

Corporate Social Responsibility Report 2023

# Accelerating our sustainability efforts



ROTTERDAM  
SHORTSEA  
TERMINALS



# Introduction

Through this Corporate Social Responsibility Report 2023, we at Rotterdam Shortsea Terminals (RST) account for our sustainability performance over the past year. Nowadays, sustainability constitutes an integral part of RST's business operations. The topic prominently features throughout our entire Business Plan 2022-2025.

As the largest shortsea terminal in Europe, we incorporate sustainability into all our activities. We do this together with our employees, our direct customers and all the modes of transport that call at our facilities. But also with our neighbours, the other companies with which we collaborate, the organisations that support us, the government bodies that assess us and society in general, of which we are an integral part. Together, we are creating a sustainable future.



# Message from the CEO



Within Rotterdam Shortsea Terminals (RST), Corporate Social Responsibility (CSR) is definitely alive and kicking. There is a positive vibe surrounding the topic. RST employees are proactive, come up with own ideas and are not afraid to take their responsibility. It is wonderful to see how our CSR policy is now so widely embraced within the company. As is often the case with new developments, CSR initially took some

getting used to; now, the flywheel is in full motion. The intrinsic motivation of our people is high. This also results in spontaneous new initiatives. Some of these might be more modest - such as waste separation or collecting deposits on packaging for charity - but combined, they all contribute to us achieving our goal of becoming the most sustainable container terminal by 2025.

A goal which we highlighted in 2023 by becoming the first container terminal in the Netherlands to commission an onshore power installation for receiving shortsea vessels.

The great internal drive has motivated us to take even greater steps regarding our existing goals to reduce CO<sub>2</sub>. Our initial ambition to be CO<sub>2</sub> neutral by 2030 (scope 1 and 2) remains unchanged. However, we will considerably accelerate

the process leading up to this. By the end of 2025, we already want to achieve a CO<sub>2</sub> reduction of at least ninety percent. The remaining ten percent will gradually be realised when we replace existing equipment with more sustainable options. After achieving yet another CO<sub>2</sub> reduction of more than twenty percent in 2023 compared to 2022, we are definitely on the right track.

Furthermore, our CSR policy truly encompasses more than just climate alone. Attention to People and Prosperity is equally important to us. In 2023, we have taken significant next steps in achieving our objectives in these areas as well. The human factor is a key element of our business development. We endeavour to be an attractive employer that takes its social responsibility seriously, considers sustainability and actually puts ideas into practice.





This CSR Report covers this in depth. The path we embarked upon three years ago to achieve full transparency regarding our performance in terms of environment, social responsibility and governance also serves as a natural prelude to meeting the requirements of the new European Corporate Sustainability Reporting Directive (CSRD), which will come into effect for RST in 2025.

The introduction of the CSRD strengthens our motivation to give true substance to sustainability. RST is fully committed to being a frontrunner in the energy transition for the container sector. This CSR Report shows how we have concretely implemented our ambitions in practice in 2023.

**Arno Storm**

Chief Executive Officer



# About Rotterdam Shortsea Terminals

Rotterdam Shortsea Terminals (RST) is Europe's largest dedicated shortsea shipping hub. Our outstanding geographical location in the heart of the port of Rotterdam, the wide variety of shipping destinations we serve and our tri-modal hinterland connections ensure containers always reach their destination in the fastest, most efficient manner. 350 highly-trained, experienced employees are committed 24/7 to delivering optimal solutions for today's demanding logistical challenges.

Boasting 2,850 metres of quayside suitable for ships with draughts up to 13.65 metres, RST on average handles over 50 shortsea vessels weekly.

At RST, we offer container handling, storage and a comprehensive range of value-added services such as empty depot, cross-docking and more, always with a strong focus on efficiency and sustainability. RST always puts the customer first!

Our mission:

*'We are a top-class container terminal that offers an optimal shortsea product from our unique central location in Europe.'*



# Our approach

At RST, we report on our corporate social responsibility based on the well-known, highly respected guidelines of ISO 26000 and of the Global Reporting Initiative, an organisation that draws up international guidelines and tools for sustainability reporting. Using these principles as our starting point, we equally focus on three areas in our corporate social responsibility policy: People, Planet and Prosperity.

