

2021 SUSTAINABILITY REPORT



WE ARE LBC

Connecting supply chains

As a leading international and independent liquid bulk storage company, we form an integral part of our customers' supply chains. We provide vital infrastructure and innovative services in the process of transporting products from areas of supply to areas of demand. In our position as connected partner in current and future logistic networks, we are a relevant player in the energy transition. We enable efficiency gains in our customers' businesses and support their growth ambitions, paving the way towards a carbon-neutral society.

for the storage of today and tomorrow

We store and handle products that meet essential consumer needs of everyday life. These products make their way into the healthcare and personal care sectors, construction and housing, the food industry, and other essential markets. We safeguard our long-term relevance by offering integrated services that respond to our stakeholders' expectations and anticipate on evolving environmental, social, and governmental requirements. We invest in a digital, efficient, and sustainable future, serving markets and customers with storage solutions that contribute to a better tomorrow.

OUR PURPOSE

Being the connected partner
for sustainable storage solutions

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ABOUT THIS REPORT



COMPANY OVERVIEW

LBC Tank Terminals is a top-tier global independent operator of bulk liquid storage facilities for chemicals, petroleum, and base oils. We own and operate a global network of seven state-of-the-art and flexible storage terminals at strategic locations in the United States and Europe, offering loading and unloading services for various transportation modes such as pipeline, vessel, barge, rail tank car and truck. Our headquarters are located in the petrochemical heart in the port of Rotterdam (The Netherlands). Our facilities combined provide approximately 3.0 million m³ of bulk liquid storage capacity. Located in important deep-water ports such as Houston and Freeport (Texas), Baton Rouge (Louisiana), Rotterdam (The Netherlands) and Antwerp (Belgium), our terminals are connected to vital chemical process plants via pipeline infrastructure networks.

OUR TEAM

We are proud of the quality and commitment of our team. We succeed through cooperation, where all our efforts combined fulfill an essential role in providing safe, sustainable, and efficient storage solutions to our customers.

The average numbers of full-time equivalent employees as of 31 December 2021 and 30 June 2020 were as follows:

	2020	2021 ¹
Europe (including HQ)	268	269
United States (including regional office)	237	224
Total	505	493

In addition, during the eighteen months that ended 31 December 2021, LBC employed an average of 14 temporary staff members (in FTEs).

¹Numbers provided in the company overview section are based on the data included in our 2021 audited consolidated financial statements for the eighteen months that ended 31 December 2021. The change in reporting period is further referenced in the reporting framework section.



OUR TERMINALS

Terminal	Location	Capacity (x1000 m ³)*	Ownership
Bayport	Houston, Texas	1,256	100%
Seabrook Logistics	Houston, Texas	630	50%
Freeport	Freeport, Texas	98	100%
Sunshine	Baton Rouge, Louisiana	504	100%
Antwerp	Antwerp, Belgium	274	100%
LBC Cepsa	Antwerp, Belgium	47	75%
Rotterdam	Rotterdam, The Netherlands	179	100%

*The gross capacity of the terminals is presented at 100% ownership.

COMPANY OVERVIEW

OUR SERVICES

At our terminals, we store liquid products across a variety of large end markets, including chemical, industrial, and agricultural.

We focus on three product groups: chemicals, petroleum, and base oils, each as described below.

Category	Chemicals	Petroleum	Base Oils	Other
Products	benzene, methanol, ethylene derivatives, propylene derivatives, phenol, and acetone	crude oil, transport fuels, bitumen	group I, group II, group III, naphthenic	vegetable oil, biodiesel, tallow
Uses	chemical production, plastics production, resins production, blending in gasoline	feedstock (import/export) transportation, road surfacing	lubricants, transformer oils	blending fuels, cosmetics
Types of users	industrial goods, manufacturers, household product manufacturers, chemical producers	refineries, traders, fuel distribution, bitumen distribution	lubricant manufacturers	fuel distributors, chemical production

Our storage terminals simplify supply chains and optimize total costs. From custom built solutions on site to document processing and labelling, our agile company culture allows us to quickly respond to any requests and anticipate on the needs of our customers.

The following table provides an overview of the range of specialized and customized services we provide to our customers, which include storage services, handling services, and waste-water handling.

Storage services

- Storage and handling of high-heat products and low-temperature products
- Nitrogen blanketing and purging
- Vapor return and vapor treatment including cryogenic, incineration, thermal oxidizers, vapor combustor units, and vapor abatement flares

Handling services

- Filtering
- Blending including in-tank and in-line blending
- Drumming and IBC-filling
- Drying and dehydration

Waste-water handling

- Marpol I, II & III reception facilities and forwarding to destruction or treatment facilities
- Collection and forwarding of vessel residues to destruction or treatment facilities
- Physiochemical and biological treatment

Other services

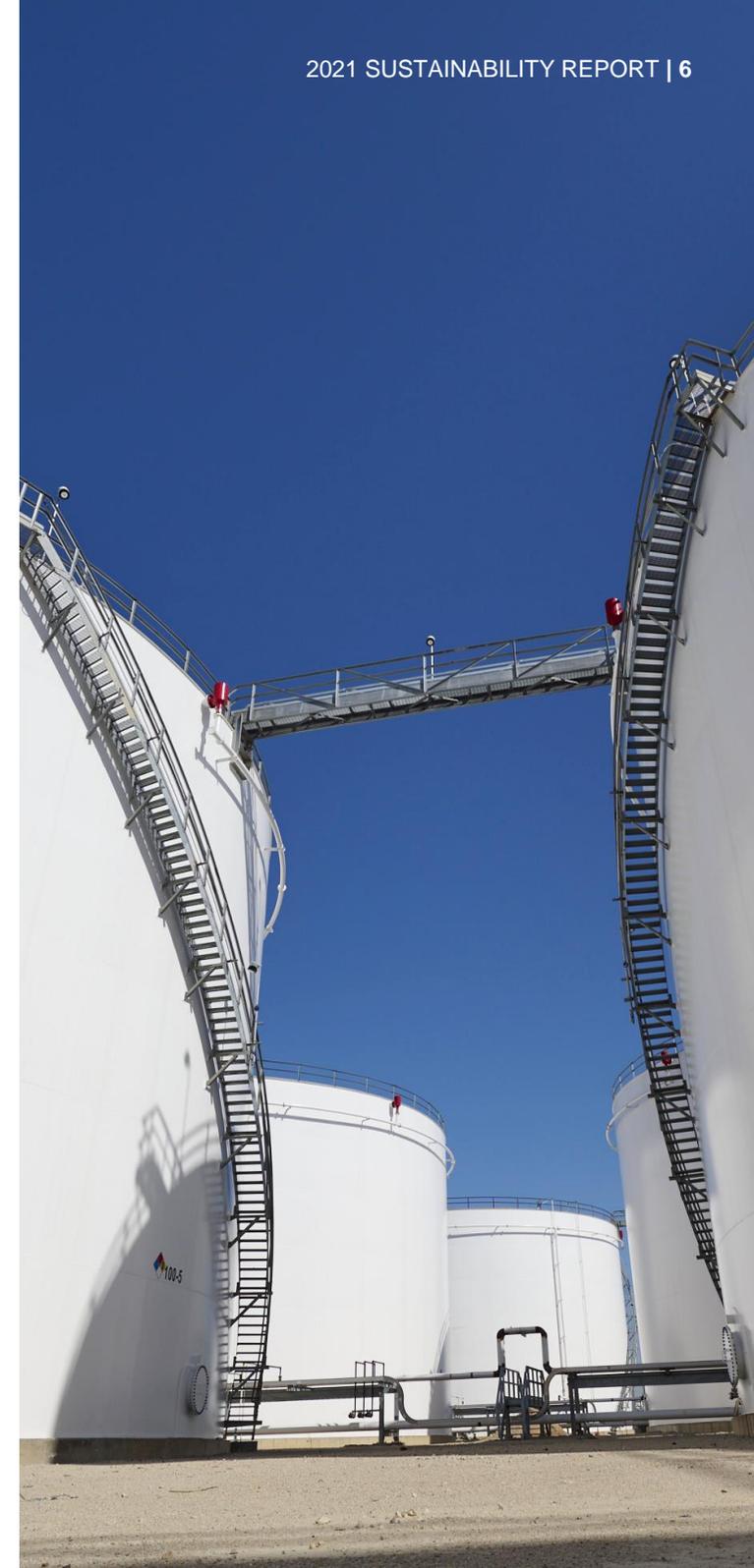
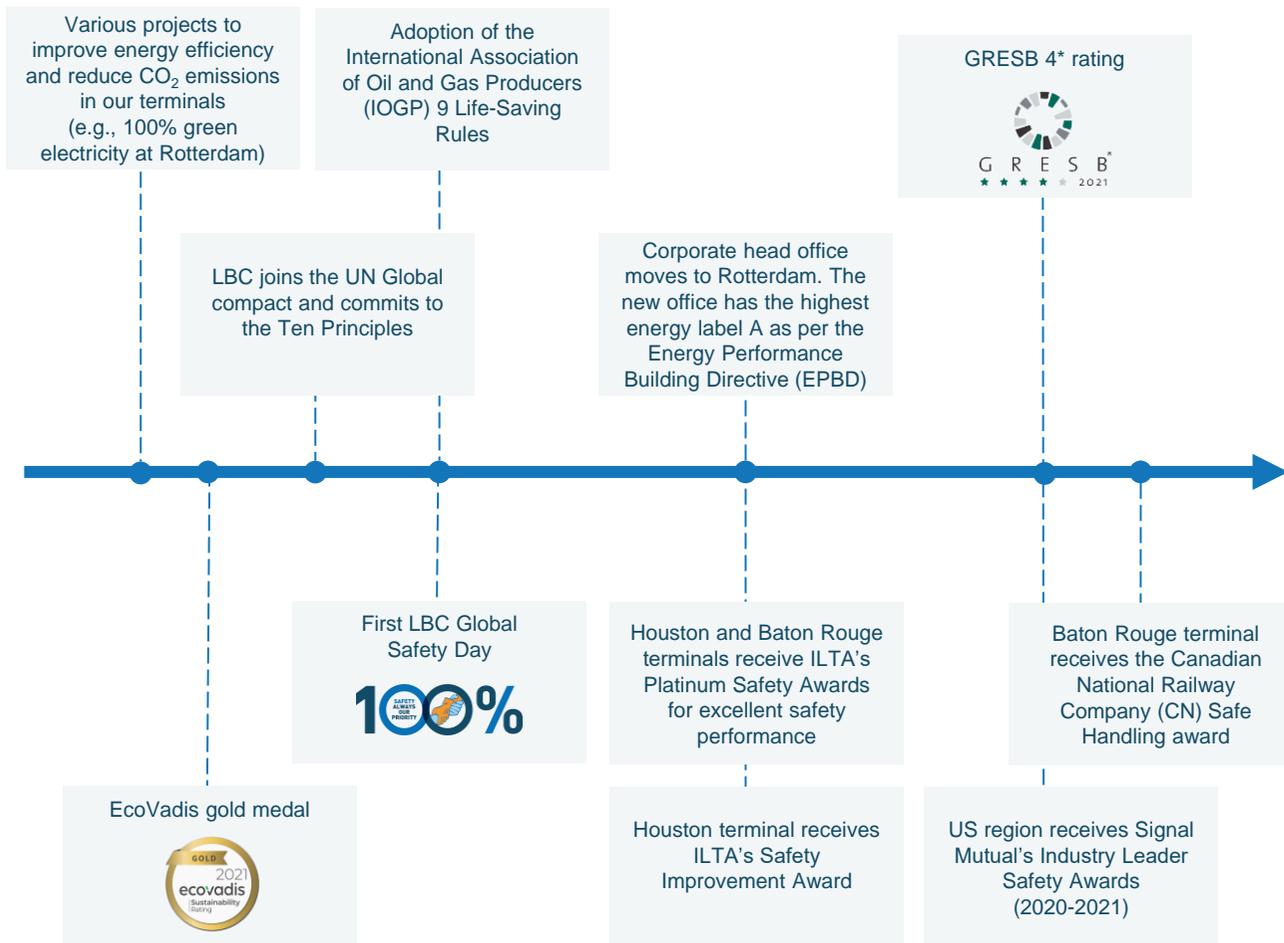
- Tank-to-tank transfer
- Direct transfer to and from ship, pipeline, barge, truck, or railcar
- Container handling including heating and cleaning
- Flexi-bag loading
- Warehousing of hazardous materials
- Product analysis with surveyors on site
- Forwarding and customs services

“What makes LBC different is that out here you’re allowed to take ownership of what you do. You’re responsible for your task at hand, but you’re also responsible for the wellbeing of others out here. The main thing that I like is that I’m allowed to learn and progress. I like that there is so much to learn. That I have the opportunity to succeed, and it’s on me. If I take the time to do it, then I can keep going.”

Derek Ely
Operator, Bayport



2021 HIGHLIGHTS



OUR MISSION

MAKING IMPACT

We commit to a best-in-class performance in service, sustainability, and efficiency. As the custodian of our customers' products, we nourish a proactive 100% safety culture, ensuring that the products stored in our facilities are handled responsibly with zero harm to people and the planet. We prioritize making a positive impact in society and securing the long-term environmental sustainability of our operations.

DRIVING CHANGE

We continue to improve our performance by making decisions that complement and innovate our terminal network, driven by operational excellence and customer centricity. We aim to be the leading reference in responsible service delivery by investing in sustainable development and digital innovation. Optimizing our core processes enables us to continuously provide safe and efficient services, fit for the future.

AS A TEAM

We are a diverse group of committed people, each with unique expertise, an extensive set of skills, and the mindset of a leader.

We succeed through cooperation, where all our efforts combined fulfill an essential role in providing our customers with best-in-class service at high HSSEQ standards.

We all have responsibilities in implementing our strategy, in creating and maintaining a resilient business culture.

OUR VISION

To be meaningful and relevant for our customers, the communities we operate in, our colleagues, contractors, and shareholders - now and in the future

OUR VALUES

WE CONNECT

We develop and strengthen relationships that make a positive difference in the lives of our stakeholders. We believe that trust and integrity are paramount to every solid connection and therefore hold ourselves and others to the highest standards in everything that we do. We connect to share best practices, to listen and anticipate on each other's and our stakeholders' needs. We are committed to excellence and driven to succeed, together.

WE ANTICIPATE

We anticipate on change and challenges emerging from an ever-evolving world with focus and flexibility. We continuously keep an open mind in recognizing opportunities for improvement, both in our business and personal development. We encourage an entrepreneurial mindset and applaud creative and innovative ideas, where we are dedicated to transform them into long-term value for our stakeholders.

WE EMPOWER

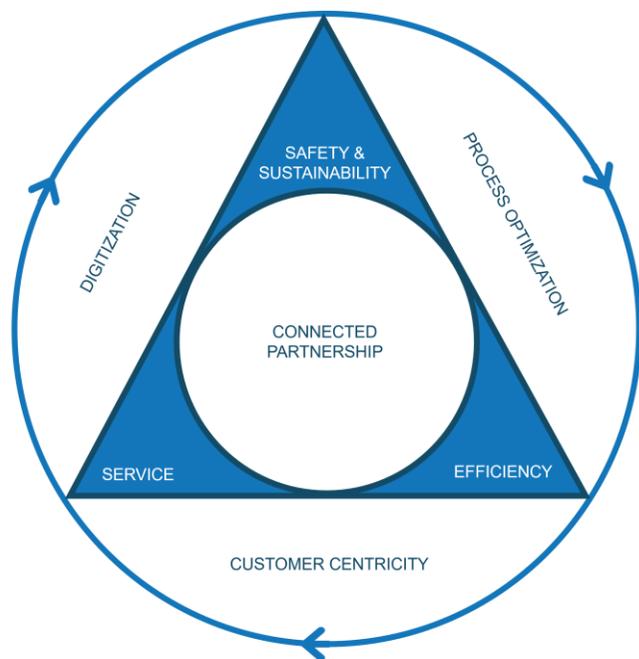
We empower each other to make responsible decisions and to take ownership of our actions. We trust that our goals can only be reached by fostering a work environment where everyone feels inspired and confident to collaborate in a transparent, respectful, and inclusive way. We believe that our team is as strong as the accumulation of differences that we have within it. We value each other's unique qualities and diverse backgrounds.

