



Sustainability Report Noord Natie Terminals

2020



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About this report

This sustainability report is about Noord Natie Terminals nv, with its registered office at Blauwe Weg 44, 2030 Antwerp. The report covers the years, 2017-2019. This report has been drawn up according to the Core level of the GRI standards. It is our intention to publish an update every two years.

Sustainable Development Goals

In addition to the international GRI reference framework for sustainability reporting, we are also investigating how we can contribute to the Sustainable Development Goals (SDGs). These new Sustainable Development Goals were approved by 193 heads of state or government at a special summit of the United Nations in New York on 25 September 2015. They cover a range of sustainability themes such as climate change, biodiversity, public health, education and poverty reduction; and they will set the global sustainability agenda for the next 15 years. For the first time, companies, NGOs, governments and all other social actors have been approached to try achieve these 17 goals together. Throughout the text of our sustainability report, we refer to the SDG where we believe we can play a role. This year we will explore our actual commitments.

Preface



Philip J. Van gestel
Executive Chairman

Dear reader,

- At Noord Natie, we take our role seriously as part of the Antwerp community pursuing Corporate Social Responsibility (CSR). We have done this as the main sponsor of Antwerp 93 city of culture, and through port consultation and professional associations. Employees, customers, quality of services and respect for the environment were central to this.

In 2003, the Noord Natie group endorsed the 10 United Global Compact principles concerning human rights, labour, the environment and anti-corruption.

In 2015, the United Nations formulated Sustainable Development Goals (SDGs) to end poverty, protect the planet, and ensure well-being for everyone.

Following the lead of the Antwerp Port Authority, Noord Natie Terminals wants to set its commitment through the publication of this document. It will be a step-by-step plan for a successful transformation to a sustainable future.

Reading this first report is not a single voyage of discovery of the impact of Noord Natie Terminals on the environment and on our society, but it is also a chance for you to become acquainted with the passion and commitment of our 145 employees. They are ambassadors for our core values. Flexibility (adaptability), Respect (esteem), Efficiency (efficacy), Dynamic (flexibility) and Integrity (fairness) are our top priorities.

In the coming years, our commitment will be anchored in the CSR objectives and the operational processes of the organisation; this will be achieved by tightening measurable objectives with periodic reporting. The ambition is to inspire you, the reader, with our sustainability model. Knowledge transfer and consultation with all stakeholders are important in our business operations. We would like to invite you to enter into dialogue about this.

In support of this objective, we have made an e-mail address available.
duurzaamheid@noordnatie.be

This report from Noord Natie Terminals shows there is still work to be done, but hopefully it will convince you that we are on the right path.

233
tanks

.....
390,000 m³
storage capacity

.....
27 ha
business area

.....
2
warehouses

Noord Natie Terminals

Noord Natie Terminals (NNT), located between the Fourth Harbour Dock and the Leopold Dock in the Port of Antwerp, is a tank storage company specialising in the storage and transhipment of liquid products such as base oils, glycols and chemicals.

NNT currently has 233 tanks, spread over different tank farms, with a total commercial storage capacity of 390,000 m³. The total business area is approximately 27 ha, part of which is still undeveloped and available for further expansion of the terminal by 135,000 m³, according to the plans.

The main activity is the storage of liquid products in the storage tanks that are located in several tank farms. These liquid products are delivered in bulk by rail, ship and truck.

Blending and drum filling are also important activities for NNT. All activities are carried out on behalf of our customers on the basis of customer contracts, whereby NNT makes its staff, expertise, storage capacity and loading/unloading installations available. The duration of the contracts varies from a few months to several years.

The nature of the stored products varies according to market supply, which means that a very wide variety of products can be stored.

In addition to the tank farms, the terminal has two warehouses for the storage of various smaller packaging (200-litre drums or 1000-litre Intermediate Bulk Containers (IBCs)). These warehouses also contain various filling installations and a blending installation.

Short history

References to the “Natie van Noord en Oost Werkers” can be found in 16th century writings. In those centuries mainly goods from the North and the East were handled. Finally, in 1865, the name Noord Natie was notarised and the company took on a legal form.

The first tank farm was built in 1949, intended for bulk storage of liquid vegetable and animal oils and fats. In the decades that followed, the number of tank farms steadily expanded, and the product range also grew significantly to include petroleum products and chemicals.

Since 2012, Odfjell Terminals, as a subsidiary of the Norwegian tanker company of the same name, bought a 25% share, and we are internationally known as Noord Natie Odfjell Antwerp Terminal.