## Sustainable Development Goals of the United Nations

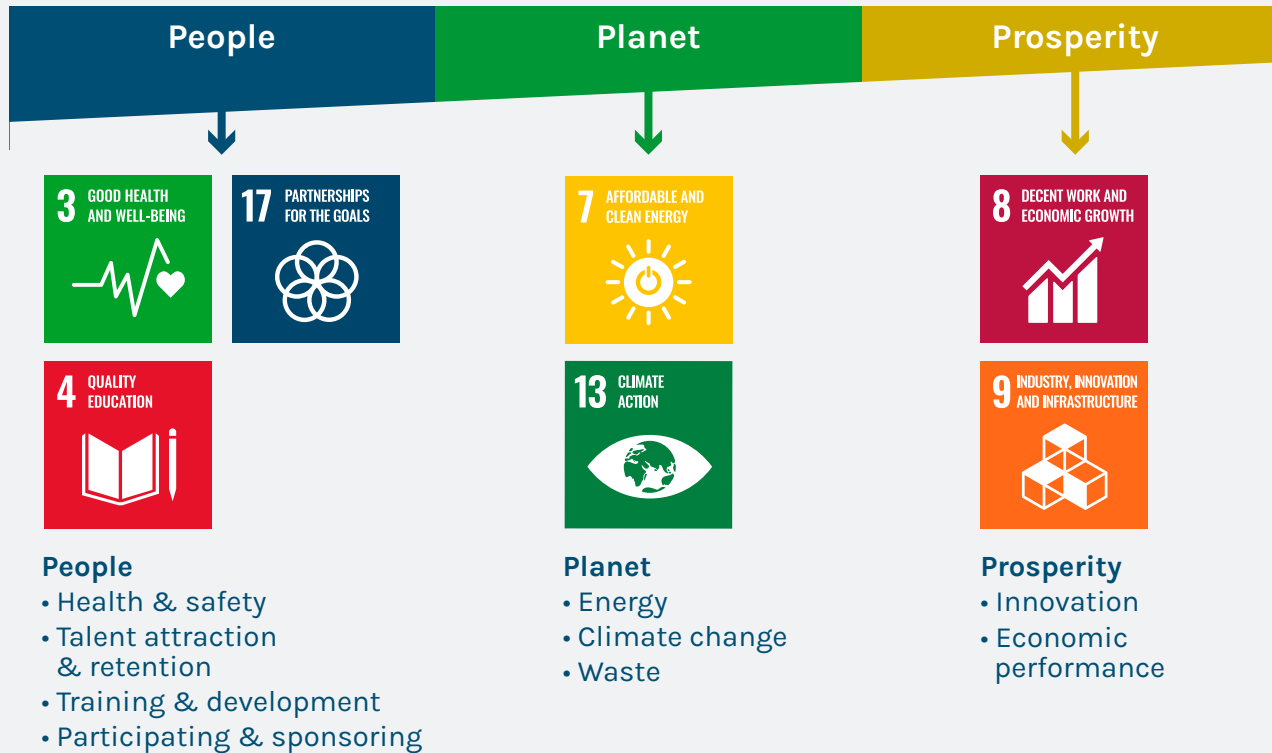
For our three focus areas People, Planet and Prosperity, we adhere to the Sustainable Development Goals (SDGs) as defined by the United Nations (UN). Through these SDGs, the UN has set a global agenda for sustainable



development for 2030. Out of the seventeen SDGs established by the UN, we focus on the seven goals that are

most relevant to us. These serve as our anchor points for achieving RST's sustainability goals.

# Our approach



## Preparing for CSRD

With this third edition of our own Corporate Social Responsibility Report (CSR Report) - and, more importantly, with all the concrete actions this contains - we emphasise our ambition to make our terminal leading in terms of sustainability. By 2025, we want to be best-in-class in this field. With that in mind, we are currently also already preparing for the new European Corporate Social Reporting Directive (CSRD), which came into effect in 2024 and will apply to RST from 2025 as well.



