

SHEQ ANNUAL REPORT 2021



SGR.D.SHEQ.0068.v1.0 E - Annual SHEQ Report The controlled version of this document is only available on SharePoint. The validity of a printed version is not guaranteed.

AT SARENS, WE HAVE THE NOBLE MISSION TO BE THE GLOBAL REFERENCE IN CRANE RENTAL SERVICES, HEAVY LIFTING, AND ENGINEERED TRANSPORT FOR OUR CLIENTS.







MESSAGE FROM CEO

As the market leaders in heavy lifting, crane rental, and engineered transport, we have a clear dedication to safety which is a defined part of our five core values as an organisation. We achieve this with dedicated SHEQ teams on the ground, there to support each BU across the globe.

My requirements for SHEQ are crystal clear: Drive SHEQ from the sharp end and not from a desk or a PC.

I have recently explained directly to all of my SHEQ leads from around the world that, they need to spend a large percentage of their time in the field where our activities are taking place.

SHEQ personnel need to understand what challenges our field staff are facing on a day-today basis. They also need to be there to coach and mentor our professional field staff, Sarens SHEQ personnel need to fully understand the operations that are taking place, from a standard lifting operation to building and dismantling a large crawler crane.

If SHEQ personnel interact with our field staff only after something has gone wrong, then this gives the wrong impression to not only our clients but especially our people. Sarens SHEQ personnel need to be the Go-To people prior to something going wrong.

I expect Sarens SHEQ personnel to be involved with the on-boarding of new field Staff. This should include explaining the Sarens Life Saving Rules along with the Safety Instruction Manual, included in this will be the Stop & Consult process. If this is all done correctly, then the number of unwanted events and damages will reduce.

With our SHEQ teams "walking the walk" and monitoring the behaviour of our project and field employees, this will lead to a major improvement within our organisation.

SHEQ is something we do well at Sarens, however it could be improved up to market leading standard.



WIM SARENS CEO



INTRODUCTION

With 2021 now fully closed out, we are able to strategically look back from a SHEQ prospective. This ensures that we are constantly evolving and improving.

One area that needed to be addressed was the simple fact that we were not able to use the data from 2020 as any type of benchmark. This is due to the fact that all of our working lives were greatly affected by the COVID pandemic which meant less working hours due to lock-downs. This had a major effect on the way the statistics are recorded, as on a standard reporting year you take the final figures and statistics and then make a calculation to reduce by a certain percentage.

Consequently, our figures for 2021 did not improve on the previous reporting year. However, when you look back over the previous years as a 5-year average, our figures were in line with the correct downward trend required for a professional organisation such as Sarens.

Sarens recorded a total of 294 Incidents or unwanted events for 2021. These include incidents (no injuries) damages, thefts, near miss reports and environmental spills. All of these incidents were correctly investigated with changes and Improvements made to the Sarens Safety Management Systems, i.e. Risk Assessments, Work Practices, Inductions and Training.

In 2021, SHEQ designed and rolled out the new Flash Report on the ISA App. This gave access to every Sarens employee to opportunity to directly report accidents/ incidents/ damages/ near misses. Previously the ISA App was only being used to report "Observations".

With the launch of the new Flash Report, the number of incidents and damages reported increased, leading to an overall improvement in the number of reports being generated from our field personnel. During 2021, there were twenty-one (21) surveillance audits carried out by Bureau Veritas around the Sarens World, with not a single Major Non-Conformity Report (NCR). There were a large number of Clients and 3rd Party Audits successfully conducted.

Further work will now take place to ensure that the correct follow-up action and continuous improvement is in place. This is to ensure that our Management System is effective. An area where we were consistently weak was in relation to the standards clause 10.2 This relates directly to the follow-up of any incident or non-conformities, as well as the investigation and changes to any existing assessments such as risk assessments, once any changes are made to our system. We as Sarens SHEQ must ensure the effectiveness of any changes made. SHEQ personnel should be able to demonstrate any changes and how they were deemed effective.

Work was started on improving our Document Management System and Storage in SharePoint. The new Business Unit tiles are now all in place and being used correctly. The next phase of this improvement plan will be to close down certain areas of SharePoint that had not been used correctly in the past.

