



COP

COMMUNICATION ON PROGRESS

OSM Sustainability Report

United Nations Global Compact

Reporting year 2019

Member since 13/02/2017

osm.no



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LETTER FROM CEO

STATEMENT OF CONTINUED SUPPORT OF THE UN GLOBAL IMPACT

Since 1989, OSM Maritime Group has developed to become one of the global market leaders for third party management services for the offshore and maritime industries

Both segments play a significant role in sustainable business development. OSM is committed to contributing to the global footprint by aiming at conducting business in a sustainable and responsible manner.

In 2019, OSM made further progress into the UNGC 10 principals and selected SDG goals on both national and international levels. Throughout the year, we were continuously evaluating our business processes and activities to enhance our compliance to the UNGC principals and SDG. This is our 3rd sustainability report which highlights the initiatives and measures taken towards our goals.

Hereby, OSM Maritime Group confirms and renews the commitment to continuously support the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labor, Environmental Protection and Anti-Corruption.

BJOERN SPROTTE
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 group.

This is OSM third sustainability report, this report gives 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:

COMMUNICATION ON PROGRESS

BJOERN SPROTTE
CEO
SPONSOR

CYPRUS
DIMITRIS PAVLOU
Global HSEQ
Manager – Strategic
Quality Assurance
Management
INPUTS REGARDED HSEQ,
REPORT MODERATOR

SINGAPORE
CHERLYNN TAN
Team Leader, RMQA
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Head of RMQA
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PHILIPPINES
ANJELO NOAH MARQUESES ORDOÑO
Foundation Officer
INPUTS ON OSM CARES

CHRISTIAN ANGELO LUBATON
Medical Director, Holistic Care
INPUTS ON NMC

RICHARD MACARUBBO
HSEQ Manager – Crew
Management
INPUTS ON CSR, REPORT
MODERATOR

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.

Our services include:



TECHNICAL
MANAGEMENT



CREW
MANAGEMENT



NEW BUILDING
MANAGEMENT



VALUE ADDED
SERVICES



OSM PEOPLE





TECHNICAL MANAGEMENT

1. Ship and Maritime Asset Management
2. Offshore Management
3. Operations Center
4. Energy Efficiency Improvement
5. Safety Case Development
6. Lay-up Management
7. Project Management
8. EBN Services



NEW BUILDING MANAGEMENT

1. Offshore and Conventional New building



OSM PEOPLE

1. Personnel for Hire
2. Recruitment and Selection



CREW MANAGEMENT

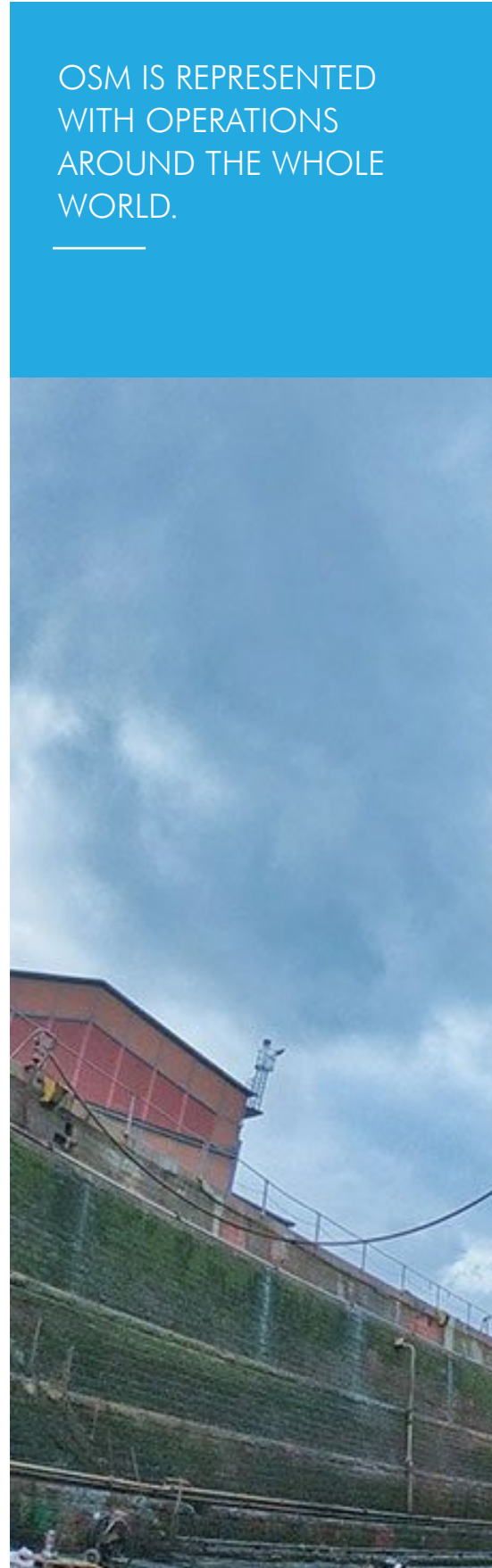
1. Full Crew Management
2. Recruitment and Selection
3. Medical Services
4. PI Insurance and Claims Handling
5. Pension
6. Payroll and Tax Management
7. Travel Management
8. Competence and Training Management
9. EBN Services



VALUE ADDED SERVICES

1. Consultancy
2. Vessel IT Services
3. Supply Chain Management
4. Medical Services
5. Procurement / S2S
6. Inspections and Quality Management
7. Catering Management
8. EBN Services

OSM IS REPRESENTED
WITH OPERATIONS
AROUND THE WHOLE
WORLD.



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're 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.

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.



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's 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's 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're 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.

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 II of the report.

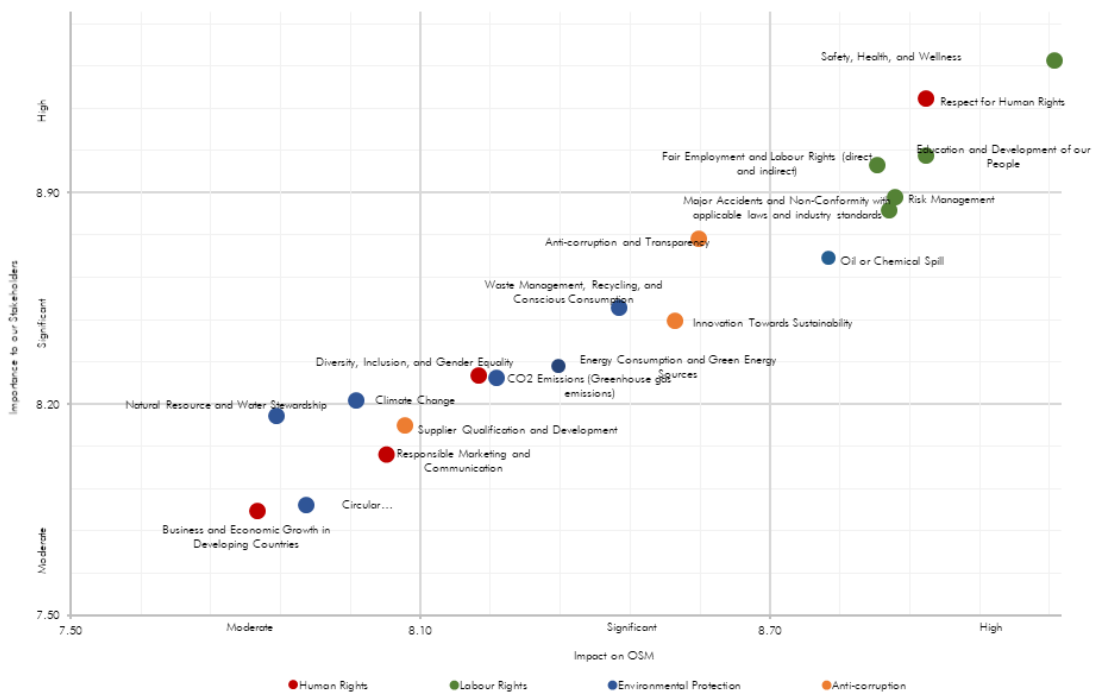
In 2018, a materiality assessment survey was carried out which allows OSM to identify several topics which our stakeholders are most concerned. The materiality assessment survey points out the crucial areas which allow us to better facilitate the implementation of policies and processes in regards to 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.

It was designed to cover all principles from the UN Global Compact and detailed information can be found in Attachment III 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 it was available to all our stakeholders on social media.

OSM MATERIALITY MATRIX



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



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 counted replies from Suppliers, Customers, Competitors, Community members, Certification bodies and others



HUMAN RIGHTS

PRINCIPLE 1

Businesses should support and respect the protection of internationally proclaimed human rights

PRINCIPLE 2

Make sure that they are not complicit in human rights abuses

OSM is has a staunch approach towards human rights. We support the Universal Declaration of Human Rights to respect human rights and protect our employees against human rights abuse.

OSM has a Corporate Social Responsibility and Sustainability Commitment Policy (FCV-H.06) which clearly states:

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.