WE LEAD

We recognize that we all have a leading role in shaping a sustainable future. We believe in the big impact of small changes and the positive contributions we make in driving change and innovation. We believe in leading by example, upholding a best-in-class performance in sustainability, service, and efficiency. We are proud of our accomplishments and realize that progress is a process. Our achievements are celebrated; from mistakes we learn and grow.



OUR STRATEGY



Safety & sustainability, service and efficiency are key drivers for our customer performance and are the fundament of our success.

Continuous optimization and further **digitization** of our processes are both paramount for us to stay meaningful and relevant for our stakeholders.

The outcome of these efforts shapes our role as integral part of our customers' supply chains through **connected partnerships**. Our customers are successful in their markets through the safe, reliable, sustainable, and efficient infrastructure and services that we provide.

The concept of connected partnership is further reflected in how we work together between different locations and departments to define the sustainability strategy and its implementation, all in line with our ambitions to grow and to diversify our business as part of our overall strategy and the role we aim to play in the energy transition.

Our sustainability strategy guides us in adding value to our customers' supply chains and to society. We turn our ambitions into sustainability commitments through actionable improvement plans. These include, for instance, setting strategic targets to be carbon-neutral by 2030 (operational scope 1 and 2 emissions) and 2040 (operational scope 3 emissions) and implementing measures to embed sustainability aspects in all existing and new operations, greenfield and brownfield projects as well as major expansion projects.

We substantiate our overall performance with commitments, objectives, short-term, mid-term and long-term targets, translated into measurable and partly bonus related KPIs. All our terminals have location-specific improvement plans in place which are integrated in our budget review and approval process. Progress is communicated to the top management during our regular business review and project meetings.

THE SUSTAINABLE DEVELOPMENT GOALS AND UNITED NATIONS GLOBAL COMPACT

Risks and opportunities related to climate change and other global megatrends have been integrated in our strategic decision-making process. The United Nations Sustainable Development Goals (SDGs), particularly the four SDGs identified as material for LBC, as well as the United Nations Global Compact (UNGC) Ten Principles serve as baselines to further define our strategic ambitions.



One of these 4 material SDGs is SDG number 12, which represents responsible consumption and production. We defined this SDG as the one we can excel in. It covers various related material topics, such as process safety, water, soil and groundwater pollution, VOC emissions, energy use and CO₂ emissions, which have been identified as topics of major and significant interest in the most recent stakeholder engagement and materiality assessment. Focusing on sustainable consumption and production principles brings a wide range of optimization potential in the fields of process, assets, technology applications and innovation including cost savings. We see this as an opportunity to connect with our business partners and jointly develop improvement solutions in the chemical industry as well as the ports we operate in.

OUR STRATEGY

LBC is a participant of the United Nations Global Compact since April 2021 and adheres to its principles-based approach to responsible business. As the Ten Principles and SDGs are interlinked, we support more than the 4 selected material SDGs as part of our sustainability strategy. These are mainly initiatives and activities to promote women's effective participation and equal opportunities, fight and adapt to climate change, preventing habitat degradation, biodiversity and species loss, and our engagement in partnerships for sustainable development. We particularly try to link our initiatives and engagement to the communities we work in. However, global initiatives are also supported whenever impactful and relevant for society in general.

We recognize that embedding sustainability in our company culture goes far beyond guidelines and procedures. It is about creating awareness on these topics and engaging more and more people inside and outside of LBC to participate in sustainability improvement initiatives and even take ownership in them. We believe in the big impact of small changes and even the smallest projects can be change drivers. By engaging with our colleagues and by teaming up with external business partners, we can and will continue to make a positive impact in carrying out our purpose to be the connected partner for sustainable storage solutions.

"We all have families to report to. So, coming here and doing it safe, we are all our brothers' keepers so to speak. And that's the mindset I think everyone here has because we have a 100% buy-in on being safe here at LBC."

Allen Ruben
Operator, Seabrook



CEO STATEMENT

FRANK ERKELENS

With pride I present you our 2021 sustainability report. LBC published its first sustainability report in 2020. That report established our baseline understanding on our social and environmental impact, from which we developed our sustainability strategy and objectives, as well as our plans to execute those successfully. This 2021 sustainability report shows the great progress we have made since 2020 and the plans in place to reach our ambition to become carbon-neutral in 2030.

LBC provides vital infrastructure to store and handle liquids that are used to create products that have a positive impact on people's lives. By designing, building, operating and continuously improving this infrastructure against the highest standards and by implementing the latest technologies, we continue to improve our operations, minimize our environmental impact, and ensure the safety of the people at our terminals and neighboring communities.

We are creating a meaningful future for LBC, one where we remain relevant by anticipating global trends and developments by staying agile, being open for change, striving for ambitious objectives and creating value for our stakeholders. We build and nurture strong relationships that make a positive difference. Today, sustainability is deeply integrated into our culture and considered in everything we do. This report reflects our sustainable and responsible business practices, our current performance, and the ambitions for further improvement.

Our strategy and objectives are highly supported by our shareholders. They have strongly contributed to the growth of LBC and empower us to make long-term decisions and investments aligned with our strategy. We value our responsibility to ensure the pension premium invested in LBC by our shareholders can support the payment of pensions in the future.

In making an impact and in driving change, our team is our greatest asset. The diversity of our organization provides us different perspectives and better decision making. We are all LBC, and all of us understand we need to lead by example as we have the chance to shape the future of our great company. I am proud of the commitment and leadership our employees show every day.

With our great LBC team and the support of our shareholders, I am confident that we can meet our ambitious sustainability objectives and continue to be one of the companies that leads and drives change, making a positive impact and by being the connected partner for sustainable storage solutions to our customers.





OUR APPROACH

MAKING IMPACT AS A RESPONSIBLE VALUE CREATOR

We store and handle products that meet essential consumer needs of everyday life. These products make their way into the healthcare and personal care sectors, construction and housing, the food industry, and other essential markets.



WE ARE A RELEVANT PLAYER IN THE ENERGY TRANSITION

WE OPTIMIZE OUR CORE PROCESSES



WE NOURISH A 100% SAFETY CULTURE

WE INVEST IN SUSTAINABLE DEVELOPMENT

WE ACT WITH TRUST AND INTEGRITY

WE APPLY BEST INDUSTRIAL PRACTICES

WE STORE RESPONSIBLY WITH ZERO HARM TO PEOPLE AND THE PLANET

WE ASPIRE LONG-TERM ENVIRONMENTAL SUSTAINABILITY OF OUR OPERATIONS

WE AIM TO PRESERVE BIODIVERSITY AND ECOSYSTEM SERVICES

WE IMPLEMENT SUSTAINABLE WASTE TREATMENT METHODS

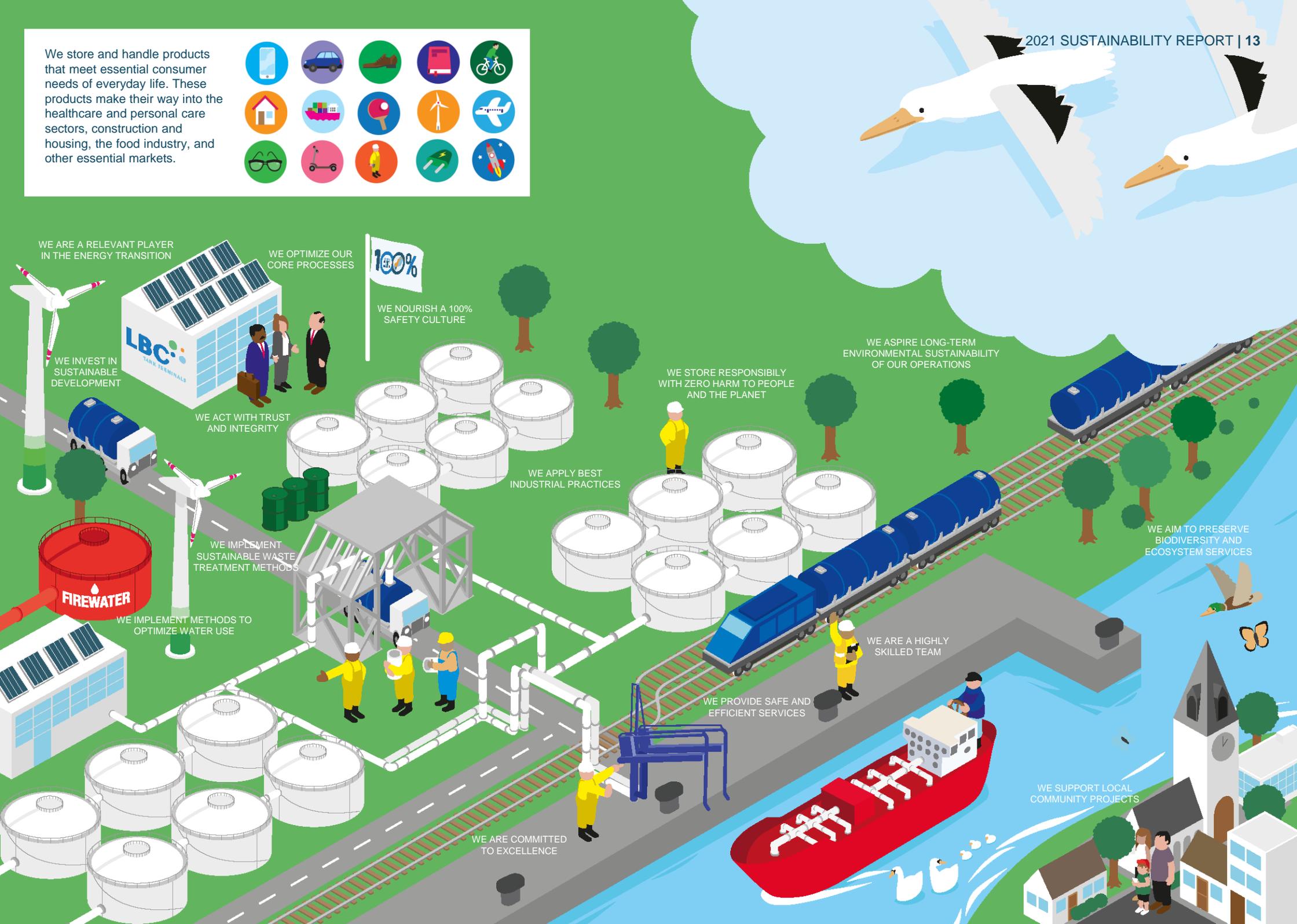
WE IMPLEMENT METHODS TO OPTIMIZE WATER USE

WE ARE A HIGHLY SKILLED TEAM

WE PROVIDE SAFE AND EFFICIENT SERVICES

WE SUPPORT LOCAL COMMUNITY PROJECTS

WE ARE COMMITTED TO EXCELLENCE



RISK MANAGEMENT AND CONTROL

LBC's CSR team coordinates the improvement of the company's risk management by establishing a process to create a sustainable and proactive culture in which all risks are identified, responsibly managed, and mitigated in order to maximize the positive impact of our activities on society. In addition, each terminal has its own HSSEQ organization on site which manages the Health, Safety, Security, Environmental, and Quality compliance process of that terminal. The HSSEQ staff coordinates the risk management process for the terminal with the terminal management team under functional leadership of the CSR team.

The principal risk management activities evolved from a gap analysis we performed, which resulted in action items including the establishment of a high-level facility risk register for each terminal, including a list of remediating and mitigating actions. These high-level facility risk registers have been consolidated to form the corporate high-level risk register, comprised of risks identified in the following eight categories:

- 1 | Human resources risks, for example loss of key, experienced personnel, including activities to mitigate such risk
- 2 | Operational risk, for example non-performance of contractors, including a policy for contractor management to define standards of contracting work out to third parties
- 3 | IT risk, for example the risk of a cyberattack and the actions to minimize the possibility and impact of such event
- 4 | Legal and compliance risk, for example the risk of not obtaining adequate permits and the necessary actions to mitigate this risk
- 5 | Financial risk, for example the risk of having inadequate funding to execute the group's expansion plans
- 6 | Communication risk, for example the risk of not having the relevant information available at the right place in a timely manner in the group
- 7 | Commercial and strategic risk, for example contract renewals and how to proactively approach these
- 8 | Other risks such as natural disasters, terrorist attacks, etc.

A NOTE ON THE GLOBAL PANDEMIC

The COVID-19 outbreak developed rapidly as of March 2020, with a significant number of infections. Measures taken by the Dutch, Belgian, and United States governments to contain the virus have affected economic activity.

We have taken several measures to monitor and prevent the effects of the COVID-19 virus, such as safety and health measures for our people including additional personal protective equipment, physical distancing and working from home. The impact on our business and results has been limited and our customers continued to ship products through our storage and distribution system, albeit at lower volumes. Our main area of attention was, and still is, to guarantee continuation of services to our customers with, at times, higher levels of absenteeism because of the COVID-19 threat. We have continuously followed the various national institutes policies and advice and, in parallel, did do our utmost to continue our operations in the best and safest way possible without jeopardizing the health of our people and our customers' and suppliers' employees. We succeeded very well in this throughout the pandemic.

A NOTE ON THE RUSSIA-UKRAINE CONFLICT

LBC has very limited direct exposure to customers or suppliers in Russia nor is otherwise affected by sanctions following Russia's invasion of Ukraine. However, our terminals use natural gas for heating and vapor controls. There may be an impact on sustained higher gas prices, or even supply disruption, particularly to our European terminals. Through indexation of our tariffs, we expect to be able to cover the additional costs with some delay through increased revenues. Nevertheless, the effect of supply disruptions may be more severe. We have contingency plans in place for our terminals to prepare for lower availability or rationing of natural gas, noting that Russia is not the only source of supply in Europe.

Secondary effects are expected to happen in the medium term and are more difficult to project. Given that our customers are highly dependent on the supply of natural gas, we may see lower supply of product in Europe and therefore lower demand in the medium term with an increase of production and higher demand for storage in the United States. In addition, due to higher steel and copper prices next to long and unpredictable delivery schedules of critical construction materials as well as electrical and automation equipment, we observe that investment projects, most notably in Europe, may be postponed until market rates have adjusted to the new situation.

