

Our Zero Harm Vision

At IFCO we are committed to achieving Zero Harm. This means zero injuries, zero environmental damage and zero detrimental impact on human rights.

Everyone has the right to be safe at work and to return home to their family and friends as healthy as when they started the day. The community also has the right to expect that every employee will care for the environment, wellbeing, safety and the human rights of those affected by our operations.

We therefore expect each and every person at IFCO to work safely and with respect for the environment and human rights. Whilst ensuring legal compliance, we seek to apply industry best occupational health safety and environment (OHS&E) practice for employees, contractors, customers and local communities.

Our Zero Harm Values and behaviours

- **We think first of Zero Harm.** We consider health, safety, the environment and human rights in all decisions concerning the development of projects, the selection of commercial partners and suppliers and the launch of new products or services. We do not let economic considerations overrule health and safety, respect for the environment or human rights.
- **We commit and contribute.** Each and every one of us avoids harming people, their rights, or the environment through safe and appropriate work behavior and by identifying then eliminating risks through active Near Miss reporting.
- **We value everyone equally.** We protect the health, safety and human rights of our people, contractors, customers and local communities. We have an obligation to our colleagues to ensure that they work without harm.
- **We continuously improve.** We ensure that management systems and training reflect our determination to make continual progress in health, safety, the environment and human rights.
- **We share.** Everyone contributes to improving knowledge across IFCO through the capture, implementation and sharing of safety learnings and best practices.
- **We respect ourselves.** Every person in IFCO takes reasonable care of their own health and safety as well as that of their colleagues.
- **We respect the environment.** Everyone is committed to using resources more efficiently, minimizing waste and encouraging the sustainable use of our products and services.
- **We respect human rights.** Everyone is committed to ensuring that within our area of control, the rights of all people are respected equally and we encourage the same respect throughout our business and the supply chain.

Our Zero Harm Commitment

All accidents, injuries, harm and human rights breaches can and should be prevented.

Every manager is accountable for achieving Zero Harm and shall demonstrate leadership in creating a culture which actively promotes Zero Harm and wellbeing.

Everyone is responsible for committing and contributing to Zero Harm.

In following the Zero Harm Commitment, we will fulfil our obligation to ensure that we work without causing harm to ourselves, our colleagues or the community.

We will also fulfil our obligation to our families and friends by ensuring that we return home as healthy as when we started the day.

This Charter was updated and endorsed by the IFCO Executive Leadership Team in October 2021.