Our Corporate Social Responsibility

Sustainability relates to dealing with people, the environment and profit. The choices we make today must contribute to our relevance in society, to long-term well-being and development, and to future generations. The products we store are essential for making clothes, insulating homes, feeding people, developing medicines, building roads and schools or hospitals, washing and cleaning, making screens or cell phones, enabling people to cook and heat their homes.

So we can confidently say that the liquid products we store in our tanks are crucial to the economy and the daily life of everybody; while at the same time, we must realise that these liquids can endanger health and the environment. This makes us jointly responsible for ensuring safe, careful and efficient storage. To meet this challenge, we must engage with all of our stakeholders, employees, customers and the communities in which we operate.

As a tank storage company, we are well aware that we do not control the products that are in use throughout the world. Nevertheless, we want to be a progressive company in which our employees and contractors proudly work in a successful and healthy environment, paying due attention to our pursuit of satisfying our stakeholders. We are committed to health and safety, and constantly strive to reduce our carbon footprint and minimise any other negative impact on people and the environment. We want to invest in training, talent development and a diverse and heterogeneous workforce. We are introducing more sustainable technologies, processes and



"This report shows that sustainability is increasingly being integrated into the business operations, and the SDGs provide a great framework for this. By highlighting actual efforts, Noord Natie Odfjell can demonstrate that sustainable entrepreneurship can have a significant impact in practice."

Jacques Vandermeiren, CEO Port of Antwerp

products in order to contribute to a more sustainable world. In the context of environmental care, we are striving to be energy efficient, reduce emissions and water use, and avoid or at least recycle waste.

To build a sustainable future, we need to do more than just reduce our own impact. That's why we're making changes in every part of our value chain. The following figure shows the main themes we want to focus on.

Reducing our environmental impact



3.5% Water reuse
(target: ▲)



High-quality tank farms,
liquid-tight, with overfill protection
and vapour treatment installations



**extensive
automation**

12.037 kWh/ton

Energy efficiency
(target: ▼)

2.9 kg CO₂/ton
and climate impact
(target: ▼)

97%

Degree of sorting



**Energy-efficient
office**



Cherishing our employees



**> 140
employees**



**Values-driven
organisation**



83%



17%

Commitment to diversity
(target: M/F ratio: 50/50)

31%
< 30 years
(target: >30%)

21%
> 50 years
(target: >25%)



First female operator
(target: ▲)



Learning organisation

Approx. 3,600
external training hours

Approx. 500
internal training hours

3.8
training days/employee
(target: ▲)



Embedding safety into our culture



0.51
reported near misses/employee
(target: ▲)

277
incidents
(target: ▼)

Improved communication and dialogue



Investing in the mobility of the future

Making transport more sustainable

95%



seagoing vessel

5%



Noord Natie Terminals

40%



seagoing vessel

55%



tank truck

5%



rail

tank container

(target: ▲ share ship and rail)



50 colleagues on bicycles thanks to our NNT bicycle plan



Investing in digitisation

Expansion

233
commercially available tanks
(2025: 268)

390,000 m³
Storage capacity
(2025: 530,000 m³)



Reducing our environmental impact



At Noord Natie Terminals, we continuously monitor international, national and regional legislation, comply with the regulations, and even try to exceed them by anticipating the future and setting up prevention and improvement processes. We improve our environmental performance by:

- Purifying our wastewater and thus helping to improve water quality
- Decreasing our consumption of tap water
- Limiting our emissions to the air and soil to a minimum
- Decreasing our energy consumption
- Separating our waste
- Our investment in energy-efficient offices

WATER AND WASTE WATER

NNT uses tap water as sanitary water (office building), "cleaning water" (for cleaning its own storage tanks, pumps, pipes, etc.) and for the production of steam (for heating products).

The waste water (cleaning water and contaminated condensation and rain water from tank farms, loading stations, manifolds and pump plates) is pumped to the company's own water treatment plants via the internal sewage system. These installations, consisting of physicochemical and biological treatment, are fully automated. The purification efficiency is more than 95 percent.

Our current water-saving measures

The rainwater in the new office building is collected for reuse in the sanitary facilities.

1,221 m²

Covered roofs

730 m³/year

Rainwater collection

accounts for 70% of our sanitary water requirements

Challenges for the future

The dry summers of the past have taught us that we must be alert for periods of water scarcity. We must investigate options for reusing water – after treatment – or for further collecting and reusing rainwater.

