



COP

COMMUNICATION
ON PROGRESS

OSM Sustainability Report
United Nations Global Compact
Reporting year 2020
Member since 13/02/2017

www.osm.no

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Innovative measures were taken to keep the business going on while at the same time keeping our employees and the community safe.



LETTER FROM CEO

2020 WAS A YEAR TO REMEMBER.

The COVID-19 pandemic took the world by storm and impacted people's livelihood, health and the global economy. At OSM, we believe "It's all about people". Innovative measures were taken to keep the business going on while at the same time keeping our employees and the community safe. It has been a challenging year but it was also a year of innovation, new opportunities and a rise in digital transformation. I am extremely grateful to our employees and stakeholders who has embraced the 'new normal' with tenacity and collective support during this challenging time.

In 2020, OSM made further progress into the UNGC 10 principals and selected SDG goals. This is our fourth sustainability report which presents our results and initiatives undertaken by OSM group towards the 4 areas of the ten principals of the UNGC.

Hereby, OSM Maritime Group confirms and renews our commitment to continuously support the United Nation Global Impact and its Ten Principals of Human Rights, Labour, Environmental Protection and Anti-Corruption.

FINN AMUND NORBYE
CEO



OSM AND THE UN GLOBAL IMPACT

OSM joined the UN Global Impact in year 2017 under one of the operating units "Crew Management". From 2018 onwards, the sustainability report was expanded to include relevant data and statistics from the whole OSM Maritime Group.

This is OSM fourth sustainability report, we aim to use this report to give an in-depth overview and understanding of the group's efforts in sustainability.

This report is a collaboration effort of the whole group with the following stakeholders having direct involvement in the report:

ARENDAL

GEIR SEKKESÆTER
MANAGING DIRECTOR –
OSM EUROPE

PHILIPPINES

MAILYN BORILLO
MANAGING DIRECTOR -
OSM PHILIPPINES

ANJELO NOAH MARQUESES ORDOÑO
FOUNDATION OFFICER
Inputs from OSM AD Foundation

DIDOY LUBATON
MEDICAL DOCTOR, HOLISTIC CARE
Inputs on NMC

RICHARD MACARUBBO
HSEQ MANAGER – CREW
MANAGEMENT
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MANAGING DIRECTOR – OSM CREW
MANAGEMENT, OSM CYPRUS

DIMITRIS PAVLOU
GLOBAL HSEQ MANAGER – CM
Inputs Regarded Hseq, Report Moderator

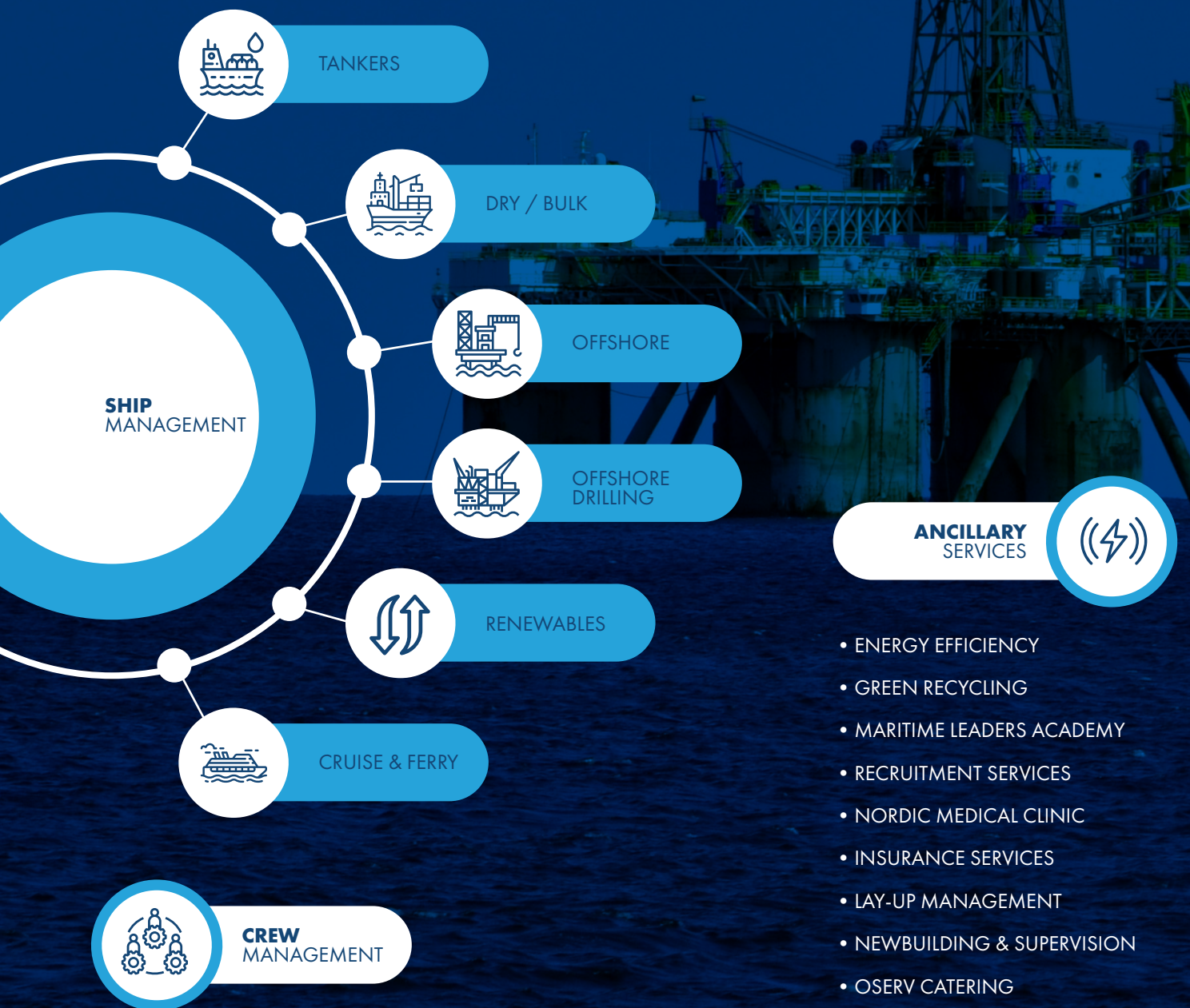
FINN AMUND NORBYE
CEO-OMH
SPONSOR

ABOUT OSM

OSM Maritime is unique – we are an independent service provider, not a maritime asset owner or manufacturer. We partner together with our customers and partners to bring them real value through a unique combination of clear strengths.

We have developed a suite of services designed with the pressures that our customers face in mind. At OSM, we hope to offer a one stop shop with all-encompassing service solutions.

CORE SERVICES



VISION

OUR VISION IS TO BE A LONG-TERM PARTNER FOR OUR CUSTOMERS, A HOME FOR OUR PEOPLE AND AN ASSET IN SOCIETY.

OSM Maritime has a long tradition in being a provider of quality service, operational safety and environmental protection in the maritime – and shipping industry. Our goal is to constantly improve our reputation as a premier ship manager and to provide our services with integrity and reliability aiming for zero incidents and zero spills.

MISSION

TO CONTRIBUTE TO OUR CUSTOMERS' SUCCESS.

At OSM, our mission is to go that extra mile to be our customer's first preference to provide safe, high quality and reliable services. We are also committed to conduct our operations in a manner which promotes safety, protects human life, the environment and property.

Safety, Health, Quality and Environmental responsibilities extend throughout the organization. Everyone is expected to take a personal, proactive and constructive role in our drive for flawless, efficient, competitive and customer focused operations and to participate in our efforts to achieve our targets of zero incidents and zero spills.

CORE VALUES

Our core values are the cornerstones in our daily work. Every decision and face-to-face meeting with people around the world should reflect OSM Maritime values.

RESPONSIBLE

This is the cornerstone of our values. Most importantly, we are responsible for the safety and health of our people on board and ashore. Safety always comes first. We place great value on environmental responsibility and keeping our planet safe for future generations.

Responsibility also means honesty and trustworthiness. We expect proper conduct from all our people and never accept unethical or questionable business practices. We manage significant assets on behalf of our clients and we take responsibility for the job being done in a professional, cost-effective manner, safe-guarding our client's assets and reputations. We also guarantee first-class training for our employees.

TEAM BUILDERS

A key factor for success is motivating people to work together. Each one of our employees is a vital asset. But the team is always stronger than the individual. We do business by building teams. We team up with our customers, suppliers and partners. We don't believe in traditional hierarchies where people at the top call all the shots and the rest just follow.

We prefer an open atmosphere of cooperation regardless of position or title. It is important for us that all employees feel they belong to a team and do their best to help each other create success. We want our teams to WIN.

FRIENDLY

A friendly atmosphere makes a huge difference! It makes your co-workers happier. It makes work go easier! It makes the customers more satisfied! It is what keeps us in business! And best of all: It is simple to live by and it is free!

ALWAYS ON!

In a nutshell, this is our way of doing things. Things happen fast in our business and we aim to stay ahead of the game. ALWAYS ON! simply means that we are focused, in control of every situation, innovative and totally committed. We like to be on our toes, quick to respond to our clients' needs and demands and always on the lookout for new and better solutions.

OUR APPROACH TO SUSTAINABILITY

Stakeholder Management, Engagement And Relationship

OSM recognized the importance of our stakeholders and a detailed stakeholder mapping was conducted to reveal opportunities and potential problems that may exist. The stakeholder engagement matrix was periodically assessed, and necessary amendments were made as required.

More details on the stakeholder mapping can be found in Attachment I of the report.

A materiality assessment survey was carried out which allows OSM to identify several topics which our stakeholders are most concerned.

The materiality assessment survey points out the crucial areas which allow us to better facilitate the implementation of policies and processes regarding corporate sustainability.