The Group & Global Safety Statistics along with the SHEQ KPIs have now been set for 2022, with reductions required in all negative areas such as Accidents and Damages. There is also an increase of the usage of the ISA App required by all Business Units, to a minimum of 85%.



ANDREW LEES GROUP SHEQ DIRECTOR





OUR MISSION

to become the global leader in crane rental services and heavy lifting & special transport projects

WHAT IT MEANS TO SHEQ

Guiding the Organization and our People to excellence, for this:

- SHEQ needs to be an integrated and visual player in all departments.
- We ensure that all employees understand their own responsibility to safety.
- SHEQ to support all our employees with the necessary tools and training so they develop a pro-active attitude towards Safety, Health, Environmental and Quality management.
- To continue to build a SHEQ culture so that it becomes a second nature to all levels.

Goal is zero LTA!

We aim to provide a safe and healthy working environment for our employees, contractors, and visitors. Our SHEQ policy aims to ensure alignment to the Sarens mission and values, where 'Dedication to Safety' means ensuring that harm is not inflicted upon its employees, contractors, service providers, or the environment, Sarens assets, as well as members of the public affected by its operations, infrastructure and all operational activities within the scope of heavy lifting, special transport, assembly, disassembly and maintenance in industry, and infrastructure.

SHEQ POLICY

SAFETY, <u>HEALTH</u>, <u>ENVIRONMENT AND QUALITY</u> (SHEQ) POLICY THE SARENS GROUP WILL AVOID HARM TO PEOPLE AND THE ENVIRONMENT WHILE PROVIDING QUALITY SERVICES TO OUR CUSTOMERS.

The SHEQ Policy aims to ensure alignment to the Sarens mission and values, where 'Dedication to Safety' means ensuring that harm is not inflicted upon its employees, contractors, service providers, or the environment, Sarens assets, as well as members of the public affected by its operations, infrastructure and all operational activities within the scope of heavy lifting, special transport, assembly, disassembly and maintenance in industry and infrastructure.

Sarens management and all employees are committed to well-being and protection of human life, environmental duty of care, protection of assets and customer satisfaction by applying our Plan-Do-Check-Act (PDCA) cycle and our Code of Conduct in all Sarens activities.

Sarens has integrated safety, health, environment and quality requirements into all activities; more specifically in the **Sarens Project Management Procedure (SPM)** and care for preventive maintenance so that decisions made ensure the consideration of economic development, environmental quality and social equity to continually improve performance and achieve stakeholder requirements.

Sarens commitment to Safety, Health, Environment and Quality management is achieved through:

- 1. implementation of an integrated management system in accordance with ISO9001:2015, ISO14001:2015, ISO45001:2018 and SCC*P 2017/6.0 (Benelux).
- 2. achieving compliance with applicable legislation and other requirements to which Sarens subscribes and in the absence of these, setting internal standards to meet the intent of this policy.
- 3. addressing the needs and expectations of Sarens customers and stakeholders.
- 4. setting SHEQ objectives goals and measuring our performance (KPIs) against these with the objective of continual improvement.
- periodical risk-based medical surveillance for all Sarens employees, to monitor and manage occupational health risks inherently present in the nature of our business.
- 6. SHEQ training and safety based behaviour training for all employees.
- 7. ensuring that our suppliers and service suppliers meet and adhere to Sarens SHEQ requirements.
- 8. promoting open communication with all stakeholders and sharing of our SHEQ knowledge.
- 9. real accountability for all our managers and employees in performing and tracking our SHEQ goals and targets.
- 10. design, construction and operation of our services in a safe, secure, efficient and environmentally responsible manner.

Policy into practice:

In order to put this policy into practice and avoid incidents and accidents, the **Sarens 10 Life Saving Rules** (LSR) are developed and implemented. All employees are expected to perform their job in accordance with this company philosophy and follow all applicable procedures and instructions including the **Stop & Consult Procedure** as a final **Last-Minute Risk Assessment** (LMRA) before commencement of work. Where necessary, the management will take measures by using our **Consequence Management Procedure**.

In addition to first using collective protection equipment, all employees have appropriate work wear and Personal Protection Equipment that meets the highest standards in accordance with local legislation. The Management team shows clear responsibility and commitment to verify the effectiveness of our integrated SHEQ Management system by completing workplace inspections on a regular basis by the use of the ISA application.

