO

Prior to his time at X-Press Feeders, Shmuel was ZIM's Financial Director for APAC in 2006, and thereafter, the Managing Director of GSL in 2008. Within 4 years, he took on the role of VP of Logistics, and later-on, VP of Business Processes at ZIM.

He joined the company in 2016 as CFO before stepping up in 2020 to become the CEO of X-Press Feeders, leading and driving the company's mission through strategic decision making.



**Francis Goh**  
COO

After his early years in another liner company, Francis joined X-Press Feeders as Line Manager in 2000, before helming positions in Business Development and Marketing. In subsequent years, Francis served as Director of South Asia and East Asia Hubs before becoming Managing Director - Asia in 2012 to 2018. As COO today, Francis oversees and manages the company's business units located across various regions around the world.





**Waithong Sim**  
Managing Director, Asia

Joining as a Management Trainee in 2001 after graduation, Waithong started his career at X-Press Feeders as a junior Assistant Line Manager in the India Trade. His Line Management Role lasted a good 7 years before he moved on to Business Development where his focus was to bring in new business to support an existing trade, and to grow new trades. In 2012, he returned to trade where he headed East Asia Hub for 5 years before getting promoted to Managing Director - Asia.



**Sergio Spinosa**  
Managing Director, Europe and Americas

After obtaining his Executive Master in Business Administration, Sergio started working as Marketing Manager at the new office of X-Press Feeders in Naples. For a decade, he held various functions in Line Management and Commercial Management between the Genoa and Geneva offices until he became Director of the Barcelona office in 2009. In 2010, his geographical competence expanded to Panama where he started the position which he still holds today, as Managing Director for Europe and Americas.



**Steffanie Sim**  
Director, Group Commercial and Projects

After graduating with a business degree in 1997, Steffanie started her career at X-Press Feeders as a Sales Executive for its Singapore hub. She rose through the ranks and headed the Asia Sales & Marketing team in 2005. In 2009, she added Business Development & Projects into her portfolio, eventually becoming Group Commercial Director in 2015.

As Group Commercial Director, Steffanie sits at the Management Board and has the overall responsibility for the design and execution of the Group's Marketing and Revenue Flow activities globally.



**Capt Minhas**  
Managing Director of Eastaway Ship Management

Capt Minhas started his sea career in 1975 as an apprentice and rose to the rank of Master in 1989. In 1992 he stepped ashore to join the shore establishment and was serving as General Manager Fleet prior to joining Eastaway Ship Management as the Managing Director. He brings with him 28 years of management experience and exposure across the shipping industry, spanning owned and third-party ship management, operations, chartering, and strategic planning.

# Corporate Social Responsibility Strategy

At X-Press Feeders, corporate social responsibility is our commitment to ensuring we run a safe, sustainable, and ethical business. In addition, it makes sure we give back to the local communities that support our business. We see this strategy as a vital part of our sustained growth. Our comprehensive CSR strategy is formed around three strategic pillars: environment, social and governance. Under each, we identify how they relate to the material issues identified by our stakeholders and the targets and commitments we have set to measure and report our progress.

	Environment	Social	Governance
Our commitment	We nurture the practice of environmental stewardship. Through industry collaboration and our own efforts to improve efficiency and reduce GHG emissions, we are working towards net zero carbon emissions by 2050. We protect marine biodiversity through responsible operations and supporting partners with the same goal.	As a responsible employer, we prioritise safety across our operations. We treat all employees with dignity and respect, promote diversity and offer attractive remuneration and benefits.  Our social pledge to the community is to help educate the most vulnerable children living in poverty so they can have a brighter future. We support several charities, at which employees also volunteer.	The company has a responsibility to our stakeholders and employees to ensure the business continues to be a 'going concern', whilst abiding by a high standard of compliance, governance, and risk management.
Material issues	<ul style="list-style-type: none"> <li>» GHG emissions</li> <li>» Prevent hull fouling</li> <li>» Whale protection</li> <li>» Responsible waste management</li> <li>» Clean and efficient energy use</li> <li>» Ship recycling</li> </ul>	<ul style="list-style-type: none"> <li>» Health &amp; Safety in the workplace</li> <li>» Human rights and responsible labour practices</li> <li>» Diversity</li> <li>» Training and development</li> <li>» Employee benefits</li> <li>» Employees ability to shape company policy</li> <li>» Social engagement</li> </ul>	<ul style="list-style-type: none"> <li>» Data security</li> <li>» Anti-corruption</li> <li>» Compliance</li> <li>» Operation performance</li> <li>» Effective risk management</li> <li>» Economic versatility to market fluctuations</li> </ul>
Targets	<p>20% reduction in absolute GHG emissions by 2035, and 50% by 2040.</p> <p>At least 1% improvement per year in GHG intensity (measured in gCO<sub>2</sub>e/Ton-Nm).</p> <p>Net-zero GHG emissions by 2050.</p> <p>Reduce plastic consumption on board our vessels.</p> <p>Work with 3rd party vendors to have a ready overview for paint performance monitoring and evaluate hull performance.</p> <p>Continue the roll out of Ballast Water Treatment System to the entire owned fleet.</p> <p>Avoid fuel, oil and chemical spills from vessels.</p>	<p>Zero workplace accidents.</p> <p>Conduct employee engagement survey.</p>	<p>100% of our employees trained in the X-Press Feeders Code of Conduct.</p> <p>100% of our employees trained in information security and data protection practices.</p>

## Stakeholder Engagement and Materiality

As an organization in an industry that plays a vital role in the global economy, X-Press Feeders recognises the need to engage with a wide range of stakeholders. We do this every day through our day-to-day business activities, listening to their needs and responding accordingly, through our communications, the services we provide and our overall strategic direction.

We receive open feedback through various engagements of our employees and departments with different stakeholders and we have a whistleblowing site for stakeholders to escalate any urgent issues. We also conduct formal stakeholder engagement activities as part of our annual materiality process.

## Identifying stakeholders

Stakeholders are defined as groups or individuals that are significantly affected by the organization's activities, products, and/or services; or whose actions can reasonably be expected to affect the ability of the organization to successfully implement its strategies and achieve its objectives.

### X-Press Feeders' most relevant stakeholder groups are:

- » Customers
- » BCOs consignees' cargo owners
- » Shipowners
- » Container terminal operators
- » Port authorities
- » Pilots
- » Stevedores
- » Crew
- » Employees
- » Marine insurers
- » Environmental bodies and associations
- » Government bodies and associations
- » Fuel suppliers
- » Shipyards
- » IT/Software vendors
- » Classification societies
- » Ship brokers
- » Investors
- » Fishermen
- » Competitors
- » Ship registry
- » Local communities



## Membership and associations

X-Press Feeders is committed to engaging with a wide range of relevant industry associations. We believe such relationships add value to our business and collaboration across our sector is vital in making meaningful impacts.



The Neptune Declaration  
on Seafarer Wellbeing  
and Crew Change

X-Press Feeders are signatories to The Neptune Declaration on Seafarer Wellbeing and Crew Change. The declaration aims to promote and protect the welfare of seafarers. It was launched in response to the crew change crisis, which has resulted in around 400,000 seafarers stranded on ships because of COVID-19 related travel bans.

Seafarers are the cornerstone to the maritime industry, and their wellbeing are of utmost importance to us. We worked with industry stakeholders, organizations, and government to ensure that the seafarers were given priority access to COVID-19 vaccines, improved collaboration between ship operators and charterers to facilitate crew changes and ensure air connectivity between key maritime hubs for seafarers at a time the world was in varying states of 'openness'.



MACN

The Maritime Anti-Corruption Network (MACN) is a global business network working towards the vision of a maritime industry free of corruption that enables fair trade to the benefit of society at large. Everyone in X-Press Feeders is expected to dutifully uphold these same goals and values, and support the aims of MACN. We are an active member, working with the MACN to make a difference and improve our own anti-corruption practices.



X-Press Feeders has been a long-time member of the Mission to Seafarers (formerly The Missions to Seamen), which is a Christian welfare charity serving merchant crews around the world. It operates through a global Mission 'family' network of chaplains, staff and volunteers and provides practical, emotional, and spiritual support through ship visits, drop-in seafarers centres and a range of welfare and emergency support services.