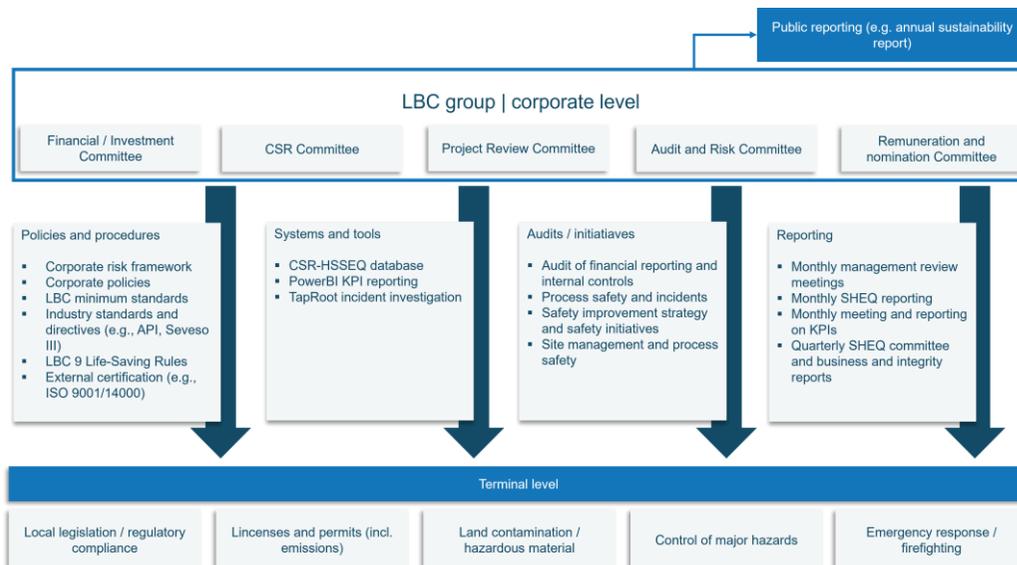
The higher oil price looks to create a more favorable position for US crude oil exports and may give some uplift to our Seabrook Logistics terminal throughput. This mostly depends on the increase in production by US producers.

RISK MANAGEMENT AND CONTROL

GOVERNANCE FRAMEWORK

Governance comprises all processes of governing undertaken by LBC group management over the entire company throughout all management levels. Governance can be understood as the processes of interaction and decision-making among all actors within LBC to assure legal and internal compliance is maintained, and to drive continuous improvement. The governance framework is implemented on local levels considering corporate, regional, and local requirements as well as external compliance, whichever is stricter.

The Board of Directors leads our commitment to sustainability and oversees the environmental, social and governance performance. More information on our Board of Directors is available on [our website](#).



Furthermore, we have an assurance program in place based on the Line of Defense (LoD) concept, which includes measures such as terminal self-assessments, internal audits, corporate audits, and external audits (e.g., by certifying bodies, authorities, customers, insurance, etc.). All are important tools in driving continuous improvement from a corporate social responsibility point of view.

SUSTAINABILITY GOVERNANCE

Our sustainability strategy outlines our vision and ambitions for the long term (until 2030 and 2040) and is structured around the material topics and the associated UN Sustainable Development Goals (SDGs). Our CSR strategy process is explained in the image below. We follow an iterative process where targets can be adjusted as part of a continuous improvement journey.



The sustainability strategy provides a roadmap for the regions and terminals which enables them to implement local initiatives tailored to their locations. Our sustainability strategy is implemented throughout the organization and all relevant departments.

“We all need to contribute in order to achieve the United Nations Sustainable Development Goals. Proud to be working for a company that wants to be a frontrunner in this respect!”

Dewien Jagmohan
Business Development & Commercial Director Europe



RISK MANAGEMENT AND CONTROL

The sustainability strategy provides a roadmap for the regions and terminals which enables them to implement local initiatives tailored to their locations. Our sustainability strategy is implemented throughout the organization and all relevant departments.

<p>Board of Directors</p>	<p>CSR Committee</p>	<p>Executive Leadership Team (ELT)</p>
<p>The Board of Directors oversees sustainability goals and objectives and puts mechanisms in place to monitor progress against the objectives.</p>	<p>The CSR Committee assists the Board of Directors to discharge its responsibilities, to support and guide LBC's management team to further ensure the strategy, decisions, and policies with respect to corporate social responsibility.</p>	<p>The ELT defines the sustainability strategy, monitors progress, and provides updates to the CSR Committee.</p>
<p>CSR team</p>	<p>Sustainability project team</p>	<p>CSR roles in regions and terminals</p>
<p>The CSR team supports the ELT in defining the strategy, monitoring progress, and providing the tools and materials for the regions and terminals to execute the strategy.</p>	<p>Various (cross-business or cross regional) project teams are in place to help execute the sustainability projects.</p>	<p>The CSR team works closely with partners in the regions and terminals, including HSSEQ, HR, operations, maintenance, projects, and finance. We believe we all have a role to play in LBC's sustainability journey.</p>



REPORTING FRAMEWORK

The current report has been prepared in accordance with the Global Reporting Initiative (GRI) standards, an approach we consider best in line with our goal of reporting on the essential elements that define our sustainability performance. We feel confident that by determining, developing, and reporting on these specific KPIs, we initiated a uniform and transparent approach towards our stakeholders, enhancing and stimulating dialogue, inclusion, mutual respect, and support.

It should be noted that, during the twelve-month reporting period that would end 30 June 2021, we have changed the financial year end date to 31 December 2021. The collected data therefore provides an overview of our sustainability performance between 1 January 2021 and 31 December 2021.

To make a relevant comparison with our performance last year, the 2020 data referenced further in this report was recalculated and aligned with the reporting period 1 January 2020 to 31 December 2020, unless stated otherwise.

The reported data covers activities of all LBC legal entities worldwide which fall within the scope of the LBC's consolidated financial statements, unless stated otherwise.



STAKEHOLDER ENGAGEMENT AND MATERIALITY

STAKEHOLDER ENGAGEMENT

We recognize that our stakeholders influence and are in turn influenced by our activities, services, and performance. We consider our stakeholders as essential partners in our growth and in carrying out our mission to create a sustainable and proactive culture. For us, stakeholder engagement means ensuring that we constantly involve our stakeholders by identifying their interests and concerns and communicating through various channels.

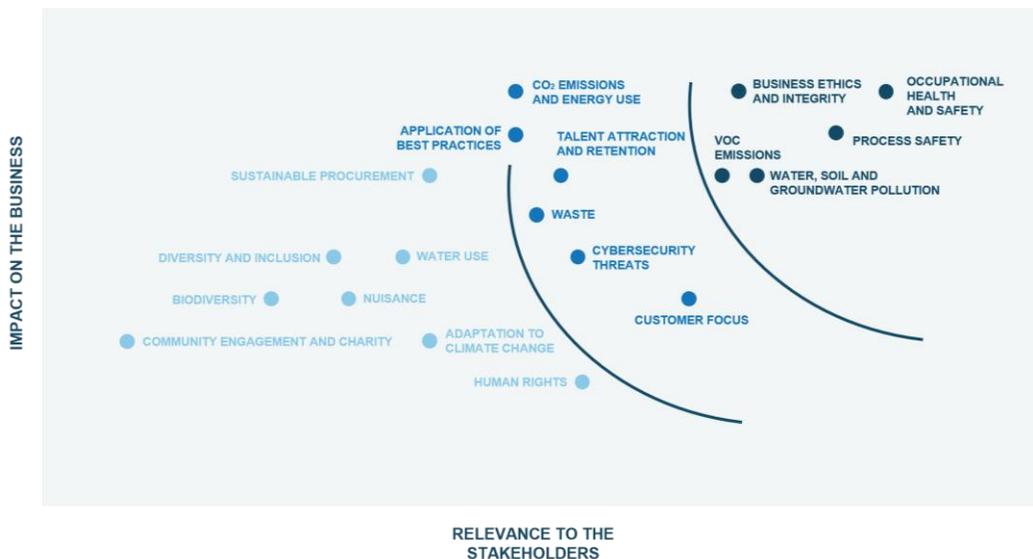
	HOW WE ENGAGE	KEY TOPICS		HOW WE ENGAGE	KEY TOPICS
CUSTOMERS	<ul style="list-style-type: none"> Customer satisfaction survey Operational review meetings and conferences Customer visits External communication channels such as website and social media 	<ul style="list-style-type: none"> Water, soil, and groundwater pollution VOC emissions Process safety Occupational health and safety Application of best practices 	FINANCIAL AND CAPITAL MARKETS	<ul style="list-style-type: none"> Ongoing dialogue with shareholders and banks Shareholder meetings and presentations ESG indices (GRESB, EcoVadis) Press release platforms 	<ul style="list-style-type: none"> Process safety Occupational health and safety Business ethics and integrity Cybersecurity
EMPLOYEES AND CONTRACTORS	<ul style="list-style-type: none"> Day-to-day meetings Business updates Safety day Campaigns Recruitment Union/worker representative meetings Intranet, website, social media 	<ul style="list-style-type: none"> Water, soil, and groundwater pollution Customer focus Process safety Occupational health and safety Diversity and inclusion Application of best practices 	SOCIETAL STAKEHOLDERS	<ul style="list-style-type: none"> External engagements and charitable activities Meetings Memberships of business and industry associations Website and social media 	<ul style="list-style-type: none"> Water, soil, and groundwater pollution Process safety Occupational health and safety Community engagement and charity Application of best practices
SUPPLIERS	<ul style="list-style-type: none"> Meetings and conferences Supplier audits Questionnaire Website and social media 	<ul style="list-style-type: none"> Water, soil, and groundwater pollution VOC emissions Process safety Occupational health and safety 	SHAREHOLDERS	<ul style="list-style-type: none"> Board meetings Regular updates Targeted committee meetings (CSR Committee, Audit and Risk Committee, Project Review Committee, Remuneration Committee) 	<ul style="list-style-type: none"> Energy and CO₂ emissions Adaption to climate change Process safety Occupational health and safety Business ethics and integrity

STAKEHOLDER ENGAGEMENT AND MATERIALITY

MATERIALITY MATRIX

The reported KPIs were selected by LBC management after assessing both materiality and relevance for the company of the topics at hand. Our group-wide risk assessment and the resulting risk register served as an additional reference.

Our initial assessment of the relevance and materiality of the topics was complemented with and verified by a survey targeting all our stakeholder groups in 2020. Through the survey and multiple dialogues, we confirmed the interest, concerns, and expectations of our stakeholder groups with respect to our business activities. The materiality exercise will be repeated next year.



The extensiveness of reporting depends on the significance of the topic (identified as major, significant, or minor).

Major topics: water, soil, and groundwater pollution, VOC emissions, process safety, occupational health and safety, and business ethics and integrity.

Significant topics: energy use and CO₂ emissions, waste, talent attraction and retention, application of best practices, customer focus, and cybersecurity.

Minor topics: nuisance, biodiversity, adaption to climate change, water use, human rights, community engagement and charity, diversity and inclusion, and sustainable procurement.

We report in detail on the topics that are most material to LBC and our stakeholders (i.e., major, and significant topics). KPIs are in place for all major topics, as well as for five significant topics (energy use and CO₂ emissions, waste, talent attraction and retention, application of best practices, and cybersecurity). We announced in our last report that performance measurement on the moderate topics will be developed going forward. As such, we added biodiversity and water use to the scope of the current report, as we noticed a growing interest in these topics among various stakeholder groups.

“Everyone genuinely cares about each other. It’s not just a job. I feel like people are very committed to their jobs here and also, very over-the-top willing to help each other out. The group that I work with, I brag about them all the time. I’m like this is the best team I’ve ever worked with in my career. Their success is what makes everybody successful. Their hard work is what makes everyone at LBC and our customers successful.”

Anna Young
Regional Customer Service Manager, US region



GROUP PERFORMANCE OVERVIEW

Our KPIs are measurable values (metrics) that are tracked and analyzed and deemed as having material importance to the success of the organization and the achievement of our strategic business objectives. The table below reconciles the KPIs with the corresponding performance, target, topic specific GRI Standards and Sustainable Development Goals (SDGs). We report in detail on each of the topics below in the performance chapter.

PwC has provided ISAE 3000 limited assurance on selected non-financial data of 2021, marked with a Greek small letter beta (β), presented within this report. The PwC limited assurance report can be found [here](#).

Environmental KPIs								
Topic	Metric	KPI	2020	2021	Target	GRI standard	SDG	
Water, soil, and groundwater pollution	Significant release to the environment	Number of LOPC incidents resulting in product (>100 kg) reaching the environment (water or soil)	1	1 (β)	Zero releases to the environment	No corresponding GRI topic-specific standard		
VOC emissions	Volatile organic compounds	VOC emissions (1000 kg)	96.42	97.13 (β)	Continuous improvement efforts to reduce VOC emissions	No corresponding GRI topic-specific standard		
		VOC intensity (g/metric ton throughput)	5.67	7.15 (β)				
Energy use and CO ₂ emissions	Energy	Percentage of renewable electricity	0%	19%	Implement efficiency improvement projects to optimize energy use	GRI 302 Energy (2016)		
		Energy intensity (MJ/metric ton throughput)	54	56 (β)		GRI 305 Emissions (2016)		
		Scope 1 emissions (metric ton CO ₂)	42008	35589 (β)		Carbon neutral in our operations by 2030 (scope 1 and 2 emissions) and by 2040 (scope 3 emissions)		
		Scope 2 emissions market-based (metric ton CO ₂)	11975	7534 (β)				
	CO ₂ gas emissions		Scope 2 emissions location-based (metric ton CO ₂)	11726	9496 (β)			
			Total emissions – market-based (metric ton CO ₂)	53983	43123 (β)			
			Total emissions – location-based (metric ton CO ₂)	53734	45085 (β)			
			CO ₂ intensity market-based (kg CO ₂ per ton throughput)	3.01	2.97 (β)			
		CO ₂ intensity location-based (kg CO ₂ per ton throughput)	2.99	3.10 (β)				

GROUP PERFORMANCE OVERVIEW

Environmental KPIs							
Topic	Metric	KPI	2020	2021	Target	GRI standard	SDG
Waste		Hazardous (in metric tons)	N/A	2388 (β)	Establish baseline	GRI 306 Waste (2020)	
		Percentage of reused, recycled, or biologically treated		70%	Implement most sustainable waste treatment methods		
		Percentage incinerated with energy recovery		23%			
		Other		7%			
Water		Fresh water usage (x 1000 m ³)	N/A	172 (β)	Implement improvement methods to optimize water use	GRI 303 Water and effluents (2018)	
Societal KPIs							
Process safety	Loss of primary containment	Tier 1 + Tier 2 process safety event rate (PSER)	Tier 1 PSE: 0 Tier 2 PSE: 2	Tier 1 PSE: 0 (β) Tier 2 PSE: 1 (β)	Avoid harm to the environment by keeping product in primary containment	No corresponding GRI topic-specific standard	
			PSER Tier 1 + Tier 2: 0.20	PSER Tier 1 + Tier 2: 0.12 (β)			
Occupational health and safety	Injuries of own employees and contractors	Total recordable incidents frequency rate (TRIFR) Lost time incident frequency rate (LTIFR)	LOPC A, B and C incidents: 4	LOPC A, B and C incidents: 1 (β)	Create a healthy and safe work environment and avoid injuries and long-term health effects	GRI 403 Occupational health and safety (2018)	
			Employee and contractor combined TRIFR: 0.80 LTIFR: 0.20	Employee and contractor combined TRIFR: 1.51 (β) LTIFR: 1.04 (β)			
Talent attraction and retention	Staff absence	Absence rate	Absence short-term: 4.26%	Absence short-term: 4.38%	Be the employer of choice and keep a high competence level within the organization	GRI 401 Employment (2016)	
			Absence long-term: 1.00%	Absence long-term: 0.34%			

²LOPC not classified as PSE or significant release to the environment. LOPC A: more than 5m³ product released. LOPC B: between 1m³ and 5m³ product released. LOPC C: between 0.1m³ and 1m³ product released.

