



SUSTAINABILITY REPORT 2019

 **ITS ConGlobal**

SUSTAINABILITY AND ITS CONGLOBAL

The private sector's alignment on sustainability signals important commitments to addressing some of the world's most urgent environmental challenges—companies know that investing in our environment means investing in the future.

The government also plays a pivotal role in our sustainability efforts. We are carefully following government decisions regarding fuel, taxes, regulations, and infrastructure spending.

It may seem a long way out, but 2025 is less than one truck generation away. In just a few years, the vehicles and equipment we are investing in will have to be quite different, for us to achieve our environmental goals.

2019 was an eventful year. We handled more intermodal shipments than the previous year. At the same time, we were able to improve the utilization of resources through better management, which is also essential for the

environment. To continue and expand on our impact, we will continue our work in many areas, such as cleaner fuel, economical driving, newer vehicles, electric vehicles, and efficient planning.

In 2018, we brought our first electric-powered vehicles into service. In 2019, we added additional electric vehicles to our fleet. The emergence of electric and automated vehicles as viable technologies have been hard to miss the past few years. The impact of these technologies and capabilities on the global economy over the next decade is likely to be profound.

We are and will remain involved in many different projects that will help reduce the impact on our environment.

Contributing to a more sustainable supply chain is a fundamental priority for us all. In our 2019 sustainability report, you can read about our genuine commitment to sustainability here at ITS ConGlobal.



“As one of the largest intermodal companies in the United States, we have an essential responsibility to build a more sustainable supply chain. We’re doing just that. Together, we are safely delivering profitable business growth while doing what’s right for our customers, consumers, suppliers, team members, communities, the planet, and our shareholders.”

Brant Ring
CEO, ITS ConGlobal



ITS CONGLOBAL

MISSION

Take care of each other, our customers and our business.

VISION

Be the world's go-to experts in terminal operations.



CORE VALUES THAT MAKE US DIFFERENT

TEAMWORK

We are committed to a collaborative environment where every associate is valued, treated with respect, encouraged to contribute, and receives recognition for his/her efforts in promoting ITS ConGlobal's mission. Working together and caring for each other's safety and well-being will lead to success in meeting or exceeding customers' expectations.

INTEGRITY

We conduct our business with the highest degree of ethics and professionalism in all interactions with associates, customers, suppliers, and the public. We strive to be fair and transparent in everything we do and to be seen as a trusted partner to promote better relationships with all stakeholders.

PERSISTENCE

Determination and the will to succeed define us. We do not give up when faced with obstacles. We find solutions. We earn customers' appreciation and respect by going the extra distance. We will be guided by the principle of continuous improvement, that every day is a new opportunity to be better than yesterday.

SAFETY

Safety is our most important operational process. We define success by the ability to keep our associates and all those we work with, including members of the public, safe. Through the relentless pursuit of safety, we are determined to work damage-free. "Zero Harm" is our ultimate objective.

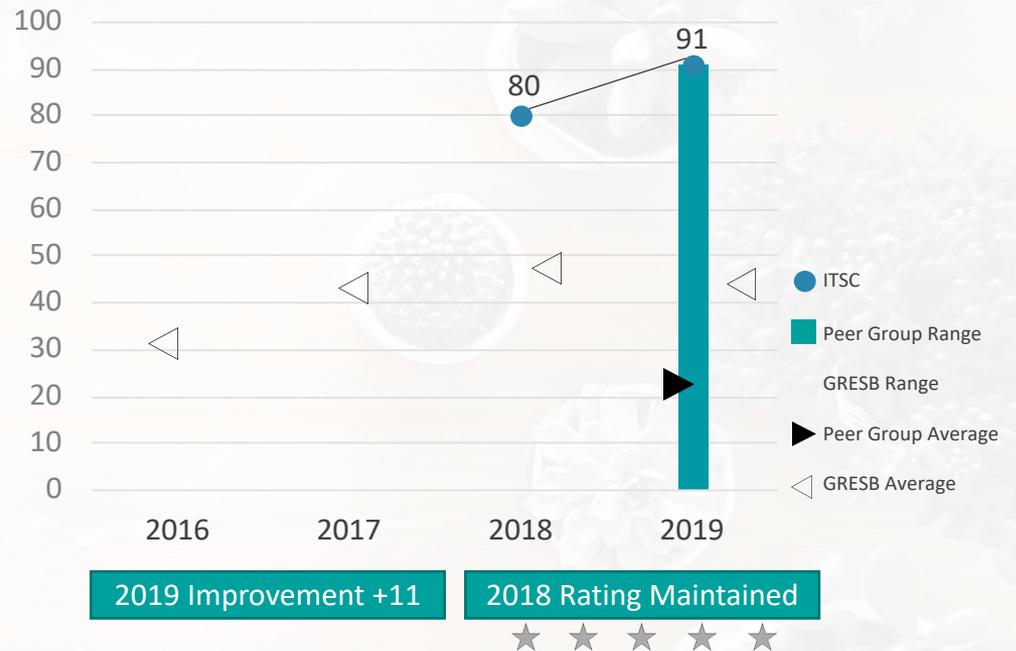
SUSTAINABILITY BENCHMARKING (GRESB ASSESSMENT)

- GRESB (Global Real Estate Sustainability Benchmarking) is a global agency that assesses the Environmental, Social, and Governance performance of real assets
- ITSC's GRESB 2019 Scores:
- More than 100 institutional investors use GRESB data to engage with investment managers on their sustainability performance for real estate and infrastructure investments

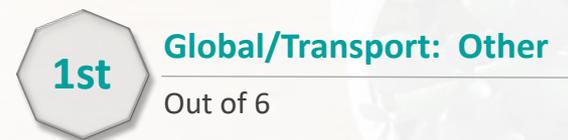
ESG BREAKDOWN



TREND



RANKINGS



OUR PATH FORWARD

2019 Goals

This year we have produced the company's second Sustainability Report. The 2019 reporting of fuel consumption, electricity usage, renewable sources, water consumption, and waste generation was the first time that an effort was made to quantify these material resources. With the 2019 report, we improved the accuracy of the reporting of the consumption of these material resources.

In 2019 we communicated our sustainability objectives, world-class ESG/GRESB scores, and other ESG metrics through many platforms. These items were published in the sustainability section of the company website. Additionally, these items were presented and discussed with all associates in newsletters, broadcast emails, Visual Communication Boards, social media, manager training sessions, and town hall meetings. We discussed these items with customers at business review meetings. Specific sustainability and ESG material are included in materials supplied to investors.

2025 Goals

The focus of these goals is on the Company's most material environmental and societal impacts: petroleum, electricity and water usage, and waste production.

The 2025 targets (normalized against production volume) include a 10% reduction in fuel consumption, a 10% reduction in scope 1, scope 2 and scope 3 emissions, a 10% reduction in consumption of electricity, and a move towards obtaining 5% of our energy use from renewable sources (Scope 2). Other targets include a 10% reduction in water consumption and a 10% reduction in waste generation. We will report on our progress annually.

The Path Forward

Sustainability is and will continue to be, a cornerstone of our corporate strategy. At ITSC, sustainability and corporate responsibility are not activities we pursue separately from our core businesses; these concepts are fully integrated into our strategy and deeply ingrained in our culture.

This year we started evaluating the risks and opportunities climate change may have on our operations.

Our work will be focused on three primary environmental aspects:

- Energy
- Waste
- Emissions (discharge of greenhouse gases)

Our most important goal is undoubtedly the reduction of greenhouse gas emissions. The intermodal industry bears a responsibility on this issue, and we are working to sever the link between growth in the transport sector and greenhouse gas emissions. In today's world, with restricted resources, global interconnectivity, and population pressures on energy, waste, and water, the ability to do more with less has become imperative for survival.

ITS CONGLOBAL OVERVIEW

ITS ConGlobal (“ITSC”) is North America’s largest operator of railroad-owned intermodal terminals and container depots

Four divisions: Intermodal, Depot, Auto, and Chassis M&R

Intermodal: ITSC is the **largest operator of railroad-owned** intermodal terminals