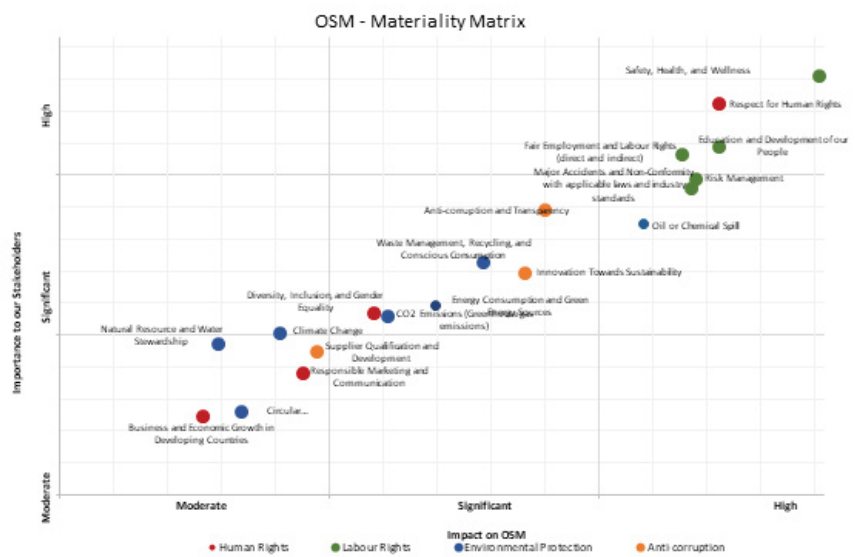
The creation and strategy process involved in its development was long and extensive. Several departments and employees from different levels and functions of OSM were consulted. To define the issues and topics to be included on it, we have consulted our risk committee aiming to include all relevant points. All issues and topics included in the materiality assessment survey can be considered as risks and opportunities to OSM.

The materiality assessment was designed to cover all principles from the UN Global Compact and detailed information can be found in Attachment II - 10 principles of UN Global Compact and related topics selected to the OSM Materiality assessment survey. A group of 81 topics have been identified and grouped into 19 issues.

We have adopted an inclusive strategy for our stakeholder engagement approach, including a broader range of stakeholders. Our materiality assessment was sent by e-mail to our internal stakeholders and to all our stakeholders on social media.

According to the material assessment survey, the issues selected as Material by our stakeholders are:

- Safety, Health, and Wellness – Associated with Labour rights;
- Respect for Human Rights – Associated with Human rights;
- Education and Development of our People – Associated with Labour rights; and
- Fair Employment and Labor Rights (direct and indirect) – Associated with Labour rights.



Most feedback for our materiality assessment were provided by OSM employees, though we also included replies from Suppliers, Customers, Competitors, Community members, Certification bodies and others.



ENVIRONMENT

OSM IS COMMITTED TO ENVIRONMENTAL PROTECTION.

Our Environmental Protection Policy summarizes the essential elements of our commitment to protect our environment through sound management practices and decision:

- Commitment of continuous endeavour to achieve the goal of Zero spills overboard and Zero Environment related legal violations.
- Application of management systems and operations specifically designed to minimize the use of hazardous materials, energy and other natural resources, to minimize the generation of waste, pollution. To use energy and natural resources wisely and efficiently, eliminate and minimise waste and re-use and recycle where practical.
- Ensure that environmental issues are properly assessed and considered when key decisions are taken about supply chains, processes and new product development.
- Undertake significant environmental aspects and impacts into account throughout our operations, maintaining a functioning environmental management system at each managed asset.

All change management request undergoes an extensive risk assessment which includes environmental aspects to mitigate all risk associated.

In 2021, OSM Singapore would be ISO 14001 certified. This completes the ISO 14001 certification for all technical management business units. This would further demonstrate our commitment to continuous improvement and reducing environmental impact.





OSM Maritime Group Energy Efficiency

OSM counts over three decades of experience in the Maritime Industry

15,000+ employees, 30+ office locations,
600+ vessels/units under management,

50+ nationalities and a 90% retention!



- Hull performance optimization
 - Anti-fouling performance
 - Monitoring
 - Reactive actions (i.e. hull cleaning)
- Speed and consumption-tables and calculator (for voyage estimates and vessel desc.)
- In-house online daily reporting system (noon, in port, ad-hoc and scheduled reports) (VRS)
 - EU MRV compliance
 - IMO DCS compliance (SEEMP Part II)
 - Backbone for ship performance monitoring
 - External data collection and processing
- Engine Report
 - ME Performance report
 - ME and AE Lube oil consumption
 - AE Performance report
- AE and Boiler Fuel Consumption reports
- MARPOL-monitoring (bilge and sludge)
- Environment Reporting (CO₂, NO_x, Sox, ODS, Garbage, MARPOL etc.)
- Ship and engine models
- Speed management
- Ship Energy Efficiency Monitoring Plan - SEEMP

Reference values
(Reference line, sister vessels, target values and vessel input)

Communication
“Just because it is nice, doesn’t mean it is important”

Implementation
Actions and ownership on board and ashore



New Building Supervision Project Launch

OSM Newbuilding has also launched 4 project vessels which were designed to provide safe, effective, comfortable, energy efficient and environmentally friendly transport, loading and unloading of Passengers and Cargo.

The vessel is design to meet operational and environmental demands with the best and most modern solutions using LNG fuel and battery power for propulsion. Special considerations were taken on election of machinery and equipment etc, with regards to prevention of pollution and in order to obtain the highest possible energy efficiency of the vessel.

The Vessel is Hybrid Gas-Electric / Battery driven for optimal operation and flexibility in order to reduce fuel consumption, emission, noise and vibration during transit and manoeuvring. The batteries packages can be charged from an ashore power supply connection. The battery packages can also be used as an independent power source for possible "ZERO EMISSION"

Sustainable Offshore Testing Program

OSM Maritime is currently in collaboration on a "Sustainable Offshore Testing Program"

Total is testing a ship-to-ship offloading technology – A new oil transfer system with the use of a Cargo Transfer Vessel (CTV) which could offer significant savings and cut Co2 emissions. The 2nd phase of the offshore testing consisted of field tests, telemetry system tests and emergency simulations which have been successfully completed.

The Ocean Project – A Sustainability Initiative

OSM Australia has collaborated with Svitzer, Coastal Lake College and Ridge View secondary college in the Ocean Project. Students from both colleges will participate in various environment initiatives with resources provided by both companies.

This partnership aims to provide students with access to world-wide companies and at the same time instil responsibility of environmental protection in the students through exposure to ocean sustainability projects.

SOCIAL

With a global presence of 30 offices in different countries and managing 15,000 employees worldwide, we are committed to create a positive social impact and empower the community in our daily operations.



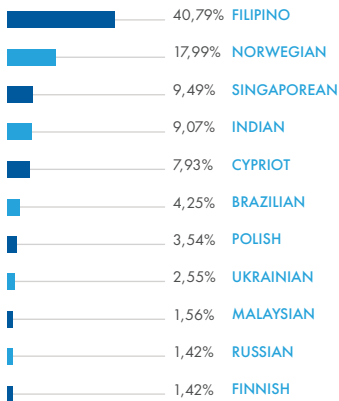
DIVERSITY AND INCLUSION

In OSM, we believe that diversity is vital to our operations. We recognize this brings a wide range of perspectives and ideas to cater to our various customer needs.

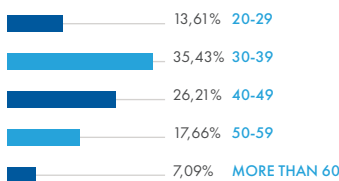
OFFICE EMPLOYEES



TOP 10 (%) OF OFFICE EMPLOYEES



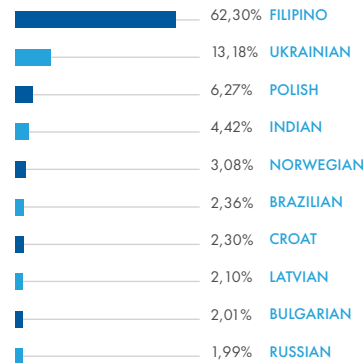
AGE GROUP (%) OF OFFICE EMPLOYEES



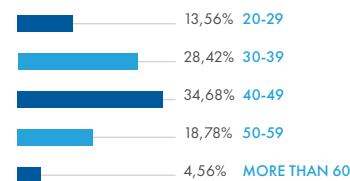
ONBOARD EMPLOYEES



TOP 10 (%) OF ONBOARD EMPLOYEES

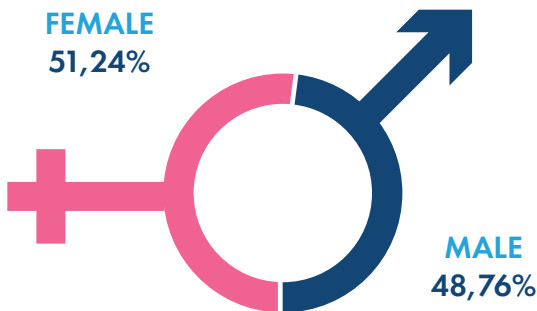


AGE GROUP (%) OF ONBOARD EMPLOYEES

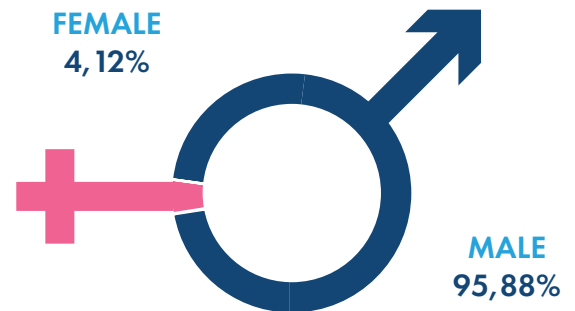


We see the bulk of our employees in 30-49s. However, there was an 2% increase of employees who are above 60 as compared to year 2019.

GENDER (%) OF OFFICE EMPLOYEES



GENDER (%) OF ONBOARD EMPLOYEES



Females maintained at **51% of our strong workforce with 3 females in leadership / head of country positions.**

As for our ship side, although our female crew maintains on board maintains at 4% of the total crew count, there is an increase of female leaders onboard from last year to 11%.

In 2020, our female trainees in the catering program maintained at 37%. However, we still see an **increase in female participants by 21% as compared to year 2019.**

Our cadet program saw a growth of female representatives of 1% as compared to the previous year.

We recognize that more can be done to increase female representation onboard and leadership positions on shore. OSM will continue efforts to achieve gender equality both onboard and ashore.

WOMEN AT OSM

As an annual tradition, we have released social media articles on our Women at OSM. We ran a month long campaign introducing our female representatives in the office, their experiences and words of wisdom for the rest of the females in shipping industry.

We are also proud of our **Female Chief Officer Thaddea Pearl Hangad who has received the Rising Star Awardee at the Crew Connect Global Awards.** The Crew Connect Global Awards recognised seafarers who have gone above and beyond their duty. The judging panel was looking for excellence, innovation and role models in an industry keeping pace with change occurring at unparalleled speed.

Our Deputy Managing Director (Crewing), Julia Anastasiou represented the company as a panel speaker in the Crew Connect Global Virtual, discussing about learnings from moving crew during this year's lockdown and sharing lessons that can be implemented in an organisation and in the future.