GROUP PERFORMANCE OVERVIEW

Societal KPIs							
Topic	Metric	KPI	2020	2021	Target	GRI standard	SDG
Talent attraction and retention	Staff turnover	Staff turnover	Absolute and relative joiners: 56 (11.00%) Leavers: 36 (7.00%)	Absolute and relative joiners: 62 (12.00%) Leavers: 69 (14.00%)	Be the employer of choice and keep a high competence level within the organization	GRI 401 Employment (2016)	
	Diversity and inclusion	Percentage of women and men	Women: 21% Men: 79%	Women: 20% Men: 80%			
		Age distribution	< 30 years: 12% 30 – 50 years: 58% > 50 years: 30%	< 30 years: 12% 30 – 50 years: 59% > 50 years: 29%			
Governance KPIs							
Business ethics and integrity	Corruption, bribery, discrimination	Personnel that completed business ethics e-learning module	137	144 (β)	Comply with business ethics and integrity and be a trustworthy and transparent business partner	GRI 2 General disclosures 2-27 (2021)	
		Percentage of target audience	N/A	70%			
		Whistleblowing reports from employees or third parties	1	0	Positively influence responsible behavior and sustainability in our and our customers' supply chains		
Application of best practices	Permit violations	Number environmental permit violations resulting in fines	1 minor fine	1 minor fine (β)			
	Certified management systems	Number of facilities with, where applicable, ISO 9001 and 14001 certifications, CDI-T assessment	ISO 9001: 3 ISO 14001:3 CDI-T: 2	ISO 9001: 3 ISO 14001:3 CDI-T: 3	Top quartile performer in sustainability with EcoVadis sustainability rating 'Platinum' and GRESB 5 stars	No corresponding GRI topic-specific standard	
Cybersecurity	CSR ratings	EcoVadis rating	EcoVadis: 60	EcoVadis: 69			
		GRESB rating	GRESB: 73	GRESB: 85			
	Cybersecurity breaches	Number of significant and major cybersecurity breaches	0	0	Protect our sensitive data, devices and physical assets and avoid unauthorized access	No corresponding GRI topic-specific standard	

OUR PERFORMANCE

ENVIRONMENTAL | SOCIETAL | GOVERNANCE



WATER, SOIL, AND GROUNDWATER POLLUTION



SCOPE

The materiality topic on water, soil and groundwater pollution refers to spills or loss of containment (of a product) resulting in a release to the environment. We report spills where more than 100 kg of product has reached the environment (ground and surface water). We have processes in place to minimize the impact of our operations on the environment and protect the welfare of the neighbors in the communities in which we operate. We reduce and control emissions and accidental releases of products, guided by a hierarchy of control that aims to reduce environmental damage instead of remediating it. For example, we have strict procedures for the handling of products and have secondary containment in place in areas where there is a risk of loss of containment incidents.

PERFORMANCE

In 2021, we experienced one incident where over 100 kg of product was released into the environment. The spill was immediately cleaned up to ensure there would be no lasting damage to the environment. The incident was thoroughly investigated, and a Root Cause Analysis was completed with corrective actions taken to mitigate this type of incident from occurring in the future.

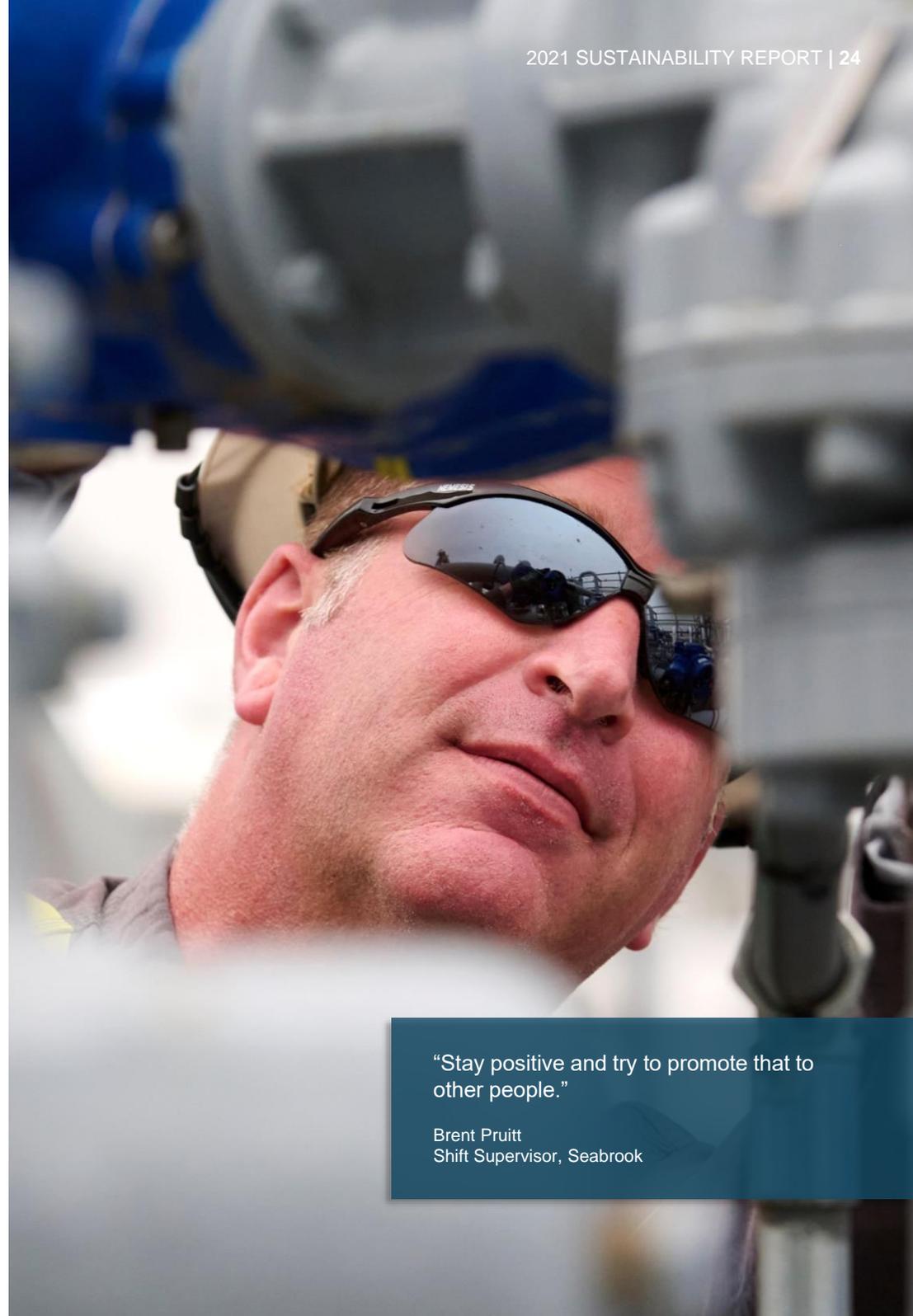
	Unit	2020	2021	Comment
Significant release to the environment	Number	1	1 (β)	Spills where more than 100 kg of product has reached the environment (ground and surface water), excluding PSE. Product refers to any substance that is handled on our terminals or on a jetty facility used by LBC.

In scope are all LBC sites (terminals and office locations).

Note | KPI relates to reported significant spills or losses of containment resulting in a release to the environment through the internal incident management system.

WAY FORWARD

We continue to focus on preventing loss of containment incidents and improving our spill response processes. Our approach is described in the process safety chapter of this report.



“Stay positive and try to promote that to other people.”

Brent Pruitt
Shift Supervisor, Seabrook

VOC EMISSIONS



SCOPE

Some of the products we store for our customers are classified as volatile organic compounds (VOCs). These are products that easily evaporate at ambient temperature and can be hazardous for people and the environment. Sources of VOC emissions include storage tank breathing losses from routine operations and venting, emissions from loading and cleaning tanks. We reduce our VOC emissions by implementing the below-mentioned practices.

Vapor management systems

Vapor management systems reduce vapors from storage tanks and loading operations. We have various types of vapor management systems in place, including vapor balancing systems, active carbon, cryogenic systems, and vapor oxidizers. We opt for modern recovery units with lowest emission rate control technology. We implement procedures to shut down our vapor combustors when not in use, resulting in the reduction of idle time as well as gas usage and emissions. Further, we optimize combustor temperature controls to reduce fuel consumption.

New and existing storage tanks

We install welded deck internal floating roofs equipped with primary and secondary seals on new storage tanks and retrofit existing tanks with more efficient floating roof systems, where practicable.

Maintenance, startup, and shutdown (MSS) activities

We minimize the frequency and duration of internal floating roof landings events and utilize vapor controls on vacuum truck activities, where possible. We degas storage tanks well below the VOC threshold established in our regulatory requirements.

PERFORMANCE

We see a slight increase in absolute VOC emissions and VOC intensity. The amount of VOC emissions is strongly dependent on the types of products we store, the number of tank cleaning activities, temperature, roof landings, etc. Therefore, year-on-year fluctuations are expected.

	Unit	2020	2021	Comment
VOC emissions	1000 kg	96.42	97.13 (β)	Calculated as per EPA AP-42 standard. Tank-to-tank transfers are excluded from the calculations. Vapor pressures from products are calculated using the equations from EPA standard and the Yaws Handbook of Vapor Pressure for products that are not listed in the EPA standard.
VOC intensity	g / metric ton throughput	5.67	7.15 (β)	

In scope are Houston, Seabrook, Freeport, and Baton Rouge. Excludes Rotterdam, Antwerp, LBC Cepsa, and office buildings (HQ and US regional office).

Note | We estimate that approximately 97% of the VOC emissions derives from our terminals in Bayport, Seabrook, Freeport, and Baton Rouge. Therefore, we have chosen to only report emissions from these terminals.

WAY FORWARD

We have initiatives in place to further reduce our VOC emissions by implementing best practice engineering standards and improving our operational efficiency. As the amount of VOC emitted is strongly dependent on the variables mentioned above, it is not possible yet to set targets on the amount of VOC emitted. In a next phase, we intend to report on emitted VOC as well as on initiatives to reduce emissions.

“LBC is a company where everybody is encouraged to find their own path. You can get help if you need it but you’re still free to be your own trailblazer.”

Gregory Van Dijck
Project Engineer, LBC Cepsa



ENERGY USE AND CO₂ EMISSIONS



SCOPE

We recognize that climate change is the defining issue of our time. Shifting weather patterns will threaten food production and increase poverty and hunger, rising sea levels will increase the risk of catastrophic flooding with the biggest impact on areas with poor infrastructure. The impacts of climate change are global in scope and unprecedented in scale. Global imbalances may grow and lead to social and political conflicts. Without drastic action today, adapting to these impacts in the future will be much more difficult and costly. Together with our customers and suppliers, we continue to strive to make a positive impact on society.

LBC's reporting of CO₂ emissions encompasses emissions from the combustion of natural gas (scope 1) and emissions from purchased electricity (scope 2). Natural gas is typically used for producing steam to heat tanks, as well as for operating vapor abatement systems. Main consumers of electricity are i.e., heat tracing, lighting, and pumps.

Other energy sources such as diesel, petrol, LPG, and propane account for less than 5% of the total energy use and CO₂ emissions from our terminal operations. As the contribution of these sources to the total amount is rather limited, they have been excluded from the current report. As we periodically monitor the use of these energy sources, including them in future reporting will be considered if their contribution to the total amount of energy use increases.

We do not report on scope 3 emissions. Scope 3 emissions include, for example, employee travel, commuting and emissions associated with contracted solid waste disposal and wastewater treatment.

PERFORMANCE

It is our ambition to become carbon neutral in our operations by 2030 for scope 1 and 2 emissions and by 2040 for scope 3 emissions. To this end, we execute our carbon-neutral strategy following a multi-tiered approach: avoid, reduce, replace, and offset.

When feasible, we aim to avoid energy intensive activities. Our current programs focus primarily on reducing energy use and on replacing high carbon energy sources with low carbon energy sources. An example of energy reduction programs are Technical Insulation Performance checks, where we use a heat camera to detect heat loss areas.

Furthermore, we have a program in place to replace existing lighting with LED lights. An example of replacing high carbon energy with low carbon energy is the renewal of electricity contracts to include requirements for renewable electricity. Additionally, while optimizing and decarbonizing energy use, we will also invest in carbon offset projects.

	Unit	2020	2021	Comment
Percentage of renewable electricity	Percentage	0	19%	kWh renewable electricity / total kWh electricity
Energy intensity	(MJ/metric ton throughput)	54	56 (β)	
Scope 1 emissions	metric ton CO ₂	42008	35589 (β)	
Scope 2 emissions market-based	metric ton CO ₂	11975	7534 (β)	Sources of emission factors are Bilane Carbone, IEA (European terminals), e-Grid (US terminals) and utility suppliers.
Scope 2 emissions location-based	metric ton CO ₂	11726	9496 (β)	
Total emissions market-based	metric ton CO ₂	53983	43123 (β)	Source for natural gas conversion factor: IEA
Total emissions location-based	metric ton CO ₂	53734	45085 (β)	Emissions are calculated according to the Greenhouse Gas Protocol methodology.
CO₂ intensity market-based	kg CO ₂ per ton throughput	3.01	2.97 (β)	
CO₂ intensity location-based	kg CO ₂ per ton throughput	2.99	3.10 (β)	

In scope are Houston, Seabrook, Baton Rouge, Rotterdam, Antwerp, and LBC Cepsa. Excludes Freeport, HQ and US regional office.
 Note | At Freeport, utilities are contractually supplied by the customer to support the operations of the terminal. The assets are not metered separately, hence making it currently impossible to track usage. | Scope 1 emissions are calculated by multiplying the natural gas consumption by the emission factor for natural gas. Scope 2 emissions are calculated by multiplying the electricity consumption by the electricity emission factors and multiplying the steam consumption by the steam emission factor. | For LBC Cepsa, we used the location-based emission factor for the market-based emission calculations as the market-based factor was not available.

ENERGY USE AND CO₂ EMISSIONS



In 2021, we have implemented a new car policy in Europe whereby only electric or hybrid cars will be added to our fleet. Furthermore, our Rotterdam terminal switched to 100% renewable electricity. This represents 19% of LBC's current electricity use. The other terminals will follow in the next couple of years.

We report on market- and location-based scope 2 emissions. The location-based method reflects the average emission intensity of grids on which electricity consumption occurs. The market-based method considers emissions from the specific electricity providers used by LBC.

We can conclude that the energy intensity is roughly the same as it was in 2020. The market-based CO₂ intensity has dropped, showing the positive effects of replacing carbon-based electricity with carbon-free (green) electricity.

WAY FORWARD

We have set interim and end targets for CO₂ emissions through various workstreams.

Workstream	Description
Energy efficiency	Implementation of (technical) energy efficiency measures to reduce energy use and CO ₂ emissions
Renewable energy	Purchase of renewable (wind, solar, hydro) electricity and use of on-site renewable electricity sources (e.g., solar panels)
Low carbon energy	Assessment of low carbon energy sources, for example the use of hydrogen boilers or electrical boilers or the use of 'waste heat'
Scope 3 emissions	Management of scope 3 emissions in our value chain
Carbon compensation	Complementing our CO ₂ reduction program with high quality CO ₂ offset projects
Climate risk assessment	Establish climate risk management principles and integrate into risk management framework and business strategy

We are driven to succeed, together. In that, we recognize that this is a journey we cannot take by ourselves. We need and are willing to continuously connect with our stakeholders to reach our CO₂ ambitions.



WASTE



SCOPE

Waste is identified as a significant topic in the materiality matrix. We have decided to report on this topic in more detail as this is in line with our ambition to excel in SDG 12.

Waste is defined as any material (solid or liquid) that is unwanted and unusable and is discarded after primary use for which LBC is the legal 'disposer' of the waste. It does not include regulated or authorized water effluent discharges from on-site wastewater treatment plants. Hazardous waste is waste that is defined as toxic, dangerous, listed, priority, special – or similar term – by an appropriate country, regulatory agency, or authority. Non-hazardous waste is waste that is not defined as hazardous waste. Waste is managed in accordance with local legal requirements and in line with the requirements set out in our waste policy.

