

ACTING
SUSTAINABLY

// Sustainability describes one of the five values anchored in our Marquard & Bahls business strategy. In my role as Chairman of the Supervisory Board, I help to ensure that we act economically while saving resources, maintain the social balance and protect the environment. Only a management aligned to the principles of sustainability makes it possible to secure the future of our company and tackle challenges head-on. //

Hellmuth Weisser

Chairman of the Supervisory Board, Marquard & Bahls AG



WHO WE ARE

Founded in 1947, Marquard & Bahls is a Hamburg-based family-owned company characterized by a pioneering spirit and entrepreneurship. Over the decades, we have grown into one of the leading independent energy supply, trading and logistics companies. Through our subsidiaries, we have a presence in 40 countries in Europe, America, Asia and Africa and employ around 8,700 people worldwide.

G4-6,
G4-56


WHAT WE DO

Our core lines of business include trading, tank storage logistics and aviation fuelling. Further fields of activity are dry bulk handling, upstream services, renewable energies, carbon trading, fuel analysis and gas supply.

VISION & MISSION

Our vision is to be the preferred partner in energy supply, trading and logistics. We provide our customers with tailor-made solutions ensuring high quality and safe operations. As a family-owned company, we care about our people and strive for long-term profitability and controlled growth while maintaining our independence as well as our culture.

CONTENT

	Foreword by the Executive Board	05
	About this Report	07
	A Portrait of Marquard & Bahls	08
	Subsidiaries	09
	Our Value Chain	14
	Ecological and Social Challenges along the Oil & Gas Value Chain	16
	Locations	18
	Strategy & Sustainability	20
	Strategic Approach	22
	Organizational Structure	23
	Responsible Leadership	24
	Sustainability Management	28
	Our Stakeholders	30
	Sustainability Targets	37
	Economic Responsibility	40
	Management for Long-term Success	42
	Financial Performance	42
	Risk Management	44
	Synergies	45
	Supplier Relations	45
	Customer Satisfaction	45
	Ecological Responsibility	46
	Management for Environmental Protection	48
	Spill Prevention	48
	Energy Saving & Climate Protection	50
	Conservation of Natural Resources	60
	Waste & Wastewater Management	61
	Biodiversity	63
	Social Responsibility	64
	Management for Satisfied Employees	66
	Education & Training	70
	Labor Standards	71
	Equal Opportunity	72
	Work-Life Balance	73
	Health & Safety	74
	Corporate Citizenship	78
	Involvement in Charitable Projects	80
	Environment	81
	Education	83
	Health	84
	Culture & Sports	85
	Humanitarian Aid	86
	Appendices	88
	Companies Covered in this Report	88
	Abbreviations	90
	GRI Content Index	91
	Addresses	94
	Colophon	95

FOREWORD BY THE EXECUTIVE BOARD



Executive Board (from left): Claus-Georg Nette, Julio Tellechea, Anke Schouten, Christian Flach

Dear Readers,

The global energy markets are going through a turbulent phase. After years of rising oil prices, we experienced a sharp fall in prices in 2015. Oversupply and low prices had a positive impact on demand, which benefitted many of our subsidiaries – especially in the end consumer business – and led to an excellent operating result.

G4-1,
G4-2

Despite this positive performance, we must face up to the matter of sustainable use of our fossil resources more than ever. The Paris Climate Agreement has the goal of producing no more greenhouse gases in the second half of the century than the ecosystem can reabsorb. This by no means heralds the end for fossil fuels, though some people are interpreting it as such. However, it does give the development of renewable energy sources a major boost.

As a company that does business sustainably, we are following the discussions attentively. A long-view energy policy should strike the right balance between security of supply, an efficient energy mix, competitiveness, and environmental sustainability. Energy policy targets must not ignore the reality of the markets: Oil is the most important energy source. It makes up about 30 percent of the global energy mix and will continue to play a key role in the coming decades. All future steps should therefore be taken with foresight, transparency and economic common sense.

Developments around the world encourage us to continue doing business in the trade and logistics of petroleum products as well as in the field of renewable energy, albeit our focus is very clearly on fossil fuels given our nearly 70 years of expertise here.

