

IMPALA TERMINALS GROUP SARL  
2023 SUSTAINABILITY REPORT

# CONNECTING ➤ SUSTAINABLY



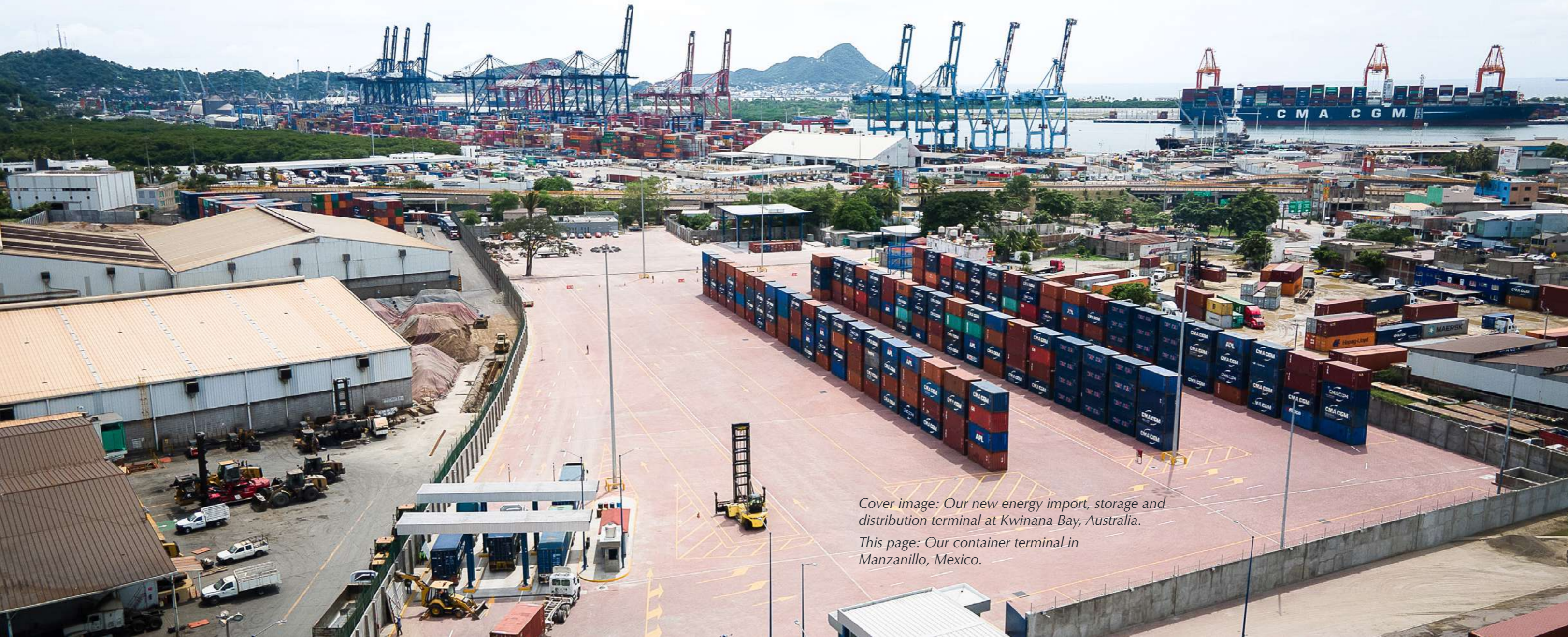
# CONNECTING MARKETS

*Impala Terminals facilitates the global trade of commodities by offering producers and consumers reliable and efficient access to international markets. Our strategically located assets and transport networks provide critical storage and logistics infrastructure services to energy and dry bulk customers worldwide.*

We are a leading global infrastructure and multimodal logistics company. We develop solutions for the storage and delivery of diversified dry and liquid cargoes between inland production and consumption sites, and to ports for distribution to global markets. We take pride in the safe, secure, reliable and efficient storage, handling, transport and transfer of customer cargoes, making supply chains leaner and more efficient.

We integrate road, rail, river and ocean transportation to simplify complex travel and operate terminals at strategic locations that connect producers with global markets. We coordinate cargo transportation and inland logistics services, working with regional counterparts to unlock competitive value. Our dry warehouse and liquid storage networks provide on-time delivery to meet consumer needs. And we provide container loading and unloading, laboratory sampling, custom clearance and shipping services that support international trade.

Impala Terminals is a 50:50 joint venture between supply chain and commodities company Trafigura and Australian pension fund management group IFM Investors.



*Cover image: Our new energy import, storage and distribution terminal at Kwinana Bay, Australia.*

*This page: Our container terminal in Manzanillo, Mexico.*



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

**Trafigura**

[Learn more about Trafigura](#)

**IFM Investors**

[Learn more about IFM Investors](#)

## Contents

03 About this report	14 Conduct and compliance
04 Performance summary	16 Health and safety
05 CEO statement	19 Environment
06 Our business	21 Climate change
11 Governance	24 Our people
12 Our approach	28 Communities and human rights

*Our Milford Haven Storage Terminal in Pembrokeshire, United Kingdom.*



# ▶ ABOUT THIS REPORT

*This report covers the environmental, social and governance (ESG) performance of the Impala Terminals owned and operated assets for the financial year 2023.*

The report includes the base metal terminals in Mexico, Peru, Ecuador and Spain; fluvial operations and distribution network in Paraguay; a multimodal transportation service with a focus in the African Copperbelt; and a global freight-forwarding business operating from offices around the world. The 19 liquid energy infrastructure assets located in 10 countries across Central America, Sub-Saharan Africa, the United Arab Emirates and the United Kingdom, acquired from Puma Energy in October 2022 are included in this year's report for the first time. This report also includes the new energy import, storage and distribution terminal at Kwinana Bay, Australia, opened in April 2023. The report excludes data and performance analysis relating to the energy storage project at the Port of Rotterdam in the Netherlands acquired in November 2023.

Impala Terminals branded and managed assets that are owned solely by Trafigura and do not form part of the Impala Terminals joint venture are not included in the data and performance analysis within this report.

Copyright ©2024 Impala Terminals Group. All rights reserved.

The information, methodologies, data and opinions contained or reflected in this report are proprietary of Impala Terminals. They are intended for non-commercial use and may not be copied, distributed or used in any other way, including via citation, unless otherwise explicitly agreed in writing.

The report contains forward-looking statements based on assumptions and estimates of Impala Terminals at the time of the publication of this report. Although Impala Terminals assumes the expectations in these forward-looking statements are realistic, it cannot guarantee they will prove to be correct. The assumptions may harbour risks and uncertainties that may cause the actual figures to differ considerably from the forward-looking statements.

Impala Terminals does not warrant the merchantability, completeness, accuracy, up-to-datedness or fitness for a particular purpose of the information, data or opinions contained herein. Impala Terminals does not plan to update its forward-looking statements, nor does it assume the obligation to do so.

Impala Terminals does not accept any liability from the use of the information, data or opinions contained herein in any manner whatsoever.

In this publication, the terms "Impala", "the company", "we", "us" and "our" are used for convenience to denote the Impala Terminals joint venture and/or the local entity with responsibility for management at the relevant activity. These terms are used where no useful purpose is served by identifying a specific company or entity within Impala Terminals.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

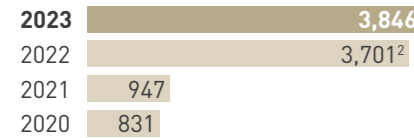
Communities and human rights

# PERFORMANCE SUMMARY

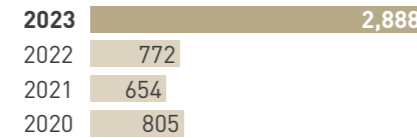
This summary presents our key sustainability-related data for the period 2020 to 2023. For 2023, this includes data for the liquid storage terminals for the first time. This represents a considerable increase in our asset base and activity compared with previous years.

## CONDUCT AND COMPLIANCE

Number of Know Your Counterparty (KYC) checks undertaken<sup>1</sup>



Total number of compliance training courses completed by employees<sup>1</sup>



Completion rate of compliance training (%)<sup>1</sup>



## HEALTH AND SAFETY

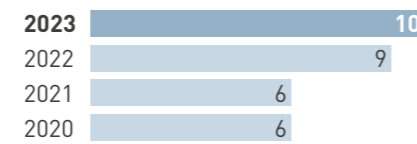
Number of fatalities



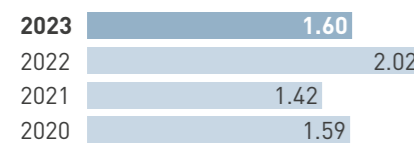
Number of life altering health and safety incidents



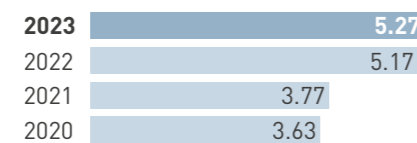
Number of lost time injuries



Lost time injury frequency rate<sup>3</sup>



Total reportable injury frequency rate<sup>3</sup>



<sup>1</sup> The data provided relates to employees in the dry bulk business only. The KYC checks and compliance-related training data for the liquid storage assets is managed under a separate programme.

<sup>2</sup> The 2022 significant increase in KYC checks was largely due to the inclusion of a new logistics container yard in Mexico.

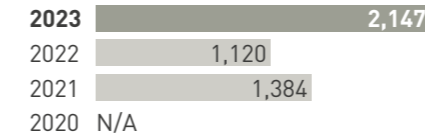
<sup>3</sup> Total recordable injury frequency rate and lost time injury frequency rate are calculated on the basis of 1 million working hours.

## ENVIRONMENT

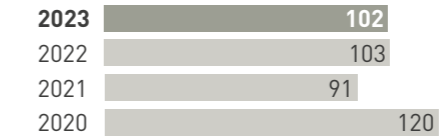
Number of serious environmental incidents<sup>4</sup>



Total amount of waste generated (tonnes)

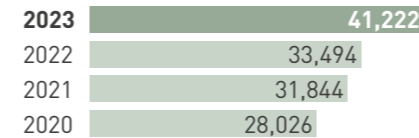


Total volume water withdrawals (ML)<sup>5</sup>

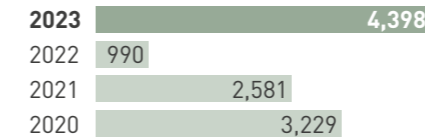


## CLIMATE CHANGE

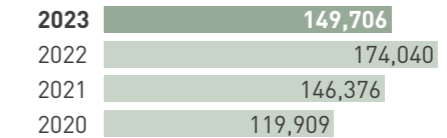
Scope 1 GHG emissions (tCO<sub>2</sub>e)



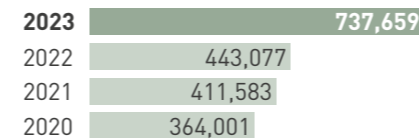
Scope 2 GHG emissions (tCO<sub>2</sub>e)<sup>6</sup>



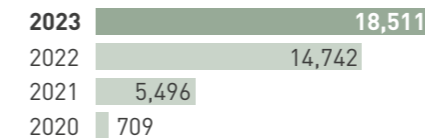
Scope 3 GHG emissions (tCO<sub>2</sub>e)



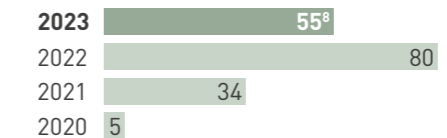
Total energy use (GJ)<sup>9</sup>



Total electricity from renewable sources (MWh)<sup>7</sup>

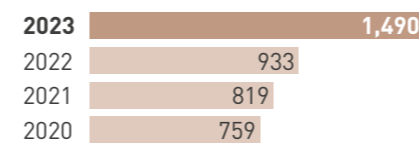


Proportion of electricity from renewable sources (%)

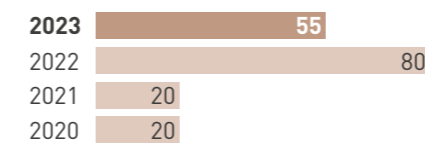


## OUR PEOPLE

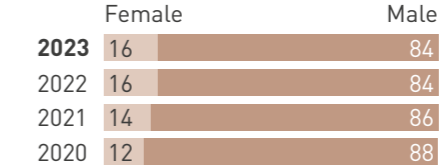
Average number of full-time employees<sup>10</sup>



Proportion of women hired through the Global Graduate Programme (%)



Gender split across global workforce (%)



<sup>4</sup> Serious environmental incidents are those classified as 'Level 4' or 'Level 5' environmental events in the company incident reporting system.

<sup>5</sup> The data for total water withdrawals is for the dry bulk business only.

<sup>6</sup> The Scope 2 GHG emissions for 2023 include the liquid storage assets acquired in Q4 2022 for the first time. The equivalent Scope 2 GHG emissions for 2023 for the dry bulk and logistics business only is 354 tCO<sub>2</sub>e.

<sup>7</sup> Electricity from renewable energy sources includes that from certified renewable electricity or self-generated renewable sources, such as solar.

<sup>8</sup> The equivalent proportion of electricity from certified renewable electricity or self-generated renewable sources in 2023 compared to 2022, considering the dry bulk and logistics assets only, is 76 percent.

<sup>9</sup> Total energy use for 2023 includes the liquid storage assets acquired in Q4 2022 for the first time. The equivalent total energy use for 2023 for the dry bulk and logistics business only is 563,194 GJ.

<sup>10</sup> The total employee number is calculated as an average from 1 January to 31 December each year and refers to those directly employed by, or 100 percent sub-contracted to, the Impala Terminals joint venture.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

# CEO STATEMENT



*“I am delighted to present our fourth annual Sustainability Report. This report details our commitment to transparency, promoting good governance and delivering high standards of responsible business practices.”*

**Nicolas Konialidis**  
Chief Executive Officer

## REFLECTING ON 2023

In 2023, we entered into a transformative chapter for the business, integrating the liquid and dry bulk business lines and making significant investments in new assets.

After the acquisition of 19 energy infrastructure assets in 10 countries in October 2022, our focus has been on integrating these terminals into our existing portfolio. The expanded diversified platform of assets will enable future growth in both dry bulk and liquid markets.

In April 2023, we celebrated the commissioning of a new 200,000m<sup>3</sup> energy import, storage and distribution terminal in Kwinana, Australia. We believe this state-of-the-art facility will contribute to a more resilient energy market and greater supply security to the people of Western Australia in the longer term.

In addition, in the first half of 2023 we completed the acquisition of storage and terminal infrastructure assets in El Salvador and we opened our dry bulk storage facility to provide export services for the emerging mining sector in Machala, Ecuador. This site is set for further expansion in 2024.

Across our dry bulk assets in South America we have launched a new warehouse management system which will further be integrated across the dry bulk business in 2024.