A wide variety of waste is generated within the facilities. Much of the hazardous waste is generated during the cleaning of storage tanks and on-site piping. These activities are typically upon customer demands. Types of hazardous waste include wash-waters contaminated with chemicals, off specification product, wastewater contaminated with small amounts of chemicals from operational areas and contaminated personal protective equipment and debris.

Waste reduction activities include source reduction and waste minimization, as described below.

Source reduction includes:

- removing as much usable product from tanks and pipelines prior to cleaning. Proper tank design, with optimized tank bottom slope, central product sump and the implementation of a separate drainpipe provide good opportunities for this.
- reducing the amount of equipment leaks, drips, intrusion of rainwater into operational areas.
- utilizing dry break connections in loading areas.
- designing systems to drain thoroughly.
- emphasizing the minimization of line flushing activities.

Waste minimization includes returning usable off-specification product or residue back to the customer whenever possible and seeking reclaim or reuse options for unwanted material pending customer approval.

PERFORMANCE

A total of 2388 tons of hazardous waste was treated or disposed of in 2021, of which over 40% (1000 tons) was related to the demolition of the wastewater treatment tank at our terminal in Antwerp, as the sludge in the tank was treated as hazardous waste.

	Unit	2021	Comment
Hazardous waste	Metric tons	2388 (B)	
Waste reused, recycled, or biologically treated	Percentage	70	
Waste incinerated with energy recovery	Percentage	23	High-level estimate based on information provided by waste treatment contractors
Other	Percentage	7	

In scope are Houston, Seabrook, Baton Rouge, Rotterdam, Antwerp, and LBC Cepsa. Excludes Freeport, HQ and US regional office.
 Note | At Freeport, waste is collected by the customer to support the operations of the terminal. This is not monitored separately, hence making it currently impossible to track.

Where possible, we opt for the most sustainable waste treatment method, ranked from most to least preferred.

- 1 | Reduce
- 2 | Reuse, recycle, biological treatment, compost
- 3 | Create energy (incineration with energy recovery)
- 4 | Dispose, including landfill and incineration without energy recovery

WAY FORWARD

We recognize that the amount of hazardous waste is strongly related to customer demands, product type, throughput, etc. Together with our customers, we continuously aim to reduce the amount of waste and choose the most sustainable waste treatment method. We have now established a baseline for hazardous waste and aim to report on the amount of non-hazardous waste in our next report.

WATER USE



SCOPE

Water use is identified as a moderate topic in the materiality matrix. We have decided to report on this topic in more detail as this is in line with our ambition to excel in SDG 12 ‘responsible consumption and production’.

Our terminals utilize fresh water during construction, maintenance, and day to day operations. Various types of fresh water are purchased: drinking (potable) water, utility water and industrial water. Industrial water is demineralized water (used for steam production). Utility water is defined as not being of drinking water quality, purchased from a water authority. Furthermore, utility water is used for terminal maintenance and cleaning activities. Potable water is typically used for personal use, and safety showers. Used water is discharged into the sewer after testing or treated in the on-site wastewater treatment facilities.

PERFORMANCE

	Unit	2021	Comment
			Included are potable water, utility water, and industrial water.
Fresh water	1000 m ³	172 (f)	Excluded are surface water from the river or bay and purchased steam. This is covered in section energy use and CO ₂ emissions.

In scope are Houston, Seabrook, Baton Rouge, Rotterdam, Antwerp, and LBC Cepsa. Excludes office buildings (HQ and US regional office) and Freeport.

Note | At Freeport, utilities are contractually supplied by the customer to support the operations of the terminal. The assets are not metered separately, hence making it currently impossible to track usage.

The World Resources Institute (WRI) Aqueduct Water Risk Atlas was consulted to assess the level of water stress at our terminal locations. Water stress refers to the ability, or lack thereof, to meet human and ecological demand for water. The WRI tool provides insights into the ratio of total water withdrawals to available renewable surface and groundwater supplies.

Water stress is categorized as low, low medium, medium high, high, and extremely high. Higher values indicate more competition among users. Our sites are classified as low water stress areas, with our location in Houston, being classified as medium high, as the exception.

WAY FORWARD

We recognize that the amount of water used is related to customer and regulatory demands, for example in tank and pipeline cleaning after construction and commissioning, testing of fire-fighting systems, etc. In our aim to reduce the amount of wastewater used, we choose the most sustainable water source.

Efforts to reduce water use include

- utilizing hydrostatic test water more than once;
- boiler condensate recovery, conserving energy as well as boiler treatment of chemicals;
- using low-flow fixtures (toilets, urinals, showerheads, faucets etc.); and
- maintaining equipment to minimize leaks (e.g., steam pipes and traps, water lines, etc.).

The intent is to report additional details on water use in future sustainability reports. This includes, for instance, the use of surface water, percentage of water repurposed by using hydrostatic test water more than once, etc.

“When we want to be a relevant player in the energy transition, sustainability must become an integral part of all decisions we make. Only when we build up partnerships, we can make a positive impact on society.”

Ulf Hinterscheid
Group Corporate Social Responsibility Director



BIODIVERSITY

SCOPE

The preservation of biodiversity is something we consider a crucial element in enabling the world to meet the Sustainable Development Goals, to help mitigate and remove greenhouse gas emissions, to adapt to climate change risks, and to maintain ecosystem services. Our terminals and offices are located in areas that are designated as industrial areas. We do not have sites in or adjacent to protected areas (as defined by IUCN³), Key Biodiversity Areas⁴ (as defined by KBA), wetlands (as defined by Ramsar⁵) or Natura2000⁶ sites. However, we recognize that biodiversity could potentially be impacted by our operations, for instance, through unintended product spills to the environment or regulated emissions.

PERFORMANCE

Processes are in place to prevent product spills and to mitigate potential environmental damage. Furthermore, we follow procedures to reduce regulated emissions to the environment, including VOC, NOx, and SOx. In addition, we conduct environmental impact studies and implement mitigation measures in line with local regulations. As a result of such an impact study for the expansion of our Seabrook terminal, we partnered with the City of Morgan's Point in 2020 for the construction of a wetlands pond and prairie restoration.

WAY FORWARD

We are assessing opportunities to offset a part of our CO₂ emissions by engaging with external partners in carbon offset projects. One of the selection criteria will be the positive impact of such projects on biodiversity. In addition, we are looking into working with nature conservation organizations to contribute to biodiversity and wildlife projects.

³International Union for Conservation of Nature

⁴Key Biodiversity Area

⁵The Convention on Wetlands is the intergovernmental treaty that provides the framework for the conservation and wise use of wetlands and their resources (source: www.ramsar.org)

⁶Natura 2000 is the largest coordinated network of protected areas in the world (source: <https://ec.europa.eu/>)



“The guys in the field are the ones getting it done. Rain, snow, hurricane force winds coming through... They're working, getting the job done, keeping the terminal safe.”

Kurt Jarreau
Operations Supervisor, Baton Rouge

PROJECT IN THE SPOTLIGHT

THE WETLANDS MITIGATION PROJECT

Wetlands are among the most productive ecosystems in the world, comparable to rain forests and coral reefs. An immense variety of species of microbes, plants, insects, amphibians, reptiles, birds, fish, and mammals can be part of a wetland ecosystem. Climate, landscape shape (topology), geology and the movement and abundance of water help to determine the plants and animals that inhabit each wetland. Wetlands play an integral role in the ecology of the watershed. The combination of shallow water, high levels of nutrients and primary productivity is ideal for the development of organisms that form the base of the food web and feed many species of fish, amphibians, shellfish, and insects. Many species of birds and mammals rely on wetlands for food, water, and shelter, especially during migration and breeding⁷.

LBC partnered with the City of Morgan's Point (located southeast of Houston, Texas) to construct a wetland retention pond as well as restore a natural prairie on the city's property which consists of a 52-acre site. Besides the City of Morgan's Point, the USACE (United States Army Corps of Engineers) is one of our partners, as we engaged in the project to offset wetlands occupied by the construction of Ship Dock 5 at our terminal as part of our permit conditions. We started the project in late 2018 and it was completed early 2021.

The total commitment of the project was \$2.5 million, of which approximately \$1.6 million was invested in the wetland mitigation project and the remainder was dedicated to the Morgan's Point prairie restoration area, adjacent to the wetlands. We have an agreement to provide 5 years of maintenance support for the wetland area and have placed \$400,000 in an account as a commitment to that objective.

The prairie restoration project includes observation decks, walking trails, and other features. In addition, the wetland construction project is connected to a new park built by the city. Though there are currently no endangered species protected by this wetland, the biodiversity in the area is high, housing a wide variety of plants and animals.



PROCESS SAFETY



SCOPE

Managing our operations as such that they are safe for people and the environment is paramount. This includes preventing any unintentional releases of chemicals. Since 2018, LBC has adopted API (American Petroleum Institute) RP (Recommended Practice) 754 Process Safety Performance reporting and trending KPIs.

In addition to process safety events (PSEs), we report loss of primary containment (LOPC) incidents with a lesser consequence. Loss of containment incidents not classified as PSEs where product has reached the environment are reported as 'significant release to the environment' in the environmental section of this report.

PERFORMANCE

	Unit	2020	2021	Comment
LOPC A, B and C	Number	4	1 (β)	LOPC not classified as PSE or significant release to the environment LOPC A: more than 5m ³ product released LOPC B: between 1m ³ and 5m ³ product released LOPC C: between 0.1m ³ and 1m ³ product released
Tier 1 PSE	Number	0	0 (β)	As defined in AP RP 754, tier 1 PSEs are losses of primary containment from a process of greatest consequence, causing harm to a member of the workforce, damage to equipment from a fire or explosion, a community impact or exceeding defined quantities. Tier 2 PSEs are those with lesser consequence.
Tier 2 PSE	Number	2	1 (β)	
PSER tier 1 + tier 2	Number per 200,000 hours	0.20	0.12 (β)	

In scope are all LBC sites (terminals and office locations).
Note | KPIs relate to reported incidents through internal incident management system.



Process safety event rate per 200,000 hours

Since 2018, the process safety event rate (PSER) remains on a low level. However, we believe that we can further identify initiatives to reduce our PSER and keep process safety events at the lowest level.

Initiatives

In 2021, much of effort has been put into the further reduction of LOPC events which are below the threshold of process safety events. Rigid maintenance, inspection, and testing governed by our Maintenance Management Architecture (MMA) program as well as the focus on improving asset availability contributed to the positive PSER 2021 results. The maintenance status on safety-critical equipment is monitored by leading process safety indicators. All process safety KPIs are reported to regional and executive leadership during our monthly business and project reviews. The same applies for process safety near miss events.

WAY FORWARD

Although the LBC team combined has decades of experience and compliance with API, ANSI (American National Standards Institute), ASME, and DOT standards, we plan to further improve our process safety performance on local level. Furthermore, we plan to increase our participation in tank terminal and industry associations to benefit and learn best practices and lessons learned from global resources.

EMERGENCY RESPONSE AND CRISIS MANAGEMENT

At LBC, we have uniform policies and emergency response plans in place to reduce the risk of loss of containment incidents and mitigate the risks in case such an event occurs. We operate emergency response teams with the highest levels of training to ensure their safety and health while responding to emergencies. Our teams are organized to safeguard the health and wellbeing of employees and to prevent the loss of property at LBC locations. Those safeguards protect against threats of fire, explosion, chemical spills, severe weather phenomenon such as hurricanes and floods, workplace incidents, injuries, and other emergencies. Employees are trained regularly on local emergency response plans for crisis management, emergency response equipment, and mitigation of incidents.

“Our goal is to prevent all incidents within our facilities, but we are prepared to respond swiftly if needed. Emergencies can happen at any hour, and our dedicated LBC responders work around the clock to mitigate the impacts to our people, the communities we operate in, and the environment. LBC also collaborates directly with local, state, and federal agencies as required. Furthermore, we train with and respond to neighboring petrochemical facilities in the event of an emergency. It is our duty to act and assist in providing them protection from hazardous situations that could impact life, wellbeing, and our planet.”

Mitchell Garner (right)
Regional Manager Safety & Emergency Response, US Region



PROJECT IN THE SPOTLIGHT

FIREFIGHTING AT LBC CEPESA

The core business of our LBC Cepesa terminal is the storage and handling of specialized chemicals according to the highest safety standards in the petrochemical industry. Our terminal is located between various chemical production plants, where we provide our customers with the necessary product through fixed pipeline connections.

“In 2021, we finished the project to build a future-proof and industry best practice firefighting system in line with the latest international standards and local regulations. This state-of-the-art firefighting system ensures the protection of our valuable assets at highest level and significantly contributes to storing our customers’ products safely. The main objective of the project is the ability to automatically - after manual activation from the control room - and independently respond to a potential tank or tank pit fire scenario at the earliest stage and in the most effective way. The fully automated installation enables us to start firefighting from our control room in every thinkable scenario.”



Glenn Empsen
Project Manager Renaissance, Antwerp

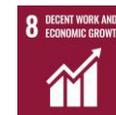
The highest quality fluorine free foam ensures minimal environmental impact combined with outstanding performances. This state-of-the-art installation sets an example in the continuous improvement of our safety culture and contributes to guaranteeing the safest and most sustainable storage possibilities for all our stakeholders.



Operations Manager Mathias Potvin and Terminal Manager Tom Vanhoeylandt proudly stand next to the newly built firefighting installation



OCCUPATIONAL HEALTH AND SAFETY



SCOPE

We have programs in place to reduce occupational health and safety risks. Risk assessments are conducted, and control measures are put in place. These control measures are either technical, organizational, or procedural. Our occupational health monitoring processes are compliant with local legal requirements and include, for instance, processes for personnel with an increased risk of exposure to chemicals.

Employee involvement is strongly encouraged. Everyone at LBC is a safety leader and empowered to contribute to streamline processes, improve health, safety and sustainability performance and bring forward creative ideas for improvements in a wide variety of areas. Depending on legal requirements, some terminals have a formal staff council or health and safety committees. Informal committees are in place at locations where there is no such legal requirement. For example, at our locations in the US, we have committees led by employees who advise terminal management regarding health and safety topics.

In addition, we provide legally required health and safety training to our employees and supplement these with training programs on highly relevant safety topics.

PERFORMANCE



Total Recordable Incident Frequency Rate (TRIFR) per 200,000 hours

	Unit	2020	2021	Comment
LTIFR (Lost Time Incident Frequency Rate)	Number per 200,000 hours	0.20	1.04 (β)	Employee and contractor combined Classification as per OSHA 1904 Lost Time Incident Frequency Rate is defined as the number of LTIs per 200,000 hours worked.
TRIFR (Total Recordable Incident Frequency Rate)	Number per 200,000 hours	0.80	1.51 (β)	Total Recordable Incident Frequency Rate is defined as the number of recordable incidents per 200,000 hours worked. Recordable incidents are lost time incidents, restricted work cases, and medical treatment cases.

In scope are all LBC sites (terminals and office locations).

Note | KPIs relate to reported incidents through internal incident management system.

As of 2021, we report on LBC and contractor health and safety incidents combined. This combined reporting reflects our view that we care for our contractors' safety in the same way we care for our own personnel. Unfortunately, we have seen an increase in the number of incidents compared to 2020. We reported 13 recordable incidents, none of which were related to product exposure or process safety. 'Slip, trip, fall' incidents form the largest category with close to 40% of the incidents.

