

Going Green: We take it personally for Sustainability
Sustainability Report 2023



Orient Overseas (International) Limited
(Incorporated in Bermuda with members' limited liability)
Stock code: 0316.HK



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This report can be downloaded from our website at:

<https://www.ooilgroup.com/corporate/environmentalprotection>

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This Sustainability Report has been translated into Chinese. If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.

此中文版可持續發展報告為英文版本譯本，如中、英文兩個版本有任何抵觸或不相符之處，應以英文版本為準。

Our Reporting Approach

This compilation is the corporate Sustainability Report by Orient Overseas (International) Limited (“OOIL”), which manifests our continual commitment to sustainability, transparency and accountability.

Reporting Scope

This report covers the significant environmental, economic and social aspects of the business arising from the principal activities of OOIL and its subsidiaries (the “Group”) during the reporting period between 1st January 2023 to 31st December 2023. It also reports on the key sustainability strategies, objectives, management approaches and initiatives taken by the Group to improve our performance in sustainability, transparency, and accountability.

This report would not have been possible without engaging our stakeholders. Throughout our sustainability journey, we have been constantly engaging with various stakeholders to collect important feedback on improving our sustainability performance and address their needs and expectations in this report. For more details, please refer to our Stakeholder Engagement section.

Reporting Standards

To continue with our commitment in aligning with international sustainability guidelines and principles, this report is prepared with reference to the Global Reporting Initiative (GRI) Sustainability Reporting Standards and based on the reporting principles of materiality, quantitative, consistency and balance, which have been set out in the Environmental, Social and Governance (ESG) Reporting Guide on The Stock Exchange of Hong Kong Limited, Appendix C2 of Main Board Listing Rules. This report also refers to the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to disclose how the Group manages climate-related risks and opportunities.

Report Assurance

This report has been assured by the independent business assurance service provider, Lloyd’s Register Quality Assurance (LRQA), with respect to the extent of its coverage and information provided with reference to our adopted reporting standards. In doing so, this demonstrates our commitment to high standards in governance, credibility and transparency. The independent assurance statement is presented on page 73 of this report.

Date of Issue April 2024

Group Companies





*“Towards green shipping
with hope and optimism”*

Chairman’s Message

I am pleased to share that Orient Overseas (International) Limited (“OOIL”) remained focused on sustainable development and decarbonisation in 2023, even in the face of turbulent challenges in the global container market. With the Group’s steadfast “Take It Personally” spirit, we are determined to set sail with hope and optimism and continue our journey towards green shipping.

As the core of the Group’s governance structure, environmental, social, and governance (ESG) elements have been incorporated into different aspects of the Group’s daily operations. A cross-departmental ESG Working Team has been established at OOCL to oversee the key ESG issues and review targets and new related regulations, as well as the Group’s strategies and policies. We understand the market and public expectations for reducing environmental issues, so we have been actively promoting the sustainable development path of OOIL and working hand in hand with other subsidiaries of COSCO SHIPPING Holdings to take part in the carbon inventory project of COSCO SHIPPING Group, which contributes to the development of national carbon neutrality action plan.

At the 28th United Nations Climate Change Conference of the Parties (COP28), shaping a sustainable future for the shipping industry was seen as one of the key topics in the decarbonisation agenda of the global economy. The adoption of different low-carbon fuel alternatives and various climate solutions have been actively discussed, which also echoes the 2023 IMO Strategy on Reduction of GHG Emissions from Ships and its vision for the industry to achieve net zero emissions by 2050. In 2023, OOCL continued to accelerate the pace of energy conservation, emission reduction and green technology application.

We arranged the supply of a B24 biofuel blend, which contained Used Cooking Oil Methyl Ester (UCOME) and Very Low Sulphur Fuel Oil (VLSFO), to our container vessel to achieve our decarbonisation goals. In the meantime, our earlier newbuilding order of the seven methanol-compatible 24,000 TEU container vessels has also laid a good foundation to apply green fuel technologies and deliver high-quality and reliable services in the future. At the moment, a series of 12 units of 24,188 TEU container vessels are being delivered to our fleet. These new vessels not only modernise the

Group’s service with new technologies and configurations, but also improve our cost-effectiveness and market competitiveness. These are also crucial to maintain our world’s first echelon status and prove our commitment to sustainability.

The Group is actively seeking practical solutions in offshore and onshore operations and is committed to meeting the changing compliance needs and providing more opportunities for the carbon reduction journey. We are investigating the application of different green technologies and intelligent solutions, such as using blockchain technology to facilitate the information exchange and digital transformation in the shipping industry through Global Shipping Business Network (GSBN). We have developed our own Emission Trading System Monitoring Dashboard in preparation for European Union Emission Trading System (EU ETS). Besides, The Stock Exchange of Hong Kong has published an ESG consultation paper regarding enhancement of climate-related disclosures and alignment with the International Sustainability Standards Board (ISSB) Adoption Guide. We will continue to pay attention to the latest market trends on the new sustainability reporting

requirements to get ready for the changing business environment and support our business and operational strategic planning.

As always, the Group firmly believes that employees are the most important assets. To ensure decent and inclusive working conditions, we not only emphasise adherence to all standards and guidelines related to employees’ ethics and rights, but also create a culture of fairness, candid communication, and emphasis on recognition through clear policies and active communication. We are keen to provide our employees with long-term and diversified development opportunities through various training programmes. More importantly, we must not neglect the health and safety of our workplace and strive to create a zero-accident working environment.

Security is of utmost importance in business operations. Every year, we actively invest resources to reinforce and maximise the security level of the Group. In terms of cybersecurity, we stipulate a series of network activities, processes and security measures based on internationally-recognised industry standard. A Big Data Security Analytic project has also been initiated to further reduce the risk under cyber-attacks. These effectively protect the Company’s IT systems, applications, network infrastructure, and safeguard the data of customers, employees and business partners. To ensure our employees are equipped with sufficient cybersecurity knowledge and awareness, we conducted initiatives such as annual cybersecurity training and mandatory test, which play an important role in protecting our assets.

The Group is also highly concerned about mitigating the external emerging risks which may have significant impacts on our business strategies. Due to the geopolitical tensions of the Red Sea region, commercial vessels on the main maritime trade

routes between Asia and Europe are exposed to security uncertainty. Carriers have to reroute further afield instead of the Suez Canal, leading to longer sailing distance and increased shipping emissions. Gradual changes in the natural environment, such as falling water levels in major canals, can also disrupt shipping routes. In fact, the volume of canal transits in Panama Canal has been restricted due to more frequent drought conditions. More unsettled weather conditions in the future may lead to reduced seaborne trade flows and increased port congestion. To ensure the safety of crew and cargo, OOCL is paying close attention to the development of the situations and evaluating the feasibility of various plans and countermeasures based on different conditions.

We are always devoted to giving back to society in multiple ways to demonstrate the Group’s another core value, “Community Responsibility”. Besides contributing to environmental protection, we focus on collaboration with other non-governmental organisations to drive a variety of projects related to Education of Youth, Community In-Need, as well as Promotion of Arts and Culture, creating value for the community in which we operate. In 2023, our operations worldwide were dedicated to launching a diverse range of community service events. I am incredibly proud of the selfless contributions of our colleagues. We will continue to review the Group’s social impacts and work with other stakeholders to benefit society.

2023 was a remarkable year. OOIL was continuously included in several most-recognised ESG indices locally and internationally, namely Hang Seng Corporate Sustainability Index, Dow Jones Sustainability Asia/Pacific Index, and FTSE4Good Developed Index. In addition, we were glad to be ranked as the “Top 1% S&P Global ESG Score (Chinese Corporate)” in the industry. These inclusions and achievements not only recognise

OOIL’s outstanding performance in ESG practices and disclosures, but also reflect our desire to create value for our stakeholders and foster sustainable development. To strengthen our competitiveness and capabilities, we will continue to reinforce strategic dual-brand cooperation and develop digital transformation as long-term direction. In the coming year, we look forward to working with our stakeholders to play an active role in making sustainable shipping a reality.

Wan Min
Chairman
April 2024

Board Statement

The Board of Directors of the Company (the “Board”) delegated the OOCL Executive Committee (EXECO) to oversee all key Environmental, Social and Governance (ESG) issues, strategy reporting principles, boundaries. The EXECO is also responsible to endorse ESG targets and changes in key ESG items, if any. An ESG Working Team was established to oversee the key ESG issues, position sustainable development, as well as to review targets, strategies and policies. With the support from and approval by our management team, the ESG Working Team is coordinated by Risk Management Unit of Legal and Risk Management Department (LRM Risk Unit) and comprised of representatives from Corporate Sustainability Affairs Team, Corporate Human Resources, Fleet Management Department, Internal Audit Department as well as LRM Risk Unit.

A series of environmental targets is in place to meet the ESG reporting requirements by The Stock Exchange of Hong Kong. The target aspects cover reduction in direct and indirect Greenhouse Gas (GHG) emission intensities, onshore and vessel general waste intensities, vessel hazardous waste intensity, and onshore and vessel freshwater consumption intensities. The achievement status of these targets is reviewed by the EXECO annually to ensure that our headquarters, global regional offices, and vessels are at a satisfactory pace to achieve the respective targets. Upon review, the Key Performance Indicators (KPIs) in 2023 are in progress towards these targets. With the collective effort from functional departments, the ESG Working Team and the EXECO, this ESG reporting mechanism allows the respective Committees and the Board to be informed and reported on how the key ESG-related issues are being managed and overseen in a structural and systematic approach.

The Stock Exchange of Hong Kong has published an ESG consultation paper to further align the existing sustainability reporting standard with the International Sustainability Standards Board (ISSB) Adoption Guide. We are closely monitoring the status of the new climate-related disclosure requirements and are fully prepared for upcoming compliance needs.

Since the establishment of the Internal Control Enhancement Process of ESG Management, we have been following and implementing the key controls to mitigate the potential legal and compliance risks, business risks, financial risks, reputational risks, as well as internal control failures brought to the Group by inadvertent acts. The Internal Control Enhancement Process of ESG Management is intended to optimise process activities and improve the comprehensive efficiency of the ESG management process through reducing invalid and repeated operations.

The Group continued to strive for more sustainable operations by ordering methanol-compatible 24,000 TEU container vessels, adopting biofuel, optimising green IT solutions, reviewing the Group’s GHG emissions along our value chain, and so on. In particular, the delivery of newly built 24,188 TEU container vessels and the success of the biofuel usage provide us with certainty to the improvement of our cost-effectiveness and market competitiveness, which gives us increased clarity over the next steps in our decarbonisation journey. Throughout 2023, we received valuable recognition of OOIL’s outstanding performance in terms of ESG practices and disclosure. We are glad to have been included in the Dow Jones Sustainability Asia/Pacific Index, the FTSE4Good Index Series, and the Hang Seng Corporate Sustainability Index. In addition, we were ranked as being in the “Top 1% S&P Global ESG Score (Chinese Corporate)” in the industry.

To ensure data integrity, we achieved a limited level of assurance by Lloyd’s Register Quality Assurance (LRQA) for the data published in the Sustainability Report using the Global Reporting Initiative (GRI) principles. Upon the external audit, no material issue regarding the stakeholder inclusivity, materiality, responsiveness and reliability was identified in the data of the Sustainability Report.

OOCL is committed to conducting our business with high standard and based upon ethical best practices and principles. To uphold the corporate compliance standards in this ever-changing business environment, a series of seven courses of OOCL Corporate Compliance Training was implemented. Code of Conduct e-Learning, mandatory for all our employees, was launched to refresh our colleagues’ knowledge on areas such as compliance with legal standards, anti-bribery and anti-corruption, anti-harassment, and personal data protection. A Sanction Compliance Training was arranged to equip our employees and Third-Party Agents with necessary compliance knowledge. Global employees from OOCL are also required to declare any possible conflict of interest annually.

In light of current and projected Panama drought conditions, the Group moderates and aligns our network to respond to these climate-related challenges and minimise the impacts to our customers. In the meantime, we carefully consider the volatile and geopolitical situations of Red Sea/Gulf of Aden which has caused disruption of the global network. To prioritise the safety of our seafarers, vessels and customers’ cargo, active contingency measures are in place.

Our Business

Headquartered in Hong Kong, China, Orient Overseas (International) Limited (“OOIL”), a company with total revenues in excess of US\$8.3 billion, has principal business activities in container transport and logistics services. OOIL is listed on The Stock Exchange of Hong Kong and has over 430 offices in approximately 90 countries / regions.

Our Philosophy

Mission Statement

To be the best and most innovative international container transport and logistics service provider; providing a Vital Link to world trade and creating value for our customers, employees, shareholders and partners.

Core Values



Segment Information

The principal activities of the Group are container transport and logistics services. Container transport and logistics services include global containerised shipping services in major trade lanes, covering Trans-Pacific, Australasia, Trans-Atlantic, Asia-Europe, Intra-Europe and Intra-Asia, Latin America, Mediterranean-West Africa, Asia-Africa Trades, and integrated services over the management and control of effective storage and flow of goods.

Business Description

Liner Services

OOCL is one of the world's largest integrated international container transportation and logistics companies. As one of the most recognised global brands, OOCL provides customers with fully-integrated logistics and containerised transportation services, with a network that encompasses Asia, Europe, the Americas, Africa and Australasia.

OOCL is well respected in the industry with a reputation for providing customer-focused solutions, quality services and continual innovation. It is also an industry leader in the latest technologies to enhance global supply chains. OOCL's modern fleet includes some of the youngest, largest, fuel efficient, and environmentally-friendly vessels carrying cargo on hundreds of trade routes around the world, providing a vital link in Global Trade.

Logistics Services

As a world-class provider of innovative logistics and supply-chain services and solutions, OOCL Logistics has an extensive network of more than 140 offices in over 50 countries / regions.

Providing advanced customer-specific solutions through its value-creating services and IT technology in supply-chain management, OOCL Logistics' dedicated and experienced professionals focus on serving customers with global sourcing and supply-chain-management needs, creating value through innovative end-to-end international logistics programmes. It is also a leader in providing sophisticated transportation, warehousing and distribution services in the Mainland China, offering professional and efficient 3PL and 4PL solutions. As a global company based in Asia, OOCL Logistics is exceptionally positioned to serve both international and domestic customers in the world's fastest-growing markets.

Digital Transformation Services

IQAX Limited (IQAX) is a global information technology company that develops intelligent solutions on strong digital foundations of blockchain, the Internet of Things (IoT), big data, and artificial intelligence (AI) to drive the industry forward, facilitate access to a broad range of data, and respond almost instantaneously to supply chain disruptions.

IQAX connect shippers, freight forwarders, carriers, terminals, and financial institutions, empowering them with digitised solutions to meet emerging business challenges throughout the supply chain.

Approach to Sustainability

The Group is committed to incorporating sustainability into our business operations. We have been proactively developing and managing our Environmental, Social and Governance profile through building trust with our stakeholders. With the formulation of our Sustainability Strategy, various sustainable development goals and objectives have been established in tackling global environmental and social challenges that we are facing today. Looking ahead, we will continue exploring new sustainable development opportunities to create long-term value for our stakeholders.

Corporate Governance

The OOIL Group believes that the success of our Company is built on the commitment to a high level of ethical and professional Code of Conduct. The Group is committed to honesty, integrity and fairness in everything it does, and expects all employees to know and adhere to the standards. Our customers judge our Company not only by the quality of the products and services we provide, but also by the professional conduct and business ethics of our employees.

Governance Framework

The Board of Directors of the Company (the “Board”) and the management of the Company are committed to maintaining high standards of corporate governance. The Company considers that effective corporate governance makes an important contribution to corporate success and to the enhancement of shareholder value. The Company has adopted its own corporate governance code (the “CG Code”), which in addition to applying the principles as set out in the Corporate Governance Code (the “SEHK Code”) contained in Appendix C1 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), also incorporates and conforms to local and international best practices. The CG Code sets out the corporate governance principles applied by the Company and its subsidiaries (the “Group”) and is constantly reviewed to ensure transparency, accountability and independence. Throughout the year 2023, the Company complied with the SEHK Code.

The Board currently comprises of three Executive,

four Non-Executive Directors and five Independent Non-Executive Directors. More information can be found in our 2023 Annual Report, under the Corporate Governance Report section. The OOCL Executive Committee (EXECO) comprises members of the top management team and is led by the Chief Executive Officer. The EXECO sets the corporate agenda and establishes strategic directions of Environmental, Social and Governance (ESG) initiatives from a macro perspective by endorsing ESG targets, evaluating and addressing any associated risks and opportunities that would help improve or raise the company’s overall performance.

At OOCL, an ESG Working Team was formed to ensure the effective compliance of all present and future mandatory disclosure requirements. The ESG Working Team is coordinated by Risk Management Unit of Legal and Risk Management Department (LRM Risk Unit) and comprised of representatives from Corporate Sustainability Affairs Team, Corporate Human Resources, Fleet Management Department, Internal Audit Department as well as LRM Risk Unit. With the support from and approval by our management team, the ESG Working Team is responsible to review, manage and oversee the stakeholder engagement process and materiality analysis results. Moreover, it will submit targets that are proposed by corresponding functional departments to the EXECO and the relevant committees for review and endorsement. The Risk Committee and Compliance Committee at the corporate level will be informed about the decisions and approvals made by the EXECO, which will then be reported to the Board. The formation of the ESG Working Team reflects our strong commitment to ESG and Corporate Social Responsibility (CSR). With the collective effort from functional departments, the ESG Working Team and

the EXECO, this ESG reporting mechanism allows the respective Committees and the Board be reported on how the key ESG-related issues are being managed and overseen in a structural and systematic approach.

To better oversee and manage the implementation of our policies on environment and biodiversity, occupational health and safety, security and supply chain ESG issues, OOCL has established a Corporate Safety, Security and Environment Protection (SSE) Steering Committee at the corporate level and a Regional SSE Committee for each region. The Corporate SSE Steering Committee’s role is to set direction and policies for SSE and ensure the proper execution of related corporate directives and policies in all corporate departments and regions. Respective Corporate Functional heads of the committees will work out the directions and policies for review and endorsement by the Corporate SSE Steering Committee in order to ensure compliance of the concerned functional areas in each corporate region. The Steering Committee is chaired by a designated representative titled Global Safety, Security and Environmental Protection Officer (GSSEO), who takes a proactive role in overseeing and supporting all relevant legal and regulatory requirements for environment and health & safety. The GSSEO would advise the Corporate Steering and Regional Committees of the latest regulatory, market and competitive developments, and report on the key issues and latest SSE development in the Group. The GSSEO also coordinates SSE policies and implementation efforts with the relevant Corporate Functional Departments and Regions, as well as report to the Steering Committee members on key issues and latest SSE developments in the Group in a timely manner. This ensures the proper execution of our SSE policy in all corporate departments, regions and vendors.

Risk Culture

The Group is dedicated to upholding a risk-intelligent culture and emphasising the importance of quality service, customers and employees. We aim to embed risk awareness and a control mindset into our corporate culture by providing training to all employees. To achieve continuous improvement in our risk management practices, the Group re-assesses risk appetite on a regular basis and has established procedures to ensure the effective implementation of risk responses. Our process allows functional units identify and report the material risk events through established channels so that the right information can be communicated at the right time to the right people across the group.

Risk Management Framework

OUIL has set up and integrated risk management framework with a “three lines of defence” model as a precautionary approach to identify, evaluate and manage major and significant risks, including climate-related and ESG-related risks, that may bring material impact on the Group’s business. The Group’s Enterprise Risk Management is a group-wide, integrated framework for managing risks for the Group and consists of assessment of the likelihood and magnitude of the impact of identified potential risk events. These events are identified and prioritised according to their influence and impact on the Group’s strategies, objectives and ability to achieve objectives. This framework helps the Group to achieve business objectives and manage unexpected business volatility and to create value. Under the model, corporate functional units act as the first line of defence, LRM Risk Unit act as the second line of defence with Internal Audit Department being the third line of defence. The Group monitors risks using a principal risk dashboard and a functional risk dashboard. Principal risks refer to major risks whose potential consequences are significant at a group level, for instance, ESG risks and cybersecurity issues. Functional risks refer major risks of an operational nature, capable of being quantified in the form of key risk indicators and monitored regularly at the level of functional units.

On behalf of the Board, the Risk Committee sets the strategic direction for multi-disciplinary risk management, which covers operational, climate change mitigation, health & safety, human rights, anti-corruptions, and other business and ESG issues. These specific risks are owned, identified, proceeded and assessed by the company-wide functional units. The precautionary and mitigating responses proposed by functional units are checked, measured and monitored by LRM Risk Unit through the functional risk dashboard. Key risks identified are reviewed regularly by the Group’s management. The effectiveness of the risk management system is assessed by the Internal Audit Department. The Board conducts review on the effectiveness and adequacy of the risk management and internal control systems by reviewing the work performed by the Risk Committee and Audit Committee annually.

Operational Risk Assessment - The purpose of the Operational Risk Management guidance is to align with the EXECO directive to implement an Operational Risk Management process and report operational risks. By integrating Operational Risk Management into our daily business activities, we can prevent and minimise harm to people, loss to business and damage to environment that may arise from our operations. Operational Risk Management shall be implemented company-wide and reports back to EXECO on a quarterly basis through the SSE Committee. All functional departments and regions are to be accountable for identifying, assessing, controlling, reviewing and reporting operational risk areas that fall under their respective functional and regional scope. While an incident summary is one source where risks can be identified, this directive encourages a fresh look at our operations to identify new risks while managing existing ones.

Our Policies

Anti-Corruption - In the interest of adhering to the highest ethical standards, the Group has a formulated Code of Conduct which serves as a guideline to ensure compliance with all local, national and international legal standards and to preclude offences under local, national and international laws, any breaches of confidentiality, non-disclosure requirements or intellectual property rights and any conflicts of interest, acts of bribery, corruption or political contribution and any other areas of deemed misconduct. Our Management takes oversight and implementation of our policies against bribery and corruption very seriously. The Group’s Code of Conduct has a chapter on “Bribery and Corruption” which provides a clear and comprehensive guidance on how to conduct business in an ethical, fair and legal manner. The Company will regard any violation of this policy as a serious matter and it will result in disciplinary action, including employment termination, that is consistent with relevant and applicable laws. Regional and function-specific training on anti-corruption and anti-bribery policies are offered to our employees. In addition, comprehensive procedures are in place to address, identify, manage and control risks that may contain elements of corruption and bribery, with an impact on the business of the Group. These procedures are covered in the Group’s “Whistle Blower Policy”.

We conduct a mandatory vendor assessment for all new intermediaries including vendors, suppliers, agents, and contractors to confirm their compliance to our Code of Conduct. This assessment serves as a channel to communicate with our intermediaries regarding our company policy. Once operations along our value chain are identified to be at high risk for corruption, comprehensive anti-corruption procedures would be applied to address the issue, which may come in forms of all kinds of bribe, misconduct, and facilitation payment. It allows us to take immediate actions if any corruption and bribery risks are identified. OUIL is a member of the Maritime Anti-Corruption Network (MACN), working together to eliminate all forms of maritime corruption and foster fair trade practices. Following the MACN Anti-Corruption Principles, we avoid all kinds of bribe, facilitation payment, and corruption by adopting shared methodologies, framework, risk assessment tools, training, and campaign, helping our employees and third parties to strengthen the anti-corruption approach. Not only do we work with MACN, but our Company also engages with different industry members, local governments and civil societies to reinforce and promote the culture of integrity through collective action.

Our current approach is considered to be effective and sufficient. We have not received any reported cases of corruption within the Group and we ensure that all our practices are in full compliance with relevant laws and regulations. We will continue monitoring and reviewing our policies and practices to maintain “zero corruption”. We constantly monitor and evaluate the need to launch comprehensive anti-corruption risk assessments for our existing and new global offices, business partners, vendors, suppliers and agencies.

Whistle-Blowing Framework – The Group’s “Whistle Blower Policy” is one of our formalised procedures through which employees can anonymously file reports or register concerns and help govern the reporting and thorough investigation of allegations of suspected improper activities. Concerns regarding accounting, internal accounting controls and auditing matters can be reported by employees to the Audit Committee without fear of dismissal or retaliation. The Audit Committee will review each complaint, the investigations and the follow-up actions, including disciplinary actions, by management on substantiated cases. This framework helps ensure that the Group complies with all the applicable laws and regulations, accounting standards, accounting controls and audit practices.

Extortion, Fraud, Money Laundering & Other Related Crimes – The guidepolicy of Code of Conduct requires all employees to comply with any laws, rules and regulations that are aimed at preventing, detecting and remedying economic crime and, in particular, fraud, extortion, money laundering and other related crimes. Employees must not engage criminal activities nor choose to ignore them. We ensure that all our business practices and operations are in full compliance with relevant laws and regulations and during the reporting year, no such crimes have been discovered.

OOCL’s Sanctions Compliance Policy – Sanctions are national and international rules and regulations which regulate or prohibit activities with or in certain countries, with certain persons or entities and in respect of certain goods and services. The international nature of OOCL’s activities means that its activities will be affected by sanctions and it is very important that all employees of OOCL understand fully the need to comply with such rules and regulations on sanctions.

To reinforce OOCL’s commitment to sanction compliance, the Board of Directors of OOCL has endorsed the Sanctions Compliance Policy which sets out the Policy and procedures put in place to

ensure that all employees of OOCL are and remain committed to ensuring compliance with it.

Tax Transparency – Tax contribution and tax compliance are fundamental responsibilities of OOIL as a corporate citizen in order to support the sustainable development of societies in which we operate. Management sees integrity in compliance and reporting in each jurisdiction as the primary tax strategy of the Group. The corporate tax team oversees local tax payments and performs periodic reviews of local tax expenses, budgets, and forecasts to ensure a responsible and fair amount of tax is paid in all operating countries or regions.

As part of the Audit Committee’s review of the Group’s financial information, and of its oversights of the Group’s internal control and financial reporting system, the Audit Committee discusses the Group’s tax position, including related tax risks, with the Group’s management and auditors during each Audit Committee meeting. The Audit Committee will also report to the Board on the adequacy of any tax provisions and on the sufficiency of the tax-related staffing resources of the Group.

OOCL Corporate Compliance Training – Being a responsible corporate citizen, OOCL upholds the corporate compliance standards in an ever-changing business environment. It is important for us to refresh our knowledge and understanding as the laws and regulations are constantly evolving. We launched a series of seven online training courses on OOCL Corporate Compliance Training.

The themes of the seven courses are Code of Conduct, Cyber Security Awareness, Warehouse Risk Management, SSE Awareness, Dangerous Goods, the Ocean Shipping Reform Act of 2022, and Competition Law Online Programme. The series covers OOCL employees in respect of various training objectives and requirements. To ensure and align the understanding and expectation of our business representatives to the relevant compliance requirements and the Company’s standard, some of the courses were extended to our Third-Party Agents who work on our behalf.

Code of Conduct e-Learning – OOCL is committed to conducting business and managing the organisation with honesty, integrity, and fairness. To uphold a high standard of business ethics, further to the Code of Conduct as one of the Company’s policy, we launched a Code of Conduct e-Learning and make it mandatory for all our employees and business representatives. Global employees from OOCL will need to complete the training biennially and declare any possible conflict of interest annually.

With the use of real-life scenarios, the e-Learning will help our learners better understand and align with the Company’s expectations and standards of behaviour in conducting business. It covers four learning areas, namely Legal Compliance, Job and Business-related Requirement, Workplace Discipline, and Non-Compliance and Misconduct.

Inspection Policy on Dangerous Goods (DG) Containers – To increase the safety of our employees, customers’ cargo and properties on shore and at sea when carrying DG containers, the SSE Steering Committee has decided to apply an inspection policy on DG containers. The inspection programme will raise awareness of cargo safety amongst shippers, contribute to safer cargo transport and reduce risk and costs arising from DG incidents.

Business Recovery and Continuity Process – To maintain business process and ensure business integrity during periods when the Company’s system applications or offices cannot be accessed due to exceptional events such as natural disasters, Business Continuity Plans (BCP) are in place for all regions in which we operate. Each local BCP is customised according to the possible natural disasters or severe incidences that might happen in the area. All local BCPs are reviewed periodically and updated upon external changes that could create huge impact on our office.

Corporate Safety, Security and Environment (SSE) Policy

OOCL goes the extra mile to make safety and security a top priority in our business operations, onshore and at sea, including people, cargo, ships and facilities. We maintain the highest safety and security standards and recognise that businesses must take responsibility for their industries' effects on the environment so OOCL proactively demonstrates our concern for the environment at every level of our organisation.

OOCL is committed to:

- Applying industry best practices, and going above and beyond compliance with relevant rules and regulations on Safety ^[1], Security ^[2] and Environment ^[3]
- Establishing and improving safety, security and environment objectives and targets
- Proactively promoting an Onboard Safety Culture and engaging in the highest levels of training
- Participating fully in the prevention and suppression of security threats against supply chain operations under our control and carrying out risk assessment on a continuous basis
- Using resources ^[4] efficiently and applying innovative voluntary measures to minimise the impacts on the environment and natural resources
- Regularly communicating our SSE Policy to all staff and business partners throughout the supply chain
- Continually re-assessing and upgrading our SSE commitments
- Serving our stakeholders by assessing their needs and providing information
- Taking every precaution to avoid any health & safety risks in business activities and services to employees, business partners and communities
- Identifying, evaluating and mitigating climate-related issues and risks in our business operations

OOCL evaluates opportunities for working with responsible business partners to achieve our sustainable procurement objectives at every level of the supply chain. We also strive to ensure that our commercial relationships are formed with partners that share our values on safety, security and environmental care and sustainable business practices.