It is our ambition to steadily decrease our tap water consumption and to bring the ratio of reuse of purchased tap water to 5% through increasing reuse.

	2017	2018	2019	Target
Tap water (m ³)	23,426	21,219	21,012	▼
Discharged purified wastewater (m ³)	36,000	34,000	31,000	
Reuse of (rain)water (m ³)	730	730	730	▲
Pollution load (kg)				
COD	4,536	2,750	2,760	
BOD	720	646	450	
Suspended particles	1,944	578	840	
% Water reuse (= reuse of (rain)water compared to consumption of tap water)	3.1%	3.4%	3.5%	5%

AIR AND SOIL

VOC (Volatile Organic Components) emissions can be released as a result of storage and loading activities, as well as during the filling of highly-volatile products.

We have combustion emissions from gas-fired steam boilers. Steam is used for heating a number of storage tanks or for cleaning activities. The emissions from these installations are measured periodically.

The risk of leaks is highest for manual actions (e.g. during connecting and disconnecting).

Various soil surveys have been carried out on site, and a soil remediation programme has been set up to appropriately deal with historical contamination.

Our current emission-reducing measures

Air: Emissions will be kept to a minimum. By investing in high-quality tank farms, such as tanks with increased design pressure, that are well insulated and equipped with emission-reducing equipment (e.g. vapour return, gas scrubbers, activated carbon filters), we aim to further reduce these emissions.

Soil and groundwater: Of 16 tank farms, 10 have already been equipped with a liquid-tight bund; in addition we have made all loading stations, ship manifolds and pump plates liquid-tight. The storage tanks and loading stations have been equipped with overfill protection.

To achieve increased safety, 9 of the 16 tank farms have already been fully automated, and we have developed an action plan for the other tank farms in the coming years.

Challenges for the future

Air: Further efforts will be made to find sustainable emission-reducing techniques to prevent and further reduce VOC emissions.

Soil and groundwater : Despite the implementation of spill management through clear procedures, continuously raising awareness remains necessary. Investing in the automation of the tank farms will further reduce the risks.

ENERGY

Tanks with products that have to be stored at a higher temperature because of their viscosity/pour point, or for other quality reasons, are heated electrically or with steam from steam boilers fired by natural gas.

We use hot water and/or steam for cleaning activities.

The offices are also heated with the help of natural gas-fired boilers. Fluctuations in natural gas consumption are largely due to the nature and quantity of the products to be heated and the climatic conditions over the year.

Our current energy-saving measures

The outdoor lighting on the terminal has been switched to LED lighting, which is equipped with daylight and motion sensors. Our product pumps have been equipped with a frequency control.

	2017	2018	2019	Target
Energy consumption (kWh/ton throughput)	11.402	12.934	12.037	▼
CO ₂ emissions (kgCO ₂ /ton throughput)	2.7	3.0	2.9	▼

Challenges for the future

An energy study on the steam boilers will tell us whether replacement by a more efficient system will be a better option. We are also planning to carry out a general energy study in 2021. This study will allow us to define and monitor more targeted KPIs concerning our energy consumption. Finally, we are also investigating purchasing or generating green electricity so we can connect charging stations for electric vehicles to this if necessary.



Degree of waste sorting (target: ▲)



WASTE

In line with the “Vlaams Reglement betreffende het duurzaam beheer van materiaalkringlopen en afvalbeheer (VLAREMA)” [Flemish regulations concerning sustainable management of material cycles and waste management], as many waste materials as possible are collected in a separate way. The improved separation of the waste stream also offers the processor more options for recycling or energy recovery. The increase in the amount of waste is mainly due to a sharp increase in handled products, the many renovation works (also in the water treatment plants) and a different sludge treatment working method.

EFFICIENT/ENERGY EFFICIENT OFFICE

In 2017, we moved into a brand new central office building, which has greatly improved internal communication and the collaboration between all departments (previously spread over 5 buildings on the site). New sustainable technologies have been integrated into the building:

- Efficient climate control
- LED lighting with dimmers
- A solar boiler for hot water
- Collecting rainwater from the roofs for sanitary use.

EPC > B

144.78 kWh/m²

Challenges for the future

Our ambition is to make all our office activities more sustainable.