With this in mind, we feel it is more important than ever to provide our services in a manner that shows responsibility – to our employees, contractors, the people who live close to our facilities, as well as towards the environment. To protect the environment, we are committed to limiting harmful influences as far as possible, by using energy and raw materials prudently and avoiding pollution. We will remain true to this course in the future.

We achieved last year's goal of further analyzing our value chain and advancing our stakeholder management by conducting a global stakeholder survey on matters of sustainability. We have continued developing our sustainability strategy and plan to roll it out later this year. This report gives an overview of what we achieved and did not achieve in 2015.

We wish you an enjoyable read and welcome your feedback – please write to us at sustainability@marquard-bahls.com!

Hamburg, July 2016



Christian Flach
Chief Executive Officer
(CEO)



Claus-Georg Nette
Chief Financial Officer
(CFO)



Anke Schouten
Chief Change Officer
(CCO)



Julio Tellechea
Chief Operating Officer
(COO)

ABOUT THIS REPORT

In our sixth Sustainability Report, we provide an accounting of our sustainability activities in 2015. The report, published yearly, covers all Marquard & Bahls companies, including joint ventures and even minority holdings. natGAS is the only company we have not included – except for its revenues and headcount – as under company law we have no appreciable influence on its activities. The appendix contains a list of all companies included in the report.

G4-17, G4-20,
G4-21, G4-22,
G4-23, G4-28,
G4-29, G4-30,
G4-31, G4-32

The present report is drawn up in accordance with the Global Reporting Initiative standard (GRI G4). A list of the GRI indicators can be found in the appendix. The report is based on the G4 Guidelines in line with the option “Core” and was submitted for the GRI Content Index Service. GRI confirmed the accuracy of the GRI G4 Content Index as provided at the end of this report. As in previous years, the structure of the report is based on our “House of Corporate Responsibility”; its color-coded columns represent the thematic areas of our sustainability activities.

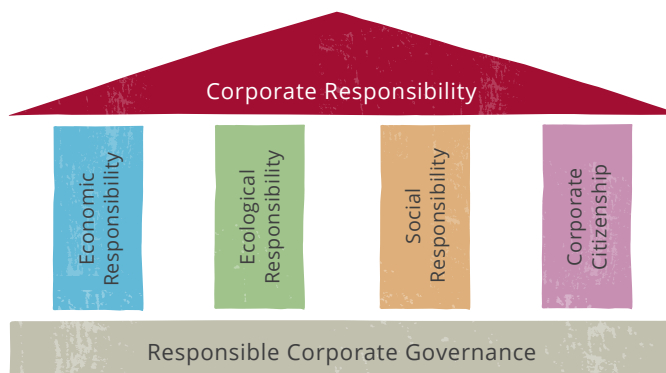


Fig. 1: Marquard & Bahls House of Corporate Responsibility

Declared targets and goals are highlighted in the text margin with a bull's-eye symbol, and are summarized in a table. For the sake of readability, we have dispensed with gender-specific differentiation throughout the report. All financial information is expressed in euros (€). All foreign currencies have been converted to euros at the average exchange rates for 2015.

This report is available in German and English. It was compiled by the Marquard & Bahls HSSE (Health, Safety, Security & Environment) department in Hamburg, in cooperation with the group departments and subsidiaries, and was approved for publication by the Marquard & Bahls Executive Board. Please refer to our website at www.marquard-bahls.com for further information about the company. If you have any questions or feedback about the Sustainability Report, please email the Sustainability team at:

sustainability@marquard-bahls.com

A PORTRAIT OF MARQUARD & BAHLS

We derive our strength from the full range of our business segments, which make Marquard & Bahls what it has been for 69 years – an independent, sound and individual company in the international oil and energy business.

G4-3, G4-4,
G4-5, G4-6,
G4-9

Headquartered in Hamburg, Marquard & Bahls does business in over 40 countries worldwide with its subsidiaries. For the purposes of this report, they are summarized into the following seven regions: Germany, Europe (excluding Germany), North America, Latin America, Middle East & Africa, India, and Asia Pacific. In 2015, Marquard & Bahls employed an average workforce of 8,417 employees and at year-end had 8,668 employees. Last year, our company generated consolidated revenues of 12.6 billion euros (including energy tax).