Furthermore, we support and respect the protection of internationally proclaimed human rights; and make sure that we are not complicit in human rights abuse.

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.

In 2019, we have started 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 has to be done before a supplier can be included as our approved supplier.

Supplier audits was also carried out for several of our suppliers to ensure they adhere to our company policies.

In 2019, OSM has also develop a whistle blowing channel for all our employees both on shore and at sea to report any deviations without any fear of repercussions as all whistle blowers are kept confidential. The Company encourages Company personnel to address their concerns with their immediate supervisor. For seafarers, this would include the normal chain of command including Master and shore representatives such as the Vessel Manager, the Marine Superintendent or the Designated Person Ashore.

If Company personnel have a legitimate concern which is more serious, or which they prefer not to raise through the usual channels, or if they feel the concern has not been adequately addressed through the usual channels, they should raise this concern directly to the Designated Person Ashore (DPA)

OSM has also plans to put in place an ethics committee to further support the Human Rights principles and mitigate these issues.

OSM understands that their employees also has 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.

Corporate CSR activities were also planned and participated by the various OSM office around the world. Information regarding the CSR activities can be found in the Corporate Social Responsibility section of this report.



OSM Singapore has also shifted to a new office this year. In this new office, we have implemented a few innovations to ensure that our employees has a conducive environment to work in. Some notable initiatives include constructing a spacious and comfortable canteen, small cosy areas for private discussions, a prayer room and a dedicated kitchen appliance for our Muslim employees as well as a private nursing room for new mothers in the office.

LABOUR

PRINCIPLE 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

PRINCIPLE 5

The effective abolition of child labour

PRINCIPLE 4

The elimination of all forms of forced and compulsory labour

PRINCIPLE 6

The elimination of discrimination in respect of employment and occupation

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.

We are committed to principal 4,5,6 with continuous monitoring to ensure complete compliance.

Our Human Resource Policy (FCV-H.06) 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 principles 4,5,6 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.



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 2019, 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.

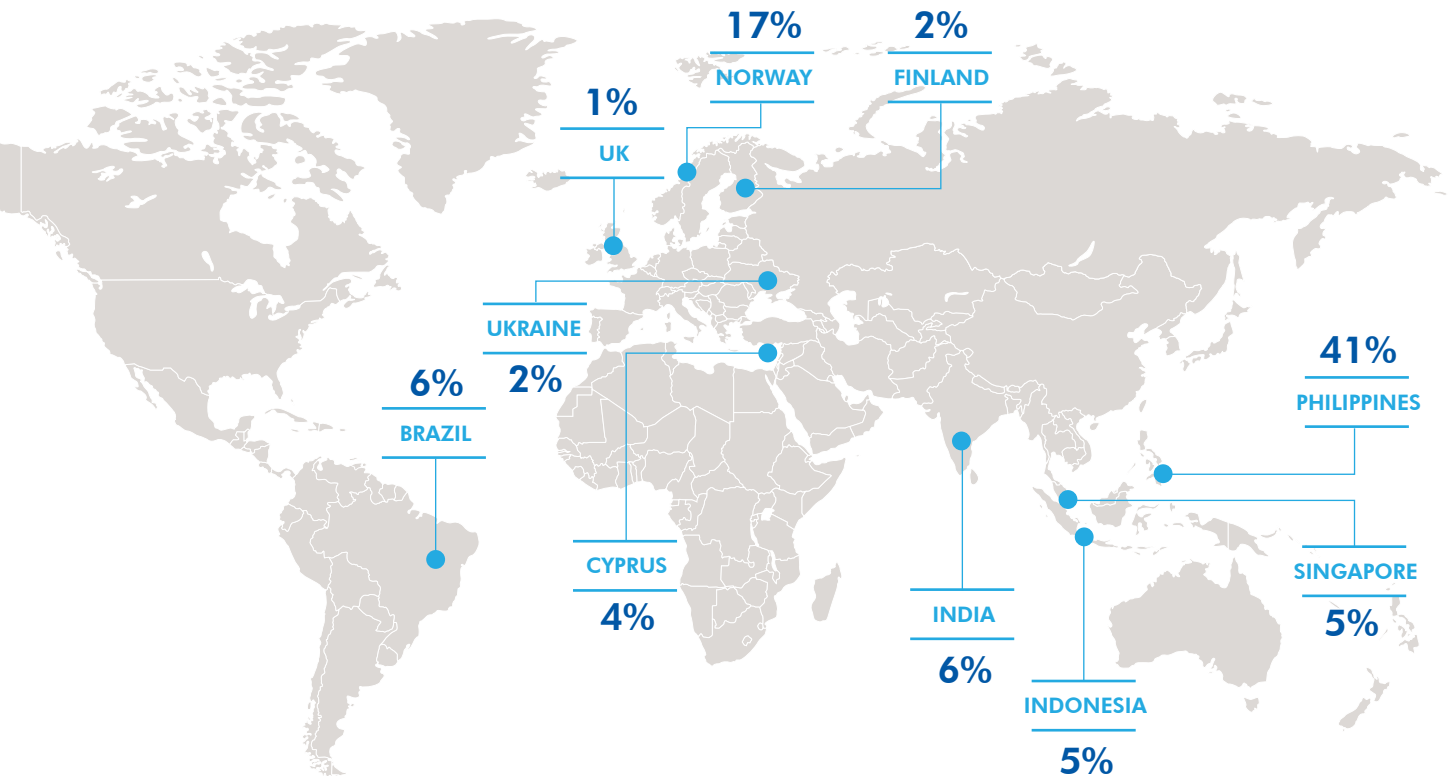
To develop and promote the risk-based thinking on OSM, we have established a risk committee with participants of all operational areas and from different offices locations. This risk committee evaluate our risks and opportunities and define actions to manage it. We also have a change management process to proper access and manage or mitigate the risks associated. All new business opportunities are also submitted to a risk evaluation.

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 HSEQ POLICY (TQM-05) for technical management services. The effectiveness of our management system is monitored through annual internal and external audits.

OSM has a diverse range of nationalities both on board and ashore. In our office, we have 39 nationalities employed in OSM offices around the world. This is an 11% increase compared to the number of nationalities employed in 2018. Female employees account for 51% of our total workforce, taking a slight edge over the male counterparts by 1%. However, it is noted that female employees are represented by only 17% as head of countries and 14% in operational leadership team.

TOP 10 NATIONALITY (%) OF OFFICE EMPLOYEES

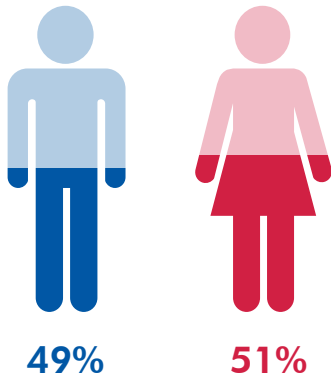
Figure 1: Top 10 Nationality (%) of Office Employees as of 08 January 2020*