	2017	2018	2019	Target
Residual waste (tons)	38.77	45.26	46.52	
Total waste (tons)	790*	1,150*	1,686*	
Degree of sorting (%)	95	94	97	▲

*The following waste flows are not included in the total waste quantity: scrap iron, soil removal for groundworks

Cherishing our employees



NNT is a continuously growing and highly professional logistics service provider that pays personal attention to the employee, customer and supplier. NNT is a company with a family culture, where the relationship between employees and customers is central, with a focus on:

- Investment in people
- Our standards and values
- A learning organisation

INVESTMENT IN PEOPLE

The selection and recruitment of new employees is carried out in an ethically and deontologically responsible manner. The first step in the process is to see whether vacancies can be filled internally.

“As the first female operator, I was the odd one out. Now I am one of the guys. Hopefully this is just the start of increased diversity at Noord Natie Terminals.”

Lenke Bajart, Operator

“The most important assets of Noord Natie Terminals are the employees, and with respectful interaction, good communication, integrity, as well as demonstrating the necessary flexibility, efficiency and dynamism in our actions and thinking, we have achieved what we stand for today, and we will continue along this path.”

Kurt Offeciers, HR manager

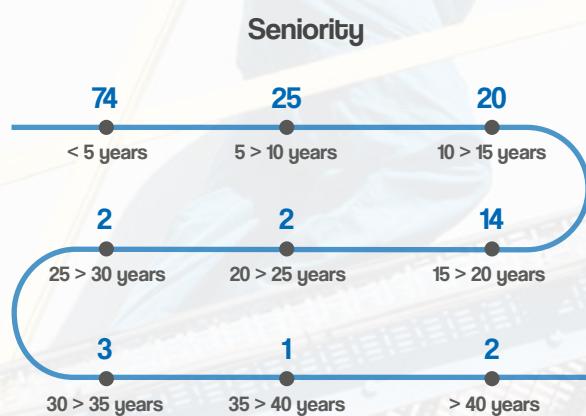
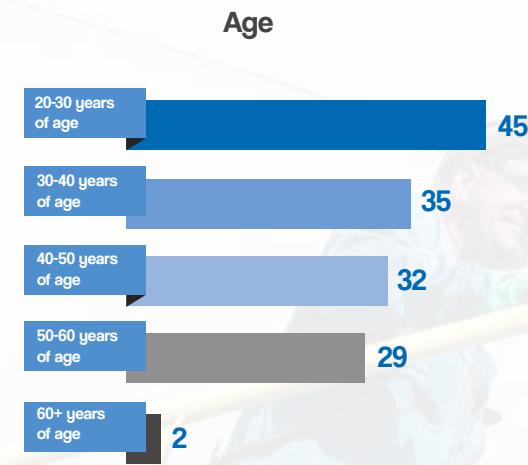
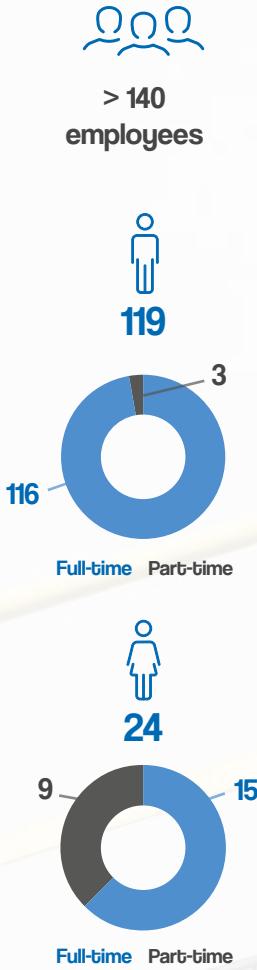
Challenges for the future

A company should be a reflection of society, and NNT strives to achieve diversity in its **NNT employees** (age, race, gender, etc.). The nature of the physical activity (loading and unloading in the port) has historically seen more men than women working at NNT. The vast majority have Belgian nationality, but some do have different cultural backgrounds. But we can do better! For example, we recruited the first female operator. And we are continuing to strive for a 50/50 man/woman ratio. Our age curve shows a healthy age distribution. On the one hand, we are committed to a young corporate culture. We are striving to achieve a minimum of 30% employees being under the age of 30. On the other hand, we focus on practicable work, also for our older employees. We aim to achieve approximately 25% employees being over 50 years old.

OUR VALUES

At NNT, we want to respect and make optimal use of our human capital. Our policy focuses on the sustainable and optimal employability of all our employees within our organisation: recruiting the best people, engaging them, and developing, training and managing them in a way that suits their talent.