The Getting to Zero Coalition is an alliance of organizations within the maritime, energy, infrastructure, and finance sectors, supported by key governments and IGOs; committed to getting commercially viable deep sea zero emission vessels powered by zero emission fuels into operation by 2030 towards full decarbonization by 2050. X-Press Feeders joined the coalition because we recognise that our zero emissions depend on collaborations as critical to us achieving our goals.



Clean Cargo members share a vision of a responsible shipping industry supporting clean oceans, healthy port communities, and global climate goals. Work Groups pursue this by measuring, reporting, and evaluating container transport performance data, sharing best practices, member engagement, catalysing partnership projects to drive sustainability and supporting responsible corporate engagement.

We participate in all these areas including regularly submitting our verified emissions information to the Smart Freight Centre (SFC). SFC manages the compilation of the data and the calculation of carrier-specific emissions performance report according to the Clean Cargo methods. Carrier specific emissions information is then made accessible to Clean Cargo shipper and forwarder members. Each year, global average emissions performance information is also made available publicly.



The Cargo Incident Notification System (CINS) provides the means to which information on all cargo related incidents is shared amongst CINS members. The objective of this system is to analyse global operational information on all cargo and container related accidents, and highlight risks posed by certain cargoes and/or packing failures. Once areas of concern become apparent, they can be addressed to the relevant authorities to formulate appropriate recommendations or advice, such as amendments to the IMDG code.

The company is also an active member in the following associations.

- » Dubai Shipping Agents Association
- » Singapore Shipping Association
- » World Shipping Council

# Materiality

In 2020, we conducted a formal materiality exercise. Through an online survey tool, we engaged with over 160 employees, customers, suppliers and governmental representatives. Stakeholders were asked to rate issues by importance and offered the opportunity to put forward additional issues for consideration.

The outcome helps the company to focus on those topics that have the highest priority. The information gained can support the decisions about the direction of the business and allows integration of sustainability topics into the core business strategy. Each material issue is integrated into one of the three pillars of our sustainability strategy. We intend to conduct an updated materiality exercise in early 2023 and present the results in our 2022 CSR Report.



# Pillar 1: Environment

All our vessels employ strict operating policies and procedures, covering health, safety and the environment, in line with relevant global industry standards. Regular training is conducted with regards to these policies and procedures to ensure all crew have the required knowledge and awareness of the importance of adherence. We protect marine biodiversity through responsible operations and also support partners with the same goal through various initiatives and programmes.

## GHG and other air emissions

The International Maritime Organization (IMO), estimates that shipping accounts for 2.3% of global GHG emissions. X-Press Feeders recognise that we must make take action and demonstrate clear progress in reducing emissions from our own operations, whilst also contributing towards industry-wide collaborative efforts to further advance alternative fuels and other innovative technologies that will enable us to meet our reduction targets.

Emissions source	Unit	2021	2020	2019
Scope 1				
Ship fuel	tCO <sub>2</sub> e	1,474,185	1,226,286	1,279,814
Refrigerants	tCO <sub>2</sub> e	11,657	12,689 <sup>a</sup>	n/a
Scope 2				
Purchased electricity	tCO <sub>2</sub> e	197	211 <sup>a</sup>	n/a
Scope 1 & 2				
<b>Total</b>	<b>tCO<sub>2</sub>e</b>	<b>1,493,339</b>	<b>1,270,003</b>	<b>1,275,615</b>
Intensity	gCO <sub>2</sub> /Ton-Nm	29.70	31.16	37.45
Scope 3				
Fuel purchased	tCO <sub>2</sub> e	312,583	284,849	n/a

*a 2020 data based on July 2019 to June 2020*

From 2019 to 2021 the absolute GHG emissions from scope 1 and scope 2 sources increased, as our fleet expanded. However, through efficiency improvements we have reduced the GHG emissions intensity, which takes into account distance travelled and cargo carried, by 21% over the same time period.

We aim to achieve at least a 1% improvement in carbon emissions intensity per year, with an absolute reduction target of 20% by 2035, and 50% by 2040, to put us on track to hit net zero by 2050. This strategy depends upon the availability and affordability of certain technologies, which we are constantly reviewing to meet our goals sooner than our stated aims. We see collaboration as critical to us achieving our goals, which is why we have partners across the industry helping us to achieve greater visibility, accountability, vessel performance and lower GHG emissions. Our customers are also setting similar targets, so as their logistics providers we must also support their goals too.

We are working on setting up a system to measure, report and document our GHG emissions in more granular detail. With better quality data we can work smarter, ensuring that we improve fleet efficiency through better route planning and scheduling, and optimising running parameters, such as trim and draft. We have recruited a senior manager to take lead of our GHG emissions strategy and ensure we remain on track to meet our reduction goals.

The most significant impact we can have on reducing our direct GHG emissions are

- » improving the fuel efficiency of our fleet through various operational and technical initiatives
- » switching to alternative fuels, to lower the GHG emissions of the fuel we consume

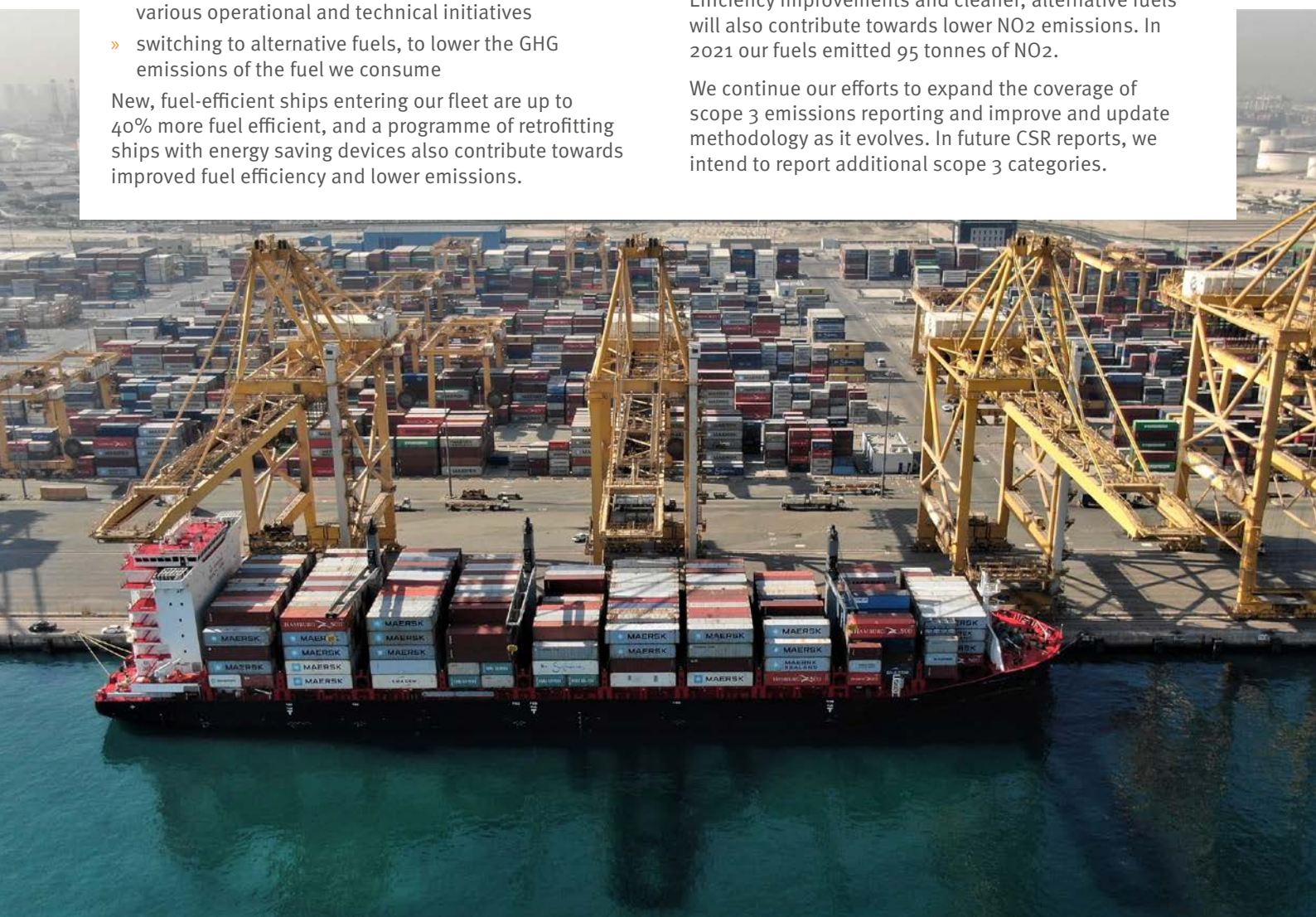
New, fuel-efficient ships entering our fleet are up to 40% more fuel efficient, and a programme of retrofitting ships with energy saving devices also contribute towards improved fuel efficiency and lower emissions.