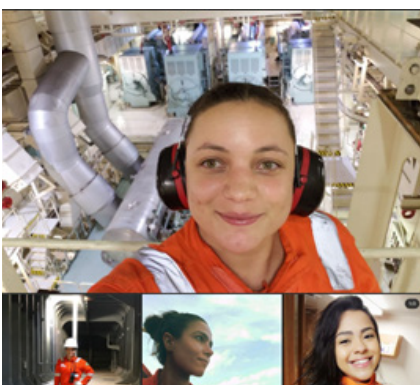
OSM Information Security Officer, Leah Grace Del Mundo also participated as a panellist in a virtual event conducted by MARLINK assessing the state of cyber security in shipping.

Our Managing Director for OSM Philippines, Maily Borillo joined Stories of Asia where she shared valuable insights on CSR and key considerations when it comes to helping others during this pandemic.

We are immensely proud that our OSM females are actively representing the company in these global events and we will continue to give our full support to women's empowerment and gender equality.

EDUCATION FOR FEMALES

We believe that education should be provided to all without any prejudice to gender, in line with our dedication to provide woman with more opportunities, **73% of our present scholars in the OSM AD Foundation are females.**



TRAINING AND DEVELOPMENT

OSM recognises the importance of quality education for the society. Education has always been incorporated into our business strategy and OSM has invested heavily in ensuring education and training is available to our employees around the globe anytime, anywhere.

MARITIME LEADER ACADEMY

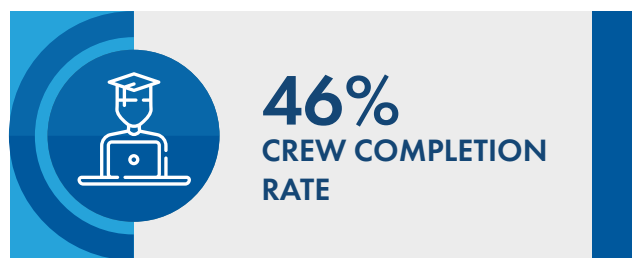
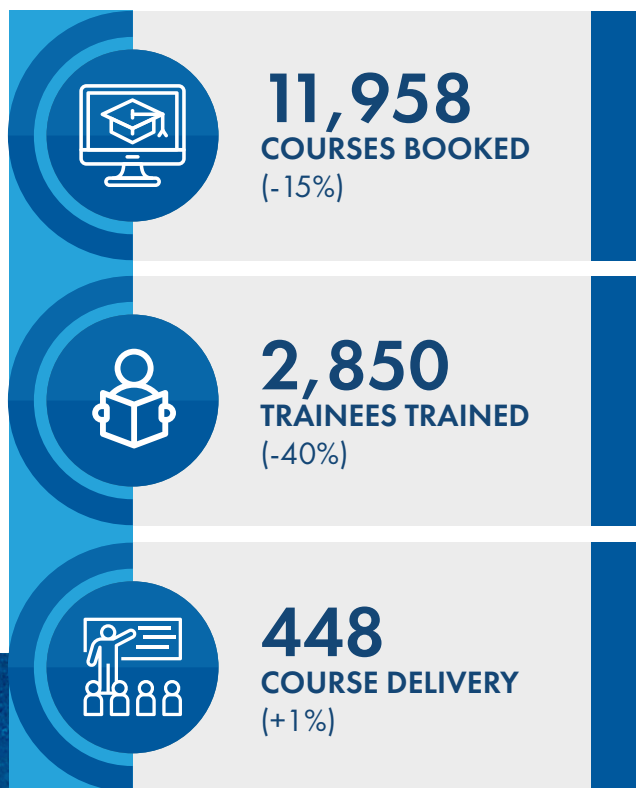
The OSM Maritime Leaders Academy (MLA) provides a practical and pragmatic approach to learning for our seafarers, Courses are created using a competence management approach. Courses offered covers a wide range of topics including Maritime, Oil and Gas, People Skills, Safety, Security and Survival, Competence Management, Offshore, Navigation and Cargo Handling and Engineering.

FUTURE LEADERS PROGRAM

A cadet program for seafarers to develop the future leaders onboard our vessels. There are 88 Cadets from the Future Leaders Program who are promoted this year to Junior Officer positions onboard different OSM managed vessels. This supports the manpower strategy to have a sustainable source of Officers in the fleet.

COMPUTER BASED TRAINING (SEAGULL)

This is an interactive training which seafarers can take on board, and when completed, a training certificate will be provided. Monthly updates are being performed by the training department to ensure that all crew are actively completing their required seagull CBT.



INNOVATION IN LEARNING (iLEARN)

iLearn provides the capability to manage and administer e-learning modules that supplements the training activities of the seafarers. iLearn's real time reporting is a flexible and scalable system which is cost effective in delivering competence training and assessment tracking that is available at anytime and anywhere.



7040 (+47%)
iLEARN COMPLETION
RATE

OSM SINGAPORE VIRTUAL WEB BASED TRAINING

In 2020, in keeping up with our commitment to quality education, OSM Singapore has implemented an intense training program for all on signing crew. Due to the COVID-19 outbreak, we have taken this opportunity to arrange the training during crew's mandatory hotel quarantine period. This allows the crew to still have a form of interaction and knowledge sharing while they are isolated with minimal contact.



385
CREW TRAINED



223
TRAINING SESSIONS
CARRIED OUT

All crew was provided with an interactive training program specially tailored accordingly to the individual's rank.

35%

TECHNICAL COMPETENCE
ENHANCEMENT

27%

BEHAVIOURAL
BASED COMPETENCE

48%

INDUCTION

LINKEDIN LEARNING

OSM continues to provide our shore employees with LinkedIn Learning in 2020. The LinkedIn Learning tool can be assessed both online and offline and some of the courses also awards the employees with certificates upon completion.



TOP DEVELOPMENT AREAS

Skill (100)	Unique learners ▼	% of all active learners
Performance Reviews	104	39%
Performance Management	76 ▲ 280%	28%
Performance Appraisal	57	21%
Personal Development	38 ▼ 52%	14%
Microsoft Excel	32 ▲ 28%	12%
Leadership	24 ▼ 14%	9%
Time Management	23 ▲ 35%	9%
Communication	23 ▲ 35%	9%
Spreadsheets	21 0%	8%
Productivity Improvement	19 ▲ 280%	7%

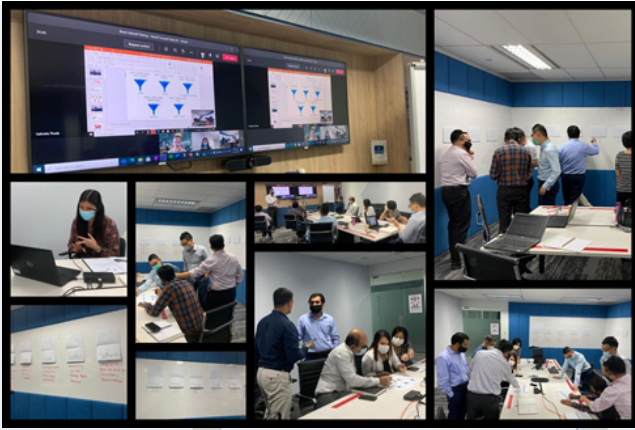
TRAINING AND DEVELOPMENT PLAN

Shore employees are equipped with a tailored development plan and are offered opportunities to enhance their knowledge on their preferred subject matter through external workshops or seminars. This is part of the annual appraisal program.

ONSHORE SOFT SKILLS TRAINING

In 2020, OSM has continued to conduct workshops for our shore employees on soft skills. Due to the COVID-19 outbreak, all training were shifted partially online. Our behavioural associate conducts sessions weekly on the following topics:

- Teamwork
- Communication and Influencing
- Situation Awareness
- Decision Making
- Results Focus



HUMAN RIGHTS AND LABOUR STANDARDS

OSM stands by our belief “its all about people”, our employees are the core to our business, and we are dedicated to ensure that all employees possess a safe, conducive and productive environment to work in.



HUMAN RIGHTS

OSM supports the Universal Declaration of Human Rights to respect human rights and protect our employees against human rights abuse.

The support to Human Rights is stated in the Corporate Social Responsibility and Sustainability Commitment Policy (FCV-H.06):

OSM regards the respect for human rights as a fundamental value. This is governed by the Company’s core values to be Responsible, to be Team builders, to be Friendly and Always on. OSM endeavours a due diligent approach to identify and prevent human rights risk internally through our established framework of management systems and externally through established service level agreements.

The Human Resource Policy also include statements that OSM adopts a fair, just system of selecting candidates for the positions available.

All OSM employees are always reminded to refrain from any mental or physical coercion, sexual harassment / abuse or any other form of harassment onboard or on shore.

OSM is carrying out due diligence on all our critical suppliers to access their certification, supplier information, industry experience, anti-corruption, HSE management systems, labor and human rights. As per our process, this is required to be done before a supplier can be included as our approved supplier. Supplier audits was also carried out our suppliers to ensure they adhere to our company policies.

Plans are in place to enhance the whistle planning channel to provide crew with the convenience of reporting any wrongdoings, policy violations, drug use, alcohol use or unreported incidents (i.e., grounding, theft, or MARPOL violations, etc.) through a dedicated whistle blowing reporting channel. The company undertakes to ensure that the whistle blower identity is confidential.

LABOUR

OSM is a Maritime Labour Convention (MLC), 2006 certified and accredited by local authorities in countries that did not ratify it yet. The Maritime Labour Convention governs the minimum requirements for seafarers to work on board of a vessel and the conditions of employment, accommodation, food and catering on board, recreational facilities, health protection, medical care, welfare, social security protection and financial security.

[Our Human Resource Policy \(FCV-H.04\) states:](#)

We uphold the freedom of association and the effective recognition of the right to collective bargaining, we do not associate with any forms of forced and compulsory labour, child labour and discrimination in respect of employment and occupation.

[Our Corporate Social Responsibility and Sustainability Commitment Policy \(FCV-H.06\) further states that:](#)

OSM is committed to preserve the rights of our employees and treat them with dignity and esteem. There are detailed processes in all offices to ensure we are conforming to all federal, provincial and local regulations and laws.

The company has zero tolerance for harsh or inhumane treatment, unlawful harassment in any form and regardless of intent including sexual abuse, corporal punishment, mental or physical coercion and verbal abuse of any employee.

The company does not engage in discrimination base on subspecies, colour, age, gender, sexual orientation, ethnicity, handicap, pregnancy, religious belief, political affiliation, union membership, or any other class protected by law.

Disciplinary policies and processes in support of these requirements are clearly stipulated in the established management systems.