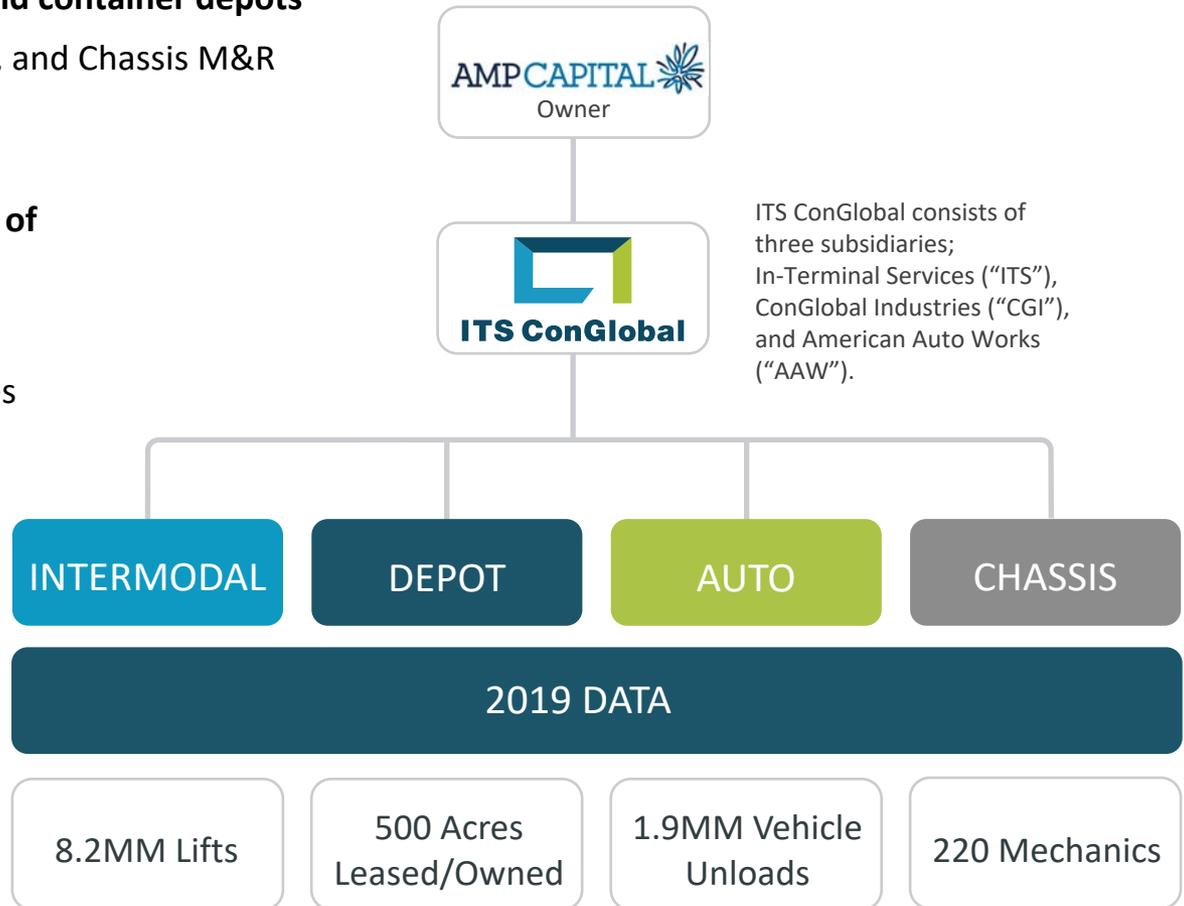
Depot: ITSC is the **only national provider** of depot container yard services

Auto: ITSC is a **leader in automobile handling** for the rail industry

Chassis M&R: ITSC **does chassis M&R work** at rail intermodal terminals

Currently headquartered in Darien, Illinois (Chicago), the earliest company established in 1968

Workforce of ~3700 employees



ITS CONGLOBAL INTERMODAL NETWORK MAP



ITSC operates all rail, intermodal terminals in Kansas City and Houston, and more rail intermodal terminals in Chicago than any other provider

Network scale allows us to move labor to temporary shortage terminals, provides us with purchasing power leverage, and gives us relationships with hundreds of intermodal truckers



Provide railcar switching services at 5 terminals

Material growth realized due to safety, process, and technology

- Acquired 5 rail terminal assets from World Distribution Services in 2017
- Won and successfully started-up 4 new terminals in the last 16 months, which will generate 1.5 million annual lifts

INTERMODAL FACT SHEET

- Terminals operated: 46
- Annual lifts: 8,200,000
- Railcar switching: 5 terminals
- Employees: 2,700
- Company owned locomotives
- Company owned lift equipment
- Company owned hostlers



ITS CONGLOBAL DEPOT NETWORK MAP

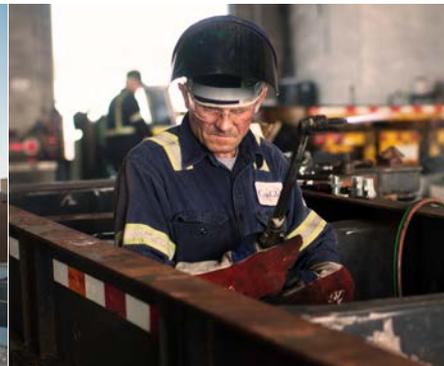


ITSC is the industry’s only national provider of depot services, including coverage in Mexico and Costa Rica.



DEPOT FACT SHEET

- Depots operated: 23
 - Depots owned: 5
 - Depots leased (long term): 19
- Port operations
 - 5 in U.S. (Houston, Savannah, Charleston, Jacksonville, Norfolk)
 - 4 in Mexico (Lazaro Cardenas, Veracruz, Altamira, Ensenada)
- Storage capacity: 210,000 TEUs
- Acres leased/owned: 500
- Annual PTIs: 22,000
- Annual gate transactions: 900,000
- Annual containers sold: 15,000
- Employees: 1,000



ITS CONGLOBAL AUTO NETWORK MAP



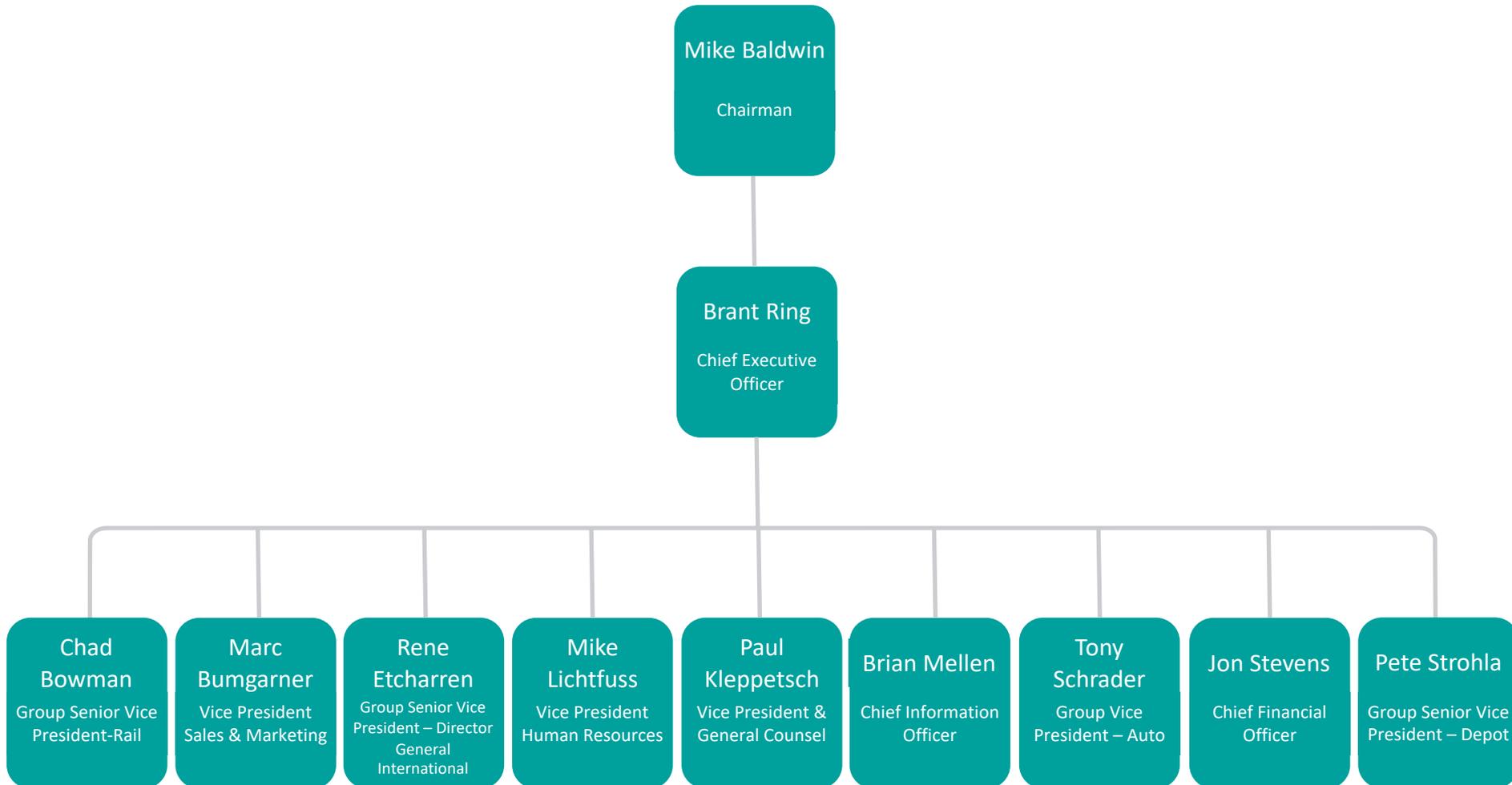
- ITSC provides auto-loading/unloading, railcar switching, railcar prep, and other ancillary services at rail terminals
- Provide railcar switching services at 6 terminals
- Material growth realized due to safety, process, and technology
 - Won and successfully started-up 3 new auto terminals in the last 16 months which will generate 750,000 annual auto-loads/unloads
- ITSC operates BNSF's largest facility in Joliet, IL (LPC)
- ITSC provides loading/unloading and railcar switching services at BNSF's 4th largest facility in Ft. Worth, TX (Alliance)

