



SERVICE TERMINAL ROTTERDAM

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With the Service Terminal STR is one of the most independent, important bunker locations and suppliers in North-western Europe. STR is service-oriented and customer focused and stands for sustainability (in terms of process, assets and personnel), safety and environmental awareness.

This is achieved through the unique combination of excellent services and its qualifications and specifications. This combination stands for efficiency, effectiveness and constant improvement of performance, and convenience and enjoyment, all of which benefit its stakeholders (clients, customers, suppliers, local and regional authorities, investors, employees, etc.), with whom STR has and/or seeks a (lasting) relationship.

STR is also solution-oriented, characterised by a proactive, constructive mentality. STR takes for granted that it must constantly continue to develop and remain abreast of developments relating to its current and future activities and services. With as primary objective: to be able to optimally continue to serve its stakeholders, comply with legal and other requirements and ultimately boost customer satisfaction.

STR is keenly aware of the impact it can have on its surroundings and its stakeholders, both in terms of the environment, quality, safety, reputation and legislative and regulatory compliance. In order to be able to effectively and efficiently manage this impact, the Management Team, headed by the Managing Director, is jointly responsible for compliance with legislative and other requirements. A risk-based integrated (compliance) management system for quality, asset-management, safety and the environment has also been implemented in accordance with internationally recognised standards.

Each year specific goals are set which guarantee that risks relating to quality, the environment and safety, asset management, legislative and regulatory compliance, but also operational processes at STR are carried out effectively and efficiently and where possible (constantly) improved. STR accepts its responsibility in this, which goes beyond simply complying (and continuing to comply) with legislation and regulations for quality, the environment and (process) safety and preventing/reducing its risks* in a general sense and more specifically (environmental) incidents (zero spills), asset management, injury, illness and absence (zero incidents). STR underscores this by making people, its customers and its environment the focus, without losing sight of sustainability, safety and the environment.

**to protect environment, people and assets.*

Leo Kuipers, Managing Director
January 2018.