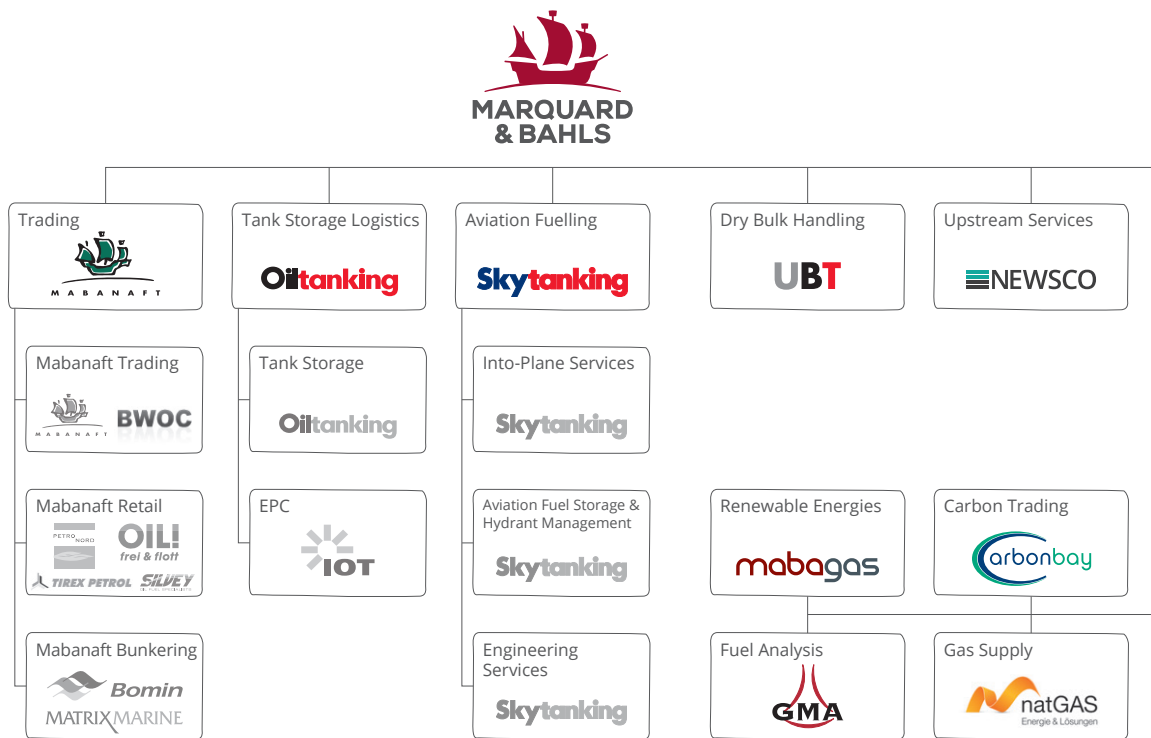


Fig. 2: Marquard & Bahls business divisions and lines of business as at December 31, 2015

SUBSIDIARIES

TRADING > MABANAFT

Mabanaft is the trading division of Marquard & Bahls. The Mabanaft group as an independent supplier concentrates on physical oil trading. Its core business includes regional trading and wholesale, retail business to end-consumers, operation of service stations, and bunkering. In addition, the group is involved in trading liquid gas, liquid and solid biofuels as well as coal. The sales volume in 2015 was 21.1 million tons (2014: 20.8 million tons). Average headcount during the year was 2,333 employees (2014: 2,457).

G4-8

> Mabanaft Trading

Mabanaft's trading strategy centers on physical oil trading. In Singapore, Mabanaft focuses on regional physical trading in Asia, while Mabanaft International concentrates on trading in the Mediterranean and Black Sea regions. In northwestern Europe, Mabanaft is a leading independent importer and wholesaler of petroleum products. The company has established itself as a reliable partner in Germany, the United Kingdom, Hungary and Moldova. Mabanaft Deutschland supplies its customers with heating oil, diesel, gasoline, jet fuel, marine fuels, heavy fuel oil, liquefied petroleum gas, as well as biofuel and biomass fuels such as wood pellets. In the U.K., Mabanaft additionally operates a wholesale business under the name B.W.O.C. Mabanaft Coal Trading, established in 2014 and headquartered in Houston, Texas, trades coal in the United States and exports it to Europe, leveraging synergies with its American sister company United Bulk Terminals (UBT).