The company prohibits the utilization of all forms of forced labour, advanced forms of slavery and any kind of human trafficking.

As per previously mentioned, our suppliers undergo a stringent due diligence check before becoming one of our approved supplier.

[Our commitment to this is further reinforced in our Manning Policy:](#)

OSM will always verify that labour conditions on ships where seafarers are placed are in conformity with applicable collective bargaining agreements with a representative seafarers' organization and supply seafarers only to ship owners that offer terms and conditions of employment to seafarers who comply with applicable laws or regulations or collective agreements.

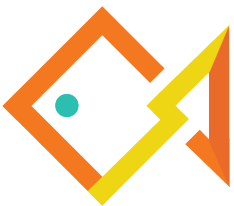


GRIEVANCES / FEEDBACK MANAGEMENT

With the support of our management system and of our Business Processes, our Grievance Procedure clearly define the right of any seafarer to file a complaint arising from an alleged violation of his contractual or any other rights. Those complaints, when received, will be registered on our reporting system called IRIS - Improvement Reporting and Information System. In 2020, We have received 5 crew complaints for this reporting year. All reports have and will be extensively investigated to ensure that root causes are established, and measures are put in place to prevent future occurrences.

In year 2020, OSM Singapore has implemented a new platform "Bigyellowfish" (BYF) on board our vessels. This platform is currently rolled out on our bulker fleet and OSM is looking forward to effect this application fleetwide.

The BYF applications provides the crew with a "share with management" feature which allows the crew to share with the company management any thoughts or feedback they might have onboard. These messages are directly communicated to the management representative and actions are immediately picked up with necessary actions taken.



PROMOTING SUSTAINABLE ECONOMIC GROWTH



This year, OSM Maritime Group had made some key business expansions:

PARTNERSHIP WITH GC RIBER SHIPPING

GC Rieber Shipping and OSM Maritime Group (OSM) have entered into an agreement for fleet management services. The agreement includes a transfer of business from GC Rieber Shipping to OSM of all technical, crewing and support functions in Bergen. OSM will establish a new ship management company within the offshore segment in Bergen.

AGREEMENT WITH KRISTIAN GERHARD JEBSEN SKIPSREDERI (KGJS)

OSM Maritime (OSM) has taken over management responsibility for 37 vessels currently operated by Kristian Gerhard Jebsen Skipsrederi (KGJS), confirming OSM's position as Norway's biggest player in ship management.

KGJS Fleet Management operations in Bergen, Singapore and Manila will become part of OSM. The 30 staff working today at its Bergen headquarters will be transferred to the newly established OSM Bergen, a company wholly owned by OSM. Roughly 1300 seafarers in KGJS will also be transferred.

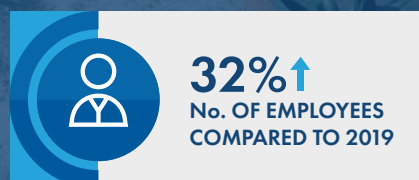
ACQUISITION OF SEATEAM

The acquisition is expected to further strengthen OSM's position as a leading and innovative provider of international ship management services and ensure the continued safe and efficient operation of 51 ships for which SeaTeam currently provides ship management.

Through above, new opportunities and job roles will be established to meet the increased expectations.

We have also recognised that young people holds the key to achieving decent work and economic growth. As such, OSM has invested into several internship / management opportunities and programs for Undergraduates in our various OSM offices, allowing them to acquire the essential skillset and experience, preparing them to be future leaders of our industry.

Furthermore, by offering scholarships through the AD foundation, OSM is also committed to provide education to our deserving youth from the indigent communities, enabling them better job prospects in the future.



EMPLOYEE'S WELFARE

GOOD HEALTH AND WELL BEING

The occupational and operational risks related to OSM are managed in accordance with our Health, Safety and Environment Policy (HSEP) for crewing services and by our Occupational Health and Safety & Drug and Alcohol Policy (FCV-H.02) for technical management services. The effectiveness of our management system is monitored through annual internal and external audits.

OSM is committed to ensuring healthy lives and promoting well-being for all at all ages. We understand that ensuring healthy lives and promoting the well-being of our employees and of the community is essential to sustainable development.

OSM offers our employees' health insurance and medical care in majority of our offices around the globe. Most of our offices also offer additional health benefits such as gym membership fees reimbursement and fruits day.

Our seafarers pass periodical medical evaluations. Aligned with our customers, we offer medical coverage to our seafarers when they are on board and this coverage can be extended when they are on leave. The coverage can be, optionally, extended to family members.



OSERV Catering – Promoting Food Safety onboard

Our OSERV catering team offers top quality catering and housekeeping to maintain an onboard environment of utmost safety, comfort and well-being. The team also conducts campaigns on food safety courses to educate catering crew onboard on the importance of best food safety and hygiene practices to ensure that food prepared on board is safe to consume.

The OSERV Catering 5-Star award is awarded to vessel Berica for their recognition of efforts and exemplary catering management performance.

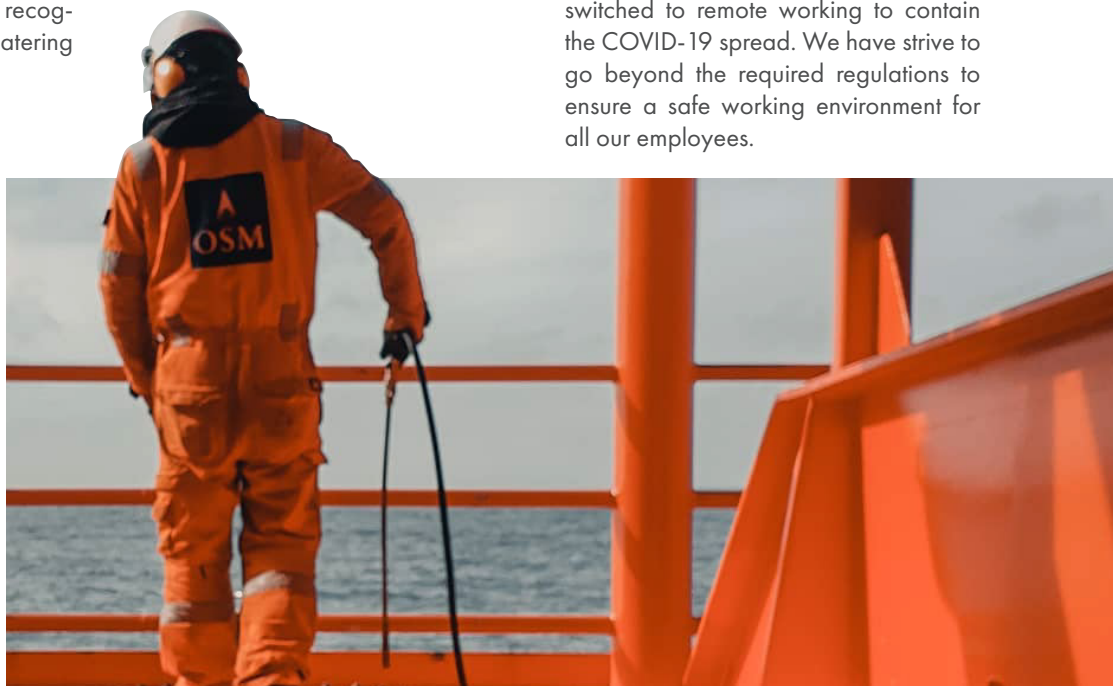
Employee Engagement Survey

An employee engagement survey was conducted in 2020 to identify areas that requires improvement. Colleagues around the world participated in workshops physically or remotely and discussed the results of the survey and how we can improve the engagement in our company. Basis on the results, action plans was established to create a more positive and safer environment for all employees.

Flexible working arrangements

OSM understands that their employees also have personal commitments to fulfill, thus staggered working hours was also implemented in some OSM offices in order to provide employees with better work-life balances. This also allows employees to commute to and from offices in off-peak hours.

In 2020, due to COVID-19 outbreak and in line with our belief "it's all about our people", most of our offices has switched to remote working to contain the COVID-19 spread. We have strive to go beyond the required regulations to ensure a safe working environment for all our employees.



NORDIC MEDICAL CLINIC (NMC)

Our Nordic Medical Clinic (NMC) has been working hard in the frontlines of maritime healthcare. NMC made solutions to help send seafarers onboard for deployment despite the ever-changing requirements and travel restrictions. Seafarers are able to be repatriated faster after prolonged months at sea by quickly facilitating their clearances after repatriation.

Healthcare access was also available for crew welfare onboard, seafarers and their families were taught to take care of themselves through different platforms.

Echoing the call of the World Health Organization, the following three elements were used as we navigate our way through the pandemic: **SCIENCE, SOLUTIONS, and SOLIDARITY.**

SCIENCE

NMC became the reliable partner of many Local Manning Agencies for the COVID testing that is crucial for the movement of the seafarers. Testing can be done within the clinic or in the quarantine hotel. We have partnered with different molecular labs so that all requirements for the seafarers' deployment are met. Turnaround time of RT-PCR results was improved from 72 hours to less than 24 hours. We have operations daily, including holidays.

20,000 +

RT-PCR tests facilitated to detect SARS - CoV2 for seafarers since May 2020

40 +

Maritime Companies availing of COVID testing

SOLUTIONS

With healthcare out of reach due to COVID-19, we gave access to medical care for the seafarers who were at sea. Telemedicine services was launched on March 2020 to cater to physical and psychological concerns of those onboard. With health at the fingertips of the seafarers, we had online consultations and telecommunications that helped the seafarers for any physical illnesses and psychological cases aboard the vessels. This service is also made available to shore employees and their families.

