

FESCO's approach to the sustainable development strategy fits into the classical definition set out in Our Common Future, report of the World Commission on environment and development (1987).



“Meeting the needs of the present generation without compromising the ability of future generations to meet their own needs.”

In its sustainable development strategy, FESCO relies on the Sustainable Development Goals (SDGs) set out in the Resolution of the UN General Assembly adopted on 25 September 2015.

The Company places emphasis on the following SDGs where it can make the greatest difference as part of its daily operations:

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Goal 17: partnership for sustainable development – FESCO pays all due taxes in a timely manner and pursues comprehensive partnerships with government and international organisations as a way to ensure social prosperity
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Goal 8: decent work and economic growth; and Goal 10: reduced inequalities – FESCO offers decent remuneration, honours all its social commitments, and closely cooperates with trade unions
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Goal 3: good health and well-being – FESCO has never ceased to take care of its employees' lives and health by improving occupational health and safety technologies
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Goal 12: responsible consumption and production – FESCO undertakes energy-saving and energy efficiency measures to reduce the energy intensity of its production activities



Goal 16: peace, justice and strong institutions – FESCO implements best anti-corruption practices and sticks to high business ethics standards



Goal 13: climate action – FESCO regularly sets targets to reduce specific greenhouse gas emissions, both on land and at sea



Goal 14: life below water – FESCO monitors marine ecosystems in its areas of operation and prevents their pollution by imposing restrictive requirements




Goal 15: life on land – FESCO seeks to minimise its environmental impact and continuously searches for best-in-class environmental technologies and solutions



Goal 9: industry, innovation and infrastructure – FESCO strives to apply the latest technologies across its operations

Stakeholder engagement

FESCO seeks to identify the full range of stakeholder interests in a timely manner and integrate them into its operations. Our relations with stakeholders are constantly evolving and improving. The Company's goal is to ensure effective communication and open dialogue with all stakeholders.

Stakeholder group	Stakeholder engagement tool/channel
Shareholders and investors 	<ul style="list-style-type: none"> ◦ General Shareholders Meeting ◦ annual report, information brochures and booklets ◦ financial statements ◦ press releases, mandatory disclosure publications ◦ meetings with the Company's management ◦ press conferences, presentations, forums ◦ corporate website, including the Shareholders and Investors section ◦ shareholder surveys ◦ query responses, provision of requested documents and information ◦ inclusion of independent directors in the Board of Directors to protect shareholders ◦ hotline and email
Suppliers and contractors 	<ul style="list-style-type: none"> ◦ Invitations to tender for the supply of goods, performance of works, and provision of services ◦ supplier and contractor reliability checks ◦ one-on-one and online negotiations ◦ formalisation of partnership (cooperation contracts and agreements) ◦ electronic trading and procurement platform
Customers 	<ul style="list-style-type: none"> ◦ Information on services, rates, and schedules available on the Company's website and via email ◦ MY.FESCO, customer's personal account ◦ single customer support service (call centre) ◦ NPS, CSAT, in-depth interviews with key customers, focus groups ◦ launch of a Telegram channel ◦ negotiations, offline customer events ◦ development of personalised transportation and logistics solutions for key customers ◦ participation in industry-specific conferences and exhibitions ◦ formalisation of contractual relations ◦ on-site customer support
Business partners 	<ul style="list-style-type: none"> ◦ Negotiations, meetings, presentations ◦ participation in conferences, forums and exhibitions ◦ membership in industrial unions and associations ◦ annual report, financial statements, press releases
Employees 	<ul style="list-style-type: none"> ◦ Corporate means of communications, including FESCO's news portal, Telegram channel, and educational webinars ◦ mass cultural and sports events ◦ personnel engagement surveys ◦ regular management meetings ◦ target management (KPIs) ◦ by-laws: remuneration, benefits and compensations, internal staff rules, personal data, training and development, staff recruitment ◦ collective bargaining agreement ◦ veteran council ◦ trade unions