> Mabanaft Retail

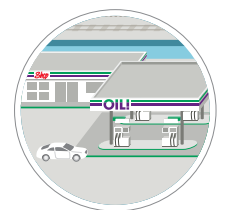
End-Consumer Business

Our end-consumer business activities have been steadily expanded in recent years under the Petronord umbrella. With 27 companies in Germany and Austria, Petronord supplies its customers with diesel, gasoline, heating oil, lubricating oils, natural gas, wood pellets and bitumen. In the U.K., the end-consumer business is operated by Thomas Silvey and B.W.O.C.



Service Stations

Through its subsidiaries, Mabanaft has an extensive network of more than 670 service stations in Europe. OIL! Tankstellen operates around 270 service stations in Germany, Austria and Switzerland. Beyond conventional fuels, selected OIL! service stations in Germany also offer compressed biomethane (bio-CNG). In Hungary, another 40 OIL! stations are operated under a franchise system, and in Denmark there are another 43 unmanned stations under the Haahr Benzin brand since the beginning of 2015. Petronord operates about 220 automated service stations for commercial trucking fleets under the "tankpool24" brand, most of them in Germany. In Moldova, Mabanaft operates about 100 service stations under the "Tirex Petrol" brand.



G4-8



> Mabanft Bunkering

The Bomin group has been active in the bunker business for almost 40 years via its subsidiaries and is one of the world's leading independent suppliers and traders of bunker oil. Its business portfolio covers activities ranging from the supply of bunker fuels and lubricants, to various other services for the shipping industry. The company is represented worldwide with more than 300 employees in 29 offices around the globe, and maintains a fleet of more than 30 bunker vessels. The Bomin group is also active in the bunker business with Matrix Marine and other partners at various locations: Matrix Bharat in Singapore and India, and Omanoil Matrix Marine Services in Oman. The 50/50 joint venture Bomin Linde LNG is currently building a reliable liquid natural gas (LNG) supply chain for shipping in northwestern Europe, to provide ship owners and operators with environmentally friendly fuel long-term. In April 2015, Bomin Linde LNG conducted the first trial fuelling of a vessel flying the German flag with low-emission LNG.

TANK STORAGE LOGISTICS > OILTANKING

Oiltanking is an international, independent logistics service provider to the oil and chemical industry, specialized in tank terminalling and related services. Its focus is on high service quality, and safe facility construction and operations. Oiltanking employed an average of 4,310 people (2014: 4,859).

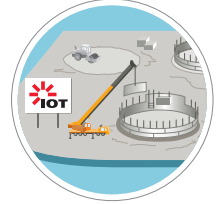
> Tank Storage



Oiltanking has been successful in the tank storage business since 1972 and is the world's second-largest independent tank storage provider for oils, chemicals and gases. Oiltanking currently owns and operates 73 tank terminals in 22 countries in Europe, North America, Latin America, the Middle East & Africa, India, and the Asia Pacific region. In 2015, their total throughput amounted to 128.2 million tons (2014: 189.7 million tons). The storage capacity for liquids increased to 19.4 million m³ (2014: 19.0 million m³).

> EPC

Oiltanking is also involved in the engineering, procurement and construction (EPC) of large industrial facilities. The core competencies of the EPC segment of our Indian subsidiary IOT Infrastructure & Energy Services Ltd. lie in the engineering, planning and construction of tank storage terminals for petroleum products and chemicals, pipelines, as well as facilities for power plants and refineries.



AVIATION FUELLING > SKYTANKING

G4-8

Skytanking is one of the few international companies that cover the entire range of fuelling services at airports. The company is now the largest independent supplier of aviation fuelling services in Europe. Skytanking is present at more than 40 airports in 11 countries in Europe, Asia and Africa, and employed an average of 1,120 people in 2015 (2014: 1,154).