# Step by step towards 2025

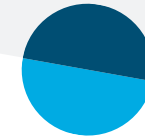
At the heart of RST's Corporate Social Responsibility (CSR) policy is an extensive baseline measurement made over the years 2019 and 2020 for our focus areas People, Planet and Prosperity. Next, clear and measurable goals for improvement were established for the period 2022-2025. The successful realisation of these goals should help us to become best-in-class regarding sustainability by 2025. The board, the management team and the staff of RST are fully committed to making this happen. As we work towards 2025, we present RST's CSR accomplishments in 2023 on the following pages.





# Our CSR performance 2023

## People



Targets 2022 - 2025

### Health & safety

Start with a preventive medical examination as the basis for a vitality policy. Stimulate exercise, healthy nutrition, attention to mental health, striking a balance between work and private life.

Reduce sick leave rate (6.3 percent in base year 2020, excl. COVID-19).

ISO 45001 certified in 2025.

Launch of Safety Awareness program in 2022 for all employees and introduction of 'the Safety Ambassador'.

New 'healthy working' scheme in 2022.

### Talent attraction & retention

Sponsor internships annually for students to address (future) staff shortages in the shortsea sector. Collaborate with at least one MBO/HBO (secondary/higher vocational education) school and/or university in 2022.

Increase employee satisfaction to 7.5 in 2025. (Base year 2021: 6.5)

### Training & development

Policy for development of staff with a training coordinator, including a development budget.

Training, rewarding and retaining people who are an asset to our company - employees who show personal leadership and take responsibility. We aim to have trained 80 percent of our employees in Lean in 2025.

### Participating & sponsoring

Participate in CSR-related pilots in the Rotterdam region from a social perspective.

Select charities to sponsor and to contribute to our local environment.



# Accomplishments 2023

## Health & safety

### Safety Ambassadors

As part of the Safety Awareness programme within RST, all operational shift leaders were trained in safety leadership by an external agency in 2023 and completed the Basic Safety Expertise training. Using this knowhow, these shift leaders serve as Safety Ambassadors to other employees.

### Health-oriented work scheme

Over the past year, all preparations were completed for the introduction of a scientifically based health-oriented work scheme. At the start of 2024, all operational employees working continuous shifts switched to this. The new schedule has been proven to be healthier and thus contributes to RST's policy for sustainable employability.

## ISO 45001

We acquired ISO 45001 certification in 2023, two years earlier than planned. The certification signifies that RST operates in accordance with a management system that has clear standards for healthy and safe working.

In the field of safe working, we continuously keep improving. Among

other things, we organised training sessions for the safe lifting of breakbulk cargo in 2023. A lane separation in zone 8 at the terminal has created a safer workplace for employees and third parties.

Noise and vibration research has led to additional protection measures for employees, such as custom-made

earplugs for everyone in the Technical Department.

Following a study into the indoor climate of the offices, 2024 will see the introduction of measures to improve air quality.





# Accomplishments 2023

## Training on safety and integrity

As in the previous year, we organised training sessions in the context of safety and integrity in collaboration with 'Rotterdamse Haven, Veilige Haven' (Port of Rotterdam, Safe Port) in 2023. The aim was to make employees more aware of subversive (drug-related) crime to thus help them bolster their resilience.