[1] "Safety" includes but is not limited to the providing of a safe working environment to protect employees from occupational hazards.

[2] "Security" includes but is not limited to the preventive measures to ensure security onshore and onboard, as well as cyber security.

[3] "Environment" includes but is not limited to air and greenhouse gas emissions, discharges into water and land, generation of hazardous and non-hazardous waste, and biodiversity issues.

[4] "Resources" include but are not limited to energy, water and other raw materials.

We believe that our strategies and approaches to sustainable development drive a long-term value creation for our business and stakeholders. As stated in OOCL's Safety, Security and Environment (SSE) Policy and Sustainable Procurement Policy, we are committed to maintaining high environmental standards throughout our whole supply chain and at different stages of business operations, covering vendor/supplier management, delivered services to customers, newly deployed projects and facilities, transportation/logistic processes and management of generated waste. These policies are primarily focused on addressing the risks and opportunities in our business and incorporate the economic, environmental and social approaches to sustainability into our decision-making process.

Guidelines for Safety, Security & Environmental Care (SSE) Incident Reporting –

Incidents that threaten life, cargo and property may occur in our business operations. Through SSE Incident Reporting, we can capture incident trends and lessons learnt so we can prevent the same from happening in other regions and in the future. All incidents related to safety, security and/or environment should be reported according to the escalation matrix in our Corporate Emergency Response Plan (CERP). Types of reportable incidents include:

- Fatalities
- Staff work injuries, incurring lost workday(s)
- Truck / feeder / rail / land facility accidents with injuries
- Fire accidents causing property damage
- Security threats and breaches
- Environmental pollution / contamination to water and to land
- Cargo / container accidents which cause or threaten to cause injuries, security breaches, pollution and serious property damage

Safety, Quality and Environment Management System –

OOCL was the first container shipping line in the world to have achieved the Safety, Quality and Environmental (SQE) Management System certification in 2002. The certification consolidates the International Safety Management (ISM) Code, ISO 9001 and ISO 14001 requirements.

Shipboard Safety, Quality and Environmental (SQE) Monitoring and Reporting –

According to our certified SQE Management System, it is required all of our vessels to implement and maintain the Shipboard Safety, Quality and Environmental Monitoring and Reporting. Our SQE Coordinator is responsible for monitoring of vessel safety and environment protection. Upon receipt of all Master's Reviews from vessels the SQE Coordinator shall carry out a study of the Reviews. The SQE Coordinator also has to instigate necessary follow-up actions and report such actions and recommendations to the Fleet Management Department in headquarters.

External Recognition



Hang Seng Corporate Sustainability Index Series Member 2023-2024

Hang Seng Corporate Sustainability Index – OOIL has been listed as a constituent stock on the Hang Seng Corporate Sustainability Index ("HSSUS") and Hang Seng Corporate Sustainability Benchmark Index ("HSSUSB"). The HSSUS consists of the 30 Hong Kong-listed companies which have the best performance in corporate sustainability, and is an index listed under the Hang Seng Corporate Sustainability Index Series. OOIL has also been included in other climate-related Hang Seng Index (HSI) indices, namely: Hang Seng ESG 50 Index, HSI ESG Enhanced Index, HSI ESG Enhanced Select Index and Hang Seng Climate Change 1.5°C Target Index. Among them, the Hang Seng ESG 50 Index includes the top 50 mid- and large-cap Hong Kong-listed companies that perform best in ESG. These inclusions recognise the company's consistent commitments to enhance the integration of international principles into its corporate operations and business activities.

FTSE4Good Index Series – OOIL has been included in the FTSE4Good Index Series. Created by the global index and data provider FTSE Russell, the FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong ESG practices. The FTSE4Good indices are used by a wide



FTSE4Good

variety of market participants to create and assess responsible investment funds and other products. FTSE Russell evaluations are based on performance in areas such as Corporate Governance, Health & Safety, Anti-Corruption and Climate Change. Businesses included in the FTSE4Good Index Series meet a variety of environmental, social and governance criteria.

Dow Jones Sustainability Indices – OOIL was continuously selected by Dow Jones Sustainability Indices (DJSI) to become a constituent of Dow Jones Sustainability Asia/Pacific Index (DJSI Asia/Pacific) in December 2023. DJSI Asia/Pacific was designed to measure the performance of Asia-Pacific sustainability leaders and consists of the top performers in their regions. As one of the world's largest integrated container transportation and logistics services providers, OOIL has consistently taken a leadership role in advancing sustainability, through implementing numerous initiatives to address environmental and business challenges.

S&P Global's Sustainability Yearbook (China Edition) 2023 – OOIL was listed in S&P Global's Sustainability Yearbook (China Edition) 2023, and ranked as being in the "Top 1% S&P Global ESG Score (Chinese Corporate)" in its industry.

The 88 companies listed in the Yearbook were selected from around 1,600 Chinese companies from 60 industries. Inclusion in the S&P Global's Sustainability Yearbook (China Edition) 2023 is clear and valuable recognition of OOIL's outstanding performance in environmental, social, and governance practices and in ESG disclosures. The group will continue to take a leadership role in advancing sustainability and to place ESG at the core of the Group's value.



Others

OOCL Malaysia Signed MoU for Anti-Bribery Management System on Behalf of Shipping Association of Malaysia – On 16th November 2023, OOCL Malaysia participated in a Maritime, Ports and Logistics Friendly Night hosted by the Penang Port Commission and signed the Memorandum of Understanding (MoU) signing on Anti-Bribery Management System (ABMS), which aimed to acknowledge stakeholders' commitment to the highest level of integrity and ethical culture in the day-to-day business operations and ensure compliance to laws, regulations and other voluntary measures. Key stakeholders who attended the event included Chief Secretary of the Ministry of Transport, Chairman of Penang Port and heads of the State Government Departments and the Penang State Government.



Sustainability Strategy

As we continue to build on our efforts and accomplishments on environmental management the development of this Sustainability Report highlights our desire to move towards a more integrated approach to sustainable development. Developing our Sustainability Strategy has been an important step to further integrate sustainability considerations into our business decision-making process.

This Strategy is driven by our corporate philosophy and we feel that there is a need to further enhance our initiatives and bring our approaches to environmental management, economic development and social responsibility together into a more coherent structure, under the umbrella of sustainable development.

In the process of defining what sustainability means to the Company, it significantly helped steer how we set our plans and goals for the future. The result is the formulation of some key sustainable development priorities to initiate while setting targets and plans for each department in the Company to embrace and execute. Going forward, the development of our Strategy will continue to be refined according to the views of our stakeholders and objectives of the Company.



Stakeholder Engagement

We place a high priority on stakeholder engagement and recognise that it is fundamental to understanding the impact our business has on the communities in which we operate as well as the potential issues that may affect us. So reaching out to our stakeholders is imperative to achieving our business and sustainability objectives and we take every effort to gather their concerns and incorporate their views in our sustainable development strategies. The stakeholder engagement exercise provides us with a strong foundation to develop various management approaches on our material issues.



-  **Vendors & Suppliers**
Sustainable Procurement Policy and supplier audit
-  **Business Partners**
Participate in industry forums and conferences
-  **Academic Institutions**
Research collaboration, sponsorships and scholarships
-  **Local Communities**
Staff volunteering and community involvement
-  **NGOs**
Dialogue through industry associations, donations
-  **Customers**
Customer feedback handling system
-  **Regulators & Authorities**
Ongoing dialogue and information disclosures
-  **Shareholders & Investors**
Shareholder committee meetings and information disclosures
-  **Professional & Industry Bodies**
Guest speakers and formulate industry best practices
-  **Employees**
People development programs and daily communication

Our Stakeholder Engagement Pathway

To achieve long term success and sustainability, we are committed to building and maintaining lasting relationships with our key stakeholders across global operations. We establish strong communication channels to engage with as wide a variety of stakeholders as possible in order to gather their feedback towards our materiality assessment.

We identify and prioritise stakeholders based on their interest, influence and impacts on our business activities. Considering these three factors, we have identified and engaged more than 2,300 stakeholders from 10 key groups through various channels. Our key stakeholder groups include academic institutions, business partners, customers, employees, local communities, non-governmental organisations, professional & industry bodies, regulators & authorities, shareholders & investors, and suppliers & vendors. A great variety of communication channels is adopted to engage with our key stakeholder groups and understand their satisfaction with our services. Regional management is also actively involved in communicating the importance of the stakeholder engagement process to our key global and local stakeholders. Local stakeholder maps and profiles are both important tools for implementing effective participation. We make sure all key stakeholder groups are engaged via the communication channel(s) suitable for their natures, usual activities, and levels of expertise.

Once every two years, both our internal and external stakeholders are invited to participate in an online survey which required them to rank the significance of various sustainability topics related to our business. The online survey consists of definitions of all topic choices available as one of the capacity building measures that facilitate all invited stakeholders to have the same interpretation of the survey. The stakeholder engagement process is reviewed and designed in a user-friendly manner to ensure effective participation of our stakeholders and avoid external factors that may affect engagement outcomes. The results are collected, consolidated, and communicated through a materiality assessment. Our approach clearly demonstrates our efforts in engaging stakeholders through different channels and shows the level of commitment we have to the communities to ensure that their concerns are properly accounted for.



SDG 17 – Strengthen the means of implementation and revitalise the global partnership for sustainable development

As such, we will continue to strengthen our collaboration with various stakeholders and industry organisations. **In Progress**

Materiality Assessment

The process of stakeholder engagement is central to materiality assessment and serves as a channel for us to engage with our stakeholders. With the sound and effective Enterprise Risk Management system, we are able to integrate the identified material issues into our risk culture and form a holistic view on the issues that our stakeholders are concerned about. From our stakeholder engagement exercise, 35 material issues were identified by different stakeholders and were categorised into environmental, social, governance, as well as information technology & security aspects. Topics are presented on the materiality matrix based on the principle of double materiality and these topics are mapped according to the two dimensions of “significance to business” and “importance to stakeholders”.

Identifying the material issues is certainly an important step in our sustainability journey. To show our commitment to incorporating our stakeholders’ views in our sustainable development strategies, we defined the associated boundary and impact of the material issues by referencing to the GRI standards as well as in alignment to our management approach to them in this report.

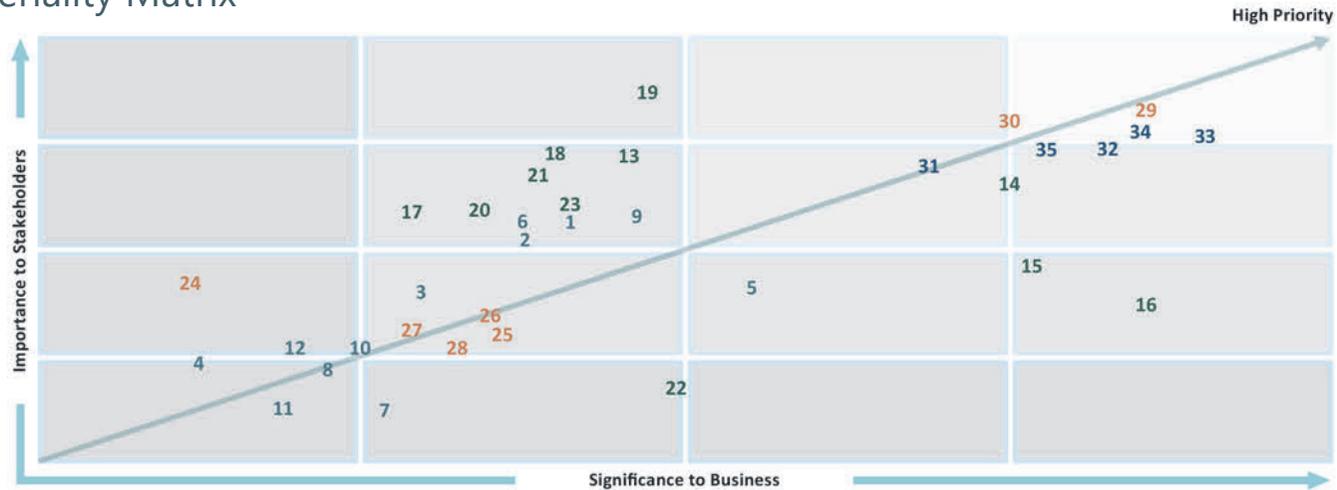
The benefits of stakeholder engagement and materiality assessment on an ongoing basis are tremendous for our business. It helps us identify the key issues that we should address and prioritise towards the shaping of our corporate sustainable development strategies. Lessons learnt from global and local engagement can help us better align our strategies and practices with the latest market trend. Over the years, we engaged with a wide spectrum of stakeholders through a variety of effective pathways and successful communication channels to respond and tackle various ESG related issues. We will continue to reinforce our stakeholder engagement process and communications with different stakeholders regarding our sustainable development initiatives in order to better understand their views and meet their expectations.

Responding to Key Stakeholders’ Concerns

- Identifying and evaluating climate-related issues and risks in our business operations to set out the possible strategic actions with reference to the Recommendation of the Task Force on Climate-related Financial Disclosures
- Exploring and adopting cleaner fuel alternatives (such as biofuel, methanol or ammonia) to replace traditional fossil fuels and to reduce our shipping services’ carbon footprints
- Adopting high energy efficient vessels, equipment and machineries
- Participating in the Voluntary Speed Reduction Program to significantly reduce carbon dioxide emissions
- Sharing of our carbon footprint and greenhouse gas (GHG) # emissions data in a credible and transparent manner
- Offering the OOCL Carbon Calculator for customers to estimate the carbon footprint in their supply chains
- Monitoring of responsible sourcing practices from our vendors and suppliers
- Enhancing environmental performance indicators for all global business units
- Collaborating with industry bodies and environment-focused organisations on responsible business practices
- Studying feasible initiatives and technologies in our operations to address climate change and protect biodiversity
- Working with the environmental-focus organisations to improve the emission calculation methodologies
- Employing the external checker to verify the major sustainability data disclosure
- Informing our customers to be aware of GHG Scope 3 emissions from their upstream activities
- Enhancing corporate Environmental, Social and Governance reporting framework and its disclosure
- Supporting industry best practices to curb the trade of at-risk, endangered and protected species
- Supporting observatory and meteorological organisations engaged in marine climatology and climate change studies
- Applying a sound information security management system and adopting cybersecurity best practices to ensure that customers’ personal privacy data are collected, used and protected legally
- Enhancing Company’s IT systems, applications, network infrastructure to prevent any form of severe cybersecurity incidents that could cause disruption to customers, employees and business partners
- Supporting regional sustainability initiatives and leveraging collective efforts with local stakeholders to address climate-related challenges

The emissions of six main greenhouse gases (GHG) are addressed by the United Nations Framework Convention on Climate Change (UNFCCC), namely carbon dioxide (CO₂); methane (CH₄); nitrous oxide (N₂O); hydrofluorocarbons (HFCs); perfluorocarbons (PFCs); and sulphur hexafluoride (SF₆); also include a seventh greenhouse gas - nitrogen trifluoride (NF₃) from the GHG Protocol Corporate Standard.

Materiality Matrix



Governance Issues			Social Issues		
1	Compliance	8-9, 20-21, 26, 67	24	Community investment	57-62
2	Anti-competitive behaviour	19	29	Occupational health & safety	44-46, 67
3	Prevention of bribery & corruption	8-9	30	Emergency response	44
5	Sustainable procurement	18	IT & Security Issues		
6	Contraband management and anti-smuggling of sea cargo	21-22	31	IT innovation	50-52
9	Dangerous goods	9, 21, 44-45	32	Maritime security & safety	21, 46, 55
Environmental Issues			33	Cyber security	53-55
13	Biodiversity & conservation	29-30	34	Customer privacy	56
14	Energy	26-32	35	Intellectual property rights	56
15	Climate change mitigation & adaptation	23-28, 31-33	Other Considered Topics		
16	Emissions	26-28	4	Political contribution	8, 20, 41, 43
17	Material use	31-33, 65	7	Data transparency	2, 36
18	Water & effluents	31, 66, 71	8	Grievance handling	41, 43
19	Marine plastic	29	10	Operational risk assessment	8
20	Waste management	29, 31, 33	11	Tax transparency	9
21	Vessel lifecycle assessment & recycling	31	12	Customer feedback	19
22	Collaboration & engagement	8, 37	25	Employee development & retention	38-40, 47-49
23	Green investment	26-27, 33, 50	26	Human & labour rights	20, 41-42, 70-71
			27	Diversity & equal opportunities	20, 41-42
			28	Freedom of association & collective bargaining	20, 42, 71-72



Key Issues	Vessels	Warehouses	Offices	Truckings
Air quality	○	×	×	○
Carbon emissions	○	×	×	○
Carbon footprint	○	○	○	○
Energy use	○	○	○	○
Renewable energy	○	○	○	○
Energy efficiency	○	○	○	○
Hazardous waste	○	○	×	×
Marine biodiversity	○	×	×	×
Noise impact	○	×	×	○
Waste	○	○	○	×
Water consumption	○	○	○	×
Dangerous goods	○	○	×	○
Health and safety	○	○	○	○
Security	○	○	○	○
Customer issues	×	×	○	×
Human resources	○	○	○	○
Procurement	×	○	○	×
Regulatory compliance	○	○	○	○
Academic collaboration	×	×	○	×
Charity partnerships	×	×	○	×
Community investment	×	×	○	×
Research partnership	○	×	○	×

Key Issues from Operations

Engaging with a diverse group of stakeholders over the years has helped us identify the social and environmental impact that are relevant to our business. The diagram illustrates the various sustainability issues from different operational components in our business.

Environmental Issue – The most significant impact from our operations is in the consumption of non-renewable fossil fuels that generate air pollutant and greenhouse gas emissions. Efforts to restrain the impact on air quality and climate change have been focused on improving our vessels and facilities. Handling of dangerous goods is also another major environmental concern. The environmental impact from our on-shore activities are derived from emissions produced by our trucking and machinery operations, consumption of large volume of water, and hazardous chemicals from our maintenance works.

The Business – As a leading integrated international transportation and logistics company, our business strategy incorporates concerns from our customers, employees and suppliers. Our business success is dependent on our commitment and response to address the concerns and interests of key stakeholders.

Safety, Security and Health – Safety, security and health issues have always been of paramount importance and a first priority at our Company. We link our approach to quality and contingency planning. We employ a number of guidelines, procedures and precautionary measures to focus on safe operations both on shore and at sea, preventing any possible threats to security that are associated with transport operations.

The Community – We contribute extensively to the development of communities around the world. We help develop and maintain a sense of communal identity through various activities such as partnering with a variety of charities and Non-Governmental Organisations (NGOs) around the world, sponsoring academic projects, and supporting employee volunteering initiatives.

Value Chain

To achieve sustainable development and better manage the ESG risks throughout the whole value chain, we actively engage and closely collaborate with our business partners and customers. We also strive to maintain our operational agility and move quickly to adopt to any changes in the global supply chain, thereby enabling us to ensure customers are well-served with the best selection and most competitive suite of services.



Key Relationships with Customers and Suppliers

“Customer focus” is one of the core values of the Group. We believe in long-term, mutually beneficial relationships with our customers and strive to help create value for our customers through collaboration to enhance customer competitiveness. This is achieved by seeing things from the customer’s perspective, trying to understand their business and anticipate their requirements. All employees are trained to be proactive in meeting customers’ expectations and responding with a sense of urgency.

“We Take It Personally” is not just a slogan at OOCL, but also an attitude that all employees are encouraged to adopt in dealing with our customers. Each year we recognise hundreds of employees around the world for displaying initiative and going beyond the call of duty to meet our customers’ needs.

It is the Group’s policy to maintain a diversified customer base across all geographical regions and trade lanes. A Key Risk Indicator (KRI) of customer concentration is included in the functional risk dashboards for the Group’s liner business which are being monitored on a quarterly basis. Different tolerance limits for the KRI are set for regions, trades and the organisation as a whole. As at the end of 2023, OOCL had approximately 36,343 active customers and the customer concentration was at an acceptable level.

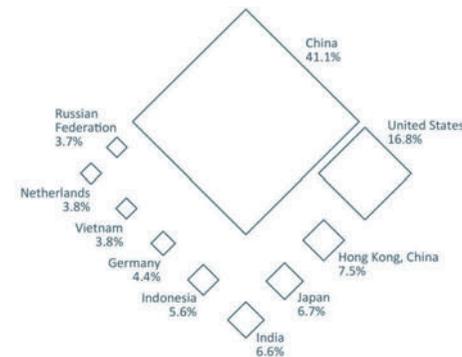
In the Group’s relationship with suppliers, we put special emphasis on the supplier selection process in which both quantitative and qualitative factors are considered objectively, independently and openly, according to the Group’s highest ethical standards. Pricing is not the Group’s primary consideration; instead, the Group focuses on the suppliers’ quality service, safety and ethical standards. “Excellence through quality” is another core value of the Group. While we endeavour to provide the best quality service to our customers by setting high standards for ourselves, we demand the same

high standards from our suppliers. It is also the Group’s policy to maintain a diversified supplier base across all geographical regions.

The Group developed supplier management KRIs to monitor supplier concentration in different regions and poor supplier service. Investigating the concentration of each supplier also helps us identify critical suppliers. Cases of supplier service failure were shared among employees to alert them to the importance of communicating our expectations to the suppliers and taking the right remedial mitigating actions. As at the end of 2023, OOCL had approximately 20,569 active suppliers and the supplier concentration was at an acceptable level.

Approximately 4.8% and 12.8% of the Group’s total expenditure on purchases of goods and services for the year are attributable to the largest supplier and five largest suppliers respectively.

Top 10 Countries/Regions with the Highest Number of Suppliers from the Group



Managing Our Vendors and Suppliers – To achieve our sustainable procurement objectives at every level of the supply chain, an assessment of existing and new vendors, suppliers, agents, and contractors must be completed to confirm their compliance to our ESG standards through the OOCL Vendor ESG Assessment Platform. If deemed necessary, we would conduct audits in vendors' facilities. As minimum thresholds and prerequisites to be eligible as our suppliers, companies must comply with all applicable environmental, health & safety regulations and our Code of Conduct. If any failure to meet our minimum ESG requirements is identified without a timely corrective plan in place, involved suppliers, vendors, agents and contractors would not be considered for contracts and existing contracts can be terminated immediately (depending on severity).

Sustainable Procurement Policy

We are dedicated to promoting sustainable and responsible practices and our Corporate Sustainable Procurement Policy has been implemented in every aspect of our business and at every stage of the supply chain to manage and assess environmental and social risks.

OOCL is committed to:

- Reducing harmful pollutants and emissions
- Promoting greater environmental sustainability at every stage in the supply chain by conserving resources
- Promoting awareness among our suppliers of our expectations with regard to Safety, Quality and Environmental Protection
- Promoting ethical sourcing practices
- Contributing back to our community

The assessment of vendors must be completed to confirm their compliance to our Code of Conduct and policies, which covers the scope of Environment, Social, Health & Safety, Governance, and Information Security & Privacy. This assessment is designed to provide us with a better understanding of how our vendors manage these aspects and risks to give insights into procurement and contractual decision-making, as well as to identify potential sustainability risks in our supply chain. As at the end of 2023, more than 70% of invited vendors and suppliers have participated in the ESG vendor assessment. Once compliance is confirmed we would monitor, review and work with our vendors, suppliers and business partners to ensure compliance levels are maintained. Customary performance and monitoring of the industry are implemented.

We also put emphasis on vendor and supplier diversity. We review the business nature of our potential vendors and suppliers in order to develop a more diverse portfolio and source from the most

suitable and responsible parties. Our supplier selection process considers sector-specific risks and the four major aspects of our terms and conditions, namely environmental, social, governance and business ethics.

In exploring areas to promote environmentally friendly procurement when selecting vendors and suppliers, we have set up the Sustainable Procurement Policy to guide our colleagues in monitoring the procurement specifications and their deliveries. To prevent potential conflicts with our ESG requirements and ensure effective compliance, we will review our procurement practices with suppliers where necessary.

We believe that the success of our Company is built on the commitment and high level of ethical and professional standards of our employees. The objective of our Corporate Guidepolicy is to set the Code of Conduct that we expect from each employee in every location where we operate, regardless of the employee's position or level.



Customer Identity Verification – OOCL is committed to enhancing shipment security and customer relations. Our booking acceptance policy and the Customer Profile (CPF) verification guidelines are the foundation to providing a clear accountability of each functional unit in verifying the validity of each customer and its legal identity against sanction lists, including those under the United States (US) and European Union (EU). In addition, a procedure has been developed to oversee the status of the CPF records and to switch them into an inactive status when they are not being utilised within two years. In order to ensure the entire supply chain is well controlled and managed, we are continuously refining our policy and workflows.

Customers Feedback Handling – In line with our Customer Focus core value, we treasure all feedback from our customers. To facilitate the collection of customer feedback, we have added a “Customers Feedback” page on our corporate website at www.oocl.com. Besides, our artificial intelligence (AI) -powered customer service ambassador Fin is already on board our FreightSmart platform. Fin acts as a chatbot around the clock, providing instant online assistance to our customers' enquiries. Customers can use the "Ask Fin" button to share their feedback on our services and enjoy a more personalised experience at any time.

The purpose of this process is to ensure feedback from customers will be handled in an organised and timely manner so that appropriate action can be taken to address their concerns. Feedback may generally fall into two main categories; namely appreciation and complaints. Complaints may be service-related or on our Code of Conduct. Proper records on handling customer feedback must be maintained to enable us to learn from experience. Customary complaints are received and dealt with. Through diversified channels such as regular meetings, business visits and tradeshows every year, the Company has been reaching out customers to understand their expectations while satisfaction survey can be adopted where applicable, to understand customers' needs and improve our service quality. In 2023, we received in total 246 complaints in relation to our service and all complaints were handled with appropriate actions in a timely manner.

Fair Competition – We support fair competition with the objective of ensuring prudent and just practices across our value chain, and we consistently strive to tackle anti-competitive behaviour. Competition law compliance is an integral part of business for all corporations operating in the global market place. Under the vigilance of our Competition Compliance Committee and the Competition Compliance Working Team, we have systematically and thoroughly implemented and enforced OOCL's Competition Compliance Policy to ensure that all our practices are in full compliance with competition laws.

OOCL has developed and implemented our competition compliance programme which includes the establishment of guidelines and mandatory training of employees to ensure our practices are in compliance with competition legislations.



During the reporting period, we were not aware of any of our suppliers being assessed as having a material negative impact.

Our Code of Conduct (Summary)

OOCL is committed to honesty, integrity and fairness in its business conduct and organisation management. OOCL also maintains the highest standards of professional ethics and integrity in dealing with its customers, vendors and partners.

Highlights of OOCL's Code of Conduct:

1. **Legal Compliance**
 - Comply with all applicable laws and regulations in the countries in which the Company operates.
2. **Prohibition of Bribery and Corruption**
 - Do not accept or offer gifts of material value, entertainment, or other gratuities of worth from or to business partners, in exchange for business opportunities or any privilege that can raise doubts as to objectivity and fairness of business decisions. Such offers include, but not limited to, cash, gifts, business opportunities or contracts, travel, entertainment and other expenses. Anyone aware of or suspect a violation must report to the competent authorities in the Company.
3. **Political Contribution**
 - We do not make any offer, payment or gift of material value, or promise of such, directly or indirectly, to any government or public official, political party or its representatives, candidate for political or governmental office.
4. **Managing Conflict of Interest**
 - Staff must declare and report any conflict of interest, directly or indirectly, that may impact fair business dealings and objective decisions. Where such conflicts exist by circumstances, alternative arrangements must be made to ensure fairness and objectivity.
5. **Adherence to high ethical standards by respecting rights and dignity of all persons with whom we deal. Specifically we respect the provisions of the UN Universal Declaration of Human Rights and the Conventions of the International Labour Organization in regard to:**
 - Elimination of all forms of forced, compulsory and child labour
 - Freedom of employment & association
 - Respect for the individual and elimination of discrimination through embracement of diversity in workplace
 - Safe and healthy working conditions
 - Payment of living wages and regular employment entitlements
 - Non-excessive working hours
6. **Assurance of non-disclosure of the Company's business, customers and financial information and no misappropriation of our tangible or intellectual property.**
7. **Commitment to OOCL's Safety, Security and Environment (SSE) Policy.**
8. **Competition**
 - Conduct business activities in compliance with applicable competition laws and regulations of respective countries and tradelanes. Such activities include, but not limited to, communication, negotiation and documentation with customers, suppliers and competitors of the Company.