The social policy at NNT ensures employees can meet each other outside working hours in an informal atmosphere. Corporate events are organised at regular intervals.



Our corporate values:

Flexibility (adaptability)

Respect (esteem)

Efficiency (efficacy)

Dynamic (flexibility)

Integrity (fairness)

LEARNING ORGANISATION

We believe it is important to continue to invest in the development of our employees (coaching trajectories & training) and a detailed social policy, which contributes to personal growth and good informal, professional relationships.

Extensive automation is always applied when expanding our storage capacity. These new technologies also require more specialised knowledge. And this is exactly what our development plan operations are focused on. Since 2019, an operations trainer has been employed who focuses full-time on on-the-job training for operators.

Challenges for the future

A learning organisation requires a continuous learning culture. Learning points must be repeated and followed up, behaviour must be adjusted and awareness raised. To this end, our training plan is regularly followed-up with any accompanying adjustments depending on new needs and themes.

	NUMBER OF HOURS	Target
EXTERNAL TRAINING		
Rolling stock: fork lift, tractor, crane, telehandler, etc.	1410	
Software training	372	
First-aid support	186	
Leadership	297	
Intervention members	680	
Fire fighting for minor incidents	45	
Professional training	617	
Total number of hours of external training	3607	
INTERNAL TRAINING		
Toolbox meetings, info sessions, etc.	151	
Safety, product training & care system	336	
Total number of hours of internal training	487	
Average number of training days/ employee	3.8	▲

A photograph of a woman with blonde hair, wearing a light blue lab coat over a white shirt. She is standing in a laboratory setting, positioned behind a large binocular microscope. She is smiling at the camera. The background is slightly blurred, showing laboratory equipment and shelves.

—

**“Motivate people,
guide them in their growth,
and employ them based on their
qualities to ensure everyone can
work efficiently and safely and
be motivated to do their part.
That’s the goal.”**

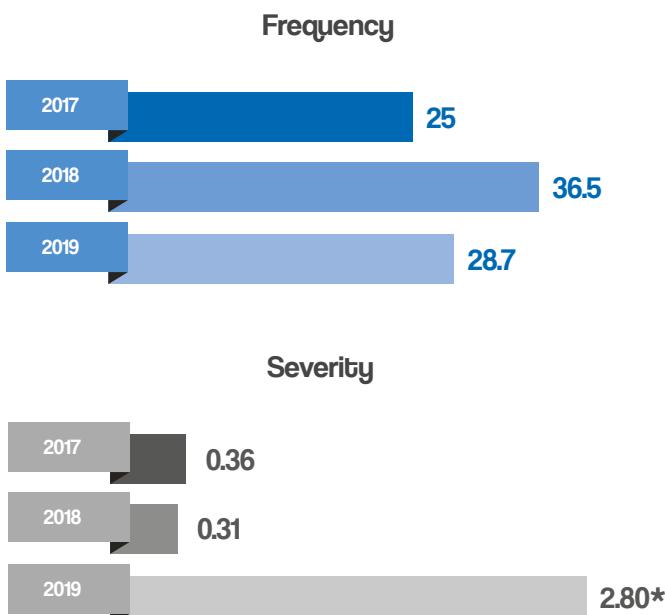
Nora Vaes, TICka

Embedding safety into our culture



As a Seveso company, Noord Natie Terminals is a great believer in health and safety; as such, our safety culture, which we strive to embed into all our departments, is of the utmost importance so that a safe working environment can be guaranteed at all times. This is achieved by:

- Decreasing risks and exposure
- Developing a culture of safety
- Focussing on the health and well-being of our staff



REDUCING RISKS AND EXPOSURE

In addition to our NNT employees, we also consider CEPA workers to be our own employees.