In November 2023, we purchased a 1.3 million m<sup>3</sup> bulk liquid storage asset located at the Port of Rotterdam in the Netherlands. With the additional investment of around EUR100 million over two years to complete the terminal construction, this new facility will improve the handling of liquids in the Port of Rotterdam by adding modern capacity with as low emissions as practicable. As our first terminal in this key strategic hub for the international trade of essential commodities, it will be a transformative asset in our portfolio.

Integrating these new assets with our existing operations and uniting the business under the Impala Terminals brand, with single governance structure and integrated management framework has created a solid foundation for future expansion. We have extended our customer offering by expanding our global reach and further diversifying our services and the types of cargo handled. We are more resilient to future challenges, more efficient in our operations and we continue to focus on safety at our assets. Our integrated business also provides opportunities for our people to work and develop skills in new areas, and whilst we continue to grow, we will retain our strong company culture and our commitment to operating with integrity.

We are on track to meet our committed greenhouse gas (GHG) emission reduction targets by 2025 and our safety performance this year shows improvement on 2022 as evidenced by the LTIR rate. We will look to set further performance improvement targets in both areas in 2024.

I would like to thank all those involved in delivering on the vision for one fully-integrated global company, and in particular recognise the roles of Kevin Nichols and Sjoerd Bazen in overseeing the transition during 2023 prior to their departures from the business in early 2024.

## PEOPLE FOCUS

Our average number of employees in 2023 was 60 percent higher than in 2022. We recruited a record number of new employees and welcomed the teams that joined us from the acquired operations.

I am constantly impressed by the combined strength and experience of our teams across the business. This is also reflected in our leadership teams that operate within our revised governance structure.

We continue to seek to attract and develop people who are passionate about their work, act with integrity and care for each other. We value and promote diversity, and we celebrate the many different cultures and nationalities that are represented across our workforce. The vast majority of our workforce, be that our employees or contractors that work at our assets, are recruited from and based in the local communities in which we operate. Through providing important employment opportunities and our engagement efforts, we continue to strengthen our links to the host communities that we rely on for our social licence to operate.

We all play a role in the success of the company, and it is important that our employees feel respected and recognised for their contribution to the wider team effort.



*Kwinana Terminal, our state-of-the-art import, storage and distribution facility in Western Australia.*



About this report

Performance summary

**CEO statement**

Our business

Governance

Our approach

Conduct and compliance

Health and safety

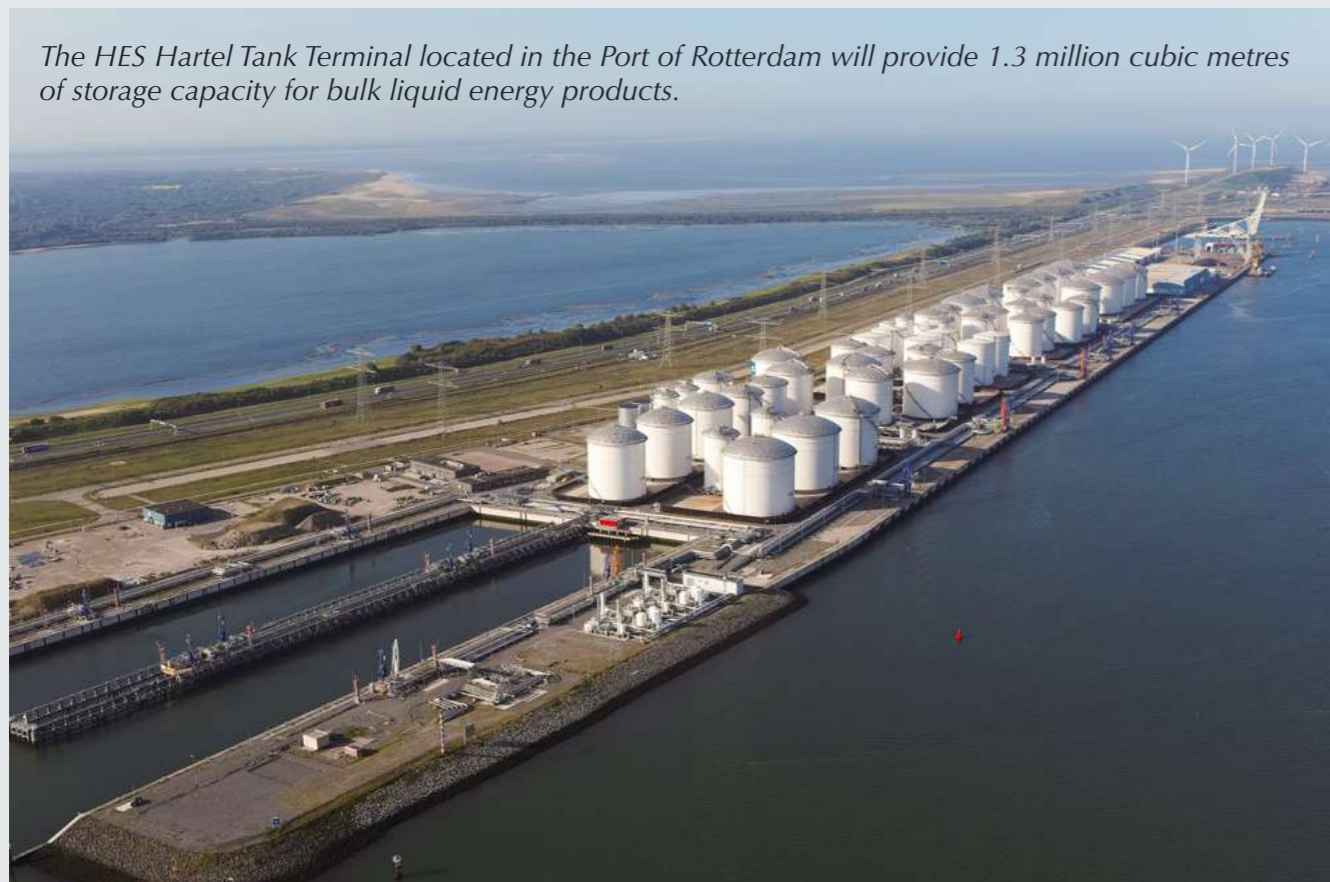
Environment

Climate change

Our people

Communities and human rights

*The HES Hartel Tank Terminal located in the Port of Rotterdam will provide 1.3 million cubic metres of storage capacity for bulk liquid energy products.*



**SAFETY**

We work hard to create a safe working environment and promote a culture where we look out for each other.

Although our lost time injury rate reduced by 20 percent in 2023 compared to 2022, we have not met our reduction target in relation to the baseline year of 2020. It is disappointing not to meet our longer-term target, however we have conducted a detailed analysis of the incidents that occurred in 2023, and we seek to learn from these in order to continue to make our operations safer in future years.

We have strengthened our health, safety and environmental capabilities and resources, in part to reflect the change in risk profile associated with the liquid bulk asset business. This includes reorganising the HSEC structure and developing common safety management systems, processes, training and performance benchmarks, based on good practice from across the business. This function will be overseen at Executive Committee level by our Chief Operating Officer.

**OUR ROLE IN THE ENERGY TRANSITION**

We have continued to position Impala Terminals to play our role in the energy transition.

Our strategically located logistics infrastructure supports today's energy markets, alongside the supply of transition metals and fuels. We expect the energy transition to take effect at a differing scale and pace across the continents we serve. Whilst there are significant energy market shifts in some parts of the world, in others there is an increased focus on energy security. Our liquid bulk business provides regions that face challenges accessing adequate and affordable energy and efficient and reliable supply of essential fuels.

Our dry bulk and logistics business delivers the minerals and metals critical to electrification of power systems, production of batteries and electric vehicles, and the infrastructure needed to construct renewable energy sources such as wind and solar.

We are also supporting decarbonisation of the logistics industry, with increased focus on emissions monitoring and tracking, and establishing more carbon efficient logistics routes and operations. We have reduced the GHG emissions at our dry bulk assets by 19 percent in 2023 when compared to our baseline year of 2020, making good progress towards our 2025 target of a 30 percent reduction. And our rail and fluvial logistics networks provide lower GHG emission intensity alternatives to air and road transportation.

**LOOKING FORWARD**

In the years ahead, our focus will continue to be providing efficient, reliable, safe and responsible storage and logistics services for our customers. Providing our customers with exceptional service and performance levels, and a commitment to our core values of integrity, sustainability and continuous improvement are a given.

Alongside this, we will complete the integration of the liquid bulk assets and further diversify and expand our geographies, products and services. We will collaborate across our teams and our growth will provide opportunities for our people to acquire new skills and develop.

This year we are preparing to meet the challenges of upcoming ESG disclosure requirements, including the European Union Corporate Sustainability Reporting Directive. We are undertaking initial readiness assessments and anticipate making our first disclosures early in 2026. We recognise this is an important development in ESG reporting and aim to use this activity to highlight areas of the business where we can improve to bring added benefits for our internal and external stakeholders.

The significant progress made on business integration in 2023, coupled with our clear objectives to further harmonise governance procedures, processes and standards across all assets in 2024, will underpin the platform we have for further growth.

I am proud of what we have achieved to date, grateful for the dedication and hard work of the entire Impala Terminals business and excited by what the future holds.

**Nicolas Konialidis,**  
Chief Executive Officer



*Our new warehouse in Machala, Ecuador for mineral concentrates reception, facilitates exports by container via Puerto Bolivar and Guayaquil.*



About this report

Performance summary

**CEO statement**

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

# OUR BUSINESS

*Impala Terminals' multimodal logistics and strategic infrastructure connects producers and consumers around the world, providing access to essential commodities needed for the transition to a low-carbon economy. Our customers include leading global trading, mining and energy companies.*

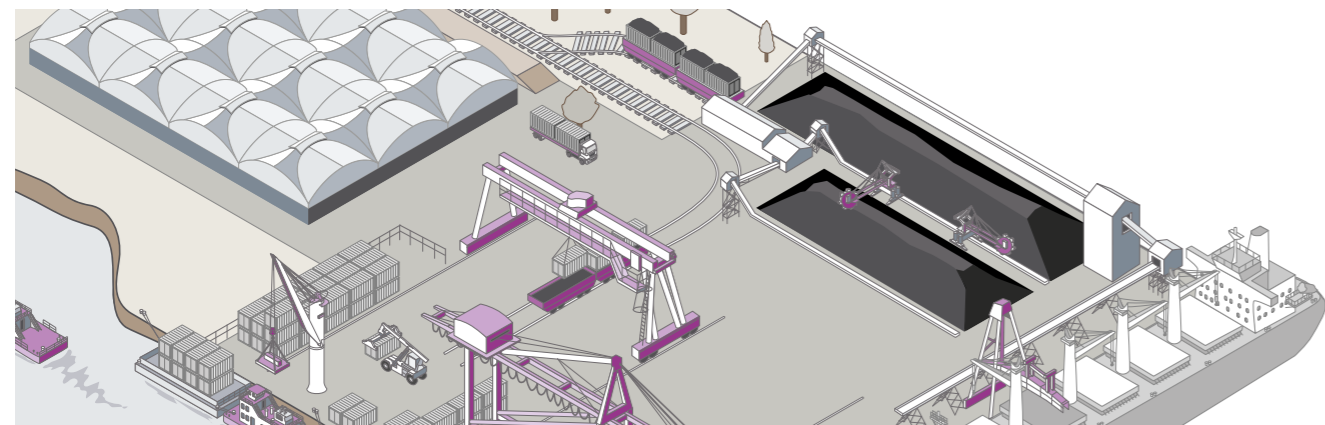
Across our owned assets, logistics operations, offices and the non-owned branded assets we manage, we are present in 32 countries and operate 44 dry bulk and liquid bulk terminals in key fast-growing markets.

## DRY BULK

We operate a diversified network of ports, terminals and multimodal transportation infrastructure assets across Latin America, Africa and Europe, providing tailored solutions for the efficient, end-to-end delivery of concentrates and diversified cargoes. Our multimodal logistics offering provides integrated river, rail and road transport solutions to simplify complex journeys. Our network of terminals, located in strategic areas of production, provide flexible options with value added services, such as container stuffing and unstuffing, laboratory sampling and customs clearance.

In Latin America, we are a leader in the warehousing, handling and multimodal transportation of non-ferrous concentrates, coal, iron ore, liquids and containerised cargo. We own terminals and operations in strategic locations, including at flagship ports, production areas and transit points for optimal access to export routes. Our transport solutions include truck, rail, barge, bulk-vessel and container for domestic and international end-to-end delivery.

In Africa, we offer inland logistics solutions for trucking to and from the ports of Dar es Salaam, Durban, Lobito or Walvis Bay. Our trucking and rail services provide safe, secure and reliable transport routes across the continent.



**28**  
Owned terminals  
(dry bulk and liquids)

**6.4MT**  
Dry bulk throughput capacity

**360,000M<sup>2</sup>**  
Covered warehouse facilities

**1MMT**  
Dry bulk storage capacity

**2MMT**  
Forwarding volume booked

**5**  
Liquid convoys operating

**3.3M CBM**  
Liquid storage capacity<sup>1</sup>

**200,000TEU**  
Containers handled

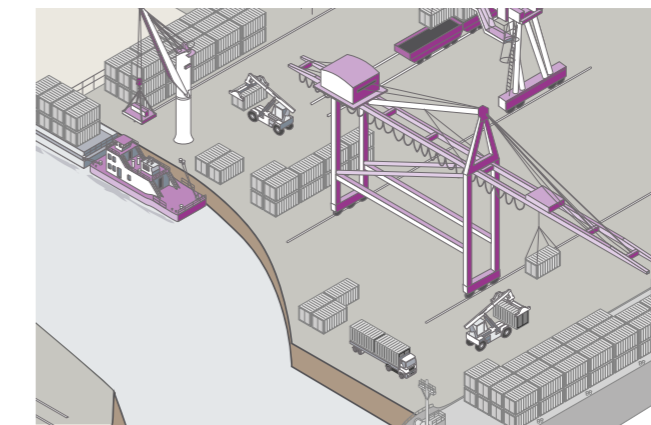
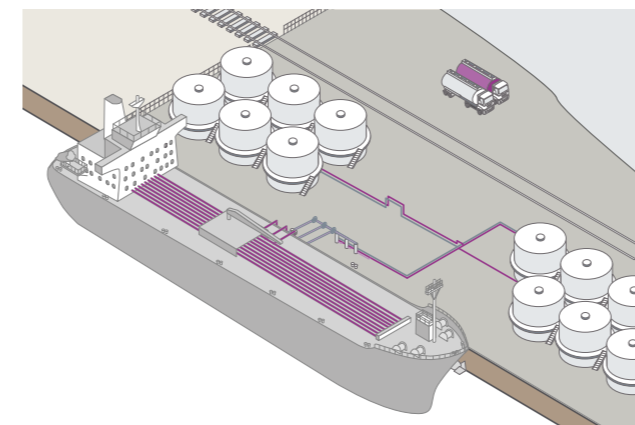
**1,490**  
Employees<sup>2</sup>

## LIQUID BULK

We provide bulk liquid and gas energy producers, retailers and traders with the safe, clean and efficient storage, blending, handling and delivery of their products. Our current global network of 24 owned and four under management liquid bulk storage terminals, covers Latin America, Africa, Europe, the Middle East and Asia Pacific regions. Our customers rely on stock accuracy, quality customer service and first-time-right communications. We make it our business to deliver on all of these, just as we aim to ensure the highest safety and environmental standards across all of our operations.

