

## 2.1. Our Approach

NCSP Group is building an integrated system for managing sustainable development, adhering to international standards for quality management (ISO 9001:2008), occupational health and safety (OHSAS 18001:2007) and environmental management (ISO 14001:2004).

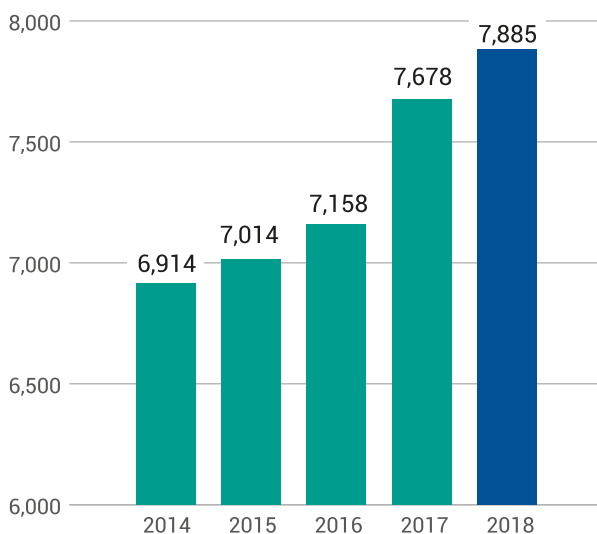
The Company complies with all requirements of Russian legislation in the area of relations with employees, occupational health and safety, and environmental safety, and is committed to conforming to progressive standards of corporate social responsibility.

NCSP Group's sustainable development priorities are:

- Safety, health and professional development of employees
- Minimizing the industry's negative impact on the environment, cost-effective use of resources and compliance with international environmental protection standards
- Responsibility for the social and economic wellbeing of residents of regions where we operate, support for local communities and philanthropy
- Contributing to maintaining conditions for the effective development of marine transport businesses and realizing the country's transport potential

## 2.2. Human Resources Policy

NUMBER OF NCSP GROUP EMPLOYEES  
AT THE YEAR END



NCSP Group's HR policy is aimed at strengthening the Group's positions on the port and stevedore services market by building a highly professional and competitive workforce that can support the realization of the Company's strategic goals and ensure high efficiency in all key areas of the business.

The goal of the Group's HR policy is to establish a system of relations that motivates employees to fully realize their potential, as well as to foster and maintain a strong corporate culture and comfortable working conditions.

The Group had 7,885 employees as of December 31, 2018. Operational staff and specialists made up 84.2% of NCSP Group's workforce in 2018, and administrative staff made up 15.8%. The average age of the Group's employees was 44.8 years in 2018. NCSP Group has a very loyal workforce, with many employees having worked at Group units for more than 15 years.

### 2.2.1. Employee training and development

NCSP Group's Training Center offers professional development, training and retraining opportunities for employees, as well as training to outside individuals who want to subsequently find employment at the port in their chosen profession.

Two training programs for Group employees were developed in 2018 due to operational needs. In 2018, 43 contracts were signed to train Group employees at outside organizations and six contracts were signed with outside organizations having their employees trained at NCSP Group's Training Center.

In 2018, 4,196 people underwent training and professional development courses, 1,258 more than in the previous year. This increase was due primarily to training of Group employees on safe methods and practices for working at heights.

In 2018, 507 employees underwent professional and pre-certification training at outside educational institutions, and 236 employees of outside organizations underwent training at NCSP Group's Training Center.