*the increase is the result of a serious occupational accident

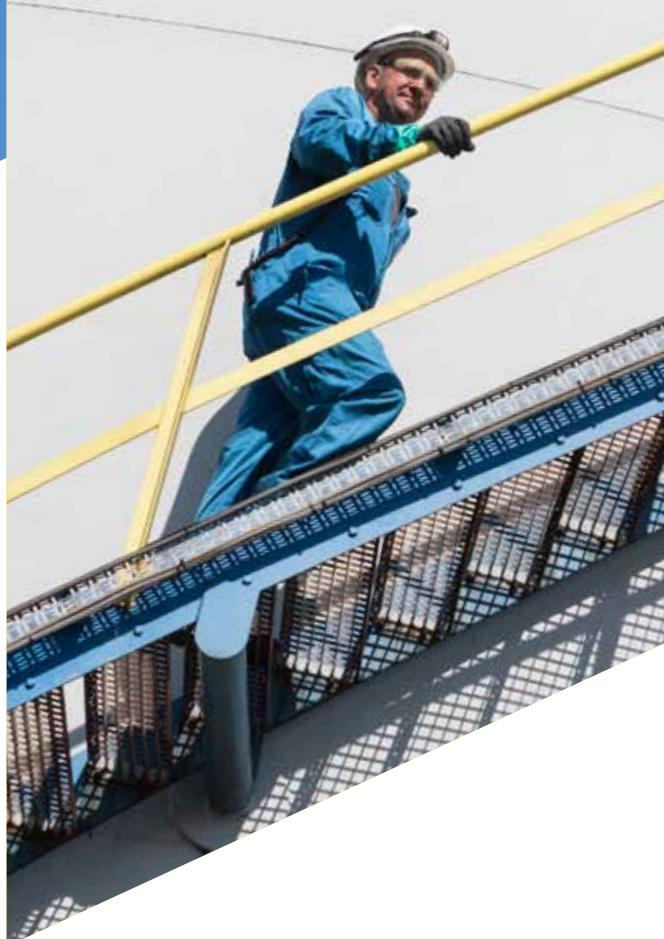
Every employee on the site of Noord Natie Terminals must be aware of the risks and consistently follow all the operational procedures, safety instructions and working methods contained in the management system. In order to maintain the highest standards for safety and maintain a focus on continuous improvement for all aspects of the business, we train our employees and encourage everyone within the organisation to take the initiative in order to develop a continuous learning environment.

Some recent adjustments for improved safety are:

- Fall protection at every loading station
- Reduced speed limit to 20 km/h on site
- Walking routes and paths for cyclists, shielded from cars and trucks
- Stricter guidelines in case of storm/lightning/freezing cold or snow
- Continuous investment in PPE

Challenges for the future

To avoid accidents on the site, further investments will be made for separate cycle paths and better paving. This will ensure those moving around by foot or bicycle can have better protection from motorised transport (trucks, forklifts, etc.).



EMBEDDING A SAFETY CULTURE

Our safety culture is an ongoing process – we know that we are only as strong as our weakest link.

A culture assessment carried out in collaboration with Avans Hogeschool and Cepa in 2017 defined our culture as reactive. In theory, this means that the company will generally only act once an accident has occurred. The scores of profit-safety balance, safety techniques, reporting hazards and actions after accidents are above average. The greatest progress was made on remuneration, contractors, meetings and benchmarking, trends and statistics. We worked with these insights by initially increasing safety awareness through training and education.



In 2018, the “Frustraties Aanpakken door Snelle Tussenkomst” (FAST) Team [Tackling Frustrations through Rapid Intervention] was created, with representation from all departments. The FAST team meets monthly to rapidly and efficiently deal with problems and frustrations.

Challenges for the future

High safety standards require continuous monitoring and change. We will therefore continue to invest in training, as well as reporting accidents and near misses, root cause investigation and preventive measures.

Reported near misses/employee

(target: ▲)



Incidents

(target: ▼)



FOCUS ON WELL-BEING AND HEALTH

In addition to mandatory aspects such as implementing an anti-smoking policy and carrying out random checks for alcohol and drugs, we are fully committed to the health and general well-being of our employees.

A risk analysis at the end of 2016 revealed a requirement for improved communication and feedback, information and participation, appreciation and reward, and a commitment to collegiality and manners. The info screens, increased attention to feedback and consultation, and activities carried out as part of our social policy are just a few examples of how we tackled the comments.

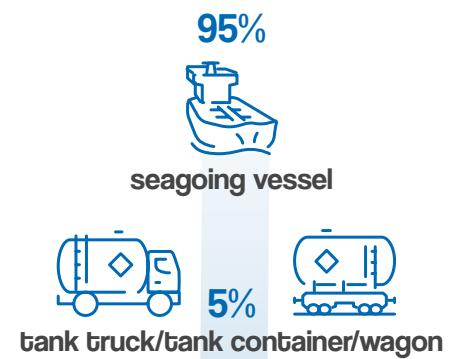
The method of evaluation and assessment has been thoroughly rethought. We will introduce a new, more participatory working method in 2020: the WiZo dialogue, consisting of a Winter (Wi) and a Summer moment (Zomer [Summer]). The WiZo dialogue is characterised by two-way communication between the manager and the employee in which everyone has a voice.