+ 250

Cases handled from different vessels and nationalities around the world

3

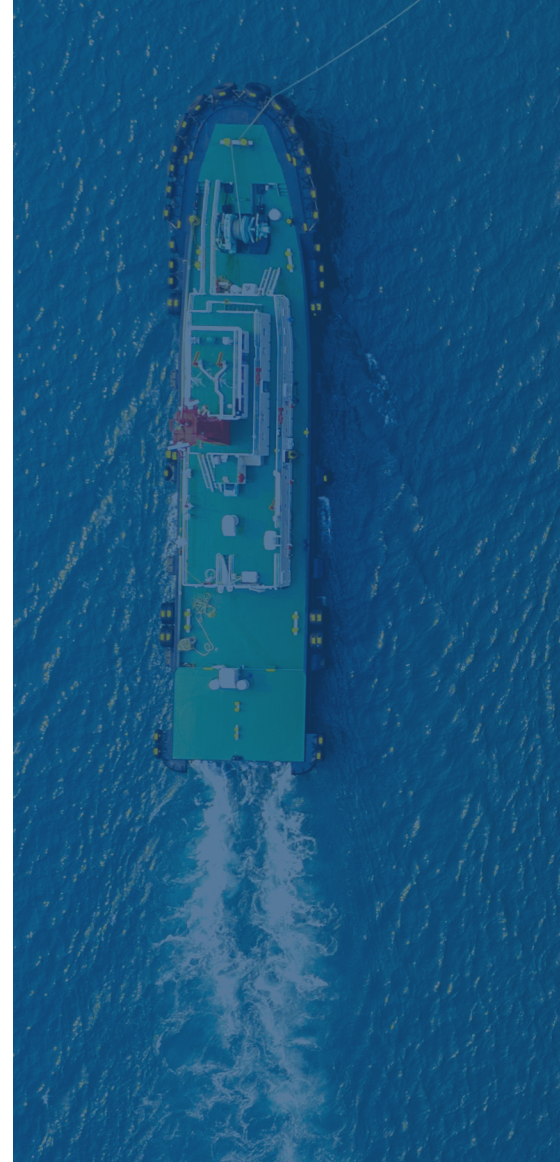
Maritime companies signed up for NMC's Telemedicine service

6

Maritime Doctors and Holistic General Practitioners onboard the Telemedicine Team

1

Psychologist for mental health evaluation and counselling services



SOLIDARITY

NMC quickly moved to online PEME follow-ups, reaching the seafarers with an email of their results and a phone call to discuss results. Our Doctors participated in numerous virtual vessel townhalls in partnership with the Crew Management teams to address the needs of the seafarers while they are onboard.

Health talks covering a holistic view of physical-emotional-mental-spiritual health are broadcasted online where seafarers and their family members can take part in the discussions. Collaborative efforts like this helps shift the mindset of the seafarer, their families, and the organization to have a more proactive approach in taking personal care of our health and well-being.



NMC A.I.D.E.

Nordic Medical Clinic's
Assistance for Injuries Disease and Emergencies

2 WAYS TO CONNECT

1



help@nordicmedical.no

- Best for sharing relevant information.
 - Include the patient's name, age, gender, symptoms, date when symptoms appeared, vital signs, any medications taken, contact details
 - Please also include the patient's Vessel, Rank, and Principal
- The email is forwarded to NMC doctors and we will respond within 4 hours during normal working hours (0800H-1700H PHT UTC +8).
- For After-Office-Hours, pls call our mobile phone for urgent matters.

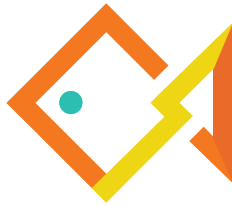
SEAFARERS FAMILY CLUB (SFC)

OSM recognize the importance of engaging our employee's family. Therefore our Seafarer family club targeting Crew and Family Welfare launched a range of activities for our seafarers and their families.

This includes:

- 1 Weekly Family Strengthening Talk
- 2 Weekly Health Talks
- 3 Monthly meeting with SFC Leaders
- 4 1st Virtual Townhall for National day of Seafarers
- 5 Health Information Campaign
- 6 OSM Friday Market
- 7 SFC Family Strengthening Conference
- 8 Weekly Health Campaign / Postings
- 9 Year-End Thanksgiving Party
- 10 Townhall Sessions
- 11 Physical Wellness Activities





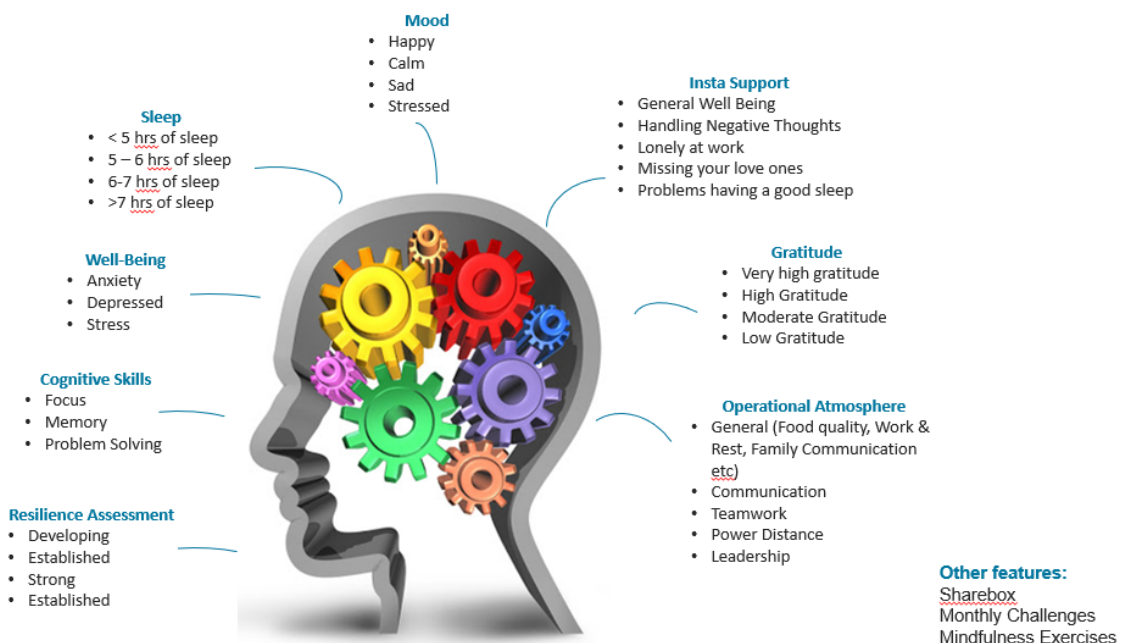
BIGYELLOWFISH (BYF)

OSM is also dedicated to ensuring the mental health well-being of our employees. As mentioned earlier, we have implemented the BYF application on part of our OSM Singapore Fleet

The BYF suite provides a range of activity for onboard seafarers which would allow the shore management to get an in-depth understanding on the state of mental health onboard the vessels. The BYF suite includes features such as games, mood checks, questionnaires and even interaction with psychological experts.

A live database is also available to shore management and red alerts are also picked up and notified to the company immediately. This allows the company to step in and mitigate any arising situation promptly.

The application has been rolled out on the bulkers fleet and in 2021, we are looking to roll out this application to the rest of the fleets.



RESPONSE TO COVID-19

Majority of our offices were closed, and remote working has become the new normal in accordance to local regulations. In order to support employees in the smooth transition from working in office to remote working, OSM has conducted several trainings online:

Chapter 1

Maximize Efficiency and Productivity of Remote Work

- Remote Working
- Time Management: Working from Home
- Productivity tips: Finding your productive mindset
- Executive Presence on Video Conference Calls.

Chapter 2

Well-Being - Adjust to Your New Work Environment

- Thriving @ Work, the Connection between Well-Being and Productivity
- Managing Stress for Positive Change
- Building Resilience
- Developing Resourcefulness

Chapter 3

Manage and Lead Teams Remotely

- Leading at a Distance
- Managing Virtual Teams
- Leading Virtual Meetings

Chapter 4

Get to Know Your Remote Work Productivity Tools

- Microsoft Team Tips and Tricks
- Learning Skype
- How to use Digital Signature & Stamp

Furthermore, to provide physical relief from the immobility of home restriction while working from home, we have invested in an external expert to give well-being tips and demonstrate fitness activities through a weekly online live event "Mindful and Fit".

The mindful and fit sessions contain tips and tricks such as exercises and rituals that can be done easily at home as well as mental and physical awareness while working from home. We have received positive feedback from employees over the globe that these sessions benefitted them by establishing good habits and maintain activeness even while at home.

Mindful & Fit Sessions What we have Achieved



Anja Termoellen

10 Sessions in Two Months

5 Hours of Mindful and Fit

1130 Total Viewers

OSM has also welcome a new addition to the company – Head of COVID-19 task force, who will assist the company in transiting from continuous crisis management mode to a more sustainable management of challenges which COVID-19 has brought upon our operations.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

Due to the COVID-19 pandemic outbreak, most of our CSR activities have come to a sudden halt. However, OSM has managed to respond accordingly and contribute to the society through innovative means by our OSM-AD Foundation.

OSM AD FOUNDATION

MISSION

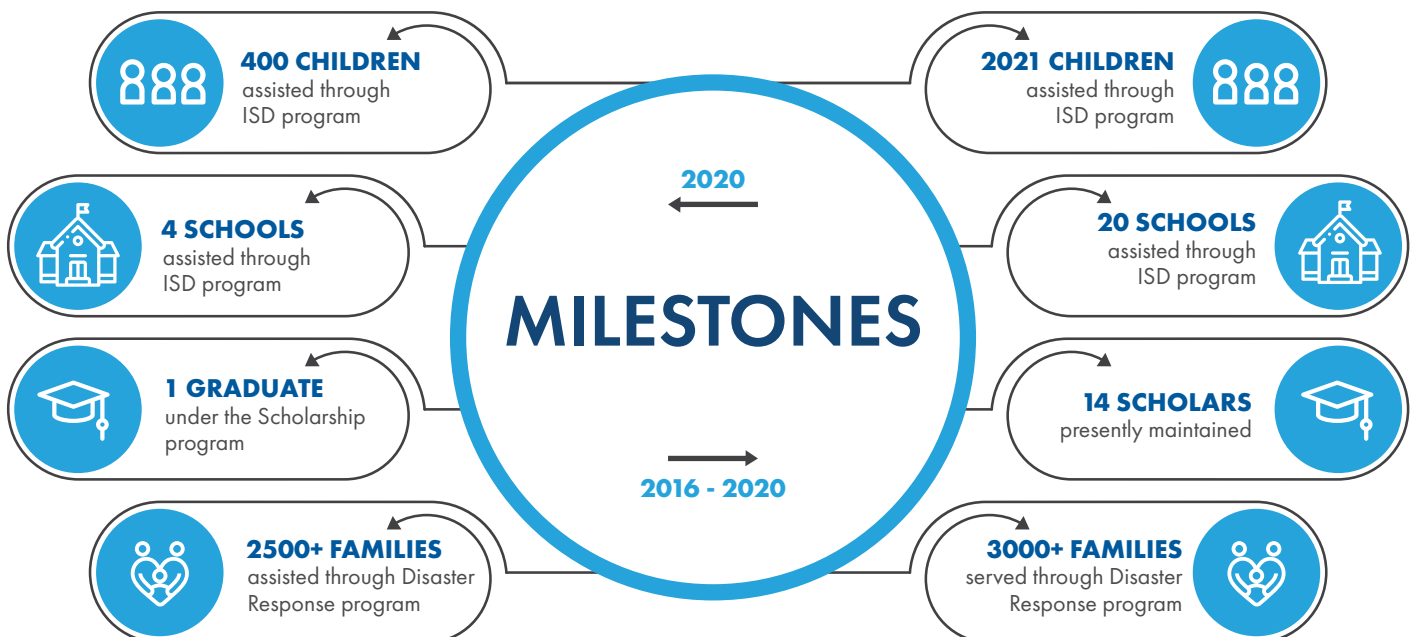
We are committed to develop the youth to be role models of the society through education as well as other transformative learning avenues.