Dangerous Goods

Transportation – Due to its hazardous nature, Dangerous Goods (DG) shipments are regulated under stringent rules and regulation throughout the entire transportation process. Vessel owners, container liners, port authorities, international organisations, and other related entities in the supply chain, all set various requirements concerning safe transport of DG. Information and knowledge need to be shared and a large amount of documents and certificates need to be granted and delivered among different parties. The best way of improving safety at sea is by developing international regulations, as well as treaties adopted by the IMO.

Our Service – The major regions that we serve in the Americas, Europe, Middle East and Asia Pacific, all have specific handling procedures and approval process for DG applications. A shipper or customer's DG cargo will be checked for its content accuracy and any legal requirements concerning its transport will be taken into account. In addition, OOCL ensures the relevant stowage and segregation requirements of dangerous goods are met. This helps provide additional safety to the cargo, vessel, crew, cargo handlers and the overall environment. OOCL's DG teams are also available to discuss and provide advice to our customers on all issues relating to different international and domestic regulations.

DGSmart – OOCL's Dangerous Goods System has a functioning application for managing real transactions, known as "DGSmart", which covers all parties involved in the DG transportation process, including carriers, forwarders, manufacturers, port authorities, and DG / chemical experts. Each party provides certain information and performs functions that are shared, followed up, and cross-checked further down the processing chain. DGSmart also links all the process involved in the whole DG transportation; our technical standard for data processing is regarded as consummate.

Security

We are committed to maintaining our vigilance to prevent any potential threats to security. Security measures, plans and standards are all in place and audited at every level of our organisation. We take every precaution to provide the highest levels of security for our customers and employees.

In a world where cargo security are becoming more complex in the international trading community, OOCL is strongly committed to the security of our operations against possible compromise and to the maintenance of the highest level of compliance in security related areas.

Corporate Security Policy

We have to ensure the safety and integrity of all our employees, ships, customers' cargo and our port facilities. We are committed to preventing cargo bookings, transportation and logistics service for commodity which are prohibited by law, concerning security, public health, environment and international obligations. In this regard, we are obliged to offer our utmost cooperation to the Authorities including the Governments of all States in their fight against any act that will impinge on maritime or cargo security. Such acts may include, but not limited to, the following:

- Terrorist attacking a port facility
- Hijacking of ship
- Bomb threat
- Piracy
- Sabotage
- Shipping of weapons or agents of mass destruction
- Drug smuggling
- Stowaway / human smuggling
- Tampering with documentation / container / cargo
- Cargo Pilferage

Security Code – From our offices to ports, warehouses, shore facilities and onboard our vessels, we work with the authorities to ensure that every measure is in place to maintain the highest commercial and operational security standards as possible at all times, while all employees are educated and regularly updated through security training.

International Ship and Port Facility Security Code – OOCL complies with the International Ship and Port Facility Security Code (ISPS Code) to ensure security threats are detected and assessed and preventive measures are in place on our vessels and at our port facilities. A designated officer on each ship and at each port facility reports to the Company Security Officer who oversees the security plans, drills and training. With this in place, all our vessels continue to have an exemplary record containing zero breaches of security and clean detention records.

Container Security Initiative – OOCL is also committed to other international initiatives, rules and regulations such as the Container Security Initiative (CSI) and 24-Hour Advance Manifest Rule. We also actively engage various governments and authorities worldwide in their efforts against any act that would impinge upon maritime or cargo security.



Partners in Protection – Our Company has been certified as a “Partners in Protection” (PIP) carrier by the Canada Border Services Agency (CBSA) Partners in Protection. It is a voluntary programme established by the CBSA for companies which assist to enhance border security, combat organised crime and terrorism, detect and prevent contraband smuggling, and increase the awareness of issues to secure the flow of goods and travellers across the US-Canadian border.

Customs-Trade Partnership Against Terrorism – Our Corporate Security Policy and internal guidelines fully satisfy the US Customs-Trade Partnership Against Terrorism (C-TPAT) initiative. We regularly conduct internal security checks to identify, evaluate, and prevent any security threats. Our security profile has been validated by the US Customs and Border Protection Agency through on-site checks of our Group’s offices and facilities including warehouses, depots and vessels.

To ensure our business partners are meeting the C-TPAT security criteria, according to our Corporate Security Plan, a verification process is applied to our logistics contractors to periodically review their processes and facilities based on our risk and security standards.

Authorised Economic Operator – Similar to the C-TPAT, the EU Authorised Economic Operator (AEO) is a voluntary-based public-private partnership where participants who fully meet AEO requirements, such as customs compliance, appropriate record-keeping, financial solvency and, where relevant, security and safety standards, can apply for AEO certification. Since 2011, our EU-based and UK companies and offices have secured and maintained AEO certification.

OOCL Logistics AEO Certificate in China and Korea – OOCL Logistics in China and Korea maintained the Authorised Economic Operator (AEO) Certificate. The voluntary AEO programme is part of a series of EU initiatives aimed at improving

the security of the international supply chain as well as facilitating trade for AEO certified traders. We set up a special team in the Quality Management Department to offer advanced training for every department responsible for maintaining AEO standards in order to ensure all requirements were well understood. OOCL Logistics will continue to apply these high standards to the management of every customer’s logistics and trade operations.

OOCL Logistics Promotes the Use of Cargo Transport Units (CTU) Code with Posters – Many incidents in transport can be attributed to poor practices in the packing of CTU. To ensure personnel safety and prevent costly damages to cargo, OOCL Logistics has designed a set of posters and signs to illustrate proper cargo stuffing and points to observe during the preparation of CTU. The content is inspired by a joint publication of IMO, the International Labour Organization (ILO), and the United Nations Economic Commission for Europe (UNECE) – the IMO/ILO/UNECE Code of Practice for Packing of Cargo Transport Units (CTU Code). These posters and signs can be downloaded on OOCL Logistics’ website and shared to supply chain stakeholders. With these posters and signs, we believe that we can contribute to the security and safety of the supply chain while protecting the environment.

Verified Gross Mass (VGM) requirements under the Safety of Life at Sea (SOLAS) Convention – To improve safety in the supply chain, the IMO has made amendments to the Safety of Life at Sea (SOLAS) convention indicating that all shippers must comply with mandatory container weight verification requirements, or Verified Gross Mass (VGM).

“No VGM, No loading.” – A container without a VGM is not allowed to load onto the vessel. The shipper is responsible for the potential regulatory penalties and all costs associated to the exception handling of the containers without the VGM.

Natural Capital

We recognise that businesses must take responsibility for their industry’s effects on the environment. Our Company is dedicated to meeting the needs of the present without compromising those of the future. We consistently encourage sustainable economic development through measures of innovative environmental care and a solid management approach.



SDG 13 – Take urgent action to combat climate change and its impacts

SDG 14 – Conserve and sustainably use the oceans, seas and marine resources



Climate-related Risk Management

OOCL realises the urgency and importance to decarbonise shipping and develop greener fuels. In addition to OOCL’s consistent efforts in improving energy efficiency in our operations over the years, we have invested in dual fuel green vessels and have been proactively exploring the development of cleaner alternative fuel, especially green methanol, to achieve the goal of Net Zero by 2050. Moving forward, we will continue to fully support all efforts driving the industry towards a greener future. OOCL is committed to reducing air emissions from our vessels and fully supports the 2023 IMO Strategy on Reduction of GHG Emissions from Ships (2023 IMO GHG Strategy). To align IMO’s ambitions, we have also introduced indicative checkpoints (compared to 2008) to reach net-zero GHG emissions from international shipping by 2050:

- By 2030, reduce the total annual GHG emissions by at least 20%, striving for 30%
- By 2040, reduce the total annual GHG emissions by at least 70%, striving for 80%

Given the scientific backup for potential climate change impacts and more stringent climate-related regulations and market initiatives expected to come, we refer to the Recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) to shed light on our governance, strategies, risk management, metrics and targets regarding climate-related risks and opportunities.

Climate Scenario Analysis – The Fourth IMO Greenhouse Gas Study published in 2021 serves as an industry-specific reference to climate scenarios with various emissions projections. The transport work demand and emissions projections made in the study are based on both long-term socio-economic scenarios and energy scenarios.

The study adopted the shared socio-economic pathways (SSPs) and representative concentration pathways (RCPs) developed by the Intergovernmental Panel on Climate Change (IPCC), as well as the long-term baseline projections developed by the Organisation for Economic Co-operation and Development (OECD) for constructing different climate scenarios. One of the scenarios in the study combines RCP2.6 and the OECD baseline by assuming a relatively modest economic growth and an energy scenario for non-shipping sectors would limit the temperature increase to under 2°C by the end of this century. The following changes between 2018 and 2050 are projected by IMO for the container shipping industry: increase in emissions by 20% to 70%, increase in transport work by 70% to 140% and improvement in operational efficiency by around 30% due to an increase in sizes of ships and compliance with the EEDI regulation.

Also, the analysis can be refined to identify the impacts and business implications by considering the following SSPs: “SSP1-2.6 (<2°C)”, “SSP2-4.5 (2-3°C)” and “SSP3-7.0 (3-4°C)”. The global climate projections reported in IPCC AR6 are covered, namely temperature, precipitation, mean sea level, extreme weather events, ice and snow as well as tropical cyclones. Referring to the results and information of the climate scenario analysis, we have conducted our own climate assessments to gauge the resilience of our operations against the physical and transition risks brought by climate change.



Climate-related Risks, Opportunities and Financial Implications – A climate risk assessment has been integrated into the Group-level risk management processes. The assessment was conducted with reference to the adopted RCPs, SSPs and different emission scenarios with inputs from various departments to generally identify and evaluate material climate-related physical and transition risks and opportunities at different stages of our value chain, covering our fleet, office and logistics operations, activities from our upstream (e.g., terminal operators) as well as downstream (e.g., warehousing and last mile delivery).

Physical risks refer to the impacts attributed to climate change, for instance, how business operations and activities are affected by acute extreme weather events and chronic shifts in climate patterns. Transition risks refer to the impacts brought about by the policy, legal, technology, and market changes entailed in the transition to a lower-carbon economy. The time horizons of the identified risks are consistent with the useful life of vessels, our main tangible assets. In general, ‘short term’ indicates a duration within five years and ‘long term’ implies a period lasting for more than a decade, while ‘medium term’ refers to a duration between five and ten years.

Impacts	Financial Implications
Acute physical risk – Increasing frequency and intensity of extreme weather events e.g., cyclones and floods (Short to long term)	
<ul style="list-style-type: none"> - Disruption of onshore operations including offices, warehouses, depots and trucking - Rerouting by vessels and increase in bunker consumption - Cargo loss and container damage - Speed-up of wear and tear, thus repair and maintenance - Deterred port operations, delay in cargo loading and other crucial tasks when vessels are berthed 	<ul style="list-style-type: none"> - Increased operating expenses (OPEX) from increased bunker consumption, delayed operations, repair and maintenance, and increased insurance premiums - Reduced revenue due to cargo loss
Chronic physical risk – Recurrent events of drought due to changes in precipitation patterns (Short to long term)	
<ul style="list-style-type: none"> - Cutting slot reservations by port or canal authorities - Surcharges imposed by canal authorities to maintain thoroughfares’ levels - Rerouting by vessels and increase in bunker consumption - Reduction in cargo load to prevent grounding 	<ul style="list-style-type: none"> - Increased OPEX from surcharges and bunker consumption - Reduced revenue due to reduced cargo load
Policy and legal risk (Short to medium term)	
<ul style="list-style-type: none"> - More stringent decarbonisation and energy efficiency regulations - Imposition of carbon pricing regulations such as carbon tax and market-based mechanisms like cap and trade 	<ul style="list-style-type: none"> - Increased OPEX for compliance purposes - Increased capital expenditure (CAPEX) for investment in more energy efficient vessels and equipment - Reduction in asset value and original investment returns from stranded assets
Technology risk (Medium to long term)	
<ul style="list-style-type: none"> - Technology breakthrough required for the industry to transit to low-carbon operations, including alternative low-emitting fuels with high availability, reliability, compatibility with vessels and presence of the corresponding bunkering facilities - Substitution of existing vessels or their equipment with lower emissions options 	<ul style="list-style-type: none"> - Increased CAPEX for investment in more energy efficient vessels and equipment
Market risk (Short to medium term)	
<ul style="list-style-type: none"> - Change in customer preference and reduced demand for services from shipping companies with higher GHG emissions intensities - Uncertainty in the prices of reliable alternative fuel and equipment compatible with it 	<ul style="list-style-type: none"> - Reduced revenue if the reduction trend of GHG emissions intensity could not meet customers’ expectations - Increased OPEX and CAPEX for alternative fuels and related equipment
Reputational risk (Short to medium term)	
<ul style="list-style-type: none"> - Customer demand for shipping decarbonisation, manifested through both individual pledges for net zero emissions throughout customers’ supply chains and collective call-to-action initiatives 	<ul style="list-style-type: none"> - Reduced revenue if the reduction trend of GHG emissions intensity could not meet customers’ expectations

Case Study – Panama Canal Drought

Panama is experiencing more frequent drought conditions and falling water levels due to extreme climate conditions in recent years. In 2023, Panama Canal Authority decided to limit the volume of canal transits and adjust the tariff in the Panama Canal. Shipping companies are exposed to increased operating expenses caused by port congestions, route changes and prolonged turnaround time. OOCL is evaluating the feasibility of different plans to mitigate this emerging risk and maintain the high quality of our services.

Climate-related Opportunities – Despite the exposure to physical and transition risks, climate change and the transition towards a lower carbon economy also create opportunities for our operations and business development. Our mitigation and adaptation efforts could improve our operating efficiency, reduce OPEX, build up competitive edge, and generate revenues by serving customers with higher expectations on the sustainability performance of their business partners along supply chains.

We will explore any new mitigation and adaptation measures and closely review the resilience of our strategies against the projected changes suggested by the climate scenarios. Considering the climate scenarios, some questions regarding transition risks to be digested could be whether our GHG emissions reduction could help us avoid substantial expenses from possible mandatory carbon pricing initiatives, or whether our fleet’s energy efficiency will suffice to satisfy the increase in transport work demand while still meeting the more stringent decarbonisation requirements expected to come.

Metrics and Targets – Based on the risks and potential impacts identified, it is reasonable to conclude that GHG emissions are one of the most material climate-related issues for the Group. Relevant KPIs, including Scope 1 and Scope 2 GHG emissions are adopted to assess our exposure to climate-related risks and opportunities. Meanwhile, we are constantly reviewing the need to expand our current coverage of Scope 3 GHG emissions to better understand climate-related risks and opportunities along our value chain. For figures of the Group’s GHG emissions, please refer to Appendix I: Performance Data Summary in this report. Reduction targets of Scope 1 and Scope 2 emissions intensities are discussed in later part of the chapter Natural Capital.

Climate Change Mitigation and Adaptation – The Company has been paying efforts to mitigate and adapt to the potential impacts of the identified physical and transition risks. Climate change mitigation refers to efforts to reduce or prevent GHG emissions from the first place. The practices of anticipating the adverse affects of climate change and taking appropriate action to prevent or minimise the damage they can bring, are usually described as climate change adaptation. The following mitigation and/or adaptation measures are already in place, therefore they cover our current and future operations.

Measure	Mitigation	Adaptation
Invest in weather-routing systems for safer and shorter routes.		✓
Enhance Global Vessel Voyage Monitoring Centre (GVVMC) and Robo-advisor Solution to optimise berth visibility and minimise bunker consumption.	✓	✓
Order and launch containership newbuilds which are compatible with more sustainable fuel types and have energy efficiency going beyond the current requirements.	✓	
Explore the adoption of marine biofuel via trial voyage.	✓	✓
Conduct equipment retrofit in existing owned vessels.	✓	
Regular vessel maintenance and cleaning.	✓	✓
Engage with employees from diverse expertise, customers, industry peers and other stakeholders regarding decarbonisation roadmap and strategies, including the development of cleaner alternative fuel.	✓	
Strive for transparency of sustainability and climate disclosure, including GHG emissions along our value chain, thus offering insights into sustainability and decarbonisation strategies.	✓	✓
Ensure the maturity of business continuity plans and remote “in-office” operations to prepare for disrupted office operations by extreme weather events.		✓
Consider purchasing carbon credit to further offset emissions as a possible option to neutralise residual emissions (if applicable).	✓	

The details of the mitigation and adaptation measures are outlined in the remaining parts of this report.

Decarbonisation and Managing Harmful Emissions

We believe that by taking a proactive role in caring for the environment, we can help reduce the consumption of natural resources, minimise our discharges, wastes, greenhouse gas emissions, as well as other pollutants regulated under national laws and regulations, such as sulphur oxides (SO_x), nitrogen oxides (NO_x) and other particulate matters (PM), to make the world a better place to live for ourselves and future generations. We encourage and expect the highest discipline and professional conduct from our employees, crew and vendors to take responsibility for their actions and comply with their environmental obligations.

Greenhouse Gases (GHG) emissions are widely associated to its effect on global warming and climate change which are major challenges that affect everyone. Although climate change presents challenging obstacles, we also recognise and acknowledge that there are business opportunities for innovation. Over the years, we have made use of our knowledge and experience to create greener services to improve energy efficiency beyond our own operations. We have also developed short, medium, and long-term green strategies and sustainable development goals to smoothen our pathway in turning climate-related risks into business opportunities. Our decarbonisation pathway also considers Hong Kong's Climate Action Plan 2050, which sets out the vision of "Zero-carbon Emissions · Liveable City · Sustainability Development" and outlines the strategies and targets for combating climate change and achieving carbon neutrality.

CO₂ Intensity from Vessel Operations – Container shipping is the most environmentally sound way to transport large volume of goods across the world. Most of the world's manufactured goods and products travel by container vessel and, when this startling fact is considered, the relative impact upon the environment is low in comparison to other modes of transport.

For example, for every kilometre that a container vessel carries a tonne of cargo, it is far more energy efficient and emits much less in the way of harmful CO₂ emissions than any other type of freight transport, including airplane, truck and train. It is estimated that on average a container vessel emits around 40 times less CO₂ than a large freight aircraft and over three times less than a heavy truck. Container shipping is also estimated to be two and a half times more energy efficient than rail and seven times more than road.

In addition to the adoption of clean technology in our operations, the best way to reduce emissions in the shipping industry is to save fuel and we have been focusing on our bunker saving programmes for many years to achieve our targets. By taking these initiatives, OOCL has cut carbon dioxide emissions over 53% since 2008. In addition to reducing our emissions, we are able to help our customers achieve a lower carbon footprint in their supply chains.

Optimum Trim (balance of cargo) and Minimum Ballast – One way that we can burn less fuel is by maintaining the optimum trim and minimise the use of ballast. An optimum trim is the balance of cargo on board a vessel and if the load is too heavy at one end, the imbalance can result in more fuel being used to sail. Hence, we devise and implement sophisticated cargo loading plans to achieve the optimum trim.

Moreover, the minimal use of ballast water can also help achieve a lighter vessel load and better trim of vessel draughts by good stowage, thereby burning less fuel.

Regular Hull Maintenance and Cleaning – Marine growths, such as barnacles, molluscs and algae, can weigh a vessel down which in turn lead to more fuel consumption. We carry out regular maintenance on our ships to keep the hull completely clean and free of such growths.

New Environmentally Friendly Technology Designs – We believe that clean technology will make an important contribution to environmental protection, such as reducing the level of greenhouse gas emissions. OOCL works hand-in-hand with shipyards and naval architects to implement new environmentally friendly technology designs on our vessels.

Weather-routing Systems for Safer and Shorter Routes – We invest in sophisticated weather routing systems to avoid bad weather and to take the shortest route possible to our destinations. If a vessel hits a storm or a typhoon, naturally it will be slowed down – perhaps from involuntary speed resistance from high winds, or voluntary slowdown to avoid damage to the vessel – and as a result the vessel will tend to burn more fuel and be less efficient. With these systems, the Captain can avoid bad weather areas by planning the best routes possible.

During the reporting period, no non-compliances in relation to air and GHG emissions, discharges into and on land, and the generation of hazardous and non-hazardous wastes violations were found.

Using Low Sulphur Fuel – OOCL is fully compliant to the EU, North America and IMO mandated requirements of using 0.1% or lower sulphur content fuel in all SO_x Emission Control Areas (SECA).

We are also compliant to the requirements of using 0.1% sulphur content fuel when our vessels are berthed at designated EU ports. Also, we strictly comply with the Air Pollution Control (Ocean Going Vessels) (Fuel at Berth) Regulation is the first in Asia, mandating fuel switching at berth where vessels over 500 gross tonnage must switch to using 0.5% or lower sulphur fuel in the auxiliary engine(s), generator(s) and boiler(s) when berthing at the Hong Kong port. This regulation paves the way for the establishment of an Emissions Control Area (ECA) in Asia, a more sustainable and long-term solution to effective and lasting air quality improvements in sync with international best practices as seen in Europe and North America.

OOCL vessels also ensure that the sulphur content of our fuel is well below the IMO prescribed standard of 0.5% when sailing in the high seas with the adoption of both cleaner fuel and scrubber technology.

Initiatives to Reduce Nitrogen Oxides – Since 2000, all our vessels have been installed with environmentally friendly NO_x-controlled propulsive engines while advanced slide fuel injection valves are also being adopted to help reduce NO_x emissions by 30%.

Cold Ironing (Alternative Maritime Power) – All of OOCL's new buildings currently under construction are installed with Alternative Maritime Power (AMP) Systems, also known as “Cold Ironing”, which allows the vessels to use shore-supplied electricity instead of burning fuel when at berth. The use of AMP technology can lead to a significant reduction in NO_x, SO_x, and PM emissions per vessel call and improve the air quality of the communities nearby.

OOCL's Container Vessel Applied Bespoke B24 Biofuel Blend

In November 2023, the successful supply of a B24 biofuel blend to OOCL was announced. The fuel delivery, arranged by a global marine energy solutions provider and supplied by barge, was received by OOCL's container vessel while at port in Singapore. Fuel delivered was a blend of Used Cooking Oil Methyl Ester (UCOME) and Very Low Sulphur Fuel Oil (VLSFO).

As one of our strategies to advance further with the transition towards decarbonisation, OOCL will continue to work closely with our partners and all stakeholders to explore the possibilities of using biofuel and strive for further advancement in our sustainability roadmap.



Investment in Climate Change and Environmental Protection – We see businesses that take a proactive role in encouraging and managing current and future economic, environmental and social development through innovation will prosper as leaders in a highly competitive and changing global business environment. Therefore, OOCL is very serious about sustainability investing.

Furthermore, we understand that businesses must take responsibility for their industries' effects on the environment. Our Company is thus dedicated to meeting the needs of the present without compromising those of the future. We continue focusing on green investment which includes fuel-efficient vessels, and eco-friendly machineries and equipment. By doing so, we believe this reinforces our commitment to customers that we offer them the best service quality with the least impact on our environment.

OOCL and Business Partners Initiated to Promote the Use of Shore Power – Together with our business partners, OOCL has started an initiative to promote the use of shore power by vessels at berth. We call on the ports and shipping industry to advance the construction of shore power facilities, the installation of shore power reception facilities on board, and communication and cooperation between port operators and shipping companies. Through this initiative, we strive to reduce greenhouse gas emissions from vessels at berth, build a green and low-carbon supply chain, and protect the global ecological environment.

Case Study – Collaboration with Business Partners to Increase Containers Transported by Trains in Saudi Arabia – OOCL have started the collaboration with business partners to increase the number of containers transported via port-to-port rail in Saudi Arabia. The new strategic partnership also aims to improve traffic safety, reduce the number of trucks on the roads, decrease carbon emissions and preserve road infrastructure.

IMO 2023 Regulation – From 1st January 2023, all ships are mandated by the IMO 2023 regulations to calculate their attained Energy Efficiency Existing Ship Index (EEXI) to measure their energy efficiency, and to initiate data collection for reporting their annual operational carbon intensity indicator (CII) and CII rating. Carbon intensity links the GHG emissions to the amount of cargo carried over distance travelled.

OOCL is exploring various possible solutions to fulfill IMO 2023 requirements, such as adopting alternative fuels to decarbonise our fleet, adjusting product proforma, and optimising technical structures to enhance vessel efficiency. Even with more stringent environmental regulations expected in the foreseeable future, we will still be able to provide reliable and regular network to customers.

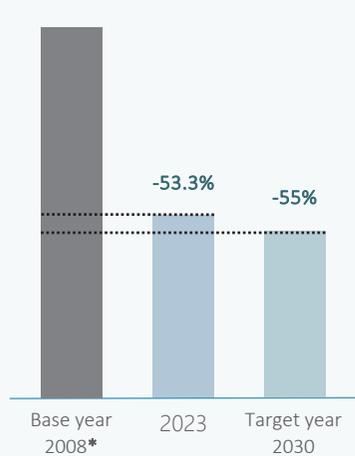
Ship Energy Efficiency Management Plan – The Ship Energy Efficiency Management Plan (SEEMP) is an operational measure that establishes a mechanism to improve the energy of a ship in a cost-effective manner. Applied in all our vessels, the SEEMP provides an approach to manage ship and fleet efficiency performance over time using the Energy Efficiency Operational Indicator (EEOI) as a monitoring tool. The development of the SEEMP incorporates best practices for fuel efficient ship operation. The EEOI enables the measurement of a ship’s fuel efficiency and to gauge the effect of any changes in operation, such as improved voyage planning and introducing new technical measures. The SEEMP encourages ship owners and operators like us to consider new technologies and practices when seeking to optimise the performance of a ship.



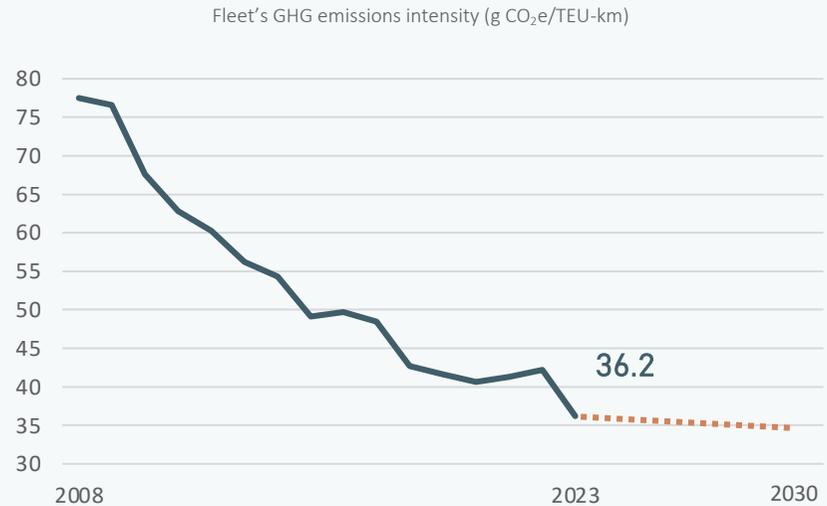
SDG 13 – Take urgent action to combat climate change and its impacts

Support the IMO targets of achieving net-zero GHG emissions from international shipping by 2050, as well as indicative checkpoints of reducing total annual GHG emissions by at least 20% and 70% by 2030 and 2040 respectively, compared to the levels in 2008. **In Progress**

Target Review - Direct GHG (Scope 1) emissions intensity & Marine fuel consumption intensity reduction



*In the base year of 2008, Scope 1 emissions (7,371 thousand tons CO₂e) accounted for 100% of total emissions in the base year until Scope 2 emissions accounting began in 2011.



Respect for Biodiversity and Marine Environment

We are committed to respecting aquatic biodiversity. We comply with mandatory requirements and join voluntary programmes to minimise the impacts of our operations on marine biodiversity, especially on critical biodiversity, if the impacts are unavoidable due to our business nature. Upon conducting biodiversity impact assessments of our vessel operations, both impact-related and dependency-related biodiversity risks have been considered and it is concluded that the marine environment is exposed to potential risks associated with ballast water, oil spillage, marine plastic and marine waste. A set of corresponding mitigation plans have been developed to prevent, reduce and compensate the identified biodiversity risk.

Collaborating with external parties such as NGOs like WWF, port authorities, and local communities is one main way to live up with our commitment and not only generate No Net Loss (NNL) impacts, but even Net Positive Impact (NPI) on biodiversity. Throughout our operations across our value chain, we are committed to avoiding damage to sites with important biodiversity. While our impact of onshore operations on biodiversity may seem negligible compared to the vessel operations, we engage in conservation activities for biodiversity on land when seemed suitable. To adhere our environmental policy, we are committed to no-deforestation and strive to involve key parties of our value chain in our initiatives. In addition, our Group proactively takes part in ecosystem restoration project such as tree planting and replanting of coral and mangrove. The following environmental measures are some of our management approaches and control measures.

OOCL Containers – Today OOCL only uses CFC-free refrigerants for all of our refrigerated (reefer) containers. OOCL’s newest reefer containers have one of the lowest power consumption in the industry. All our containers have been applied with waterborne paint and we also introduced the use of eco-friendly bamboo floors instead of the traditional hardwood ones.

Using Non-Toxic Hull Paint – OOCL always uses environmentally friendly and non-toxic hull paint on our vessels to help protect marine life. All our ships have been painted with tributyltin free (TBT-free) paint that are also both tin and copper-free. OOCL is constantly striving to improve the marine environment by implementing a policy for all newbuildings to use silicone-based foul-release paint.