AUTO FACT SHEET

- Terminals operated: 12
- Annual auto loads/unloads: 1,900,000
- Railcar switching: 6 terminals (FRA certified)
- Employees: 300 (non-union and union)
- Owned locomotives: 11
- Locomotive mechanics: 1

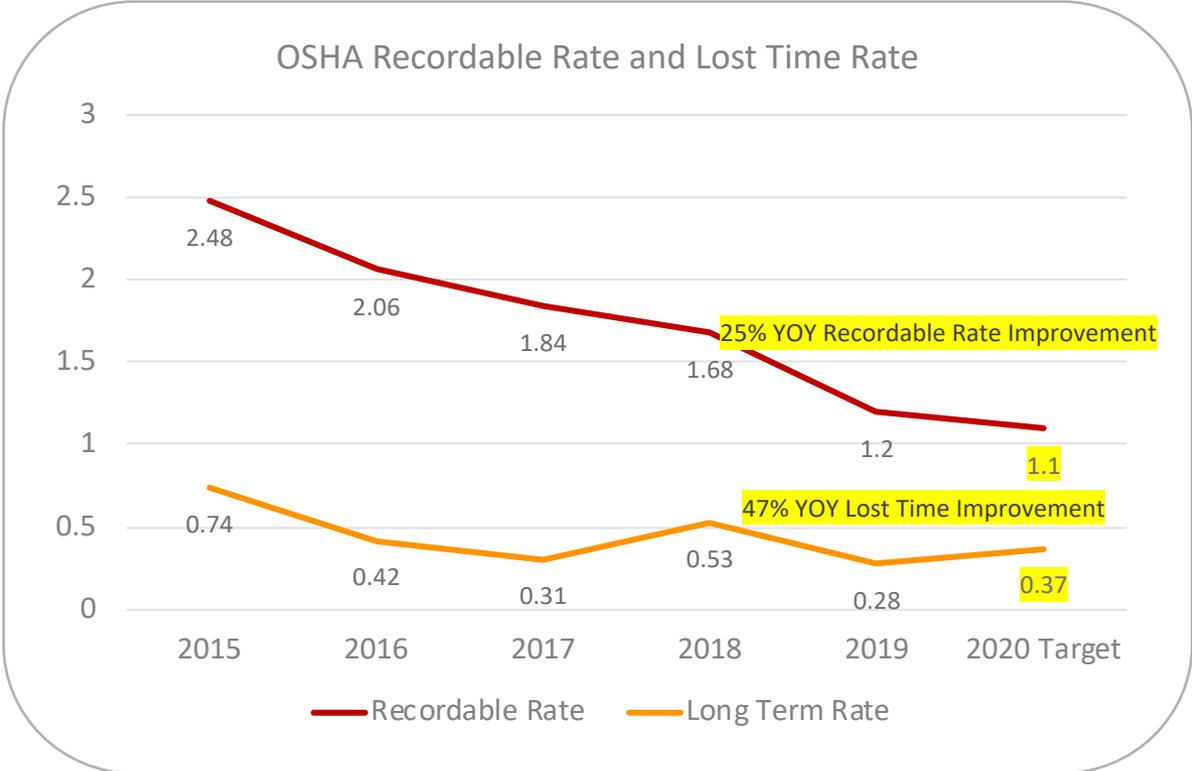


ITS CONGLOBAL CORPORATE MANAGEMENT



KEY DIFFERENTIATOR: SAFETY INVESTMENT AND EXECUTION

- Safety is our most important operational process
- Through the relentless pursuit of safety, we are determined to work damage-free; “Zero Harm” is our ultimate objective
- Improving overall safety reduces downtime and increases reliability, helping ITSC to be a sustainable resource for clients.
- Safety programs include semi-annual safety audits at every facility, regular safety meetings with employees, an employee safety incentive program, and the application and use of technology to support our pursuit of Zero Harm i.e. cameras, telemetry, and iAuditor tool



2020 TARGETS
 Recordable Injuries: 37
 Recordable Rate: 1.10
 Lost Time Injuries: 12
 Lost Time Rate: .37

TECHNOLOGY/PROCESS MANAGEMENT INITIATIVES

- **Telematics / Samsara:** Continuing to equip hostler and support equipment fleet with advanced telemetry and camera devices to provide state of the art operational, safety and asset management oversight and decision capabilities These systems are increasingly useful during burn-in of new technology and processes
 - ~60% of Intermodal hostler fleet equipped (select support and lift equipment outfitted as well)
- **Hostlers:** Advancing electric and autonomous hostler initiatives to enable continuous, sustainable solutions
 - Electric: Rail – Increased the number of EV’s to 16 units
 - Autonomous: Testing of autonomous hostlers at Oakland expected in late 2020
- **KPI Tools:** Using Microsoft PowerBI and advanced database management tools to create KPI visibility to operating and financial metrics, with near real-time operations views
- **Process Management:** Proliferating continuous improvement and Lean / Kaizen principles across the organization, resulting in lowering time to completion and increasing the sustainability of key processes
 - BNSF / ITSC joint Lean / Kaizen terminal reviews
 - Developed home-grown, tablet-based application to identify operator “lost time” events, for use in data-driven efficiency initiatives
- **Company Commitment:** Continue to “lean in” on technology/process management initiatives that will drive efficiencies and deliver better service and increase efficiency throughout the supply chain, while demanding the same from our supply chain partners
- **AMP Capital Commitment:** Thomas Preising, Senior Advisor at AMP Capital, is engaging with ITSC to help develop and execute our technology/process strategy; Mr. Preising has 30+ years of technology, process, and operations innovation experience with Apple, HP, and Conrail

WORKING TOGETHER DELIVERS SUCCESS

Mutually respectful working relationships with our customers, employees, local communities & professional organizations allow ITSC to achieve its goals. These relationships ensure that we have satisfied customers, dedicated employees, and committed cooperation partners.

Customers

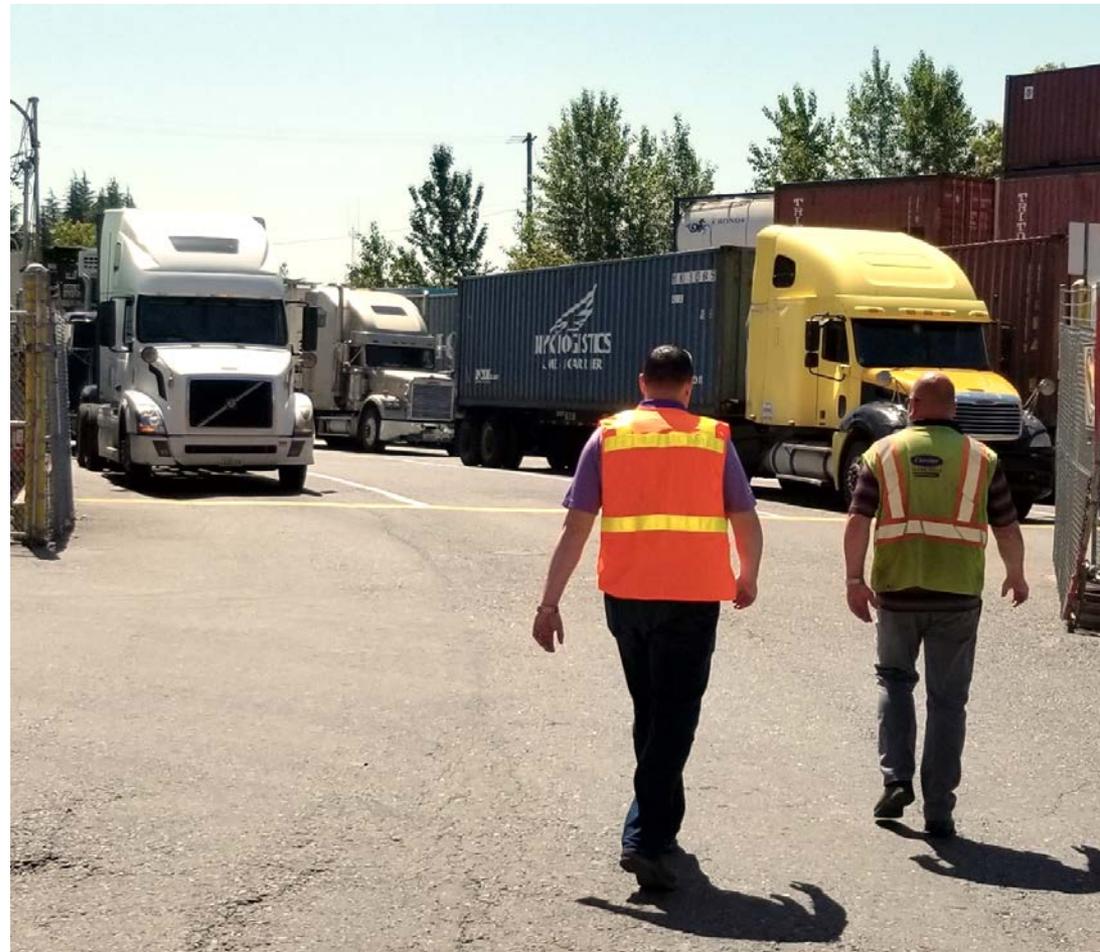
ITSC's communications with customers take place daily by our front-line managers and our executive leadership team, in addition to all the daily operational interactions. Customers appreciate the multi-channel accessibility.