VISION

We envision socially responsible, educated and productive youth that contribute to the development and empowerment of their families, community, and the society, in general.

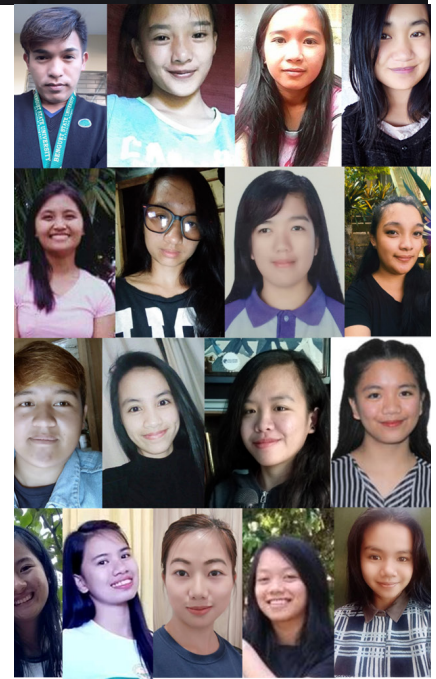
OUR PROGRAMS

- Scholarship Program
- Initiative for Social Development
- Disaster Response Program





EDUCATION & SCHOLARSHIP PROGRAM



10 Community Scholars received brand-new laptop

The OSM-AD Foundation acknowledges the perseverance of the 10 OSM Scholars from the indigent communities who are attending their classes and working on their projects online through mobile phone as their families cannot afford to purchase a computer. Thus, we reinforced their effort to access quality education through provision of brand new student-friendly laptop for each one of them. This will enable the scholars to participate better in class and work on their school activities more competitively.

First OSM Scholar Graduate

The Education and Scholarship Program witnessed its first scholar to have earned her college degree. Hazel Mendoza is an OSM employee who completed her tertiary education from Manuel Envarga Colleges Foundation in Quezon Province. She was part of OSM's Admin Team as admin assistant before she transferred to crewing operations on the latter part of her career to join the core of business operations. The college degree she earned is expected to help her further propel her career in the corporate world.

Adopt-A-Student Program

As most of the classes have been shifted online, many from the indigent community were forced to adapt the new normal without adequate resources. OSM recognized this challenge and thus 50 indigent students received aid from OSM-AD Foundation to cover their sudden expenditures on internet data. The students were identified through the help of Benguet State University's Office of Student Affairs. They received Php1,000.00 worth of monthly prepaid load for two months.

DISASTER RESPONSE PROGRAM

Taal Volcano Eruption

Employees of OSM Manila gathered canned goods, rice, drinking water, bed sheets, tumblers, hygiene kits and essential items for the evacuees of Taal Volcano Eruption in Calantas Elementary School. The beneficiaries are among the evacuees from the towns of Laurel, Lemery and Agoncillo that were declared within the 14km. danger zone from the volcano. OSM Foundation chose Calantas ES for being geographically isolated, resulting to arrival of less assistance. Reports from the evacuees state that in some days they could only prepare one meal per person. They stayed at the site for 4 weeks until the volcanic activities eased.

COVID-19 Community Interventions

Employees of OSM Manila collectively purchased relief goods in form of 300 boxes of relief goods for the benefit of the families in the slums of Tondo, Manila who most of them have lost their source of livelihood during the height of extreme community quarantines as the government's effort to prevent the spread of COVID-19.

Interestingly, the vegetables were directly purchased from the farmers in the Cordillera Mountain Ranges, who were also losing their market opportunities for their agricultural products as provincial lockdowns prevented majority of trade activities.

Employee-sponsored support to medical frontliners

Employees purchased 100 sets of Personal Protective Equipment (PPEs) to reinforce the efforts of the state-run Philippine General Hospital COVID-19 Center to combat the disease. The dwindling budget for the fight against the spread of disease was a major challenge to the medical frontliners in PGH. Thus, OSM employees responded by contributing PPE sets to the bank of protective gears of the public hospital.

OSERV-sponsored food packs provisions

The OSERV Catering Academy immediately responded to the communities affected by the city lockdowns by easing their need for food for at least a day. Chef instructors from the Academy tapped the Foundation to organize the distribution of ready-to-eat meals for 100 families from the slums and streets of Binondo, Manila.



Partner-sponsored relief operations (FEAST)

A charismatic religions organization tapped the expertise of OSM-AD Foundation on accessing the communities that were severely affected by the community quarantines caused by the pandemic. The FEAST Mall of Asia contributed 1,800 boxes of relief goods from April to July 2020. The distribution was timely and effectively delivered in partnership with Alay ng Puso Missionaries of Charity.





Relief Assistance for Non-OSM Seafarers Trapped in Manila

While many seafarers from different manning companies (including OSM's) were being taken good care of during the pandemic, there are others, including the 156 seafarers housed in Pagoda Temple, Quiapo District who were only seeking for opportunities in Manila when the community quarantine caught them in surprise, preventing them to seek for the aimed opportunity, and worse for not being able to go home during the months of quarantine implementation. The situation exhausted their remaining resources in Manila.

OSM-AD Foundation responded to the essential needs of 156 seafarers who were surprised to have been trapped in Manila upon the government's strict implementation of community quarantine, preventing them to return home with scarce resources left. The Foundation sponsored their meals for three days aside from the provision of Vitamin C tablets to reinforce their immune system and health against COVID-19. The project sent a message that no one shall be left behind.

Typhoons Rando and Ulysses

The OSM-AD Foundation, with contribution from the OSM employees, delivered bulk of relief goods for 200 families affected by Typhoons Rolly and Ulysses in Lahug Island, Camarines Sur Province.

Relief Operations with CDRC (Bicol Region and Marikina)

OSM-AD Foundation partnered with Citizens' Disaster Response Center (CDRC) for the delivery of employee-sponsored relief goods to the families affected by Typhoons Rolly and Ulysses in Marikina City and Bicol Region as community lockdowns were still being observed.

INITIATIVE FOR SOCIAL DEVELOPMENT

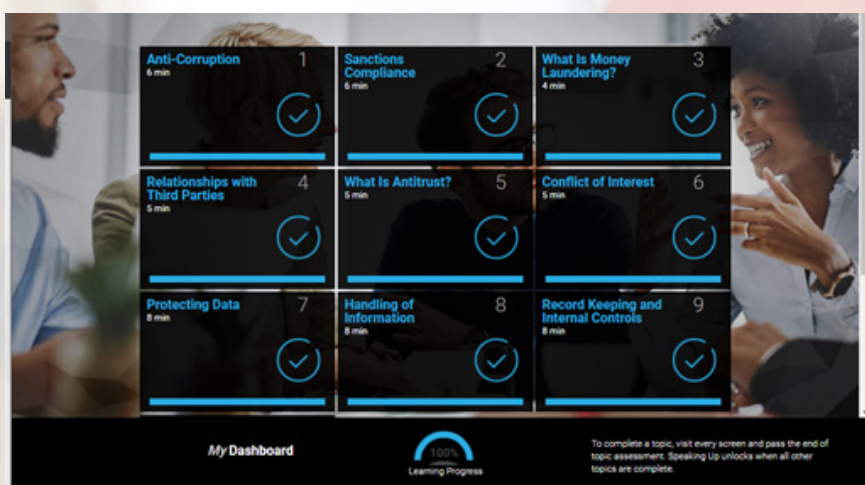
OSM School Box Project

OSM-AD Foundation launched the OSM School Box Project to support 400 students from communities in pursuit of basic education despite the hardships caused by the pandemic. Each OSM School Box is composed of notebooks, writing instruments, art materials, a washable face mask, and a string bag for weekly submission of class modules in school. The items are placed inside a Tupperware box for organized placement at home. Meanwhile, while the children were not allowed to go outside the house during the community quarantine period, their parents received the School Boxes on their behalf.





GOVERNANCE



ANTI-CORRUPTION

OSM has zero tolerance all forms of corruption. All crew and employees are expected to uphold themselves with the highest standard of integrity.

In 2020, OSM Maritime Group has launched new policies which replaces the existing Group Business Ethics Policy and Group Sanctions Compliance Policy.

The Group is committed to conducting all aspects of its businesses across the globe in keeping with the highest legal and ethical standards.

The new code of Conduct and Ethics covers:

- Anti Corruption
- Sanctions Compliance
- Anti-Money Laundering
- Relationships with Third Parties
- Anti-Competition and Antitrust
- Conflict of Interest
- Privacy

All new employees will also go through this policy as part of the induction program. Our zero-tolerance approach to bribery and corruption are communicated to all suppliers, contractors and business partners.