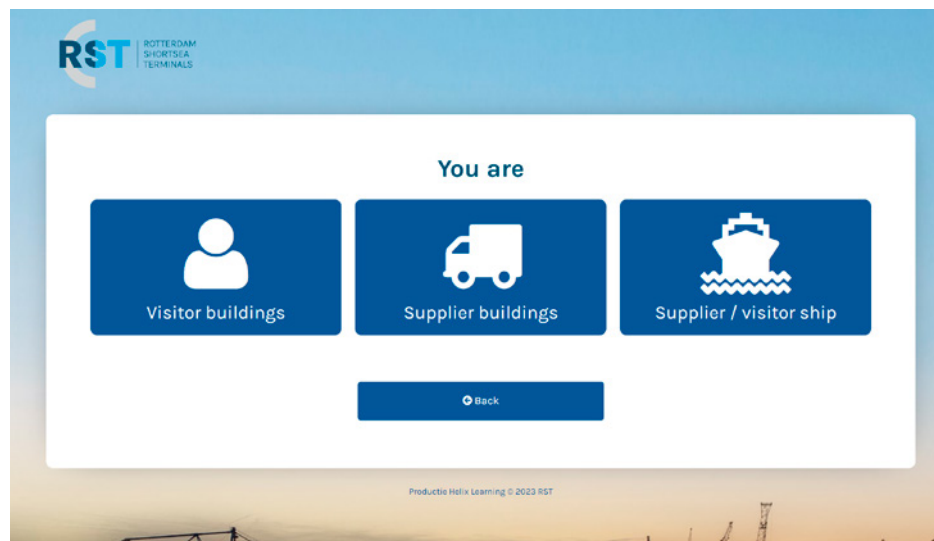
## Security

To further enhance security at our terminal, updated gate instructions for visitors and suppliers were implemented in 2023. In the context of the port-wide introduction of the Secure Chain for the safe and reliable collection of import containers, preparations were made to accommodate the verification of the operating haulier at the gate.

## Wellbeing and wellness

Since the end of 2023, employees have been able to take their breaks at a new central canteen. An attractively decorated facility with a good kitchen that serves tasty, healthy meals.

A second confidential counsellor was appointed should an employee at RST encounter any form of undesirable behaviour. Employees now have the choice between a male and a female counsellor. We also introduced a whistleblower scheme. Furthermore, preparations were made last year for the performance of a satisfaction survey and a periodic occupational health examination (PAGO) among employees in 2024.



We use this verification to ensure that the driver who reports at the gate actually belongs to the haulier that has pre-notified his arrival.

# Accomplishments 2023

## *Alcohol, drugs and medication*

At RST, we have had a clear, strict policy on alcohol, drugs and medicines since 2019. As part of this, options for anonymous care were introduced and extensively communicated in 2023. This is a safe way for employees to address and resolve any problems in a private manner.

## **Talent attraction and retention**

### *Open eyes for young talent*

At RST, we do everything we can to present ourselves as an attractive (future) employer. In 2023, we once again regularly opened up our terminal to show young people around. This was done under the supervision of guides from the Educational Information Center Rotterdam (EIC Rotterdam). In addition to this, we participated in the 'Mainport Next' fair to enthuse students who had not yet made a career choice or a job in the port and at RST.

Furthermore, as RST we have a long-term collaboration with the Shipping and Transport College (STC). We are a work placement company that is accredited by the SBB (Foundation for Cooperation on Vocational Education, Training and the Labor Market or *Samenwerkingsorganisatie Beroepsonderwijs Bedrijfsleven* in Dutch). We offer students who are enrolled in the so-called BBL learning track in vocational education on-the-job training to help them develop their professional skills. By doing so, we contribute to the local economy. In 2023, we employed an average of 21 BBL students every month. In addition, we offer internships at various levels (from secondary vocational education or MBO to university) to students from other courses.





# Accomplishments 2023

## Training and development

### Lean Academy

The Lean business approach within RST focuses on the creation of value for the customer whilst simultaneously eliminating waste. In this approach, we aim to involve our employees as much as possible in improving our way of working. In 2023, we enrolled an additional eighteen percent of our employees in the Lean Academy (21 percent including external participants). In total, 31 percent



of our employees have now been enrolled in the Lean Academy.

## Participations and sponsorships

### Family Home Daniel den Hoed

In 2022 already, RST entered into a multi-year agreement with the so-called Family Home of the Daniel den Hoed clinic for the adoption of a guest room. This Family



Home provides a temporary second home to relatives of cancer patients, thus enabling them to be near their loved ones.



# Accomplishments 2023



## Sponsorship KNRM

RST is proud to support the Royal Netherlands Sea Rescue Institution (KNRM). This 100 percent volunteer organisation is the lifebuoy for any seafarer in need. The KNRM does this without any government funding. We donated a survival suit during the KNRM's annual fundraising event.

## Port Charity Gala Rotterdam

By participating in the Port Charity Gala Rotterdam, we were able to make a substantial contribution to two charities: Stichting Leontienhuis and the Giovanni van Bronckhorst Foundation.





# Our CSR performance 2023

## Planet

Targets 2022 - 2025

### Energy

>75 percent green energy in 2025.