Over the next 2-3 years, our new build programme includes six vessels that will have the capability to consume methanol as a fuel from delivery. Methanol is a cleaner alternative to traditional fossil fuels and research continues into alternative ways of producing methanol with a lower GHG emission impact, known as green methanol. Green methanol is a low-carbon fuel that can be made from either biomass gasification or renewable electricity and captured carbon dioxide. We are in discussions with various vendors to determine a reliable and consistent fuel supply, prior to commissioning the new vessels. A separate study on the use of biofuel is planned to be conducted in 2022 on a trial basis on one of our vessels.

In 2021, X-Press Feeders made a strategic investment in Core Power (UK) Ltd who is involved in the development of a modular Molten Salt Reactor (MSR) to propel ships and provide energy for manufacturing sustainable fuels. The first prototype MSR reactor is due to start trials in 2025. This technology delivers base power load with zero emissions and minimal residual waste on decommissioning. We firmly believe that the step-change required to deliver meaningful GHG emissions reductions in the shipping sector relies on these types of innovative technological solutions.

Efficiency improvements and cleaner, alternative fuels will also contribute towards lower NO<sub>2</sub> emissions. In 2021 our fuels emitted 95 tonnes of NO<sub>2</sub>.

We continue our efforts to expand the coverage of scope 3 emissions reporting and improve and update methodology as it evolves. In future CSR reports, we intend to report additional scope 3 categories.



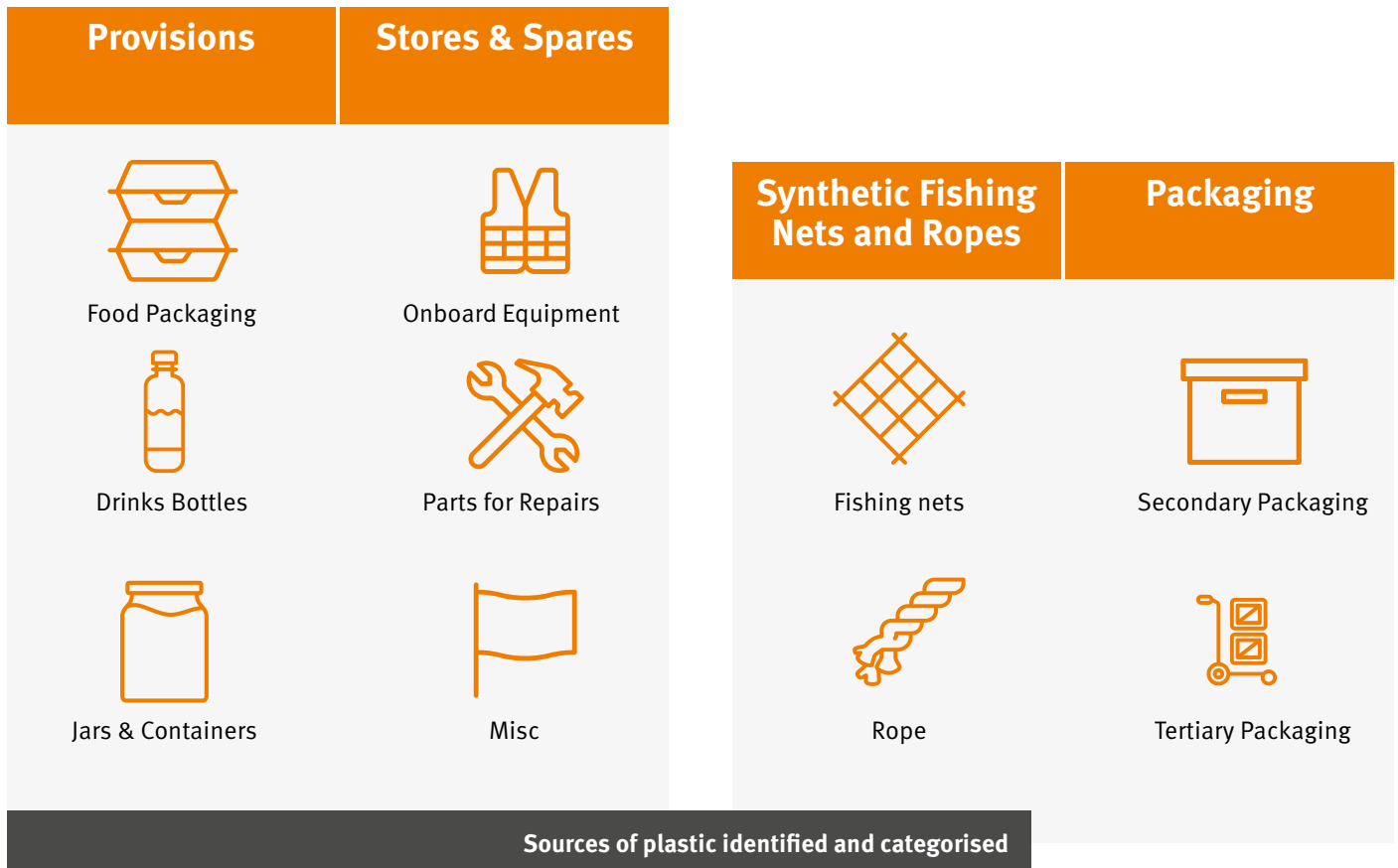


## Ocean Plastic Waste

Whilst the marine industry itself is not a significant source of ocean plastics, we recognise the need to ensure our impact is minimized by reducing our consumption of plastic and ensuring recycling and responsible disposal capabilities are maximised on all our vessels.

In 2021, X-Press Feeders partnered with Seven Clean Seas to perform our first-ever plastic audit. We undertook the audit to gain better insights into the annual plastic pollution generated by our fleet and to understand how we can effectively reduce, offset, and hopefully eliminate it altogether in the future.

The audit was conducted between June 2020 and July 2020, across five vessels, with the results extrapolated to the fleet. The audit showed that we generated 281 tonnes of plastic per year (July 2020 to June 2021).



### Key findings:

- » 100% of our employees surveyed found plastic pollution concerning
- » Provisions are the primary source of plastic consumption in our fleet
- » Plastic water bottles are a plastic hotspot
- » Out of nine proposed solutions to address the plastic issue, increasing recycling efforts and switching to alternative materials such as glass and paper ranked the highest
- » There was strong support for a 'Zero Waste' future

### Next steps:

- » Increase waste data collection and digitalise waste records
- » Conduct research into sustainable waste management for onshore waste discharge
- » Generate an internal Sustainable Procurement Policy
- » Set a specific company-wide target for plastic consumption reduction
- » Focus on eliminating single-use plastics to address plastic hotspots
- » Launch education and awareness campaigns for all employees on the issues surrounding plastic waste
- » Invest in plastic clean-up projects

## Marine Biodiversity

At X-Press Feeders we recognise that the natural environment in which we operate is a delicate ecosystem. The fuels, chemicals, and oils which we use, ballast water, paints applied to our hulls and plastics consumed onboard all pose a risk to biodiversity. In this section we explain how we mitigate these risks. In addition to this, we work with several regional partners to sponsor programs that support marine biodiversity.

## Marine initiatives and partnerships

### Tortuguias

A non-profit organization, Tortuguias was founded in 2010 with the goal to conserve sea turtles through education and raising awareness of the constant threat of extinction suffered by sea turtles around the world. By working with Tortuguias, our employees based in the X-Press Feeders' Panama office get to understand how they can help with the conservation of the ocean and sea turtles, raising awareness of the importance of waste reduction and the need to preserve our natural resources through talks and workshops organized by Tortuguias. Our employees also had the opportunity to participate in a beach cleaning day, improving the local environment while learning about the different types of waste and how these wastes affect our ocean health and marine animals.