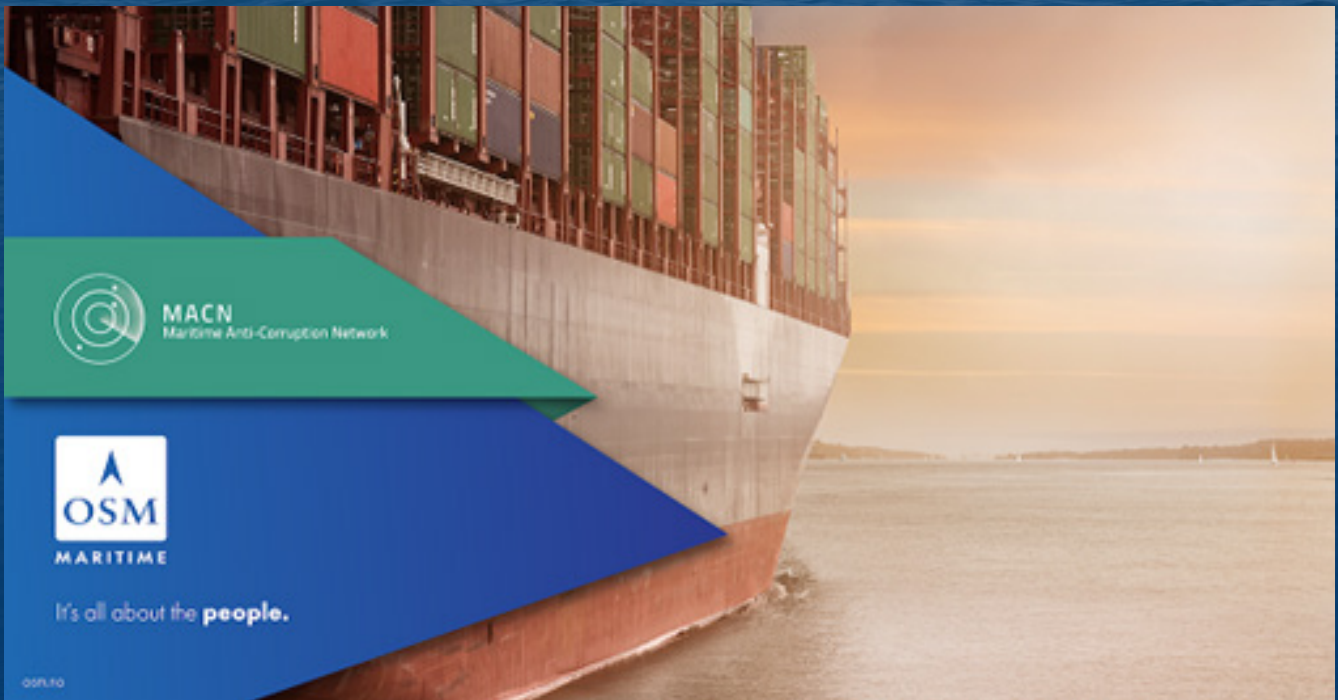
In 2020, as per of the group's ongoing commitment to anti-corruption and sanctions compliance, all employees are enrolled in a series of anti-corruption and sanctions compliance training programs. This training is to be done annually.



MARITIME ANTI-CORRUPTION NETWORK (MACN)

In our effort to combat anti-corruption, OSM Maritime has joined the Maritime Anti-Corruption Network (MACN). The Maritime Anti-Corruption Network (MACN) is a global business network working towards the vision of a maritime industry free of corruption that enables fair trade to the benefit of society at large.

OSM Maritime has for many years emphasized on sustainability and fair trade practices. By becoming a member of the MACN, OSM Maritime Group reinforces efforts and joins forces with other maritime companies in ethical conduct of business operations by tackling corruption.



SUPPLIER'S SELECTION AND PERFORMANCE

All suppliers undergo a stringent selection process which includes declaration of Quality Management System (ISO 9001), Environmental Management System (ISO 14001) and Occupational Health and Safety Management System (ISO 45001). Furthermore, suppliers will be subject to screening pertaining to social responsibility, reliability and response to non-conformities and customer satisfaction measurements. In case of any non-performance by the supplier, we will assess and investigate the case thoroughly in a timely manner. Suppliers would be blocked should investigation reveal any non-conformances or poor performance.

WHISTLEBLOWING

Our code of conduct policies also expects and requires all employees to report any violation to the code to our designated Compliance Officer. No adverse employment action will be taken against any Group Personnel in retaliation for, honestly and in good faith, reporting a violation or suspected violation of anti-corruption laws or the code.

NEXT STEPS

- Develop an enhanced whistle blow channel
- Implementation of the mental health well-being suite application to the rest of the Singapore fleet
- Accreditation of ISO 14001 certificate in our Singapore Office
- Continue promoting Gender Equality and Women Empowerment
- Continue providing support and aid to the indigent communities.
- Further invest in shared value projects and partner with our customers and local authorities to create synergies and promote the selected sustainable development goals
- Further implement and incorporate the 10 principles into all our business units
- Continual advance into our environmental compliance, focusing the vessels managed by OSM and expanding it to our business units.
- Further advance into harassment and bullying prevention in alignment with the new amendments.



Stakeholder	Identity	Expectations from Stakeholders	Synergy/Interaction	Interaction and Management - 2020	Next steps (from 2021 on)
Certification bodies	<ul style="list-style-type: none"> • DNV-GL • BV • TRACE • Lloyd's Register • Local authorities 	<ul style="list-style-type: none"> • Transparent, consistent and accurate reporting • Access to management • Responsibility and reliability 	<ul style="list-style-type: none"> • Contract • External audits • Certificates emission • Communication on Social media 	<ul style="list-style-type: none"> • ISO 9001- OSM offices around the globe were being accredited or re-accredited • ISO 14001 certification was maintained in key locations 	<ul style="list-style-type: none"> • Maintaining our corporate certificate of ISO 9001:2015 • Keeping MLC certification/ accreditation • Expand the ISO 14001 and others across other OSM maritime group offices
Competitors	<ul style="list-style-type: none"> • Ship management companies 	<ul style="list-style-type: none"> • Fair business • Business Ethics 	<ul style="list-style-type: none"> • Participation in associations • Participations in events related to Oil and Gas/Crewing industry • Mapping the market and observing trends 	<ul style="list-style-type: none"> • Attending events on the oil and gas/crewing industries • Market assessment and evaluation 	<ul style="list-style-type: none"> • Developing business strategies at long and short term • Keep assessing the market and anticipating it`s trends • Conducting risk assessment and defining mitigation actions focusing in business continuity and sustainability
Employees Unions	<ul style="list-style-type: none"> • Unions • Seafarers associations 	<ul style="list-style-type: none"> • Responsibility and reliability • Fair business • Business Ethics • Transparency 	<ul style="list-style-type: none"> • Annual meetings • Signed agreements (CBA) • Communication on Social media 	<ul style="list-style-type: none"> • MLC certified and authorized • Participation on the annual meeting • Signed agreements and CBA`s for 2020 	<ul style="list-style-type: none"> • Keep the MLC certification and authorization • Keep Participating on the annual meetings • Keep signing agreements and CBA`s • Enclose the relationship with the unions
External Customers	<ul style="list-style-type: none"> • Customers • License holders • Oil and gas extractors • Shipping companies • Ship-Owners (customers) • Seafarers (not yet employed) 	<ul style="list-style-type: none"> • Responsibility and reliability • Fair business • Business Ethics • Transparency • Continuous improvement • Activity records and evidences • Easy access to information • Customer service • Employment opportunities • Qualified staff (office and on-board) • Compliance with sector standards • High quality services 	<ul style="list-style-type: none"> • Business development team • Contracts • Feedback forms • OSM website • Participation of events related to Oil and Gas /Crewing industry • Social media (LinkedIn, Facebook, Instagram and others) • Communication on Social media 	<ul style="list-style-type: none"> • Management of new customers by Salesforce • Contracts set with support of legal department • Customer satisfaction from - Data analysis • Contact numbers available at OSM website • Publicity material published at OSM website • Participation in events worldwide • Sharing material and positions at social media 	<ul style="list-style-type: none"> • Increasing Business development team • Expansion of geographical area • External agencies project • Increase shared content in social media • CSR and sustainability awareness campaigns • Sharing our Communication on Progress report • Keep the participation in events • Keep improving our customer satisfaction survey • Developing business strategies at long and short term

Stakeholder	Identity	Expectations from Stakeholders	Synergy/Interaction	Interaction and Management - 2020	Next steps (from 2021 on)
Internal Customers	<ul style="list-style-type: none"> • Employees (Office, on-board/Shore and Seafarers) • Families of Seafarers • OSM Owners • Seafarers • Existing OSM Seafarers • Top Management/Board Members/ Crew Management Leader Team • Executive Management 	<ul style="list-style-type: none"> • Responsibility and reliability • Fair business • Business Ethics • Transparency • Continuous improvement • Activity records and evidences • Easy access to information • Appraisal and constant feedback • Ethical work environment and fair reward • Career development • Compliance with sector standards • High quality services 	<ul style="list-style-type: none"> • Daily management on E-crew • Periodic Appraisals • Annual Employee survey • Onboard Magazine Bi-annual • Annual seminars • Training for onshore and onboard staff • Support to seafarer's families • Management review meetings • Communication on Social media 	<ul style="list-style-type: none"> • MLC certified and authorized • Career development and fair reward • Safety, health and friendly work environment • Ethical work environment • Non-discriminatory policy and diversity • Trainings in house for seafarers • Holding events with seafarer's families and trainings • Management review meetings • Quarterly Management review meetings 	<ul style="list-style-type: none"> • e-Crew access to all employees by app in the cell phone • Management of career development of onshore staff by Lanterina • Promoting OSM values through campaigns and training • Annual Management review meetings • Implementation of the risk committee • Development of more training centres around the globe • Keep up the training centre in Manila • Further investments on Cadets programs • Keep investing in the support of seafarers families such as events and trainings
Finance institutions	<ul style="list-style-type: none"> • Creditors • Banks • Potential Market investors 	<ul style="list-style-type: none"> • Responsibility and reliability • Fair business • Business Ethics • Transparency • Continuous improvement • Activity records and evidences • Easy access to information 	<ul style="list-style-type: none"> • Creditors: Financial relationship (not utilised today) • Bank: Custodian and transaction processing; potentially borrowing facility (not today) • Potential market investors: Investing in business in anticipation of return 	<ul style="list-style-type: none"> • Bank: Daily use of bank system; transactions processing • Custodian of OSM money • Creditors / Potential market investors: Not explored 	<ul style="list-style-type: none"> • Bank: Improved monitoring of foreign exchange risk and liquidity risk also, bank relationships to be reviewed in light of bank's credit risk • Creditors / Potential market investors: Not expected to be explored
Public and Government agencies	<ul style="list-style-type: none"> • Government • Laws and Regulations • Regulatory bodies 	<ul style="list-style-type: none"> • Responsibility and reliability • Fair business • Business Ethics • Transparency 	<ul style="list-style-type: none"> • Complying with local and international requirements • Complying with industry standards • Monitoring changes in rules and regulations • Communication on Social media 	<ul style="list-style-type: none"> • Legal department has been the responsible by the interface with local and international requirements • HSEQ has provided support to the company in complying with industry standards • HSEQ has sent monthly circular with updates in rules and regulations, with the support of legal department 	<ul style="list-style-type: none"> • Keep legal department as the responsible for the interface with local and international requirements • Expand the support from HSEQ regarded industry standards • Keep sending monthly updates on laws and regulations