> Into-plane Services

Skytanking is an expert in providing safe and efficient into-plane fuelling services at some of the largest and smallest airports around the world. In 2015, its own fleet of 300 fuelling vehicles fuelled more than 1.3 million aircraft. Throughput rose to around 15.3 billion liters (2014: 13.2 billion liters).



> Aviation Fuel Storage & Hydrant Management

Apart from into-plane fuelling, the management of aviation fuel infrastructure, whether its own or those of third parties, is also part of Skytanking's portfolio. Skytanking also finances, builds and operates airport storage and hydrant systems on a build, own, operate (BOO) or a build, own, operate, transfer (BOOT) basis.



> Engineering Services

Skytanking has an experienced team of engineers based in Brussels that supports customers with project management, construction supervision and planning, as well as in the delivery and commissioning of aircraft refuelling infrastructure. Its reference projects are the tank terminal and hydrant system at Bangalore Airport in India, and the tank terminal at Stuttgart Airport in Germany.



G4-8

DRY BULK HANDLING > UBT



UBT specializes in the storage and handling of bulk materials like coal and pet coke and currently operates two facilities in the United States. The facility at Davant, Louisiana, is the largest export terminal for coal and petcoke on the U.S. Gulf Coast. The facility in Corpus Christi, Texas, handles petcoke and sulfur for refineries. The locations have a total storage capacity of 4.0 million tons and transhipped a total of 9.0 million tons in 2015 (2014: 9.3 million tons).

UPSTREAM SERVICES > NEWSCO



Newsco offers directional drilling services and measurement while drilling (MWD). Its service spectrum also includes the development of measurement sensors and special software, as well as the construction of drilling motors. Beyond the drilling equipment, Newsco also provides its clients with the staff required to operate it. In addition to the company headquarters in Houston, Newsco operates three other sites in North America – Conroe, Casper and Calgary. Newsco has realized projects in numerous countries in Asia, South America, the Middle East, and Europe. Besides the U.S. and Canada, the company is currently active in Peru and India. In 2015, Newsco directionally drilled a total distance of 2,049,477 meters.

RENEWABLE ENERGIES > MABAGAS



Mabagas is active in the biogas business and aims to realize biogas projects that generate energy from organic residuals and waste to avoid competing with food production. The services offered by Mabagas range from project planning and construction to the operation of biogas plants. In the renewable energy business, increasing market concentration and tight regulation impeded activities in Germany. Mabagas therefore divested from its biogas plant in Bardowick, Germany, acquired in 2012. The biogas plant in Namakkal, India, which went into operation at the end of 2012, is still operational and the development of further projects is being evaluated.

CARBON TRADING > CARBONBAY

G4-8

Carbonbay is developing a global portfolio of wind, hydro, biomass and solar power projects to help curb climate change. The portfolio currently comprises 19 programs with 49 individual projects in ten countries. The projects certified by the United Nations include a wind power plant in Costa Rica, a biomass boiler in Tanzania, and the biogas plant in Namakkal, India operated by sister company Mabagas. The portfolio projects currently in operation collectively prevent 430,000 tons of CO₂ emissions a year.



FUEL ANALYSIS > GMA

The quality of its products and services is of crucial importance for Marquard & Bahls. Therefore, the company is involved in fuel analysis and quality management through its subsidiary, GMA. GMA's services include the analysis of fossil and biogenic fuels as well as technical support. In addition, the company is involved in the development of product standards. GMA has its own DAkkS (German Accreditation Service) accredited laboratory. Its services also include consultation on fuel additives and the development of custom additive-related solutions.



GAS SUPPLY > NATGAS

natGAS, whose main shareholders include Marquard & Bahls, is a leading independent supplier of gas and electricity based in Potsdam, Germany. In addition to Germany, the company has operations in Belgium, France, Switzerland, Austria, and Italy. natGAS specializes in innovative, tailored solutions and services to optimize costs along the entire energy value chain. Its portfolio ranges from the delivery, transport and trading of gas and electricity through to the associated risk management. Its customers include companies in industry, trade, services and agriculture. Public utilities, regional suppliers, power plant operators and distributors also use natGAS' energy solutions.

