



SUSTAINABILITY REPORT

APPENDIX



United Nations Global Compact
Reporting year 2021
Member since 13/02/2017

osm.no

APPENDIX

Attachment I: OSM Stakeholder mapping and relation - 2021

| Stakeholder | Identity | Expectations from Stakeholders | Synergy/Interaction |
|----------------------|---|--|---|
| 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 |
| Competitors | <ul style="list-style-type: none"> • Other Crew 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 |
| 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 |
| 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 |
| 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 |

Interaction and Management - 2021

- ISO 9001- OSM offices around the globe were being accredited or re-accredited
- ISO 14001 certification was maintained in key locations

- Attending events on the oil and gas/crewing industries
- Market assessment and evaluation

- MLC certified and authorized
- Participation on the annual meeting
- Signed agreements and CBA`s for 2021

- 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

- 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

Next steps (from 2021 on)

- Maintaining our corporate certificate of ISO 9001:2015
- Keeping MLC certification/ accreditation
- Expand the ISO 14001 and others across other OSM maritime group offices

- 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

- Keep the MLC certification and authorization
- Keep Participating on the annual meetings
- Keep signing agreements and CBA`s
- Enclose the relationship with the unions

- 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

- e-Crew access to all employees by app in the cell phone
- Management of career development of onshore staff by Lanteria
- 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

| Stakeholder | Identity | Expectations from Stakeholders | Synergy/Interaction |
|--------------------------------|--|--|---|
| 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 |
| 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 |
| 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 |

Interaction and Management - 2021

- Bank: Daily use of bank system; transactions processing
Custodian of OSM money
- Creditors / Potential market investors: Not explored

Next steps (from 2021 on)

- 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

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- 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

- 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

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- Implementing the applicable industry standards into our operations;
 - Constantly working to increase the quality of our operations aligned with health and safety industry standards;

- Implementing environmental programs and KPI's;
- Implementing the General Data Protection Regulation (GDPR);

| Stakeholder | Identity | Expectations from Stakeholders | Synergy/Interaction |
|----------------------------|---|---|--|
| Local communities | <ul style="list-style-type: none"> • Communities by our offices locations 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 |
| 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 |
| 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 |

Interaction and Management - 2021

- 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

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- Constant shared content in social media
 - Onboard magazine semi-annual publications
 - Media sharing at OSM website
 - UN global compact 10 principles mapping

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- Daily correspondence with GARD
 - Suppliers contract management
 - Procurement procedures being used
 - Audit schedule
 - Invoice team working with the invoice management

Next steps (from 2021 on)

- 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

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- 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

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- 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 | <ul style="list-style-type: none"> 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; 7 - Gender payment gap |
| | Respect for Human Rights | <ul style="list-style-type: none"> 1 - Child Labour; 2 - Forced labour; 3 - Modern slavery; 4 - Migrant workers and traffic of people. |
| | Business and Economic Growth in Developing Countries | <ul style="list-style-type: none"> 1 - Economic inequalities among countries; 2 - Emerging markets strategy; 3 - Fair trade; 4 - Socially inclusive business model |
| Labour rights | Safety, Health, and Wellness | <ul style="list-style-type: none"> 1 - Health and well-being; 2 - Mental health; 3 - Occupational health and safety |
| | Fair employment and labour rights (direct and indirect) | <ul style="list-style-type: none"> 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 7 - Pensions and social security |
| Suppliers | Risk Management | <ul style="list-style-type: none"> 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 | <ul style="list-style-type: none"> 1 - Process safety; 2 - Human factor management and prevention; 3 - Lessons learned |
| | Education and Development of our People | <ul style="list-style-type: none"> 1 - Succession planning; 2 - Training and education; 3 - Governance; 5 - Talent attraction and retention; 6 - Training and education |

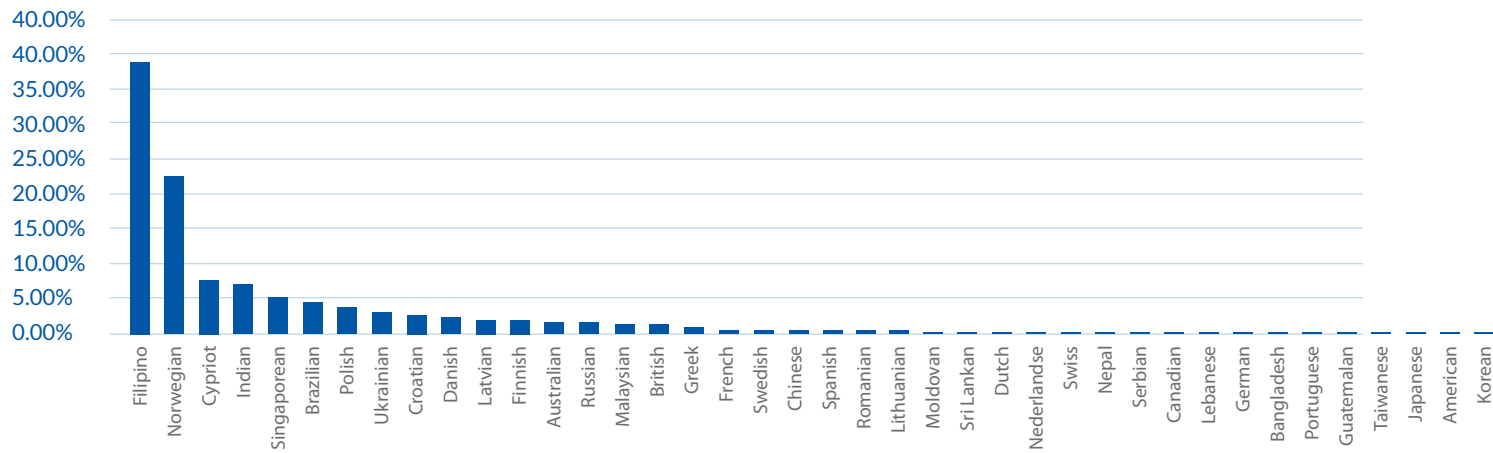
10 principles of UNGC major areas

Issues

Topics

| | | |
|--------------------------|--|--|
| 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; 4 - Environmental and Economic impact |
| | Waste Management, Recycling, and Conscious Consumption | 1 - Minimized waste, emission, and energy leakage; 2 - Narrowing energy and material loops. |
| | Climate Change | 1 - Greenhouse effect; 2 - Global Warming; 3 - Reduced Biodiversity. |
| | Energy Consumption and Green Energy Sources | 1 - Indirect/Direct environmental impact; 2 - Alternative energy sources; 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; 4 - Ocean pollution |
| Anticorruption | 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; 11 - Economic value added |
| | Responsible Marketing and Communication | 1 - Responsible marketing practices; 2 - Gender and other stereotyping; 3 - Accountability to stakeholders; 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; 6 - Migrant workers and traffic of people in the value chain |
| | Innovation Towards Sustainability | 1 - Sustainability Certification; 2 - Employee engagement in sustainability; 3 - New technologies |

Attachment III: Office employees as of 31st December 2021





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