Replace 5 operational transport cars by electric vehicles in 2022. >75 percent of transport and lease cars must be electric in 2025. Expand charging stations at RST buildings by >5 in 2022.

Solar panels on the roof of the main and technical building.

Participate in hydrogen initiatives for new equipment.

### Climate change

Reduce scope 1 and 2 carbon emissions by 70 percent in 2025 with a CO<sub>2</sub> footprint per container < 10 kilos. (Base year 2020: CO<sub>2</sub> footprint 21 kilos per container.)

Improve insight into emission flows, energy label C in 2023.

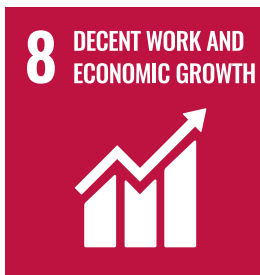
ISO 14001 certified in 2025.

### Waste

Reduction of the use of plastic and plastic waste collected separately.

Reduction of the use of paper in the company.

>25 percent less paper printed in 2023.



# Accomplishments 2023

This table has been used to apply for our Lean & Green recognition.

## Energy

Unit: container

Year	Baseline					Emission factors
	2019	2020	2021	2022	2023	
<b>Fuel</b>						
Total litres diesel equipment	2,215,295	1,908,080	1,918,287	1,471,601	1,206,441	3.262
Total kWh equipment grey	19,710,735	19,143,040	21,916,611	13,178,808	8,577,623	0.523
Total kWh equipment green	0	0	0	5,600,000	8,577,623	0
% green electricity				30%	50%	
<b>Volume</b>						
<b>In/out scope</b>						
Volume total	739,821	761,561	778,617	693,350	633,264	<b>In scope</b>
<b>Scope</b>						
Total volume	739,821	761,561	778,617	693,350	633,264	
Volume in scope	739,821	761,561	778,617	693,350	633,264	
<b>SCOPE</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	
<b>CO<sub>2</sub> emissions total</b>						
kgCO <sub>2</sub> diesel rolling equipment/power units	7,226,292	6,224,157	6,257,452	4,800,362	3,935,411	
kgCO <sub>2</sub> kWh equipment	10,308,714	10,011,810	11,462,388	6,892,517	4,486,097	
Total kgCO <sub>2</sub>	17,535,007	16,235,967	17,719,840	11,692,878	8,421,507	
<b>Calculation CO<sub>2</sub> reduction</b>						
CO <sub>2</sub> .unit diesel	9.77	8.17	8.04	6.92	6.21	
CO <sub>2</sub> .unit electricity	13.93	13.15	14.72	9.94	7.08	
CO <sub>2</sub> .unit	<b>23.70</b>	<b>21.32</b>	<b>22.76</b>	<b>16.86</b>	<b>13.30</b>	
Reduction	<b>4%</b>	<b>10%</b>	<b>4%</b>	<b>28,8%</b>	<b>43,9%</b>	





# Accomplishments 2023

## Energy

### Green energy

In 2023, 50 percent (8577 MW) of our total electricity consumption was generated sustainably. For this, we used certified green energy from Dutch wind. In addition, we have acquired a stake in a solar park; from 2024, this will account for fifteen percent of our power needs.

Furthermore, all preparations have been finalised for the installation of solar panels on the roofs of RST's main and technical buildings. This will take place in the first quarter of 2024. Creative thinking has made it possible to install 700 solar panels, 100 more than initially planned.

### Green equipment

When purchasing new equipment, RST always opts for the most sustainable

option available. With this in mind, six hybrid straddle carriers were ordered in 2023. Although these are still diesel-electric powered, the use of HVO100 biodiesel makes them a highly sustainable option.

### Green mobility

In 2023, a new electrical charging square with 24 additional connections for passenger cars was realised at the site of RST. The charging points can be used by customers, suppliers, RST employees and visitors and personnel from the cooperating companies within the Rotterdam City Terminal gated area.

Of the fifteen operational transport cars within RST, one now runs on electric power and four on sustainable HVO100 diesel. The aim for 2024 is to also switch the other ten operational transport cars to HVO100.