Onboard Waste Management – At sea, we apply the onboard waste management system and deploy appropriate waste handling facilities to meet our reduction objective. Our vessels are equipped with incinerator, food dispenser and garbage compactor, which are in accordance with the MARPOL Convention requirements. At port, we dispose non-hazardous and general wastes to facilities that are authorised by the local authorities.

We continuously monitor and reduce the amount of sludge being generated by each vessel by using specialised equipment, such as homogenisers and oil purifiers, to minimise the development of sludge. We also take every effort to ensure hazardous wastes are handled accordingly and comply with local and international laws and regulations where they may apply. All hazardous wastes generated onboard are collected and treated by facilities that are authorised by the port authorities.

Stop Shipping Shark, Whale, Dolphin, Their Related Products and Hunting Trophies – OOCL is committed to our policy that bookings for whale, shark, dolphin, their related products and hunting trophies will not be accepted. These policies show our commitment in supporting the global effort to curb the trade of at-risk, endangered and protected species.

Marine Plastic Management – We are committed to complying with the existing and forthcoming regulatory framework on marine plastic management, and adopt best practices in preventing marine plastic leaking and entering the oceans through ship-based activities to minimise harmful effects on marine life, biodiversity, as well as human health. The action plan supports IMO’s commitment to meeting the targets set in the SDG 14 on the oceans.

WWF Anti-Wildlife Trafficking Sharing Sessions

On 20th and 29th June 2023, our Hong Kong and Shenzhen offices invited WWF Hong Kong representatives to conduct two training sessions on anti-wildlife trafficking for our colleagues.

OOCL supports the industry best practices to curb the trade of endangered and protected marine species. To enhance detection of wildlife trade, WWF shares with OOCL a screening database which includes a list of keywords, trafficking hotspots and patterns in origin/destination, etc.



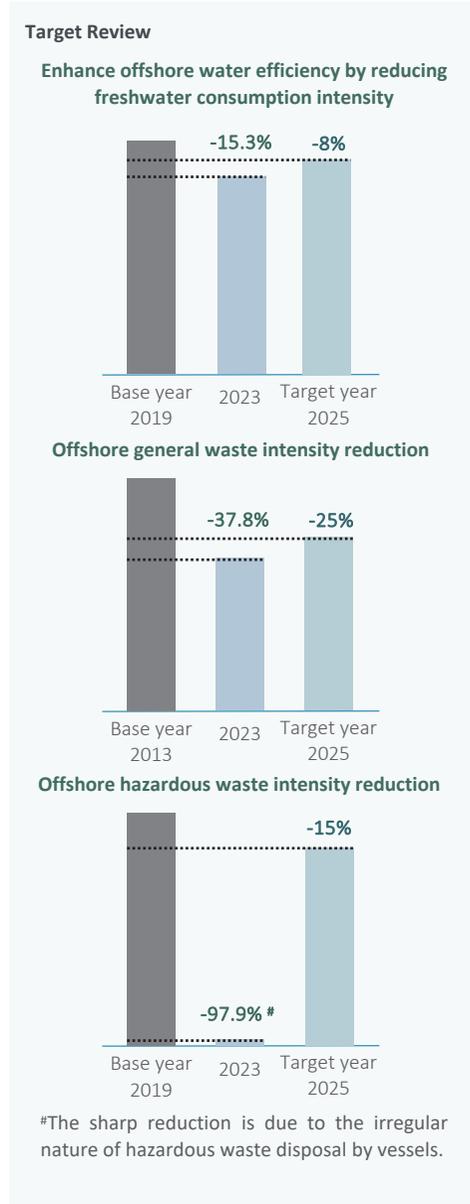
Ballast Water Management Programme – All container ships discharge ballast water, which can contain organisms that are harmful to the environment. We have a policy of exchanging ballast water only in the open sea (200 nautical miles away from the nearest coastline) and ensuring no ballast water exchange at ports.

Ballast Water Treatment – In 2004, the IMO adopted the International Convention for the Control and Management of Ships’ Ballast Water and Sediment (BWM Convention) to prevent and eliminate the risk in the introduction and dispersal of invasive species into habitats where they do not belong. In addition to the introduction of treatment standards over the coming years, the IMO convention specifies a set of criteria for the treatment process to make sure at least 99.9% of all living organisms carried in ballast water are killed or removed before being discharged.

Most of our owned vessels have Ballast Water Treatment Systems (BWTS) of the D-2 standard installed, while the remaining owned vessels will undergo retrofit before the due date of their International Oil Pollution Prevention (IOPP) Certificates. OOCL’s newbuilds will also be equipped with BWTS approved by the IMO and the United States Coast Guard (USCG) to effectively treat ballast water before discharging. To help lessen the harm to the marine environment, OOCL has been actively exploring different kinds of technologies to effectively treat ballast water that is in line with our environmental policy. The electrolysis BWTS we currently use on vessels are equipped with different treatment technologies, including filtration, electrolysis or electro-catalysis, and neutralisation.

OOCL Participated in Enhancing Cetacean Habitat and Observation (ECHO) Program – OOCL participated in the Enhancing Cetacean Habitat and Observation (ECHO) Program to study how to reduce the cumulative effects of shipping on at-risk whales throughout the southern coast of British Columbia in Canada. During the period of this Program, our vessels voluntarily sailed at slower speeds in the research region. OOCL’s commitment and contribution to this Program was an important part of our sustainability work in addressing the “SDG 14: Life Below Water” component of marine life protection and conservation.

OOCL Continued to Participate in 2023 Protecting Blue Whales & Blue Skies Vessel Speed Reduction Program – OOCL continued to participate in 2023 Protecting Blue Whales and Blue Skies - a Vessel Speed Reduction (VSR) incentive programme, covering the San Francisco Bay and Southern California regions. It aims to reduce air pollution, fatal ship strikes on whales, and underwater noise, as well as to improve air quality and human health outcomes. OOCL proudly achieved the top performance tier – Sapphire level, with an overall 95% of distance traveled at 10 knots or less within the designated VSR Zones during the evaluation period. All financial incentives awarded were reinvested in the programme and additional public recognition efforts.



The Environment and Natural Resources

Our policy encourages us to help minimise potential impacts of operational activities on the environment and the natural resources through innovative environmental care measures. We are committed to environmental measures that respect aquatic biodiversity and natural environment. OOCL continually invests in environmentally friendly equipment such as ballast water treatment systems, and uses sustainable materials, such as non-toxic paint, bio-degradable stern tube oil and bamboo flooring, to help protect marine environment and forests.

Use of Resources

Our Group has set out policies to use resources efficiently, including energy, water and other raw materials. Our Group actively minimises the consumption of electricity, fuel and other raw materials in vessels, warehouses and offices. We continue focusing on green investment which includes fuel-efficient vessels, and eco-friendly machineries and equipment. Each regional office of our Group has their own local recycling initiatives. In order to meet onboard water efficiency objective, our vessels utilise onboard desalination plant to convert seawater into potable water so as to reduce freshwater consumption. By doing so, we believe this reinforces our commitment to customers that we offer them the best service quality with the least impact on our planet.

Sustainable Ship Recycling – Vessels are one of the most important assets for OOCL. Upon the end of their operational lives, which usually last for 20 to 30 years, vessels are dismantled and have their materials recycled or disposed of. As vessels may contain environmentally hazardous substances, the ship recycling process could impose threats on the environment, workers’ health, and their safety if it is conducted without proper procedures.

The two major regulations addressing the topic of ship recycling are IMO Hong Kong International Convention for the Safe and Environmentally Sound Recycling of Ships (HKC) and the European Union Ship Recycling Regulation (EU-SRR), which has entered into force in December 2013. Both regulations require each applicable ship to maintain an inventory of hazardous materials (IHM) to provide ship-specific information on the actual hazardous materials present on board, their locations and approximate quantities. As an IHM includes the details of a vessel’s hazardous materials, it helps reduce the health, safety and environmental risks where the ships are being recycled.

Part of OOCL’s business strategies involves operating a modern fleet. Our vessels are sold and delivered long before reaching their end-of-life. To ensure sustainable ship recycling by our vessel buyers, most of our owned vessels have been maintaining a valid and certified IHM onboard. Each of the IHM was issued with a Statement of Compliance for EU-SRR and/or a Statement of Voluntary Compliance for HKC. All OOCL’s coming new building vessels will conform to both HKC and EU-SRR with certificates issued by Classification Societies upon delivery.

Following our Sustainable Ship Recycling Policy, we adopt the concepts of Life Cycle Assessment (LCA) in the strategic planning stage to minimise the environmental impacts when our vessels are being decommissioned. Other than relevant law and regulation compliance, when we sell our owned vessels for further trading, we provide buyers with approved IHM and encourage buyers to ensure and/or conduct responsible recycling.

OOCL Adopts Extended Speed Reduction – Since 2005, OOCL adopted the voluntary speed reduction programme at the Port of Long Beach and the Port of Los Angeles to help reduce emissions when sailing into port. Initially, this programme encouraged vessels to reduce their speed within 20 nautical miles of the ports and subsequently the revised programme extended the radius to a 40 nautical miles zone.

OOCL had adopted the 20 nautical miles zone since the introduction of the programme and has also committed to adopting the extended speed reduction zone. Reduced vessel speed results in less fuel being used and therefore less emissions, such as sulphur oxides and nitrogen oxides, diesel particles and greenhouse gases being released near the coastline. Furthermore, the extended voluntary speed reduction can also reduce the chance of ship strikes with whales, preventing the collisions between whales and vessels which might lead to injury or fatality.

OOCL Launched Emission Monitor to Monitor Emission Performance on Vessels and E2E Shipment Operation – To proactively measure the emission performance and achieve a sustainable environment, we launched a new emission platform - Emission Monitor. The platform is designed to instantly consolidate the emission information and closely monitor the emission performance of our vessels and end-to-end shipment operation to ensure compliance with IMO CII (Carbon Intensity Indicator) and progress towards decarbonisation.

To support our customers in measuring the environmental performance of their shipments and achieving their sustainability goals and decarbonisation targets, the monitor has been extended to serve our customers with visibility on real-time calculation of CO₂ emission for all confirmed bookings.

Global Vessel Voyage Monitoring Centre (GVVMC)

– To enhance fuel saving and improve fleet performance, AIS signals are utilised to monitor vessels activities through GVVMC, which operates around the clock tracking the movements of more than 17,000 vessels, the status of over 1,200 container ports and 1,800 container terminals.

The GVVMC monitors real-time vessel movements to identify vessel exceptions, such as speed and route deviation, for marine operations users to respond to business disruption immediately and plan for the recovery. Through big data analytics and machine learning, GVVMC correlates sailing schedules, historical sailing patterns and weather data to come up models to project vessel's estimated time of arrival to the future ports, which serves as an important data to increase customer satisfaction, on the other hand to improve collaboration with business partners upon schedule discrepancy.

Global shipping is facing unprecedented challenges in reshaping global trade flows. GVVMC enhanced our monitoring algorithms to address slower steaming speeds, new sailing routes and patterns, numerous lay-by due to over-capacity and blank sailings. This enhancement provided accurate disruption advisories to marine operations to plan ahead in this complex and dynamic situation. The proprietary Port Analytics module was also upgraded with enhanced sensitivity to deliver insights that facilitated our global operations collaboration to cope with regional and global disruptions.

Sophisticated typhoon forecasts and vessel sailing patterns big data, simulating vessel passage plans were leveraged to evaluate the potential impact on other vessels and ports. The impact alert helps operations take advanced measures to reduce service disruption and gain competitive advantages in berthing arrangements in the affected ports and terminals.

GVVMC continued to innovate the bunker model and prediction methodologies, the incorporation of seasonal sea conditions improved the accuracy for both short-term and long-term use scenarios, particularly to address the year-long emission control requirement. Although the new upsized mega vessels were deployed in the year, the model maintained its performance and helped the OOCL fleet maintain the same bunker consumption for 30% more capacity compared to previous year.

Robo-advisor Solution – Leveraging GVVMC's foundation and AI simulations, the Robo-advisor solution provides berth visibility and bunker optimisation to support our marine operations' decision-making.

The IMO maritime decarbonisation regulation came into effect in 2023. We have consistently delivered additional features to support Carbon Intensity Index (CII) monitoring and strategic carrier service planning. In the enhanced CII Monitoring Dashboard, powered by GVVMC live vessel tracking capability, our system actively corroborates compliance-related filings, promoting efficient collaboration between vessel operators and owners to ensure regulatory filing accuracy. The CII grade prediction assists business units in identifying potential non-compliance risks within the OOCL fleet and identifying opportunities for better performance in CII and fuel consumption. Leveraging AI to simulate the effects of various CII control measures, including biofuel adoption, our fleet achieves compliance while maintaining a balance between emission control and service integrity for our customers.

In preparation for compliance with the EU Emission Trading System (EU ETS), effective from 2024, we have developed the ETS Monitoring Dashboard. This tool allows concerned business units to monitor both attained and predicted emission quantities, enabling accurate strategic planning for European Union Allowance (EUA) procurement, ETS surcharge setting, and service loop changes, while maintaining our competitiveness in the market.

OOCL Carbon Calculator – In 2010, OOCL launched the OOCL Carbon Calculator online and also on smartphone platforms. The calculator allows OOCL customers to measure the carbon dioxide emissions in their supply chains. It is one of the first emissions calculator of its kind to offer multiple shipment searches and full intermodal emissions data. This calculator has demonstrated OOCL's commitment to environmental care and our drive to help our customers understand and manage the carbon footprint in their end-to-end supply chains.

The scope of the calculator spans across vessel, truck, feeder, barge and rail with over 70,000 port pairs. It offers customers a user-friendly interface, allowing them to generate summarised reports according to their preferred specifications. OOCL spearheaded this project in 2010, partnering with the Department of Logistics and Maritime Studies of the Hong Kong Polytechnic University that act as our third-party verifier. The Calculator has been checked and verified for its methodology, accuracy and carbon footprint calculations by The American Bureau of Shipping (ABS) Consulting.

OOCL Logistics Launched CO₂ Emissions Calculator

– Over the years, carbon dioxide (CO₂) emissions from business activities have contributed to climate change which poses a serious threat to the global ecological environment. Such changes have in many ways impacted our health, society and global economies. To demonstrate our commitment to environmental care, OOCL Logistics developed an online CO₂ Emissions Calculator to help our customers achieve the lowest possible carbon footprint in their end-to-end supply chain. OOCL Logistics continues to improve the transparency of carbon disclosure during transportation of shipment and help our customers better manage their emission reduction targets.

We have always placed great emphasis on environmental protection, and the launch of the CO₂ Emissions Calculator is just another step we are taking to ensure the sustainability of our business and our planet.

Group Offices – Our focus is to create and maintain a “paperless office” environment by eliminating the use of faxes and unnecessary paper documents. As a business which has traditionally relied on paper documentation with customers, such as bills of lading and invoices, we have successfully taken innovative measures to effectively reduce our paper consumption.

We have implemented a “reduce, reuse and recycle” campaign in all our offices around the world, encouraging employees to switch off computers after work, powering off copiers and lights after use, and to install energy-saving office equipment, such as energy-efficient lighting systems. In exploring areas where we can reduce the use of natural resources, we adopt the mixed source Forestry Stewardship Council (FSC) certified paper for our publications, such as corporate calendars, corporate brochures and reports.

Zhuhai Colleagues Volunteered for Sustainability – Throughout 2023, a total of 1,148 OOCL Zhuhai colleagues volunteered in various activities such as Green Week, cleanup events at parks, beaches and countryside around the city, volunteering in public service institutions, etc. During the activities, participants took an immediate act to make positive difference to the environment. These volunteering activities aim to raise our employees’ awareness of nature conservation and community services.

Office IT Equipment Disposal Management – OOCL applies IT Equipment Hardware and Software Disposal Guidelines for handling Waste from Electrical and Electronic Equipment (WEEE). Prior to disposal of IT equipment, requests need to be submitted with detailed business justification. Upon approval, offices should follow certain disposal priority order based on OOCL’s Asset Disposal Guideline.

Trading and donation to charity organisations are prioritised while disposal as garbage is least preferred. In case of disposal as garbage, OOCL offices must ensure that the IT equipment are disposed in an environmentally responsible way, by appointing vendors that are authorised by local government to perform computer or electronic devices related recycling business. All responsible colleagues must also comply with our Data Migration and Data Disposal Policy to prevent company data leakage.

Going Green by Harnessing Solar Energy – A total of 814 solar panels were installed at our Levington office in the United Kingdom to leverage on green energy sources. By harnessing the power of the sun in a solar photovoltaic (PV) array, it can provide about 50% of the office’s annual electricity consumption, thereby reducing approximately 123,000 kilograms of CO₂ emissions each year. The expected life of the solar array is around 40 years, which means this green initiative can continue contributing to OOCL’s green credentials for many years to come.



SDG 14 – Conserve and sustainably use the oceans, seas and marine resources

Participate and initiate over 100 marine life protection and conservation courses, activities, and programmes by 2030, with every Region where OOCL has presence to have been involved in initiative related to Life below Water. **In Progress**

Target Review#

Electricity consumption intensity reduction



Indirect GHG (Scope 2) emissions intensity reduction



Enhance onshore water efficiency by reducing freshwater consumption intensity



Onshore general waste intensity reduction



#These targets, which are applicable to liner activities, are reviewed and approved through our ESG reporting mechanism.

*In the base year of 2018, Scope 2 emissions (13,874 tons CO₂e) accounted for 0.288% of total GHG emissions in the base year.

Green Week

With Community Responsibility one of our core values, OOCL is committed to preserving the environment and giving back to our community. Since 2008, a week in July has been designated as Green Week to promote the Company’s sustainability initiatives across regions.

The annual Green Week in July 2023 encouraged our global offices and colleagues to organise in-person or online activities in support of environmental protection and sustainable living. SDG Goal 13 – Climate Action was selected as the theme of Green Week 2023. Though a series of activities, our colleagues implemented 4Rs (Reduce, Recycle, Reuse and Repair), low carbon lifestyle, energy saving, and use of eco-friendly products. Here are some of the meaningful initiatives organised by our offices and colleagues worldwide:

Headquarters

Our colleagues participated in a volunteer polyfoam recycle activity with their family and friends and visited a local polyfoam recycling facility to learn about different types of recyclables and their treatment process. Later, a green tour to an organic farm was organised to enhance colleagues' understanding of sustainable agriculture by hands-on experience. By the end of 2023 Green Week, more than 220 participants signed a pledge to start bringing their own shopping bags and stop using disposable plastic bags.



Cambodia

Several sharing programs were held to call for donation of old unwanted items to people in need. Clothes, shoes, children books, toys and household products were collected and distributed to the underprivileged families in a local village and children in the orphanage.

All colleagues participated in a one-month vegetable plantation activity at our office with the use of recyclable materials like old boxes, bottles, and plastic cups from home. Besides, a visit to a solar panel factory was arranged for staff to learn more about the production, working principle and importance of solar energy. To promote green transport in a fun way, there was also an 8-day challenge to advocate cycling among staff with total distance of over 7,600 km.

China

To promote decarbonisation to our community, an outdoor event with the use of collected and recycled from daily office items was organised for more than 450 participants, including our colleagues, families, vendors and visitors, to learn about garbage classification and carbon footprints through educational games. Apart from offline activities, a live-streaming session was conducted online to advocate a low-carbon lifestyle. Our colleagues played music with instruments made from recycled materials and attracted more than 1,000 audience.




Vietnam



Our Vietnam offices were actively involved in various environmental initiatives, with particular focus on tree planting and waste management. The Ho Chi Minh City office held a hydroponics tree planting activity to create a green and comfortable working environment for our colleagues. We also worked with key client partners to plant trees in an industrial park to extend greening efforts into the community. On the other hand, our Hai Phong office not only participated in a beach clean-up campaign, but also organised a workshop for our colleagues and children to learn how to create photo frames from recycled ice cream sticks.

Sri Lanka

Our Sri Lanka office encouraged colleagues to cultivate an eco-friendly workplace by starting with simple daily habits such as biking to work and saving electricity during lunch breaks, while extending the positive impact to the local community.

To further spread the impact of Green Week, our colleagues volunteered to clean the garden and paint walls for a local school, in addition to setting up a composting unit made of sticks and ropes to help them remove garbage and make fertiliser. Moreover, our office successfully convinced their building owner to install solar panels to utilise renewable energy for our day-to-day business.



Philippines



The Green Week 2023 in our Philippines office focused on motivating colleagues to start with small acts, from coordinating carpool rides among colleagues via the online channel to reduce private vehicle emissions, photos sharing about their energy saving appliances to pass on environmental inspiration, to designating a channel for pre-loved items exchange to salvage waste from landfills. Tomato seeds and fertilisers of used coffee grounds were also distributed to colleagues to plant at home. These small efforts helped our colleagues to extend concepts of decarbonisation into daily life beyond Green Week.

France

All employees were engaged to grow plants such as a banana tree or basilic to green our office. A coffee corner was also set up in the break room to allow colleagues to buy local food and drinks directly. A workshop was held to teach our colleagues on how to make compost and natural washing powder at home.



United States

Through a terrarium workshop, our colleagues learnt how to make good use of repurposed materials and plants to build terrariums. Colleagues were also encouraged to exchange environmental knowledge of their composting methods and how to lessen waste at home, including practices like turning plastic bottles into Eco-Blocks.



Awards and Recognition

OOCL is proud and honoured to receive recognition and awards for our commitment and efforts to corporate sustainability each year and we highlight some of our achievements in 2023.

Sustainability Disclosure Verification – OOCL has been taking a leadership role in building our ESG profile to tackle a wider spectrum of environmental challenges we face across the industry. Verified by Lloyd’s Register Quality Assurance (LRQA), OOCL adopted the internationally recognised and accepted Clean Cargo Working Group (CCWG) verification standard to certify the transparency, accuracy, completeness, consistency and relevance of disclosure on carbon dioxide and sulphur oxides emissions of OOCL vessels.

Throughout the independent verification process, we prepared all the proper documentation and records showing the effective management and internal controls for collecting and reporting of the required data to meet the standards. We are pleased that not a single discrepancy, misstatement and nonconformity was identified.

In addition to our work related to vessel emissions, OOCL achieved a limited level of assurance by LRQA for the data published in this Sustainability Report using the Global Reporting Initiative (GRI) principles. The independent assurance statement can be found in this Report.

Hong Kong Green Organisation Certification (HKGOC) – The HKGOC aims to benchmark the performance of “green” organisations to encourage them to sustain their various environmental best practices. It also presents organisations with the opportunity to demonstrate their commitment to improve different aspects of their environmental performance. In appreciation of our efforts towards environmental protection, OOCL was given the status of “Hong Kong Green Organisation” (HKGOC) by the Environmental Campaign Committee (ECC) from being a winner in the Hong Kong Awards for Environmental Excellence (HKAEE).

“Excellence Level” Wastewiše Certificate – OOCL also received environmental recognition for our participation and performance in the Wastewiše Certificate under the Hong Kong Green Organisation Certification (HKGOC). In order to be granted with the Wastewiše Certificate, participants must successfully implement all applicable Mandatory Measures and a proportion of non-Mandatory Measures of the four categories. The four categories of measures include Guidelines/Action Plan/Training, Waste Avoidance, Recycling and Green Procurement.

Green Flag Award – Since its launch, OOCL has been an outstanding voluntary participant in the Port of Long Beach’s Green Flag Program by complying to sail at slower speeds within 40 nautical miles of the coastline. To acknowledge OOCL for our commitment to reducing harmful emissions, we received a Green Flag Award from the Port of Long Beach in 2023, a recognition that we have received every year since 2005.

OOCL will continue our efforts in cutting air pollutants such as smog-forming NO_x, diesel particulate matters and greenhouse gases. Port officials estimate that the amount of NO_x generated by containerships would be decreased by approximately 550 metric tons a year if all the vessels comply with this programme.



Participation in Environment-focused Organisations

To leverage collective efforts in tackling climate related challenges, we have established a mechanism and procedure to participate in different related memberships and working groups. We are a member of a few environment-focused organisations to actively address and demonstrate the support to issues of environmental protection and mitigating climate change. Under these platforms and channels, we exchange ideas with other stakeholders on climate issues such as Paris Agreement and call for support and action from the policy makers.

Within these organisations, we liaise and negotiate with other members and different parties to produce consensus approaches on climate change mitigation and other environmental issues. We try to ensure the directions of these consensus approaches align with our Company’s direction. In case of mis-alignment, they should be more ambitious than our directions, as a motivation for us to improve continuously.

World Shipping Council – The World Shipping Council (WSC) provides a platform for the liner shipping members to voice out and collaborate on actionable solutions for some of the world’s most challenging transportation issues such as those that relate to the environment. As a member company, we strive to promote and develop sound environmental solutions through the development of sustainable new international public policies and regulations to reduce air emissions and mitigate climate change. The WSC routinely works with a broad range of stakeholders from the public and private sectors to advance together in such areas.

As a member of the World Shipping Council (WSC), reference to the identified six critical pathways to zero-carbon shipping can help achieve the decarbonisation targets. The pathways include “Global Carbon Price”, “New Building Standards”, “Fuel Life Cycle”, “Fuel Supply Development”, “Green Corridors”, and “R&D Investment”.

Clean Cargo and Global Logistics Emissions Council under Smart Freight Centre

– Smart Freight Centre (SFC) is an international non-profit organisation focused on reducing greenhouse gas emissions from freight transportation. Its goal is to guide the global logistics industry, through collaboration with global partners, towards the reduction of the industry’s greenhouse gas emissions by one billion tons by 2030 and to reach zero emissions by 2050. Being a member in SFC can access and contribute to several industry-oriented programs, including Global Logistics Emissions Council (GLEC), Clean Cargo, and other decarbonisation initiatives. OOCL is proud to be a member of Clean Cargo and GLEC under SFC.

Clean Cargo is a collaborative partnership between ocean container carriers, freight forwarders, and cargo owners, aiming to generate high quality, decision-useful containership GHG emissions performance data for members and to serve as a forum for container transportation decarbonisation best practice sharing amongst members. The Clean Cargo methods are consistent with the GLEC Framework. Clean Cargo and GLEC members work together to provide multinationals and their suppliers with a harmonised, efficient and transparent way to calculate and report logistics emissions.

OOCL was a member of the Clean Cargo Working Group (CCWG) from 2003. Following Clean Cargo’s transition into SFC, we support SFC’s goal to guide the global logistics industry to reach zero emissions by 2050 or earlier, consistent with a 1.5°C future.

Business Environment Council – The Business Environment Council (BEC) is a non-profit organisation promoting corporate social and environmental responsibility. Members share their responsible business practices which balance economic, social and environmental interests.

Human Capital

As a responsible corporate citizen employing the highest standards of business ethics in all that it does, the Group understands that the process begins with the treatment of its employees. As a successful corporation, the Group appreciates that its success, growth and performance are attributable to the skills, dedication and teamwork of its employees. It regards people as its greatest asset and takes good care of them. In line with the Group's values, we manage to invest in our people and support our employees to achieve their full potential. Our people's success is OOIL's success.



SDG 8 – Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

We are committed to ensuring decent working conditions and equal opportunities at the workplace and eliminating all kinds of human and labour rights issues.

In Progress

Employee Profile

We employ over 11,000 full-time employees around the world where the majority of them are hired locally and around 98% of the employment are on a regular basis.

Staff Retention – The Group is a stable organisation with a good staff retention rate. As we respect, invest in, and recognise our people, we have proactive strategies in place to attract and retain employees through various programmes to enhance job satisfaction and sense of belonging. In 2023, the total and voluntary turnover rates for employees across our global organisation were maintained below 10%.

Long Service Awards – In recognition of our staff's hard work and dedication to the Group, we celebrated with more than 800 Long Service Award recipients from our offices across the world in 2023. The Long Service Awards were presented in the three categories of 25-year, 10-year, and 5-year services to express appreciation for our staff's commitment, loyalty and contribution.

Professional Development

Corporate Culture – People, People, People and Take It Personally spirit – At OOIL, we believe our success is tied to the success of our people. People are our greatest asset and this is reflected in our first core value of "People, People, People." This shapes our learning culture, and guides us to respect, invest in, and recognise our people.

One key aspect of our culture is the Take it Personally (TIP) spirit, with which OOIL prides itself on going beyond normal job responsibilities to serve our customers both internally and externally. To recognise and appreciate our staff who embody the TIP spirit, we have established Global Recognition Awards. This programme is internal in nature and designed to acknowledge employees who take personal ownership and go the extra mile in their roles.



Supportive Learning Culture – By upholding a supportive learning culture and recognising the TIP spirit in our employees, we craft an environment that enables continuous growth and exceptional service. Every employee is entitled to equal training and development opportunities.

InfoNet – InfoNet is the Company’s one-stop shop for news, knowledge and information to our global employees. It is a learner-centric platform for dissemination of company news and business updates while providing employees with a tool to share knowledge, exchange views and formulate ideas. The InfoNet was revamped in 2020 to enhance users’ experience and migrated to the Office 365 platform.