Employees

ITSC's most important resource is its employees. Motivated and dedicated employees drive business development and create positive business outcomes. To facilitate this positive atmosphere, our management continuously engages in open communication and feedback with our employees.

Community & Professional Organizations

ITSC is dependent on political decisions and therefore follows the public debate. For example, political decisions concerning fuels, vehicles, infrastructure, environmental controls, technology, subsidies, and taxes may have a major impact on the business.



PARTNERING WITH THE COMMUNITY

In November 2019, we participated, for the 4th year, in the annual coat/warm clothing drive with the People's Resource Center (PRC). Since 1975, PRC has been bringing neighbors together to respond to hunger and poverty in DuPage County in Northern Illinois.



In addition to the clothing drive, we also participated in PRC's 2019 monthly food drive.

The PRC public resource community exists to respond to basic human needs, promote dignity and justice, and create a future of hope and opportunity for the residents of DuPage County, Illinois through discovering and sharing personal and community resources.

Nearly 30,000 DuPage residents rely on PRC for help each year. As an active member of over 2,600 volunteers, ITSC assists in offering nutritious food and other necessities like clothes and rent assistance for people facing tough times. PRC also connects people with resources—education and tutoring, jobs, technology, art, a caring community—to create a future of hope and opportunity for all.

ITSC also conducted our annual Toys for Tots toy drive in December 2019. The United States Marine Corps

Reserve Toys for Tots mission is to provide toys to individuals, youth groups, shelters, hospitals, and group homes local communities throughout the United States. Every child deserves a toy for Christmas/the Holidays and we are proud to say we were part of making that happen!

ITSC has also participated in other activities to give back to the communities where we are located. In Mexico, we participate in a program that helps residents to purchase housing and build credit. In Costa Rica, we participated in a program that offers employees bus transportation from their homes to the industrialized port area. This initiative reduces emissions and enables access to meaningful employment.

GIVING BACK TO THE ENVIRONMENT

We actively identify opportunities to improve the environment and support the community in which we live and work. We remain accountable to these efforts through voluntary environmental projects, annually, at each depot.



Flower box



Stream clean up



HOW OUR SUPPLIERS AFFECT THE ENVIRONMENT

ITSC is a service company providing intermodal services to railroads, steamship lines, and other logistics entities. We work within the supply chains of our various clients with the end goal of meeting or exceeding our customer's expectations.

Whom we choose to work with and our ability to influence is essential if we want to reduce our environmental impact. The process of locating and obtaining the inputs needed to do this is the core function of supply chain management.

Our suppliers are furnishing off the shelf items such as office supplies, software, tires, equipment parts, batteries, and fuel.

Fuel is one of our significant business needs, and our goal is to increase fuel efficiency and reduce fuel consumption by adopting green energy vehicles.

Even though our supply chain impact is limited, we do look for opportunities with our suppliers. For example, we requested our office housekeeping service to initiate an office recycling program for our employees.

Consistent with our goal towards Zero Harm and the economics of effectively managing costs for solid waste disposal, ITSC adopted a Sustainable Procurement Policy in 2017 to promote the use of recycled/recyclable supplies and materials as a priority. ITSC gives preference to environmentally friendly products whose quality, function, and cost are equal to or superior to more traditional ones. ITSC will procure materials, products, or services that integrate environmental stewardship, fiscal responsibility, and social equity.

This Sustainable Procurement Policy focuses on the following areas:

- Identifying sustainability factors to incorporate into procurement decisions
- Providing implementation guidance
- Empowering employees to be innovative and demonstrate leadership by incorporating sustainability factors into procurement decisions
- Complementing ITSC sustainability goals and policies
- Ensuring the health and safety of employees and the general public
- Supporting the local economy by purchasing goods and services from local vendors, further reducing transportation costs
- Procuring goods and services that are environmentally friendly without compromising cost or quality
- Complying with all local, state, and federal laws that govern our procurement activity, including environmental protection

VALUES AND CORPORATE CULTURE

The ITSC Code of Conduct lays down norms, and expectations' regarding our day-to-day behavior to ensuring an ethical approach exists throughout the company. The principles in the Code of Conduct are binding and must be implemented and followed by all employees. Managers have a responsibility for communicating the guidelines and acting as role models.

General principles

Customer focus, profitability, success, responsibility, and mutual fairness and trust form the core of our Code of Conduct. In our dealings with customers, partners, employees, and owners, we always undertake to act justly and with the utmost integrity.

The company's social responsibility

Social responsibility is crucial in sustaining our long-term success, making it an invaluable feature of our company. Every action aligns our obligation to be a

good member of society. The principles surrounding social responsibility clarify our values and the way we act in these areas:

- Human rights
- Child labor and forced labor
- Equal opportunities
- Cooperation
- Health and safety
- Environmental protection

Conduct of employees

All employees are obliged to comply with the rules relating to conduct such as:

- Public behavior
- Confidentiality
- Avoidance of conflicts of interest
- Invitations and gifts

Code of Conduct concerning competitors, public officials, and business partners

ITSC meets the needs of its customers, suppliers, and business partners and

honestly treats them responsibly and fairly. This principle of fairness clarifies our approach to:

- Corruption
- Conduct towards public officials
- Political parties
- Business partners
- Consultants/agents/brokers
- Competition and cartel legislation
- Donations and sponsoring

Responsibility towards the owners

Operations within the ITSC are defined by responsibility and openness towards our owners. Our aims include safeguarding company assets and achieving a sustainable increase in the value of the company. This principle includes rules governing:

- Safeguarding company assets
- Accounting
- Prevention of insider trading
- Protection of personal data
- Prevention of money-laundering

IMPORTANT POLICIES

Working environment policy

ITSC's workplaces should be characterized by a safe and stimulating working environment that promotes good attendance, cooperation, and motivated employees.

The company management has ultimate responsibility for the working environment at the company. However, everyone at the workplace has personal responsibility for their health and working environment and cooperation to ensure a pleasant working environment and an excellent corporate climate. To achieve this culture, we will:

- through a systematic environmental program where we continuously review and evaluate the working environment
- by setting objectives each year for our ecological program and including measures in the budget process
- through continuous development of the skills and know-how of management and employees in environmental issues

Equality and diversity policy

Employment is based upon ability, qualifications, attitude, and job-related factors. Every qualified employee or applicant has the same opportunity for hire, training, placement, promotion, compensation, demotion, termination, and

benefits without regard to race, color, religion, sex, gender, national origin, pregnancy, ancestry, citizenship, genetic information (including of a family member), veteran or military status, physical or mental disability, age, sexual orientation, gender identity, medical condition, marital status, ethnicity, or any other classification protected by applicable local, state, or federal law.

Discrimination based on any protected category is forbidden and not tolerated. This policy reaffirms our commitment to fair treatment and Equal Employment Opportunity in accordance with all applicable state and federal laws.

Quality policy

ITSC develops and provides intermodal logistics services that satisfy market demands for quality, efficiency, and simplicity. Excellent service is achieved by:

- acting as a driving force for improved quality in our customers' operations
- involving our business partners in our quality program
- constantly improving our procedures
- actively working together
- seeing employees as our most valuable asset
- working towards quantifiable objectives

The quality program of our AAW division meets the ISO 9001 certification requirements. ISO 9001 is a certification that stipulates specific formal processes companies to follow for their management of Quality Control. It includes monitoring processes, maintaining complete and accurate records, checking for defective output, and taking action to correct defects and continual internal reviews for effectiveness.

Environmental policy

ITSC is committed to environmental leadership in all business activities. ITSC provides policies to provide a safe, healthful workplace while protecting the environment, conserving natural resources, and being a good neighbor. Our approach to managing Environmental Health and Safety as defined in the ITSC Zero Harm Commitment.

IMPORTANT POLICIES

The executive management team is responsible for establishing the overall Environmental Policy for the company, ensuring adherence, and reviewing each business unit's performance. Procurement is responsible for providing all vendors and suppliers to comply with these practices. All locations are responsible for executing objectives and ensuring that our employees and contractors follow all operational processes/procedures.

With these policies in place, we believe that we can achieve a healthy and safe environment.

We are committed to:

- Providing a safe and healthful workplace and ensuring that personnel are trained properly with the appropriate safety and emergency equipment
- Being an environmentally responsible neighbor in the community where we operate, and correct conditions that endanger health, safety, or the environment
- Conserving natural resources by adopting pollution prevention practices
- Maintaining and improving operations and technologies to minimize waste, and other pollution, minimize health and safety risks and dispose of waste safely and responsibly
- Ensuring the responsible use of energy throughout our business, including conserving energy, improving energy efficiency, and giving renewable energy over non-renewable energy when feasible
- Participating in efforts to improve environmental protection and understanding. Sharing appropriate pollution prevention technology, knowledge, and methods with other parties
- Promoting cooperation and understanding with the public and government agencies in developing economically feasible and environmentally sound habitat protection objectives
- Meeting and exceeding all applicable Federal and State requirements set and adhere to stringent requirements no matter where we do business
- Promptly reporting all non-compliance issues according to applicable governmental reporting requirements, evaluating causes of noncompliance, and

implementing corrective actions

- Using a process for periodic review of environmental compliance with all laws and regulations
- Using a process to ensure that all employees are knowledgeable of, understand and comply with all applicable environmental laws and regulations
- Promptly correcting any practice or condition, not in compliance with this policy

IMPORTANT POLICIES

Safety policy

The health and safety of our associates, as well as customers, are fundamental to our mission. At ITSC, we define success by keeping our associates, customer associates, subcontractors, and members of the public safe. Everything we do must be with a “Zero Harm” approach.