# Accomplishments 2023

## Climate change

### CO<sub>2</sub> reduction

In 2023, we were able to reduce our CO<sub>2</sub> emissions by 20.6 percent compared to the previous year. This decrease was particularly attributable to our reduction of fossil fuel consumption and our efforts to make more use of green electricity. Our adjusted target for the end of 2025

is a CO<sub>2</sub> reduction (scope 1 and 2) of at least 90 percent. The original target was 70 percent.

Our CO<sub>2</sub> emissions per container are steadily continuing to decrease. In 2023, the emissions per container amounted to 13.3 kg compared to 21 kg per container in 2020.

## Energy label

In 2023, the head office of RST received the A++ energy label. The goal for this past year was to achieve Label C.

## Lean & Green

RST acquired its first Lean & Green star in 2023. This international CO<sub>2</sub> reduction program helps companies to achieve sustainability and optimisation in logistics and transport.







## Accomplishments 2023

To earn the first star, we had to achieve a reduction in CO<sub>2</sub> of at least 20 percent within a 5-year period. The aim is to acquire a second star in 2024.

For the socially desired modal shift, we actively work together with partners to promote barge and rail transport as an alternative to road transport. Throughout 2023, we further optimised terminal

processes for this purpose. We simultaneously did the same for the handling of trucks. The average truck turnaround time at our terminal was 42 minutes in 2023, compared to 1.5 hours in 2022.

### **Waste**

#### *Waste separation*

At the end of 2023, a policy was established for the practical implemen-

tation of waste separation at both the source and by the end user. For the latter, special waste bins were commissioned in early 2024 to ensure that waste is consistently removed separately. Furthermore, preparations have been made to switch to sustainable reusable cups as soon as the current stock of disposable cups has run out.

# Our CSR performance 2023

## Prosperity

Targets 2022 - 2025

<b>Innovation</b>	Actively support one initiative to develop technology and infrastructure for zero emissions in the logistic chain, e.g. shore power and hydrogen.
<b>Economic performance</b>	Introduction of a diversity policy before 2025 to offer opportunities to people with limited prospects for employment.





# Accomplishments 2023

## Innovation

### *Onshore power*

RST was the first container terminal in the Netherlands to commission an onshore power installation in the summer of 2023. For this, we closely collaborated with customer Samskip and the Port of Rotterdam Authority.

Whenever the Samskip Innovator calls, the vessel can now rely on onshore power instead of needing to leave the engines running to generate onboard electricity whilst constantly burning gasoil. Onshore power supply systems are a critical step towards the

decarbonisation of the shipping sector. RST is currently exploring the options for further expansion.







# Accomplishments 2023

## *Hydrogen*

In 2023, we worked together with partners to further prepare a pilot at the terminal involving a hydrogen-powered reach stacker and terminal truck. The ambition is to have the reach stacker operational in the second half of 2024.

## *Biofuel*

To accelerate our sustainability ambitions, we have decided to switch to HVO100 to power all suitable rolling equipment. This Hydrotreated Vegetable Oil is a sustainable biodiesel based on processed vegetable and waste residues, such as animal fats. The switch should be fully completed by the end of 2025.

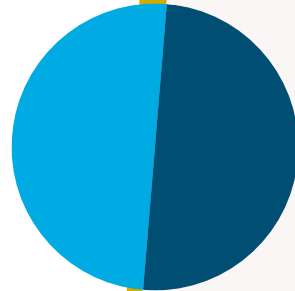


# Accomplishments 2023

## Economic performance

### *Diversity policy*

RST formulated its own diversity policy in 2023. This policy has been approved by the Works Council, shared with all employees and is now standard practice. Our diversity policy aims to achieve a balanced and diverse workforce throughout the entire company.







Join us in accelerating  
sustainability



[rstshortsea.nl](http://rstshortsea.nl)

We cordially invite everyone to join us in thinking about ways to further accelerate our sustainability performance and reporting. Any feedback on our sustainability goals is highly appreciated. Please contact [j.hoofst@rstbv.nl](mailto:j.hoofst@rstbv.nl) with any questions or comments you may have regarding this report and our sustainability efforts. We look forward to hearing from you.