WeLearn – WeLearn platform is OOCL’s centralised repository for learning. This is a one-stop-shop where our employees can access an online library with learning materials covering a wide array of knowledge about our business, industry, and soft skills.

OOCL Wiki – OOCL Wiki is an internal platform that hosts and shares information and knowledge about the Group and our industry. All our employees are encouraged to create, edit and facilitate discussions. To date, we have created more than 16,000 Wiki pages.

These platforms have enabled us support accelerated learning by providing us with the means to leverage resources, ideas and hence solutions.

Success Management System (SMS) – OOCL has implemented the Success Management System (SMS), which serves as annual appraisal process to assesses employees’ performance according to OOCL’s definitive scale. The scale provides a fair and standardised mechanism to clearly define performance indicators and the corresponding SMS ratings across our organisation globally.

People Development – To groom our people in support of both our business growth and their professional development, we provide them with extensive opportunities to realise their potential through both job assignments and various training and development programmes. This is facilitated by the supportive orientation programme to comprehensive on-the-job people development offerings. This enables effective operation through recruitment and promotion from within.

As part of our new hire orientation programme, we provide easy access to information on our intranet and customised training materials about the Company and business for our global new hires to learn about our corporate culture and the workplace. In addition, we organise face-to-face

induction activities such as visits to terminals and our vessels to enhance shipping and business knowledge.

Advocating that our employees take the initiative to learn, we endeavour to provide an environment to support people development, be it through job rotation or assignments whereby employees can learn effectively on the job.

With the help of a well-established internal training platform, we enforce compliance knowledge and office productivity training, including industry fundamental knowledge courses and rides on board. Apart from functional knowledge training, we also provide soft-skill curriculums and self-paced learning courseware to suit different development needs.

To hone future talents, we offer a 36-month Management Trainee Program, and a 24-month Graduate Trainee Program (specifically for IT talents) in the Hong Kong headquarters to graduates from leading universities who have good academic results, as well as fast-track development opportunities for employees with potential.

The Group is an equal opportunity employer with a clearly defined policy covering areas such as treating all employees with fairness and dignity, promoting the corporate culture of encouraging open and frank communication throughout the organisation, investing in its employees and caring for their hopes and aspirations through people-development programmes and education, as well as recognising their efforts and achievements.

Talent Development – International Executive Development Program (IEDP)

– For our executives worldwide, we run an International Executive Development Program (IEDP) designed for three levels of talents to assist them to progress into leadership roles. This unique global programme invites potential staff across regions to our Hong Kong headquarters for a 3- to 10-day training. Conducted mostly by our internal trainers, the IEDP offers comprehensive development opportunities and valuable knowledge, ranging from business-related outlooks, updates on the Company's directions and development, to leadership skills to help these potential leaders thrive.

We believe it is essential to contribute to the skills development and capacity building of young people. The internship programme in our Hong Kong headquarters equips young people with valuable pre-job experience, where they can gain insights into the industry and our Company. Supplying internship opportunities that foster growth and job skills allows us to attract aspiring individuals who are eager to contribute their talents to the success of our Company.

World of Welcome (WOW) Package for New Hires

– Living up to our core values – People, People, People, OOCL respects, recognises and invests our colleagues. A simplified yet comprehensive World of Welcome (WOW) package was launched to give the new hires a brief introduction of OOCL and its business. A page named New Hire Welcome Kit was also built as a handy guide with links to useful information. These initiatives help the new hires settle in comfortably and quickly and make them feel welcome to the OOCL family.

Environmental Awareness and Training**1. On ship**

All OOCL senior officers on ships are professionally trained to acknowledge the importance of environmental protection and abide to the Company's policy and procedures, such as the Ballast Management Plan, Garbage Management Plan and the Shipboard Marine Pollution Emergency Plan, to protect the environment. Subsequently, all other OOCL crew members are then trained by their senior officers.

2. Land side

All OOCL employees undertake basic training on environmental awareness through learning the Company's core values within the first few weeks on the job. This is an important part of the mandatory employee induction training delivered through the Company's ePeopleSmart learning platform.

Staff Movement – Transfer / Reassignment – The framework for Staff Movement is established to facilitate effective human resources deployment, supporting achievement of business objectives and employee development. There are many opportunities available for career growth at OOCL. We may, in the interest of staff career development and the operational needs of the Company, assign them to different positions, or transfer them to different departments or Group companies, either on a temporary or permanent basis. When such opportunities become available, we will consider their career goals and provide career counseling at their request. In addition, they may take advantage of career opportunities by applying for open

positions within the Company. Position openings will be posted through our Internal Recruitment Bulletin.

Employee Engagement Survey – In order to measure OOCL's performance in employee engagement and boosting of staff morale and sense of pride with the company, we have been conducting employee engagement surveys in which all OOCL staff are to be engaged on a quarterly basis. The survey results are monitored periodically and shared with the management team to identify areas for improvement and action items with the objective of making OOCL a better place to work at.

OOCL Logistics ESG Training Sessions Strengthened

Colleagues' Awareness of Customer Concerns – As customer focus on environmental, social and governance (ESG) topics increases, our sales team needs to be equipped with more relevant knowledge to address the growing number of customer inquiries.

In line with our Group's direction and strict ESG standards, OOCL Logistics organised two ESG training sessions in April 2023 for about 100 sales colleagues from all Regions, with an aim of heightening their awareness of ESG-related hot topics and understanding of our Group's ESG initiatives. After the trainings, participated colleagues had gained new perspectives on ESG and been able to address related enquiries from our customers generally.

OOCL Attained 2023 Great Place to Work Certification in Australia and New Zealand

OOCL Australia and OOCL New Zealand were recognised as a Great Place to Work in both countries. Conducted by consulting and research institute Great Place to Work, the worldwide programme recognises top organisations that help to provide a great working environment to employees. The certification demonstrated organisations' achievements in People Development, Performance Development, People Engagement, Culture Development and ensuing inclusion and total equality amongst workplace.



Human & Labour Rights

Human and Labour Rights are an important element to our Corporate HR Guidepolicies in which it serves as a guideline to ensure compliance with all local, national and international legal standards. In particular, we respect the provisions of the Declaration, Compact and Principles from the United Nations in respect to human and labour rights # and the Conventions of the International Labour Organization. We have taken actions with regards to:

- Elimination of all forms of forced, compulsory and child labour
- Freedom of employment & association
- Respect for the individual and elimination of discrimination
- Safe and healthy working conditions
- Payment of living wages and regular employment entitlements
- Non-excessive working hours
- Prevention of human trafficking
- Promotion of equal remuneration
- Respect for the right of collective bargaining

Other chapters, such as, “Code of Conduct”, “Equal Opportunity in Employment”, “Prohibition of Harassment” and “Grievance Handling Process” are also incorporated in the Corporate HR Guidepolicies and communicated to our employees through new-hire orientation, training and Group’s intranet.

We invited various stakeholder groups to complete a stakeholder engagement survey to access all possible human and labour rights issues in our business activities. The results showed that the risk and impact from this assessment area were relatively not significant in our stakeholders’ perspective. Please refer to the Materiality Matrix for more details.

We have not received any reports on non-compliance, violations or grievance related to human and labour rights issues in the reporting year. In our approach to protecting the right of our people, we periodically monitor and review our employment practices to safeguard the best interests of our people. Meanwhile, our employees or employee representatives can anonymously report any human and labour rights issues to the company management through a formal grievance handling process. It allows us to investigate the findings of the reported incidents, and to perform remedial actions following the reported incidents in a timely manner. These mechanisms help us ensure that we continue to be in full compliance with the related laws and regulations in order to maintain ‘zero incidents’. We constantly monitor and assess if there are any human and labour rights impact or risk to any of our existing, new and/or potential operations or projects. If a risk has been identified, the Operational Risk Management process will be implemented company-wide for risk mitigation. The Operational Risk Management process is reported to the Executive Committee on a quarterly basis through the SSE Committee.

Human & labour rights on board are regulated by mandatory regulations of IMO, Administration and Safety, Quality and Environmental (SQE) Management System. Moreover, relevant significant changes in regulatory requirements or major concerns would be addressed by SSE Committee. In terms of day-to-day vessel operations, Ship Masters are responsible to manage and oversee these issues to ensure respect of human & labour rights.

For example: The UN Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights from The UN Global Compact.

Modern Slavery Act Transparency Statement – Modern slavery is defined as “slavery, servitude, and forced or compulsory labour” as well as “human trafficking”. We are absolutely committed to ensuring that modern slavery in any form has no place in our business and supply chain through active participation in the Group’s global policies, many of which are relevant to modern slavery and human rights. We expect our suppliers and contractors to operate fair and ethical workplaces and practices, where workers are treated with dignity and respect, and the standards of human rights are upheld.

Our Modern Slavery Act Transparency Statement endorses the United Nations Guiding Principles on Business and Human Rights and supports the principles contained within the International Bill of Human Rights and the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work.

Policy for Anti-Harassment – A chapter of the Global HR Policies & Guidelines is designated to define harassment and formulate the Company’s zero-tolerance policies on prohibition of harassment in the workplace. As the summary of the Policy:

- In the event that any sort of ethical, racial, religious, or sexual harassment, or similarly abusive verbal or physical conduct creates an intimidating, hostile or offensive work environment, the Company urges employees to contact their supervisor or the Regional Human Resources Department
- The colleagues’ supervisor or the Regional Human Resources Department will serve as an escalation channel and the reported incidents will be handled with the highest possible degree of confidentiality
- If the Company determines that harassment has occurred, disciplinary action against the harassers, up to and including dismissal, will follow

Equal Opportunity and Anti-discrimination – We are committed to equal opportunity in recruitment and employment. The Group would like to encourage and retain the diversity of employees in all the locations it operates to offer local employees fair promotion opportunities and benefit from the diversity of thought. It is the Group’s policy not to discriminate against any employee or applicant for recruitment and employment on the grounds of nationality, race, colour, religion, creed, age, sex, disability, pregnancy, childbirth and related marital status, sexual orientation, veteran status and any other category as guided by local laws and regulations. We have also taken action to manage and improve workforce diversity and avoid various discrimination. In 2023, women and men accounted for 54.7% and 45.3% of our onshore workforce respectively. The female representation at senior management level was 40.0%. We strive for maintaining such gender balance among our workforce.

In case of redundancy, voluntary or involuntary, the Group has established proper procedures so as to ensure that there is no discrimination and to remove any effects which could be disproportionate and unjustifiable.

Equal Remuneration, Fringes Benefits and Compensation – Our employee salary and benefits are maintained at competitive levels. All employees are paid fairly and equitably in terms of total remuneration based on the principles of internal equity with reference to job sizes and accountabilities, and external competitiveness with reference to comparable companies in the industry. Employees are rewarded on a performance related basis within the general policy and framework on the Group’s salary and bonus schemes which are regularly reviewed. For promotion, the Group assesses all possible candidates and ensures that nobody with potential has been overlooked.

Human and labour rights, safe and healthy working conditions and non-excessive working hours are provided. Under the guidepolicy of “Employment Terms and Conditions”, benefits and compensation includes but are not limited to: Rest Periods, Holidays and Leave Entitlement, and Contribution Scheme. Other welfare and benefits include medical insurance and pension funds to ensure our employees are well taken care of. During the reporting period, we are not aware of any incidents of human rights violations, discrimination and labour rights issues. The Group fully complies with relevant standards, rules and regulations on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

Board Diversity – Apart from the general workforce diversity, Board diversity and inclusiveness are highly valued in the Group. Having a Board with diverse background and skills is crucial for developing business resiliency, sustainability and long-term corporate strategies. Recognising the vitality of diversity for the Board, the Company has been adopting a Board Diversity Policy since 2013. Guided by the Board Diversity Policy, the selection of candidates by the Nomination Committee will be based on a range of perspectives, including but not limited to gender, age, cultural and educational background, ethnicity, industry experience, skills, knowledge and length of service. More details regarding our Board diversity can be found in Appendix I: Performance Data Summary.



Human Rights Due Diligence for Seafarers – Human Rights Due Diligence (HRDD) takes up an indispensable part of our recruitment and crew engagement processes to identify and mitigate human rights risks and support the standards outlined in the ILO Maritime Labour Convention, 2006, which is also known as the “MLC, 2006”. The MLC, 2006 articulates that all ratifying members shall secure the rights of all seafarers to freedom of association, collective bargaining, decent working and living conditions on board ship, onboard medical care, food and catering etc. All forms of forced labour, child labour, and discrimination in respect of employment and occupation shall be eliminated. As proof of compliance with the MLC, 2006, all our vessels operating on international voyages carry Maritime Labour Certificates and Declaration of Maritime Labour Compliance (DMLC). Other than the focus areas above, during the recruitment and crew engagement process, our regular HRDD ensures equal opportunity for candidates and equal remuneration for respective ranks of crews, which also helps us to review and identify the potential issues and risks from existing and new activities where applicable. Candidates are well informed of their rights, as well as potential remuneration, benefits, roles and responsibilities should they become part of the crew.

Grievance Handling Process – The guidepolicy of Grievance Handling Process is in place to define and formulate the framework for handling grievances raised by employees and ensure that all such matters can be resolved in a fair, consistent and expeditious manner and in strict confidence. Any complaint or grievances will be promptly and thoroughly investigated by the immediate supervisor or Corporate Human Resources or any other person as appointed by the Company. The investigation will be communicated with relevant employees through channels deemed appropriate by the Company determines that a complaint is founded or grievance has occurred, appropriate relief for the employee bringing the complaint or grievance and appropriate disciplinary action against the source of complaint or grievance will follow. Complaint or grievance matters can be extremely sensitive and as such, all communications such as interviews and witness statements will be kept confidential.

The Company will strive to ensure that there will be no retaliation or adverse action taken against the employee who raised the complaint or grievance by providing information in confidence. The Corporate Human Resources is actively involved in the consultation and resolution process to ensure a proper settlement.

In line with the Company’s core value on People, People, People, which takes into consideration of equal opportunity, respect and dignity of all employees in a supportive environment, this guidepolicy is to define and formulate the framework for handling workplace grievances raised by employees to ensure that all such matters can be resolved in a fair, consistent and expeditious manner and in strict confidence.

As a defined escalation process, any complaint or grievance over inequitable treatment, procedural unfairness and infringement of Human and Labour Rights including any form of harassment and discrimination (linked to Code of Conduct) in the workplace will be promptly and thoroughly investigated by the immediate supervisor or Regional HRA Department, or any other person as appointed by the Company if independent investigation and/or arbitration is necessary and appropriate. If required or deemed necessary, further trainings will be provided to supervisors on how to handle colleagues’ reports of workplace harassment. The result of such an investigation and/or arbitration will be communicated through channels deemed as appropriate by the Company to the employee. If employees feel particularly vulnerable, grievances can be lodged anonymously.

Not only do we handle grievance internally, our grievance handling process also includes external stakeholders. Through the stakeholder engagement exercise, we can handle any grievance issues that may arise from the community. We invite our stakeholders to complete a survey annually to review whether our business activities play a vital role to the communities where we operate. The survey explicitly covers human rights issues and all the data we collect are kept confidential and anonymous. In addition, the general public can offer us feedback and comments regarding our business activities through our corporate website.

Code of Conduct – In the interest of adhering to the highest ethical standards on an ongoing basis, the Group has a formulated Code of Conduct which serves as a guideline to ensure compliance with all local, national and international legal standards and to preclude offences under local, national and international laws, any breaches of confidentiality, non-disclosure requirements or intellectual property rights and any conflicts of interest, acts of bribery, corruption or political contribution and any other areas of deemed misconduct.

To ensure effective implementation of our code of conduct, the Group’s policy assigns appropriate responsibilities ad reporting lines to employees. We have set up procedures to identify, manage and control risks that may have an impact on the business of the Group. The Group’s “Whistle Blower Policy”, established in 2006, is one of our formalised procedures through which employees can anonymously file reports or register concerns and helps govern the reporting and thorough investigation of allegations of suspected improper activities.

Disciplinary Action – The guidepolicy of Disciplinary Action defines and formulates a system of progressive disciplinary actions on instances of non-compliance by employees who have repeatedly failed to meet conditions of employment. Our policy ensures that when administering disciplinary actions, there is strict observance and adherence to established procedures so as to maintain fairness and consideration and to minimise any potential disruption to our operation. All employees should observe standards of job performance and professional conduct as specified in Code of Conduct, Employee Handbook, Personal Data Protection and Privacy, Anti-Harassment Policy, Equal Opportunity and Anti-Discrimination Policy and other local Human Resources policies. For first time offenders, the Company will endeavour to provide employees with necessary guidance and opportunity for correction. However, if the employee fails to improve, he/she may be subject to disciplinary action and in cases of serious misconduct, be subject to summary dismissal.

Occupational Health & Safety

We never compromise on workplace safety. Our Corporate Safety, Security & Environmental Care (SSE) Policy underpins our commitment that, so far as is reasonably practicable, our operations are executed in a safe working environment to avoid any occupational hazards, health & safety risks to the employees and stakeholders including our contractors. Maintaining a zero rate of accidents and injuries are our primary safety objective.

We frequently carry out comprehensive risk and hazardous assessments for reefer and dangerous cargo. Prior to loading, dangerous goods are systematically sampled and inspected to ensure that they are correctly packed and properly stored. Strict onboard checking systems have also been implemented for other sensitive cargo. Special drills for ship safety and anti-pollution measures are periodically conducted both onboard a vessel and at office locations. Occupational Health & Safety is being pursued through establishing and prioritising action plans. The SSE Steering Committee meets on a quarterly basis to discuss and evaluate the Company's performance in health risk mitigation and monitor the progress against the target of zero accident rate.



During the reporting period, we are not aware of any incidents of health & safety standard violations. There were no work-related fatalities occurred in each of the past three years including the reporting year within the Group. No lost-time injury and fatality occurred among our contractors providing vessel-related services.

Our Zero Tolerance Approach – The Health & Safety of our people is a high priority and remains a key focus for the Group as we take a zero-tolerance approach to work-related injuries and ensure full compliance with the required health & safety laws and regulations at all locations of operations. We believe that Zero Tolerance is a fundamental sustainability objective.

Emergency Response – A Corporate Emergency Response Policy is in place to ensure emergency events and crisis situations are handled timely and appropriately. Under this policy, Emergency Response Teams (ERT) are formed in each Region, reporting to the Corporate Emergency Response Team (CERT), and ultimately to the Executive Committee where needed. In the event of a serious incident, the Regional Emergency Response Team (RERT) should first become involved in taking integrated actions in response to the immediate situations. If the situation becomes more serious, the RERT will escalate the case to CERT. A standardised formation of ERTs means clear communication lines can be quickly established for an efficient crisis response mechanism.

Ship and Shore Safety, Security and Environmental (SSE) Emergency Drill – To ensure our staff's competence of and familiarity with the corporate emergency response procedures, it is our company policy to carry out a special safety and security emergency drill both onboard and ashore once a year. Every year a chosen vessel would act in accordance with the script received. The actual emergency drill begins when the headquarters is notified about the incident the vessel is experiencing. Members of the CERT and ERT will gather to provide prompt advices, such as on handling emergency situations, cargo checking, insurance claims, and media queries to the vessel. After the drill, a mock press conference will take place with colleagues posing as reporters and asking questions about the accident and OOCL's responses. The regular safety and security emergency drills ensure the competence of our corporate emergency response system.

OOCL and its 70 vessels in 2023 have successfully completed the emergency drill programme, with a total of 2,743 drills carried out throughout the year, including 16 types emergency drills for safety and security on board and one type joint ship-to-shore drill.

Safety Training – In terms of our onshore staff, the Global SSE Awareness Refresher Course highlights the importance and instructions of active preventive measures for repetitive strain injury. In addition to the IMO’s mandatory safety training, we also offer additional safety programmes for our sea staff to raise awareness and reduce operational health & safety incidents. which is in line with one of our core values, “People, People, People”. One of our ongoing programmes is the Onboard Mentoring Program, which helps train newly recruited or promoted sea staff and cadets on safe and efficient performance. The Master, Chief Officer, Chief Engineer and Second Engineer would closely “mentor” them for a specific period of time with continuous appraisal reports.

An Onboard Safety Culture is constantly being promoted and all crew members are kept up-to-date on safety measures and initiatives through various training and re-education systems. OOCL offers a web-based training programme and is designed for individual self-study with the purpose of upgrading safety awareness. The course is accredited by recognised organisations and an examination is given at the end of each module.

Crew members are expected to apply the knowledge acquired within the context of their ship’s operation after the course is completed. For over 10 years we have conducted the Bridge and Engine Resource Management Courses for OOCL officers and engineers. These courses were conducted at the OOCL Maritime Academy (formerly called the Zhoushan Orient International Seaman Training Center) in China. All OOCL sea staff, including ship masters, officers and engineers, would be sent for mandatory training and re-education courses every four years on a rotational basis.

To promote safety and quality training for future seafarers, OOCL also sends our experienced technical staff, ship masters and chief engineers to conduct presentations on topics such as safety, security, shipboard communication skills, and our in-house SQE System (Ship Safety / Security, Quality and Environment System) to students at the Zhejiang International Maritime College in China.

International Maritime Dangerous Goods Code Refresher Training – The International Maritime Dangerous Goods (IMDG) Code is the regulatory framework regarding all aspects of handling dangerous goods and marine pollutants in sea transport. Training for shore-side staff involved in dangerous goods transport by sea is mandatory. In compliance with these requirements and to ensure staff safety, OOCL has been providing regular IMDG refresher training since 2013. The content of the training will be revamped regularly in order to keep our staff alert of the IMDG updates.

Preventive Measures of Infectious Disease – Our guidepolicy of preventive measures of infectious disease is in place to provide guidance to Regions in ensuring that consistent preventive measures of infectious disease are in place for all employees and in all offices. It defines infectious disease and outbreak; proposes action to prevent infectious disease, and provides guidance in personnel, hygiene and environmental hygiene, as well as proper actions to prevent and control global health issues in case of suspected or confirmed infectious disease. In addition, subject to the situation, the Company may provide with preventive vaccination programme in the office / Region where there is an outbreak. Each region shall use the colour-coded alert system and principles to work out and adopt its own contingency plan according to the local situation. The contingency plan should be regularly updated to ensure its validity. Priority is to ensure health, safety and business continuity.

OOCL Once Again Received Outstanding Performance Award from Hong Kong Marine Department

OOCL was delighted to receive the “Outstanding Performance Award in Port State Control Inspection for the year of 2022” from the Hong Kong Marine Department. The award recognises Hong Kong flag ships “ that have performed outstandingly in port state control inspections, paying tribute to shipping and ship management companies for their excellent work in maintaining fleet quality and their contribution in upholding the reputation of the Hong Kong flag. OOCL is proud to be receiving this award for the fifth time.



Safety Review

In addition to carrying out regular occupational health & safety trainings to raise awareness and reduce operational health & safety incidents, internal inspection, external audits and comprehensive risk and hazardous assessments for any existing, new and/or potential operations or projects, one of the most important adoptions to help maintain a zero rate of accidents and injuries is that we have “No Blame Policy” in place to encourage our sea staff to report incident of any scale to us. Rather than focusing on blame, this policy helps us perform monitoring and investigations that focus on identifying real and fixable root causes in case of any incidents or injuries. It allows us to disclose the investigations and findings of the reported incidents in a timely manner, and to perform actions following the reported incidents.

Qualship 21 Certificates – OOCL vessels have been recognised for our exceptional safety and environmental standards under Qualship 21 since 2004. Our vessels were recognised as Qualship 21 participants for their high standard of excellence; marking the most OOCL vessels ever certified under the programme to date. Some of our vessels also received the E-Zero designation on their Qualship 21 certificate, which is an additional programme to recognise exemplary vessels that have consistently adhered to environmental compliance. We are particularly proud of the fact that according to the United States Coast Guard, only a small percentage of the foreign-flagged ships that operate in the United States have qualified for this initiative.

With the growing concern over the piracy issue in the Gulf of Guinea, and in response to increasing attacks in the Niger Delta, a taskforce of stakeholders from across the shipping industry drafted the Gulf of Guinea Declaration on the Suppression of Piracy.

OOCL has joined organisations across the maritime industry (including flag state administrations, ship owners, charterers, and shipping associations) in signing the declaration, demanding that no seafarer should face the grave risks of kidnapping and violence when transporting cargo in the Gulf of Guinea.

Piracy

Piracy was common across the Middle East region and with occurrences in the southern end of the Red Sea, Gulf of Aden, Arabian Sea and down into the Indian Ocean, stretching from the Somali coastline all the way across to within close proximity of the Indian coast. To combat the increasing threat of maritime piracy, OOCL applies anti-piracy measures by adopting best practice guidelines and establishing close communication with staff onboard.

Anti-piracy Measures – OOCL follows anti-piracy measures before our vessels enter the High Risk Area (HRA). One of the key measures is to maintain a 24-hour, 360-degree counter-piracy visual and radar watch and to assign additional watch-keepers at the bridge and on the deck while transiting through the HRA to watch out for suspected pirate crafts. OOCL has also adopted the Industry Best Management Practices to avoid, deter or delay pirate attacks.

We cooperate with navy forces and relevant anti-piracy organisations to exchange information on safety and security measures, piracy policies and procedures. Close communication is also kept between the vessels and our Fleet Management Department office which has a 24-hour emergency hotline and is always on standby in case of any emergency.



OOCL Received AMVER Certificate for Dedication to Lifesaving at Sea – On 18th October 2023, OOCL was awarded with a Certificate of Merit from United States Coast Guard (USCG) in recognition of its contribution to maritime safety by supporting the Automated Mutual-Assistance Vessel Rescue System (AMVER) in the previous year. AMVER is a global ship reporting system used worldwide by search and rescue authorities to arrange for assistance to persons in distress at sea. By supporting this voluntary system, OOCL’s vessels contribute to the rescue efforts in case of an emergency at sea and practice cooperation and mutual assistance among seafarers.

OOCL Received Elite Enterprise Partnership Award 2023 from Hong Kong Customs – On 26th October 2023, OOCL was honoured to be the only shipping company to receive the Elite Enterprise Partnership Award 2023 from Hong Kong Customs and Excise Department. Over the years, there has been close co-operation and connection between our Hong Kong offices and Hong Kong Customs to facilitate legitimate trade and the safety of cargo handling and transportation.

Case Study – Red Sea Crisis

Escalating attacks caused by geopolitical tensions in the Red Sea region have brought huge disruptions and security risks to Asia-Europe trade lanes. To protect seafarers and cargo, carriers must reroute further away instead of the Suez Canal, resulting in longer voyages and increased shipping emissions. We will keep monitoring the latest situations of this emerging risk and explore various preventive measures for our shipping services, such as transshipment arrangements.

Work-life Balance (Health Wellness)

We have many different clubs that cover a broad range of recreation and special interest areas and they are formed with the aim of promoting work-life balance for all colleagues who can gather together for various activities after work. Colleagues can take these great opportunities to meet others in the Company who share the same interests.

The recreation club, for instance, organises family outing, cooking & baking classes, painting & clay classes, calligraphy workshop, wine appreciation workshop, DIY ukulele workshop, champagne glass etching, cloth bag pad-printing, 3D latte art & etching, environmentally friendly leather crafting, laser war game, pottery class, DIY storm glass workshop, DIY preserved Rose Lamp, drum class, DIY jam class, VR experience, glass coffee cup etching workshop, DIY Decoupage shoes, aroma stone workshop, flower letter light workshop, DIY thumb piano, Kokedama workshop, Christmas wreath workshop, and different activities that allow colleagues to relax and learn after work. For some particular clubs that are more popular among colleagues, they would gather more often to have regular activities and even organise for sports competitions too!

These clubs not only help our colleagues attain better work-life balance, but they also make the workplace more fun and bring about the employee’s sense of belonging to the Company. In addition, colleagues joining these clubs can build their leadership and organisational skills through arranging different activities.

Flexible Working Arrangements – OOCL has set up virtual offices in several locations like the US, Germany and the Mainland China. The virtual office set-up enables employees to work from home and offers flexibility for customer-facing employees who need to travel constantly. For Regions where flexible working is a statutory obligation of employers, the Company has formulated and implemented a policy in accordance with the law. For example, in the UK, employees can request for flexible working arrangements e.g. flexible start and finish times or working from home to suit their needs.

We conduct various approaches to promote public health and hygiene in our work environment. This includes organising various health talks for the staff to learn how to prevent the outbreak of an infectious disease that could have a devastating impact on our operations.

Series of Interest Classes and Staff Engagement Activities for Hong Kong Employees – The Recreation Club was established with the aim of promoting work-life balance for all colleagues who can gather to join various activities after work. The Club organised a diverse range of interest workshops for employees, including hand drip coffee workshop, traditional handicraft workshops, locking class and outdoor hiking.

In these classes, the participants got to learn about arts and crafts and worked on their own DIY items. Through organising fun and engaging interest classes, the Recreation Club manages to offer good opportunities for our colleagues to relax after work.