* For full list of nationalities, please refer to attachment IV

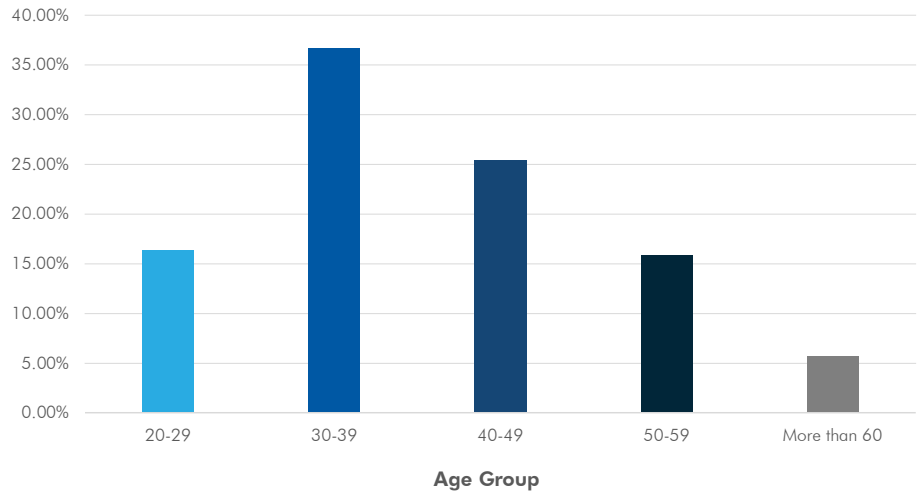
GENDER (%) OF OFFICE EMPLOYEES

Figure 2: Gender (%) of Office Employees as of 8 January 2020



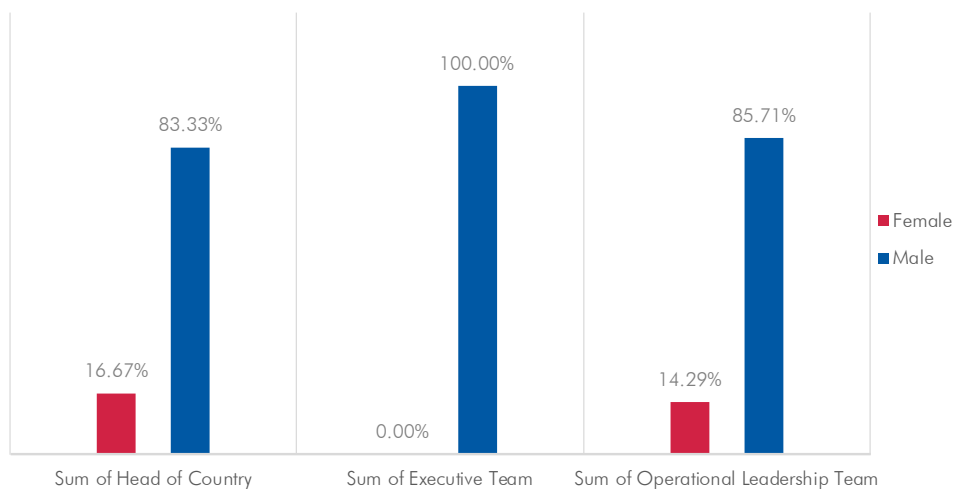
AGE GROUP (%) OF OFFICE EMPLOYEES

Figure 3: Age group (%) of office employees as of 8 January 2020



LEADERSHIP TEAM IN OFFICE (%) PER GENDER

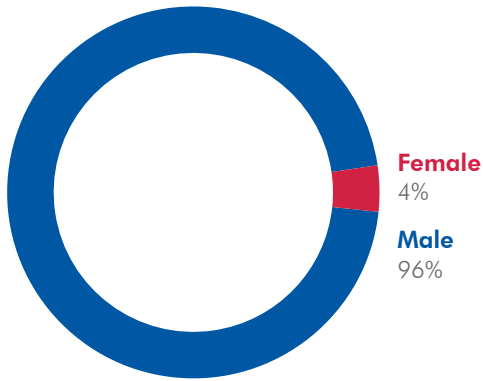
Figure 4: Leadership team in office (%) per gender as of 8 January 2020



Shipping has always been a male dominant industry. With that in mind, OSM is fully committed to support women in shipping. OSM women makes up 4% of our crew which is slightly higher than industry standards. (As per ITF, women only make up an estimated 2% of the world maritime workforce.) Our female leaders onboard maintain at 2% of our crew. However, only 9% of the total female crew progressed to leadership positions compared to 23% of the male’s population.

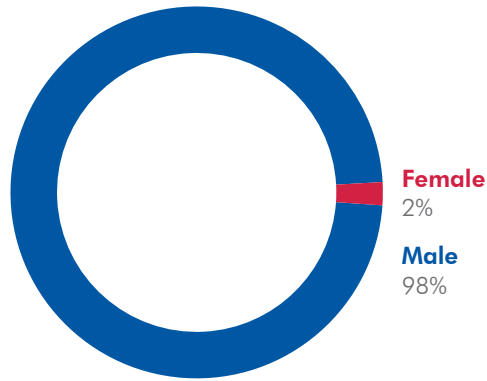
GENDER % OF ONBOARD SEAFARERS

Figure 5: Gender (%) of onboard seafarers as of 20 January 2020



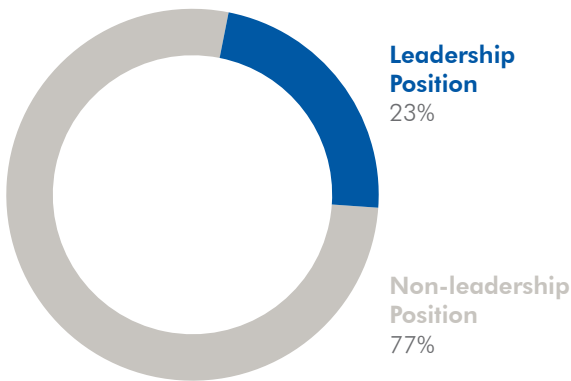
GENDER % OF ONBOARD SEAFARERS IN LEADERSHIP POSITIONS

Figure 6: Gender (%) of onboard seafarers in leadership positions as of 20 January 2020



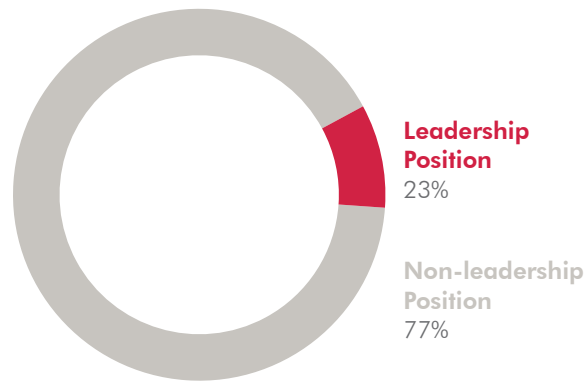
MALE (%) SEAFARERS IN LEADERSHIP POSITIONS

Figure 7: Male (%) seafarers in leadership positions as of 20 January 2020



FEMALE (%) OF ONBOARD SEAFARERS IN LEADERSHIP POSITIONS

Figure 8: Female (%) seafarers in leadership positions 20 January 2020



In 2019, our catering program saw 37% of female trainees. This is a small dip in compared in 2018 where 39% of the trainees were female. However, it must be noted that there was a 15% increase in overall female trainees as compared to 2018.

Our cadet program, on the other hand saw a 2% increase in female participation as compared to 2018. Through this program, OSM aims to provide better leaders for tomorrow.

Moving forward next year, we will step up efforts to increase female representation in the company as well as put in plans to retain and attract more females to join the shipping industry.



ENVIRONMENT

PRINCIPLE 7

Businesses should support a precautionary approach to environmental challenges

PRINCIPLE 8

Undertake initiatives to promote greater environmental responsibility

PRINCIPLE 9

Encourage the development and diffusion of environmentally friendly technologies

OSM understands the importance of environmental protection and reinforces our commitment to our CORPORATE SOCIAL RESPONSIBILITY POLICY (FCO-POLICY-CSR):

- OSM aims to be a company that builds synergy, supports sustainable growth beneficial to the company and society;
- In OSM Maritime Group, we define Corporate Social Responsibility as follows: (...) Protecting the environment and the safety of people (...);
- OSM recognizes the importance of protecting all our human, financial, physical, informational, social, environmental, and reputational assets; and
- All employees are responsible and accountable for contributing to a safe working environment, for fostering safe working attitudes, and for operating in an environmentally responsible manner.

Environmental risks associated with OSM are evaluated by a risk committee with participants of all operational areas and from different offices locations. This risk committee evaluates our risks and opportunities and define actions to manage it. We also have a change management process to properly access and manage or mitigate the risks associated. All new business opportunities also undergo by a risk evaluation.

OSM aims to be as paperless as possible in our operations. We have heavily invested in innovation and in developing on-line programs for the management of our operations such as: e-Crew, IRIS, Lanteria, Salesforce, Bizagi, Visma, Eyeshare and others. OSM is encouraging the development and diffusion of environmentally friendly technologies towards its operations.

By reflecting on our CORPORATE SOCIAL RESPONSIBILITY POLICY (FCO-POLICY-CSR) we can improve the compliance with Principle 8. With our risk committee, and risk based thinking all potential risk related to our operations will be managed, supporting a precautionary approach to environmental challenges. With this we can also state compliance with Principle 7.

We plan to further develop initiatives for the following year to increase the compliance with principles 7, 8 and 9 such as: Inclusion on environmental items in supplier’s audit checklist, inclusion on environmental items in internal audit checklist, implementation of environmental programs as per our SHORE SAFETY EMERGENCY PROCEDURES AND ENVIROMENTAL MANAGEMENT PROGRAMMES and implementation of Awareness campaigns regarded environmental protection themes.

Periodic HSSEQ tips which covers environmental issues were published to all employees, highlighting the need for environmental protection and the measures that one should take to preserve our environment.

In line with IMO 2020, we have taken below steps to prepare for the new regulation:

- New Sulphur limits from 1st Jan 2020 in marine fuels. – Carried out Training to Crew for awareness and Develop SIP for compliance.
- Exhaust Gas Cleaning Scrubber where compliant fuel not in use – Provided support to our clients to install new scrubber, trained crew and develop scrubber management plan for appropriate operations and reporting.
- Complying with EU MRV and IMO DcS reporting for CO₂ statistics.
- Maintenance of refrigerant Logbook in all our managed vessels. – Our Crew Training Manual under ECMS covers complete guidelines for Refrigerant Gases.

In partnership with our travel agents, OSM has started to monitor the CO₂ emissions related to shore staff and seafarers travel.