Stakeholder	Identity	Expectations from Stakeholders	Synergy/Interaction	Interaction and Management - 2020	Next steps (from 2021 on)
Industry Organizations	<ul style="list-style-type: none"> • Associations on Oil and gas industry Maritime community • National Flag States • Philippine Overseas Employment Administration (POEA) • International Labour Organization (ILO) • International Maritime Organization (IMO) - Norwegian Shipowners Association (NSA) • International Association of Independent Tanker Owners (INTERTANKO) • International Transport Workers' Federation (ITF) 	<ul style="list-style-type: none"> • Fair business Business • Ethics Transparency • Continuous improvement • Employment opportunities 	<ul style="list-style-type: none"> • Meeting via industry groups • Compliance related communications • Monitoring any updates upcoming from industry organizations • Analysing market trends • Communication on Social media 	<ul style="list-style-type: none"> - Implementing the applicable industry standards into our operations; - Constantly working to increase the quality of our operations aligned with health and safety industry standards; 	<ul style="list-style-type: none"> • Implementing environmental programs and KPI's; • Implementing the General Data Protection Regulation (GDPR);

Stakeholder	Identity	Expectations from Stakeholders	Synergy/Interaction	Interaction and Management - 2020	Next steps (from 2021 on)
Local communities	<ul style="list-style-type: none"> Communities by our offices worldwide and other facilities 	<ul style="list-style-type: none"> Responsibility and reliability Fair business Business Ethics Transparency Continuous improvement Employment opportunities Support and development 	<ul style="list-style-type: none"> OSM Foundation: Adonis Donato Foundation, Inc. CSR initiatives undertaken by several OSM offices worldwide Compliance with local legal requirements Offices site worldwide and local contact numbers Local employees Communication on Social media 	<ul style="list-style-type: none"> Promoting employment opportunities Responsible operations - respecting legal requirements and industry standards Promoting CSR initiatives in several OSM Offices locations - 42% of OSM offices worldwide engaged in such activities Promoting CSR initiatives in Manila with OSM Foundation: Adonis Donato Foundation, Inc. Promoting education and training with cadet programs and training centres 	<ul style="list-style-type: none"> Increase employment opportunities promotion by expanding operations and increasing business volume Continue with our responsible operations, respecting legal requirements and industry standards Keep promoting CSR initiatives in several OSM Offices locations - increase the percentage of OSM offices worldwide engaged in CSR initiatives Keep promoting CSR initiatives in Manila with OSM Foundation: Adonis Donato Foundation, Inc. Keep promoting education and training with cadet programs and expand training centres in other geographical locations
Media, NGO`s, Social Media	<ul style="list-style-type: none"> Media Social media International organizations 	<ul style="list-style-type: none"> Responsibility and reliability Business Ethics Transparency Easy access to information 	<ul style="list-style-type: none"> Marketing department in OSM Periodic publications of content in social media Onboard magazine periodic publications Member of UN global Compact 	<ul style="list-style-type: none"> Constant shared content in social media Onboard magazine semi-annual publications Media sharing at OSM website UN global compact 10 principles mapping 	<ul style="list-style-type: none"> Keep sharing content in social media Improve the content on the OSM Onboard magazine Keep up media sharing on OSM website Publishing the Communication On Progress report on OSM website

Stakeholder	Identity	Expectations from Stakeholders	Synergy/Interaction	Interaction and Management - 2020	Next steps (from 2021 on)
Suppliers	<ul style="list-style-type: none"> • External lawyers • Internet provider • Logistic companies (Gtravel, GriffInstone) • Travel agents Other systems and IT providers (EyeShare, Visma, TeleComputing, e-Crew, IRIS, and others) • Training and education institutions • Medical clinics • External agencies • Training centres & providers • External recruitment agencies • GARD - P&I 	<ul style="list-style-type: none"> • Responsibility and reliability • Fair business • Business Ethics • Transparency • Financial resources to meet financial obligations 	<ul style="list-style-type: none"> • Constant correspondence with GARD • Contract with suppliers • Power of attorney with external agents (POA) • Price policy with travel agents and logistics companies • Suppliers evaluation and audit • Supplier personnel in constant contact with supplier portfolio • Invoice management • Communication on Social media 	<ul style="list-style-type: none"> • Daily correspondence with GARD • Suppliers contract management • Procurement procedures being used • Audit schedule • Invoice team working with the invoice management 	<ul style="list-style-type: none"> • Keep up the good communication with GARD • Keep up the supplier contract management • Developing new services inside OMS and reduce supplier service volume, where possible

Attachment II - 10 principles of ON Global compact and related topics
 selected to the OSM Materiality assessment survey

10 principles of UNGC major areas	Issues	Topics
Human rights	Diversity, inclusion and gender equality	1 - Equality in opportunity and treatment; 2 - Gender Diversity/ Discrimination/ Inclusion; 3 - Other form of Diversity/ Discrimination/ Inclusion; 4 - Racial diversity/ discrimination; 5 - Sexual orientation diversity/ discrimination/ inclusion; 6 - Gender diversity at Board level; and 7 - Gender payment gap.
	Respect for Human Rights	1 - Child Labour; 2 - Forced labour; 3 - Modern slavery; 4 - Migrant workers and traffic of people.
	Business and Economic Growth in Developing Countries	1 - Economic inequalities among countries; 2 - Emerging markets strategy; 3 - Fair trade; and 4 - Socially inclusive business model.
	Safety, Health, and Wellness	1 - Health and well-being; 2 - Mental health; and 3 - Occupational health and safety.
Labour rights	Fair employment and labour rights (direct and indirect)	1 - Freedom of association and collective bargaining; 2 - Labour management relations; 3 - Working Hours; 4 - Fair compensation; 5 - Pay difference among employees; 6 - Employment culture, and 7 - Pensions and social security.
	Risk Management	1 - Disaster Management; 2 - Cyber security; 3 - Data privacy; 4 - Compliance with legal/costumer/ industry requirements; 5 - Change management.
	Major Accidents and Non-Conformity with applicable laws and industry standards	1 - Process safety; 2 - Human factor management and prevention; and 3 - Lessons learned.
	Education and Development of our People	1 - Succession planning; 2 - Training and education; 3 - Governance; 5 - Talent attraction and retention; and 6 - Training and education.

Environmental protection

Natural Resource and Water Stewardship

1 - Wildlife Preservation and Protection.

Circular Economy

1 - Blue economy;
2 - Cradle to cradle;
3 - Systems thinking and Social; and
4 - Environmental and Economic impact.

Waste Management, Recycling, and Conscious Consumption

1 - Minimized waste, emission, and energy leakage; and
2 - Narrowing energy and material loops.

Climate Change

1 - Greenhouse effect;
2 - Global Warming; and
3 - Reduced Biodiversity.

Energy Consumption and Green Energy Sources

1 - Indirect/Direct environmental impact;
2 - Alternative energy sources; and
3 - Clean and green energy sources.

CO2 Emissions (Greenhouse gas emissions)

1 - Air pollution; and
2 - Greenhouse gases.

Oil or Chemical Spill

1 - Chemical safety;
2 - Environmental disasters;
3 - Water pollution; and
4 - Ocean pollution.

Anti-corruption and Transparency

1 – Values;
2 - Anti-counterfeiting;
3 - Anti-trust/anti-competitive behaviour;
4 - Bribery and corruption;
5 – Compliance;
6 - Audit conflict of interests;
7 - Internal governance and accountability;
8 - Ethical business practices;
9 - Tax transparency;
10 - Tax contributions; and
11 - Economic value added.

Anticorruption

Responsible Marketing and Communication

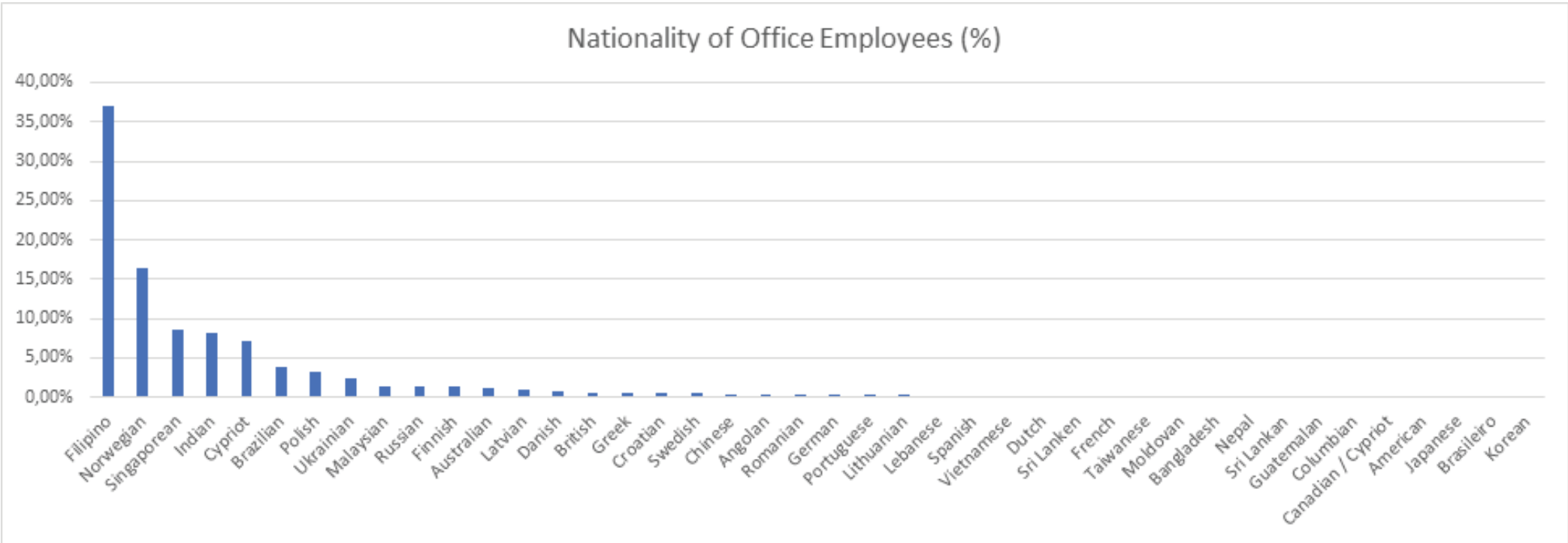
1 - Responsible marketing practices;
2 - Gender and other stereotyping;
3 - Accountability to stakeholders; and
4 - Transparency and reporting.

Supplier Qualification and Development

1 - Informal labour in the value chain;
2 - Extended producer responsibility;
3 - Child Labour in the value chain;
4 - Forced labour in the value chain;
5 - Modern slavery in the value chain; and
6 - Migrant workers and traffic of people in the value chain.

Innovation Towards Sustainability

1 - Sustainability Certification;
2 - Employee engagement in sustainability; and
3 - New technologies



It's all about
people



MARITIME

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