



Statement of Policy

Inchcape is a company that offers an extensive range of local and centralized services to support our partners within the marine, supply chain, and cargo industries. Our vision is a connected world in which our customers trade successfully and execute optimized decisions in every port, everywhere. This is delivered through our proprietary network of over 250 offices employing over 3,000 personnel across over 60 countries.

We recognize that our employees are our most valuable resource, and their health, safety, and welfare are of paramount importance to the sustainability of our business. Concurrently, as a global maritime leader, we maintain an unyielding commitment to the prevention of pollution, the safeguarding of the global environment, and the continual enhancement of the products and services we provide. Our strength is our people, operating as One Global Team.

Core Integrated Commitments

To fulfil our strategic mission and uphold our core values, the Senior Leadership Team and all employees are resolutely committed to maintaining an effective Integrated Management System aligned with the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018. We commit to:

- a) Fulfilling all legal obligations to ensure that all country-appropriate laws, regulations, programs and agreements to which the company subscribes are strictly met.
- b) Continually improving the Integrated Management System to enhance overall quality, environmental, and occupational health and safety performance.
- c) Identifying, analysing, monitoring, and mitigating risks and hazards throughout the company that may affect our ability to satisfy our customers, safeguard our personnel, or protect the environment.
- d) Providing the necessary financial and physical resources and ensuring that our staff are competent in the activities they undertake through continual monitoring and training.

Quality and Customer Excellence Commitments

Our foundation is firmly based on meeting customer expectations through continuous improvement. We commit to:

- a) Enhance customer service by actively listening to and understanding their needs, providing innovative solutions.
- b) Standardize our processes to ensure streamlined, high-quality service delivery regardless of the geographical port of call.
- c) Selecting and managing our suppliers and the value of our internal customers and external partners.

Occupational Health and Safety Commitments

We believe that integrating health and safety into normal business activities is the most successful management approach. We are committed to:

- a) Providing safe and healthy working conditions for the prevention of work-related injury and ill health.
- b) Eliminating hazards and reducing occupational health and safety risks.
- c) Providing and maintaining safe plant, safe work equipment, and safe systems of work across all jurisdictions.
- d) Minimizing the risk to health in connection with the use, handling, storage, and transport of articles and substances.
- e) Ensuring that emergency arrangements and facilities are provided and maintained.
- f) Ensuring that workers and their representatives are consulted with health and safety matters.
- g) Empower employees to exercise immediate Stop-Work Authority without fear of reprisal if they observe an unsafe condition.

Environmental and Sustainability Commitments

We support the global transition to a lower-carbon economy and are committed to executing our Environmental, Social, and Governance strategy. We commit to:

- a) Achieving Net Zero status by 2050, or as soon as technically and economically practicable thereafter.
- b) Protecting the environment, including the prevention of pollution resulting from our operational activities.
- c) Assisting our customers and vendors in becoming more sustainable by delivering a sustainable supply chain.
- d) Transitioning one hundred percent of our global car fleet to lower-emission options by 2030; procuring one hundred percent renewable electricity by 2030; and ensuring that by 2032, suppliers covering seventy percent of our purchased goods emissions have established verifiable carbon targets.

Philippe Maelle
Group CEO