## FREIGHT FORWARDING

We provide freight forwarding services, handling large volumes at competitive rates, aided by our strong relationships with major shipping lines and regional carriers who specialise in local routes. This is combined with our global presence, local market knowledge and our value-add services including material reception, material and container storage, sampling and testing.



<sup>1</sup> Our liquids storage assets in Rotterdam will increase the liquid storage capacity by 1.3 million cbm when it becomes fully operation in 2026.

<sup>2</sup> Average number of full time equivalent employees in 2023.



About this report

Performance summary

CEO statement

**Our business**

Governance

Our approach

Conduct and compliance

Health and safety

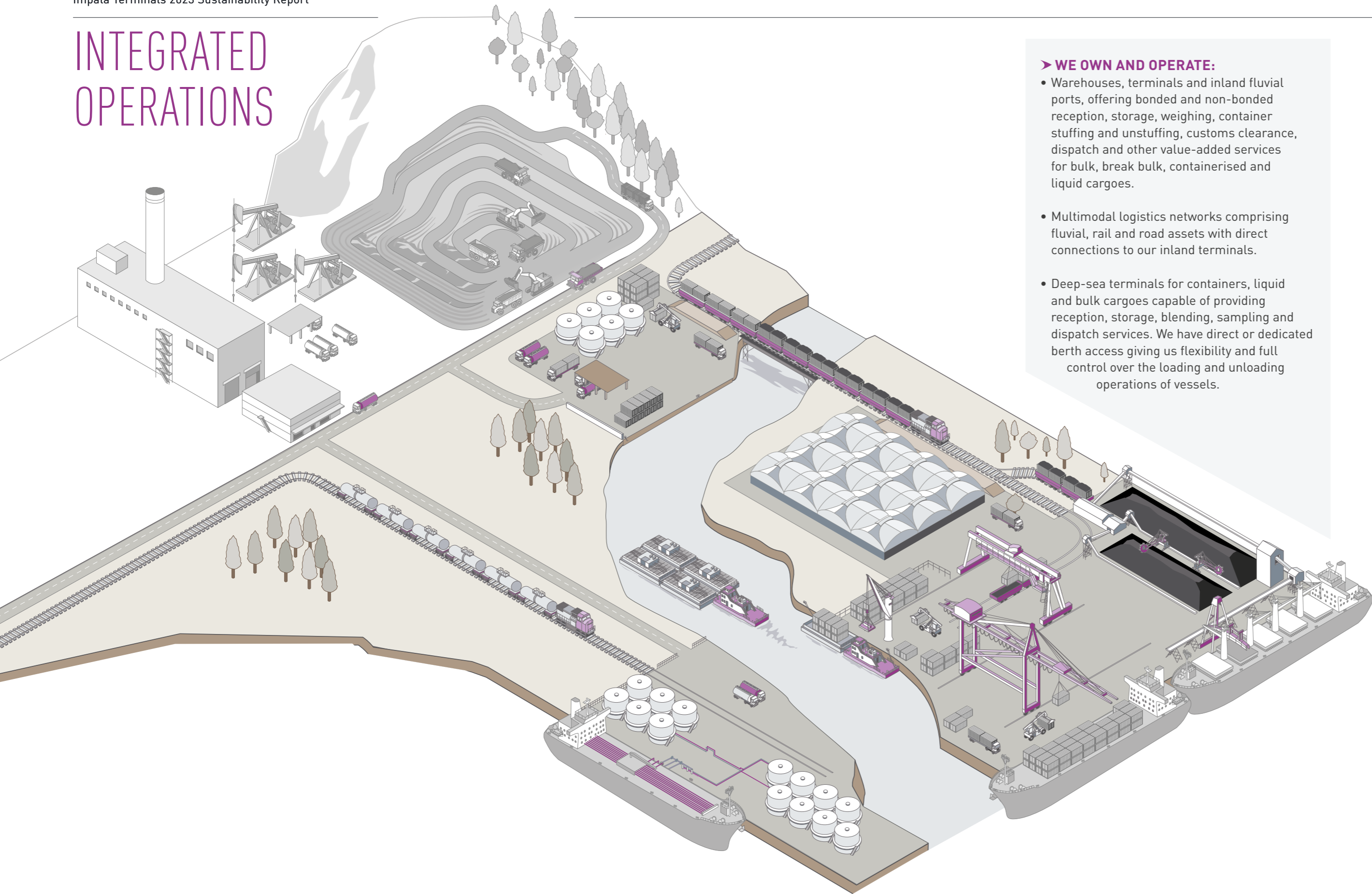
Environment

Climate change

Our people

Communities and human rights

# INTEGRATED OPERATIONS



**► WE OWN AND OPERATE:**

- Warehouses, terminals and inland fluvial ports, offering bonded and non-bonded reception, storage, weighing, container stuffing and unstuffing, customs clearance, dispatch and other value-added services for bulk, break bulk, containerised and liquid cargoes.
- Multimodal logistics networks comprising fluvial, rail and road assets with direct connections to our inland terminals.
- Deep-sea terminals for containers, liquid and bulk cargoes capable of providing reception, storage, blending, sampling and dispatch services. We have direct or dedicated berth access giving us flexibility and full control over the loading and unloading operations of vessels.



About this report

Performance summary

CEO statement

**Our business**

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights



# GLOBAL PRESENCE

Across our owned and managed sites, we operate 44 strategically located dry bulk and liquid bulk assets in 25 countries.

16

Dry bulk locations

**EMEA**

**Angola**

Lobito<sup>1</sup>

**DRC**

Lubumbashi<sup>1</sup>

Kolwesi<sup>1</sup>

**Spain**

Huelva

**Tanzania**

Dar es Salaam<sup>1</sup>

**Zambia**

Ndola<sup>1</sup>

**LATIN AMERICA**

**Bolivia**

Oruro<sup>1</sup>

**Brazil**

Porto Sudeste<sup>1</sup>

**Chile**

Antofagasta<sup>1</sup>

Arica<sup>1</sup>

Copiapo<sup>1</sup>

Coquimbo<sup>1</sup>

**Ecuador**

Machala

**Mexico**

Manzanillo

**Peru**

Callao

**NORTH AMERICA**

**USA**

Darrow, LA<sup>1</sup>

28

Liquid bulk locations

**LATIN AMERICA**

**Belize**

Loyola

**Colombia**

Barrancabermeja<sup>1</sup>

Barranquilla<sup>1</sup>

Bogota<sup>1</sup>

**El Salvador**

Acajutla (2 sites)

**Guatemala**

San Jose (2 sites)

San Tomas (2 sites)

**Honduras**

San Lorenzo

Tela

**Panama**

Colón

**Paraguay**

Asunción<sup>2</sup>

San Antonio

Encarnación

Tres Fronteras<sup>1</sup>

**EMEA**

**Mozambique**

Beira

Matola

**Namibia**

Luderitz

Walvis Bay

**Netherlands**

Rotterdam

**UAE**

Dubai

**UK**

Westerleigh

Milford Haven

Theale

Belfast

**OCEANIA**

**Australia**

Kwinana

7

General cargo and logistics locations

**ASIA**

**India**

Mumbai<sup>1</sup>

**China**

Shanghai<sup>1</sup>

**EMEA**

**Greece**

Athens

Thessaloniki

**South Africa**

Durban

**UAE**

Dubai

**LATIN AMERICA**

**Mexico**

Manzanillo

3

Regional office locations

**EMEA**

**Switzerland**

Geneva

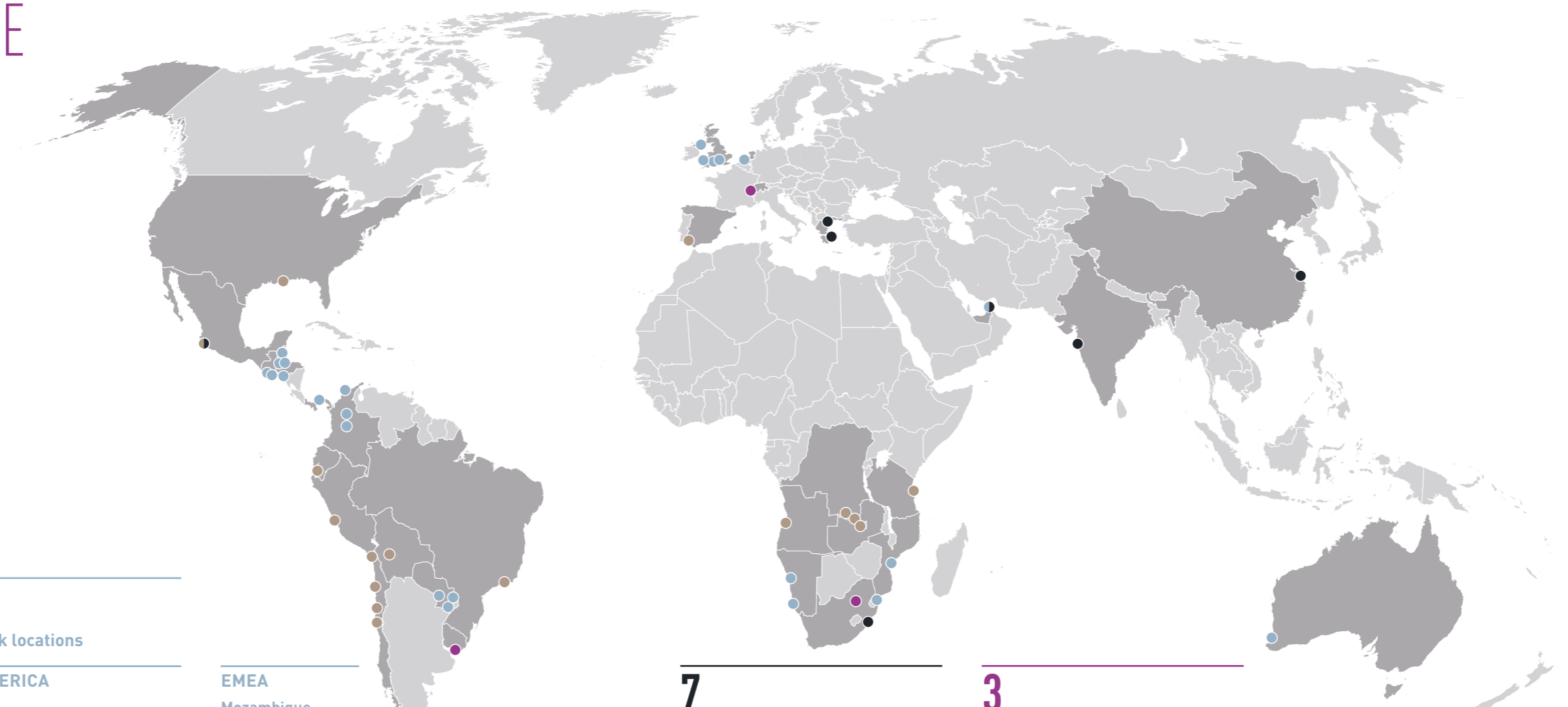
**South Africa**

Johannesburg

**LATIN AMERICA**

**Uruguay**

Montevideo



- About this report
- Performance summary
- CEO statement
- Our business**
- Governance
- Our approach
- Conduct and compliance
- Health and safety
- Environment
- Climate change
- Our people
- Communities and human rights

<sup>1</sup> Third party assets under management.  
<sup>2</sup> Supporting our oil logistics and distribution business in Paraguay, Argentina and Bolivia.

# OUR OPERATIONS

## Latin America

We operate liquid bulk terminals across Latin America, serving the needs of the regional liquid energy distribution markets. We operate four terminals in Guatemala, two in Honduras and El Salvador and one in Belize and Panama. Our three terminals in Paraguay supply vital liquid energy products to major state-owned companies and private distributors. Our fluvial operations in country consist of one of the largest liquid fleets on the waterway, offering bi-directional freight for liquid shipments for our clients.

In Peru, we operate two terminals for the blend and export of dry bulk and containers. Over the last decade, we have invested over USD180 million in the construction of the largest and most modern export facility for the mining sector in Peru.

Located less than two kilometres from the city's port, Impala Terminals Perú is the largest covered mineral export terminal in the world, with direct access by rail and truck, as well as a connection via conveyor belt, to a dedicated deepwater concentrate loading berth.

In Manzanillo, Mexico, we operate a dry bulk terminal next to the leading concentrate export port in the country, and a logistics container yard, which completed its first full year of operation in 2023.

In 2023, we opened a new warehouse in Machala, Ecuador for mineral concentrates reception, facilitating exports by container via Puerto Bolivar and Guayaquil.



## Africa

Impala Terminals is a leading logistics provider and warehouse operator across the Sub-Saharan region. We operate from our own dedicated rail accessible warehouse space in Dar es Salaam, to and from the Copperbelt. In 2023, we had record rail services from Durban to and from the Copperbelt and we further expanded our logistics reach into Zimbabwe, resulting in customer and cargo diversification.

We operate two liquid bulk terminals in Walvis Bay and Lüderitz in Namibia, serving the regional market with vital liquid energy products. We also operate two liquid bulk terminals in Mozambique.

## United Arab Emirates

We own one bulk liquid terminal strategically located in the Jebel Ali Free Zone area of Dubai, a maritime logistics hub underpinned by increasing product flows for gasoline and diesel.

## United Kingdom

Our four terminals in the United Kingdom include a liquid bulk storage terminal and three marine jetties at Milford Haven, one of the deepest natural ports in the world. Our terminals are strategically located to supply a full range of fuel products to the UK market.

## Spain

Our dry bulk terminal at the Port of Huelva is the only dedicated concentrates terminal in the leading export port in Spain.

## The Netherlands

In 2023, we acquired a key liquid bulk storage terminal located in the Port of Rotterdam. We have committed to investing around EUR100 million over the next two years to complete the terminal's construction. This will provide 1.3 million cubic metres of storage capacity and will be capable of storing a variety of biofuel products, helping to facilitate the energy transition for the region.

## Australia

In 2023, we opened a new state-of-the-art liquid bulk terminal in Kwinana, expanding the fuel import, storage and distribution capacity of Western Australia to create a more resilient energy market.

## Global freight forwarding

Our logistics teams operate out of dedicated offices in Switzerland, Greece, South Africa, Uruguay, China and India. We handled record container volumes in 2023, approaching 200,000 TEUs. In addition to our freight forwarding services, we provide various value-added services such as container stuffing and un-stuffing, container storage, sampling and testing, and documentation formalities.