### Azraq

Azraq is the Arabic word for "Blue" and it defines the marine environment that Azraq serves to conserve and protect. By undertaking activities that educate through awareness programs and community presentations, motivate the community to make a difference and activate them by offering a range of activities on, in and around the ocean. Employees from our Dubai office took part in a beach clean-up and a mangrove tree planting session with the Azraq team.

### Foundation for the Rehabilitation and Conservation of Marine Animals (CRAM)

A private non-profit organization dedicated to the protection of the marine environment and its inhabiting species, CRAM's focus is on the conservation of marine species and ecosystems, and raising awareness of the conservation of our seas and oceans. Employees at our Barcelona office were given the opportunity to visit CRAM's visitor centre, and participate a beach clean-up day alongside the organization.

## Ship strikes

Many of the world's busiest shipping lanes overlap with areas where whales and other large species feed and breed. When ships travel through these areas, there is a risk of harm which we mitigate through standard operation procedures.

Our crews' vigilance and actions are the best defence, with a clear company policy to reduce speed to below 10 knots if whales are spotted within two nautical miles. Firstly, our crew continue at that speed until the vessel passes the area of the sighting. Studies have shown that the risk of ship strikes at speeds below 10 knots greatly decreases. These are in line with the recommendations of a 2009 IMO study and the recommendations by the International Whaling Commission to minimise the risk of ship strikes. Secondly, our crews to report any whale collisions if they do occur in the IWC ship strike database. This information is used by the IWC to identify high-risk areas and prevent future ship strikes. Additionally, we are considering ways to improve our reporting of such incidents onboard our vessels to build a clearer data set to improve our training, awareness, and preventative measures.

We send out regular communication to all our owned and chartered vessels, to remind them of our company procedures to avoid ship strikes. The training of crews for our owned vessels includes safety awareness about ship strikes on whales and how to avoid them.

These procedures complement the requirements that all our vessels follow internationally recognised traffic separation and control schemes, such as off West Coast South America and California.

## Sustainable Ship Recycling

All ships exiting our fleet during the reporting period were sold as operating vessels. We did not oversee any ship recycling during the reporting period.



## Biofouling

**Biofouling is the accumulation of microorganisms, plants and algae on ship hulls, which significantly increase drag and negatively impact fuel consumption and the emission from our fleet.**

We monitor vessels using the slip % (measure to show the difference between actual distance sailed vs theoretical). An upward trend in slip % triggers hull inspection and basis the inspection we take the decision for cleaning.

We also use anti-fouling paints which are approved by international authorities. We do not use tributyltin (TBT), cybutryne or any other paint type which is harmful for the environment. We are evaluating the ultra-premium silicon paints for the next docking which will help in improving the hull performance and reduce fuel consumption and emissions. Some of our vessels do not have anti-fouling coating since they are trading in Baltic areas, where low sea temperatures do not pose the same problem.



## Ballast water

**Water is used as a ballast to stabilize vessels at sea and is an essential part of safe and efficient shipping operations. Water is pumped into tanks to improve stability and manoeuvrability, whilst compensating for varying cargo and fuel weights. It can pose a threat to biodiversity, as native species are transferred away from their host environments within the ballast water.**

The 2004 Ballast Water Management Convention aims to prevent the spread of harmful aquatic organisms from one region to another by establishing standards and procedures for the management and control of ships' ballast water and sediments. From 2024, all ships are required to have an approved Ballast Water Management Treatment System (BWMTS), according to the D-2 standard.

X-Press Feeders has signed an agreement with Alfa Laval to purchase standard BWMTS equipment for all our vessels, so they are uniform across the fleet. The Alfa Laval 'Pure Ballast' system 3.0 is a third-generation automated inline treatment solution for biological disinfection of ballast water. It operates without chemicals, combining initial filtration with an enhanced form of UV treatment to remove organisms under stipulated limits.

By the end of 2021, 14 vessels were equipped with a BWTS. In 2022 we aim to have a further 7 vessels upgraded and add an additional 6 vessels to our fleet with BWTS already installed. We are on track to meet the D-2 standard across our fleet by 2024.

In terms of third-party owned vessels operated within our fleet, we expect owners to fully abide by the new IMO regulations on BWMTS systems by 2023. We will review our policy in the coming 12 months to evaluate if our existing policies towards third-party owners on this subject are sufficient.

## X-Press Pearl Incident

**With regret, we report that one of our vessels, the 'X-Press Pearl', sank off the coast of Sri Lanka in June 2021, following an explosion within a container unit that started a 12-day fire on board.**

On May 20, 2021, the Singapore -flagged container ship, X-Press Pearl reported smoke from the cargo hold while at Colombo anchorage, Sri Lanka. Emergency procedures were initiated, and Co2 released in the cargo hold. Port control and the local authority were informed, and Sri Lankan navy assets along with firefighting teams were placed on standby.

On May 21, the vessel reported fire on deck. Firefighting tugs were deployed by the port authority and a helicopter providing support to help fight the fire. The ship's crew assisted with boundary cooling of the area. The Harbour Master and Sri Lankan Navy were on standby to assist in case of evacuation.

Despite salvors subsequently boarding the vessel on June 2 and attaching a tow wire, efforts to move the ship to deeper waters failed, and the ship's aft portion sank to the bottom at a depth of 21 meters.

Ashore representatives of ITOPF and Oil Spill Response are monitoring updates from the scene and remain on standby to be deployed in case of any reported spill. They are coordinating with MEPA and the Sri Lankan Navy on an established plan to deal with any possible spill of oil and other pollutants.

We continue to contribute to the clean-up and pollution mitigation efforts, having flown additional oil spill response assets on a chartered flight from Malaysia in response to a request from the UN-EU team in Colombo, in coordination with Sri Lankan authorities.

At the wreck site, caretaker salvors remain on a 24-hour watch to deal with any debris and report any form of a spill with drones deployed daily to help with the monitoring activities. Representatives of ITOPF and Oil Spill Response continue to monitor updates from the scene and are ready to respond immediately if required.

Meanwhile, Resolve Marine has commenced the recovery of the containers and debris that were lost overboard during the vessel fire and subsequent sinking. The debris has been identified through side-scan sonar operations, undertaken during July and August, and its recovery and safe disposal is expected to be completed in due course.

We remain committed to supporting the clean-up and recovery operations and will report further updates in our 2022 CSR Report.

# Pillar 2: Social

Our employees are the foundation of the growth and success of X-Press Feeders. Our ambition is to provide all our employees with a workplace that is motivating, engaging, friendly, and inclusive. We treat all employees with dignity and respect, promote diversity and offer attractive remuneration and benefits. Personal development is actively managed, so that each and every individual has the opportunity to develop and grow.

Our Head of Human Resources reports directly to our CEO, supported by a team of HR professionals based across our global operations. Several group-wide policies cover HR related issues and ensure a consistent approach across our diverse areas of operation.

	2020		2021	
	Male	Female	Male	Female
Singapore	95	114	103	116
India	0	1	3	2
Barcelona	13	15	13	15
Dubai	16	4	16	5
Panama	9	9	9	9
Hamburg	13	7	14	11
Sweden	4	0	2	0
UK	10	4	11	3
<b>Total</b>	<b>160</b>	<b>154</b>	<b>171</b>	<b>161</b>

	2020		2021	
	Male	Female	Male	Female
< 30 years	26	37	32	42
30 – 50 years	116	96	117	96
> 50 years	18	21	22	23
<b>Total</b>	<b>160</b>	<b>154</b>	<b>171</b>	<b>161</b>

	2020		2021	
	Male	Female	Male	Female
Management	114	65	150	74
Non-management	75	118	89	126
<b>Total</b>	<b>160</b>	<b>154</b>	<b>171</b>	<b>161</b>

New employee hires 2021		
Male	#	60
	RATE	35%
Female	#	45
	RATE	2%
< 30 YEARS	#	30
	RATE	40%
30 – 50 YEARS	#	66
	RATE	31%
> 50 YEARS	#	9
	RATE	20%
Total	#	105
	RATE	32%

Employee turnover 2021		
Male	#	54
	RATE	32%
Female	#	41
	RATE	25%
< 30 YEARS	#	27
	RATE	50%
30 – 50 YEARS	#	55
	RATE	26%
> 50 YEARS	#	13
	RATE	29%
Total	#	95
	RATE	27%

At the end of 2021 we had 332 employees, up from 314 at the end of 2020. Our employee age demographics remain broadly constant, with the majority of our workforce in the 30-50 year category. Typically, offshore employees ultimately look to return to work onshore at some point in their career to spend more time with family and friends, so a relatively high employee turnover is a constant challenge.