Looking at the last 4 years, we note that our safety performance is plateauing. It should be noted that the number of recordable incidents varies per region, as our terminals in the US achieved a full year without any recordable incident. As we believe that all incidents are preventable, we have safety improvement strategies in place and continue to reinforce them with relevant focus topics. Safety communication, leadership and employee engagement are the main points, next to asset and infrastructure improvement. In addition, several ergonomic studies were conducted at our locations. Improvement actions resulting from these studies have been implemented or are covered in our 2022 budget.

OCCUPATIONAL HEALTH AND SAFETY



Apart from incidents, we track near misses, unsafe acts, and unsafe conditions. We see an increase in these leading indicators, which we consider to be an indication of a maturing safety culture.

Initiatives and improvement programs

HSSE self-reflections on safety performance, safety culture and safety improvement actions on local level have been taken by all terminals followed by the completion of terminal self-assessments, focusing on industry best practice safety critical processes and technical safety barriers. Following these assessments, the terminal-specific improvement plans have been updated accordingly and specific improvement actions are now covered in the 2022 budget. Initiatives are supported by leading KPIs as part of our bonus and incentive programs.

Despite the impact of COVID-19 and related contact restrictions, our behavioral based safety program has been further rolled out in both regions as planned. Safety culture workshops involving management on regional and terminal level were an integral part of this program. In total, 58 employees have been trained by an external service provider specialized in safety culture improvement. For 2022, we have planned to further roll out this program to reach all terminal operators.

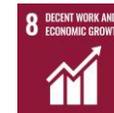
On 28 April 2021, we organized our first LBC Global Safety Day (digitally), in which our safety performance and related improvement initiatives have been discussed. To streamline the different initiatives on regional and local level and to focus on avoiding severe incidents related to high-risk activities, LBC decided to adopt the IOGP 9 Life-Saving Rules. The implementation of the 9 Life-Saving Rules and the renewal of our safety communication branding were part of our Global Safety Campaign in 2021.

To increase safety ownership in the terminals and engage all employees in conducting safety observations, weekly Safety Observation Rounds (SOR) are scheduled at all terminals with the aim to identify unsafe but also exemplary behavior. Corporate and regional management actively participates in the SOR and supports the local terminal management teams to drive continuous improvement.

“The most important is getting that buy-in and that belief in having people operate safely.”

Darren Allen
Terminal Safety Manager, Bayport and Seabrook

OCCUPATIONAL HEALTH AND SAFETY



Following the successful roll-out in the previous year, several e-learning modules have been added to the platform (e.g., 9 Life-Saving Rules and conducting safety observations). All initiatives fully support the further development of our behavioral safety program.

Contractor HSSEQ management

We have processes in place to ensure that contractors on our site adhere to our HSSEQ standards, including the 9 Life-Saving Rules. Contractors are vetted before contract award, and we work together closely during the contracted activities to ensure no harm is done to people or the environment. We strive for long term relationships with our contractors to ensure good performance in health, safety, quality, and sustainability.

WAY FORWARD

We recognize that we need to increase our efforts to improve the safety performance. To refresh the roll-out of the IOGP 9 Life-Saving Rules, we will focus on all rules during our next Global Safety Day in 2022. We will continue to focus on a selected Life-Saving Rule each month.

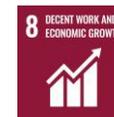
To ensure knowledge sharing about lessons learned and best practice initiatives throughout regions and all organizational layers, a Global HSSEQ meeting with corporate, regional, and local HSSEQ professionals is planned again face-to-face for 2022. We will continue with our extensive corporate safety and operations audit program in our terminals and focus on risk management and process safety.

“Safety is the ultimate form of teamwork. It takes all of us to work in the same direction and to build a culture that looking out for yourself is not enough, we look out for one another, and nothing is more important.”

Jeff Dewar
Senior Vice President, Americas



TALENT ATTRACTION AND RETENTION



SCOPE

Our strategy is built around connected partnerships with a focus on sustainability, efficiency, and service, supported by a dedicated LBC team that makes an impact.

We continuously rely on the talent available in our company and access to new talent with the required competencies in all three strategic focus areas going forward.

Our diverse team consists of committed people, each with an extensive set of skills and the mindset of a leader. We achieve this by learning on the job and by gaining the required knowledge from our environment. We aim to build careers from inside the company, where required competencies for additional accountabilities are developed in a continuous manner. This means we are an employer of choice, being recognized for looking after the wellbeing of our employees, where people are continuously trained for their job and empowered to improve.

Successes are achieved as a team. As a team, we were able to bring the 40 most senior managers together in October 2021 to further develop our strategy and jointly decide on how to execute our ambitions going forward. The meeting was seen as a great success by all participants and shows that, when we can connect with each other, we come to better results.

“What makes me feel safe working at LBC is that we work as a tight-knit family, and everybody looks out for each other. As a company in general, we have won several safety awards throughout the years, we’ve won some this past year. and having zero recordables and everybody getting to go home safe every day is a reward in itself.”



Danny Cortez
Customer Service Supervisor – Pipeline & Marine, US region

Human rights and labor practices

We respect human rights and ensure that our employment conditions are consistent with international norms of behavior and the United Nations Declaration of Human Rights. We are committed to enhance the lives of all our employees and contribute to their personal growth as well as a sustainable future.

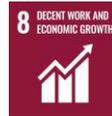
We have a clear commitment to workplace safety, human rights, equality and inclusion, environment, energy, community and partnerships, security, quality, and transparency and integrity. We work in line with the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work:

- We respect the principles of freedom of association and the effective recognition of the right to collective bargaining.
- We prohibit the use of forced or involuntary labor, slavery, or human trafficking in our operations.
- We prohibit the use of child and underage labor. We do not employ people under the applicable mandatory minimum age.
- We do not include or exclude based on gender, race, nationality, ethnic origin, religion, age, sexual orientation or other.

Diversity and inclusion

We consider diversity an asset and believe that all employees have a right to be treated with dignity and respect and to work in a non-threatening environment. We trust that our goals can only be reached by fostering a work environment where everyone feels inspired and confident to collaborate in a transparent, respectful, and inclusive way. We value each other’s unique qualities and diverse backgrounds, as they complement each other and strengthen our decision-making process. To this end, we have organized several workshops throughout the organization in 2021 and 2022 to create more visibility and awareness around the topic of diversity, equality, and inclusion.

TALENT ATTRACTION AND RETENTION



PERFORMANCE

Leadership and safety culture

Our Group Human Resources strategy focuses on continuously improving our leadership skills, qualitative and quick onboarding of new personnel and ensuring that all employees have the tools to perform their job in a safe and professional manner, now and in the future. As such, each terminal in our network has developed a training matrix which clearly describes which job requires which type of training. In addition, in our effort to maintain our high standard safety culture and aim to continuously improve our safety performance, we have launched a safety leadership campaign among all our personnel.

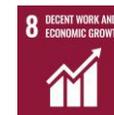
Wellbeing

Respect for work-life balance is key in retaining our staff. Flexibility is demanded and granted, especially regarding workplace organization, telework and commuting. Employees are provided with quality equipment to allow them to operate in a safe and healthy workplace. Due to the COVID-19 pandemic, many of our employees were required to telework. We have implemented a procedure that ensures our teleworkers receive all materials necessary to create a comfortable office space at home. During this time, we communicated the risks of affected work-life balance and possible burnout, and recommended team leaders to regularly check on their team members. In addition, update emails were sent out to the group weekly, communicating relevant information regarding the pandemic (from sick leave to global statistics). For our essential workers, on-site circulation plans were developed immediately, providing the ability to follow social distancing measures. Zero contact procedures were developed to avoid any unnecessary contact with third parties and visitors.

We are entering the post-COVID situation where we define the way forward and, as such, redefine the work-life balance regarding working from home or from the office. We will do this in good spirit, listening carefully to the wishes from our workforce, and ensuring engagement and focus on the realization of our strategy.



TALENT ATTRACTION AND RETENTION



Performance metrics

	Unit	2020	2021
Women	Percentage	21%	20%
Men	Percentage	79%	80%

In scope are all LBC sites (terminals and office locations).

We believe that a diverse workforce is one of the key drivers for better decision making and sustainable business performance. In 2021, the proportion of women in LBC was 20%. This percentage together with the age distribution data below show a similar performance to the previous year.

Age distribution	Unit	2020	2021
< 30 years	Percentage	12%	12%
30– 50 years	Percentage	58%	59%
> 50 years	Percentage	30%	29%

In scope are all LBC sites (terminals and office locations).

Absence and turnover		2020	2021	Comment
Absence rate	Percentage Long-term absence	1.00%	0.34%	The absence rate is calculated by dividing the sick leave hours by the regular hours, where regular hours are the hours per work schedule.
	Percentage Short-term absence	4.26%	4.38%	
Staff turnover	Joiners	56	62	
	Relative joiners	11%	12%	
	Leavers	36	69	
	Relative leavers	7%	14%	

In scope are all LBC sites (terminals and office locations).

We believe the absence rates and the staff turnover rates at group level are acceptable, but we do recognize that for some specific terminals additional efforts are required to improve performance.

The overall sickness absence rate remained stable compared to last year. Part of the short-term absence was driven by the COVID pandemic, where people with symptoms had to stay home.

WAY FORWARD

We will continue to focus on maintaining safe and healthy workplace standards for our employees. Furthermore, it has been recognized that there is a need for a robust HR management system to enable the monitoring of key indicators as described above and to distribute e-learning modules and track progress.

In a tight and competitive labor market, communication and visibility are key to remain an employer of choice and ensure continuous accessibility to talent. Additional efforts will go into this in 2022.

In addition, we will define and implement a common global performance management approach and process to support the execution of our strategy.

“I invest in people. That’s important to me. I invest in people, whether it’s the guy underneath me, or a different department. Invest in them and give them the tools they need to be productive.”

Jody Kelley
Terminal Manager, Baton Rouge



COMMUNITY ENGAGEMENT AND CHARITY

SCOPE

Our vision to be meaningful and relevant for our stakeholders includes supporting the communities in which we operate. For us, this translates into a commitment to engage in long-term partnerships for sustainable development and making a positive impact on society. We continuously aim to create more awareness around our responsibility as a good corporate citizen to support, among others, local risk groups, non-profit organizations and initiatives, and sustainable philanthropy programs.

PERFORMANCE

We have a leading role in shaping a sustainable future and are excited about the positive contributions we can make. Some examples of 2021 initiatives are described below.

MC Sophia Children's Hospital

The Erasmus MC Sophia Children's Hospital is part of the Erasmus Medical Centre and affiliated with the Erasmus University Rotterdam. The Erasmus MC Sophia Foundation (in Dutch: Stichting Vrienden van het Sophia) aims to take healthcare for children to the next level by creating facilities that fall outside the regular healthcare coverage, for which they rely on donations and partnerships with local companies. LBC has been a 'corporate friend' (in Dutch: bedrijfsvriend) of the MC Sophia Foundation since 2021.

Port Cleanup

The Port of Antwerp-Bruges takes targeted measures against litter at hotspots where a lot of waste gathers. One of these initiatives is the annual Port Cleanup in September, in which our team at LBC Cepso actively participated. The Port Cleanup is organized in light of the annual World Cleanup Day, for which more than 20 million volunteers in 180 countries come together and target the pollution of the planet by clearing beaches, rivers, forest and streets of litter and waste.



COMMUNITY ENGAGEMENT AND CHARITY

Houston Livestock Show & Rodeo

LBC has supported the Houston Livestock Show & Rodeo (HLSR) since 2016. Our charitable contributions are used for educational scholarships for any applicant in the state of Texas including inner city youths that do not participate in 4-H and FFA⁸. Scholarships are vetted and awarded based on the applicant's essay that includes grade point average, the student's activities at school, participation in volunteer organizations, career, and degree aspirations, etc. LBC's Chief Operating Officer, John Grimes, serves on HLSR's Board of Directors.

The American Craniofacial Association

COO John Grimes helped co-found the local chapter of the American Craniofacial Association (ACA) in 2019 after several years of volunteering for the Children's Craniofacial Association (CCA). Alike CCA, the charitable organization ACA addresses the medical, financial, psychosocial, emotional, and educational concerns relating to craniofacial conditions. LBC underwrites a golf tournament as the major source of fundraising for ACA. In September 2021, we helped raise approximately \$75,000 at our annual golf tournament for this charity.

DeltaPORT donation fund

As a member of Deltalinqs Mainports Rotterdam, we participate in the DeltaPORT donation fund (the 'neighbors' fund' of the port of Rotterdam). With this fund, the port business community, together with the Port of Rotterdam Authority, underlines its social commitment by providing financial contributions to non-profit organizations that are active in the field of culture, welfare, sport and recreation in the immediate vicinity of the Rotterdam port and industrial area.

WAY FORWARD

We are currently reviewing opportunities for sustainability partnerships on global level, but also on local level with authorities, customers, and technology providers to co-develop new solutions for e.g., the challenges of the energy transition. Furthermore, we will select at least one community or charity project per location per year for employees to participate in.

⁸4-H and FFA are programs intended for training and educating young adults. 4-H is an after-school program sponsored by the Extension Service. FFA (the Future Farmers of America) is a formal education program sponsored by local schools.



“At LBC, all of our significant accomplishments come from teamwork while maintaining our core values.”

Tyler Kelley
Utility Supervisor, LBC Baton Rouge

BUSINESS ETHICS AND INTEGRITY



“If your coworker sees you doing everything the safe way, they might think twice about taking a shortcut themselves. They might think ‘If she can do it, it’s not a big deal for me to follow’. That’s how I feel I contribute, by setting that example.”

Allanna Thomas
Operator, Freeport

SCOPE

We are committed to conducting our operations according to the highest standards of business ethics and integrity. We are honest and act with strong moral principles, continually striving to do what is right and avoid harm. We have policies and local procedures in place, ensuring that possible conflicts of interest are reported directly, that competition is fair, and that we do not commit or succumb to bribery or corruption in any form. These principles are included in the business ethics e-learning module that was developed in 2019. In addition, our suppliers and contractors are required to conduct business in accordance with our Supplier Code of Conduct.

PERFORMANCE

	Unit	2020	2021	Comment
Personnel that completed business ethics e-learning module	Number	137	144 (β)	Employees that have completed the business ethics e-learning module Percentage trained as of 31 December 2021. The training will be rolled out further to cover all personnel in the target audience ⁹ .
	Percentage of target audience	N/A	70%	
Number of environmental permit violations resulting in fines¹⁰	Number	1 minor fine	1 minor fine (β)	Permit violations are reported as from the moment the expense has been confirmed and settled. They are listed within the calendar year that the violation occurred. In 2021, we received 2 fines for environmental permit violations for incidents in 2019 and 2021.

In scope are all LBC sites (terminals and office locations).

⁹ The target audience has been defined based on roles and functions within the LBC organization and consists of employees from: corporate administration, CSR, HSSEQ, customer service, engineering, finance, HR, IT, legal, maintenance, terminal management, projects, sales & marketing. Operators and maintenance technicians are currently excluded from this particular e-learning module, as not all elements in the module are relevant for these functions. We are planning to roll out an additional e-learning for these functions.

¹⁰ Fines are categorized as minor (< 5,000 USD), limited (> 5,000 USD and < 10,000 USD), significant (> 10,000 USD and < 50,000 USD), major (> 50,000 USD).

BUSINESS ETHICS AND INTEGRITY



	Unit	2020	2021
Whistleblowing reports from employees or third parties	Number	1	0

In scope are all LBC sites (terminals and office locations).