Our objective is to work in an environment where no one is harmed. Our Safety Policy will establish the culture and processes to achieve this goal. We will succeed with the following practices:

- Management ownership of the Safety Process
- Associate participation and compliance with the Safety Program
- Eliminating unnecessary risk
- Constant engagement with all associates and customers on working safely
- Providing sufficient resources for the management of safety including setting and monitoring objectives for continual improvement
- Ensuring associates are adequately prepared to complete all operational tasks safely

Our approach to managing safety is defined

in the ITSC Zero Harm Commitment. The executive management team is responsible for establishing the overall Safety Policy for the company, ensuring adherence, and for reviewing the performance of each business unit. All locations are responsible for executing the safety objectives and ensuring compliance with all operational processes/procedures.

Zero Harm Commitment

We’re striving to achieve the goal of “Zero Harm” across our operations.

At ITSC, Zero Harm means the following:

- Zero injuries
- Zero environmental incidents
- Zero damage incidents

General Safety Principles

We have established a set of General Safety Principles. Developed from the findings from the analysis of injuries and damage incidents across the business.

1. Fit for Duty – Never start work under the influence, dehydrated, sleep-deprived, or without stretching. Immediately notify the lead manager for your operation if you become fatigued or feel ill at work.

2. Personal Protective Equipment (PPE) – Never start a task without wearing the required PPE. Inspect PPE before every use.

3. Climbing & Walking – Never travel (climb or walk) without eyes on the path. Always maintain 3 points of contact when possible. Maintenance personnel shall ensure fall prevention measures are in place above 4 feet.

4. Driving - Never use a phone, an electronic device, or read paperwork while operating a vehicle or mobile equipment. Place the unit in park if other activities besides driving need attention. Maintain eyes on the path. Follow the speed limit and reduce speed as conditions require. Always wear a seat belt.

5. Pinch Points – Never place yourself or a body part in an unprotected pinch point. Ensure pedestrians or other mobile units are not in the red zone when operating equipment. Always maintain eyes on task.

6. Lifting and Hook-Ups – Never lift a unit or pull a chassis without following the full hook up procedure for that specific task.

IMPORTANT POLICIES

7. **Track Protection** - Never work an unprotected or live track. Always check the track protection before working a track.

8. **Securement** – Never release railcars that have not correctly loaded, secured, or verified in writing by two qualified associates.

9. **Immediate Reporting of Incidents and Concerns** – Never conceal an injury or damage event. Immediately report all injuries, incidents, and safety concerns to the lead manager of your operation.

These General Safety Principles apply to:

- All ITSC associates
- Employees of affiliated joint venture companies where ITSC has a controlling interest or has the agreement of our joint venture partner to employ these Safety Principles
- Subcontractor/supplier personnel working on operation controlled by ITSC and to visitors to locations controlled by ITSC.

The above principles apply to every operation. When circumstances are such that a task cannot be performed without violating the intent of a principle, no ITSC associate shall start or continue with the task.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

CSR Philosophy

ITSC uses a materiality map to clarify and prioritize critical global social issues.



Risk Management

Every year, we identify the significant risks that may significantly impact stakeholders and promote risk prevention measures. Each risk is mapped on a matrix evaluating the degree of impact, frequency of occurrence,

and potential damage to the company and its effect on personnel and financial consequences. Risks scoring high in risk points are flagged as priority risks and monitored, and risk mitigation activities occur throughout the entire company.

Strengthening of Compliance

To prevent violations, we must strengthen our management system and create an organization that respects compliance. For this reason, we have developed training courses throughout the organization.

STAKEHOLDER ENGAGEMENT

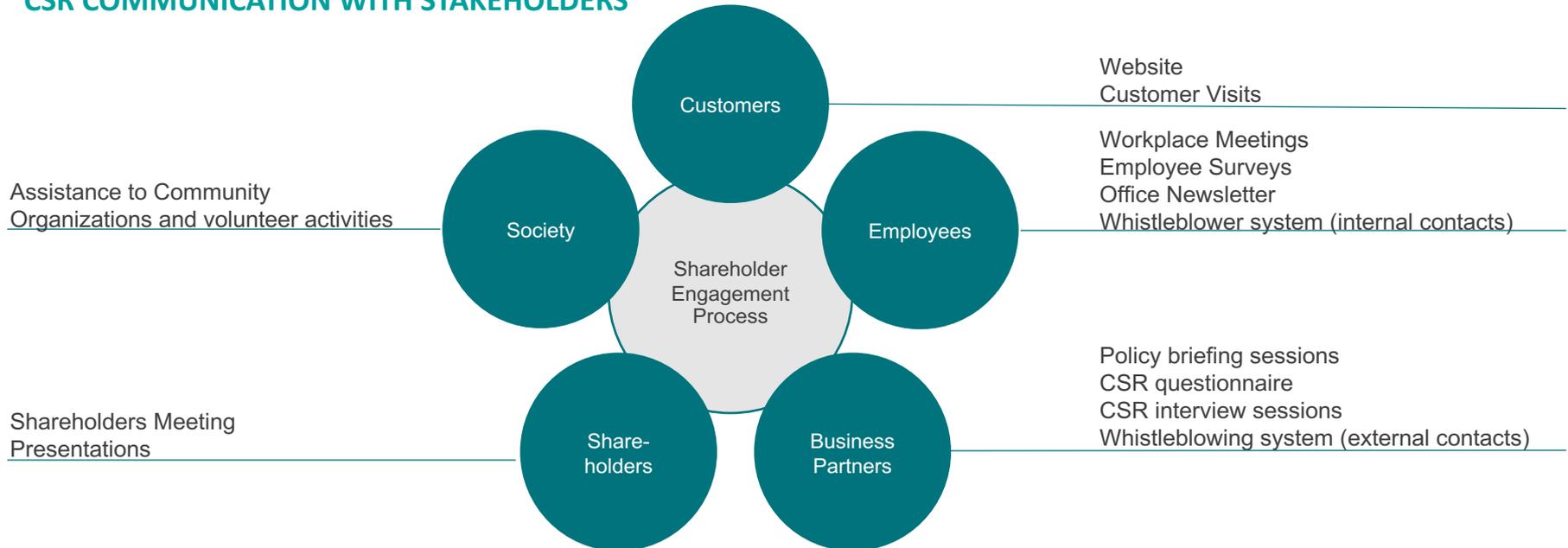
ITSC believes the concept of stakeholder engagement is vital in building relationships of trust with stakeholders and facilitating cooperation.

Promoting Two-Way Communications

ITSC places great importance on communication with all stakeholders, including customers, employees, and shareholders, and endeavors to develop close relationships.

We improve the interaction with our customers through various occasions, such as customer visits, and we engage in direct dialogue with our business partners through policy briefing sessions and CSR questionnaires. To our shareholders, we disclose appropriate information promptly. We will continue to improve stakeholder satisfaction through communication to advance our corporate activities further.

CSR COMMUNICATION WITH STAKEHOLDERS



STAKEHOLDER ENGAGEMENT, CUSTOMER SATISFACTION

ITSC will continue to improve products and services to offer higher satisfaction to our customers.

Sharing Customer Feedback and Utilizing It

Aiming to deliver products and services that exceed customer expectations, ITSC engages in practices that make full use of customer feedback using customer satisfaction surveys.

Product and Services Development Guided by Customer Feedback

Through surveys and communications with customers, we become aware of our customers' needs.

Emphasizing Customer Engagement

Engagement activities occur primarily through account managers. Customers engaged through the online portal.





STAKEHOLDER ENGAGEMENT, ALL EMPLOYEES TOGETHER

ITSC is promoting an array of activities to create a dynamic working environment where every individual's privacy is respected.

Promoting Diversity

ITSC respects the individuality inherent in a workforce that embodies diversity along lines such as age, gender, and nationality. We encourage diversity based on our belief that it gives rise to fresh, new ideas that further our desire to create prosperous and comfortable lifestyles.

Career Advancement of Women

We are moving forward to increasing the percentage of female managers at ITSC. Regarding training specifically for female employees, for instance, we also conduct training aimed at making their managers better supervisors of female employees.

Work-Life Balance

We promote work-life balance because we believe that harmonizing work and home lives will result in higher productivity and a stronger sense of reward. In addition to encouraging employees to take paid vacation, we have also put in place various systems that facilitate the adoption of diverse work styles and help employees balance work and child or nursing care responsibilities.

Human Resource Development

We offer employees training opportunities that include open training, in which individuals choose what they want to learn. We will continue with efforts that seek to create an atmosphere in which employees of all ages are self-motivated to engage in ongoing learning and growth

Occupational Safety and Health

Promoting Physical and Mental Health

We are working to improve employee health based on an approach stressing health management, mental health care initiatives, and health improvement.