Fluvial barge operations in Paraguay.



About this report

Performance summary

CEO statement

**Our business**

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

# GOVERNANCE

We are committed to conducting business with integrity, professionalism and diligence. Our governance structures and risk management systems aim to address the range of operational, financial, social and environmental risks we face.

We have an experienced global management team, with the aim of driving operational excellence and sustainable growth.

Our flat management structure provides short and direct channels of communication and clear segregation of responsibilities. Our joint venture partners, IFM Investors and Trafigura, have together appointed an independent Board of Directors with extensive industry expertise and commercial experience. The Board is the principal governing body, providing overall strategic direction for the company and oversight of Impala Terminals activities and operations.

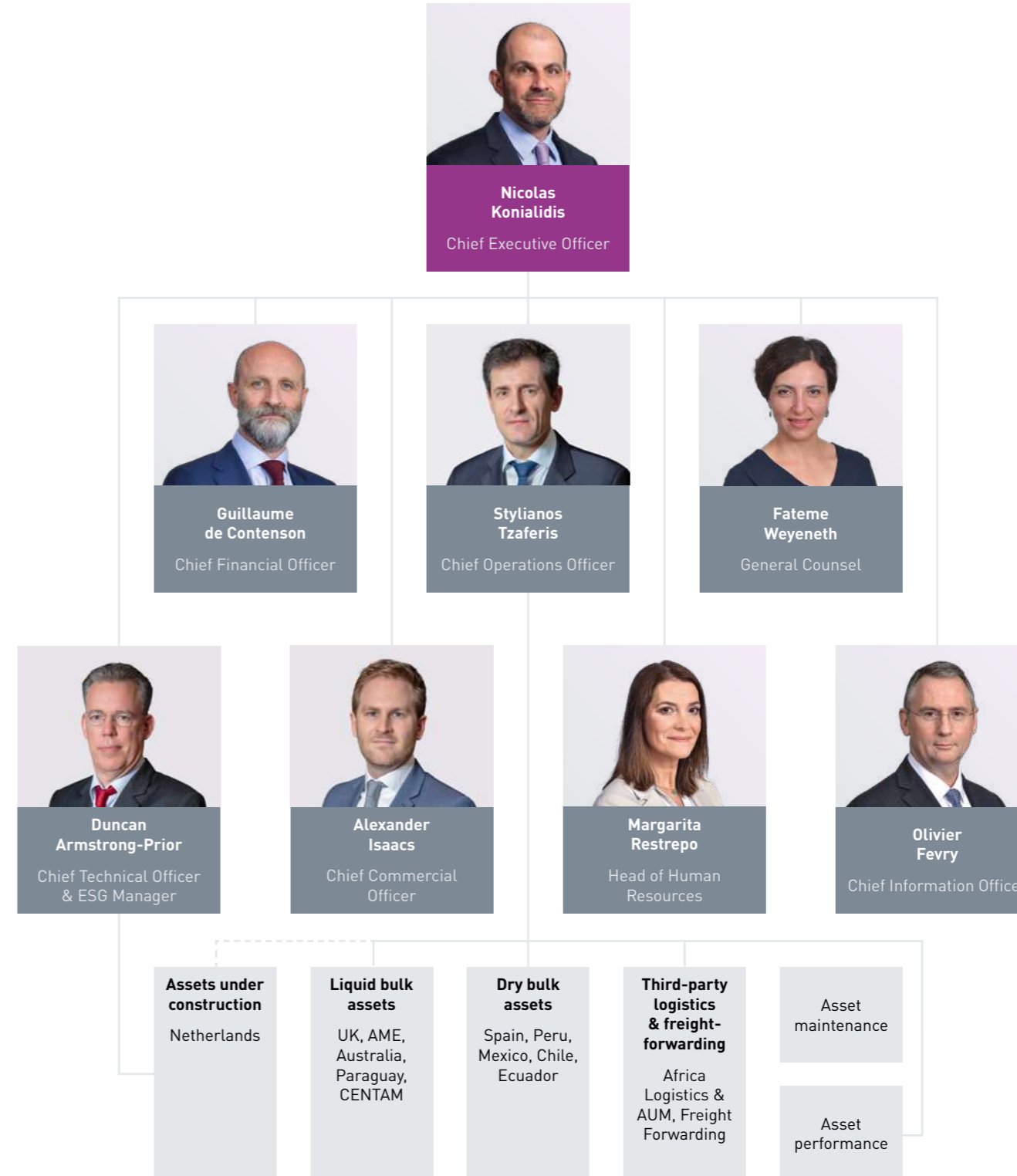
The Impala Terminals Global Management Team (GMT), based in Geneva, oversees the company risk management and policy framework and is responsible for the implementation of the business strategy. The GMT performs regular site visits and meets monthly to review business performance and evaluate business risks, including those related to health, safety, environment and community (HSEC) performance. Our leaders across the company are expected to promote a positive health, safety and environmental culture and associated behaviours across the group.

Our policies and guidelines are approved by the Board and aligned to the principles of our joint venture shareholders. Governance and implementation oversight of our policies and guidelines is enforced by the GMT.

The GMT is supported by operational and functional management teams. The GMT and the operational and functional management teams regularly receive briefings from internal and external subject matter experts on emerging issues and leading practices.

In 2024, we plan to introduce an HSEC Steering Committee to provide direction, review performance and facilitate the sharing of knowledge across the Impala Terminals business lines. The HSEC Steering Committee will oversee the implementation of a common philosophy and management framework across the business.

## GLOBAL MANAGEMENT TEAM IMPALA TERMINALS, 2024



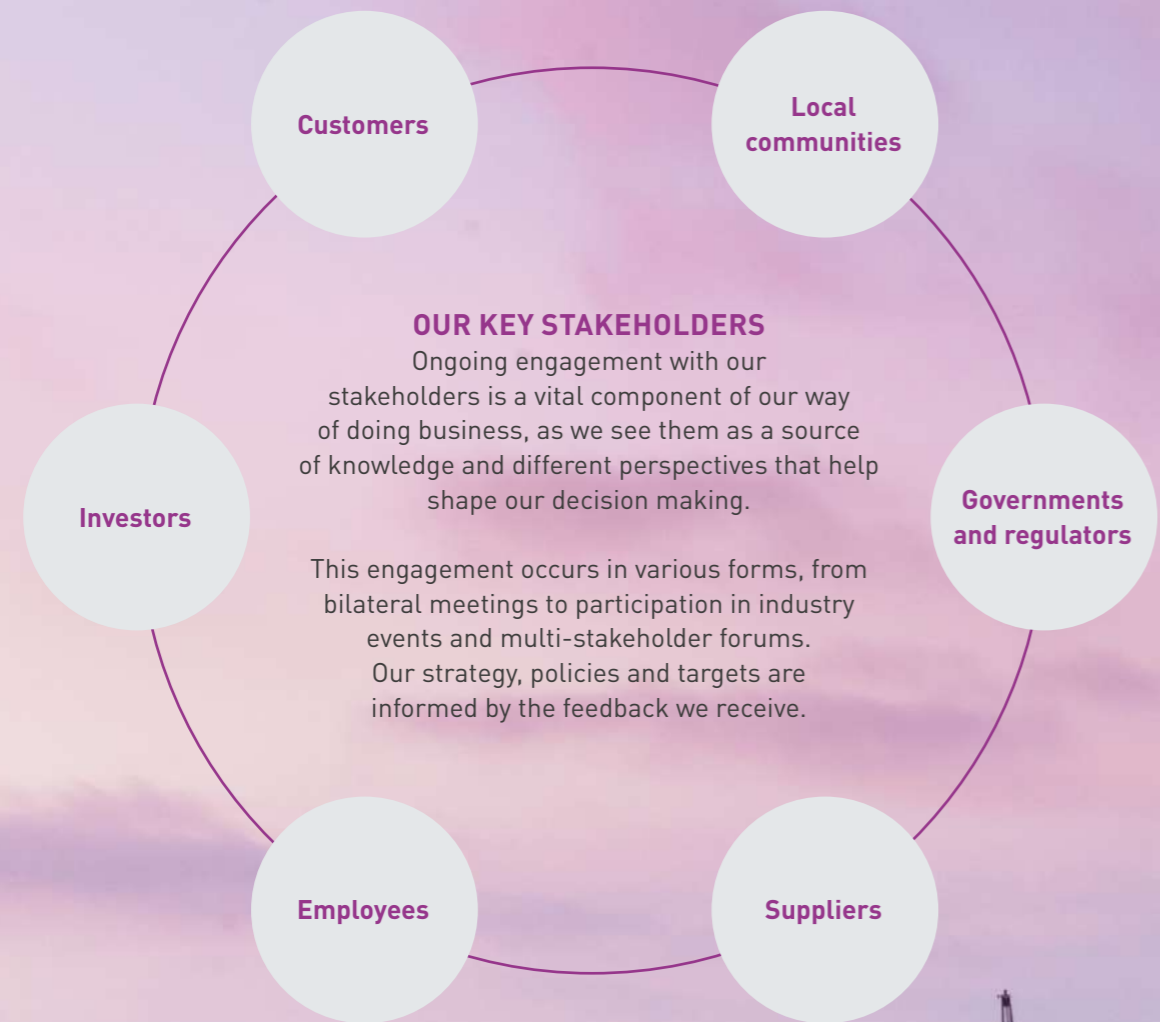
The Chief Executive Officer is accountable for the overall performance of the company, including HSEC. The Chief Operations Officer is responsible for the operations, maintenance and adherence to HSEC standards. The Chief Technical Officer and ESG Manager is responsible for the ESG strategy, engagement with stakeholders and aligning the company with the external disclosure requirements.



- About this report
- Performance summary
- CEO statement
- Our business
- Governance**
- Our approach
- Conduct and compliance
- Health and safety
- Environment
- Climate change
- Our people
- Communities and human rights

# ► OUR APPROACH

We are committed to responsible business practices and recognise the importance of our stakeholders. We set improvement objectives and monitor and manage our performance in relation to our material sustainability issues.



## Customers

We are in regular contact with our clients. This provides us with unique insight into their views, expectations and perspectives. We also conduct regular reviews of new business opportunities and services to offer both existing and new customers. This assists in the development of innovative solutions such as our certified carbon neutral freight service, helping our customers achieve their sustainability ambitions.

## Investors

We engage in active dialogue with our two joint-venture partners and other investors that provide financing to support our business growth. We regularly present our ESG strategy, performance and perspectives on the sustainability of the logistics industry to our investors and use the feedback to align our approach with their ESG expectations. We also provide our investors with the sustainability information and data they need to meet their regulatory and wider stakeholder needs.

## Employees

We have a flat structure and encourage an open and honest dialogue with our teams on issues that are important to them. We ask our employees to give their perspectives on material topics, to share ideas and contribute to our improved sustainability performance. We recognise the value of respectful two-way communication in both developing individual talent and strengthening the business.

## Local communities

We hire from and build respectful relationships with local communities. We hold regular meetings and engagements with the communities where our operations are located. This helps us understand their views and priorities, and address any concerns relating to our operations. We have grievance mechanisms in place and invest in local initiatives through our corporate social investment programmes.

## Regulatory authorities

We seek to maintain constructive relationships with national, regional and local authorities on issues associated with operating our business. To ensure compliance and obtain an important perspective on societal and regulatory requirements, we are in regular and transparent dialogue with representatives from governments and regulators.

## Suppliers

We sustain strong relationships with our suppliers as they provide valuable services essential to the ongoing operation of our business. We aim to develop long-term sustainable and mutually beneficial relationships with suppliers. We undertake risk-based due diligence on our supply chain and work closely with suppliers to ensure standards are adhered to and performance expectations are met.

The Impala Terminals terminal in the Port of Huelva is a best-in-class facility for the reception, storage, blending and export of minerals and metal concentrates in southern Spain.



About this report

Performance summary

CEO statement

Our business

Governance

**Our approach**

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights



## MATERIALITY MAPPING

We have undertaken a materiality assessment to identify and prioritise the environmental, social and governance (ESG) risks and opportunities relevant to our business. This considers the perspective of the business and our stakeholders. The output from the materiality assessment helps us determine what matters most and where we focus our effort. It guides our sustainability approach and the content of this report.

## MATERIAL TOPICS

### Conduct and compliance

Having policies and procedures in place to ensure our activities comply with applicable laws and regulations and that employees abide by the Impala Terminals Code of Business Conduct.

### Health and safety

Operating safely and protecting the health and wellbeing of employees, contractors, the local communities where we operate and those affected by our activities.

### Environment

Minimising adverse impacts from our operations on the natural environment.

### Climate change

Reducing our greenhouse gas emissions, supporting the energy transition helping our customers meet their carbon-related goals and adapting our business to meet the risks and opportunities of a changing climate.

### Our people

Attracting, developing and retaining the best people in a working environment that promotes integrity, diversity, equal opportunity and mutual respect.

### Human rights and community engagement

Safeguarding human rights and earning our social licence to operate by engaging positively with employees and local communities.

## OUR GLOBAL HEALTH, SAFETY ENVIRONMENTAL AND COMMUNITY MANAGEMENT FRAMEWORK

We recognise that each of our industrial assets operates under unique conditions, depending on its location, the type of activities undertaken, the nature of the commodities it is handling and the regulatory regime it is operating under. We have an established Health, Safety, Environment and Community (HSEC) Management Framework and HSEC information management system to ensure that risks are identified and managed in a rigorous, consistent and systematic manner across the business, but in a way that requires local level implementation and adaptation.

The Impala Terminals Global HSEC Policy and Business Principles are key requirements that must be adhered to across all Impala Terminals sites. These are informed by and aligned with our stakeholders' expectations and they set out our ambition to be a leader in health, safety, environment and community matters in the dry bulk and liquid bulk handling, warehousing and logistics industry. They provide a consistent and comprehensive approach to managing sustainability across Impala Terminals assets and activities globally.

We will revise our policy framework in line with our new structure as part of the business transition, with the aim of unifying standards across the expanded company.

## QUALITY, ENVIRONMENTAL AND OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS AT OUR TERMINALS

All Impala terminals' industrial assets have a bespoke environmental and occupational health and safety management system in place, aligned with accepted international good practice as represented by the ISO management system standards. Across our dry bulk operations globally, 75 percent of sites have management systems that are certified to International Environmental Management System Standard ISO 14001:2015 and 50 percent of the sites are certified to International Occupational Health and Safety System Standard ISO 45001:2018. For our liquid bulk sites, 48 percent are certified to ISO 14001 and 35 percent are certified to ISO 45001.

All our assets have operational and quality management systems and processes in place. In total, 52 percent of our owned terminals are certified to the International Quality Management System Standard ISO 9001: 2015.

We operate a global HSEC information management system across the company for the monitoring of performance, and the tracking and reporting of key data, including incidents.