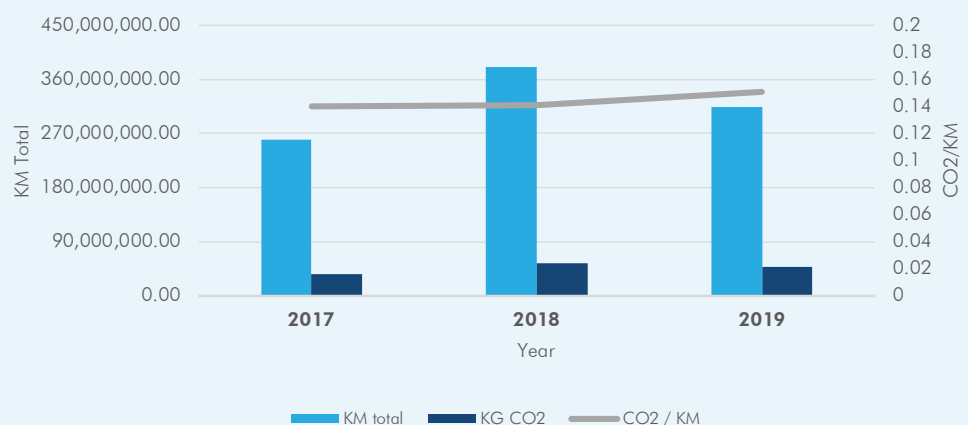
Table 1: Airlines Emission for 2019 Office Staff + Seafarers

Data from (01.01.2019 31.12.2019)

Airlines emission – Office staff + Seafarers	
KM Total	Kg CO ₂
315,223,952.26	47,634,488.44

AIRLINES EMISSION OFFICE STAFF + SEAFARERS FOR LAST 3 YEARS

Figure 9: Airlines Emission Office Staff + Seafarers for last 3 years



OSM have invested in training and qualifying Seafarers regarding environmental protection. In our Seagull CBT training, we cover topics on environment such as Oil Pollution Act, MARPOL and Marine Environmental Awareness.

In 2019, we see a slight increase on CO₂/km despite a lower distance travelled.

OSM Maritime Group along with other ship management, dry bulk, and global cruise companies have signed up to Wilhelmsen's 3DP printing early adopter program (EAP) for 3D printing, eliminating the need for physical inventory storage, often complex distribution, and typically high logistics costs.

3DP printing offers a more environmentally friendly approach, reducing the need for transportation and emissions generated from these transportations. We are excited to be one the early collaborators to a more efficient sustainable future in shipping.

With the initiative of 4-day work week in our Manila Office, we will be tracking the environmental benefits reaped from this program. The computation of carbon emissions will be derived from electricity usage, water usage and employee's travel to and from the office.

The results will be populated and presented in next year's sustainability report.



ANTI-CORRUPTION

PRINCIPLE 10

Businesses should work against corruption in all its forms, including extortion and bribery

OSM has a Business Ethic Policies Policy which covers the following areas of concern:

- Anti-Bribery/Corruption
- Conflicts of Interest
- Inside Information
- Integrity Due Diligence
- Bribes
- Gifts
- Facilitation payments
- Political contributions
- Charitable contributions

All existing employees receives regular, relevant training on how to implement and adhere to the Business Ethnic Policy. 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.

IT IS OUR POLICY TO CONDUCT ALL OF OUR BUSINESS IN AN HONEST, ETHICAL AND TRANSPARENT MANNER.

We take a zero-tolerance approach to bribery and corruption. We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery.

As per previously stated, our supplier undergo strict due diligence before becoming one of our approved supplier.

We take Principle 10, very seriously and we are committed to continuously improve our compliance. In 2019, we have zero cases pertaining to associated violations.



In addition, for high risk regions such Congo, Angola, Ukraine and Brazil we have a TRACE certification.

To have a TRACE certificate means that we have completed a comprehensive due diligence process administered by TRACE, the world's leading anti-bribery standard setting organization and that we have successfully demonstrated our commitment to commercial transparency.



Corruption risks associated with OSM are evaluated by a risk committee with participants of all operational areas and from different offices locations. We also have a change management process to properly assess and manage or mitigate the risks associated. All new business opportunities are also submitted for a risk evaluation.

We are also looking to hire a compliance manager into our legal team to strengthen our compliance to principal 10.

CORPORATE SOCIAL RESPONSIBILITY

This year, 53% of our OSM offices reported to be engaged in CSR activities. This is an increase of 10% compared to 2018.

Figure 10: % of CSR activities

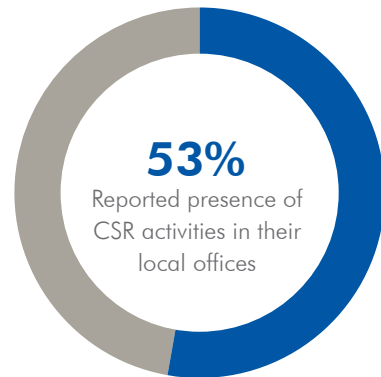
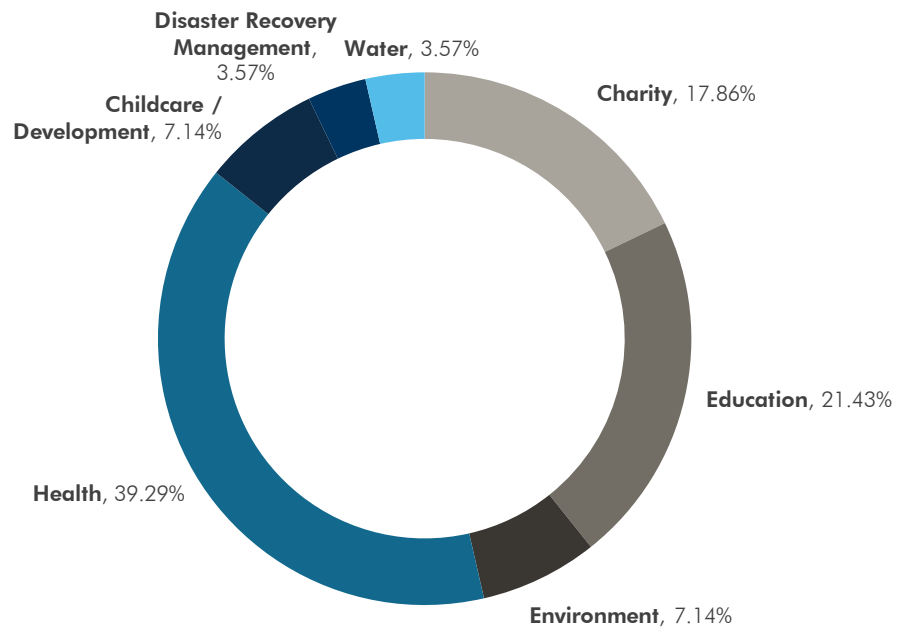


Figure 11: Segregation (%) of CSR activities



We see health and education activates taking about 60% of the pie. This is in line with OSM dedicated efforts in SDG 3 and SDG 4.

Brazil, Cyprus and Philippines offices reported majority of the CSR activities. It should be noted that there may be more CSR activities which is not communicated to group level. Next year, more methods will be established to encourage reporting of these CSR activities.

Some examples of our CSR activities conducted as presented below:



CYPRUS

CHARITY BOX IN OSM CYPRUS OFFICE

Our OSM Cyprus office has a charity box in the office where employees can bring clothes and shoes to be donated to people in need. Every few months, we gather and segregate what was collected to a local NGO "Fundraising Charity Organization".

The Charity's main goal is to help families and children that are in need of basic materials and supplies in all aspects of their lives. These supplies are secured from the Charity's members who volunteer their services either through direct financial donations, donation of material goods (e.g. food, clothing, house ware goods), or by assisting the Charity in any other way. Fundraising during the five years of its operation has offered more than €500.000 to children in need for food, clothing, education and other smaller family needs. Also, it has prepared and distributed boxes of food and packets with clothing, shoes and school necessities to more than 1000 families.

CYPRUS

PARTICIPATION TO THE LIMASSOL MARATHON FOR CHARITY

12 OSM employees participated in running for Charity, OPAP Limassol Marathon GSO is one of the largest fundraising platforms in Cyprus, hosting around 10,000 runners from more than 250 teams. The amount collected is currently supporting projects by 22 NGOs which are helping people with pancreatic cancer, mental disabilities, and vulnerable children, amongst many other great causes.



CYPRUS

PARTICIPATION TO THE CYPRUS SHIPPING CHAMBER VOLLEYBALL FOR CHARITY

The Charity Beach-Volley Tournament is the Shipping Chamber's main annual sporting/charity Event. The Tournament is organised by the Chamber, under the auspices of the Minister of Communications and Works, with great success since 1996.

The high participation of Chamber Members at the Beach-Volley Tournament shows their great interest in contributing financially for a good cause and at the same time enjoying a friendly competition among colleagues and friends. The net amount raised, is donated to the Charity Association "One Dream – One Wish", whose mission is to provide life incentives to children suffering from cancer, leukaemia and other blood diseases, by fulfilling their wishes and at the same time, offering financial and psychological support to them and their families.



OSM-AD FOUNDATION

The OSM-AD Foundation is a non-profit organization that operates to help uplift indigent communities through education and disaster response programs.