## Talent Management

**We believe the two fundamental aspects of talent management are talent acquisition, training and development. Our preference is to fill vacancies internally from within the group, fostering a culture of continuous career development. In cases where we must consider external candidates, we use psychometric tools to rigorously assess potential candidates and provide insight to inform our hiring process and vacancy section.**

Internship and scholarship programs form a part of our talent acquisition policy too, ensuring that we are bringing sufficient early career talent into the Group. Graduate intakes first join as management trainees and are attached to key functions for training. This enables them to have a good overview of the business as well as for the company to identify their strengths for longer term development, whilst under the constant support and supervision of our HR team. At the end of 2021, we had 37 graduates enrolled in our program, with 12 new joiners in 2021.

## Training and development

**Our employee development is of high importance to our business. We recognise that the right technical skills are paramount to safe and efficient operations, and personal development and leadership development motivates our employees and improves retention. Besides standard classroom training, we offer customized workshops and executive coaching, tailoring each course to the specific needs of each employee.**

All employees receive a performance review with their line management, at least once per year. Many of our departments also conduct informal reviews on a more regular basis, too.

## Compensation and Benefits

**At X-Press Feeders, employees are our most valuable assets, hence we strive to be an attractive and competitive employer. As a minimum, we pay according to fair market rates in all regions of operations. We regularly conduct benchmarking exercises to ensure our employees are paid appropriately and competitively. Annual bonuses are also paid to employees, depending on individual and company performance. In addition, a long service award is provided following ten years of employment, then in five increments going forward. Annual leave is also incrementally increased in reflection of each employee's length of service.**

In Singapore, non-citizens are not eligible for the state-granted 14 days of paternity leave. X-Press Feeders extends such entitlement to all employees who are non-citizens to ensure all employees enjoy the same benefits. We believe that fathers who are involved in the early days after the birth of their babies will experience higher parental satisfaction and heightened engagement and bonding with their child. All parents will also be entitled to a gift for their newborn.

## Diversity, Equal Opportunity, and Non-Discrimination

**As a global company, X-Press Feeders actively support a diverse and inclusive workplace. Females represent 47% of our workforce, a slight decrease from 49% in 2020. The proportion of females in our management team stood at 33% in 2021, up from 30% in 2020.**

Whilst we maintain a gender split close to 50 / 50, this does vary by different functions around our business. Typically, our offshore employees are predominantly male, in line with our shipping sector peers. We recognise the challenge to improve diversity within this group of employees and have taken steps to increase female recruitment by actively promoting offshore roles to female candidates. Since 2016, we have recruited five female crew members and we will continue to offer offshore roles to potential female candidates. Offshore employees ultimately look to return to work onshore at some point in their career to spend more time with family and friends, so a relatively high employee turnover is a constant challenge too. We seek to facilitate this transition and where possible find opportunities for our offshore employees to transition to onshore roles.

We believe that an individual's potential should not be hindered by forced circumstances. To achieve this, we hire individuals from all backgrounds regardless of their race, culture, physical disability, sexual orientation, religious and political beliefs. Diversity and fair employment statements were updated within our company-wide compliance policy and a separate non-discrimination and anti-harassment policy was developed and published in 2020, both are applied across our organization.

An anonymous whistle blowing channel is available for reporting any concerns which our employees have with regards to the adherence to these policies.

Two employees are registered differently abled, one in Singapore and one in Dubai. Roles and responsibilities of these employees, and office facilities are adapted to accommodate their specific needs. We are constantly exploring opportunities to increase their representation in our company.

## Adaptations to new ways of working

**At X-Press Feeders, we actively encourage all employees to maintain a health work life balance, taking proactive steps to ensure our employees achieve that balance. This has become particularly important throughout 2021, as our employees continued to navigate the impact of COVID-19 restrictions, both in their personal and work lives. Hybrid working polices continued to be developed and updated as we responded to the unique situations across our regions of operations. Where the work schedule allowed, employees were also allowed to travel back to their home country to be with their family, working remotely for extended periods of time.**

As regional lockdowns continued through 2021, we experienced crew replacement issues, as did many of our peers. Employees who were at home and subjected to restricted movements could not join the vessels at their scheduled time and relieve the current crew. During the peak COVID-19 lockdowns, up to 80% of the crew had been onboard for longer than their contractual working period.



## Health and Safety

**The health and safety of our employees are our absolute priority. We believe all our employees have the right to be safe at work, on or offshore.**

We have internal guidelines, policies and procedures in place, which provide the framework for health and safety management within the company. Our operations are also regularly reviewed by our internal and external audit system to ensure that we are in compliance with industry standards and regulations.

### Safety management system

Operations on board our vessels create a complex environment where potentially dangerous situations can arise. By creating management systems, procedures, and a culture of safety, we seek to minimise the number of incidents and potential incidents before they occur. Detailed reporting and documentation of incidents provides us with the ability to conduct in-depth analysis and devise preventive measures, as part of our commitment to continuous improvement.

Each ship in our fleet has a Safety Management System (SMS) that comprises comprehensive safety management procedures and checklists. In addition, each ship has an assigned Marine and Technical Superintendent, with defined roles and responsibility to oversee crew and ship safety.

A dedicated Safety Committee is in place for each vessel, representing all employees onboard. The committee is responsible for conducting health and safety inspections and hosting safety meetings onboard. Their role is to;

- » Raise awareness of the relevant safety policies
- » Improve the standard of safety consciousness amongst the crew
- » Investigate every accident, near miss or potential hazard identified by crew members
- » Make representations and where appropriate recommendations with regards to any legislative requirement relating to occupational health and safety or any provision of the Code of Safe Working Practices

Seagoing employees are trained and encouraged to be involved in health and safety risk management. Our teams are motivated to identify and report near-misses onboard, helping to create a transparent culture of reporting. Each vessel is advised to report at least four near-misses every month, to reinforce the message that reporting has a positive impact on safety onboard. The data is reviewed, and insights are shared through the monthly bulletin distributed across the fleet, with updates to procedures and training made as appropriate.

### Safety performance

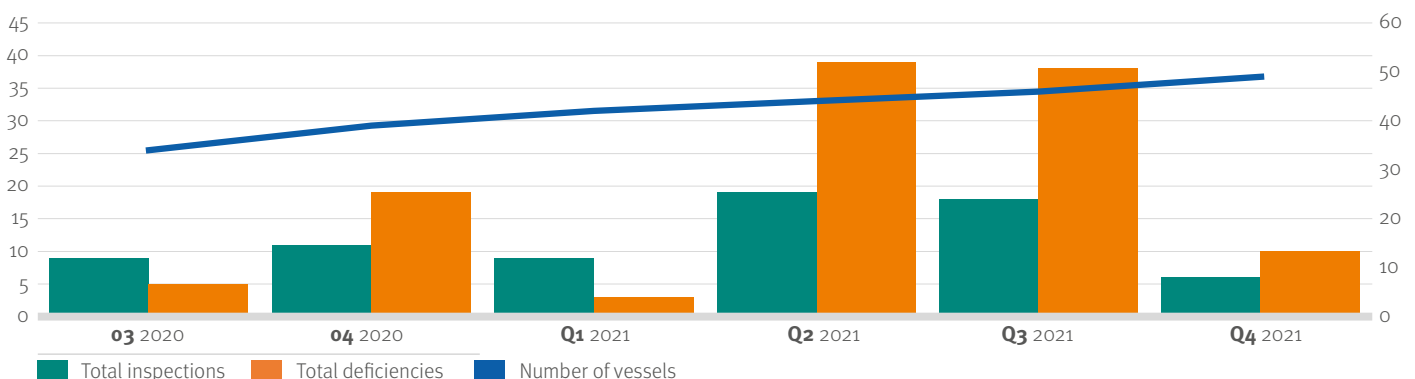
Our safety target is to achieve zero accidents across our operations. We are pleased to report that no fatality or work-related major injury occurred on board the X-Press Feeders fleet during the reporting period.