About this report

Performance summary

CEO statement

Our business

Governance

**Our approach**

Conduct and compliance

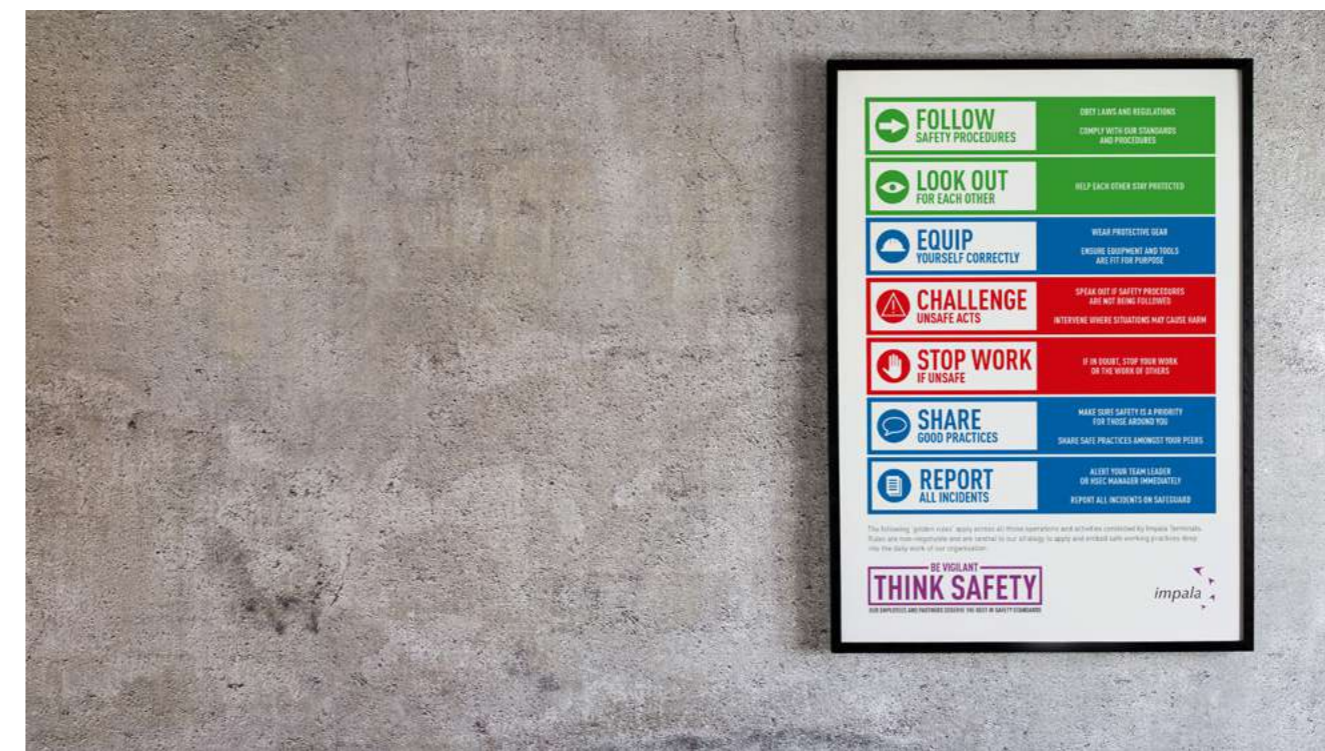
Health and safety

Environment

Climate change

Our people

Communities and human rights



[View our Impala Terminals Global HSEC Policy and Business Principles here](#)

# ➤ CONDUCT AND COMPLIANCE

*We are committed to operating in compliance with applicable laws and regulations. All employees are required to commit to our Code of Business Conduct regardless of their role or where they work.*

## KEY PERFORMANCE INDICATORS:

Number of Know Your Counterparty (KYC) checks undertaken <sup>1</sup>	Total number of compliance training courses completed by employees <sup>1</sup>	Completion rate of compliance training [%] <sup>1</sup>
<b>2023</b> 3,846	<b>2023</b> 2,888	<b>2023</b> 100
2022 3,701 <sup>2</sup>	2022 772	2022 98
2021 947	2021 654	2021 100
2020 831	2020 805	2020 99

<sup>1</sup> The data provided relates to employees in the dry bulk business area. The KYC checks and compliance-related training data for the liquid assets is managed under a separate programme. We aim to report integrated data across both business areas in 2024.

<sup>2</sup> The 2022 significant increase in KYC checks was largely due to the inclusion of a new logistics container yard in Mexico.



- About this report
- Performance summary
- CEO statement
- Our business
- Governance
- Our approach
- Conduct and compliance**
- Health and safety
- Environment
- Climate change
- Our people
- Communities and human rights

### OUR APPROACH

Our compliance culture is supported by staff training and underpinned by our expectations of high standards of behaviour from all our people founded on honesty, integrity and respect.

These values are enshrined in our Code of Business Conduct (the Code) which is aligned with applicable laws and international standards. It is the responsibility of all employees to uphold the values and standards contained in the Code.

The Code was updated in 2023 and it covers:

- Bribery and corruption
- Sanctions and trade restrictions
- Money laundering and terrorist financing
- Anti-trust and competition law compliance
- Political contributions and activities
- Charitable donations
- Engaging with the media
- Proprietary and confidential information
- Market behaviour: business communications and conflicts of interests
- True and accurate records
- Reporting violations and raising concerns
- Protection for those who follow the Code

Whilst the Code is the foundation for an effective compliance programme, it is supplemented by the Compliance Policies which focus in more detail on five key areas: Trading behaviours and business communications; Anti-bribery and Corruption; Anti-money Laundering; Global Competition Standards; and Sanctioned and High-risk Jurisdictions. Each of these policies provide concise and practical guidance on the correct approach to a variety of day-to-day situations that may be encountered whilst working for Impala Terminals.

Our staff can feel secure in seeking advice or raising concerns about actions and behaviours that could be considered a breach of the Code. We have various advisory and reporting channels and no one will suffer any adverse consequences for raising a concern. The consequences of a breach of the Code are serious for the business. Any employee who is found to have breached the Code may be subject to disciplinary action that could result in dismissal.

Employees and contractors can raise their concerns through a number of channels, including through their immediate managers, any of our Compliance Officers or members of Compliance Committees. Anyone, including external partners, other stakeholders and the public, can lodge a concern in the form of a report, either online through EthicsPoint or via the 24-hour, multilingual call service. Reporters can choose to raise their concerns anonymously.

Reports received are assessed and an appropriate response is applied, which may include an investigation or other resolution. In assessing the appropriate response, we apply a proportionate and person-centred approach to the report considering all participants.

### Fateme Weyeneth, General Counsel

*“The energy, commodities and related industries face ever-growing and complex regulations in terms of sanctions and trade restrictions, and greater demand for information and action in relation to anti-bribery, corruption and money laundering practices. Organisations active in these industries require increasing specialised resources, complex compliance and internal control programmes to manage the rapidly evolving regulatory environment. In today’s world, compliance is no longer a “good-to-have” but rather a license to operate. The reputational risk and financial penalties associated with a compliance breach easily outweigh the expense and effort.”*



### COMPLIANCE TRAINING

Specific training on the Code as well as the topics that are core to it are provided to all employees, and completion is mandatory. The training includes key risk topics of anti-bribery and corruption; market abuse; anti-trust and competition law; and anti-money laundering.

We maintained high completion rates for our compliance training in 2023, achieving 100 percent for both new starters and existing staff. The total number of compliance courses completed in 2023 was 2,888, a significant increase on the previous year.

### COUNTERPARTY DUE DILIGENCE

Key to the assessment of counterparties is the Know Your Counterparty (KYC) onboarding and monitoring processes, alongside our enhanced process for high-risk entities. This due diligence system is regularly reviewed to reflect the changing regulatory environment.

All companies that supply goods or services to Impala Terminals are required to go through this process. New counterparties are screened and all suppliers are subject to ongoing monitoring and rescreening cycles for money laundering, sanctions, corruption and other related risk factors. Any issues that arise from the screening need to be addressed before the counterparty is able to do business with Impala Terminals.

In 2023, we carried out 3,846 KYC checks (2022: 3,701). Of these, 3.4 percent were initially declined and ultimately 1 percent of KYC checks resulted in rejection of the counterparty.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

[Our Global Grievance line offers the option to raise issues anonymously](#)

[Learn more about our Code of Business Conduct](#)

# HEALTH AND SAFETY

The safety of our employees, contractors and the communities where we operate is fundamental to our business. Our aim is to eliminate fatal and life altering events across our operations by promoting a proactive health and safety culture, managing risks and collaborating to keep each other safe.

## TARGETS:

✔ Zero fatalities

2023 0  
2022 0  
2021 0  
2020 0

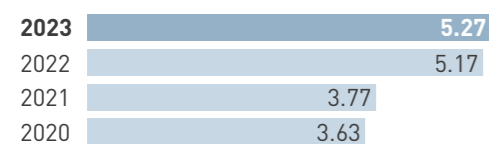
⊗ 20 percent reduction in the lost time injury rate<sup>1</sup> compared to 2020<sup>2</sup>

2023	1.60
2022	2.02
2021	1.42
2020	1.59

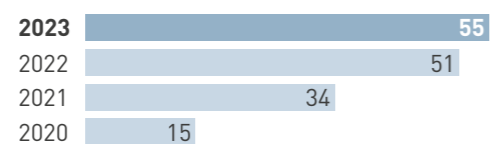
✔ Achieved    ◐ In progress    ⊗ Not achieved

## KEY PERFORMANCE INDICATORS<sup>3</sup>:

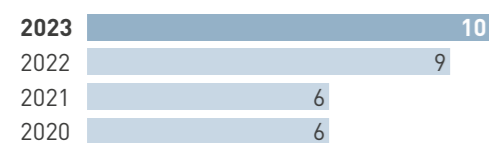
Total recordable injury frequency rate<sup>1</sup>



Total HSEC training hours per employee



Number of lost time injuries



Storage terminals certified to ISO 45001:2018 (%)



<sup>1</sup> Total recordable injury frequency rate and lost time injury frequency rate are calculated on the basis of 1 million working hours.  
<sup>2</sup> Whilst we didn't meet the three-year target, we did achieve an incremental target of a 20 percent reduction in the lost time injury rate since 2022.  
<sup>3</sup> 2023 data includes the liquid storage assets for the first time.



- About this report
- Performance summary
- CEO statement
- Our business
- Governance
- Our approach
- Conduct and compliance
- Health and safety**
- Environment
- Climate change
- Our people
- Communities and human rights



### OUR APPROACH

Providing a safe work environment and protecting the health and wellbeing of all our staff and contractors is critical to our success. Safety is at the heart of everything we do and drives the quality of our service offering on a global basis.

Our objectives are to create:

- A safe workplace: Everybody is kept safe with no harm whilst carrying out their duties;
- A healthy workplace: Everyone's health is protected and their wellbeing enhanced;
- A responsible workplace: We all take responsibility for protecting and enhancing the environment and communities in which we work;
- A supportive and fair workplace: We support all employees and encourage everyone to take part in keeping others and the environment free from harm;
- A learning workplace: We improve by sharing and learning from our experiences and those of others;
- Visible leadership in the workplace: Each one of us will lead by example and have made a commitment to deal immediately with issues, providing support to those who require it; and
- A mindful workplace: We will understand and manage process safety and other major hazards throughout design, delivery, operation and maintenance.

Our aim is to embed a strong safety-conscious culture across the business, to enhance the health and safety leadership throughout the workforce and implement robust health and safety management systems and processes to ensure that risks are identified, evaluated, managed and reviewed at all our industrial assets.

#### ► OUR GOLDEN RULES ARE THE FOUNDATION OF OUR HSEC CULTURE:

- Follow procedures and processes
- Look out for each other
- Share best practice
- Equip yourself correctly
- Report incidents and hazard observations
- Pause – take five
- Challenge each other
- Stop work authority

Senior leaders, facility managers and operational staff are incentivised to achieve safety performance expectations within their specific areas of responsibility as part of the annual review process. These are specific to individual responsibilities but typically include lagging indicators such as reducing lost-time incident rates below a target level, and leading indicators such as improving the quality and frequency of near-miss reporting and delivering tangible improvements to contractor risk management.

We periodically assess the performance of our sites and the results are used to identify areas of improvement in our health and safety practices. We share improvement recommendations and issue safety alerts across our sites in order to benefit from lessons learned and to reduce recurrent high-risk scenarios. Although not mandatory, a significant proportion of our larger assets have achieved certification to the international occupational health and safety standard ISO 45001:2018.

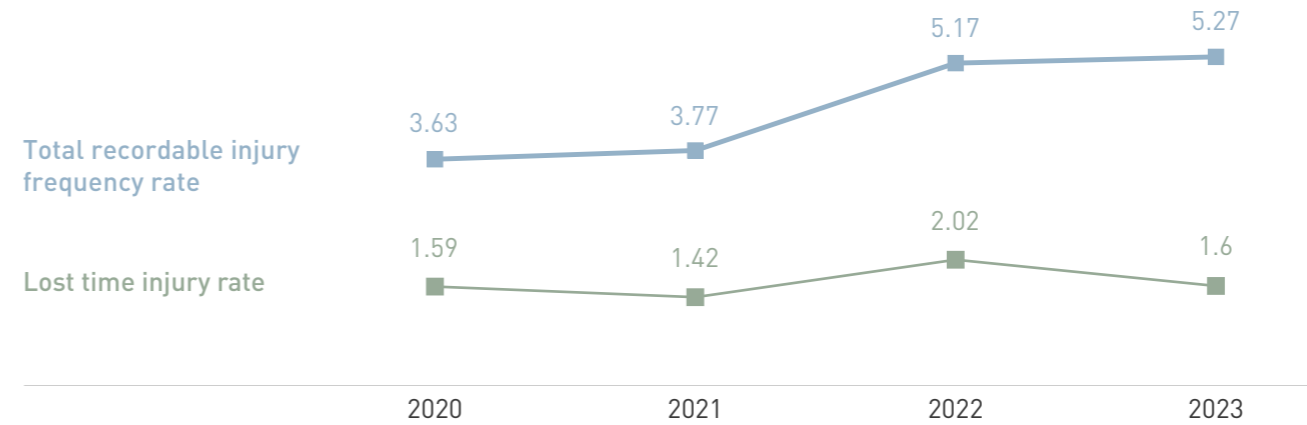


### OUR SAFETY PERFORMANCE

Our lost time incident rate decreased by 20 percent compared to 2022, however, we have not met our longer-term target of a 20 percent reduction in lost-time incident rate compared to 2020.

We have conducted an analysis of the incidents that have occurred during 2023, seeking to understand the root cause and apply lessons learnt.

Benchmarking our lost time injury rate against other international logistics companies shows that our performance remains better than the industry average. However, we acknowledge that our performance level overall is not where we expect it to be and we need to maintain greater vigilance over safety.