Preventing Workplace Accidents

ITSC is working to increase safety awareness and eliminate unsafe work practices and conditions.

CORPORATE SOCIAL RESPONSIBILITY (CSR)

ITSC uses its management resources effectively in conducting social contributions and community coexistence activities aimed at the resolution of local and social issues.

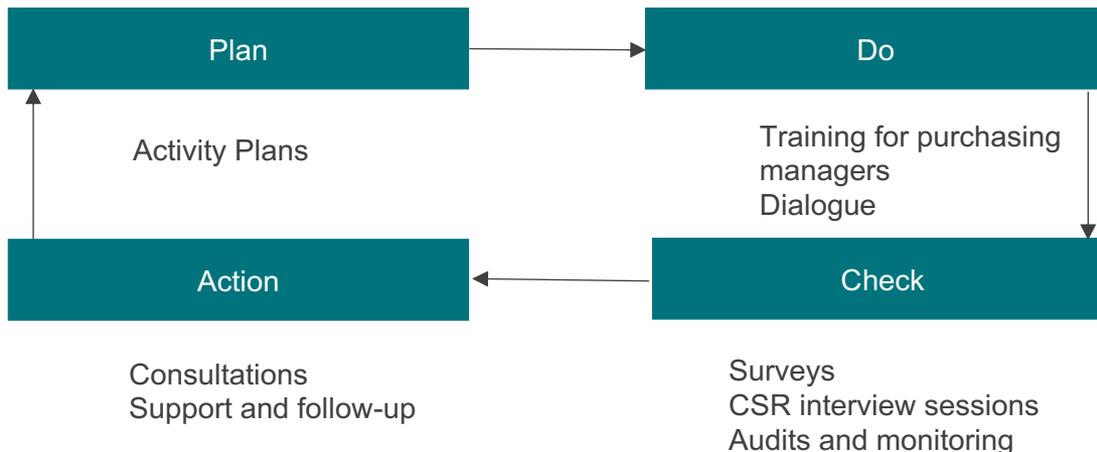
CSR Procurement Activities

ITSC works with its suppliers to undertake CSR concerns in areas such as human rights and labor, safety and health, and environmental consciousness.

We conduct survey research on suppliers, perform on-site inspections of suppliers, and hold policy briefings for them.

We exercise great care in complying with regulations, local laws, and customs in dealing with suppliers, and through CSR activities, strive to deepen mutual understanding and achieve mutually beneficial relationships. We hold briefing sessions for suppliers, actively monitor them through on-site visits, and provide education and other types of support to ensure that suppliers understand the need for CSR initiatives.

CONTINUOUS IMPROVEMENT CYCLE FOR SUPPLY CHAIN MANAGEMENT



STAKEHOLDER ENGAGEMENT, FOR SOCIETY

ITSC uses its management resources effectively in conducting social contributions and community coexistence aimed at the resolution of local and social issues.

Preserving the Environment

Intermodal services are an energy-intensive business. ITSC uses energy to run offices, rail terminals, and storage depots.

In-office areas, ITSC is working to achieve greater energy efficiency. Our Terminal Managers and office managers should identify areas where there is a potential to save energy and incorporate energy-saving ideas into their capital appropriation requests.

Motive units are the largest consumers of fuel. For this reason, our Terminal Managers are trained in fuel efficiency. Some of the measures used to conserve fuel include shutting off idling motive units, and the use of Global Positioning Units (GPUs), which also assist in the monitoring fuel usage.

Company-wide guidelines and support enhance both the work and the organization.

The health and safety of our associates, as well as customers, are fundamental to our mission. At ITSC, we define success by the ability to keep our associates, customers, our subcontractors, and members of the public safe. Everything we do can and must be done with a “Zero Harm” approach (see Policy on page 13).

Our objective is to work in an environment where no one is harmed. Our Safety Policy establishes the culture and processes to achieve this goal.

Environmental Compliance

To maintain environmental compliance, we hold regular working meetings with regulators, submit regular performance monitoring reporting, and respond promptly to environmental concerns.

STAKEHOLDER ENGAGEMENT, DIALOGUE WITH SHAREHOLDERS AND OTHER INVESTORS

ITSC conducts investor relations activities that reflect the high priority we place on communications with shareholders and other investors.

Disseminating the Latest Information with Transparency and Fairness

ITSC makes timely information disclosures, holds separate meetings and briefings, and conducts other activities according to its investor relations policy, to ensure transparency and fairness in its communications with individual and institutional investors.

Relations with Investors

For investors, we regularly announce financial results and hold meetings to explain the strategies and conduct tours of our operations.



PERFORMANCE INDICATORS 2019

FINANCIAL PERFORMANCE INDICATORS

ENVIRONMENTAL PERFORMANCE INDICATORS

SOCIAL PERFORMANCE INDICATORS

FINANCIAL PERFORMANCE INDICATORS

General Information

The business of ITSC is intermodal.

ITSC has three subsidiaries; In-Terminal Services (“ITS”), ConGlobal Industries (“CGI”) and American Auto Works (“AAW”), which are therefore included in this report.

Statement of Comprehensive Revenue and Statement of Financial Position (in thousands)

2019

Net Revenue	\$430,549
Total Assets	\$185,632

Note: The reported financial data is from the 2019 annual report, which was subject to a separate independent financial audit.



ENVIRONMENTAL PERFORMANCE INDICATORS



The relevant environmental performance indicators for ITSC are based on environmental reviews of our facilities.

Three significant environmental sectors are:

- Energy Use
- Emissions
- Waste

Metrics for these environmental performance indicators were developed.

The environmental reviews show that our main environmental objective is to reduce emissions of greenhouse gases.

ENERGY USE

Intermodal services are an energy-intensive business. ITSC uses energy to run our main office, rail terminals, and storage depots.

In-office areas, ITSC is working to achieve greater energy efficiency. Our Terminal Managers and office managers must identify areas where there is a potential to save energy and incorporating energy-saving ideas into their capital appropriation requests.

We are working to replace vehicles that use fossil fuel with electric-powered vehicles. ITSC brought into service 6 electric powered hostler vehicles to the intermodal fleet in 2018. The total of electric-powered vehicles increased to 15 in 2019.

Motive units are the largest consumers of fuel. For this reason, our Terminal Managers are trained in fuel efficiency. Measures used to conserve fuel include shutting off idling motive units, and the use of Global Positioning Units (GPUs), which also assist in the monitoring fuel usage.

For motive fuel usage, the figures reported come from our petroleum fuel purchases. Figures have not been adjusted for changes in production or opening/closing of facilities.

Energy use per source (facilities) in kwh

2019	
Electricity	4,254,000
Natural Gas	703,700
Total	4,957,700

Total energy use

	kwh/	Megajoule
Permanent Facilities	4,957,700	17,847,700

Fuel consumption measured in liter/kwh

2019	
Domestic Consumption	13,173,800/ 140,800,000

Water use (m3)

2019	
ITSC Depots	29,480

EMISSIONS

ITSC's most significant impact on the environment is the emissions generated by the combustion of fossil fuel, with emissions released into the atmosphere.

The adverse effects of the emissions are as follows:

- Greenhouse gases are contributing to global warming:
- Scope 1 – Greenhouse gas emissions are emerging from owned sources such as company vehicles, combustion appliances or equipment, and fugitive emissions, which are emissions caused by leaks, malfunctions, and other irregular or accidental circumstances.
- Scope 2 - Greenhouse gas emissions are indirect emissions. Scope 2 includes emissions that result from the generation of electricity, heat, or steam purchased from a utility provider.
- Scope 3 - Scope 3 GHG emissions are from sources not owned or directly controlled by ITSC but related to ITSC activities. Scope 3 emissions include employee travel and commuting. Scope 3 also includes emissions associated with contracted solid waste disposal and wastewater treatment.
- Emissions of sulfur (as Sulfur Dioxide (SOX)) and nitrogen (as Nitrogen Oxide (NOX)) contribute to acidification.
- Vehicle exhaust Particulate Matter (PM) is harmful to human health and cause eutrophication.
- Nitrogen oxide (NOX), volatile hydrocarbons (VOC), and atmospheric oxygen cause ozone, which is detrimental to plants and animals.

Greenhouse gases - Fossil fuel generated carbon dioxide (CO2) equivalent in metric tons

	2019
Scope 1	31,590
Scope 2	810
Scope 3	17,260
Total	49,960

Other significant Emissions in metric tons

Intermodal

	2019
NO _x	405.2
SO _x	31.2
VOC	12.4
PM	12.8

WASTE

Recycling volumes (metric tons)

	2019
Used Oil	184.7
Scrap Metal	572.4
Tires	721.1
Batteries	28.7
Antifreeze	0.73

Recycling

ITSC has an active recycling program, and close to 65% of the waste is recycled or repurposed.

All used oil is recycled; the recycled used oil includes motor oil, hydraulic oil, transmission fluid, and oil rags. All scrap metal is recycled. All batteries are recycled to the battery suppliers. All antifreeze is recycled.