Healthy Work Environment

Health Square – Health Square promotes the need for a healthy lifestyle to our colleagues through various channels. Prevention is better than cure so we promote health awareness and workplace stress management by organising health talks and classes for all colleagues. Our Health Square programme organises a series of health classes, such as Wellness Yoga, “Tai Chi”, “Wing Chun”, Boxing Aerobics, “Qi Gong”, “Ba Duan Jin”, Acupuncture Points Pain Relief Massage and Lymph Exercise, Jazz Dance, Sport Climbing, Kickboxing, Pilates, Running, Boxing, First-Aid Course, Archery, Zumba, Aerial Yoga, Bounce Fit, Taekwondo, Stretching class, Self-massage, Floor Curling Class and Funky Dance, Sport Climbing and Running Class to promote a healthy lifestyle to our colleagues. Our aim is to arouse their awareness of staying healthy and develop an interest in doing different forms of exercise.



Health and Well-Being

Bangkok Office Organised Health Talk on Office Syndrome – On 3rd May 2023, our Thailand office organised a Lunch and Learn health talk on office syndrome, which was delivered by a physiotherapist, aiming to enhance colleagues' understanding on work-related health risks and promote staff well-being. In the session, participants practiced stretching exercises under instructions of the speaker and communicated with colleagues from other departments.

OOCL Mumbai Organised Health Check-Up Camp for Employees to Encourage Healthy Living – Our Mumbai office organised a health check-up camp for its employees on 11th August 2023. To help our employees to better understand their health status and be cautious of potential health problems, a medical team from a local hospital conducted a variety of check-ups and provided general health consultation for about 60 of our employees.

International Women's Day Celebration and Staff Appreciation – On 7th March 2023, OOCL Vietnam organised a canvas bag painting competition to celebrate the International Women's Day. Each of our colleagues was given a canvas fabric bag to showcase their ideas, creativity and talents through paintings and designs related to the Women's Day. A mini party was organised for everyone to relax and enjoy desserts afterwards.

In the meantime, OOCL Australia organised a staff appreciation event for colleagues to express gratitude to all the mighty women in our offices. Apart from the celebration in the office, all colleagues in Australia and New Zealand were invited to write about and share a great woman they have come across in their lives.

OOCL Australia – Bring Your Children to Office Day – On 18th April 2023, our Sydney office organised a Bring Your Children to Office event, inviting children or grandchildren of our employees to spend the morning in the office. The event aimed to provide an opportunity for our employees' children to experience their parents' workplace and to provide more flexibility for working parents during the Easter school holidays.

Singapore Office Promoted Health Benefits of Drinking Tea – On 17th May 2023, OOCL Singapore organised a staff engagement activity titled "Appreciation of Tea" to celebrate the International Tea Day. In the event, participants learnt about different types and benefits of teas, interesting facts about various teas, and the origin of the International Tea Day.

Team Building and Staff Engagement

OOCL Thailand Team Building Day – On 15th July 2023, around 50 employees from both Bangkok and Laem Chabang offices participated in the one-day off-site team building event titled "how to build team for teamwork". In each activity module, participants were divided into small groups of colleagues from different departments. They brainstormed, discussed, and took turns presenting their assignment and ideas on how to be a good team.

Staff Outing and Team Building Activities in Vietnam – Starting from 8th September 2023, OOCL and OOCL Logistics Vietnam organised a 3-day Outing and Team Building in Nha Trang city for all colleagues from Ho Chi Minh City, Ha Nai and Haiphong to build up employee relations, develop team spirit and teamwork skills, as well as exercise for health and fitness. The activity aimed to enhance employees' creativity and problem-solving skills through activities such as team building games and talent shows.

OOCL Malaysia Sports-Themed Team Building – Our social recreational committee members from Malaysia organised a series of sports-themed team building activities for about 80 colleagues with a title of "Boleh", which means "can do!" in Malay. Participants were divided into eight teams to take part in three big challenges, namely drawing game, human wheel game and memory and mind game.

OOCL Saudi Arabia Brought Teams Closer through Offsite Team Building Activities – In November 2023, our Saudi Arabia offices organised off-site team building activities with the theme of "Together Everyone Achieves More". Our colleagues participated in various activities that enhanced their skills in strategy, communication, leadership and problem solving, as well as their bonds with each other.



Sports and Leisure

OOCL Japan Took Part in Corporate Walking Competition and Futsal Tournament – From 16th to 19th January 2023, our colleagues from Tokyo office formed teams to participate in a corporate walking competition. The event was organised by the office building management and aimed to encourage office tenants to have more exercise. Our teams completed the competition with a decent performance, with more than 382,000 steps achieved during the event period. Later, on 11th March 2023, our Japan colleagues also participated in a futsal tournament organised by our port partner.

Industry Cricket Tournaments in Sri Lanka, Pakistan and India – From 11th to 12th February 2023, our colleagues from Sri Lanka offices took part in a friendly cricket tournament organised by the Ceylon Association of Shipping Agents, which attracted more than 50 shipping agents. On 25th February 2023, OOCL Pakistan colleagues also participated in another cricket competition organised by the All Pakistan Shipping Association. On 29th April 2023, OOCL India participated in a triangular friendly cricket tournament with two business partners in Mumbai. These industry events provided a good opportunity for us to communicate and interact with our business partners.

Indonesia Colleagues Participated in Bowling Game Organised by Business Partner – On 17th March 2023, OOCL Indonesia took part in a fun bowling game sponsored by a local terminal partner and hosted for shipping company and won the third place in overall.

OOCL Belgium Colleagues Participated in Hercules Trophy Corporate Team Challenge – On 17th June 2023, OOCL Belgium took part in Hercules Trophy, an inter-company sport challenge in Belgium. The challenge combined a series of strenuous team games, such as table soccer, electronic darts, truck pulling, belly slide, track racing and rafting. Out of the 144 participating teams, our two representing teams completed the challenge with a decent performance. It was a great teambuilding opportunity for our colleagues to build stronger rapport with each other.

OOCL Shenzhen Participated in Badminton Tournament Organised by Business Partner – On 22nd April 2023, our Shenzhen colleagues participated in a badminton tournament organised by a business partner and demonstrated good sportsmanship in the competition with other players from business partners and shipping companies.

Singapore Office Organised Human Foosball Game – As part of its on-going staff engagement activities, our Singapore office organised a human foosball game on 18th August 2023, with participants from both liner and logistics taking part. During the game, players had to hold onto large bars and worked together to move the ball.

OOCL India Celebrated 20th Anniversary with Trekking and Zipline Adventure – To celebrate the 20th Anniversary of our India office, a trekking and zipline adventure was arranged for our employees on 5th August 2023. Around 50 India employees and their family members participated in the event.

OOCL UAE Showed Sportsmanship in Dubai Shipping Agents Association Badminton Tournament 2023 – On 7th October 2023, OOCL UAE participated in the Badminton Tournament 2023 organised by Dubai Shipping Agents Association, which was part of the engagement activities for the association's members. This year, we again joined the singles and doubles among over 110 participants from different shipping lines and logistics companies. Our colleagues achieved excellence and showed sportsmanship in the badminton tournament.

OOCL France Took Part in Transat Jacques Vabre Sailing Race in Le Havre – OOCL France was proud to sponsor the 16th Transat Jacques Vabre, a prestigious sailing race in Le Havre from 29th October to 1st November 2023. The event was also a platform for networking and relationship building for the participating companies.



Intellectual Capital

As an industry leader in the use of information technology, we aspire to provide the most innovative international container transport and logistics services in the business. In our strategies and management in driving digital transformation, we are committed to enhancing operational efficiency, bringing innovative solutions to our customers, and developing green IT solutions for our business. All this contributes to our competitive position as well as our service quality hallmark, which are widely recognised by customers and peers in the industry.

Sustaining Growth by Innovation

Newbuilding Orders by OOCL – OOCL placed newbuilding orders for 12 container vessels with a nominal capacity of 24,188 TEU, and 10 container vessels with a nominal capacity of 16,000 TEU each. We expect to begin taking delivery of the 24,188 TEU vessels in the year 2023, while the 16,000 TEU vessels are expected to be delivered between 2024 and 2025. These new buildings are part of our ongoing programme to introduce large, modern, and fuel-efficient vessels to further strengthen our fleet competitiveness as well as fleet rebalancing by increasing the proportion of the ships we own in the core fleet.

Furthermore, these new vessels will help bring economies of scale to OOCL’s unit cost structure and enable the company to continue to play an influential role in offering more competitive and best-in-class services to customers. We are pleased to say that the latest engine technology, intelligent ship performance monitoring system and other state-of-the-art equipment will be used to achieve further digitalisation, greater operational efficiency and reduce carbon emissions, which is consistently in line with our work and commitment to corporate sustainability and environmental protection. These vessels are expected to achieve an Energy Efficiency Design Index (EEDI) value that is at least 52% better than the EEDI baseline requirement by the IMO.

OOCL Ordered Seven 24,000 TEU Methanol-Compatible Container Vessels – OOCL ordered seven methanol-compatible 24,000 TEU container vessels with expected delivery starting from the third quarter of 2026. The green fuel technologies, such as methanol dual fuel engines, would be applied on these new vessels and constitute a significant milestone in our decarbonisation journey.

Digital Transformation Journey of OOCL ASEAN Group - Digital transformation is one of the focal topics across our organisation. To optimise business operations and adopt intelligent automation, OOCL ASEAN Group successfully initiated a series of business intelligence projects in different departments, creating values for both our employees and customers.

Some of the projects include the utilisation of Power BI dashboard visualisation, automated email reminders for payment procedures, and queue management tool for service counter. These transformation trials aim to streamline routine work and enhance the efficiency of data analysis and daily operations.



SDG 13 – Take urgent action to combat climate change and its impacts

Introduce efficient and environmentally friendly vessels.

In Progress



OOCL Welcomes its First 24,188 TEU Container Vessel “OOCL Spain” – In February 2023, OOCL has introduced “OOCL Spain” to its fleet, which is not only OOCL’s first 24,000 TEU vessels, but also ranks among the world’s largest container ships (as measured by carrying capacity). The vessel has been awarded three “Smart Ship” notations by the American Bureau of Shipping (ABS), recognising our application of the latest intelligent technologies onboard. Together with big data acquisition, these technologies will enhance fuel efficiency, structural health monitoring and long-term navigational safety in our operations.

Public Release of FreightSmart – An OOCL advanced online platform – FreightSmart was released publicly. FreightSmart is an online platform providing instant quotation as well as booking with space and equipment protection from OOCL. Customers are able to quote, order and book with OOCL anywhere, anytime online. The highlights of FreightSmart include product variety, instant order-placing, and space and equipment protection. Broad selection of Global Trade Routes for the available service loops are on shelf with high visibility on FreightSmart. On the platform, customers can get real-time price quotations anytime simply with a few clicks. Once an order is placed, FreightSmart will secure the rates, ocean freight rate and all standard Origin and Ocean Surcharges, while space will be immediately reserved for customer.

Since the launch of FreightSmart, there were already several enhancements of the platform. For example, its regional coverage has been expanded to cover all trade lanes within OOCL’s service network. More service options, inland locations, and value-added services will be covered in FreightSmart progressively.

FreightSmart PlumSmart Loyalty Programme – PlumSmart – a loyalty programme that offers premium discounts and benefits to our valuable FreightSmart customers was rolled out. The PlumSmart programme is divided into two dimensions – Platform Level and Sailing Level – to provide comprehensive benefits based on customers’ support in each quarter. The more a customer orders, the more offers the customer can receive for their next booking. Platform Level represents a customer’s overall support to FreightSmart by measuring their overall volume on the platform. PlumSmart awards customers different sailing levels according to their support per trade lane on FreightSmart. Different discounts are offered to users according to their sailing levels in each Trade.

To ensure space availability for more FreightSmart customers in peak seasons, FreightSmart occasionally imposes limits on selected voyages or trade lanes. In addition to the distinctive discounts, customers with a higher sailing level can also enjoy a higher maximum purchase limit to cater for their business needs.

OOCL New FreightSmart Ambassador, Fin – OOCL introduced the new mascot of its FreightSmart online platform, Fin. Fin is the FreightSmart virtual ambassador on our website and social media, welcoming our customers with intelligence, care and teamwork. The chosen design for Fin represents the Chinese White Dolphin, a protected species that inhabits the coastal waters of southern China near our Hong Kong headquarters. As a customer-centric organisation, we seek to demonstrate the same helpfulness deliver a friendly and welcoming experience to our customers that dolphins show to their podmates.

E-Trucking on FreightSmart – OOCL Logistics is committed to helping clients simplify and streamline supply chain management, reduce logistics costs, and improve efficiency. With the support from OOCL’s advanced online platform FreightSmart, E-Trucking, a new digital platform, presents a complete suite of trucking solutions that integrate and enhance the connectivity between multiple nodes in the supply chain network. E-Trucking strives to serve both international and domestic customers in the world’s fastest-growing markets to secure cargo space digitally and conveniently. E-Trucking eliminates back-and-forth emails, places bookings directly and provides multiple routing options at transparent rates anytime simply with a few clicks.

MyPodium® App – OOCL Logistics launched an App version of MyPodium®, the internet-based supply chain visibility and purchase order management platform designed for its customers. MyPodium® is a global supply chain management platform, providing a one-stop-shopping solution for demand planning, overall inventory control, end-to-end visibility from purchase order at origin, work-in-progress tracking, shipment arrangement, cargo in-transit, delivery arrangement at destination, etc. Through end-to-end digitalisation, it enables customers to proactively manage shipments and achieve supply chain optimisation.

Looking Deeper with Supply Chain – Insight – OOCL Logistics launched an enhanced version of the Supply Chain – Insight, an intelligence tool under the PODIUM® product line that offers near real-time monitoring of supply chain performance, shipment process and KPI across various dimensions. In the newly developed reports with additional indicators such as CO₂ emission summaries and enhanced functionalities, the upgraded Supply Chain – Insight can help customers closely monitor their shipment processes and analyze supply chain performances to enhance their supply chain decisions and thus improve their competitive advantage.

ISCMS-Lite – ISCMS-Lite (International Supply Chain Management Service) is designed to enhance visibility and control over the traditional freight forwarding by utilising our global logistics network and experienced, local customer service teams. It is specifically engineered with the small to medium sized enterprises in mind. It allows a simple, quick onboarding process to create immediate results. The diverse and experienced OOCL Logistics team will drive and support the implementation of our latest product offering ISCMS-Lite to ensure that products arrive to customers as promised.

Global Shipping Business Network (GSBN) – The Global Shipping Business Network is an independent, not-for-profit technology consortium to build a blockchain-enabled operating system to redefine global trade. The platform facilitates trusted collaboration between market participants, as well as enabling greater efficiencies and resilience. It also aims to expand the global trade ecosystem by creating bridges to new market participants including banks, fintech companies and other consortia. GSBN supports the development of technology-driven innovation as the sector makes the leap to digital.

The consortium was first founded by eight leading ocean carriers and terminal operators, including OOCL, in the global shipping industry. IQAX was officially commissioned by the GSBN to develop, enhance, and operate the blockchain platform, which will enable real-time data sharing among authorised parties using blockchain technology for more transparent end-to-end supply chain visibility. As a trusted partner, IQAX works with GSBN and its future members to develop standards and functionalities to seamlessly connect stakeholders in the global shipping and trading ecosystem while ensuring data integrity, security and service excellence are maintained.



OOCL Adopted Electronic Bill of Lading to Enhance Supply Chain Efficiency – OOCL switched to Electronic Bills of Lading (eBL), in order to enhance the efficiency of the global supply chain, eliminate waste generation and the consumption of forest resources, and bring customers a better shipping experience.

The eBL solution is powered by digital solutions provider IQAX and built on GSBN's blockchain platform. This also guarantees the security, accuracy, and authenticity of data, as well as ensuring that data on the blockchain network is traceable and from a single source. The eBL solution not only offers issuance of online Bills of Lading, but also enables different parties such as shippers, cargo owners, forwarders and banks to manage the eBL and to perform title transfers, surrenders for delivery, status updates and history reviews.

Blockchain-based Cargo Release Solution with GSBN in Europe – GSBN's blockchain-empowered Cargo Release system has connected all parties involved at the port of import including shipping lines, consignees, agents and terminals to offer a paperless, highly efficient and transparent digitalised solution, enabling customers to eliminate manual processes and remove any need for physical exchanges of paper documentation.

OOCL Logistics' customer participated in the piloting and became the first direct beneficiary of Cargo Release in Rotterdam, the Netherlands. During the shipment which OOCL Logistics provided various inbound logistics services including import arrival handling, customs clearance, container transportation and warehousing to the customer, OOCL Logistics connected its own PODIUM® system with the blockchain-enabled platform. This paperless document flow and transport monitoring accelerated the shipment process and simplified the exchange of documents from days to hours. It is believed that the rollout of Cargo Release is the first step to meeting the growing international trade demand and opportunities in the industry while promoting digitalisation in global supply chains.

OOCL Collaborated with GSBN and Business Partners to Enhance Safe Transportation of Chemical Cargo – OOCL collaborated with GSBN and business partners to leverage blockchain technology to enhance transportation safety in the shipping industry. By harnessing GSBN's blockchain-enabled platform, verification process of safe transportation certificates and contained information has been streamlined to ensure its accuracy and reliability. This successful proof-of-concept project helps reduce human mistakes and enhance the efficiency and safety of chemical cargo transportation for our customers, facilitating future advancement in automated verification.

Information Security

The Company’s information security and cybersecurity risks, which are grouped under IT risk as registered on the functional risk dashboard. These risks are safeguarded by the Information Services Department, which is led by Chief Information Officer, a member of the executive committee of OOCL, to oversee a full spectrum of IT-related strategies of the Group. IT security risks have been identified as material issues. We adopt a zero-tolerance approach to all types of severe cybersecurity incidents to protect all our business activities from being suspended or disrupted due to relevant risks to secure and drive our long-term values. We did not experience any breaches of information security, such as receiving complaints concerning breaches of customer privacy, or other cybersecurity incidents over the past three years.

Security Threat Monitor Center – Security Threat Monitor Center (STMC), collocated with Global IT Infrastructure and Security Center (GISC) in our Zhuhai office, provides 24/7 technical support to our global IT infrastructure and security services including cybersecurity, desktop, server, network and infrastructure services. It provides real-time monitoring of the company’s security posture, detection of security threat, timely respond and remediation of potential security risks.

There are multiple dashboards monitoring the global cybersecurity threat, including a global map showing the real-time network connectivity status and offices with security threats detected and being mitigated. The overall cybersecurity posture and risk score measure the current corporate cybersecurity posture. Real-time attack sources/destinations, attack types and counts provide additional insight in case need to drill down to a particular security threat.

Multi-layered security protection including network firewall, intrusion prevention system, web application firewall, database firewall, secure email gateway and endpoint protection deliver all-round protection to our IT assets. Big data security analytics identify security threat in real time by correlating machine data with Indicators of Attack (IoA), Indicators of Compromise (IoC) and cyber threat intelligences that would trigger automatic blocking of malicious connections at the firewall,

for example blocking user connections to a malicious website. In case any malicious activities are found, the corresponding process would be blocked to stop the threat, for example blocking a ransomware process that attempts to perform data encryption. These automated responses at firewall and endpoint can remediate the security risks timely without manual effort.

Security Certification in OOCL Data Centre – OOCL was successfully certified with the ISO/IEC 27001:2013 standard that puts more emphasis on measuring and evaluating how well an organisation’s Information Security Management System (ISMS) conforms to risk assessment requirements and meets the high corporate IT Security management, planning and control standards. The ISO 27001 Information Security Certification is an internationally-recognised code of practice for the management and protection of information security. With the certification, it recognises that the data centre is professionally secured to world-class standards. The importance of information security is to ensure that timely and accurate information are available when delivering products and services while at the same time, preventing and minimising security incidents. OOCL has been accredited with the ISO 27001 Certificate since 2005 and successfully upgraded to the latest edition of ISO/IEC 27001:2013 in 2014 by SGS, an international certification body.

The certification covers the primary production Data Centre, also extends to secondary Data Centres for “Research and Development” and “Disaster Recovery” services, as well as to our Bimodal Innovation Center for both “Production” and “Research and Development” purposes. The ISO 27001 specifications contain a number of objectives and controls. These include: Information security policies, Organisation of information security, Human resource security, Asset management, Access control, Cryptography, Physical and environmental security, Operations security, Communications security, System acquisition, Development and maintenance, Supplier relationships, Information security incident management, Information security aspects of business continuity management and Compliance.

External verification is performed at least annually by a third-party security service provider with appropriate certification. The external verification includes penetration testing of critical systems/applications and simulated hacker attacks to test and verify the effectiveness of our security protection measures.

As an industry leader in technology, OOCL strives to provide the most innovative international container transport and logistics services in the business. As part of its core business philosophy, OOCL excels in its services through continuous improvement and adoption of cutting-edge technology and information systems.

ISO 27001 Certification for IQAX's Logistics Solutions – IQAX has received ISO 27001 certification for two of its leading products: IQAX TrackIt and IQAX Velocity. The certification provides a stamp of approval for the safety and security of IQAX's solutions. This has underscored the alignment of IQAX's products with best practices and the most up-to-date security measures to keep data safe and private for users.

The certification provides assurance of the increased reliability and security of systems and information, engenders confidence among customers and business partners, strengthens the resilience of the business, aligns IQAX with the requirements of customers, and allows for improved management processes and better integration with corporate risk strategies.

Escalation Process for Information Security – In the event an employee notices something suspicious, the employee can escalate the case to our 24/7 Global IT Infrastructure and Security Center. For each case, the Center will perform investigation, risk assessment and severity classification. If it is confirmed as a security risk, the Center will perform risk containment, remediation and escalation to subject matter experts to remediate the risk if necessary. Management would be notified if there is any major impact to the business.



Incident Response – A business continuity plan in case of cyberattacks is put in place. It defines the process and procedures to restore critical IT infrastructure and business applications under a cyberattack. This cyberattack recovery plan is drilled and tested at least annually.

Cybersecurity – Enforcement of Anti-Spoofing Email Policy – In order to counter email spoofing, the Company has enforced several security measures including Sender Policy Framework (SPF), DomainKeys Identified Mail (DKIM), and Domain-based Message Authentication, Reporting & Conformance (DMARC). SPF and DKIM security measures have already been implemented in the Group's emails so that external parties can distinguish the sender of the emails. The DMARC policy that helps external recipients to reject the phishing emails has been enforced. These email security measures could ensure our company remains as a trusted email sender and help our customers to counter the phishing email messages.

Vulnerability Analysis & Simulated Cyberattack – Vulnerability analysis and simulated cyberattack are conducted by external entity at least once a year. The vulnerability analysis is designed to identify any potential weaknesses or misconfiguration in our applications, systems and network infrastructure that could pose a security risk. The simulated cyberattack, on the other hand, serves as a practical test of our cybersecurity defences, assessing their ability to detect and thwart penetration attempts. These regular assessments are integral to help us mitigate potential security risks and ensure the robustness of our security posture and the integrity of our digital assets.

Phishing Email Awareness Exercise – Cyber attacks can seriously affect businesses and it is vital that our colleagues learn how to prevent these attacks and deal with suspicious emails. OOCL launched awareness exercise focusing on phishing emails. Emails were sent out to our staff under the guise of a hacker designed to track how people fall victim to the phishing and help to assess our organisation’s vulnerability to an actual attack. Our staff are educated and updated with the latest phishing tactics through the phishing email testing conducted multiple times throughout a year.

IMO Cyber Risk Management – To comply with IMO’s requirement about maritime cybersecurity, we have incorporated a Cyber Risk Management Plan into our SQE Management System to support safe and secure shipping. This Plan will also be reviewed regularly for continuous improvement to safeguard shipping from current and emerging cyber threats and vulnerabilities.

Personal Data Protection and Privacy – Embedded in the group-wide compliance management, our Personal Data Protection and Privacy Policy outlines how personal data of employees should be processed in compliance with the General Data Protection Regulation (“GDPR”) and other applicable data protection law relevant in those jurisdictions where personal data of individuals is processed. The data protection obligations for employees when handling vendors’ and customers’ personal data are also provided in the policy.

In the event of a suspected personal data breach, each employee must inform the Local Privacy Officer in the Regional Office immediately to further contact the Privacy Compliance Team. The Privacy Compliance Team will escalate this to the Group Privacy Officer, who shall take all appropriate measures.

Cyber Security Awareness Training – Traditionally, antivirus and malware detection software would provide a boost to our computer security by helping our computers stay away from being “infected”. But as the development of the Internet is becoming more sophisticated than ever, signature-based virus / malware detection tools alone are no longer sufficient today.

This is because the “Advanced Persistent Threat”, a set of stealthy and continuous computer hacking processes often orchestrated by attackers targeting a specific entity by taking advantage of security loopholes, is growing. APT has been observed to target organisations and/or nations for business, financial and/or political motives. “Corporate Security Breaches”, “Email Spoofing”, “Spear Phishing” and “Social Media Fraud” are some of the common types of cyber attacks.

To boost our employee’s knowledge and awareness of cybersecurity, new initiatives and programmes have been developed to ensure everyone takes part in protecting our assets and become more resilient against such threats. This includes an annual cybersecurity training and mandatory test for all employees, phishing email testing, sophisticated monitoring and protective systems. This Worldwide Cyber Security Awareness Training programme demonstrates our commitment to IT security and best practices to protect Company and customer information.

A Cyber Security Awareness Refresher course was launched in April 2023 for our global staff. The course is designed to help users at all levels to refresh their understanding and awareness of cybersecurity. This time the refresher course put more focus on phishing email identification and security best practices in office document protection.

A Big Data Security Analytic project was also initiated to further enhance our protection systems. It is to reduce the danger of zero-day malware when APT happened and unknown attacks in our environment by providing early detection and near-real-time alerts.

Mobile Threat Defense Solution in Company and Personal Devices – As part of our plan to enhance cyber security, the Company implemented a Mobile Threat Defense (MTD) solution to strengthen data security and reduce the risk to cyber-attacks on mobile devices. The solution has been implemented in all Company-owned mobile devices and personal devices used for accessing sensitive business information.

Implementation of Office Data Protection Framework – To further strengthen our risk awareness and data protection, the Company launched an Office Data Protection Framework (ODPF) in February 2023. All business documents and emails are classified into four categories based on their level of sensitivity, namely Secret, Confidential, Restricted and Public, to enhance data privacy and cyber security in daily operations.

Global Online Sessions: Cyber Security – Personal Information and Business Data Protection – OOCL always strives to stay ahead of evolving cyber threats by putting in place different measures to reduce our cyber security vulnerability and risk.

In April 2023, we conducted three global sessions to highlight the importance of cyber security measures and share tips on how to protect personal information and business data. Various training modes were adopted to suit different needs based on time zones coverage, impact on work schedules and effectiveness, etc.

Building Trusting Customer Relationships

Data Privacy and Intellectual Property Rights – We have attained the ISO 27001 Information Security Certification and evaluated our information security management system to protect our customer and business data privacy from cyber risks. Our Privacy and Security Statement sets out how we collect, use, store and protect the personal data and information. We ensure our business activities comply with EU General Data Protection Regulation (GDPR) and other applicable data protection law relevant in those jurisdictions when we process personal data of individuals. All personal data are strictly encrypted and only accessible by authorised personnel within the Company.

The Group's Code of Conduct ensures intellectual property rights are observed and protected. This policy assures that the Company's business and customer information are well protected and that there is no misappropriation of our intellectual property.

Commitment to Product and Service Responsibility – The Company is committed to honesty, integrity and fairness in everything it does. We support fair trade and operation practices; and ensure that our advertising, marketing and communications materials are appropriate, updated and in compliance with government regulations and industry best practices; and provide an appropriated and updated. Our guide policy on advertising is defined and formulated according to a framework to ensure that all advertising projects and related matters are in line with our fair trade and operation practice as well as in compliance with applicable government regulations and industry best practices.

We are also committed to adhering to the principles set out in our Safety, Security and Environment (SSE) Policy which outlines our operating principles that employees can follow to maintain high standards of health & safety in the workplace in order to avoid any associated risks to the Company's business activities.

We strictly comply with the requirements of relevant laws and regulations related to the product and services we provide to our stakeholders. Taking a zero-tolerance approach for all these areas, the Group is not aware of any material noncompliance with relevant laws and regulations on health & safety, advertising, information security, cybersecurity and privacy matters related to products and services provided during the reporting period. So there was no any redress action undertaken. Recall of products sold/shipped data, as well as its quality assurance process and recall procedures are not applicable to our industry as we do not manufacture or sell any physical products.



Social and Relationship Capital

We embrace Community Responsibility as one of our Core Values. These values are our underlying beliefs and the foundation of our corporate ethos, shared by every member of the Group. Our core values provide us with a yardstick by which we measure and make our judgments and decisions. Managing our social and relationship capital is a key to success in running our business.

We believe that our community contributes greatly to our Group’s success. We have policies on community investment and community engagement as we try to understand the needs and interests of the communities where our Group operates and to adjust our activities accordingly. Our frameworks strictly forbid any forms of unethical and illegal offering and clearly defines the scope for charitable contributions and sponsorship. In addition to our environmental contribution, we also give back to the community in other three focus areas, namely Education of Youth, Community in-Need, and Promotion of Arts and Culture, which all link to our business strategy.