The Sarens Management system is constantly improved by means of internal audits: local, cross and Group SHEQ, and external audits. A unique Sarens Year Action Plan for each Business Unit is followed up in the monthly management meetings and an annual management review so that any necessary remedial and prevention measures can promptly be taken to improve performance and efficiency.

In our 2022 strategy the main emphasis will continue to be our #zeroharm campaign with the use of our in-house mascots and internal communication, to ensure that every individual in Sarens is kept informed about our progress. Our reporting tool ISA continues to be utilized to ensure that all occurrences are reported and investigated correctly with the right level of improvements being implemented.

SHE-Q Leadership Training is now ongoing to ensure all local business units are trained and competent in dealing with any situation that may occur.

Sarens continues to become a more Carbon Aware organisation with tools being rolled out to track, trend & reduce the overall carbon footprint of our global organisation

This policy statement is available on www.sarens.com and published in all our offices worldwide. It will be reviewed regularly or when changes within our organisation require. The Sarens Group Management is to ensure that the policy remains line with Sarens objectives and strategic priorities.

WimSarens Chief Executive Officer 01/04/2022

SGR.D.SHEQ.0037.v11.0 E - Group SHEQ Policy.

Page 1 of 1

"The controlled version of this document is only available on SharePoint. The validity of a printed version is not guaranteed."



FREQUENCY AND SEVERITY RATE (EU)

The frequency rate (Fr) is the number of labour accidents (work stopped more than one day) arisen during a period of 12 months by one million divided by the total working hours.





Severity rate - EU

The EU Severity rate (Sr) is the total number of lost days (due to labour accidents) arisen during a period of 12 months by one thousand divided by the total working hours.



Severity rate = number of total Lost workdays x 1.000



The BUs who reached already O figures for Fr and Sr have to keep their result. They showed already a high safety standard.

The target for the Group in 2021 for Fr was set on 1.03, where we reached 2.15 at the end of the year. The absolute number of accidents was 25 in 2021.

For the Sr the target was set on 0.03 in 2021, where we reached 0.06 at the end. The total days lost was 673 (413 in 2020 & 960 in 2019). There was no fatality in 2021.

In 2021 Sarens reported on a global level a total of 25 Lost Time Accidents (12 in 2020 & 26 in 2019).

- SHEQ recorded 21 Lost Time Accidents in the first 6 months of 2021 resulting in 512 Lost Workdays.
- SHEQ recorded 4 Lost Time Accidents in the second half of 2021 resulting in 161 Lost Workdays.

There were only two BUs that accounted for 466 Lost workdays. Both BUs have made major changes to the SHEQ support and working practices to improve the overall performance.

| Country Wise | | | | |
|-----------------|----------------------------------|-----------------------------|--|--|
| Country | # of Total Lost Workday Cases | # of Total Lost Workdays | | |
| Poland | 7 | 362 | | |
| France | 4 | 104 | | |
| Sarens Projects | 5 | 89 | | |
| Saudi Arabia | 3 | 56 | | |
| Belgium | 2 | 41 | | |
| Algeria | 2 | 6 | | |
| India | 1 | 2 | | |
| UK | 1 | 13 | | |

Absolute figures accidents - Sarens Group 2021

FOLLOW UP ISA USE (KPI)

The ISA app (our consulting & reporting management system) was further improved in 2021, resulting in a higher percentage of active users. With the new templates we try to limit manual interaction or typing by integrating information out of our data system e.g. fleet information such as make, model, delayed tasks, etc. when entering the crane number.

To promote the use of our ISA app worldwide, we designed posters, flyers and completed this campaign with easy printable "ISA for Dummies" hand-outs in Q2 of 2021.



QUICK START GUIDE TO ISA



New observation; add text - picture - date - location - severity - project number - fleet number - root cause - actions - done

FOLLOW UP ISA USE (KPI)



To follow up the ISA reports closely, we implemented Power BI reports and set targets on the active users per BU.

We also introduced our Top Charts. Here each BU can see how they are doing compared to other countries in the Sarens Group.