All heavy truck tires that are purchased are recycled retreads. All used tires are returned to the various tire suppliers that we use. End-of-life tires typically become candidates for recovery when they become no longer functional due to wear or damage, and can no longer be re-treaded by the tire suppliers. Recovery of end-of-life tires reduces waste and provides fuel and material sources that can replace other scarce natural resources. End-of-life tires still have value as an energy source or as secondary raw material. Whole or shredded tires can be used in civil engineering projects such as embankments, backfill for walls, road insulation, field drains, erosion control/rainwater runoff

barriers, wetland and marsh establishment, crash barriers, jetty bumpers and sea breakwaters. End-of-life tires can also be converted into ground or crumb rubber that can then be used for rubber-modified asphalt (resulting in reduced traffic noise), running tracks, sports fields, ground cover under playgrounds, molded rubber products and mulch in landscape applications. Tires are lightweight, permeable, good insulators, shock and noise absorbent, and long-lasting.

Waste volumes (metric tons)

	2019
Industrial Solid Waste	1,163.6

Industrial solid waste defined as waste generated by businesses from an industrial or manufacturing process or waste generated from non-manufacturing activities is managed as a separate waste stream. Industrial solid waste means solid waste generated by manufacturing or industrial processes that is not a hazardous waste regulated under Subtitle C of The Resource Conservation and Recovery Act (RCRA), enacted in 1976. RCRA is the principal federal law in the United States governing solid waste disposal and hazardous waste disposal. At present, industrial solid waste is not recyclable and is landfilled.

WASTE

Hazardous waste

The only hazardous waste generated during normal operations consists of paint waste. The overall volume of paint waste primarily consists of small quantities of leftover paint from custom shipping container refurbishment projects. At present, paint waste is not recyclable. Discarded paints are considered hazardous waste if they exhibit a characteristic described at 40 CFR 262 Subpart C. Paint wastes may exhibit characteristics such as ignitability or toxicity described in 40 CFR §§261.21 and 261.24.

Significant releases of chemicals and oil

Over the time of the report, there have been no EPA reportable incidents.

Property

ITSC leases or owns more than 1.5 million square meters of developed land, consisting of 24 separate properties.

An environmental inventory prepared by the company shows that stormwater flows directly offsite into receiving water bodies at three depot locations. None of these water bodies is recognized as a critical nature area.

Motive Units, Trucks, and Vehicles

An accident in the form of an oil spill, diesel leak, or equivalent

release can have a short-term detrimental effect on water quality of local water resources. To minimize the risk of an accident, employees at each site are trained in spill containment and control; each operation has a

Spill Prevention, Control, and Countermeasure (SPCC) plan, and each operation have spill kits & spill containment equipment.



SOCIAL PERFORMANCE INDICATORS



Company-wide guidelines and support enhance both the work and the organization.

The health and safety of our associates, as well as customers, are fundamental to our mission. At ITSC, we define success by the ability to keep our associates, customers, our subcontractors, and members of the public safe. Everything we do can and must be done with a “Zero Harm” approach (see Policy on page 24).

Our objective is to work in an environment where no one is harmed. Our Safety Policy will establish the culture and processes to achieve this goal.

We will succeed with the following practices:

- Management ownership of the Safety Process
- Associate participation and compliance with the Safety Program
- Eliminating unnecessary risk
- Constant engagement with all associates and customers on working safely
- Providing sufficient resources for the management of safety including setting and monitoring objectives for continual improvement
- Ensuring associates are adequately prepared to complete all operational tasks safely

SOCIAL PERFORMANCE INDICATORS



The executive management team is responsible for establishing the overall Environmental Policy for the company, ensuring adherence, and reviewing each business unit's performance. All locations are responsible for executing the safety objectives and ensuring all operational processes/procedures are followed.

Working at ITSC

ITSC is a leading intermodal provider. The most crucial factor in our success is our employees and ensuring job satisfaction. Working for us, employees should thrive, feel safe, and have the opportunity to take on challenges.

SOCIAL PERFORMANCE INDICATORS

Skill Development sharpens the competitive edge

Maintaining our competitive advantage over the competition requires continuous skills development. Development is essential for every employee to have the right skills and desire to develop.

Our services contribute to ensuring people and businesses receive their goods and products. By encouraging employees to take on responsibilities using their initiative, we contribute to the development both for the employee and our organization.

For the most part, our internal leaders who know their subject and our business to train employees. Internal subject matter experts have proven to be effective in disseminating internal knowledge and helping develop mentors. We also carry out several specially designed team building activities for management groups and work teams.

Health and Safety

Employee health and safety is our highest priority. ITSC is on a journey to become world-class in health and safety. We have worked hard to develop a culture where employees are fully engaged and committed

to making ITSC a safer place. We continue to reduce the number of injured employees – even one incident is one too many. Over the past five years, we have reduced our recordable injuries by 41.37 percent, injuries resulting in lost workdays by 43.87 percent. Our goal is Zero Harm, which means zero injuries, and we will never be satisfied until we achieve that. The nature of intermodal operations involves large machinery and heavy objects in the general proximity of employees and other workers. All of the typical daily activities assessed in the form of a formal Job Safety Analysis. These formal assessments and procedures ensure reduced risk and adherence to the safest work method. Should an incident or unsafe situation occur despite these efforts, the activity immediately stops until the root cause is understood, and we can implement corrective actions. Our goal is simple: Zero Harm; no one gets hurt, and you go home as you arrive. We utilize several metrics, such as the Total Recordable Rate Lost Workday Rate and tracking incident events in specific categories. We have set an aggressive corporate goal with Zero Harm. While we recognize these goals as being world-class benchmarks, we are not solely reliant upon them to measure our safety performance and culture.

ITSC's Employee Roundtable – a valuable source of information in the follow-up process

We conducted a series of employee roundtables in 2019. The roundtables are a useful source of information and valuable tool for monitoring the working environment and equality work, among other things. The roundtables help supplement statistics and performance indicators by providing a more qualitative description of the relevant conditions. The roundtables consisted of several different questions about the working environment and working conditions. They gave us feedback on employees' views on corporate culture and values, management and leadership, skills development, and the ability to balance work and personal life, among other things. We documented any personal experience of discrimination or harassment. The next series of employee roundtables will take place in autumn 2020.

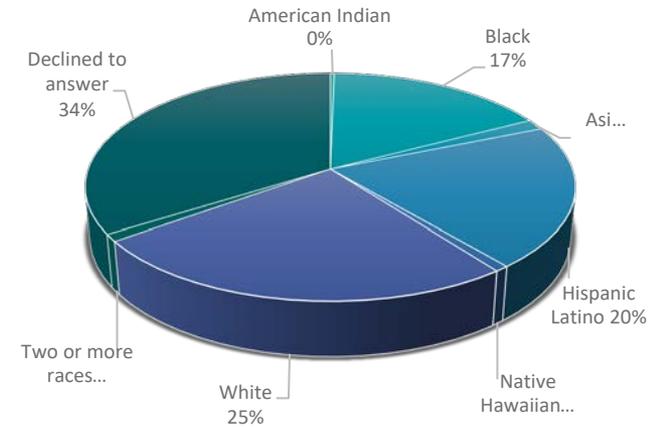
SOCIAL PERFORMANCE INDICATORS

Non-discrimination, equality, and diversity are unquestionable

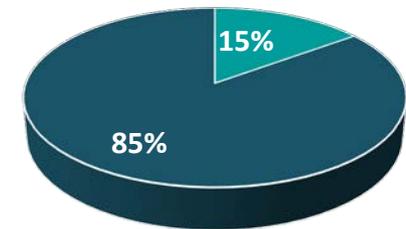
We are of the firm conviction that equality and diversity actively contribute to improving our business's performance. It is essential that it feels natural for our employees to work towards equal treatment and inclusivity in the workplace, and it should be an indisputable part of our work

In recent years we have worked to strengthen our values, attitudes, and behaviors. We need to be clear about what we expect from our employees and how we act at ITSC.

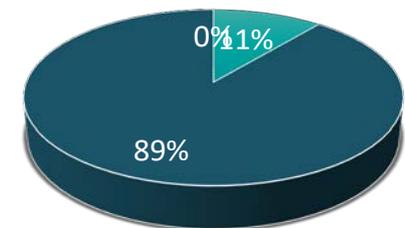
Ethnicity	Count	%
American Indian	13	0.3
Asian	66	1.5
Black	730	16.9
Hispanic Latino	876	20.2
Native Hawaiian/ Pacific Islander	36	0.8
Two or more races	45	1.0
White	1,092	25.2
Declined to answer	1,473	34.0



Exempt	Count	%
Female	74	14.9
Male	422	85.1
Declined to answer	0	0.0



Non-Exempt	Count	%
Female	420	11.0
Male	3,398	89.0
Declined to answer	0	0.0



AWARDS & RECOGNITION

In 2019 all ITSC Safety, Environmental and Risk Management personnel obtained or maintained one of the following professional certifications:

- Professional Engineer
- Certified Safety Professional
- Occupational Hygiene and Safety Technician
- Registered Environmental Professional
- Certified Environmental and Safety Logistics Officer

Safety, Environmental and Risk Management personnel also obtained the following Professional Sustainability Certifications in 2019:

- Envision Sustainability Professional
- ISSP Sustainability Associate
- Certified Natural Resources Professional

A WORD FROM OUR LEADERSHIP

We work to achieve sustainable intermodal solutions of the future

This sustainability report describes how we are working to increase sustainability in the intermodal industry. To achieve our long-term goal, dialogue with our stakeholders is essential. We will succeed by collaborating with our stakeholders, and the conversation with our stakeholders will guide us in our work. This document describes to our stakeholders the progress that we made in 2019.