We are deeply honoured to have received the CrewConnect Global award for Welfare and Corporate Social Responsibility Award with our OSM-AD Foundation. This year, the OSM-AD was involved in vast array of CSR activities.

PHILIPPINES

KINACHAWA ELEMENTARY SCHOOL

Barangay Kinachawa is one of the most isolated communities in San Ricardo, Southern Leyte. It is located 16.5 Km from the municipality’s town-proper. The people are dependent mostly on fishing and coconut farming. The community is currently pressed economically due to low market demand for coconut products.

OSM-AD Foundation provided school supplies to the children enrolled in Kinachawa Elementary School for the upcoming school-year. The educational kit includes one schoolbag, 6 notebooks, 2 ball pens, 1 crayon set, 1 sketchpad and 1 pastel colors set.

The Foundation also donated football and volleyball equipment to support the school’s sports development.



PHILIPPINES

SAN RICARDO NATIONAL HIGH SCHOOL



San Ricardo is a 5th class municipality and a coastal town inhabited by 10,494 residents. The indigency of the people reflects to the high municipal poverty incidence.

In coordination with the faculty members of SRNHS, OSM-ADF helped to improve the culture of sports in the school by donating complete equipment for softball. The school used to have a softball team, but due to old age of their former equipment, they were no longer able to participate in interschool tournaments competitively.

The school sees sports like softball as the key to some of its students to pursue higher education upon graduation by becoming student-athletes, and therefore athletic-scholars in college.

PHILIPPINES

TALAHID ELEMENTARY SCHOOL

Barangay Talahid is one of the communities in Almagro Island within the jurisdiction of the Municipality of Almagro. The island is 2-3 hours boat ride away from the nearest point of commerce, the Calbayog City from mainland Western Samar Province.

The school received the following grants:

- Children’s library and school supplies
- Volleyball equipment
- Badminton equipment
- School Gardening Equipment



PHILIPPINES

MAGSAYSAY ELEMENTARY SCHOOL

Barangay Magsaysay is one of the communities located in the adjacent Kerikite Island within the jurisdiction of the Municipality of Almagro. The island is 2-3 hours boat ride away from the nearest point of commerce, the Calbayog City from mainland Western Samar Province.

The school received the following grants:

- Children’s library and school supplies
- Volleyball equipment
- Badminton equipment

The teachers also participated in the workshop hosted by its neighboring school. The workshop aimed to contribute to the enhancement of instructional skills of teachers.



PHILIPPINES

IPIL ELEMENTARY SCHOOL



The Municipality of Buhi was once hit by a deadly typhoon in 2018 where OSM Foundation responded through relief operation.

A year after, the Foundation returned to community bringing school supplies and bags to almost 280 children. The terrain in Buhi is the home of the indigenous peoples known as the Agta Tribe.

The indigenous children received school supplies such as schoolbags, notebooks and writing materials that their families could hardly afford.

Interestingly, around 1,200 notebooks were donated by our office colleagues. This made the project a collective effort.

SUSTAINABLE DEVELOPMENT GOALS

This year, OSM has focus on the following SGDs:



01

SDG 3

Good Health and Well-Being



02

SDG 4

Quality Education



03

SDG 5

Gender Equality



04

SDG 8

Decent Work and Economic Growth



SDG 3

Good Health and Well-Being



AIM: ENSURE HEALTHY LIVES AND PROMOTE WELL-BEING FOR ALL AT ALL AGES

The Nordic Medical Clinic (NMC) is also another initiative by OSM to promote health and well-being of our employees. Established in January 2018, NMC is a pre-employment medical examination (PEME) clinic for seafarers.

Good health and well being is essential to all people around the world. OSM is fully committed to supporting healthy lives and promoting well-being for all at all ages.

In all offices, employees and their dependents are covered with health insurance and medical care provided by the company. Annual health screening is also arranged in some offices so that employees will be able to better understand their health status and seek early medical attention if necessary

Our procedures also ensure that all seafarers undergo medical evaluation prior to signing on our managed vessels. 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, under certain circumstances. Coverage can be, optionally, extended to family members.

In our Manila office, plans are put in place to implement a 4-day work week to ease employees long travel time due to traffic conditions. This also allows employees to have better work life balance, increasing productivity and morale.

As part of the PEME program, NMC aims to empower each seafarer to take care of their health. 'My body, my responsibility' attitude is best to have a safe and uneventful voyage at sea. NMC use the wholeness of health approach, teaching the seafarer to be mindful of his body and his well-being in the different areas of his/her life.



NMC developed a health app that is part of the mandatory health and wellness training during PEME covering the topics such as:

1. How to have Good Rest and Sleep
2. Get Enough Daily Water Intake
3. Eat Good Food and Feel Good
4. Regular Physical and Meaningful Activities
5. Dental Care and Oral Hygiene
6. On Sexually Transmitted Infections: Preventive than Curative
7. Take Care of your Mental Health and Well-Being
8. Take Care of Yourself while Onshore
9. Take Care of Yourself while Travelling



NMC Holistic Health education is also done outside of the clinic premises. Various health seminars on physical and mental health, and well-being are being done for seafarers and shore employees inside their manning companies and their other crew and family gatherings.



In 2019, we see almost 80% increase of PEME done for OSM Seafarers. With an increase of seafarers, we still sight a 50% decrease of medical repatriations in OSM as compared to in 2018. This is well inline with NMC target of reducing medical repatriations by 50% in 2019.

This really positive results shows that the MNC efforts in the last year has greatly contributed to the SDG goal.

OSM works in close cooperation with our customers to communicate the Health Safety and Environmental requirements onboard the vessel(s) to all crew before signing on to an appointed vessel, by supplying the seafarer with necessary documentation and information provided by the customer such as Health, Safety and Environmental Protection Policy. Some of the actions to ensure the health and the well-being of our seafarers on board:

- Drug and Alcohol Declaration (D&A) provided by the customer to be signed by all crew members;
- Pre employment screening for drug and alcohol are conducted prior joining the vessels
- Unannounced periodic drug and alcohol test conducted on board
- Senior officers to be routed via the ship management offices at least once a year or as required by the Fleet Group where our D&A policy will be further reiterated;
- Pre-departure medical examination of all seafarers including, but not limited to, Drug and Alcohol test;
- Counselling and rehabilitation provided for any personnel who provides voluntary disclosure Alcoholism and Drug abuse
- Additional medical help in ports available to seafarers;
- Ensure the supply of necessary protective clothing on board the vessels;
- Encourage and motivate seafarers to use Personal Protective Equipment (PPE);
- Provide our crew with sufficient supply of good quality and nutritious food, drinking water and catering arrangements, considering the seafarers differing cultural, religious and gastronomic backgrounds, and the duration & nature of the voyage.
- Food served in hygienic condition
- Promote a healthy and hygienic working environment;
- Recruit catering staff knowledgeable in food preparation to provide a balanced diet and healthy nutrition for the crew;
- Train catering personnel on their contributory role in maintenance of cleanliness, orderliness and proper housekeeping on board;
- Identify knowledge gaps of all catering personnel then reinforced occupational competence by additional training or upgrading courses; and
- Provide guidance on managing Fatigue
- Providing crew with recreational facilities on board
- Implement procedures to ensure that crew have adequate rest hours
- Register, investigate and follow up of any non-compliance on our Improvement Reporting and Information System (IRIS) to ensure corrective actions are implemented

Campaigns and circulars distributed / organised through the year cover health issues:

- Manual Lifting Safety Campaign
- Hand Injury Safety Campaign
- Shell – Maritime Partners in Safety
- Take 5 for Safety
- Personal Injuries Campaign
- Safety Flashes



OSM recognize the importance of a healthy diet, therefore in 2019, we have recently added catering service to our catalogues. With this service, OSM aims to provide safe, healthy and sustainable catering solutions for all crew members.

OSM Seafarers Family Club (OSM SFC) also held three majors events in 2019 which benefitted almost 5500 attendees composed of seafarers and their family members from its 10 regional chapters in the Philippines as follows:

- **Family Day** – Annual summer outing that promotes spending quality time with family. This is a fun-filled day of games & prizes, raffle, loot bags of OSM merchandise, activity booths, and sumptuous meal.
- **Family and Wealth Conference** – The best inspirational and technical speakers are invited to talk about their areas of expertise; helping us with our advocacy of raising-up Happy, Healthy and Wealthy seafarers and families.
- **Year-end Party** – Packed with the best entertainers, raffle, games & prizes, gifts for the family & kids, and a sumptuous meal

SDG 4

Quality Education



OSM recognises that education is immensely important in the society this world. Therefore, we have strived to invest heavily into education. This includes implementing Cadet Programs, Training Academy, DP Training Center and a Catering Academy. OSM also have developed partnerships with training providers including Seagull Maritime, Green Jakobsen, Maersk Training, SimSea.

TRAINING ACADEMY

The training academy started its activities in 2010 with bridge, DP and engine simulators, instrumentation, refrigeration and hydraulics liquid cargo, TECDIS, and annual subscriptions to maritime accrediting bodies. Since then, many other programs have been implemented to meet market developments and customer requirements.