### Safety audits

Independent inspections by port states, flag states, or classification society are carried out regularly on board our vessels. We also supplement this with internal inspections, focusing on safety management systems, security measures and crew welfare standards.

Each inspection provides useful insights into the effectiveness of safety procedures and compliance with regulations. Potential deficiencies could include issues relating to quality, safety or environmental.

Inspection trend analysis





## Training

Mandatory training and emergency drills are an essential part of our health and safety management system. They ensure that all our crew know what to do when incident occurs.

Training needs are identified through incident investigations, near-miss reporting, internal audits, performance appraisals, legislative requirements or the introduction of new technology or processes. On-the-job training methods are used, with a strong emphasis on computer-based learning.

## Emergency drills

The drill scenarios, which are mandatory for all seafarers, are extensive and conducted regularly throughout the year. The scenarios fall into five categories: life saving, firefighting, pollution prevention, emergency procedures and security drills.

1. **Life Saving** – including Lifeboat operations, abandon ship, rescue procedures, use of pyrotechnic and survival at sea, and first aid. The schedule and frequency for carrying out drills and training is marked in the system for ease of following.
2. **Fire Fighting** – includes multiple scenarios with fire at different sections of vessel, general instructions, firefighting techniques for various types of fire, precautions, and emergency procedures. To schedule the training and ensure all aspects are covered, different scenarios for fighting fire are marked in system for each month of the year along with few additional training and discussions to be carried out and recorded in vessels log regularly.
3. **Pollution prevention** – includes procedures to control pollution, and notifications and follow-up actions in the event of pollution. Minimum safety tasks to be covered are defined in the system as below. Additional training and drill scenarios are included as and when they are required.
4. **Emergencies** – includes procedures to follow in cases of various emergencies such as grounding, stranding, collision, structure failure, engine failure, adverse weather, or man overboard. Procedures include steps to control the situation and notifications that should be issued to alert and attract assistance. While there can be many scenarios for emergencies, only selective scenarios are identified and marked in the system to be followed for drills and training for annual reporting and record keeping, in order to ensure a linear training programme.
5. **Security drills, trainings, and measures** – includes actions in the case of security breaches such as bomb threats, piracy and hijacking. Various situations are marked in the system to be discussed monthly so that crew are prepared to take action in the event of a security breach. The vessel is hardened with additional security features and occasionally accompanied by armed security guards when passing through the high-risk areas (HRA) in the trade. HRA are listed areas with frequent piracy incident reporting.



## Food safety, health and hygiene

High standards of hygiene and cleanliness are vital to ensure the well-being of our crews. Each vessel has a food safety system which covers food storage, handling, and preparation. Strict cleaning schedules and regular supervision help to maintain the desired standard.

## COVID-19 onboard

Throughout the pandemic, restrictions on movement and isolation requirements were constant challenges for our operations. Our vessels were provided with detailed guidelines to manage cases of COVID-19 on board and disembarkation procedures that covered common situations that may arise. Close communication was maintained with crew managers to explore all possibilities for crew change and provide other shore facilities including medical assistance and high-speed internet to ensure crew were able to remain in close communication with their families.

Alternate arrangements to facilitate crew changes, such as chartered flight were considered throughout the pandemic. All efforts were made to register the onboard crew for procuring and administration of vaccination at every possible port.

## Community engagement

**In alignment with the way in which our business impacts and interacts with society, we focus on four areas: poverty alleviation through education, community empowerment, disaster response and marine conservation.**

## Poverty alleviation through education

### Al Noor Training Centre for Persons with Disabilities & Dubai Centre for Special Needs

Our Dubai office has been supporting through cash donations and volunteering time to support two non-profit organizations which work with persons with disabilities and students with special needs.

The Al Noor Training Centre for Persons with Disabilities provides the students a unique curriculum that is structured to improve students' learning experience and equip them with skills for greater independence. The centre also provides a holistic programme which addresses all domains of development through a transdisciplinary assessment and intervention approach, all delivered at an ISO certified standard. Finally, the centre has an exceptionally effective work placement unit that helps to integrate students into mainstream society post education.

Dubai Centre for Special Needs is the only special needs Centre in Dubai to offer and run Award Scheme Development and Accreditation Network (ASDAN) courses for students. The centre also provides curriculum-based program with a focus on learning in all academic subjects such as math, science and humanities.

### Fundacion Ofrece Un Hogar

The X-Press Feeders Panama office works with Fundacion Ofrece Un Hogar, a private non-profit institution, supporting two of their programs Hogar Divino Niño and Hogar María Guadalupe. Hogar Divino Niño is a facility that can house children up to the age of five, under the protection of the state from violation of their rights, abuse or family abandonment. Hogar María Guadalupe is a facility which provides a home for pregnant girls and adolescents with their babies, up to the age of 17 years old.

### Kitz4kids

In Hamburg, our employees worked with Kitz4kids in re-developing a plot of land for outdoor activities, in an area of Hamburg with high rates of poverty. The initiative created a safe and secure area for the kids, under adult supervision from indoors. Being able to play in a safe and secure area encourages social and moral development in children.

### Fundacio Comtal

Our Barcelona's office is supporting Fundacio Comtal, a non-profit organization that has been working since 1994 to ensure that children, adolescents, and young people in vulnerable situation, as well as their families have opportunities for the future.

### Christina Noble Children's Foundation

We support the works of Christina Noble Children's Foundation in Vietnam. The Foundation is dedicated to serving the physical, medical, educational, and emotional needs of vulnerable children. One of its core beliefs is that every child is an individual who deserves love, respect, and freedom, away from all forms of abuse and exploitation. The Foundation establishes long-term relationships with the children we support and empower them to live happy, emotionally rich, and independent lives. They vision for a united world where children are free from suffering, poverty, exploitation, fear, oppression, and where children are aware of their fundamental human rights.

### The Citizens Foundation & Shaukat Khanum Memorial Cancer Hospital

In Pakistan, we supported The Citizens Foundation and Shaukat Khanum Memorial Cancer Hospital. The Citizens Foundation is a professionally managed, non-profit organization that builds and runs schools, providing primary and secondary education to boys and girls in rural areas and urban slums of Pakistan. The Foundation aims to remove barriers of class and privilege to make the citizens of Pakistan agents of positive change through the power of quality education enabling moral, spiritual, and intellectual enlightenment. Shaukat Khanum Memorial Cancer Hospital provides free medical treatment particularly to children and young adults with cancer, education to health care professionals and the public. The hospital also conducts cancer research.

## Community empowerment

X-Press Feeders provides financial support for a number of community empowerment projects around the world, focussing on programmes that enrich the communities in which our operations are located.

In Israel, we support Variety Israel, a non-profit organization dedicated to the wellbeing of children with special needs, by improving all aspects of their lives with the goal of maximising integration into society as the children approach adulthood.

We also support the Kognat Foundation works with underprivileged children, women and the elderly in the Kolkata slums, providing nutritional food and medicine. The foundation established a COVID Care Unit, a specialist care unit with 55 beds that provides COVID care for members of the community that otherwise would find it challenging to receive medical treatment.

## Employee engagement

In November 2020, the company organised a company-wide activity to promote healthy living as well as volunteering. All employees were invited to participate in a competition to see who could run, walk or cycle as far as they could in a week. The top three achievers donated their total prize money of USD 9,000, which was donated from X-Press Feeders, to a number of different charities. Beneficiaries included the Christina Noble Children's Foundation UK, David Shepherd Wildlife Foundation, Weldmar Hospice Care, Parkinson's Disease Society of the UK, Hanseatic Help and Pancreatic Cancer UK.

## Disaster relief

On 11th November 2020, the Cagayan Valley Region was hit by Typhoon Ulysses, causing the worst flooding in decades. One employee approached the X-Press Feeders management team with a request to extend assistance to her hometown in the Cagayan Valley. X-Press Feeders then initiated a global campaign to raise funds in response to Typhoon Ulysses in the Philippines. Everyone from the X-Press Feeders family donated generously to raise a sum of USD 2,600 which the company matched to double to the donation amount. The donation was used to purchase daily necessities such as biscuits, milk, milk powder, and rice for 100 families.