Our responsibility:

We know that our actions affect the economy, the environment, and social factors, both locally and globally. We also know that the intermodal industry has a significant impact on the planet's climate. We take our responsibility to reduce this environmental impact by conducting our sustainability work, following our environmental strategy, and investing in innovation. We feel that investments in sustainability are valuable for our company, and we look forward to continued development in 2020.

INDEPENDENT VERIFICATION REPORT

Independent Verification Report

For the ITS ConGlobal 2019 Sustainability Report

A. General Disclosures

Lowell Smith, certified ISSP Sustainability Associate, an independent, unaffiliated party of ITS ConGlobal, was engaged by ITS ConGlobal (the Company) to perform an independent verification review of a sample of its Environmental, Social and Governance Performance Indicators as described by the environmental, corporate social responsibility and governance assertions in their 2019 Sustainability report. The purpose of this verification is to evaluate the reliability and accuracy of those aspects of the report. It is noted that this is ITS ConGlobal's second sustainability report.

Verification of the Financial Performance Indicators described and values reported in the report were not in scope for this verification. It was understood that the reported financial data and information are based on data from their 2019 Annual Report, which are subject to a separate independent annual audit process.

It was determined in planning discussions that the Sustainability Report was to be prepared in conformance with the current GRI framework **Global Reporting Initiative (GRI) Standards**. This verification was completed using the sustainability assurance/verification scheme ISAE 3000. It was further determined that the goal of this verification report is to provide an opinion of the status of the Environmental, Social and Governance Performance Indicators, based on objective evidence gathered during document reviews and discussions. Onsite visits were not possible due to the COVID-19 pandemic. ITS ConGlobal reported site conditions and changes to the independent reviewer during ongoing discussions.

INDEPENDENT VERIFICATION REPORT

A. Verification and review scope

B1. Environmental Performance Indicators for 2019 as sampled

Component	Company Totals	Sites Visited	Verification Procedures	Current status	Company Future Plans
Electrical Energy	4,254,000 kwh	NA – COVID-19 restrictions	Inquiry, Documentation review	Energy usage managed onsite	Investigate and adopt corporate efficiency plans
Vehicle fuel	13,173,800 liter/kwh	NA – COVID-19 restrictions	Inquiry, Documentation review	Fuel usage managed onsite	Electric vehicles (EV) (15 in service), EV adoption plan under review
Emissions - Scope 1 CO2	31,590 MT	NA – COVID-19 restrictions	Inquiry, Documentation review	Emissions managed onsite	EV adoption plan under review
Waste water	Not measured	NA – COVID-19 restrictions	Inquiry, Documentation review	Surface runoff occurs	Corporate capture plan in development

Note: Some of these numbers reflect the results of bringing online 4 new terminals in 2019.

INDEPENDENT VERIFICATION REPORT

B3. Governance Performance Indicators as sampled

Component	Purpose	Verification procedures	Current status	Company Future Plans
Designated, experienced leadership	General corporate leadership and risk management	Inquiry, Inspection	Implemented, frequent meetings held	Place focus on new risks, performance improvement, stakeholder concerns
Succession and cross-training programs	Ensure sustainable and well-trained operations	Inquiry, Inspection	Implemented, training ongoing throughout year	Review leadership risks and update training for operations and technical changes
Key technology and safety evaluation programs	Provide opportunity for improvement and adoption of sustainable technology solutions	Inquiry, Inspection	Implemented, strong corporate commitment to both programs	Continue to test and adopt new sustainable solutions
Procurement programs CSR and environmentally focused	Ensure that the supply chain has strong CSR and environmental sustainability focus	Inquiry, Inspection	Implemented, close involvement with supply partners	Continue to stress sustainability with all supply chain partners
Zero Harm Commitment	Issuance of corporate governance rules for safety, CSR and environmental goals	Inquiry, Inspection	Implemented, training during onboarding, enforced	Review, update and communicate changes to all personnel. A key focus is sustainability.
Communication programs with key stakeholders and partners	Allow direct and open communication to ensure fairness and innovation	Inquiry, Inspection	Implemented, events recorded and reviewed by appropriate management	Continue to accept and implement channels and new technology for communication

INDEPENDENT VERIFICATION REPORT

B2. Social Performance Indicators as sampled

Component	Purpose	Verification procedures	Current status	Company Future Plans
Code of Conduct	Issuance of corporate policy and compliance requirements for interpersonal behavior	Inquiry, Inspection	Implemented, training during onboarding, enforced	Review, update and communicate changes to all personnel
General Safety Principles	Issuance of corporate policy and compliance requirements for job safety procedures	Inquiry, Inspection	Implemented, training during onboarding, enforced	Review, update and communicate changes to all personnel
Job Safety Standards - Fueling	Basis of corporate policy and compliance procedures for job safety around fueling	Inquiry, Inspection	Implemented, training during onboarding, enforced	Review, update and communicate changes to all affected personnel
Zero Harm Plan/Policy	Issuance of corporate policy and compliance requirements for personal injuries, environmental incidents, and equipment damage	Inquiry, Inspection	Implemented, training during onboarding, enforced	Review, update and communicate changes to all personnel

INDEPENDENT VERIFICATION REPORT

A. Findings and recommendations of the verification review

Lowell Smith conducted the verification evaluation using standard review procedures based on current best practice for non-financial GRI sustainability reporting.

C1. Environmental

Based on the verification procedures for the environmental performance indicators, nothing has been identified to indicate that the reviewed information is inaccurate or misrepresents environmental conditions and procedures or sustainability solutions. It is recommended that in future enhancement efforts and reports, these environmental performance data would be tracked and reported on a site level basis to enable measurement of infrastructure and business practice improvements per site.

C2. Social

Based on the verification procedures for the social performance indicators, it appears that the Company has developed, implemented, trained and enforced safety and personnel professional behavior standards and enforces those standards during ongoing activities at corporate sites. Although there are employee roundtables that provide feedback on workplace conditions and suggested improvements, it is recommended that customer satisfaction should be measured similarly to ensure their expectations are being met. ITS ConGlobal solicits input from partners and personnel to implement more sustainable solutions.

C3. Governance

Based on the verification procedures for the governance indicators, it appears that the Company has established a strong commitment for open communications between management, staff, clients, and supply chain partners. Communication appears to be direct and available as necessary. It also appears that the company is committed to long-term plans including that are designed to take advantage of technical advancements and business relationships to aid in sustainability efforts.

Lowell Smith, ISSP Sustainability Associate

INDEPENDENT VERIFICATION REPORT

GRI Index 2019

General Standard Disclosures 1/2

Description	Page	Comment/Reservation
Strategy and analysis		
G4-1 Statement from the CEO and board of directors	2,15, 46	Organizational profile
G4-3 Name of the organization	7	
G4-4 Primary brands, products and services	7-14	
G4-5 Location of headquarters	7	
G4-6 Countries where the organization operates	8	
G4-7 Ownership and legal form	7	
G4-8 Markets served	8	
G4-9 Scale of the organization	7	
G4-10 Information on employees and other workers	7, 44	
G4-11 Percentage of total employees covered by collective bargaining agreements	14	
G4-12 The organization's supply chain	17, 21, 28-31	No significant changes
G4-13 Significant changes during the reporting period		
G4-14 Application of the precautionary principle	27	
G4-15 External charters, principles and other initiatives	21-26, 52, 53	
G4-16 Membership of associations and organizations	45	Identified material aspects and boundaries
Identified material aspects and boundaries		
G4-17 Entities that are included or excluded		No entities are excluded
G4-18 Process for defining the report content	28-30, 47, 52, 53	
G4-19 Identified material aspects	28-30	
G4-20 Each material aspect's boundary within the organization	28-30	
G4-21 Each material aspect's boundary outside the organization	28-30	
G4-22 Effect of any restatements of information provided in previous reports		No significant changes
G4-23 Significant changes from previous reporting periods in scope, definition and measurement method		No significant changes

INDEPENDENT VERIFICATION REPORT

GRI Index 2019

General Standard Disclosures 2/2

Description	Page	Comment/Reservation
Stakeholder engagement		
G4-24 Stakeholder groups	28-30	
G4-25 Identification and selection of stakeholders	28-30	
G4-26 Approach to stakeholder engagement	28-30	
G4-27 Key topics and concerns that have been raised through stakeholder engagement and the organization's response	28-30	
Report profile		
G4-28 Reporting period	1, 2, 6, 34	
G4-29 Date of most recent previous report Most recent previous report	2018	
G4-30 Reporting cycle	1, 2, 6, 34	
G4-31 Contact point for questions regarding the report		Tom Mathews, Environmental Manager
G4-32 "In accordance" option selected	47	
G4-33 Policy and current practice for external assurance	47	
Control		
G4-34 Governance structure	7. 15	
Ethics and Integrity		
G4-56 Values, principles, standards, code of conduct and ethics policy	22-26	