NEW FLASH REPORT (KPI)

We designed a "Flash Report" onto the ISA App to enable every user to report an accident or Incident directly. This new initiative started in February and was implemented by Group SHEQ. A pdf report is automatically sent to the BU manager and a special email box for incident and accident reporting for further follow up.

| INTRODUCTION | | | |
|--|--------------------|---------------------|-----------------------|
| Ungelah (UK) | | | 1 |
| SGR - Flash report for incidents, a | ccidents and dan | nages - version 2.0 | |
| This flash report needs to be used a Reset fill out all fields as indicated i | | | / accident or damage. |
| An automatic report will be sent to t | he incident or acc | ident maliços | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Our consequence management flow chart was adapted in line with this new procedure of reporting.



LASHING INSTRUCTIONS (KPI)

In 2021 we did an Information campaign for loading/ lashing of Sarens Equipment. Information posters were rolled out in Q3.

Part of this campaign was also the development of an Internal Training Course for Loading/ Lashing of Sarens Equipment.



"SHEQ is very important in Sarens EEU/ NE. It is generally a rule that no matter what BU the standard must be kept the same in the farthest corner of the region. There should be no explanation that in our or that country the resources are more or less liberal, High standard because Sarens, the example is from the management, if the regional manager who is well known in company gives an example, everyone else can see that this is not some invention but normal behavior. We work on difficult construction sites, with heavy equipment and we all want to return to our families after work. Let's talk to people, let's report dangerous situations, let's be one team not only at work, but also in safety."

Mr. Mariusz Sudol - Regional Director Eastern and Northern Europe



MANAGEMENT MEETING (KPI)

Management involvement in the day-to-day operation is important to identify gaps, expectations and needs of field employees to make sure employees have all tools to carry out their job in a good and safe way.

Sarens produced an in-depth Safety training course and rolled it out to all Safety Management and BU Management. It was initially aimed at BUs with poorer safety performance, later being rolled out to all BUs globally. The training has been included into our Group SHEQ Audit Visits.



"SHEQ is one of the most important USP and differentiator of Sarens services, it is also well demanded and appreciated by most of our regular and new customers. Since last year we are running a campaign where SHEQ executives in most of the BUs are making a point to visit one customer every month just to elaborate about our SHEQ initiatives and get customer's general feedback and improvement suggestions. It is good to note that most of the customers are having very good remarks about our SHEQ standards and shown their inclination to use our services repeatedly due to our SHEQ policies and procedures. "

Mr. Masroor Saeed Malik - Group Rental Sales Director



In October, the Lifting Awards were reinstated for the first time since the Covid pandemic at TCO/ Kazakhstan. The lifting award for work in September was awarded to the Heavy Load Crane (HLC) teams from Bylor and Sarens.

POSCO/VPCI achieved 10 million Safe hours without LTI as of May 21st, 2021. For this event, we received an award.

The RoSPA Awards proudly continue to recognise, honour, and celebrate the people, organisations, and projects that help shape the future of health and safety excellence. With nearly 2000 entries, 45 categories, gold, silver, and bronze winners and one overall Sir George Earle Trophy champion, it is one of the most prestigious schemes in the world.

Sarens UK won the gold Health and Safety Award 2021 held in the online awards ceremony.

For Sarens, safety is paramount.



AWARDS IN 2021

In China, Sarens received a certificate of appreciation by client PJOE for M135 Project

In Egypt we were appreciated for the safe transport of King Khufu Solar Boat Relocation. The boat is a 4500-year-old artefact. The transport was done by Sarens NV & Sarens Egypt. An SPMT (self-propelled Modular trailer) was used to extract the boat from its position in the old solar boat museum and to transport it from the Grand pyramid across the Remaya square and Cairo Alex. Desert Road to its new location at the Grand Egyptian Museum. The Sarens CC4800 lifted the solar Boat & Loaded inside the new Museum on its final position.

SarensNass Middle East and all subsidiaries are now members of the British Safety Council. This is an Internationally renowned membership.



HIGHLIGHTS 2021 - SAFETY TRAINING

- Three-level Safety Training for all new colleagues in China was organised in 2021.
- Sarens Kazakhstan installed the "Who is responsible for your safety" mirror.
- Work at Height has been a long-standing issue in the UK. The final part of our 3-year plan was to review, update and issue all the work at height equipment. This has now been completed.
- A "Safety stand down" campaign to talk about things that went wrong was organised in several BUs. The difference with the toolbox talk is that in the safety stand down we will talk after the work about near-misses.