CATERING ACADEMY

Established in 2014, offering training and education programs in the catering department that goes beyond industry standards.

FUTURE LEADERS PROGRAM

A cadet program for seafarers to develop the future leaders onboard our vessels.

OSM BRIDGING PROGRAM

In this program, skills and knowledge of Seafarers coming from offshore vessels are aligned with cruise ship job requirements; free trainings and seminars enabling offshore crew to transfer to passenger ships.

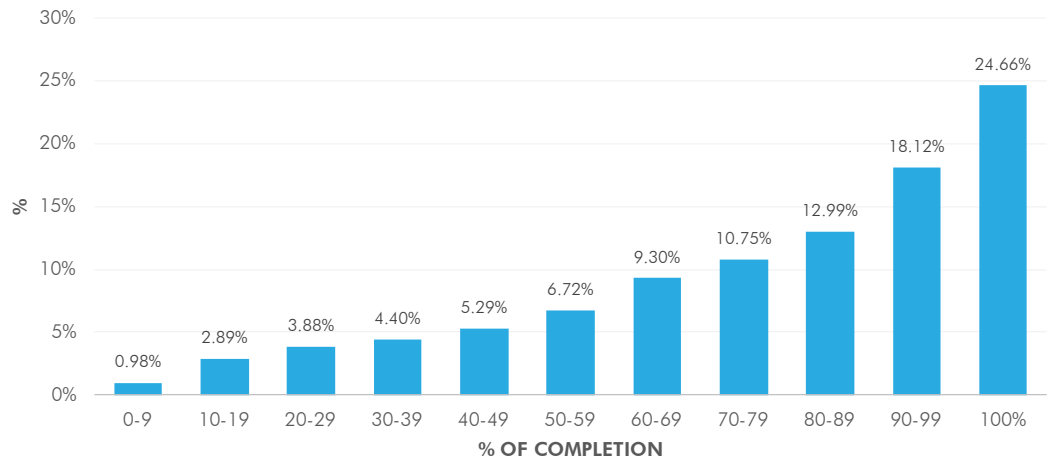
SEAGULL CBT

This is an interactive training which seafarers can take on board, and when completed, a training certificate will be provided.

In 2019, close to a quarter of our crew has completed all their required ed all their mandatory courses. Our average crew completion rate however is only 18%. In 2020, we are looking to enhance the average completion rate by more stringent monitoring and monthly updates.

COMPLETION RATE (%) OF SEAFARERS

Figure 12: Completion rate (%) of seafarers



ILEARN

Developed by OSM and launched in August of 2018, the cloud-based training solution iLearn is a reflection of our focus on People & Technology to support our sustainable growth. Easily accessed from ilearn.osm.no, it serves as an enhanced online training platform for OSM's global pool of seafarers. Designed with a learner-centric experience at its core, iLearn is mobile friendly and available in offline mode – enabling access anywhere, anytime.

iLearn also allows seafarers to learn from others in the OSM Learning Community, engage with teammates in Virtual Classrooms, and gain easy access to the support tools they need. In 2019, a total of 4725 courses were completed in iLearn

The following courses has the highest number of completions:

- Pre-Departure Orientation Seminar
- Pre-Employment Orientation Seminar / Human Relations
- Maritime Resource Management
- Cross Cultural Communication

LANTERIA LEARNING

Lanteria Learning allows employees on shore to further enhance their knowledge and competency through a web-based learning system. The LinkedIn training tool can be accessed online and offline and some of the courses will produce a certificate that will be uploaded and stored in LANTERIA, where the competence of our shore employees are managed.

ENGAGEMENT HIGHLIGHTS AS OF 8TH JANUARY 2020

2,358

Hours viewed

550

People logged in

462

People viewed content

5H 6M

Avg. time per viewer

Besides having technical skills, OSM also recognize the paramount importance of one possessing soft skills. This year, we have engaged an Organisational Behavioural Associate to focus on Human Element and soft skill development.

In 2019, we have conducted a workshop on enhancing onshore employee's communication and influencing skills. A series of soft skills development workshop will be organized through year 2020.



TEAM WORKING

Works effectively in a team-building productive working relationships through cooperation with colleagues, treating others with respect, resolving conflicts among team members and balancing individual and team goals.

COMMUNICATION AND INFLUENCING

Gives and receives communication clearly, precisely and in a convincing way to groups as well as individuals at all levels, including senior/line manager, colleagues and subordinates.

SITUATION AWARENESS

Accurately perceives the immediate environment (system or task) and external factors that may have an impact. Understands surroundings and predicts their status in the near future.

DECISION MAKING

Reaches systematic and rational judgements or chooses an option based on relevant information by analyzing issues and breaking them down into their discrete parts.

RESULTS FOCUSED

Focuses on achieving desired results and how best to achieve them. Takes conscientious action to get the job done, using initiative and energy, and demonstrating flexibility and emotional toughness.

LEADERSHIP AND MANAGERIAL SKILLS

Inspires, motivates and empowers personnel to perform at their best to achieve goals. Adjusts leadership style to situations, including those that develop suddenly or change rapidly.

Officers and crew seminars were also arranged at regular intervals to boost and refresh crew's knowledge / skills related to their day to day operations.

In 2019, the following topics were discussed:

- Preparations and onboard Management of Audits and Inspections
- Emissions Regulations 2020 essential key points for officers
- Managing shipboard performance and appraisals
- Learning on the move – byte sized wisdom
- One Safety Mindset and how to achieve this in your team (Behaviour-based safety)
- Dealing with Depression and Stress
- Preparations and Onboard Management of Audits and Inspections
- Emissions Regulations 2020 – essential key points for officers
- Crew Planning
- Travel Expenses
- Contract Extension
- Early Repatriation
- Lost Baggage
- CTM
- Cash Advance
- IRIS reporting & Risk Assessment
- PSC Back to Basics
- Deck Navigational Safety
- PMS Good Practices
- Engine Machinery performance, analysis and reporting
- Dry Commercial Management & Communication
- Wet Vetting and Safety Management
- Navigational Operations Challenges & Expectations
- Engine Room Operations Challenges & Expectations
- Maritime Crew Resource



Our AIM (Audits, Investigation, Mentoring) Team also provides mentoring sessions to our seafarers while boarding vessels. This includes topics ranging from behavioral based safety, environmental to total quality management.

The following CSR initiatives related to education is reported:

1. Management Trainee Programs in Cyprus and Singapore
2. Provide college scholarships to a total of 9 scholars in Philippines
3. Supplying / donating of school and sport supplies to various indigent communities in Philippine
4. Educational and career developments projects with local employees in Brazil
5. Supporting "Enkurs" – local school competition on maritime subject in Latvia which aims to promote maritime industry and encourage youths to join maritime academy and colleague after graduating schools in Latvia.



SDG 5

Gender Equality



Shipping has predominated known as a male industry, female represents only 2% of the of the 1.2 million seafarers. OSM recognize that Gender Equality is essential to eliminate poverty, maintain peace and to improve women and girls' position in the world. This year, OSM has incorporated Gender Equality as one of our development goals.

OSM supports Gender Equality through our Corporate Social Responsibility and Sustainability Commitment policy where it states that OSM does not tolerate any gender discrimination and sexual abuse.

In our new Singapore Office, we have also taken steps to ensure that a nursing room is incorporated in the office for our new mothers.

The need to gender equality was further reiterated in our annual Manila town hall where our Crew Director Julia Anastasiou and Managing Director of OSM Philippines Mailyn Borillo spoke to over 150 seafarers on World Maritime Day. In line with the theme, they re-enforced the importance of women empowerment in the Maritime industry.

OSM is also represented by our Crew Director, Ms. Julia Anastasiou, Managing Director of OSM Philippines, Ms. Mailyn Borillo and Branch Manager Ms. Nina Sue Da Silva in Crew Connect's first ever "Women in Shipping Summit". Our OSM female champions addressed challenges and issues on gender balance in the Maritime industry as well as solutions to resolve this gender diversity.

The World Maritime day theme for the year is "Empowering Women in the Maritime Community". Our Contract Manager, Mrs. Thaw Thaw Han attended the event as a speaker, highlighting initiatives the company has been undertaking to support Gender Equality in the company.

3 of our employees were also awarded the Outstanding Women Maritime Professionals by the Philippines Maritime Industry Authority (MARINA), Associated Marine Officers' and Seamen's Union of the Philippines (AMOSUP)

- Chief Engineer – Nina Sue Da Silva (First Chief Engineer of the Philippines)
- Chief Officer licensee – Thaddea Pearl Hangad
- Second Engineer licensee – Dyesebel Diaz



Ms. Georgia Demetriou, our group legal counsel joined the Women’s International Shipping and Trading Association (WISTA) as a young board affiliate for this year. WISTA is an international networking organization whose mission is to attract and support women at the management level in the maritime, trading, and logistics sectors. They promote diversity and empower women to lead through their unique perspective and competencies, with the conviction that gender diversity is key in providing a sustainable future for the shipping industry internationally.