We encourage employees, contractors, suppliers, and other stakeholders to report any unethical behavior. If one of our stakeholders considers an unethical, illegal, or irresponsible act has taken place, it can be reported through a channel specifically set up for this purpose. We have not received any reports in 2021.

It should furthermore be noted that we use various tools, including Transparency International's Corruption Perceptions Index (CPI) to assess risks related to countries in which we have operations. We currently do not operate in countries with a high corruption risk.

WAY FORWARD

We continue to raise awareness and further implement initiatives on the topic of business ethics and integrity.

"I just want everybody to go home safe. I've worked with all these guys, whether I've trained them, or they've trained me, I've gotten close to everybody. I want everybody to go home just the way they came."

Mary Rodriguez
Operator, Seabrook



APPLICATION OF BEST PRACTICES



SCOPE

Being committed to excellence, we hold ourselves and others to the highest standards in everything that we do. We develop partnerships that make a positive difference. In that, we connect to share best practices, to listen and anticipate on each other's and our stakeholders' needs. Our performance is measured by external certification and qualifications of our sustainability management program. As it stands, we have received ample external recognition for our CSR performance.

PERFORMANCE

System certifications

Documented management systems are in place for all terminals. All European terminals are certified against the ISO 9001 (quality management) and ISO 14001 (environmental management) standard. In addition, the terminals in Rotterdam, Antwerp, and Freeport are assessed against the CDI-T questionnaire.

Sustainability ratings

We benchmark our sustainability performance by participating in independent sustainability rating frameworks: GRESB and EcoVadis.

GRESB assesses and benchmarks the ESG performance of real assets worldwide, providing standardized and validated data to the capital markets. The GRESB assessments are guided by what investors and the industry consider to be material issues in the sustainability performance of real asset investments and are aligned with international reporting frameworks, goals, and emerging solutions.

The EcoVadis assessment focuses on 21 sustainability criteria in four areas: environment, labor and human rights, ethics, and sustainable procurement. These criteria are based on international sustainability standards such as the Ten Principles of the UN Global Compact, the International Labour Organization conventions, the GRI standards, the ISO 26000 standard, the CERES Roadmap, and the UN Guiding Principles on business and human rights.

	Unit	2020	2021	Comment
EcoVadis	Score (out of 100)	60	69	Year scorecard was received. The rating typically considers the calendar year prior to the year in which the score was received
GRESB	Score (out of 100)	73	85	

In 2021, we received the EcoVadis gold medal, placing LBC in the top 5% of our benchmark group (warehousing and storage).

Participation in industry organizations

LBC actively participates in local industry organizations to share knowledge, promote sustainability objectives, and encourage the development and implementation of sustainable technologies.

"I volunteer my time and serve on the Board of Directors of the Economic Alliance Port Region, representing LBC since 2016. The Economic Alliance Houston Port Region is a regional Economic Development Corporation whose mission is to create a vibrant regional economy. Members of the organization include 12 different cities, the Port of Houston Authority, Harris County, and 250 private industry members with business in the vicinity of the 25-mile Houston Ship Channel. The Houston Ship Channel is home to one of the world's most influential energy corridors and trade ports in the world. Since 2008, the Economic Alliance has supported 65 successful projects that have helped create 3,179 new jobs and over \$13.7 billion of capital investment to the Houston Port Region."



John Grimes
Chief Operating Officer

APPLICATION OF BEST PRACTICES



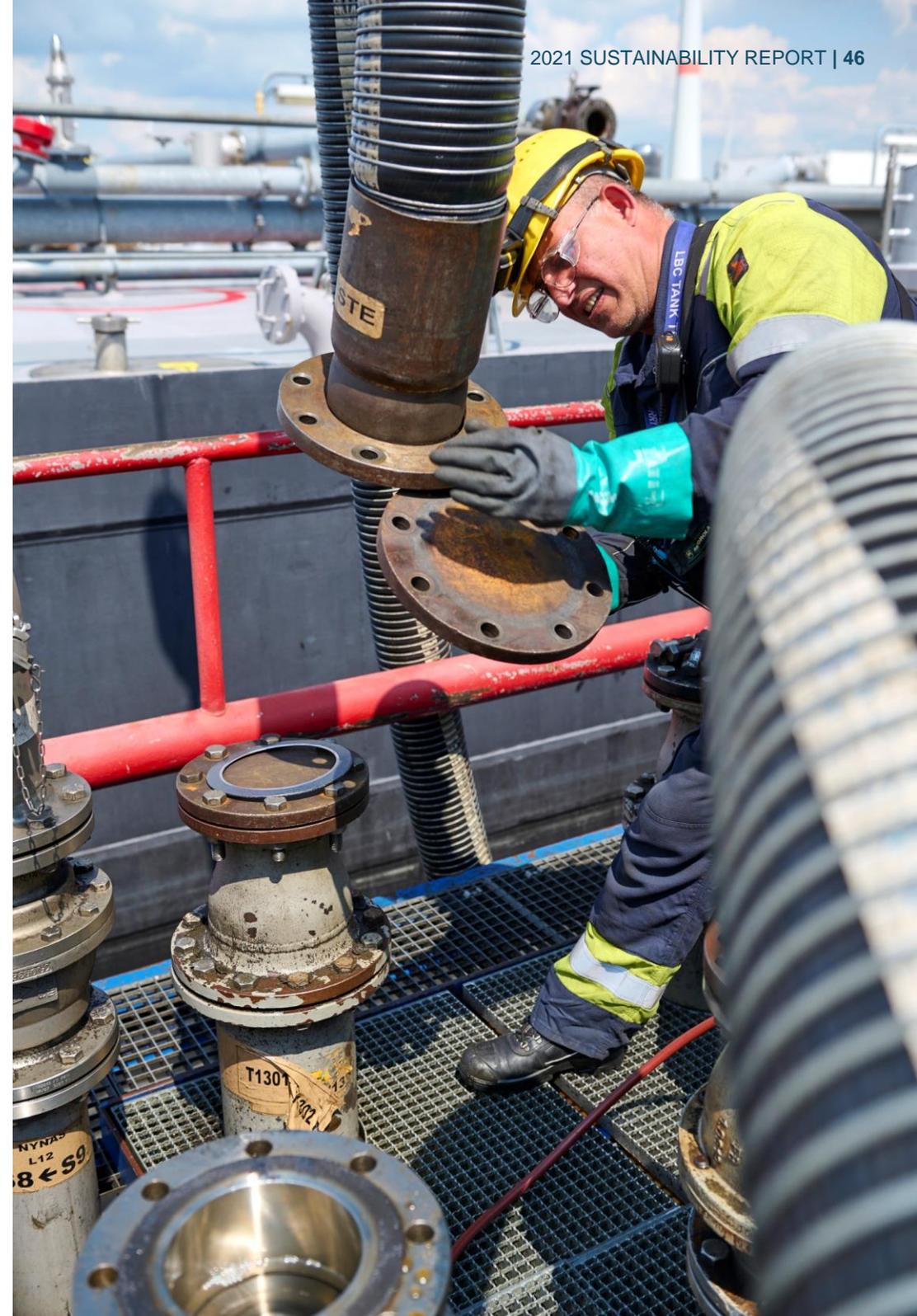
All terminals are member of local industry organizations. For instance, our Antwerp terminal is actively involved in the Belgian Association of Tank Storage Companies (BATO) where industry relevant, non-commercial topics are discussed. These topics include current and new legislation and regulations, operational matters such as simultaneous bunkering, night logistics for trucks, accessibility of the port during major roadworks, and rail operations. We furthermore discuss specific questions from the port authorities about sustainability aspects such as wind energy, shore power for ships, LNG bunkering, etc. We also tackle questions initiated by the Federation of European Tank Storage Associations (FETSA) or the Belgian sector federation of the chemical industry (Essenscia) on topics launched by the EU in the framework of the Green Deal. In addition, we frequently set up working groups with specialists of the member companies e.g., in fields such as cybersecurity, striving to share experiences and draw up best practices. LBC Antwerp is also an active member of the working groups on safety and health at work and the working group on environment.

“LBC also joined the Engineering Equipment and Materials Users Association (EEMUA) and its STC (Storage Tank Committee) in 2021. LBC and EEMUA have well aligned objectives in terms of safety, the environment and operating performance. The sharing of good practice across different industries and global regions ensured by engagement in EEMUA will help support LBC in the safe operation of our terminals.”



Paul Creytens, Asset and Engineering Director Europe
Lead Representative of LBC in BATO and EEMUA

LBC is a partner of the Vereniging van Industriële Bedrijven van Noord-Antwerpen (VIBNA). VIBNA is a platform which exchange knowledge and information on occupational health and safety. One of the main goals is to have common safety instructions which makes it easier for employees and contractors. LBC takes part in the safety workgroup.



APPLICATION OF BEST PRACTICES



The Dutch Association of Tank Storage Companies (VOTOB) is a platform for members to facilitate information and knowledge exchange. We are a member of VOTOB and, as of 2021, Operations Director Europe Wouter Verbeek joined the organization as Board Member.

We are also members of the International Liquid Terminals Association (ILTA) and have been since 1997. We participate in the Annual International Operating Conference and Trade Show where we network with industry partners and participate in discussions on various topics relevant to the terminal industry. In 2021, we participated in the Terminal Operating Practices Symposium (TOPS) which serves as a forum for the sharing of information, experiences, and knowledge related to safe operating practices at terminals. Mitchell Garner, Regional Manager Safety & Emergency Response (US) presented at TOPS, sharing the causes and learnings related to our last recordable injury that occurred in November 2020. We will be attending TOPS again in 2022.

External recognition

In recognition of the extraordinary safety performance of our colleagues in the US region, we received the 2021 Signal Mutual Industry Leader Award, following awards received in 2017, 2018, and 2020. In addition, our colleagues at the Baton Rouge terminal were awarded the Canadian National Railway Company (CN) safe handling award for the fourth consecutive year. The Houston terminal was furthermore an ILTA (International Liquid Terminals Association) Safety Improvement Award recipient in 2021.

The most outstanding achievement for our terminals in Houston and Baton Rouge was receiving the 2021 ILTA Platinum Safety Excellence Award which the ILTA awards to one member company each year. Platinum Safety Award candidates must achieve an average total recordable incident rate of 0.5 or less per 100 employees and submit detailed descriptions of their safety programs for peer review by ILTA members. The panel of more than a dozen judges considered factors such as the company management's commitment to safety, active employee participation, safety training programs, hazard identification and control, and innovations in safety programs when selecting LBC as the 2021 winner out of several 100 participating terminals.



On behalf of the Baton Rouge team, Steve Griffin, Shift Trainer and Rail Supervisor (middle) and Kurt Jarreau, Operations Supervisor (right) accepted the Canadian National Railway Company (CN) Safe Handling award

CUSTOMER FOCUS

SCOPE

Every day, we serve over 100 customers who consider LBC an integral part of their supply chain. We stay connected to the markets our customers are operating in so that we can anticipate on and adapt to changes in demand for our services. We are proud of the continuous trust that our customers place in us and continue to work hard to stay their preferred and connected partner. Our goal is to meet and exceed the expectations of our customers and this is reflected in everything that we do.

PERFORMANCE

Satisfaction surveys

Last year, we launched our customer satisfaction survey (CSS). Based on the feedback received, action plans were created to help us focus on what our customers find important, an example of which is improving Truck and Vessel Turn Around Times (TTAT and VTAT). The CSS will be conducted annually, and we are confident that, with the action plans in place, we will further improve our Net Promotor Score (NPS).

Alongside the launch of the customer satisfaction survey, 2021 marked the year in which we conducted the third-party satisfaction survey (TPSS). Included in this survey are those companies that we are connected with through the supply chain of our customers and that work on behalf of our customers at our sites, such as haulers, shipping agencies, customs agencies, and surveyors. We share a common goal: to ensure a sustainable flow of products and processes for, and on behalf of, our joint customers. We are therefore keen to learn from these supporting companies how we can further improve our services. For this TPSS survey, the feedback has been analyzed with the aim of continuous improvement of the overall satisfaction level of the LBC customer experience.

Automation and process optimization

Both surveys were launched from our customer relationship management (CRM) tool. Within this system, relevant customer information is centrally stored and shared with other internal

departments (e.g., visit reports related to a specific terminal are automatically shared with the respective terminal management team).

In addition to the roll-out at our US locations, we have automated the request for proposal (RFP) process on the Rotterdam terminal, which will not only accelerate the RFP process turnaround time but will also ensure that all relevant information is being shared with the appropriate RFP members in a timely manner. The terminal in Rotterdam also expanded its onboarding procedure to not only include customers, but relevant third parties as well. As a final note, we launched a customer portal which will enable our customers to proactively monitor the real-time stock information for rented tanks, as well as product names and order status for vessels, barges, trucks, rail, and pump-over movements.

Customer complaints

At LBC, we adhere to a strict follow-up procedure for customer complaints. Not only do we register complaints filed by customers, but we are also pro-actively capturing deviations discovered by LBC. Any incidents or deviations rated as 'severe' follow a thorough and structured incident investigation including a Root Cause Analysis (RCA) involving the affected customer. In such a case, the RCA report is shared with the relevant customer(s) and contains not only the cause of the incident, but more importantly, the corrective actions to avoid any potential recurrence. Incidents are reported promptly, and specific cases are discussed in more detail in monthly business review meetings with higher management.

WAY FORWARD

As we are a service provider, our customers are at the center of every decision we take, with our constant goal being to increase the satisfaction of our customers in a safe and responsible manner. We have embarked on a 'customer centric' journey, with the purpose of embedding such customer centricity within the very fabric of the LBC culture. Throughout the organization, we are working to ensure that not only the commercial or customer service departments are focusing on our customers' expectations, but that every business unit, every employee, recognizes that everyone of us has a role to play in meeting and exceeding the expectations of our customers, every single day.

SUSTAINABLE PROCUREMENT

SCOPE

Our responsibility for sustainability reaches further than our own operations and includes those of our suppliers as well, as their services contribute to our overall business performance. In our supplier code of conduct (SCoC), implemented in 2021, we outline our expectations for suppliers towards conducting their activities in an ethical manner. Our SCoC further sets out guidelines in the areas of health and safety, labor practices and human rights, environmental protection, ethics and fair business practices, collection and distribution of data, and sustainable procurement.

PERFORMANCE

We set minimum HSSEQ requirements for suppliers and contractors. At our European terminals, for instance, we require all contractors to be VCA¹¹ certified. Similarly, all contractors at our Bayport and Seabrook locations are certified by HASC¹².

“The biggest thing is being able to communicate and feeling empowered to have your own voice. And so, to be willing to listen to that internal voice when you feel like something is wrong and saying something, is the biggest tip.”

Naia Montalvo
Commercial Contract Manager, US region



“I mostly need my colleagues to be observing and to check my work. We are all human and can make mistakes. But I have great colleagues who always have my back and double-check my work. And I do the same for them. So, I’m happy with that.”

Jordy Warzée
Operator, LBC Cepsa



As our most important milestone in 2021, we assessed 6 of our key suppliers, 3 in each region, as part of the ‘know your customer/vendor/partner’ concept and a further concretization of the guidelines scoped in our code of conduct and purchasing terms and conditions. We are confident that such an assessment contributes to improving our footprint and the way in which we approach our corporate social responsibility. The insights gained from assessing our suppliers, who in some cases have taken more concrete steps in the area, provided us with learning opportunities and allowed us to define areas for improvement for LBC as well. More specifically, the meetings we had with each of these suppliers underlined the willingness of our partners to join our sustainability journey and to continuously share best practices. We received positive feedback from the assessed suppliers on our increased attention towards developing sustainability practices.