- 1 x 3-point Safety Ilamena
- 1 x self retracting lifelines
- 1 x Webbing Anchorage Sling
- 1 x Nylon Bag

HIGHLIGHTS 2021 - SAFETY TRAINING

We keep all our staff trained in basic safety topics to avoid incidents and accidents; examples are:

- In Egypt, the crane operator evaluation is done by a third-party organisation for a number of Sarens riggers before they are being promoted to crane operator. First the operators follow a long orientation and training by the Sarens supervisor. The evaluation includes a theoretical and practical test on all subjects of crane lifting, banksman, slinging & rigging.
- SHEQ training is given to Sarens Egypt workers and managers to increase their safety awareness and to improve their safety performance.
- In Mexico and other BUs a safety training is given every year, so Sarens crew are prepared for emergencies. Firefighting, first aid and others, are part of this training program.









- At HQ, a new rail system has been mounted on the new portal crane 14. Our loading team will always be attached to this system for safe working at heights.
- New Petzl helmets for riggers and operators for working at heights were introduced in 2021 as well as a new lighter version of work clothing.
- At HQ, a new tarmac and a safe walking zone around the different workshops has been put in place.
- Internal safety awards were given to several employees worldwide, who exceeded in safety.











- Sarens branded blind spot stickers on trucks and cranes in line with the Belgian Legislation.
- Newly organized SPMT material containers were introduced in 2021.
- Order and tidiness are an important rule to avoid any incidents and accidents.
- The wind speed disc went digital in 2021. For further details on this disc, we refer to our SHEQ annual report 2020.





- Sarens Egypt Safety recognised workers with high contribution on ISA with an award.
- In several BUs new SHEQ notice boards were installed to visually show different SHEQ aspects and improve the safety awareness.





- All materials are inspected regularly by third party companies to guarantee the safety of the lifting.
- New inspection tags were Introduced in 4 different colours of high-quality plastic in the Middle East. These tags are attached to all inspected lifting accessories including slings, shackles, and other rigging accessories. The system was introduced in Saudi Arabia Business unit and is being rolled out regionally.







HIGHLIGHTS 2021 - QUALITY

Also, in the Middle East we introduce Trove, a digital platform developed to access all company related Policies, procedures, Forms, Checklists, Certifications, Records, Training Materials, Knowledge hub, etc. by company employees.

On Group level, we Introduced a SHEQ KPI Dashboard for each Business Unit and Group to monitor their SHEQ Performance on monthly basis to analysis the gaps and to take proper corrective actions.

A PPE Personal Protective Equipment Passport System was introduced, to record all issuance to the employees. This booklet gives advice and guidance on PPE.





HIGHLIGHTS 2021 - QUALITY

- A new procedure and online form were created and is to be completed by the client to enquire about the satisfaction of our activities. Available in English, French and Dutch.
- QR code to have easy access to Sharepoint with all SDS of chemicals.
- SHEQ designed the ISA app for operators to check and inspect cranes, vehicles, and workplaces and to send observations. In Thailand it was further customized to make it easier for the local staff. The manual in local languages was uploaded on SharePoint and can be accessed by scanning the QR code.

| • Represe • Presense Fill in the Sarens Project number as mentioned in the empilyou received from us * | SDS Safety Data sheets chemicals |
|--|---|
| Inter your company name * Inter your answer Tere your answer | SHEQ Inspection Checklist for Crawler Crane &Telescopic Crane |
| คู่มือการใช้งานแอพพลิเคชั่น ISA สำหรับการตรวจเช็คเครนประจำสัปดาห์ Weekly Crane Inspection Report | Praphatphong Phongthongmueang SHEQ Manager |

- Effective COVID control in all BUs was still implemented in 2021. Anti-covid preventive measures were taken in all our job sites to protect all our employees and customers. We also distributed double layered washable company branded face masks to our employees in several BUs.
- We encourage our employees to take care of their health and others. That is why we promote the influenza and covid vaccination during the pandemic and have regular physical examination of operators.















