

PROJECT
COMPASS



BIBBY
LINE GROUP



**ENVIRONMENT /
COMMUNITY /
PEOPLE /
CUSTOMER /**

Corporate Sustainability Framework

‘A family business, known for creating
a better future together’



Group Managing Director's Introduction



“Compass will challenge us to achieve even greater levels of sustainability and responsibility in everything we do.”

Jonathan Lewis,
BLG Managing Director

Since 1807, we've strived to be a responsible family business. It's deeply embedded in our shared group values. It's in our DNA.

Today, as a modern, diverse group we understand it is more important than ever that we focus this positive energy to ensure our business activities are truly sustainable.

That's why we are putting even greater emphasis on how we look after the environment, provide great service to customers, offer a great experience for our people and improve the communities in which we operate.

Together we call this 'Project Compass'.

I'm really proud of what we are already doing across the group. The examples are numerous, but include leading the way in environmentally friendly welfare for construction workers, being at the forefront of bringing low and zero emissions technology to offshore windfarm maintenance, donating over £10m

to charities through our Giving Something Back programme, and our Financial Services team featuring in the Times Top 100 Companies To Work For, nine times.

But I know that we can, must and will do even more.

Working with teams from across the group, we will collaborate to meet our new vision of becoming a 'family business known for creating a better future together'.

After listening to colleagues share what is important to them, across each of the four Points of our Compass we are launching a bold vision, an ambitious goal and a series of trailblazer projects to start the journey.

We've included these within this document and in the video below. I'd like to thank in advance all of my colleagues, our customers, partners and suppliers for joining us on this ambitious and important journey.

Watch our short video:



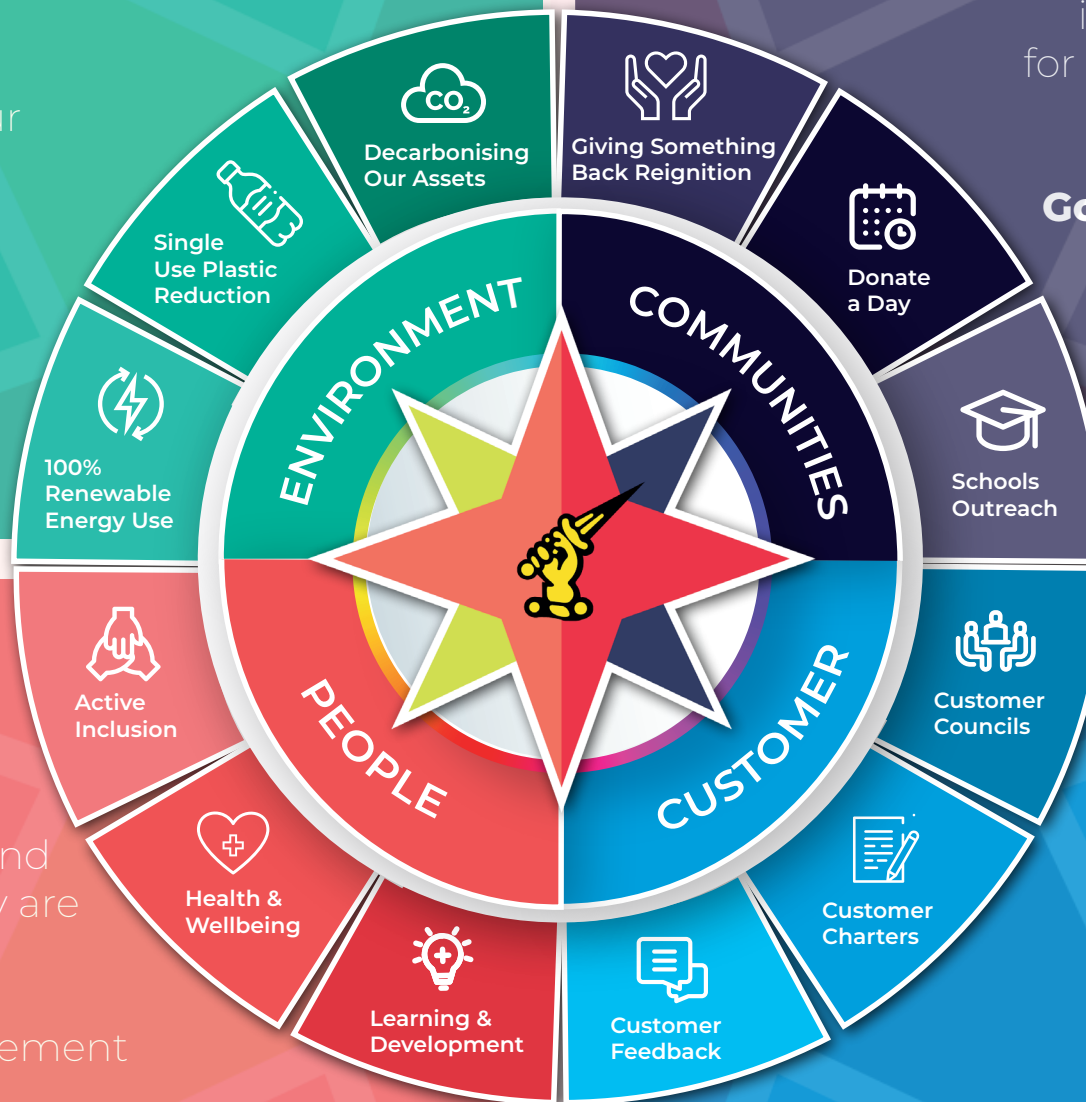
ENVIRONMENT



Vision: "We are committed to being an increasingly sustainable business, minimising our environmental impact and influencing positive change"

Goal: "Net zero total carbon emissions by 2040"

PROJECT COMPASS



COMMUNITY

Vision: "We strive to improve the quality of life for all in the communities in which we work and live"

Goal: "1,000 colleague days given to the community every year by 2024"

PEOPLE



Vision: "We keep our colleagues safe at work and celebrate, respect and value them for who they are and what they do"

Goal: "Colleague engagement score in top quartile of surveyed companies by 2024"



CUSTOMER

Vision: "We continually work to be our customers' partner of choice and support them to thrive"

Goal: "Leading NPS customer satisfaction score of >60 by 2024"

PROJECT COMPASS OVERALL VISION: 'A family business, known for creating a better future together'

Project Compass Metric Reporting:

Our projected journey to becoming a 'family business known for creating a better future together'.

Vision	Success Metric	Expected timing	Comments
ENVIRONMENT "We are committed to being an increasingly sustainable business, minimising our environmental impact and influencing positive change"	Net zero total carbon emissions	2040	While measurement of carbon targets continues to evolve, we want to be clear about what we want to accomplish. For us, net zero total carbon emissions will include our own emissions, those of our energy suppliers, those of our supply chain, and those of our assets even when being used and refuelled by our customers. Many of our assets can already be run fully on biomass and we are working with customers to maximise the use of this fuel before other technologies such as hydrogen become viable. Our carbon emissions will therefore be measured on a net basis, so takes into account any carbon captured or abated through the production of fuel used in our vessels and welfare assets. We are in the process of collecting this data to provide our benchmark.
PEOPLE "We keep our colleagues safe at work and celebrate, respect and value them for who they are and what they do"	Colleague engagement score in top quartile of surveyed companies	2024	Colleague engagement surveys capture all of the elements of our Compass vision for People and test whether our colleagues feel valued, included, safe, respected and developed. To ensure we have the best monitoring of the colleague experience across the group, we are moving to a new provider for 2022. Our previous surveys suggest that we are already well above average in each of our businesses, but our target is to be leading and hence we are aiming for our group to be in the top quarter of all companies in the survey.
COMMUNITY "We strive to improve the quality of life for all in the communities in which we work and live"	Community days > 1,000 every year	2024	We already support colleagues to make a difference in their communities through matchfunding and by organising central events, and many colleagues work with charities on a personal basis too. We are now challenging ourselves to increase our impact even further by supporting colleagues to spend time – measured in full or accumulated part days – working directly with the charities and local communities they care about. We will encourage this through our new Donate a Day volunteer initiative and enhanced schools and colleges outreach programme.
CUSTOMER: "We continually work to be our customers' partner of choice and support them to thrive"	NPS >60	2024	All of our businesses are focused on delivering leading customer satisfaction. Whilst we measure that in many ways, Net Promoter Score (NPS) offers a clear and recognised way of holding ourselves to account. An NPS score of 50 is defined as "excellent". We are implementing NPS tracking in all of our businesses and are targeting a weighted score across the group of 60. This is a stretching target, and will require our businesses to strive for world-class levels of customer satisfaction.