Investing in the mobility of the future

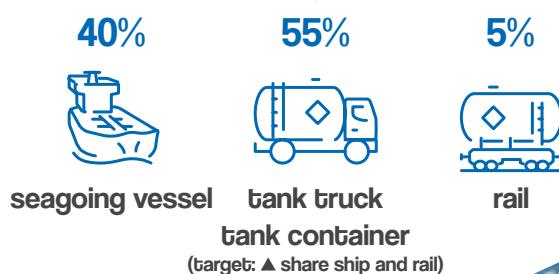


Noord Natie Terminals main assets are:

- Our strategic location in the Port of Antwerp, with easy access by road, water and rail
- Our medium-term growth ambitions
- Continuous pursuit of sustainable commuting
- Extensive digitisation



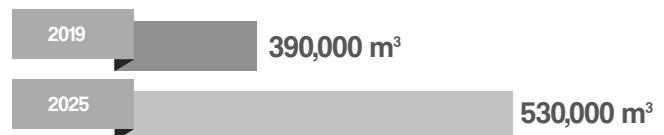
Noord Natie Terminals



Number of commercially-deployable tanks



Storage capacity



STRATEGIC LOCATION

NNT combines 3 modes of transport, i.e. truck, rail or ship. The terminal has 2.5 km of quay length for loading and unloading ships, and more than thirty loading stations for trucks and single wagons.

With the focus on the modal shift, a new loading and unloading station for block trains has also been built recently, which makes it possible to load or unload four railcars simultaneously.



Current and future works on the Antwerp ring road have forced us to take action to reduce the impact of the resulting congestion. This is why we recently started a project with a "drop & swap" system. This allows us to handle tanktrailers during the night.

Challenges for the future

Although the inbound and outbound transport routes are beyond our control (determined by our customers and their carriers), our mobility policy is **to stimulate the share of water and rail as a mode of transport**. We work closely with the Port in support of this and to help support their initiatives.

EXPANSION

Noord Natie Terminals has been investing heavily in expansion for more than a decade. The storage capacity of the tank terminal has grown from 230,000 m³ to more than 390,000 m³ since 2010. From 2018, 3 new tank farms with a total storage capacity of 46,500 m³ were built. As a result, Noord Natie Terminals currently has a total of 16 tank farms with a total capacity of 390,000 m³ for a very diverse range of liquids.

The latest storage tanks and all the product pipelines in these new tank farms are made from stainless steel, a material that is suitable for a wide range of chemicals, while also being very durable.



Challenges for the future

NNT still has expansion plans for the tank terminal to be implemented by 2025, including **storage capacity of approx. 135,000 m³ in 5 new tank farms**.

SUSTAINABLE COMMUTING

In order to maintain our image as an attractive employer, we also need to provide a powerful answer to the issue of mobility. We must take the roadworks on the Oosterweel connection and the increasing number of traffic jams on Antwerp's main roadways into consideration, as well as try to reduce our climate impact, which means we must expand and promote environmentally-friendly alternatives for commuting.



We have managed to get almost 50 of our colleagues travelling by bike thanks to the NNT Bicycle Plan

In order to encourage our employees to come to work by bicycle, the NNT Bicycle Plan was introduced in the summer of 2019. The option for leasing a bicycle of choice for commuting, including insurance, maintenance and breakdown assistance, applies to all NNT employees. The lease is concluded for a period of 3 years in exchange for part of the gross salary. NNT employees who come to work by bicycle can continue to enjoy a bicycle allowance. 49 employees (as of end May 2020) have already taken advantage of this: a win for the environment, their health and their wallet.

In line with new trends, we are also committed to making our company vehicle fleet greener. The range of lease cars was expanded to encourage the use of economical, electric and hybrid cars. By working with a budget based on Total Cost of Ownership, electric and hybrid vehicles are now more interesting. Anyone who opts for an electric car will also receive a charging point at home.