India encountered a sudden surge of COVID cases in April 2021, with more than 200,000 reported cases daily. This placed a huge strain on hospitals, which struggled with oxygen supplies that are vital for patient treatment. X-Press Feeders arranged for oxygen supplies to be sent to our Indian offices to ensure that our employees and their families had access to the necessary treatment.

As a gesture of appreciation to our employees based in our Singapore office for taking their COVID-19 vaccination, X-Press Feeders rewarded our employees with grocery vouchers. Employees could also donate their vouchers to those who need it more, through our nominated charity, Fei Yue Community Service. A total of USD 1690 in grocery vouchers were donated.



# Pillar 3: Governance



**The company has a responsibility to our stakeholders to act with transparency, whilst abiding by the highest standards compliance, governance, and risk management.**

Good Corporate Governance safeguards the sustainable development and performance of the company. Openness and transparency are the highest objectives of good governance to provide information on structures and processes, areas of responsibility and decision procedures, as well as rights and obligations of various stakeholders.

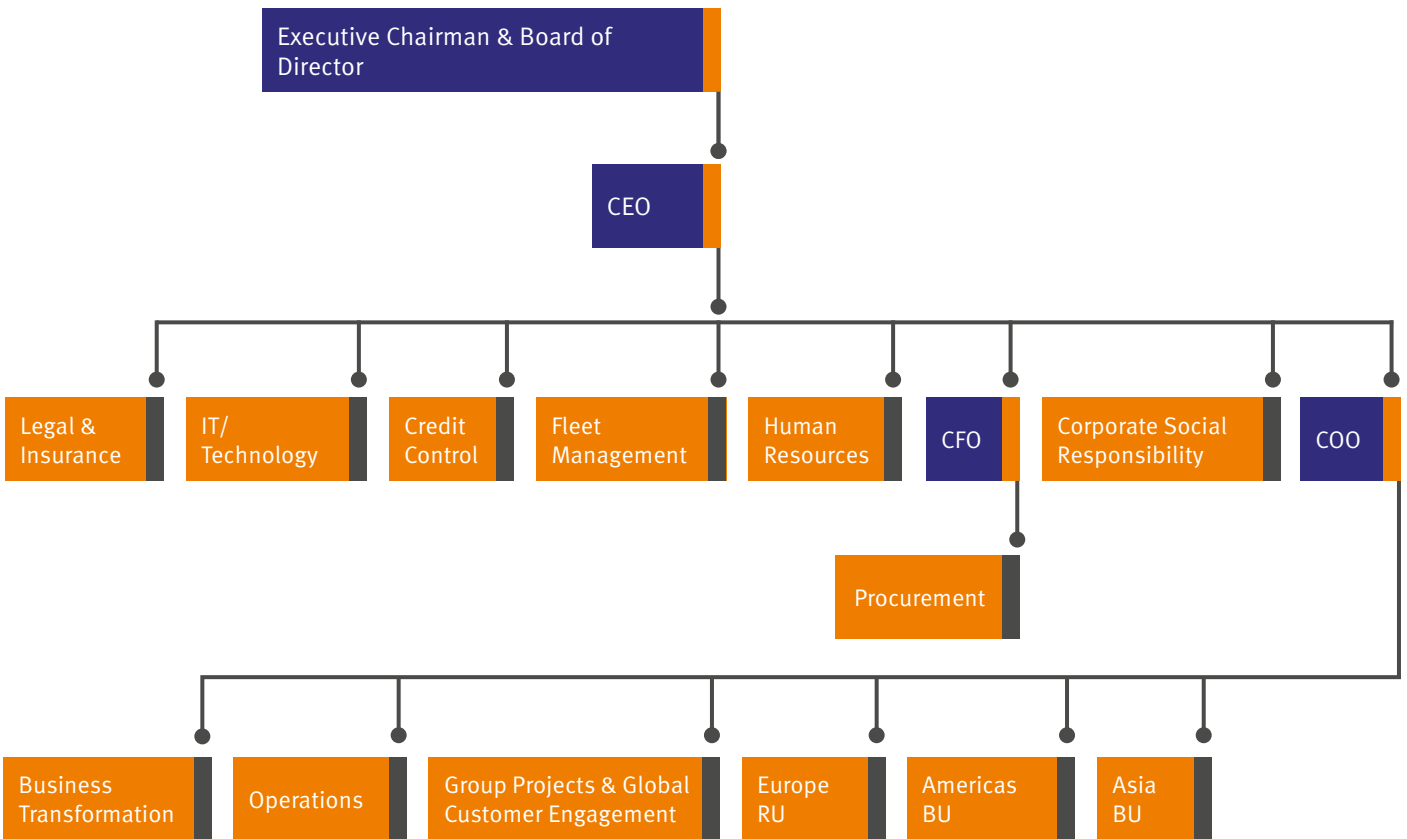
## Governance

**X-Press Feeders’ Board of Directors is the highest governing body of decision-making on economic, environmental, and social topics. It is responsible for the final reviewing and approving of policies and strategies, while the Steering Committee is responsible for the initial reviewing and approving of policies and strategies.**

Our Business Code of Conduct is a central core policy document, made available to all employees. Throughout 2021, we introduced a Whistleblowing Policy, Non-Discrimination Policy, Anti-Harassment Policy and Disciplinary & Grievance Procedures Policy.

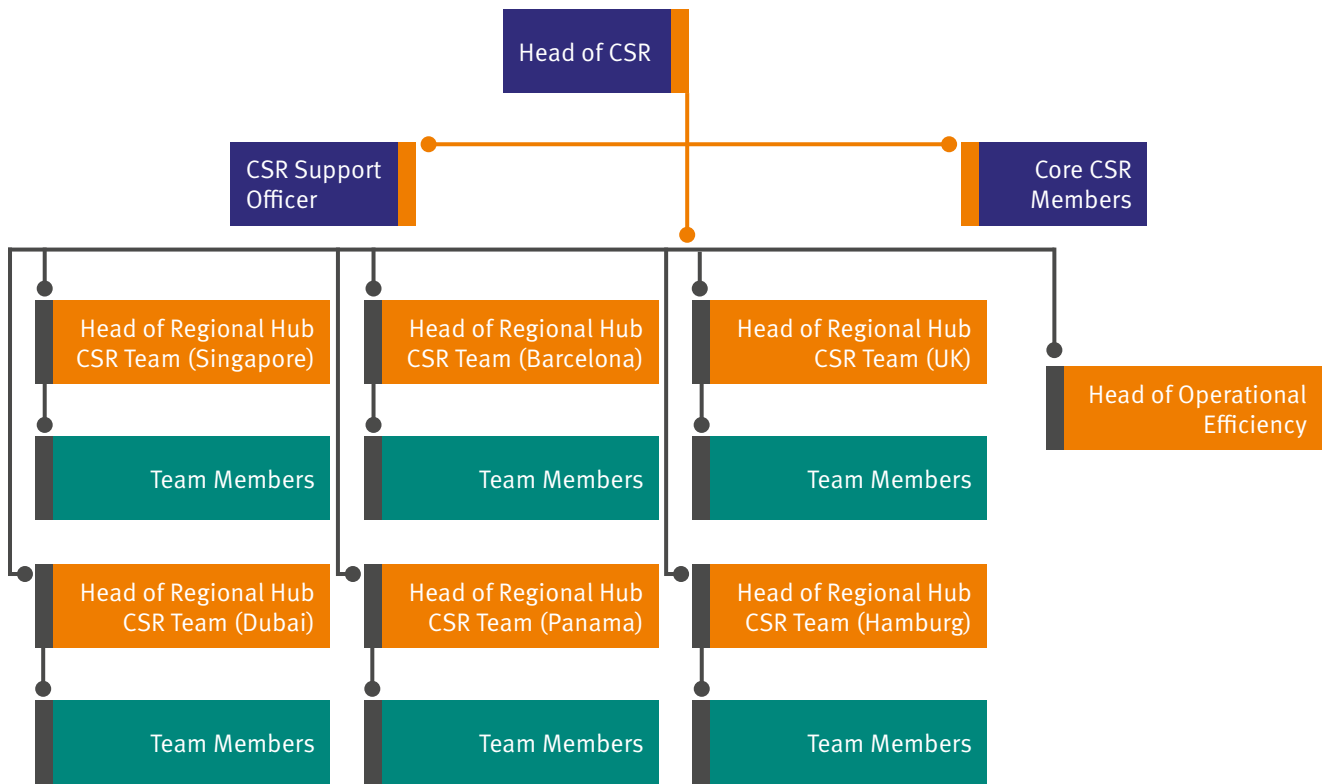
Policies are reviewed and approved by the Executive Chairman and Board of Directors, who also oversee corporate strategy. At the end of December 2021, the Board of Directors comprised of 6 members.