WAY FORWARD

We understand that procurement performance improvement is a continuous process and value the contribution of our suppliers in our journey to become more sustainable. We are committed to further improve our processes and to have open discussion with our partners.

Improvement opportunities regarding the qualification and onboarding of suppliers and assessment of their sustainability performance have been identified. We will update these processes and develop leading and lagging metrics to monitor performance.

¹¹ Veiligheid, Gezondheid en Milieu Checklist Aannemers
¹² Health And Safety Council

CYBERSECURITY



SCOPE

We recognize that cybersecurity threats pose a risk to our business continuity in terms of data and systems availability and integrity, confidentiality, and thus terminal - and customer operations.

Our cybersecurity strategy is focused on the reduction of our risk exposure by regularly assessing our risks, building, and operating security controls, planning our response adequately in case of an incident, while continuously creating awareness across all stakeholders and protecting all our data. We have a data protection policy in place that sets forth how LBC handles collected personal data and otherwise processes during business.

Our various protection layers and real-time monitoring are focused on, but not limited to:

- Protecting our email against phishing and other threats
- Protecting our devices and servers against threats (malware, viruses, hacking)
- Safeguarding our OT (Operational Technology) environment
- Securing LBC's edge (e.g., remote access and public facing services)
- Protecting confidential data

The Group Chief Information and Technology Officer leads and strengthens the cybersecurity focus across IT and OT domains:

- Cybersecurity (awareness) training for computer users
- Processes for security control, network access control, information protection, patching for security and critical vulnerabilities
- IT and OT risk assessments, penetration tests, and action follow-up

Furthermore, business continuity plans are in place for all terminals.

PERFORMANCE

In 2021, we improved our security posture through detailed cybersecurity assessments. Our existing cybersecurity services have been strengthened and expanded with a real-time security platform to ensure our public facing services for our customers are properly monitored.

Existing security controls are tightened to ensure our baseline remains secure. Additional security controls in both IT and OT are implemented based on security framework best practices and available intelligence information.

No major or significant security breaches occurred in 2021.

	Unit	2020	2021	Comment
Cybersecurity breaches	Number	0	0	Significant and major cybersecurity breaches

In scope are all LBC sites (terminals and office locations).

WAY FORWARD

We continue to follow our roadmap to become ISO 27001 certified in 2025. Cybersecurity guidelines will be further developed and implemented in the organization. These include assessing relevant suppliers in terms of their cybersecurity management programs.

“A safe work environment, where people can say what they want to say. That’s just as important as putting that hand on the railing. So, a safe working environment is more than the prevention of personal and process incidents.”

Edwin Taal
Group Human Resources Director



AFTERWORD

“We connect, we anticipate, we empower, we lead. That’s the LBC character. And if you ever were to ask us if there is a word or a concept that best expresses what we currently stand for at LBC, it would be progress. We progress.

Progress implies change. As individuals and as a company, we can’t go through a single day without making an impact on the world. What we do certainly makes a difference, and we want that impact we have, that difference we make, to be meaningful and relevant. In other words, we have the responsibility to make choices today that our future selves and next generations will be thankful for.

Progress does not equal perfection. This report is not perfect. It is an expression of continuous efforts in being and staying the connected partner for sustainable storage solutions. We provide our readers with a transparent and balanced overview of our 2021 performance as well as our plans going forward. In doing so, we try to bring forth the views of all our stakeholders, not solely LBC management.

Progress represents results that are achieved over time – not overnight. It’s about the contributions of every single one of us at LBC, working hard, and staying consistent. Most importantly, it’s about continuous improvement. And that’s exactly what this report shows.

It’s an interesting and important journey we are on, and we are proud that we can reflect our sustainable approach and performance in this 2021 report and the reports to come. We hope you enjoyed reading our sustainability report and we look forward to the next communication on our progress.”

Maxime Van Cauwenbergh
Group Communication Manager

Martin Hoogenraad
Group Corporate Social Responsibility Manager



LIST OF DEFINITIONS

API RP	American Petroleum Institute Recommended Practice
CO₂	Carbon dioxide
CPI	Corruption Perceptions Index
CRM	Customer relationship management
CSS	Customer satisfaction survey
GRI	Global Reporting Initiative
HASC	Health and Safety Council
HSSEQ	Health, Safety, Security, Environment, Quality
KPI	Key Performance Indicator
LOPC	Loss of primary containment
Location-based method	The location-based emissions method reflects the average emission intensity of grids on which electricity consumption occurs
LTIFR	Lost Time Injury Frequency Rate
Market-based method	The market-based method considers emissions from the specific electricity providers used by LBC
NO_x	Mono-nitrogen oxides (NO and NO ₂)
NPS	Net Promotor Score
PSE(R)	Process Safety Event (Rate)
RCA	Root Cause Analysis
RFP	Request For Proposal
SDG	Sustainable Development Goal
SCoC	Supplier Code of Conduct
Scope 1	Emissions from the combustion of natural gas (definition tailored to LBC specific circumstances)
Scope 2	Emissions from purchased electricity (definition tailored to LBC specific circumstances)
Scope 3	Other emissions, including for example: employee travel, commuting and emissions associated with contracted solid waste disposal and wastewater treatment. (definition tailored to LBC specific circumstances)
SOR	Safety Observation Round
SO_x	Sulphur oxides (SO ₂ and SO ₃)
TPSS	Third Party Satisfaction Survey
TRIFR	Total Recordable Incident Frequency Rate
TTAT	Truck Turn Around Time
VCA	Veiligheid, Gezondheid en Milieu Checklist Aannemers
VOC	Volatile Organic Compounds
VTAT	Vessel Turn Around Time



UN GLOBAL COMPACT TEN PRINCIPLES

LBC is a participant of the United Nations Global Compact since April 2021 and adheres to its principles-based approach to responsible business. We support the Ten Principles of the United Nations Global Compact on human rights, labor, environment, and anti-corruption. Our CSR policies and values reflect our commitment to embed the principles in our strategy, culture, and day-to-day operations.

	PRINCIPLES	CHAPTER IN THE REPORT
HUMAN RIGHTS	Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights	Talent attraction and retention Business ethics and integrity
	Principle 2 Make sure that they are not complicit in human rights abuses	
LABOR	Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Talent attraction and retention
	Principle 4 The elimination of all forms of forced and compulsory labor	
	Principle 5 The effective abolition of child labor	
	Principle 6 The elimination of discrimination in respect of employment and occupation	
ENVIRONMENT	Principle 7 Businesses should support a precautionary approach to environmental challenges	Environmental performance Application of best practices
	Principle 8 Undertake initiatives to promote greater environmental responsibility	
	Principle 9 Encourage the development and diffusion of environmentally friendly technologies	
ANTI-CORRUPTION	Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery	Business ethics and integrity



GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	CHAPTER
ORGANIZATIONAL PROFILE		
102-1	Name of the organization	Company overview
102-2	Activities and services	Company overview
102-3	Location of headquarters	Company overview
102-4	Location of operations	Company overview
102-5	Ownership and legal form	Company overview
102-6	Markets served	Company overview
102-7	Scale of the organization	Company overview
102-8	Information on employees and other workers	Company overview Talent attraction and retention
102-9	Supply chain	Mission, vision, values, and strategy Our approach
102-11	Precautionary principle or approach	Risk management and control
102-12	External initiatives	Community engagement and charity Application of best practices
102-13	Membership of associations	Application of best practices
STRATEGY		
102-14	Statement from senior decision-maker	CEO statement
102-15	Key impacts, risks, and opportunities	Mission, vision, values, and strategy Risk management and control
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	Mission, vision, values, and strategy Governance
102-17	Mechanisms for advice and concerns about ethics	Governance
GOVERNANCE		
102-18	Governance structure	Risk management and control
102-30	Effectiveness of risk management processes	Risk management and control
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	Stakeholder engagement and materiality
102-42	Identifying and selecting stakeholders	Stakeholder engagement and materiality
102-43	Approach to stakeholder engagement	Stakeholder engagement and materiality
102-44	Key topics and concerns raised	Stakeholder engagement and materiality

GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	CHAPTER
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	Company overview Reporting Framework
102-46	Defining report content and topic boundaries	Performance overview
102-47	List of material topics	Stakeholder engagement and materiality
102-48	Restatements of information	Reporting framework
102-50	Reporting period	Reporting framework
102-51	Date of most recent report	Reporting framework
102-52	Reporting cycle	Reporting framework
102-53	Contact point for questions regarding the report	About this report
102-54	Claims of reporting in accordance with the GRI standards	Reporting framework About this report
102-55	GRI content index	GRI content index
102-56	External assurance	About this report
MANAGEMENT APPROACH		
103-1	Explanation of the material topic and its boundary	Stakeholder engagement and materiality
103-2	The management approach and its components	We are LBC Mission, vision, values, and strategy
103-3	Evaluation of the management approach	Group performance overview
ECONOMIC		
ANTI-CORRUPTION		
205-1	Operations assessed for risks related to corruption	Business ethics and integrity
205-2	Communication and training about anti-corruption policies and procedures	Business ethics and integrity
205-3	Confirmed incidents of corruption and actions taken	Business ethics and integrity
ANTI-COMPETITIVE BEHAVIOR		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Business ethics and integrity
ENVIRONMENT		
MATERIALS		
301-1	Materials used by weight or volume	Company overview

GRI CONTENT INDEX

GRI STANDARD	DISCLOSURE	CHAPTER
ENERGY		
302-1	Energy consumption within the organization	Energy use and CO ₂ emissions
302-3	Energy intensity responsible operations	Energy use and CO ₂ emissions
EMISSIONS		
305-1	Direct (scope 1) CO ₂ emissions	Energy use and CO ₂ emissions
305-4	CO ₂ emissions intensity	Energy use and CO ₂ emissions
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	VOC emissions
EFFLUENTS AND WASTE		
306-3	Significant spills	Process safety
ENVIRONMENTAL COMPLIANCE		
307-1	Non-compliance with environmental laws and regulations	Business ethics and integrity
SOCIAL		
EMPLOYMENT		
401-1	New employee hires and employee turnover	Talent attraction and retention
OCCUPATIONAL HEALTH AND SAFETY		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational health and safety
TRAINING AND EDUCATION		
404-2	Programs for upgrading employee skills and transition assistance programs	Talent attraction and retention
DIVERSITY AND EQUAL OPPORTUNITY		
405-1	Diversity of governance bodies and employees	Talent attraction and retention
NON-DISCRIMINATION		
406-1	Incidents of discrimination and corrective actions taken	Business ethics and integrity
LOCAL COMMUNITIES		
413-1	Operations with local community engagement, impact assessments, and development programs	Community engagement and charity

ABOUT THIS REPORT

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards. The collected data provides an overview of our sustainability efforts between 1 January 2021 and 31 December 2021 and covers the activities of all LBC legal entities worldwide which fall within the scope of our consolidated financial statements. All internal stakeholders accountable for the company's sustainability program and performance have validated the content of this sustainability report.

PwC has provided ISAE 3000 limited assurance on selected non-financial data of 2021, marked with a Greek small letter beta (β), presented within this report. The PwC limited assurance report can be found [here](#).

CONTACT

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CREDITS

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Please consider the environment before printing 



“I am proud of my team, and I am proud that other people are proud of my team. It’s a small core, but it’s a happy core.”

Christophe Drumont
Maintenance Supervisor, LBC Cepsa



INDEPENDENT LIMITED ASSURANCE REPORT ON THE SUBJECT MATTER INFORMATION OF THE SUSTAINABILITY REPORT 2021 OF LBC BELGIUM HOLDING BV

To the Board of Directors of LBC Belgium Holding BV

This report has been prepared in accordance with the terms of our engagement contract dated 23 February 2022 (the “Agreement”), whereby we have been engaged to issue an independent limited assurance report in connection with a selection of performance metrics of sustainability topics marked with a symbol (β) included in the Sustainability Report as of and for the year ended 31 December 2021 (the “Report”).

The Directors’ responsibility

The Directors of LBC Belgium Holding BV (“the Company”) are responsible for the preparation and presentation of the information and data for the selected performance metrics of the sustainability topics marked with a symbol (β) (the “Subject Matter Information”), in accordance with the criteria disclosed in the Report (hereafter the “Criteria”).

This responsibility includes the selection and application of appropriate methods for the preparation of the Subject Matter Information, for ensuring the reliability of the underlying information and for the use of assumptions and estimates for individual sustainability disclosures which are reasonable in the circumstances. Furthermore, the responsibility of the Directors includes the design, implementation and maintenance of systems and processes relevant for the preparation of the Subject Matter Information that is free from material misstatement, whether due to fraud or error.

Auditor’s responsibility

Our responsibility is to express an independent conclusion about the Subject Matter Information based on the procedures we have performed and the evidence we have obtained.

We conducted our work in accordance with the International Standard on Assurance Engagements 3000 (Revised) “Assurance Engagements other than Audits or Reviews of Historical Financial Information” (ISAE 3000), issued by the International Auditing and Assurance Standards Board. This standard requires that we comply with ethical requirements and that we plan and perform the engagement to obtain limited assurance as to whether any matters have come to our attention that cause us to believe that the Subject Matter Information has not been prepared, in all material respects, in accordance with the Criteria.



The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable engagement been performed. The selection of such procedures depends on our professional judgment, including the assessment of the risks of material misstatement of the Subject Matter Information in accordance with the Criteria. The scope of our work comprised the following procedures:

- Assessing and testing the design and functioning of the systems and processes used for data-gathering, collation, consolidation and validation, including the methods used for calculating and estimating the Subject Matter Information as of and for the year ended 31 December 2021 presented in the Report.
- Conducting interviews with responsible officers.
- Reviewing, on a limited test basis, relevant internal and external documentation.
- Performing an analytical review of the data and trends in the information submitted for consolidation.
- Considering the disclosure and presentation of the Subject Matter Information.

The scope of our work is limited to assurance over the Subject Matter Information. Our assurance does not extend to information in respect of earlier periods or to any other information included in the Report.

Our independence and quality control

Our engagement has been carried out in compliance with the legal requirements in respect of auditor independence, particularly in accordance with the rules set down in articles 12, 13, 14, 16, 20, 28 and 29 of the Belgian Act of 7 December 2016 organizing the audit profession and its public oversight of registered auditors, and with other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Control 1 and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.



Our conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Subject Matter Information within your Sustainability Report as of and for the year ended 31 December 2021 has not been prepared, in all material respects, in accordance with the criteria.

Other ESG related information

The other information comprises all of the ESG related information in the Report other than the Subject Matter Information and our assurance report. The directors are responsible for the other ESG related information. As explained above, our assurance conclusion does not extend to the other ESG related information and, accordingly, we do not express any form of assurance thereon. In connection with our assurance of the Subject Matter Information, our responsibility is to read the other ESG related information and, in doing so, consider whether the other ESG related information is materially inconsistent with the Subject Matter Information or our knowledge obtained during the assurance engagement, or otherwise appears to contain a material misstatement of fact. If we identify an apparent material inconsistency or material misstatement of fact, we are required to perform procedures to conclude whether there is a material misstatement of the Subject Matter Information or a material misstatement of the other information, and to take appropriate actions in the circumstances.

Other matter - restriction on use and distribution of our report

Our report is intended solely for the use of the Company, to whom it is addressed, in connection with their Report as of and for the year ended 31 December 2021 and should not be used for any other purpose. We do not accept or assume and deny any liability or duty of care to any other party to whom this report may be shown or into whose hands it may come.

Diegem, 15 June 2022

PwC Bedrijfsrevisoren BV/Reviseurs d'Entreprises SRL
Represented by

Marc Daelman¹
Registered auditor

¹ Marc Daelman BV, director, represented by its permanent representative Marc Daelman