Education

We believe it is essential to contribute to the skills development and capacity building of young people.

OOCL Academy – To further our Education for Youth objectives, an initiative called the “OOCL Academy” was launched in 2008 on a global scale. It aims to leverage the competencies of OOCL and align with the four Community Responsibility focuses of the Group. The Academy offers students unique opportunities to learn and practice in the areas of container transportation, logistics and information technology. These opportunities are offered to undergraduate and postgraduate students studying in these three areas and could take the form of internships, work placements, mentorships, sponsorships, and personal development programmes. The Academy also supports university research projects and places strong emphasis on the importance of collaboration.

Internship Programme – Internship is one of the opportunities offered to undergraduate and postgraduate students of Maritime, Logistics and Information Technology from our OOCL Academy Program. Other than recruiting from universities, we also encourage employees’ children to apply for our internships. Through the internship programme, We offer various business development projects to enable summer interns to gain experience in their field of study and broaden their global perspectives

OOCL Internships Around the World – Education of Youth is one of the few important community outreach initiatives of OOCL. We offer students unique opportunities to learn and practice in the areas of container transportation, logistics and related information technologies. These opportunities are offered to undergraduate and postgraduate Maritime, Logistics and Information Technology students in the form of internship, mentorship, sponsorship, or personal development programmes. OOCL regional offices around the globe open their doors to offer internships to deserving students for the summer months, which offer them the opportunity to work with us and learn more about our industry.



SDG 4 – Ensure inclusive and quality education for all and promote lifelong learning

Offer vocational training, internships, and other programmes to over 20,000 beneficiaries by 2030.



SDG 17 – Strengthen the means of implementation and revitalise the global partnership for sustainable development

As such, we will continue to strengthen our collaboration with various stakeholders and industry organisations.

In Progress

Management Trainee Program – We also offer Management Trainee Program to candidates with outstanding qualifications from leading universities. The three-year Management Trainee Program is a structured development programme, which aims at growing and nurturing future business leaders. Through taking up different on-the-job training in various departments, trainees will gain a better understanding and valuable hands-on exposure of our key operations. Our high-performing management trainees are given the chance to fast track their careers to management positions across a broad range of business areas.

Graduate Training Scheme – We have always been recognised as a pioneer in information technology development for the liner and logistics industry and investing in a tremendous amount of resources on training young IT talents to further boost their professional development.

We continue to contribute to the local community through academic engagements. We have been certified as a Hong Kong Institution of Engineers (HKIE) Scheme “A” Company in 2009 and since then, we have been running HKIE Fresh Graduates Trainee programmes to provide young talents with a nourishing ground to become seasoned IT professionals through a structured training module.

OOCL IT Academy – The OOCL IT Academy (ITA) was established with the aim of strengthening and ultimately grooming our IT talent pool in a more structured way. The idea behind the OOCL IT Academy was to provide a three-month intensive boot camp-style training for all our newly-hired IT graduates. The training would encompass technical know-how, process, and hands-on experience as well as knowledge sharing on OOCL culture. The training helps to motivate them to continue their learning journey throughout their career at OOCL. With the academy set up and running, the plan is for all future IT graduates to complete the boot camp before they begin working at the Company.

OOCL IT Academy Training – OOCL IT Academy (ITA) was set up to provide two-year training to strengthen and groom our IT talent pool in a more structured way. To date, there have been 11 successful ITA batches. The trainees received training on IT technology, business knowledge, agile practice and professional skills. Currently, there are 118 trainees still under the training system.

During July to September 2023, the training course of Agile Full stack and Technology & Business was conducted for 2023 ITA trainees. Trainees attended training and obtained professional technical knowledge of from the training and completed boot-camp training successfully. In addition, on-line soft skills training course and application development security training course also have been conducted to 2023 ITA trainees to improve their skills and could be used in the daily jobs.



Germany’s Apprenticeship Programme

Echoing the dual education system in Germany, OOCL Germany Apprenticeship Programme has been launched and smoothly run for over 20 years since 1996. The programme allows apprentices to rotate in various departments over the training of around three years. To date, more than 100 apprentices have received their degree as Shipping Merchants through our apprenticeship program. This win-win programme not only helps us build a sustainable source of talent, but also provides graduates with valuable all-round training and work experience.



Collaboration with Academics Institutions

OOCL Maritime Academy – OOCL collaborated with the Zhoushan Municipal Government to construct the Zhejiang International Maritime College (ZIMC) in China, the first of its kind in the country. Today, to be in line with our continual commitment to the education of young people, and to help provide training to our crew members, a renewed collaborative agreement was reached with the ZIMC that lead to the construction of a training base on the college’s campus.

With the mission to promote maritime education and supporting the role that Chinese seafarers play in the world’s maritime transportation and logistics industry, OOCL Maritime Academy and the International Seaman Training Center was unveiled in Zhoushan, Zhejiang Province, China. This training facility called the OOCL Maritime Academy (OMA) was constructed for international seafarers and is used to train crew members and recruit talented young cadets by providing them with opportunities to work onboard our vessels. This also includes training and exposure for the ZIMC teachers and faculty through workshops and seminars conducted by key members of our experienced fleet management team and other senior sea officers.

OOCL has established an own-operated training centre in collaboration with a maritime college. This partnership greatly helps promote the important role that China plays in the global maritime arena – with the aim to strengthen safety, security, and environmental protection practices as well as encouraging Chinese students to join the maritime and shipping industry.



Community-in-need

Being an integral part of the community, we are a caring company that actively considers the needs of the people in our society. Our main focus is on underprivileged children and other similar groups in the community. Through our commitment to children’s right, we ensure that children’s childhood, potential, and dignity will not be deprived under any circumstances. All our employees from every office around the world are encouraged to give something back to the communities in which they live through charitable activities such as fundraising and volunteering their time and efforts to helping others in need. In 2023, we contributed 7,911 hours to community and volunteering events.

Disaster Relief – In our guidepolicy of “Community Responsibility” for disaster relief, the Group may initiate joint relief efforts in conjunction with relevant regional offices of the Group. Employees may also raise funds for local charities on their own where the Group may consider providing further financial support. In-kind donations such as operational equipment and office equipment may be considered for designated charity organisations and schools to the benefit of the community. On certain disaster relief or general charity occasions, container transportation service might be provided by the Group.

OOCL Vital Link – OOCL Hong Kong formed an official volunteer team, called the OOCL Vital Link. Since its establishment, numerous charitable events are organised every year, including fund-raising, donation, environmental protection and servicing events. A Charity Credit Program was launched to show our appreciation for our colleagues’ active participation in public service initiatives, community outreach and volunteerism.



Community Service - Headquarters

Love Meal Boxes Campaign to Distribute Free Meal Boxes to People in Need –

In June 2023, our Hong Kong office collaborated with a social enterprise restaurant group that advocates senior employment, in organising "Love Meal Boxes Campaign" to prepare and distribute free meal boxes to the disadvantaged. Our colleagues volunteered to prepare the meal boxes with quality ingredients in the three canteens of the social enterprise had the chance to distribute the handmade meal boxes to the beneficiaries.

OOCL Logistics Named Logistic Partner of Hong Kong Red Cross' Fundraising Campaign –

OOCL Logistics proudly continued its support to the Hong Kong Red Cross (HKRC) annual fundraising "Pass-it-On Campaign" in 2023. Succeeding with the theme of "Love. Accompany", the campaign encourages people to care for their loved ones and be aware of the less fortunate. HKRC prepared a "Reddie Bear Thermos and Cozy Set" as souvenirs for the public to make donations as a symbol of sharing "warmth". As a logistic partner for many years, OOCL Logistics was pleased to continue its providence of expertise in supply chain management and logistics solutions to HKRC for this meaningful charity event.

Rock Cleaning Angels Cleanup Day to Care for Nature – In October 2023, we organised a Rock Cleaning Angels Cleanup Day, to preserve rocks in a former stone quarry Lei Yue Mun under the professional guidance of the tour guides from Association for Geoconservation, Hong Kong (AGHK). The activity also included a guided geo tour, where the participants learnt more about the close correlations between rocks, landforms and the ecosystem.

Cat Shelter Visits to Create Better Environment for Abandoned Cats – In November 2023, we collaborated with Hong Kong Saving Cat and Dog Association (HKSCDA) to organise visits to their cat shelter on two Saturdays to clean up the environment for the abandoned cats. Through small acts like cleaning cages and preparing food and water, our volunteers made a meaningful impact on the abandoned cats by creating a cleaner and healthier environment for them.

Supporting Caregivers - DIY Aroma Stone Project – To raise awareness of improving support for caregivers, Vital Link organised the DIY aroma stone project to call for colleagues to handcraft soothing aroma stones as gifts to alleviate caregivers' stress. 60 colleagues volunteered to make the aroma stones with the DIY kits at home during leisure time. All the aroma stones were later sent to Yan Oi Tong to further distribute to families with caregivers.

Mooncake Donation – To share the festive warmth with people in need, Vital Link runs the mooncake donation campaign every year to encourage colleagues to donate surplus mooncakes to the needy. In 2023, our Hong Kong offices enthusiastically responded to the campaign by donating and redistributing mooncakes to underprivileged families through The Conservancy Association.

Elderly Home Visits to Bring Smiles and Companionship to the Elderly – In October 2023, we partnered with the Hong Kong Federation of Youth Groups Jockey Club Ping Shek Youth S.P.O.T to organise home visits to the elderly in need. This visit provided a chance to positively impact the elderly's life through companionship and support.



Community Service – Global Offices

Sri Lanka Colleagues Participated in Shoe Donation Campaign for School Children – In January 2023, colleagues from OOCL Sri Lanka participated in a donation campaign raise funds to purchase new shoes for school children in a rural school in the southern part of Sri Lanka. Our colleagues also visited the school and enjoyed sports and tree planting activities with the students.

OOCL Italy Promoted Maritime Culture to Help Children Fight Disease – During Easter 2023, OOCL Italy volunteers visited children at Gaslini Hospital to support Il Porto dei piccolo, an association in Genoa that brings the maritime culture to children who are dealing with diseases, creating opportunities for them to socialise and learn. Our volunteers distributed Easter eggs of chocolate and special gift boxes to the children to help them find moments of serenity and leisure through this activity.

Germany Colleagues Participated in Charity Run in Support for Customer’s Corporate Responsibility Efforts – On 4th July 2023, 45 colleagues of OOCL Germany took part in a charity run in Bremen, Germany sponsored by one of our key customers in the region. The event aimed to raise funds for a well maintenance project and the construction of a maternity ward in Africa.

OOCL Ningbo Office Delivered Picture Books Classes to Over 400 Children in Need – On 20th October 2023, our Ningbo Office collaborated with Seeds Charity Reading Club and Ningbo Customs Volunteer Association to organise a visit to a primary school in Wuxiang Town and delivered themed picture books classes to over 400 first grade students, who are mostly migrant children living in the district. The project integrated picture book stories, handmade elements and games to increase students’ interest in reading and help them to establish a healthy and positive attitude towards life.

Rotterdam Colleagues Participated in Iconic Obstacles Harbour Run for Charity – On 1st October 2023, a team of our OOCL Logistics colleagues in Rotterdam, along with some friends and family members, participated in the Rotterdam Harbour Run 2023, which attracted over 260 company teams. Funds raised from this charity event would be allocated to provide accommodation for families who want to stay close together with their children in hospital.

Mexico Region Colleagues Initiated Supplies Donation for Hurricane Relief in Acapulco – Our colleagues from Mexico offices took the initiative to assist victims of the devastating hurricane in Acapulco by collecting food and first aid supplies and donating them to those in urgent need using a recollection centre located at the University of Mexico.

Singapore Office Organised Fundraising and Outing Events for Individuals in Need – In 2023, our Singapore office partnered with Autism Association (Singapore), a social service agency dedicated to supporting and serving individuals on the autism spectrum. From 1st August to 31st October 2023, the project included a 3-month donation drive to support the association’s centre services. To enrich this project, on 20th October 2023, our colleagues volunteered to organise an outing to a local bird park for the adult students from the centre and bring them an enjoyable experience.

Myanmar Office Volunteers Visit Specialised School for Deaf Children and Donate Stationery and Necessities – On 30th November 2023, volunteers from our Myanmar office visited Mary Chapman School for the Deaf – a specialised school that provides education to around 360 deaf children in speech reading, fingerspelling and sign language. Funds were collected from colleagues and their families to purchase stationery and other necessities, which were then donated to the school to support the education of the children.

San Jose Colleagues Volunteered at Second Harvest of Silicon Valley to Help Pack Food for the Community – On 5th December 2023, our colleagues from San Jose volunteered as a team at a food rescue charitable organisation, Second Harvest of Silicon Valley, to collect food and distributes it to people in need.

Cambodia Office’s 2023 Charity Programme – Our Cambodia office contributed its 2023 Corporate Social Responsibility programme to respond to the water usage demand of Sopheak Mongul Primary School by donating an automatic water well system to the school on 23rd December 2023. The new water well system can allow the students to enjoy the convenience of water usage and also improves water safety and hygiene.



Promotion of Arts and Culture

We believe that exposure to different cultures can enrich people's lives. By supporting and sponsoring the performing arts, we aim to stimulate the public's interest and appreciation of the cultural treasures from around the world.

OOCL Night of the Phantom of the Opera in Shanghai – As the official ocean carrier of the Broadway production The Phantom of the Opera, OOCL was proud to host an OOCL Night of the world-famous musical in Shanghai on 2nd June 2023, inviting valued customers and guests to enjoy an exclusive evening of the musical that was performed in Mandarin for the first time. OOCL Night is one of the Company's initiatives that supports arts, culture and entertainment. It also presents an opportunity to strengthen our relations with key customers and express our appreciation for their long-term support.

OOCL Singapore Invited Key Customers and Business Partners for Disney's Frozen The Hit Broadway Musical – On 3rd March 2023, OOCL invited key customers and business partners for Disney's Frozen The Hit Broadway Musical at Marina Bay Sands Theatre. Through hosting the cocktail event and the musical show, we could build stronger relationship with key customers and partners and express our appreciation for their support.

Others

Hong Kong Voluntary Observing Ships Scheme – Under the Voluntary Observing Ships Scheme by the Hong Kong Observatory (HKO), our ship officers would make regular weather observations and report the conditions to the HKO for analysis. These observations can provide vital information about the weather conditions at sea and are particularly important for the timely preparation of warnings of hazardous weather to highly populated areas. There are 52 OOCL vessels participating in this voluntary scheme.

Awards and Recognition

OOCL Honoured with the 15 Years Plus Caring Company Logo – We have been recognised by the Hong Kong Council of Social Services (HKCSS) for our years of contributions to caring for our community. We were awarded with the "15 Years Plus Caring Company" status by the HKCSS and it is given to companies that have demonstrated a caring spirit with the aim to cultivating good corporate citizenship and strategic partnership among the business, public and social service sectors.



Recognition from the Hong Kong Observatory – Up to 31st December 2023, a total of 52 OOCL vessels participated in the Hong Kong Voluntary Observing Ship (HKVOS) programme organised by the Hong Kong Observatory (HKO). The programme aims to gather important marine climatology data to identify prevailing weather conditions for preparing forecasts and warnings to the maritime community.

To recognise our outstanding efforts to help improve maritime safety in the year, the HKO presented "Diamond Award" to our vessels OOCL Indonesia, OOCL Chicago and OOCL Houston at the HKO annual meeting on 1st December 2023, also seven "Gold Award" to vessels OOCL Atlanta, OOCL Tokyo, OOCL Washington, OOCL Seoul, OOCL Canada, OOCL Beijing and OOCL Berlin. In addition, one of our vessels, OOCL New Zealand had been presented the certificate of appreciation for their assistance in deploying drifting buoys in the South China Sea to enhance ocean observation during the tropical cyclone season.

Sustainable Development Goals

To continue with our commitment in meeting and exceeding international standards on all our Sustainable Development Goals and objectives, we have introduced new targets to help us better benchmark and manage our performance.

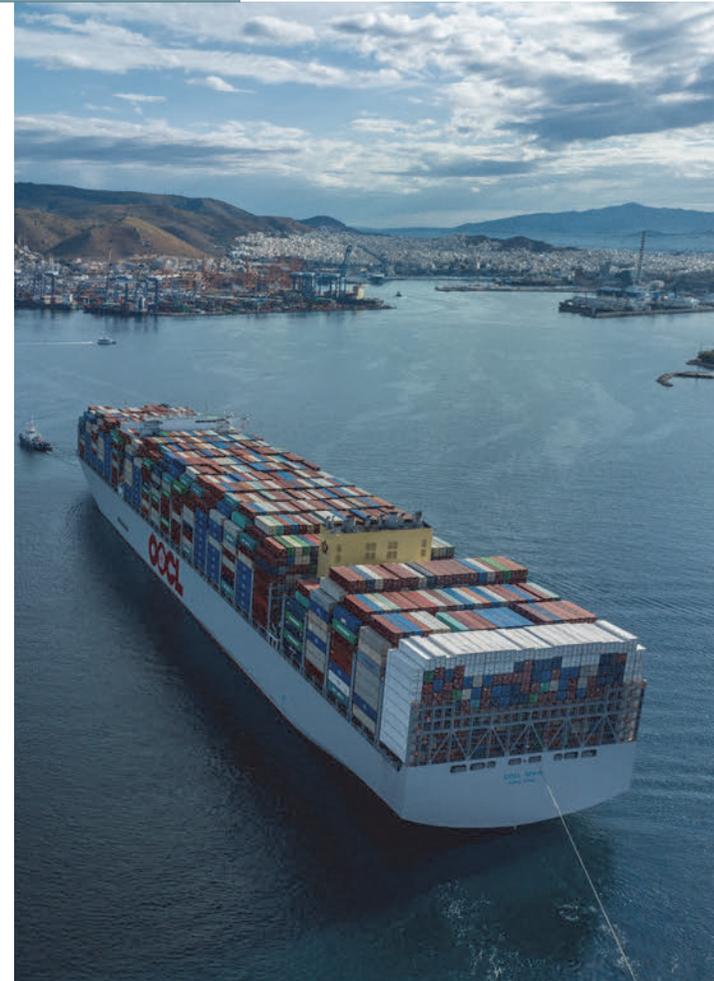
As ethical business behaviour and corporate sustainability are becoming increasingly more important, many companies are taking a closer look at themselves to openly communicate and measure their business values and impact on the environment and communities in which they operate.

We are committed to maintaining safe and secure business operations for a sustainable future. To continue with our commitment in meeting and exceeding international standards on all our sustainability goals and objectives, we have introduced new targets to help us better benchmark our performance.

The United Nations (UN) has adopted a set of bold new Global Goals that charts sustainable development for the people and planet by 2030 as a universal, integrated and transformative vision to make our world more prosperous, inclusive, sustainable and resilient.

The OOIL Group supports the Sustainable Development Goals (SDGs) set out by the UN and we are committed to taking action and formulating the relevant SDGs to contribute to tackling global environmental and social challenges we face across industries while building on our ESG profile and recognition as an industry leader on sustainability initiatives.

Mapping of the United Nations Sustainable Development Goals (UNSDGs) against Stakeholders' Expectations – Following our previous stakeholder engagement and materiality assessment, four UNSDGs have been selected as most important to our stakeholders, namely Decent Work and Economic Growth, Climate Action, Life Below Water and Partnerships for the Goals. The results provided good insights and serves as a strong foundation for us to formulate our long-term sustainability targets and objectives. In addition to our existing sustainable development goals, we developed targets for the two extra SDGs: Goal 8 and Goal 17. Moving forward, we will continue to grow our business responsibly with the help of these directions in our sustainability efforts and join hands with every stakeholder to contribute to sustainable development.



Targets Review

We established programmes or action plans to monitor and ensure our sustainability targets are met. Objectives and Targets aim for continual improvement in sustainability agenda or for minimising the relevant impact. Targets are therefore quantified wherever possible to measure our achievements.

The Environment	Progress in 2023
No breach of any environmental rules and regulations.	✓
Targets to avoid and reduce the following environmental impacts and resources # - Direct (Scope 1) GHG emissions and marine fuel consumption intensities - Indirect (Scope 2) GHG emissions and electricity consumption intensities - Onshore and offshore general waste intensities - Offshore hazardous waste intensity - Onshore and offshore freshwater consumption intensities # These targets, which are applicable to liner activities, are reviewed and approved through our ESG reporting mechanism. The quantitative progress can be referred in the Natural Capital chapter.	○
Enhance our Sustainability Assurance and Reporting by engaging independent checker to assure our sustainability data integrity.	✓
Our People	
Give all staff members access to various internal communication channels based on their job nature and requirements such that our employees can submit feedback, contribute ideas and share knowledge across our global offices for effective teamwork.	✓
Health & Safety	
- Zero occurrence of major maritime accident. - Participate in at least two safety programmes. - No severe or fatal crew injury cases. - Ensure our existing training materials and procedures are up-to-date. - Regularly review and deliver updates of any international safety standards and regulations to every crew member.	✓
The Community	
Maintain an average of two hours volunteering service per full time employee count.	○
Security	
- Maintain our compliance with C-TPAT, AEO and related security programmes at all times. - Constantly and meticulously follow any updates regarding security issues. - No severe cybersecurity incidents that could cause significant harm to our operations and services.	✓

✓ Achieved ○ In Progress

Appendix I: Performance Data Summary

We gather a wide variety of measurable data to help monitor and evaluate our sustainability performance and identify any critical areas for improvement. Consistent methodologies had been adopted to allow for meaningful comparisons of our sustainability data over time.ⁱ

GRI Reference	Performance Indicators	Unit	Scale	2022	2023
GRI 301-1	Materials Consumption				
	Paper	Metric Ton	Actual	71.4	54.8
	Cardboard Box	Metric Ton	Actual	127.0	124.0
	Printer Cartridge	#	Actual	3,968	3,863
	Battery	#	Actual	30,682	15,520
	Marine Lubricant	Litre	Thousand	11,449.4	12,034.4
	Marine Paint	Litre	Thousand	505.9	583.9
	Stretch Film / Stretch Wrap	kg	Actual	7,597	8,113
	Refilled Refrigerant ~ R134a	kg	Actual	8,090.2	9,230.8
	Refilled Refrigerant ~ R404a	kg	Actual	19,445.9	17,465.2
	Refilled Refrigerant ~ R407c	kg	Actual	4,442.3	6,979.3
	Refilled Refrigerant ~ R449a	kg	Actual	45.0	45.0
Refilled Refrigerant ~ R452a	kg	Actual	194.0	105.3	
GRI 301-2	Recycling				
	Paper	Metric Ton	Actual	32.1	72.5
	Oil Sludge	Metric Ton	Actual	22,497	23,750
	Plastic	kg	Actual	2,669	3,707
	Battery	#	Actual	1,545	1,463
GRI 302-1, 302-2	Energy Consumption				
	Electricity ⁱⁱ	MWh	Actual	20,820.51	21,691.02
	Shore Power ⁱⁱⁱ	MWh	Actual	7,622.34	18,972.79
	Renewable Energy ~ Solar Energy ^{iv}	kWh	Actual	211,761	195,932
	Natural Gas	Thermal	Actual	14,257	17,315
	Marine Fuels	Metric Ton	Thousand	1,831.55	1,933.81
	Diesel ^v	Litre	Thousand	636.04	669.53
	Gasoline	Litre	Thousand	132.21	158.87
	Kerosene	Litre	Actual	0	0
	Liquefied Petroleum Gas (LPG)	kg	Actual	6,295.06	5,902.50
Ethyne	kg	Actual	1,362	1,710	

GRI Reference	Performance Indicators	Unit	Scale	2022	2023
GRI 302-3	Energy Intensity				
	Electricity Intensity	kWh/TEU ^{vi}	Actual	2.92	2.96
	Natural Gas Intensity	Thermal/TEU	Thousandth	2.00	2.36
	Marine Fuels Intensity	g/TEU-km ^{vii}	Actual	13.58	11.64
GRI 303-4, 303-5	Water Consumption, Reuse and Discharge				
	Fresh Water	Metric Ton	Thousand	156.46	164.78
	Water Intensity	Metric Ton/TEU	Actual	0.022	0.022
	Seawater Desalination	Metric Ton	Thousand	162.00	164.78
	Seawater for Ballast Exchange	Metric Ton	Thousand	781.77	588.01
	Water Discharge ^{viii}	Metric Ton	Thousand	156.46	164.78
GRI 305-1, 305-2, 305-3	Greenhouse Gas Emissions (GHG) ^{ix}				
	Carbon Dioxide (CO ₂) - Direct	Metric Ton	Thousand	5,718.13	6,173.50
	Methane (CH ₄) - Direct	MtCO ₂ e ^x	Thousand	2.57	2.51
	Nitrous Oxide (N ₂ O) - Direct	MtCO ₂ e	Thousand	94.39	101.70
	Total Scope 1	MtCO ₂ e	Thousand	5,815.10	6,277.70
	GHG - Electricity Use ^{xi}	MtCO ₂ e	Thousand	11.78	12.20
	GHG - Shore Power	MtCO ₂ e	Thousand	3.23	8.60
	Total Scope 2	MtCO ₂ e	Thousand	15.02	20.80
	Total Scope 3 ^{xii}	MtCO ₂ e	Thousand	1,270.59	2,688.83
	Total GHG Emissions of the Group ^{xiii}	MtCO ₂ e	Thousand	7,097.46	8,987.32
GRI 305-4	Greenhouse Gas Emissions (GHG) Intensity				
	GHG Intensity - Fuel Use	g CO ₂ e/TEU-km	Actual	42.2	36.2
	GHG Intensity - Electricity Use	g CO ₂ e/TEU	Actual	1,652.76	1,661.99
GRI 305-5	Reduction of Greenhouse Gas Emissions				
	Export Solar Energy to Local Electricity Grid	kWh	Actual	91,491	85,351

GRI Reference	Performance Indicators	Unit	Scale	2022	2023
GRI 305-7	Other Air Emissions				
	Sulphur Oxides (SO _x)	Metric Ton	Thousand	16.06	17.20
	Nitrogen Oxides (NO _x)	Metric Ton	Thousand	138.44	113.08
	Particulate Matter (PM)	Metric Ton	Thousand	12.41	3.78
	Non-Methane Volatile Organic Compounds (NMVOCs)	Metric Ton	Thousand	5.67	4.69
	Carbon Monoxide (CO)	Metric Ton	Thousand	5.17	4.89
GRI 306-3, 306-5	Wastes				
	General Wastes - Disposal	Metre Cube	Actual	11,784	15,652
	General Wastes - Incineration	Metre Cube	Actual	1,313	1,014
	Hazardous Wastes ^{xiv}	Metre Cube	Actual	20.7	18.7
	General Waste Intensity – Onshore	Metre Cube/TEU	Thousandth	1.24	1.74
	General Waste Intensity – Vessels	Metre Cube/TEU	Thousandth	0.41	0.39
	Hazardous Waste Intensity	Metre Cube/TEU	Thousandth	0.0029	0.0025
-	Spills				
	No. of Spills	#	Actual	0	0
	Toxic Waste Spilled	Metric Ton	Actual	0	0
GRI 2-27	Environmental Incidents				
	Cases of Environmental Incidents	#	Actual	0	0
	- Cost of Fines, Penalties or Settlements	#	Actual	0	0
GRI 2-7, 2-8, 403-9	Health & Safety				
	No. of Employees - Shore Staff	FTE ^{xv}	Actual	8,736	8,724
	No. of Employees - Sea Staff	FTE	Actual	2,452	2,723
	No. of Employee - Consolidated Group Total	FTE	Actual	11,188	11,447
	No. of Fatalities - Consolidated Group Total	#	Actual	0	0
	No. of Cases with the Actual Lost-time Injury ^{xvi} - Shore Staff	#	Actual	14	12
	Lost-time Injury Rate ^{xvii} - Shore Staff	#	Actual	0.160	0.138
	Lost Day due to Injury - Shore Staff	Day	Actual	174	427.5
	No. of Cases with the Actual Lost-time Injury - Sea Staff	#	Actual	2	0
	Lost-time Injury Rate - Sea Staff	#	Actual	0.082	0
	Lost Day due to Injury - Sea Staff	Day	Actual	2	0
	No. of Cases with Injury - Contractors ^{xviii}	#	Actual	8	7
	No. of Cases with the Actual Lost-time Injury - Contractors	#	Actual	0	0

GRI Reference	Performance Indicators	Unit	Scale	2022	2023
GRI 2-7	Workforce by Area				
	Mainland China	%	Actual	47.1	47.3
	Hong Kong, China	%	Actual	13.3	13.8
	North America	%	Actual	6.9	6.8
	Europe	%	Actual	7.2	7.2
	Others	%	Actual	25.5	24.9
GRI 405-1	Breakdown of Workforce (Onshore)				
	By Gender				
	Women in Workforce ^{xxx}	%	Actual	55.14	54.70
	Men in Workforce	%	Actual	44.86	45.30
	By Age Group				
	Under 30 Years Old	%	Actual	32.59	30.62
	30-39 Years Old	%	Actual	32.52	32.41
	40-49 Years Old	%	Actual	22.42	24.09
50 Years Old and Above	%	Actual	12.47	12.88	
GRI 405-1	Breakdown of Directors				
	By Gender				
	Women	#	Actual	2	2
	Men	#	Actual	10	10
	By Age Group				
	Under 50 Years Old	#	Actual	0	1
50 Years Old and Above	#	Actual	12	11	
GRI 405-1	Nationality Mix of Seafarers				
	Mainland China	%	Actual	66.1	66.9
	Hong Kong, China	%	Actual	2.7	2.1
	Europe	%	Actual	3.7	3.9
	Malaysia	%	Actual	4.5	2.9
	Philippines	%	Actual	22.0	22.3
	Singapore	%	Actual	0.8	0.4
	Others	%	Actual	0.2	1.5