#### ► INCIDENT ANALYSIS IMPROVES PERFORMANCE IN PERU

Having experienced four lost time injuries in the first seven months of 2023 at our Callao dry bulk terminal, the challenge was set to reverse this trend. All the incidents that had occurred over the prior two years were analysed by an interdisciplinary team to identify the root causes and determine the preventive actions needed.

As an outcome from the analysis, an action plan was established that included:

- Strengthening of field supervision.
- Restructuring the visible leadership programme, assigning inspections, safety observations, and toolbox talks to all leaders of the organisation, including administrative areas.
- Implementation of a recognition programme associated with positive safety behaviour and action.
- Bolstering contractor management through applying recognition and penalties based on health, safety and environmental performance criteria.



These actions have enhanced the capacity of all leaders, operatives and contractors and improved the effectiveness in risk management practices. Since the full implementation of the programme in July 2023, the site has been lost time injury free.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

### PROCESS SAFETY MANAGEMENT

We apply key process safety principles such as management of change to ensure that the community, health, environmental, safety and security risks are carefully evaluated and controlled prior to implementing significant changes. All temporary and permanent changes to systems, operating procedures, processes, equipment and personnel require a risk assessment that covers all activities and people impacted by the change. This includes the consideration of other risks present on the site and how changes to a process in one area can affect other operations. Authorisation for a change is only allowed once the management of change process has been implemented.

### CONTINUAL IMPROVEMENT

We train our leaders and operators to identify hazards and all workers at our sites have stop work authority and are encouraged to intervene or challenge unsafe acts that they observe. Good hazard awareness means that we are helping keep each other safe and to share good practice.

Across our operations we use toolbox talks, lessons to be learnt and hazard identification processes to share information on real life cases that could have been avoided if greater awareness to hazards were known. The more information we provide our teams, the safer they are and the better they perform.

We have a commitment to continuously improving safety and creating an environment where employees feel safe to exercise stop work authority without fear of consequences. This is crucial for fostering a positive safety culture. Actively listening to employees, being receptive to suggestions and concerns, and valuing their input is essential for gaining insight into the real issues and potential improvements.

Our teams on the ground have valuable insights into improving systems, as they have first-hand experience with them. Sharing information, whether it is related to safety, operational best practices, or mental health, and maintaining strong, consistent leadership are indeed key elements for growth and improvement as a whole. By prioritising transparency, communication, and employee wellbeing, we are laying a solid foundation for a safer and more productive work environment.

### CONTRACTOR MANAGEMENT

We have a contractor due-diligence process in place that identifies and excludes contractors that cannot meet our safety and environmental performance expectations. For higher risk activities, this includes a formal, two-phase due-diligence process that assesses the ability of contractors to meet our safety performance expectations. In phase one of the due-diligence process, prospective contractors undergo a Know Your Counterparty (KYC) check and a desk-based safety and environmental assessment. Those that pass these checks then proceed to the phase two review, where they receive an on-site inspection within a set timeframe.

Contractors that fail these checks and are unable or unwilling to improve their processes are rejected. This approach allows us both to ensure our performance expectations are met and encourages improved standards in the sectors where we are active.

For qualifying contractors, our terms of business incentivise safe working practices. Contractors are assessed annually and we hold regular meetings to review their performance. If problem areas are identified, we expect these to be dealt with promptly. If not, we may elect to end our relationship with them. In practice, we have found that contractors usually respond positively to our recommendations, which aim to bring long-term benefits to organisations through higher operational and safety standards.

### Stylios Tzaferis, Chief Operations Officer

*“The safety and security of all persons working on our facilities is of utmost importance to Impala Terminals Group. We use contract resources for specialist expertise in key areas and value their contribution to our business. In 2023, we redeveloped our Safety Management System for the Impala Terminals liquids business, and contractor safety management was at the forefront of the revised processes. In 2024, we will commence the commissioning of the Rotterdam Terminal, a recent acquisition that will rely heavily on contractor resource to successfully bring on-line. The interface between ourselves and the selected contractor is critical from a safety point of view, and by working together to imbed our own safety culture, initiatives and reporting programmes, we can responsibly complete the task.*

*We also continue to audit key partners and suppliers, for example transport hauliers, and use this opportunity to share learnings, implement best practice and feedback on performance. Safety is a key parameter when selecting contractor partners, and the robust procurement processes in place ensure that HSEC subject matter experts are key decision makers.*

*It is through this approach that we can achieve results such as over 2,000 days since a lost time incident at our Milford Haven Terminal in the UK – an incredible 600,000 (and counting) man-hours.”*

### Paul Bryson, Deputy Terminal Manager

*“Our expanded global presence means we can utilise the experience of personnel based across the globe to assist when non-standard or new processes need to be reviewed. Being one integrated global company means we can ensure that regional expertise and best practice can be implemented in a uniform manner.*

*I have overseen the implementation of critical non-standard operations in our African Terminals. Being able to explain to our operators why we carry out certain tasks and the theory behind them, as well as physically demonstrate how to do them, gives a much better approach to safety and hazard awareness.*

*For example, providing thorough explanations about the importance of earthing or grounding road tankers or rail cars while loading flammable products is crucial for ensuring compliance and fostering a deeper understanding among workers. It goes beyond just checking a box or attaching a clamp; it’s about actively preventing potential ignition by addressing the hazards of static electricity. By educating personnel on the why behind these safety measures, you empower them to make informed decisions and reinforce a culture of safety awareness.”*



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

# ENVIRONMENT

We aim to minimise adverse impacts on the environment from our operations. We seek to optimise our use of natural resources and preserve the biodiversity associated with our assets worldwide.

## TARGETS:

⊗ Zero serious environmental incidents<sup>1</sup>

2023 **1**  
 2022 0  
 2021 0  
 2020 0

☑ Achieved    ◐ In progress    ⊗ Not achieved

## KEY PERFORMANCE INDICATORS<sup>2</sup>:

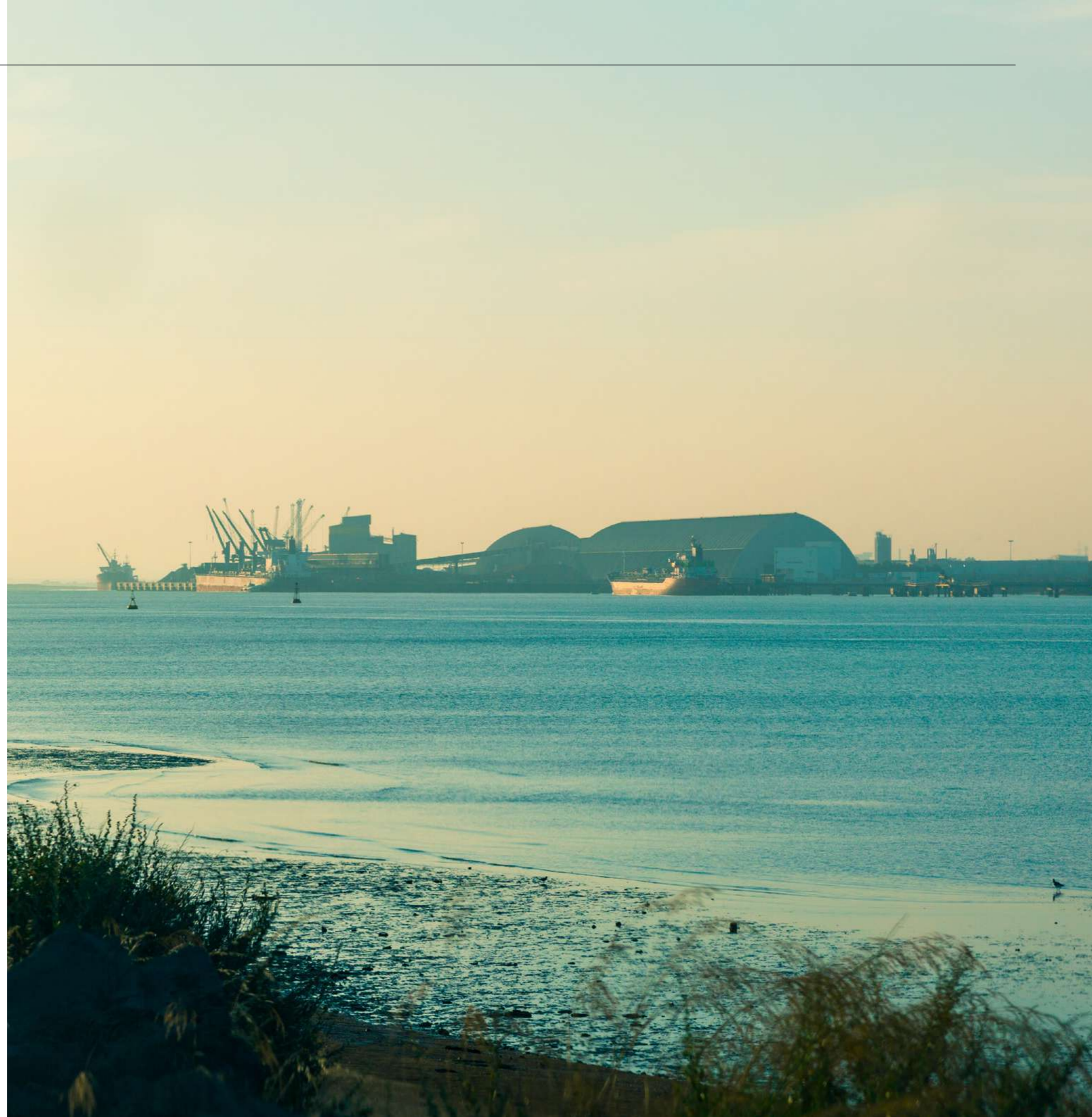
Proportion of industrial sites certified to ISO 14001:2015	Number of environmental incidents reported	Total volume of water withdrawals <sup>3</sup> (ML)
<b>Dry bulk site</b>	<b>2023</b> <b>116</b>	<b>2023</b> <b>102</b>
75%	2022 119	2022 103
<b>Liquid bulk sites</b>	2021 50	2021 91
48%	2020 43	2020 120

Total waste (hazardous and non-hazardous) generated (tonnes)	Total hazardous waste generated (tonnes)
<b>2023</b> <b>2,147</b>	<b>2023</b> <b>965</b>
2022 1,120	2022 809
2021 1,384	2021 789
2020 N/A	2020 N/A

<sup>1</sup> Serious environmental incidents are those classified as 'Level 4' or 'Level 5' environmental events in the company incident reporting system.

<sup>2</sup> 2023 data includes the liquid storage assets acquired in Q4 2022 for the first time except where indicated.

<sup>3</sup> Dry bulk assets only.



- About this report
- Performance summary
- CEO statement
- Our business
- Governance
- Our approach
- Conduct and compliance
- Health and safety
- Environment**
- Climate change
- Our people
- Communities and human rights

### ENVIRONMENTAL MANAGEMENT

We seek to adopt best practice in environmental management across our business and we promote the same across our supply chain. We maintain environmental management standards across our operations. Over 50 percent of our sites have had their systems certified to the International Standard for Environmental Management System ISO 14001:2015.

We work hard to eliminate any environmental incidents and reduce the risk of any negative impacts when they do occur. In 2023, we experienced a gasoline release of approximately 60,000 litres at our storage facility in Dubai, UAE. This event occurred during loading and a limited amount of product was released to sea. Onsite emergency response measures were initiated immediately on discovery. We have undertaken a detailed investigation, including an inspection by the local port authority, and have taken action to prevent future incidents.

Although the risk profile of our portfolio has changed with the inclusion of our liquid bulk assets, the data for 2023 shows a decrease in the number of environmental incidents compared to 2022. 92 percent of these incidents were classified as Level 1 minor incidents, the least impactful category of incident we report.

### BIODIVERSITY AND PROTECTED AREAS

We care about protecting the natural environment and take measures to mitigate the risk of negative impacts from our operations. We are committed to not operating in World Heritage Sites and to respecting legally designated areas of cultural or natural heritage.

Whilst none of our sites are located within designated protected areas, six of our terminals are located within 1 km of a protected area. This includes our terminal at Huelva in Spain which is less than 1 km from the Odiel and Tinto marshes and Huelva coastal lagoons, a large area of tidal marshes at the mouth of the rivers Tinto and Odiel. It is an extensive coastal and wetland area, and a designated Natura 2000 site, known for migratory birds including some vulnerable species.

In addition to this, our Milford Haven terminal in the UK is within 1 km of the Pembrokeshire marine protected area and the Milford Haven Waterway, a

site of special scientific interest.

Our Belfast terminal is within 1 km of the Strangford and Lecale area of outstanding natural beauty, and our Jebel Ali terminal in the UAE is within 1 km of a wetland sanctuary. Our Namport Luderitz terminal is within 1 km of the Namibian Islands marine protected area and our Zolic terminal in Guatemala is within 1 km of the Cerro San Gil watershed protection reserve and the Bahía de Santo Tomás protected area.

A further seven terminals are within 5 km of designated protected areas.

We assess and manage the environmental risk for all sites to ensure our operations have no impact on nearby protected areas.

#### ► COMMUNITY ENVIRONMENTAL ACTION

In 2023, our dry bulk terminal in Callao, Peru, engaged in a series of activities to promote environmental protection in the local community. This included a public campaign to raise awareness of the importance of protecting the environment; an environmental education programme involving parents, teachers and children at local schools; and a beach clean up. In June 2023, 43 volunteers collected over one tonne of waste from Carpayo beach in Callao.

*“Plastic pollution alters the habitat of the marine ecosystem. The sea provides us with vital resources, and the Peruvian coastal waters are enormously rich, recognised globally for the number and variety of fish, bird and mammal species. This is why it is important to raise awareness of its care and recovery, and take action to prevent pollution.”*

**Guianfranco Chang, Environmental Manager, Impala Terminals Callao.**

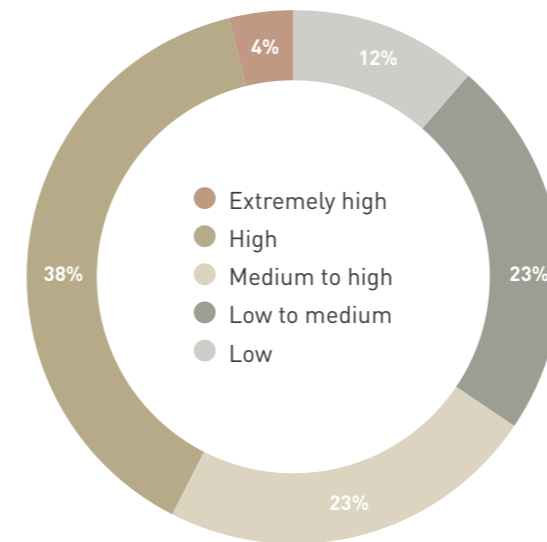


### WATER MANAGEMENT

We seek to conserve and safeguard water resources, particularly at our operations in water-scarce areas. Eleven of our assets are in areas classed as high or extremely high water stress according to the Aqueduct Water Risk Atlas tool developed by the Water Resources Institute. This analysis helps us formulate strategies to mitigate business risk stemming from water stress, including prioritising assets for water treatment and recovery systems, rainwater collection and closed-cycle truck washing facilities. Our dry bulk assets are the most water intensive of our operations, and two of these, our terminals in Callao, Peru and Manzanillo, Mexico, are situated in high or extremely high water stress areas.

