

GBF Service Delivery QHSSES Policy	Revision: 15
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GBF QHSSES Policy

1. Our Service

- 1.1. GAC Bunker Fuels DMCC (GBF) QHSSES Policy relates to the trading and brokering of marine fuels, lubricants, and other alternative fuels
- 1.2. GBF has committed to moving towards and promoting sustainable methods within our operating practices by adopting and undertaking the following United Nations Sustainable Development Goals; Responsible Consumption and Production (12), Climate Action (13), Life Below Water (14), Good Health and Well-Being (3), Gender Equality (5), Affordable and Clean Energy (7), Life on Land (15) and Partnership for the Goals (17)
- 1.3. To demonstrate our pledge towards good environmental, social, and ethical practices, we have embarked on an International Sustainability and Carbon Certification journey. ISCC EU and ISCC PLUS' purpose is to purchase fully sustainability alternative fuels. We are fully committed to implementing and maintaining the ISCC management system alongside our certified ISO integrated organisational processes to function as our service delivery manual for ISCC trading. This will ensure sustainability, traceability, and compliance with the system's requirements. This also ensures our supply chains in the alternative/renewable fuels space are fully traceable and sourced from renewable materials. This programme ensures our auditable procurement processes are certified and allows us to have an even more robust supplier vetting process.
- 1.4. GBF is ISO 9001:2015, 14001:2015 and 45001:2018 certified. We implement and maintain a measurable and continual programme of improvements to our QHSSES policy and procedures in accordance with these international standards. We take a preventative action approach to the activities performed by adopting ISO 31000:2018 Risk Management Guidelines for continuous improvement and therefore eliminate risks to people, procedures, property and the environment
- 1.5. At GBF, we are committed to continual improvement through our integrated Management System by:
 - 1.5.1. Integrating subsidiaries of GAC Group to gain competitive advantage and provide integrated solutions to customers;
 - 1.5.2. Enhancing customer satisfaction as we strive for operational excellence using approved suppliers;
 - 1.5.3. Promising to reduce our carbon footprint year on year to create a more sustainable long-term business in the future.
 - 1.5.4. Pledging to achieve an effective Quality, Health, Safety, Security, Environmental and Sustainable (QHSSES) system by complying with all applicable requirements including a commitment to prevention of injury and ill health;

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- 1.5.5. Providing employees, customers, suppliers, visitors, and stakeholders with all the necessary documented information, instructions, and training to mitigate personal injuries, as well as encouraging a preventative culture by increasing the competence of our human resources through education;
- 1.5.6. Developing sustainable relationships through mutual respect, ensuring that everyone's needs are met and collaborating with partners that make processes more manageable;
- 1.5.7. Protecting the environment, including prevention of pollution and other specific commitments relevant to the context of the organisation;
- 1.5.8. Protecting the security of employees, customers, suppliers, visitors, and stakeholders should a workplace emergency arise;
- 1.5.9. Pledging to satisfy all applicable legal and other requirements and fulfil our compliance obligations;
- 1.5.10. Ensuring our employees have the necessary skills and involvement essential for understanding and fulfilling the needs of GBF and our interested parties;
- 1.5.11. Consulting and engaging workers and, where they exist, workers' representatives;
- 1.5.12. Utilising new technologies; and
- 1.5.13. Ensuring global connectivity with the team using additional technological applications

2. Our Commitment

- 2.1. To achieve the above, GBF management and staff are committed to:
 - 2.1.1. Driving continual improvement and innovation based on efficient business processes, well-defined measurements, and best practices by eliminating risks and identifying opportunities to ensure stakeholder satisfaction;
 - 2.1.2. Constantly innovating and improving in every aspect to provide excellent customer service;
 - 2.1.3. Reducing our environmental impact from our business operations, helping to slow down climate change;

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- 2.1.4. Ensuring best practice when dealing with all categories of suppliers by managing and minimising waste so that adverse environmental impact is reduced to an acceptable minimum;
- 2.1.5. Protecting our employees, customers, stakeholders, suppliers and the wider population to the requirements within our QHSSES Management System;
- 2.1.6. Engaging in recycling activities to reduce and minimise waste to conserve resources, as well as to avoid land and water pollution;
- 2.1.7. Incorporating QHSSES performance into our employee appraisal system to encourage and ensure GBF-wide competence, ownership and participation;
- 2.1.8. Continually raise awareness and communicate any QHSSES amendments or additions to our employees;
- 2.1.9. Setting key performance indicators to measure and evaluate the success of our QHSSES Management System;
- 2.1.10. Maintaining the effectiveness of our QHSSES Policy, objectives and procedures through systematic monitoring and our internal audit process;
- 2.1.11. Taking appropriate action based on constructive internal and external feedback; and
- 2.1.12. Communicating our policies, procedures, best practices, and knowledge throughout GBF

3. GBF Standard

- 3.1. GBF stands for 'quality enhanced customer satisfaction', which is maintained through the effective application of our QHSSES Management System and GAC's QHSSE framework
- 3.2. We have a consistent record of maintaining our QHSSES standard.

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