Our Managing Director of OSM Philippines, **Ms Mailyn Borillo** was awarded the Circle of Excellence in the Asia CEO awards 2019 for the category Shero of the Year. The Shero of the Year Award recognizes women who have achieved recognizable success, overseeing organizations in the Philippines that have advanced the nation’s economic and/or social standing in the eyes of the world.



Our Crew Director **Ms. Julia Anastasiou**, has been awarded the prestigious award of “Young Entrepreneur in the Shipping Industry” by the Selection Committee of the Cyprus Chamber of Commerce and Industry (CCCI)

The award is given by the CCCI in collaboration with the magazine “Thessaloniki’s Dromena” and is aiming to promote youth entrepreneurship as well as participation in a global network of youth entrepreneurship.

WE ARE PLEASED TO NOTE THAT THE COMPANY EFFORTS IN ENHANCING GENDER DIVERSITY IS YIELDING POSITIVE RESULTS AND WE WILL CONTINUE TO DEVELOP ACTION PLANS TO FURTHER MAKE PROGRESS TOWARDS GENDER EQUALITY.

SDG 8

Decent Work and Economic Growth



OSM is committed to Ensure Decent work to our global network of employees and Economic Growth to our industry segment in all countries and offices locations. This commitment can be observed in our Business Strategy, as one of our Strategic Objectives is Sustainable Growth. We understand that the Sustainable growth that we aim can only be achieved with Decent work and Economic Growth of our people and communities.

OSM is a MLC certified or accredited company. With our annual internal and external audits, OSM can ensure the compliance with the labor rights of our seafarers. Our HSEQ team and HSE policy are in place to ensure the health and safety of our employees on shore and offshore.

“The MLC, 2006 sets out seafarers’ rights to decent conditions of work and helps to create conditions of fair competition for shipowners. It is intended to be globally applicable, easily understandable, readily updatable and uniformly enforced (ILO)”

According with ILO website, by the end of 2019, a total of 96 countries had ratified the MLC 2006 convention.

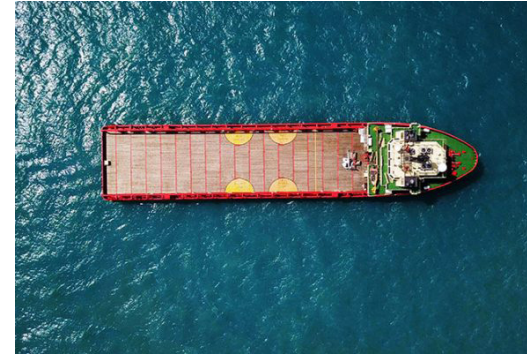
Although the Convention has not been ratified by all countries at this point, its effect is spread worldwide once vessels from non-signatory states that attempt to enter ports of signatory states may face penalties for non-compliance with it.

With a global presence, 30 offices in different countries, and managing 11,000 seafarers we understand that we are creating jobs worldwide and making a difference for the local communities and local economies, supporting SDG8 in this way. We also are highly averse to any form of corruption such as fraud, extortion and bribery. We are committed to act in line with all relevant rules and regulations and our BUSINESS ETHICS POLICY (FCO-POLICY-BE) reinforces this commitment.

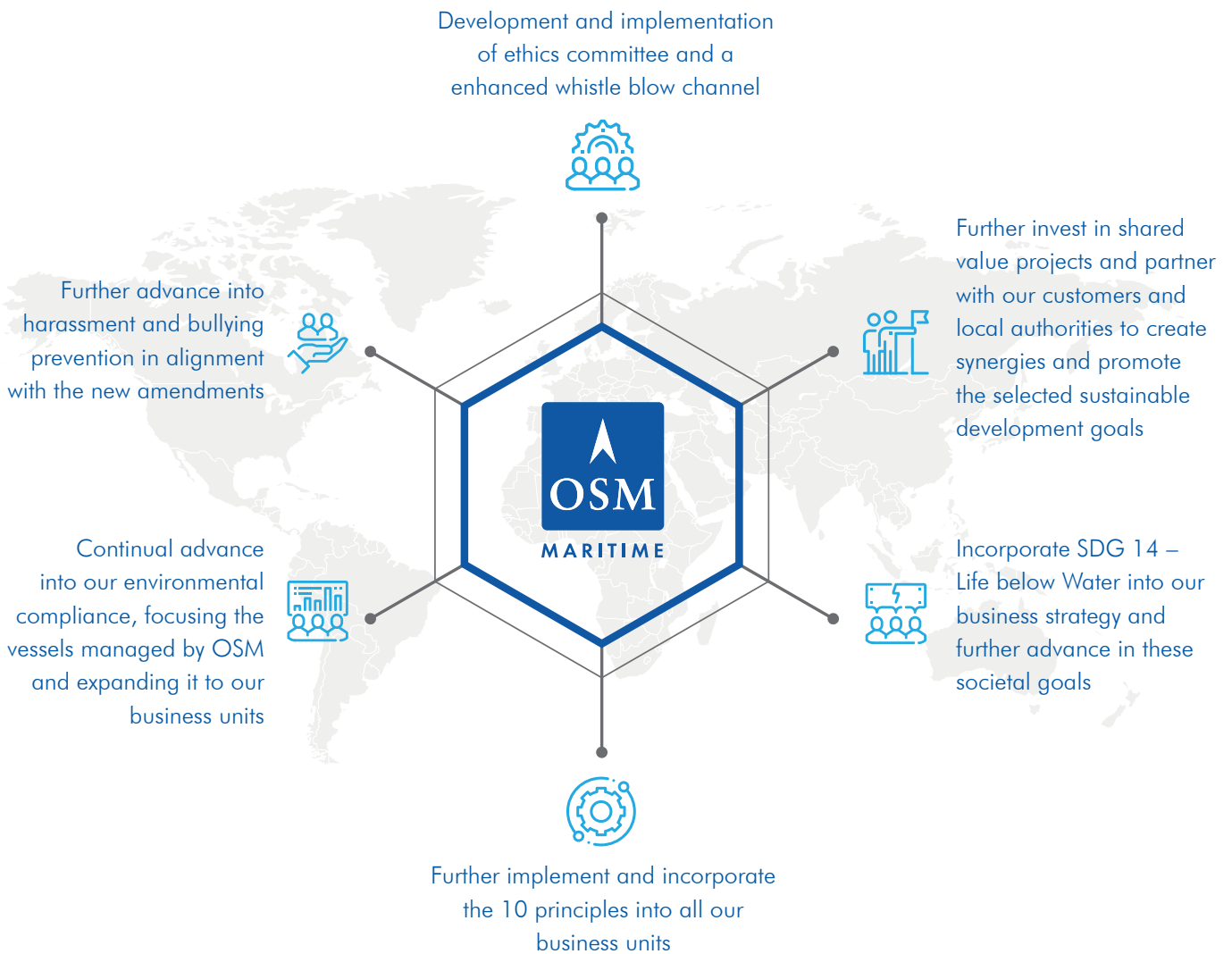
Some of the OSM offices are also TRACE certified, as stated earlier in this report.

UN recognized 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, allowing them to acquire the essential skillset and experience, preparing them to be future leaders of our industry.

THE COMMITMENT OF OSM WITH THE DECENT WORK AND ECONOMIC GROWTH IN THE COMBINATION OF CSR INITIATIVES PREVIOUSLY MENTIONED AND PRESENTED – ALL OF THEM COMBINED, SUPPORT AND REINFORCE SDG8 AND ARE ALIGNED WITH OSM MOTTO: “IT’S ALL ABOUT PEOPLE”.