DIGITISATION

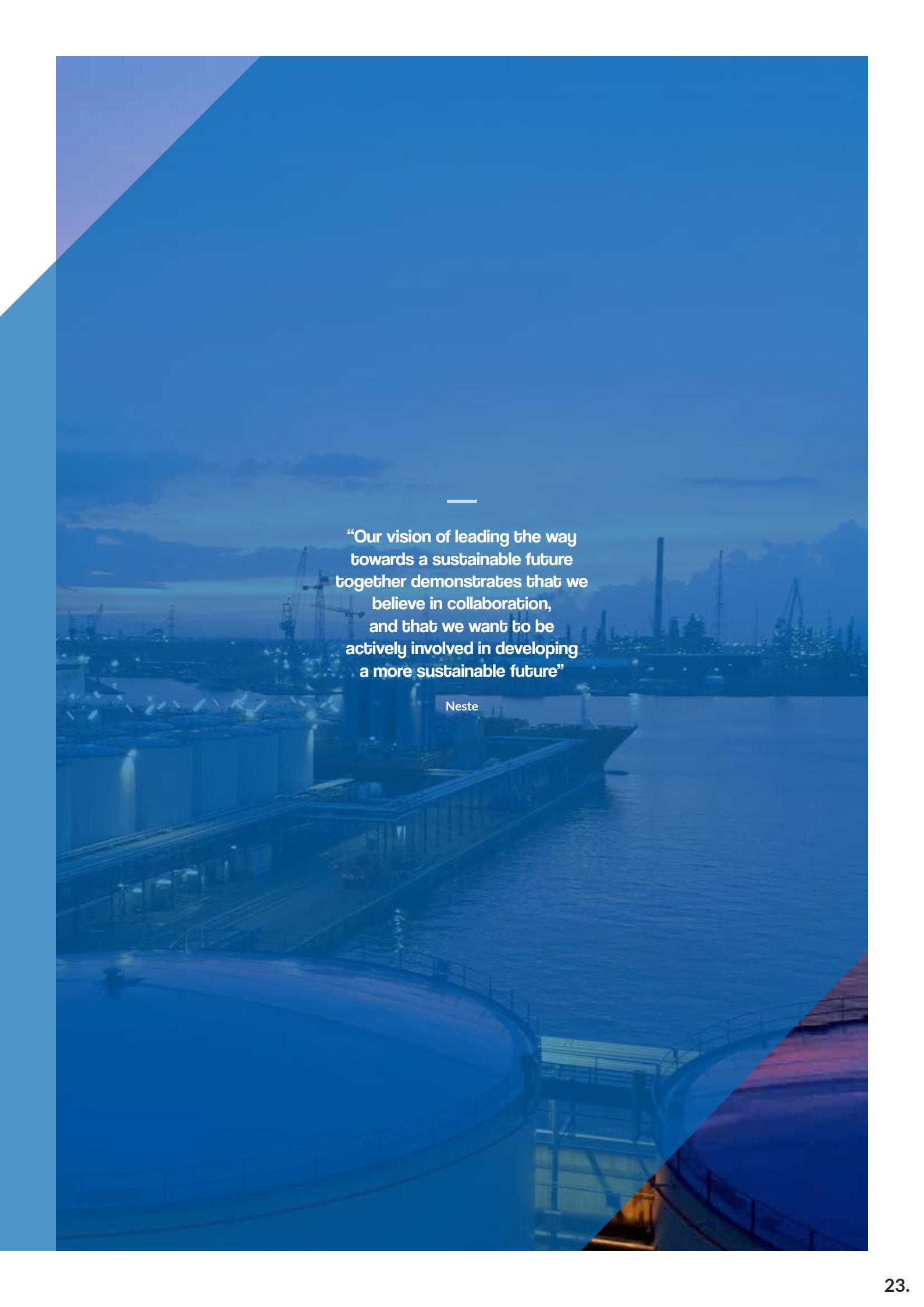
The Port of Antwerp wants to push innovation. Transparent and secure data exchange, digitisation of logistics processes: cooperation is the key to achieving the port of the future. By resolutely pushing digitisation and data sharing, NNT is also making supply chains increasingly economical, efficient and safer.

We have therefore been fully committed to:

- Digital pre-registration to reduce paper consumption
- Digital personnel files, online registration of leave requests
- Digital sending of work schedules (shift/work schedule can be consulted per year instead of day-to-day)
- Working with 12 central printers: reduce paper consumption
- Efficient management of PC material: life extension
- Online meetings

Challenges for the future

We closely follow innovative concepts in the port of Antwerp and are happy to contribute to them. We are also internally preparing for a digital future by digitising our quality system and facilitating home and teleworking.



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**“Our vision of leading the way
towards a sustainable future
together demonstrates that we
believe in collaboration,
and that we want to be
actively involved in developing
a more sustainable future”**

Neste

GRI Index

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102-46	Explain the process for defining the report content and the Aspect Boundaries	p4,7
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