GRI Reference	Performance Indicators	Unit	Scale	2022	2023
GRI 2-7	Employment Type				
	Regular	%	Actual	96.22	97.61
	Contract & Temporary	%	Actual	3.78	2.39
GRI 401-1	New Employee Hires				
	By Gender				
	Women	#	Actual	680	348
	Men	#	Actual	553	418
	By Age Group				
	30 Years Old and Below	#	Actual	912	509
	31-49 Years Old	#	Actual	295	227
50 Years Old and Above	#	Actual	27	29	
GRI 401-1	Employee Turnover (Voluntary)				
	Shore Staff	%	Actual	7.5	6.2
	Sea Staff	%	Actual	7.9	5.4
	Consolidated Group Total	%	Actual	7.6	6.1
	By Area				
	Mainland China	%	Actual	7.2	3.8
	Hong Kong, China	%	Actual	9.0	10.1
	North America	%	Actual	6.9	4.5
	Europe	%	Actual	7.6	8.5
	Others	%	Actual	7.7	9.0
	By Gender				
	Women	%	Actual	7.2	5.8
	Men	%	Actual	8.0	6.9
	By Age Group				
	Under 30 Years Old	%	Actual	14.8	10.3
	30-39 Years Old	%	Actual	4.3	6.1
	40-49 Years Old	%	Actual	4.5	3.3
50 Years Old and Above	%	Actual	3.0	2.6	

GRI Reference	Performance Indicators	Unit	Scale	2022	2023
GRI 404-1	Trainings				
	Employees Trained by Employee Category				
	Executive	%	Actual	95.35	100
	Managerial	%	Actual	98.60	99.15
	General Staff	%	Actual	96.05	98.32
	Employee Trained by Gender				
	Male	%	Actual	96.17	98.05
	Female	%	Actual	96.11	98.63
	Average Training Hours by Employee Category				
	Executive	#	Hour	7.34	5.32
	Managerial	#	Hour	9.90	6.36
	General Staff	#	Hour	9.25	6.74
	Average Training Hours by Gender				
	Male	#	Hour	8.45	6.65
Female	#	Hour	9.93	6.76	
GRI 404-2	Trainings				
	Online Courses or Exams at ePeopleSmart Enrolled	#	Actual	57,276	37,131
	Code of Conduct Training (<i>participation rate</i>) ^{xx}	%	Actual	98.95	-
	Competition Compliance Training (<i>participation rate</i>)	%	Actual	98.74	99.70
	Cyber Security Awareness Training (<i>participation rate</i>)	%	Actual	97.06	99.85
	Sanction Compliance Training (<i>participation rate</i>) (NEW)	%	Actual	-	98.75
	Global SSE Awareness Refresher Course (<i>participation rate</i>) ^{xxi}	%	Actual	99.07	-
	IMDG Code Refresher Training (<i>participation rate</i>)	%	Actual	97.61	-
	Ocean Shipping Reform Act (OSRA) Training (<i>participation rate</i>)	%	Actual	97.84	-
	Sexual & Workplace Harassment Training (<i>participation rate</i>) ^{xxii}	%	Actual	100.00	100.00
GRI 406-1	Human & Labour Rights				
	Incidents of Discrimination & Labour Rights Issues ^{xxiii}	#	Actual	0	0
	- Actions Taken in Response to Incidents	#	Actual	0	0
	Incidents of Human Rights Violations ^{xxiv}	#	Actual	0	0
	- Actions Taken in Response to Incidents	#	Actual	0	0

GRI Reference	Performance Indicators	Unit	Scale	2022	2023
GRI 2-30	Labour / Management Relation				
	Collective Bargaining Agreements (CBA) ^{xxv}	%	Actual	100	100
GRI 407-1	Freedom of Association				
	Independent Trade Unions ^{xxvi}	%	Actual	100	100
GRI 205-3	Corruption				
	Communication of Anti-corruption Policy to Employees ^{xxvii}	%	Actual	100	100
	Incidents of Corruption ^{xxviii}	#	Actual	0	0
	- Actions Taken in Response to Incidents	#	Actual	0	0
	- Cost of Fines, Penalties or Settlements	#	Actual	0	0
GRI 415-1	Public Policy				
	Political Contributions Made ^{xxix}	US\$	Actual	0	0
GRI 201-1	Economic Performance				
	Revenue	US\$	Thousand	19,820,188	8,343,857
	Liner Volume	TEU	Million	7.13	7.34
-	Community Investment				
	Community and Voluntary Activity Participants	#	Actual	1,876	1,667
	Community and Voluntary Servicing Hours	#	Hour	2,980	7,911
-	Management Systems				
	Percentage of Owned Vessels with SQE Certification ^{xxx}	%	Actual	100	100

Notes:

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| <p>i. Data in Appendix I cover business and operating activities from the global offices, warehouses, data centres, depots and our fleet from business entities of which the Group has 100% ownership. Activities of container transport and logistics are covered and account for more than 99.7% of OOIL's total revenue (In 2023, container transport and logistics contributed US\$ 8,319 million of total revenue of US\$ 8,344 million). Some companies under the Group are omitted from the Sustainability Report either due to a low percentage of ownership or insignificant size of the companies.</p> <p>ii. Our electricity consumption covers business activities from global offices, warehouses and depots, where applicable.</p> <p>iii. Shore power refers to the alternative maritime power purchased and consumed by the vessels operated by OOCL.</p> <p>iv. Solar energy was harnessed in the Company's solar panel installation project in the United Kingdom.</p> <p>v. In the reporting year, biofuels accounted for 11.15% of onshore fuel consumption.</p> | <p>vi. TEU stands for Twenty-Foot Equivalent Unit.</p> <p>vii. TEU-km stands for nominal TEU kilometre.</p> <p>viii. Water discharge is assumed to be equivalent to the consumed potable water. All effluent from offices are discharged into the public sewer. Wastewater generated onboard vessels are either treated and discharged to the open sea or being collected by facilities that are authorised by the port authority. All wastewater discharge methods comply with IMO, the local wastewater discharge laws, and adhere to World Health Organization (WHO) standards.</p> <p>ix. All GHG Scopes 1 & 2 emissions data are collected, consolidated, and verified on our OOCL Sustainability Data Collection e-Platform. The data covers all the electricity and fuel consumption from our vessels, global offices, and warehouses. The data are processed with appropriate carbon emission factors as well as related Global Warming Potential (GWP) values obtained from The Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6). The applicable GWP values are: 1 for CO₂, 27.9 for CH₄, and 273 for N₂O respectively.</p> |
|--|---|

- x. Metric ton of carbon dioxide equivalent denoted as “MtCO₂e”.
- xi. Our indirect GHG (Scope 2) emissions are associated with the electricity consumption from business activities of our global offices, warehouses and depots. The location-based method is adopted with grid-average emission factor data obtained from the International Energy Agency (IEA).
- xii. In 2022, the Group expanded its inventory-taking of Scope 3 emissions by referencing the GHG Protocol’s Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Category 1 – Purchased Goods and Services (1,415 MtCO₂e) covers the GHG emissions from the procured marine paints. Category 2 – Capital Goods (1,532 MtCO₂e) covers the GHG emissions from the procured containers. Category 3 – Fuel-and-Energy-related Activities (1,590,961 MtCO₂e) covers the well-to-tank emissions of the marine fuels consumed. Category 4 – Upstream Transportation and Distribution (389,130 MtCO₂e) covers terminal operators’ GHG emissions associated with handling containers shipped in OOCL’s services. Category 5 – Waste Generated in Operations (1,897 MtCO₂e) covers the GHG emissions from the disposal of general waste by onshore operations and by vessels at shore. Category 6 – Business Travel (1,593 MtCO₂e) covers GHG emissions from our employees’ air travel and accommodations during business travel. Category 7 – Employee Commuting (529 MtCO₂e) covers GHG emissions from air travel by our sea staff. Category 13 – Downstream Leased Assets (701,769 MtCO₂e) covers GHG emissions from marine fuel consumptions of our chartered-out vessels. The remaining seven categories are excluded as (1) they are not applicable to the Group’s business activities, (2) they are expected to be insignificant within the Group’s GHG emissions profile, (3) the Group has limited potential to influence GHG reductions for these categories, or (4) limited ability to collect complete, accurate, and consistent data at this stage. The Group’s value chain emissions profile is subject to review and updates. Therefore, there is a significant increase in both Scope 3 emissions and the Group’s total GHG emissions.
- xiii. Emissions of hydrofluorocarbons (HFCs), sulphur hexafluoride (SF₆), perfluorocarbons (PFCs) and nitrogen trifluoride (NF₃) are considered negligible and are not quantified.
- xiv. The generation of hazardous wastes comes from our vessel fleet.
- xv. Headcount is in terms of Full Time Equivalent (FTE).
- xvi. Lost-time Injury means the result in the lost time of a minimum of one day.
- xvii. Lost-time Injury Rate represents the number of Lost-time Injuries per 100 employees per year.
- xviii. We keep record of our contractors’ injury cases to take appropriate follow-up actions. During the reporting period, eight cases of contractor injuries related to vessel-operations were recorded and none of them caused lost time of a minimum of one day. We are not aware of any contractors’ injury cases occurred in our office areas.
- xix. The share of women in all management positions, including junior, middle, and top management is 35.5%. Meanwhile, women account for 37.3% and 27.5% of our workforce in junior and top management positions respectively. Within revenue-generating functions (including Marketing, Sales, and Trades functions), women account of 33.4% of the management positions. The share of women working in STEM-related position i.e. functions related to information technology is 44.0%.
- xx. The biennial Code of Conduct Training is mandatory our directors and staff, covering topics such as compliance with legal standards, anti-bribery and anti-corruption, anti-harassment, and personal data protection.
- xxi. The Global SSE Awareness Refresher Course is conducted biennially.
- xxii. It is only applicable to North America Liner staff.
- xxiii. Labour issues covers child labour, forced labour, working hours, wage, etc.
- xxiv. Human rights represents workforce diversity, equal opportunities, discrimination, etc.
- xxv. Percentage of crews covered by Collective Bargaining Agreements (CBA).
- xxvi. Percentage of crew members represented by independent trade unions. As part of the Collective Bargaining Agreement, all seafarers of OOCL shall be members of at least one of the undersigned Union and OOCL pays invoiced Union fees for our crew members’ membership for the Hong Kong Seafarers’ Coordination Committee for each owned vessel. We acknowledge the right of seafarers to participate in union activities and to be anti-union discrimination as per ILO Conventions Nos. 87 and 98.
- xxvii. The updated Code of Conduct with anti-bribery policy is available in an accessible format at our intranet through Office 365 Portal for employees.
- xxviii. This also covers the incidents of conflicts of interest.
- xxix. No contribution to political campaigns, political organisations, lobbyists or lobbying organisations, trade associations and other tax-exempt groups were made.
- xxx. The general management principles embodied by the ISM Code, ISO 9001, ISO 14001 and OHSAS 18001 have been incorporated in SQE certification requirement. We comply with the Safety, Quality & Environmental requirement of industry-recognised guide for marine health, safety, quality, environmental and energy management. External audit is performed annually for the SQE certification.

Appendix II : Independent Assurance Statement



LRQA Independent Assurance Statement Relating to Orient Overseas (International) Limited's Sustainability Report 2023 for the Year 2023

This Assurance Statement has been prepared for Orient Overseas (International) Limited in accordance with our contract but is intended for the readers of this Report.

Terms of Engagement

LRQA Limited – Hong Kong Branch (“LRQA”) was commissioned by Orient Overseas (International) Limited (“the Company” or “OOIL”) to provide independent assurance on its ‘Sustainability Report 2023’ (“the Report”) – environmental, social responsibility and health & safety data for the year 2023 (from 1st January 2023 to 31st December 2023) against the assurance criteria below to a limited level of assurance and at the materiality of the professional judgement of the verifier using ISAE 3000 and Global Reporting Initiative (GRI) Principles.

Our assurance engagement covered OOIL’s operations and activities in the Company with its group companies and specifically the following requirements:

- Verifying conformance with the Company’s reporting methodologies;
- Evaluating the accuracy and reliability of data and information for only the selected indicators addressed in Appendix I: Performance Data Summary of the “OOIL Sustainability Report 2023”; and
- Evaluating if the sustainability performance disclosures have been presented with reference to the criteria set out in the GRI Standards and HKEx Environmental, Social and Governance Reporting Guide (“ESG Guide”).

Our assurance engagement excluded the data and information of OOIL’s suppliers, contractors and any third parties mentioned in the Report.

LRQA’s responsibility is only to OOIL. LRQA disclaims any liability or responsibility to others as explained in the end footnote. OOIL’s responsibility is for collecting, aggregating, analysing and presenting all the data and information within the Report and for maintaining effective internal controls over the systems from which the Report is derived. Ultimately, the Report has been approved by, and remains the responsibility of the Company.

LRQA’s Opinion

Based on LRQA’s approach, nothing has come to our attention that would cause us to believe that the Company has not, in all material respects:

- Met the requirements above; and
- Disclosed accurate and reliable performance data and information summarised in the Appendix I of the Report.

The opinion expressed is formed on the basis of a limited level of assurance and at the materiality of the professional judgement of the verifier.

Note: The extent of evidence-gathering for a limited assurance engagement is less than for a reasonable assurance engagement. Limited assurance engagements focus on aggregated data rather than physically checking source data at sites. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

LRQA’s standards, competence and independence

LRQA implements and maintains a comprehensive management system that meets accreditation requirements for ISO 14065 Greenhouse gases – Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition and ISO/IEC 17021-1 Conformity assessment – Requirements for bodies providing audit and certification of management systems that are at least as demanding as the requirements of the International Standard on Quality Control and comply with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants.

LRQA ensures the selection of appropriately qualified individuals based on their qualifications, training and experience. The outcome of all verification and certification assessments is then internally reviewed by senior management to ensure that the approach applied is rigorous and transparent.

LRQA, its affiliates and subsidiaries, and their respective officers, employees or agents are, individually and collectively, referred to in this clause as ‘LRQA’. LRQA assumes no responsibility and shall not be liable to any person for any loss, damage or expense caused by reliance on the information or advice in this document or howsoever provided, unless that person has signed a contract with the relevant LRQA entity for the provision of this information or advice and in that case any responsibility or liability is exclusively on the terms and conditions set out in that contract.

The English version of this Assurance Statement is the only valid version. LRQA assumes no responsibility for versions translated into other languages.

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LRQA’s Approach

LRQA’s assurance engagements are carried out in accordance with our verification procedure. The following tasks though were undertaken as part of the evidence gathering process for this assurance engagement:

- Auditing the company’s data management systems to confirm that there were no significant errors, omissions or misstatements in the Report;
- Reviewing the application of the reporting principles in the preparation of the Report, the effectiveness of data handling procedures, instructions and systems, including those for internal verification;
- Visiting OOCL’s headquarters, sampled OOCL’s offices and OOCL Logistics’ warehouses from regional operations, followed by interviewing with the key people responsible for compiling the data and drafting the Report;
- Sampling datasets and tracing activity data back to aggregated levels;
- Verifying the historical data and records of Greenhouse Gases (Scope 1, Scope 2, and Scope 3) and air emissions / energy and biofuel consumption / solar energy generation / water consumption / waste disposal / use of resources / Code of Conduct / stakeholder engagement and materiality assessment / fatality and injury (employees and contractors) / cyber security and privacy practices / social responsibility for the year 2023.

LRQA’s Observations

Further observations and findings concerning reporting principles in the Report preparation, made during the assurance engagement, are:

- **Stakeholder inclusivity:**
We are not aware that any key stakeholder groups have been excluded from OOIL’s stakeholder engagement process. OOIL has incorporated stakeholders’ concerns into the management approach and decision-making processes in order to develop a well-structured engagement approach and response to sustainability issues.
- **Materiality:**
We are not aware of any material issues concerning OOIL’s sustainability performance that have been excluded from the Report. OOIL has established criteria for determining which sustainability factor is material, and these material issues have been prioritised and influenced OOIL’s disclosures.
- **Responsiveness:**
We are not aware of any findings in related to OOIL’s internal and external communication beyond the expected time, and not adequate responding mechanism to communicate with various key stakeholder groups.
- **Reliability:**
We are not aware of any issues, affecting the reliability of OOIL’s the well-defined data management system, internal information management and internal control.
- **Consistency:**
We are not aware that OOIL has not reported performance indicators in consistent scope, definition, reporting approach and methodology.
- **Balance:**
We are not aware of any biased evidence such as selections, omissions, and presentation formats, concerning OOIL’s sustainability performance.
- **Quantitative:**
We are not aware that OOIL has not disclosed measurable and comparable sustainability performance indicators based on GRI Reporting Principles and HKEx ESG Guide.

Signed

William TSUI

Dated: 12th April 2024

LRQA Lead Verifier
On behalf of LRQA Limited
Suite 1401, 14/F, Dorset House, Taikoo Place, 979 King’s Road, Quarry Bay, Hong Kong
LRQA reference: HKG6037379

Appendix III : GRI Standards Content Index

GRI Reference	Description	References and Remarks
GRI 2: General Disclosures 2021		
The organization and its reporting practices		
2-1	Organizational details	Our Reporting Approach; Our Business
2-2	Entities included in the organization's sustainability reporting	Our Reporting Approach
2-3	Reporting period, frequency and contact point	Our Reporting Approach
2-4	Restatements of information	<i>Not applicable</i>
2-5	External assurance	Our Reporting Approach; Independent Assurance Statement
Activities and workers		
2-6	Activities, value chain and other business relationships	Our Business; Value Chain
2-7	Employees	Performance Data Summary
2-8	Workers who are not employees	Performance Data Summary
Governance		
2-9	Governance structure and composition	Approach to Sustainability; <i>Refer to Annual Report 2023 – Corporate Governance Report</i>
2-10	Nomination and selection of the highest governance body	Approach to Sustainability
2-11	Chair of the highest governance body	Approach to Sustainability
2-12	Role of the highest governance body in overseeing the management of impacts	Approach to Sustainability; Performance Data Summary; <i>Refer to Annual Report 2023 – Corporate Governance Report</i>
2-13	Delegation of responsibility for managing impacts	Approach to Sustainability
2-14	Role of the highest governance body in sustainability reporting	Approach to Sustainability
2-15	Conflicts of interest	Approach to Sustainability
2-16	Communication of critical comments	Approach to Sustainability; Performance Data Summary
2-17	Collective knowledge of the highest governance body	Approach to Sustainability
2-18	Evaluation of the performance of the highest governance body	Approach to Sustainability

GRI Reference	Description	References and Remarks
2-19	Remuneration policies	Human Capital; <i>Refer to Annual Report 2023 – Corporate Governance Report</i>
2-20	Process to determine remuneration	Human Capital; <i>Refer to Annual Report 2023 – Corporate Governance Report</i>
2-21	Annual total compensation ratio	<i>Refer to Annual Report 2023 – Corporate Governance Report</i>
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Chairman’s Message; Board Statement
2-23	Policy commitments	Approach to Sustainability
2-24	Embedding policy commitments	Approach to Sustainability
2-25	Processes to remediate negative impacts	Human Capital
2-26	Mechanisms for seeking advice and raising concerns	Human Capital
2-27	Compliance with laws and regulations	Performance Data Summary
2-28	Membership associations	Approach to Sustainability; Natural Capital
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Stakeholder Engagement
2-30	Collective bargaining agreements	Performance Data Summary
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Stakeholder Engagement
3-2	List of material topics	Stakeholder Engagement
3-3	Management of material topics	Stakeholder Engagement
Economic Topics		
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	Our Business; Performance Data Summary; <i>Refer to Annual Report 2023 for details</i>
GRI 205: Anti-corruption 2016		
205-3	Confirmed incidents of corruption and actions taken	Approach to Sustainability; Performance Data Summary

GRI Reference	Description	References and Remarks
GRI 207: Tax 2019		
207-1	Approach to tax	Refer to Annual Report 2023 for details
Environmental Topics		
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	Performance Data Summary
301-2	Recycled input materials used	Performance Data Summary
GRI 302: Energy 2016		
302-1	Energy consumption within the organisation	Performance Data Summary
302-2	Energy consumption outside of the organisation	Performance Data Summary
302-3	Energy intensity	Performance Data Summary
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	Natural Capital; Performance Data Summary
303-4	Water discharge	Performance Data Summary
303-5	Water consumption	Performance Data Summary
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	Performance Data Summary
305-2	Energy indirect (Scope 2) GHG emissions	Performance Data Summary
305-3	Other indirect (Scope 3) GHG emissions	Performance Data Summary
305-4	GHG emissions intensity	Performance Data Summary
305-5	Reduction of GHG emissions	Performance Data Summary
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Performance Data Summary
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	Natural Capital
306-2	Management of significant waste-related impacts	Natural Capital
306-3	Waste generated	Performance Data Summary
306-5	Waste directed to disposal	Performance Data Summary

GRI Reference	Description	References and Remarks
Social Topics		
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	Performance Data Summary
GRI 403: Occupational Health and Safety 2018		
403-2	Hazard identification, risk assessment, and incident investigation	Approach to Sustainability; Human Capital; Performance Data Summary
403-9	Work-related injuries	Performance Data Summary
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	Performance Data Summary
404-2	Programs for upgrading employee skills and transition assistance programs	Human Capital; Performance Data Summary
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Performance Data Summary
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	Human Capital; Performance Data Summary
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom and collective bargaining may be at risk	Human Capital; Performance Data Summary
GRI 415: Public Policy 2016		
415-1	Political contributions	Performance Data Summary
GRI 418: Customer Privacy 2016		
418-1	Substantial complaints concerning breaches of customer privacy and losses of customer data	Intellectual Capital

Appendix IV: HKEx ESG Reporting Guide Index

Appendix C2 Compliance List		Section / Statement
Aspect A1: Emissions		
General disclosure	Disclosure statement	Approach to Sustainability (p.10); Natural Capital (p.23)
KPI A1.1	Type of emissions and data	Performance Data Summary (p.67)
KPI A1.2	Direct and indirect GHG emissions in tonnes and intensity	Performance Data Summary (p.66)
KPI A1.3	Hazardous waste produced and intensity	Performance Data Summary (p.67)
KPI A1.4	Total non-hazardous waste produced and intensity	Performance Data Summary (p.67)
KPI A1.5	Description of emission target(s) set & steps taken	Natural Capital (p.26, 28, 31-33); Targets Review (p.64)
KPI A1.6	Handling of waste, and description of target(s) set & steps taken	Natural Capital (p.29-31, 33, 36); Targets Review (p.64)
Aspect A2: Use of Resources		
General disclosure	Disclosure statement	Approach to Sustainability (p.10); Natural Capital (p.31)
KPI A2.1	Direct / Indirect Energy consumption by type and intensity	Performance Data Summary (p.65-66)
KPI A2.2	Water consumption in total and intensity	Performance Data Summary (p.66)
KPI A2.3	Description of energy use efficiency target(s) set & steps taken	Natural Capital (p.23, 26-29, 33); Intellectual Capital (p.50); Targets Review (p.64)
KPI A2.4	Issues in sourcing water & description of water efficiency target(s) set & steps taken	Natural Capital (p.30-31, 33); Targets Review (p.64)
KPI A2.5	Total packaging material	Not applicable as our business does not manufacture or sell any physical / finished product
Aspect A3: The Environment and Natural Resources		
General disclosure	Disclosure statement	Approach to Sustainability (p.10); Natural Capital (p.29, 31)
KPI A3.1	Description of significant impacts of activities	Natural Capital (p.26, 29-30, 32)
Aspect A4: Climate Change		
General disclosure	Disclosure statement	Approach to Sustainability (p.8, 10)
KPI A4.1	Description of the significant climate-related issues & the actions taken	Natural Capital (p.24-25)
Aspect B1: Employment		
General disclosure	Disclosure statement	Value Chain (p.20); Human Capital (p.42-43)
KPI B1.1	Total workforce by gender, employment type, age group & geographical region	Performance Data Summary (p.68-69)
KPI B1.2	Employee turnover rate by gender, age group & geographical region	Performance Data Summary (p.69)
Aspect B2: Health and Safety		
General disclosure	Disclosure statement	Approach to Sustainability (p.10); Human Capital (p.44)
KPI B2.1	No. and rate of work-related fatalities occurred	Human Capital (p.44); Performance Data Summary (p.67)
KPI B2.2	Lost days due to work injury	Performance Data Summary (p.67)
KPI B2.3	Description of occupational health and safety measures adopted, implemented & monitored	Human Capital (p.45-46)
Aspect B3: Development and Training		
General disclosure	Disclosure statement	Human Capital (p.38-40, 45)
KPI B3.1	The percentage of employees trained	Performance Data Summary (p.70)
KPI B3.2	The average training hours completed per employee	Performance Data Summary (p.70)

Appendix C2 Compliance List		Section / Statement
Aspect B4: Labour Standards		
General disclosure	Disclosure statement	Value Chain (p.20); Human Capital (p.41); Performance Data Summary (p.68)
KPI B4.1	Description of measures to review employment practices	Human Capital (p.41); Performance Data Summary (p.70)
KPI B4.2	Description of steps taken to eliminate such practices when discovered	Value Chain (p.20); Human Capital (p.41, 43)
Aspect B5: Supply Chain Management		
General disclosure	Disclosure statement	Value Chain (p.18)
KPI B5.1	No. of suppliers by geographical region	Value Chain (p.17)
KPI B5.2	Description of supplier engagement & no. of suppliers where the practices are being implemented and monitored	Stakeholder Engagement (p.13); Value Chain (p.18)
KPI B5.3	Description of identifying, implementing & monitoring environmental & social risks	Value Chain (p.18)
KPI B5.4	Description of promoting, implementing & monitoring environmentally preferable products & services	Value Chain (p.18)
Aspect B6: Product Responsibility		
General disclosure	Disclosure statement	Approach to Sustainability (p.10); Intellectual Capital (p.56) / We have covered the information on policies and compliance matters relating to health & safety, advertising, and privacy matters relating to services, except labeling to product, which is not applicable as our business does not manufacture or sell any physical product
KPI B6.1	Percentage of total products sold or shipped subject to recalls	Intellectual Capital (p.56)
KPI B6.2	No. of complaints received & how to deal with	Value Chain (p.19)
KPI B6.3	Description of practices relating to intellectual property rights	Approach to Sustainability (p.8); Value Chain (p.20); Human Capital (p.43); Intellectual Capital (p.56)
KPI B6.4	Description of quality assurance process & recall procedures	Intellectual Capital (p.56)
KPI B6.5	Description of consumer data protection & privacy policies, & how to implement & monitor	Intellectual Capital (p.53, 56)
Aspect B7: Anti-corruption		
General disclosure	Disclosure statement	Approach to Sustainability (p.8-9)
KPI B7.1	No. of concluded legal cases regarding corrupt practices & outcomes	Performance Data Summary (p.71)
KPI B7.2	Description of preventive measures & whistle-blowing procedures, & how to implement & monitor	Approach to Sustainability (p.8-9, 11)
KPI B7.3	Description of anti-corruption training provided	Approach to Sustainability (p.9); Performance Data Summary (p.70-71)
Aspect B8: Community Investment		
General disclosure	Disclosure statement	Stakeholder Engagement (p.13); Social and Relationship Capital (p.57, 59)
KPI B8.1	Focus areas of contribution	Social and Relationship Capital (p.57, 59)
KPI B8.2	Resources contributed the focus area	Natural Capital (p.33); Social and Relationship Capital (p.57-62); Targets Review (p.64)

Appendix V: Recommendations of the Task Force on Climate-related Financial Disclosures Index

Recommendations and Recommended Disclosures	Section / Statement
Governance	
Disclose the organisation's governance around climate-related risks and opportunities	a) Describe the board's oversight of climate-related risks and opportunities. Approach to Sustainability
	b) Describe management's role in assessing and managing climate-risks and opportunities. Approach to Sustainability
Strategy	
Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material.	a) Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term. Natural Capital
	b) Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning. Natural Capital
	c) Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2C or lower scenario. Natural Capital
Risk Management	
Disclose how the organisation identifies, assesses, and manages climate-related risks.	a) Describe the organisation's processes for identifying and assessing climate-related risks. Approach to Sustainability; Natural Capital
	b) Describe the organisation's processes for managing climate-related risks. Approach to Sustainability; Natural Capital
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management. Approach to Sustainability
Metrics and Targets	
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	a) Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process. Natural Capital
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks. Natural Capital; Performance Data Summary
	c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets. Natural Capital; Target Review



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