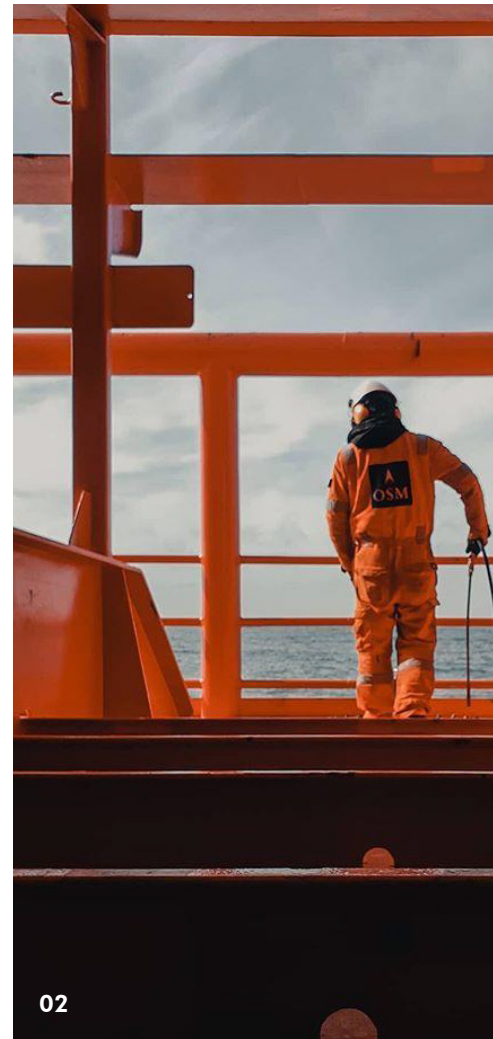
Next Steps





COMMUNICATION ON PROGRESS

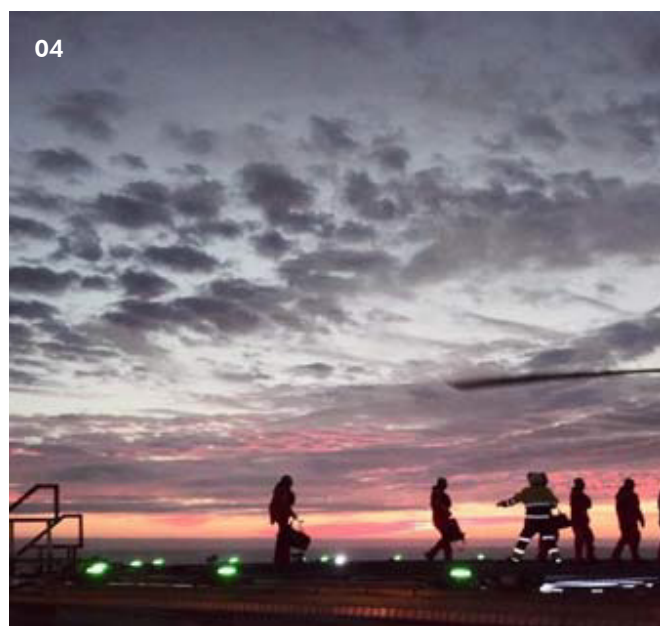
01



02



03



04

01. By Grant Arvin Vasquez onboard MT Sten Skagen
02. By Assistant Crane Operator Bjørn Kristen Jensen
03. By Klaus Grøndal
04. Sayan Princess



Attachment I: CSR Initiatives for 2019

Focus Area	Activity Report	Location
Charity	Organised 'Seafarer's Day'	Australia
	Participated in Limassol Marathon for charity	Cyprus
	Participation to the Cyprus Shipping Chamber Volleyball	Cyprus
	Donation from Employees for PASYKAF	Cyprus
	Collection of food and supplies for people in need during Christmas (distributed to local NGOs)	Cyprus
	Continuation of the charity box during the whole year in our office for clothes/shoes that will be donated to people in need (distributed to local NGOs)	Cyprus
	Charity event to orphanage	Croatia
	Collection of toys from employees and distributed to underprivileged children	Brazil
Education	Safety Program – Be Safe / Live Saving Rules	Brazil
	Management trainee program	Cyprus
	Supporting "Enkurs" – local school competition on maritime subject	Latvia
	Member of Norwegian Chamber of Commerce – support of Foster Family Association	Latvia
Environment	3 day environmental program organised. Topics discussed: 1. Ecological Footprint 2. Change of internal culture with environmental practices (delivery of reusable straws to all employees)	Brazil
	Water Consumption reduction campaign	Brazil
	Recycling in the office (plastic, metal, glass, paper, batteries)	Cyprus
Health	Eye specialist visits every 2 years	Croatia
	Reimbursement of medical treatment to employees such as laser eyes correction, spine treatment, lab tests	Ukraine
	15 minutes exercise group conducted by a professional twice a week	Brazil
	Participated in in São Silvestre 2019 Project – 15km run	Brazil
	Health Campaigns conducted: • Yellow September: Suicide Prevention • Pink October: Breast Cancer Prevention • Blue November: Prostate Cancer Prevention • Depressed: How we can take care of it? • HIV-AIDS Prevention • Vaccination Campaign (Influenza A and Influenza B)	Brazil
	Shiatsu day for employees by professional	Brazil
	Organised "Push for Better" campaign to raise awareness and funding for mental health	Australia
	Voluntary medical insurance for better medical treatment	Russia
	Sports Benefit	Russia
	Fruits distributed every month to promote healthy eating habits	Singapore

Attachment II: OSM Stakeholder mapping and relation – 2019

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
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

Interaction and Management 2019

- ISO 9001 OSM offices around the globe were audited in 2019 being accredited or re-accredited
- TRACE certification in key locations was maintained
- ISO 14001 certification was maintained in key locations
- Stakeholders engagement survey

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

- MLC certified and authorized
- Participation on the annual meeting
- Signed agreements and CBA`s for 2019
- Stakeholders engagement survey

- 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
- Stakeholders engagement survey

- 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
- Stakeholders engagement survey

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

- 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
- Stakeholders engagement survey

Next steps (from 2020 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

- 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

- 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

Attachment II: OSM Stakeholder mapping and relation – 2019

Stakeholder	Identity	Expectations from Stakeholders	Synergy/Interaction
Industry Organizations	<ul style="list-style-type: none"> • Associations on Oil and gas industryMaritime 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
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 2019

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

Next steps (from 2020 on)

- Implementing environmental programs and KPI's;
- Implementing the General Data Protection Regulation (GDPR);
- Start working with the Amendments of 2016 to the MLC 2006

- 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
- Stakeholders engagement survey

- 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

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

- 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

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

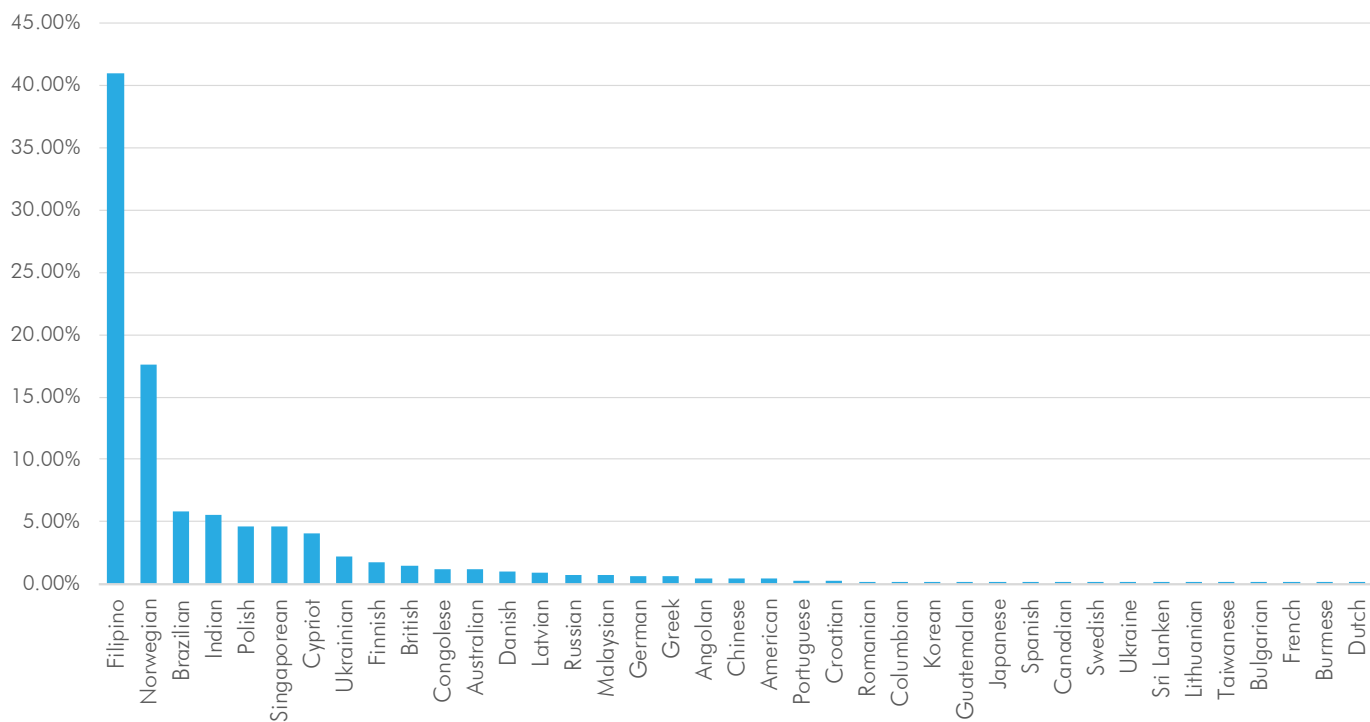
- Keep up the good communication with GARD
- Keep up the supplier contract management
- Develop the supplier audit and implement annual business review for critical suppliers
- Implement supplier quality evaluation verification
- Develop selection criteria and supplier's development program
- Developing new services inside OMS and reduce supplier service volume, were possible

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

10 principles of UNGC	Issues	Topic
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.
Labour rights	Safety, Health, and Wellness	1 - Health and well-being; 2 - Mental health; and 3 - Occupational health and safety.
	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; and 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.
	CO ₂ 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.
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; and 11 - Economic value added.
	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,

NATIONALITY (%) OF OFFICE EMPLOYEES

Attachment IV: Office employees as of 08 January 2020



It's all about
people



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