Corporate Social Responsibility is a business function that sits beside other key functions and our regional business units. The Head of CSR, who reports to the CEO, is supported by a core team that includes our regional CSR teams at key geographic locations.



# CSR Governance

## CSR organization



## Information security

**X-Press Feeders has the responsibility to protect our clients' data and our digital assets. With the advancement of remote working and cloud storage, it is vital that we maintain industry-leading information-security technology. Our information-security strategy is built around three core elements: people, processes, and technology.**

We ensure our systems are designed and deployed with built-in security. Our objective is to implement best-in-class defences, including increasing employee awareness and remediation capability, implement governance and compliance, and deploy advance security solutions. Systems and controls are in place to govern and ensure compliance with industry best practices. Our internal Code of Conduct includes sections on Data Protection & Data Security, Software Copyright Compliance, and our Electronic Communication Usage Policy (ECUP). Our Director of Group Technology is ultimately responsible for Information Security at X-Press Feeders. We contract independent third parties to conduct annual Vulnerability Assessment and Penetration Test across our internal network and systems as well as external public-facing web applications. Any identified vulnerabilities are promptly mitigated in accordance with best practice. Our Information Technology and Security are audited by external auditor annually to ensure policies, procedures and guidelines are in-place, updated and enforced.

We take a multi-stage approach to train employees on information security policies and procedures. Firstly, online training for all employees covering topics such as phishing, internet utilization, malware and password management. Secondly, mandatory quarterly online training is conducted and complemented with quarterly articles in company newsletters as well as ad-hoc advisories. IT Security also conducts surprise internal phishing campaigns where phishing emails are sent to employees to determine the level of awareness regarding phishing attacks. Additional training will be offered as required.

X-Press Feeders is General Data Protection Regulation (GDPR) compliant. We continuously monitor other relevant external standards, frameworks and certification for applicability to X-Press Feeders and will adapt them according to our needs where appropriate.

## Ethics & Compliance

Integrity guides employees' conduct toward business partners, colleagues, shareholders, and the public. The X-Press Feeders Business Conduct Guidelines are globally binding rules applicable to every X-Press Feeders employee. The guidelines ensure all employees are aware of how to conduct their day-to-day work to the ethical standards expected of them.

Compliance with the law and observance of the Business Conduct Guidelines is monitored on a regular basis in accordance with relevant national procedures and legal provisions. These principles apply to both internal cooperation and conduct towards external parties, such as customers and suppliers. Clear requirements are attached to every employment contract, supported by induction training and regular communication to employees through our intranet.

## Anti-bribery and corruption

X-Press Feeders does not tolerate bribery and corruption and is committed to act professionally, fairly and with integrity in all its relationships and business dealings. We will uphold all laws relevant in every country in which we operate. We manage anti-corruption through our code of conduct and anti-corruption policies, which prohibit bribery and corruption. Our expectations and practical guidance regarding gifts, entertainment and donations are set out within these documents. Compliance is an integral part of the employment contract and the personal responsibility of each X-Press Feeders employee.

There was no complaint or reports of bribery or corruption received during the reporting period.

## Mechanisms for reporting concerns

X-Press Feeders is committed to conducting business with high standards of professionalism and integrity. Our Whistleblowing Policy demonstrates our commitment to ensuring that any genuine concerns in relation to wrongdoing can be raised, investigated and dealt with appropriately. A concern can be raised directly with an employee's management, or anonymously via an email alert system.

The Designated Officer will investigate each concern and prepare a report for the Governance Committee (which comprises of the CEO, Chief Operating Officer, and Head of Human Resources) to determine whether the concern warrants any further investigation. No substantiated claims, following third party investigation, were registered during 2021.

## Modern Slavery

**Modern Slavery is not just a heinous crime but a serious violation of fundamental human rights. Modern slavery can be manifested in various forms including servitude, slavery, forced labour and human trafficking, all of which involve the deprivation of a person's liberty for the purposes of exploiting him or her for commercial or personal gain.**

X-Press Feeders adopts a zero-tolerance policy towards all forms of modern slavery and is fully committed to implementing and maintaining systems to combat it. We comply in full with our obligations under the Modern Slavery Act 2015 and as part of this process we carry out ongoing reviews of our business and operations processes to identify, address and eliminate potential risk areas.

The management of X-Press Feeders has the overall responsibility for this policy. Our Legal Department has primary and day-to-day responsibility for implementing this policy, with the assistance of and collaboration with other departments whenever possible. Our zero-tolerance approach is communicated at the outset to all significant stakeholders including employees, agents, contractors, and business partners.

Our modern slavery statement can be found on our website here <https://www.x-pressfeeders.com/modern-slavery-act>

# About this report

**The reporting period is from 1st July 2020 to 31st December 2021. The scope of this report includes X-Press Feeders Group and Eastaway Ship Management.**

From our 2022 CSR Report onwards, we intend to maintain calendar year annual reporting. We will also consider third party assurance for future CSR Reports. There are no significant changes in the list of material topics and topic boundaries compared to previous reporting period, and no restatements of information.

## Appendix: GRI

X-Press Feeders has reported the information cited in this GRI content index for the period July 2020 to December 2021 with reference to the GRI Standards.

Reference	Details	Page reference
Disclosure 2-1	Organizational details	6
Disclosure 2-2	Entities included in the organization's sustainability reporting	7, 31
Disclosure 2-3	Reporting period, frequency and contact point	31, 33
Disclosure 2-4	Restatements of information	31
Disclosure 2-5	External assurance	31
Disclosure 2-6	Activities, value chain and other business relationships	6
Disclosure 2-7	Employees	21
Disclosure 2-9	Governance structure and composition	28, 29
Disclosure 2-11	Chair of the highest governance body	28
Disclosure 2-22	Statement on sustainable development strategy	10
Disclosure 2-23	Policy commitments	10
Disclosure 2-24	Embedding policy commitments	10
Disclosure 2-25	Processes to remediate negative impacts	10
Disclosure 2-26	Mechanisms for seeking advice and raising concerns	30
Disclosure 2-27	Compliance with laws and regulations	19, 24, 29, 30
Disclosure 2-28	Membership associations	12, 13
Disclosure 2-29	Approach to stakeholder engagement	11

Reference	Details	Page reference
<b>Biodiversity</b>		
304-2	Significant impacts of activities, products, and services on biodiversity	17-20
304-3	Habitats protected or restored	18
<b>Emissions</b>		
305-1	Direct (Scope 1) GHG emissions	15
305-2	Energy indirect (Scope 2) GHG emissions	15
305-3	Other indirect (Scope 3) GHG emissions	15
305-4	GHG emissions intensity	15
305-5	Reduction of GHG emissions	15
305-6	Emissions of ozone-depleting substances (ODS)	15
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	16
<b>Employment</b>		
401-1	New employee hires and employee turnover	22
<b>Occupational health and safety</b>		
403-1	Occupational health and safety management system	24
403-2	Hazard identification, risk assessment, and incident investigation	24-26
403-5	Worker training on occupational health and safety	25
403-9	Work-related injuries	24
<b>Training and education</b>		
404-3	Percentage of employees receiving regular performance and career development reviews	23
<b>Local communities</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	26, 27



# Contact information

Sea Consortium Pte Ltd

11 Duxton Hill

Singapore 089595

Phone: +65 6223 9033

[enquiry.asia@x-pressfeeders.com](mailto:enquiry.asia@x-pressfeeders.com)

<https://www.x-pressfeeders.com>

## Alex Hartnoll

Head of Corporate Social Responsibility

Email: [alex@x-pressfeeders.com](mailto:alex@x-pressfeeders.com)

Phone: +65 6322 3120

## Kelly Ng

Corporate Social Responsibility Support Officer

Email: [kelly.ng@x-pressfeeders.com](mailto:kelly.ng@x-pressfeeders.com)

Phone: +65 6216 8550