Our total water withdrawal in 2023 across our dry bulk sites was 102 megalitres, which is a slight reduction relative to 2022. We intend to report on water withdrawals at our liquid bulk sites in 2024, and to expand our contextual reporting in future years to include consideration of groundwater vulnerability and surface water quality risk. This will help to determine the right solutions for each asset dependant on the risk to the local environment.

Distribution of Impala Terminals sites based on water stress



Source: WRI Aqueduct (aqueduct.wri.org) accessed on April 5<sup>th</sup>, 2024.

### WASTE MANAGEMENT

In 2023, we generated 2,147 tonnes of waste (2022: 1,120 tonnes) across our facilities globally. We included our liquid bulk terminals in our waste generation data for the first time in 2023.

Our assets follow the waste hierarchy, prioritising the elimination of wastes, and where this is not possible, seeking to reduce, reuse or recycle materials. The waste we do generate is subject to strict waste management processes and procedures that are in place at all our assets. All wastes generated are securely contained on site and transferred to licensed waste management contractors in line with local regulations. All contractors handling our waste are subject to our due-diligence procedures to ensure that we have visibility on the chain of custody over the transport, final treatment and disposal of the materials.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

# CLIMATE CHANGE

We aim to reduce our greenhouse gas (GHG) emissions and working with customers to support their GHG-reduction goals. We recognise our important role in the energy transition.

## TARGETS:

To reduce Scope 1 and Scope 2 GHG emissions from dry bulk warehouses by 30 percent by 2025 against our 2020 baseline

2023	10,688
2022	10,072
2021	11,885
2020	13,211

Achieved 
  In progress 
  Not achieved

## KEY PERFORMANCE INDICATORS<sup>1</sup>:

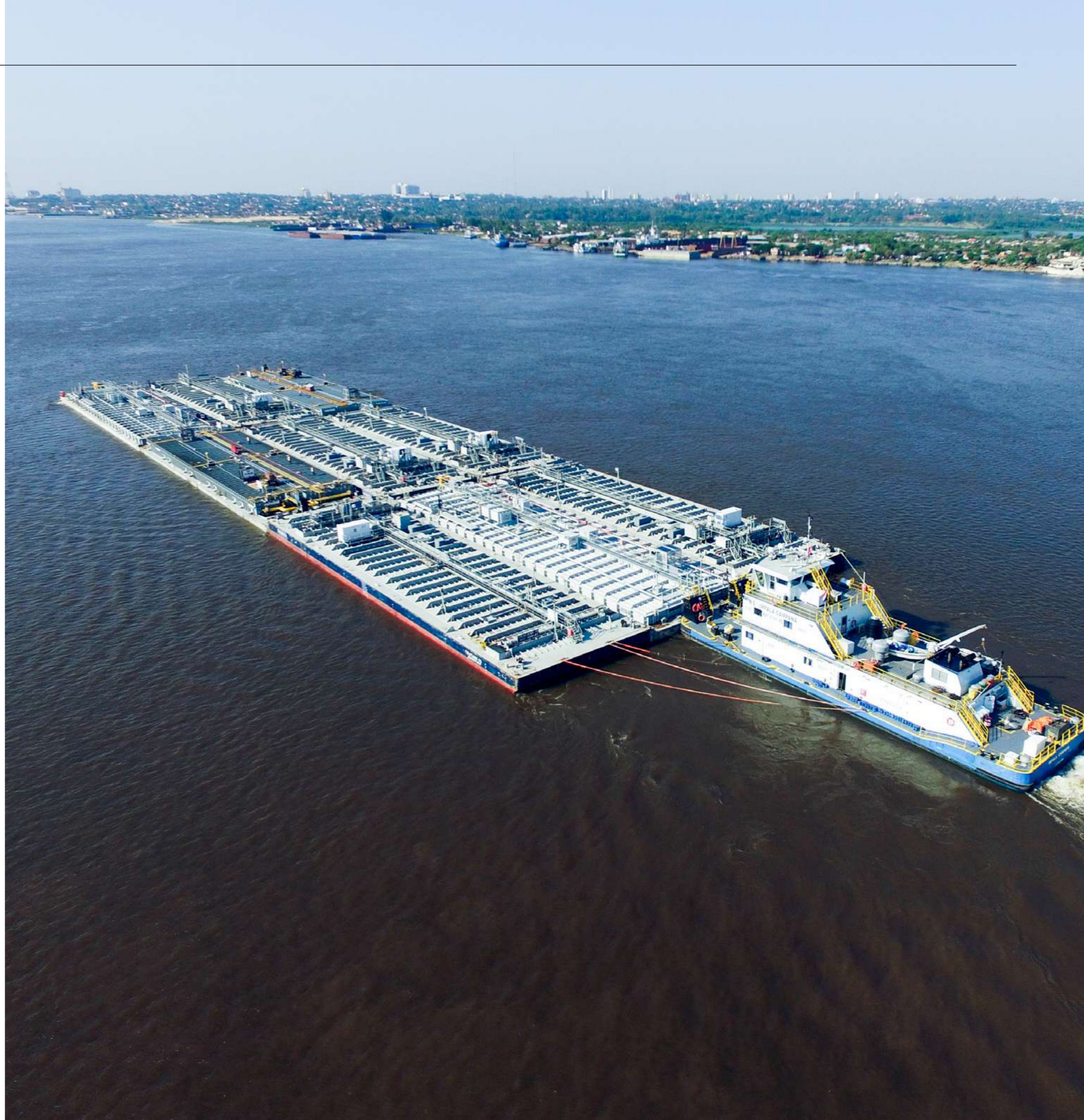
Scope 1 GHG emissions (tCO <sub>2</sub> e)	Scope 2 GHG emissions (market-based) (tCO <sub>2</sub> e)	Scope 3 GHG emissions <sup>2</sup> (tCO <sub>2</sub> e)
2023 41,222	2023 4,398	2023 149,706
2022 33,494	2022 990	2022 174,040
2021 31,844	2021 2,581	2021 146,376
2020 28,026	2020 3,229	2020 119,909

Total energy use (GJ)	Proportion of electricity from certified renewable electricity or self-generated renewable sources (%)
2023 737,659	2023 55 <sup>3</sup>
2022 443,077	2022 80
2021 411,583	2021 34
2020 364,001	2020 5

<sup>1</sup> 2023 data includes the liquid assets acquired from Puma Energy in October 2022 for the first time.

<sup>2</sup> Our Scope 3 GHG emissions reporting includes category 3: Fuel and energy related, and category 4: Upstream transportation and distribution.

<sup>3</sup> The equivalent proportion of electricity from certified renewable electricity or self-generated renewable sources in 2023, considering the dry bulk and logistics assets only, is 76 percent.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

### OUR APPROACH

We are taking action to reduce the GHG emissions generated as a direct result of the transport and logistics services we provide; to improve, measure and report the transparency of GHG emissions in the logistics chain, and support our customers in meeting their GHG reduction targets.

We have set a near-term target of reducing our Scope 1 and Scope 2 GHG emissions by 30 percent across all our dry bulk warehouses by 2025, compared to a 2020 baseline. We are improving our systems and processes for the reporting of Scope 3 GHG emissions and exploring setting a meaningful longer-term reduction target.

Our strategy is delivered through the following objectives:

- To ensure that our storage assets and transport logistics are operated as efficiently as possible.
- To be transparent in the reporting of GHG emissions associated with our operations.
- To develop alternative transport modes and routes that provide lower-carbon logistics solutions.
- To invest in innovative logistics solutions and improved infrastructure to reduce our GHG emissions and adapt to the effects of a changing climate.

*The installation of solar panels at our Manzanillo terminal in Mexico.*



### Enabling a lower-carbon future

We provide transportation and logistics services for commodities that support the transition to a low-carbon economy. Our assets provide a strategic gateway to the international market for export of critical metals for the new low-carbon economy.

Our dry bulk and logistics business delivers the minerals and metals needed to build the infrastructure required for the energy transition. For example, lead and nickel are critical to batteries and electric vehicles. Aluminium is key to the development of lighter, more efficient vehicles and buildings. Copper is essential for electrification and a wide range of renewable energy solutions, and zinc has diverse applications and uses including protecting steel from corrosion.

Our liquid bulk business provides reliable and efficient energy storage and access solutions, in addition to bulk storage and distribution services for important transition fuels such as LPG, ammonia and biofuels. We are helping to create the necessary flexibility to manage change and accommodate the integration of new energy alternatives across global markets, in addition to providing the energy security needed during the transition.

### Decarbonising logistics

Our multimodal approach to logistics provides lower-emission intensity alternatives to road transport. This includes fluvial transportation of bulk liquids and dry products across the entire length of the 4,880 km Paraná River, from the River Plate in Argentina to landlocked Paraguay and Bolivia. We also operate along a 658 km section of the Magdalena River in Colombia, connecting the major ocean ports of Barranquilla and Cartagena with river terminals we manage in Barranquilla.

Our rail operations include major long distance rail corridors between Durban in South Africa and Lubumbashi in the Democratic Republic of the Congo, and from Lubumbashi to the port of Dar es Salaam in Tanzania. We also transport the majority of our liquid products in the United Kingdom by rail.

Fluvial and rail transportation of products are not only less carbon intensive means of transportation, they also provide a safer option than transporting by truck. For example, if we were to transport our product by road rather than rail in the United Kingdom, this would increase the GHG emissions by 60 percent. In Paraguay and Colombia, it is estimated that it would take 300 round trips by truck to move the same volume of cargo that we can ship in one single six-barge convoy.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

### OUR PERFORMANCE

We continue to drive operational efficiency, seek to switch to renewable energy supplies and reduce emissions at our assets. Scope 1 and Scope 2 GHG emissions across the dry bulk warehouses has reduced by 19 percent in 2023 compared to our baseline year of 2020. This represents good progress towards the 30 percent reduction target we have established for 2025.

Overall, our Scope 1 and Scope 2 GHG emissions increased in 2023, due to the inclusion of the liquid bulk assets for the first time.

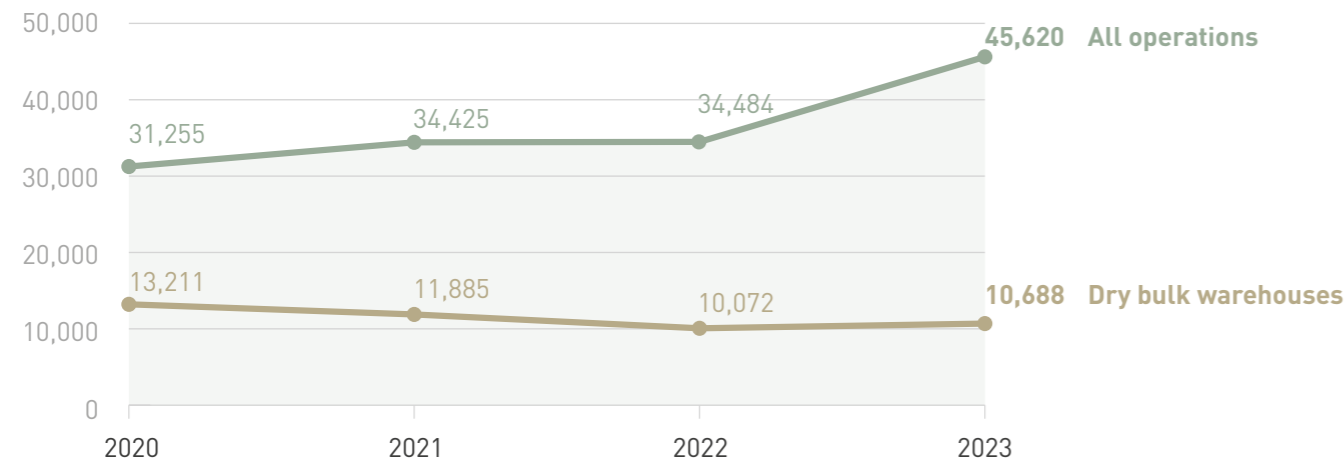
In 2024, we intend to establish a carbon intensity metric and report on in our subsequent reports. We will also provide additional disclosures on our Scope 3 GHG emissions.

### PHYSICAL CLIMATE CHANGE ASSESSMENTS

We have undertaken assessments of selected facilities to establish the long-term potential risks associated with a changing climate, and to identify where such risks present a substantial financial and strategic risk to our business. A screening of our facilities identified the Manzanillo facility, located on the Mexican coast and within the Northeast Pacific hurricane basin, as an asset that is exposed to risks associated with tropical cyclones. This prompted an assessment of possible future impacts from hurricanes to the terminal and surrounding area through the use of scenario analysis to understand the projected changes in these events.

The results of this and similar assessments are built into the future development plans for our assets, and to the overall strategic investment plan for the company.

Scope 1 and Scope 2 GHG emissions (tonnes CO<sub>2</sub>e):



Installing solar power equipment at our Manzanillo terminal in Mexico.

### INVESTMENTS IN RENEWABLE ENERGY

We have made a series of investments in renewable energy sources at our sites worldwide. We have implemented solar power projects at our terminals to power operations, generate savings and further reduce our GHG emissions. We have approximately 2 MW solar generation capacity deployed so far and have further solar and wind turbine projects planned. Our project pipeline includes providing neighbouring commercial and industrial off-takers with renewable energy.

We also have contractual arrangements in place with energy suppliers in Spain and Peru linking our energy procurement to certified renewable sources for our Huelva and Callao facilities.

This allows us to support domestic renewable energy production projects and buy low-carbon electricity under a nationally developed framework. This certified renewable electricity also helps us in our aim to use low-carbon electricity in cases when we are not in a position to generate sufficient capacity ourselves directly.

Overall, in 2023, 55 percent of the global electrical energy supply for our expanded business was from certified renewable electricity or on-site renewable generation. This includes 76 percent of the electricity used at our dry bulk assets, a slight decrease on the 80 percent share in 2022.

#### SELECTED SOLAR INSTALLATIONS AT OUR SITES

We have continued the roll out of on-site renewable energy projects to increase our renewable power generation capacity and the proportion of electricity use from renewable sources.