We celebrated some major events in 2021, amongst them are:

- Nauryz holiday celebration in the Republic of Kazakhstan
- SPMT supervisors birthday, retiring of crane supervisor in several BUs
- Bahrain National Day & Christmas with all employees.
- New depot opening in Brits, South Africa.
- World health day in several BUs







- The "I am here" campaign was implemented to enhance company employees' mental health and wellbeing.
- "Get your move on 35K" is a Sarens initiative that calls every employee to move as much as
 possible to reach a common goal (set at 35.000 kilometres) together in a certain period of
 time.
- New canteen, showers and locker rooms were installed for our Fleet staff in HQ.
- A new lunch corner was installed in South Africa for the yard staff. A container is converted into a kitchen/ eating area and placed close to the working area.

It's ok not to feel ok; on World Mental Health Day or any other day, and it's absolutely ok to ask for help.

> Visit our website iamheretribe.com







- Poland improved the ergonomics in the office. The workstations have been equipped with monitor stands and full adjustable and comfortable office chairs.
- Additional AED equipment was also installed on Belgium sites. The machines are also available for projects worldwide.







Our employees are encouraged to take care of the environment, so they are responsible to make sure all our activities are in line with our environmental policies.

Green day, as part of our awareness program for the environment, was celebrated in the Middle East. During this occasion, our company distributed branded water bottles to reduce the plastic bottle usage and a T-shirt to all employees.

We organized campaigns related to environment and surrounding such as World Environment Day.

SHEQ coordinated activities such as "clear & clean the waste", use the cloth bag, energy saving, etc. in several BUs.

Our waste sorting guide was updated due to changes in legal requirements and inspections in Belgium.









- Waste management All Hazardous Waste under Control
 - Engine oil wasted from cranes was used for crawler belt lubricate
 - Engine oil wasted from SPMTs was handed to qualified company for disposal
- Sarens Poland supplemented its fleet with 6 new prime movers with Euro 6 standard and 2 new specialized trailers.
- A new fuel station at the Technical Solution workshops in HQ was installed.







- Every Friday, before we knock off from work, we have a walkabout in the Sarens Brakpan yard and office area to pick up any paper and plastic waste that was blown around.
- Our employees in Thailand take turns mowing the lawn, trimming the branches, painting the fences, buildings, installing lamps and parking lines in their free time.
- Work area improvement 5S was also implemented in several BUs.









- Implementation of "Go Green" options to company car users was started in 2021. The existing company cars where all diesel and not the most fuel efficient. We introduced Hybrid cars to the fleet list.
- EMNIOX exhaust System was introduced in the UK, to ensure engines are EURO 5 compliance.





"SHEQ can be fun. Risk Assessments, Method Statements, SHEQ plan of 50 pages, etc, doesn't sound fun at all. However, the personality of the SHEQ representative showing a positive attitude to the client is making a massive impact.

Secondly, for us in South Africa, we really stand out with our SHEQ Plan and standards towards our clients. The standard of quality our SHEQ team performs is on international standards. Thirdly, working on the mines and oil & gas sector in Southern Africa can become quite cumbersome. Without a designated SHEQ responsibility, Sarens is not able to perform any lifting activities on any of these sites. "

Mr. Tim Biesemans. Regional Director Southern Africa





Looking forward to 2022 there will be again many challenges ahead:

- 1. Develop local SHEQ Improvement Plans in line with previous reporting figures
- 2. Standardise the Business Units SharePoint Inventories
- 3. Create Clear SHEQ Definitions, for different type of SHEQ Events
- 4. Make SHEQ Responsibly Within local BU Management
- 5. Standardise a singular Root Cause Methodology DNV SCAT Chart
- 6. Move away from Local Drives/ Servers also other folders on SharePoint
- 7. SHEQ Global Strategy Meeting
- 8. CO2 footprint per BU
- 9. Update the 10 Life Saving Rules
- 10. New Safety campaign

"Some of our BU are using a praising mechanism in relation to the stop & consult procedure. I found it very positive and very good that any operator using that procedure is fully back up by his/ her management but also the best stop & consult reasons are even rewarded. I am in full support of that key mechanism. Safety is paramount and such approach is a very positive approach."

Mr. Olivier Rosensveig. Regional Director Western Europe



Sarens Headquarters Autoweg 10 1861 Wolvertem - Belgium



T +32 (0) 52 319 319 F +32 (0) 52 319 329

info@sarens.com www.sarens.com