##### San Lorenzo Terminal, Honduras

- Capacity (kWp): 61
- Type: Roof project
- Panels: 129 (Jinko 470 W units)



- Capacity (kWp): 314
- Type: Field project
- Panels: 576 (Jinko 545 W units)



##### San José 1 Terminal, Guatemala

- Capacity (kWp): 65
- Type: Fixed structure on parking area
- Panels: 120 (JA Solar 540 W units)



##### Manzanillo Terminal, Mexico

- Capacity (kWp): 667
- Type: Roof project
- Panels: 1,648 (JA solar 405 W units)



##### Huelva Terminal, Spain

- Capacity (kWp): 27
- Type: Roof project
- Panels: 47 (JA sola 540 W units)



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

# ➤ OUR PEOPLE

*Our employees are crucial to our success. We seek to attract and develop the best people for our operations worldwide, who are passionate about their work, act with integrity and care for each other. We respect different cultures and promote inclusivity and diversity.*

## TARGETS:

- 🕒 To improve diversity with targeted outreach initiatives that aim to recruit women and other under-represented groups into our business.
- 🕒 To continue the roll-out of training to further develop employee skillsets and careers.
- 🕒 To further develop our digital platform for learning and development in order to provide comprehensive access for our global workforce, including our internal e-learning training programmes.

✔ Achieved    🕒 In progress    ✘ Not achieved

## KEY PERFORMANCE INDICATORS:

Average number of full-time employees <sup>1</sup>	Number of new employees hired	Voluntary attrition rate (%)
<b>2023</b> 1,490	<b>2023</b> 328	<b>2023</b> 8.2
2022 933	2022 205	2022 9.3
2021 819	2021 178	2021 9.3
2020 759	2020 103	2020 N/A

Proportion of women hired through the Global Graduate Programme (%)	Gender split across global workforce (%)	
	Female	Male
<b>2023</b> 55	<b>2023</b> 16	<b>2023</b> 84
2022 80	2022 16	2022 84
2021 20	2021 14	2021 86
2020 20	2020 12	2020 88

<sup>1</sup> The total employee number is calculated as an average from 1 January to 31 December each year and refers to those directly employed by, or 100 percent sub-contracted to, the Impala Terminals joint venture. For years 2020 to 2022, this data excludes employees associated with the liquid storage assets acquired in the final quarter of 2022.



- About this report
- Performance summary
- CEO statement
- Our business
- Governance
- Our approach
- Conduct and compliance
- Health and safety
- Environment
- Climate change
- Our people**
- Communities and human rights



### OUR APPROACH

The success of our business would not be possible without the dedication of our workforce. Whether working at our network of terminals, in our fluvial infrastructure business, as part of our logistics and freight-forwarding operations, or in our finance, administration, human resources or other professional support service teams, we collaborate to create value and deliver against our strategy.

Teamwork and collaboration are key to achieving our business aims and to operating an effective logistics business. We aim to create a working environment defined by integrity, responsible conduct, mutual respect and accountability, where people are able to work together and succeed.

We believe that everyone has the potential to thrive in our company, and we work hard to create the conditions to make this happen. We provide career development opportunities and training to enhance skills in key areas. Our people are most effective when they work together in teams, which requires strong communication channels, efficient operations, local empowerment and devolved decision-making.



### EXPANSION AND DIVERSIFICATION

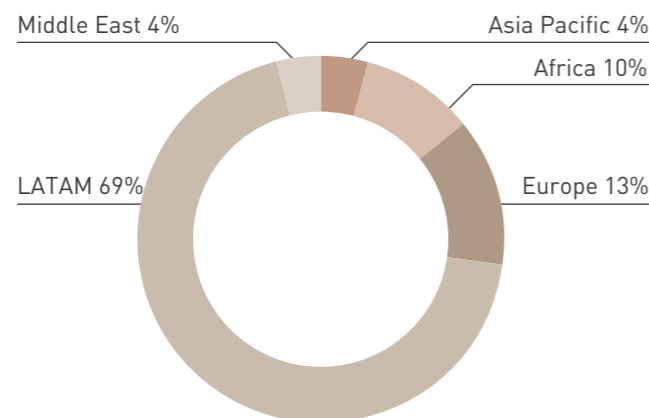
In 2023, the business employed an average of 1,490 full-time equivalent staff, an increase of 60 percent compared to 2022. This was largely due to the integration of the liquid bulk assets. We have expanded our competencies and geographies, creating a more diverse and resilient business and workforce. We hired 328 new employees in 2023, a record for the company, and our voluntary attrition rate fell from 9.3 percent in 2021 and 2022, to 8.2 percent in 2023. As we continue to grow and integrate our business, the need to attract new talent and diversify to our workforce will only increase.

We are an equal opportunities employer. We recruit and promote based on merit and irrespective of age, gender, sexual orientation, social background, ethnicity, religion, medical condition or any other legally protected status.

As in previous years, the vast majority of employees (98 percent) were recruited locally to our operations. In 2023, 40 percent of our blue-collar workers were covered by collective bargaining agreements. We remain significantly below an equal gender composition in our global workforce. The proportion of women employees across Impala Terminals in 2023 was 16 percent. This is the same level as in 2022. And the composition of our global management team is 22 percent female.

We believe our industry needs to do more to attract and support women to the rewarding careers on offer. We will play our part, continuing in our efforts to broaden access to our industry for people from all genders and ethnicities.

#### Regional breakdown of our staff



### OUR CORE COMPETENCIES

Our values form the basis of our core competencies. They describe the behaviours we expect of our leaders and are the backbone of our development programmes.

<b>Ensure accountability</b> Holding oneself and others accountable for meeting commitments.	<b>Communicates effectively</b> Developing and delivering multi-mode communication that conveys a clear understanding of the unique needs of different audiences.	<b>Drives results</b> Consistently achieving results, even under tough circumstances.	<b>Collaborates</b> Building partnerships and working collaboratively with others to meet shared objectives.	<b>Customer focus</b> Building strong customer relationships and delivering customer centric solutions.
<b>Optimise work processes</b> Knowing the most effective and efficient process for getting things done, with a focus on continuous improvement.	<b>Being resilient</b> Rebounding from previous setbacks and adversity when facing difficult situations.	<b>Plans and aligns</b> Planning and prioritising work to meet commitments aligned with organisational goals.	<b>Action oriented</b> Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm.	<b>HSEC awareness</b> Permanent state of awareness of HSEC risks and taking responsibility for personal and team members' safety.



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

**Our people**

Communities and human rights

### TRAINING AND SKILLS DEVELOPMENT

A key aim of the training we provide is to demonstrate our commitment to building and maintaining a respectful, professional and inclusive workplace at all our sites. We delivered 39 training sessions on diversity and inclusion to over 500 of our employees throughout the year.

The training included topics such as how cognitive and stereotyped biases work; what micro aggressions and other subtle acts of exclusion are; harassment and other inappropriate conduct; a refresh on the basic behavioural principles and what constitutes unacceptable behaviour; and what steps to take if you witness or if you consider yourself to have been a victim of inappropriate behaviour.

In 2023, we also delivered a variety of personal and professional skills development training, including workshop sessions on soft-skills and best practices.

#### Carla Piedra, Legal and Compliance Manager, Peru

*"I am currently responsible for leading on legal matters and ensuring compliance with obligations at Impala Terminals Peru. I also advise on legal matters for other operations and the development of new projects in the region. My history with the company began in 2013, first at Trafigura and then from 2014 onwards at Impala Terminals. Before I joined Impala Terminals, I worked for many years in mining, environmental and regulatory fields. The mining and logistics world in Peru is very complex, and can be challenging. From a young age, I have been interested in the mining industry but I have experienced many gender biases. I feel I have had to work harder to stand out.*

*Over the last decade, Impala Terminals has given me the opportunity to be directly involved in all aspects of the company. Thanks to this, I have been able to enhance my knowledge and learn in the field, alongside operations and engineering teams, rather than in the classroom. I have experienced a continual and sustained path of learning and growth. The knowledge and skills I have acquired have exceeded my expectations.*

*I am very proud to have developed a successful career at Impala Terminals. I feel I am recognised for my professional abilities and am part of a team of experts who value my management and leadership.*

*Impala Terminals is a multinational company, always seeking excellence, that recognises the importance of diversity and conducts its activities to the highest quality standards. Being part of such a team is an honour.*

*During my time at the company, I have had the opportunity to become a mother (twice), complete my Master's in Finance and Corporate Law with a specialisation in Banking and Financial Structuring, and be part of the Impala Terminals Management Excellence Programme, which brought together the top leaders of Impala Terminals worldwide.*

*I believe that corporate culture is forged on the values of its leaders, and that in Impala Terminals, this is the case. Our most important asset is our people. We strive to offer a value proposition that maximises the talent of our employees and extends our culture of excellence to everyone who is part of our team."*



### ► LEADING FOR RESULTS

We have delivered a management training programme to support the learning needs of managers and teams globally since 2012. Consisting of five modules, the programme focuses on:

- Understanding the importance of cross business awareness and alignment of key activities and processes.
- Recognising key work process design principles, understanding their impact on performance and how to evaluate your team's work.
- Having an overview of how to plan and manage change in the team, and its impact on other stakeholders.
- Using these insights to identify some simple actions to improve managers' effectiveness at leading others.

In August 2023, the first Learning Week was held at the Impala Terminals liquid bulk assets in Guatemala and El Salvador. This involved 209 participants, taking part in 16 learning sessions focusing on issues such as collaborative working, effective communication and accountability, in addition to promoting the importance and benefits of continuous learning and personal development in the workplace.

#### Francisco Vega – Operations Manager, El Salvador

*"Having a unique event customised to the needs of our people helped us learn the importance of assertive, empathetic and effective communication, as well as the importance of being accountable and committed to the achievement of our goals as a Team. Learning Week was an unmissable opportunity and time well invested. It has already prompted conversations at our terminals and will undoubtedly bring longer-term rewards."*



#### Selena Rivera – Administrative Assistant, Terminal San José 1, Guatemala

*"Personally, I found these courses very productive and dynamic, I loved them. These sessions contribute to an improvement in the work teams since it encourages collaboration and the exchange of ideas among the members, which can lead to faster and more effective problem solving. It would be great if these courses continue to be delivered to staff."*



- About this report
- Performance summary
- CEO statement
- Our business
- Governance
- Our approach
- Conduct and compliance
- Health and safety
- Environment
- Climate change
- Our people**
- Communities and human rights

# ► COMMUNITIES AND HUMAN RIGHTS

*We respect internationally recognised human rights as an integral part of our approach to business. Our activities generate economic and social benefits for the local communities in which we are located. We create high-quality employment opportunities, place contracts with local suppliers and value engagement with local community groups.*

## TARGETS:

🕒 To fully align with the Voluntary Principles on Security and Human Rights (VPSHR) at all Impala Terminals operations by the end of 2024.

In 2023, we continued to implement our plans established in 2022 to ensure all our security contractors are on track to achieve alignment with the VPSHR.

✔️ Achieved    🕒 In progress    ❌ Not achieved

98%

of our employees are recruited locally



About this report

Performance summary

CEO statement

Our business

Governance

Our approach

Conduct and compliance

Health and safety

Environment

Climate change

Our people

Communities and human rights

### OUR APPROACH

We recognise our potential to impact human rights through our activities and business relationships. We endeavour to avoid, mitigate or minimise causing or contributing to adverse human rights impacts through our activities and to address such impacts when they occur.

Through establishing long-term operations in our host territories, we are creating jobs and developing skills locally. We are firmly embedded in the communities within which our facilities are located. We rely on the continued support of local people to operate effectively. We seek to earn our social licence to operate by engaging with local communities and by contributing positively where we can. We are committed to prioritising local jobs and subcontracting locally whenever possible. Our local outreach efforts support education, health and environmental programmes and getting young people into employment. Our workforce is rooted in local communities within which we operate.

### SECURITY AND HUMAN RIGHTS

We have set a target to align our operations with Voluntary Principles on Security and Human Rights (VPSHR) by the end of 2024. The VPSHR promotes a set of principles that guides companies on how to undertake an assessment of human rights risks associated with security and conduct their security operations while respecting human rights. It helps companies maintain the safety and security of their operations within an operating framework that ensures respect for human rights and fundamental freedoms.

Over the past two years, we have implemented a process to align our dry bulk assets to the VPSHR. We have adapted our contracts with security service providers at our dry bulk assets, such that they include stipulations relevant to the VPSHR, and supported our security contractors through human rights training.

### LOCAL COMMUNITY ENGAGEMENT

We seek to operate in a safe, inclusive and transparent way and we proactively engage with communities in the vicinity of our operations. To effectively engage with communities in an open and transparent way, we employ Community Relationship Officers at our larger operations. These community leaders help us to share information and learn more about their communities' needs and concerns in a culturally appropriate way.

### CORPORATE SOCIAL INVESTMENT PROJECTS

We contribute to community development through targeted corporate social investment (CSI) projects. These are identified and implemented by our employees and supported through both in-kind assistance and direct financial contributions.

### GRIEVANCE MECHANISMS

We recognise the importance of effective grievance mechanisms for both internal and external stakeholders. This is critical to ensuring that we operate our business responsibly.

Through our engagement at a local level, we collect any grievances from the communities and other stakeholders, which we analyse and provide feedback on including actions we are taking to mitigate any negative impacts.

In addition to this, through our parent company, Trafigura, we subscribe to 'EthicsPoint', an anonymous 24/7 multilingual telephone hotline and web reporting service provided by NAVEX Global, to enable the reporting of grievances by internal and external stakeholders to Impala Terminals.

In 2023, we identified no cases of discrimination, child labour or forced labour in our workforce or supply chain.

### ► CHILD SUPPORT PROGRAMME, PERU

In 2023, Impala Terminals Peru was awarded first place in the Ministry of Labour and Employment Promotion: Good Labour Practices Contest (Concurso Buenas Prácticas Laborales) for their work with vulnerable groups in the local community.

This prestigious award specifically honours the Community Health Programme, which has had a transformative impact on the communities of Puerto Nuevo, San Juan Bosco and Ramón Castilla. Core elements of the programme focus on local children and adolescents. It includes food and nutritional education, providing mental health support and workshops, and promoting environmental awareness and creative arts. The programme has reached 4,000 local beneficiaries.



We remain dedicated to promoting equal opportunities, fostering an inclusive environment and contributing to the wellbeing of vulnerable populations.

This prize is recognition by the Peruvian Ministry of Labour and Employment Promotion of our ongoing commitment to positive change in the region.



- About this report
- Performance summary
- CEO statement
- Our business
- Governance
- Our approach
- Conduct and compliance
- Health and safety
- Environment
- Climate change
- Our people
- Communities and human rights

[Our Global Grievance line offers the option to raise issues anonymously](#)

Produced/published by Impala Terminals Group SARL.

For more information please contact:  
enquiries@impalaterminals.com

**www.impalaterminals.com**

IN/0471.1e

Last updated: June 2024



In this publication, the terms "Impala", "the company", "we", "us" and "our" are used for convenience to denote the Impala Terminals joint venture. These terms are used where no useful purpose is served by identifying a specific company or entity within Impala Terminals.