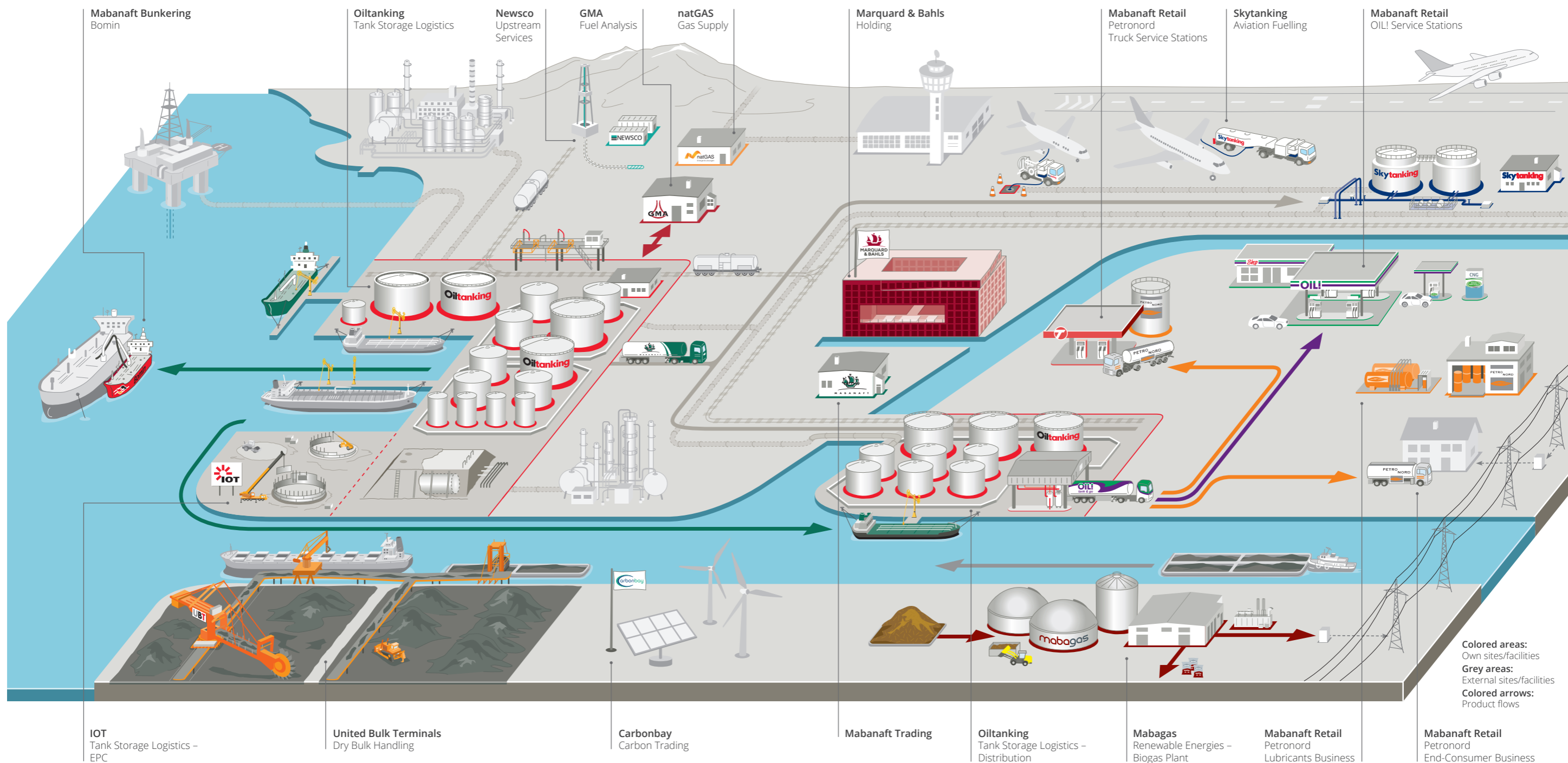


OUR VALUE CHAIN

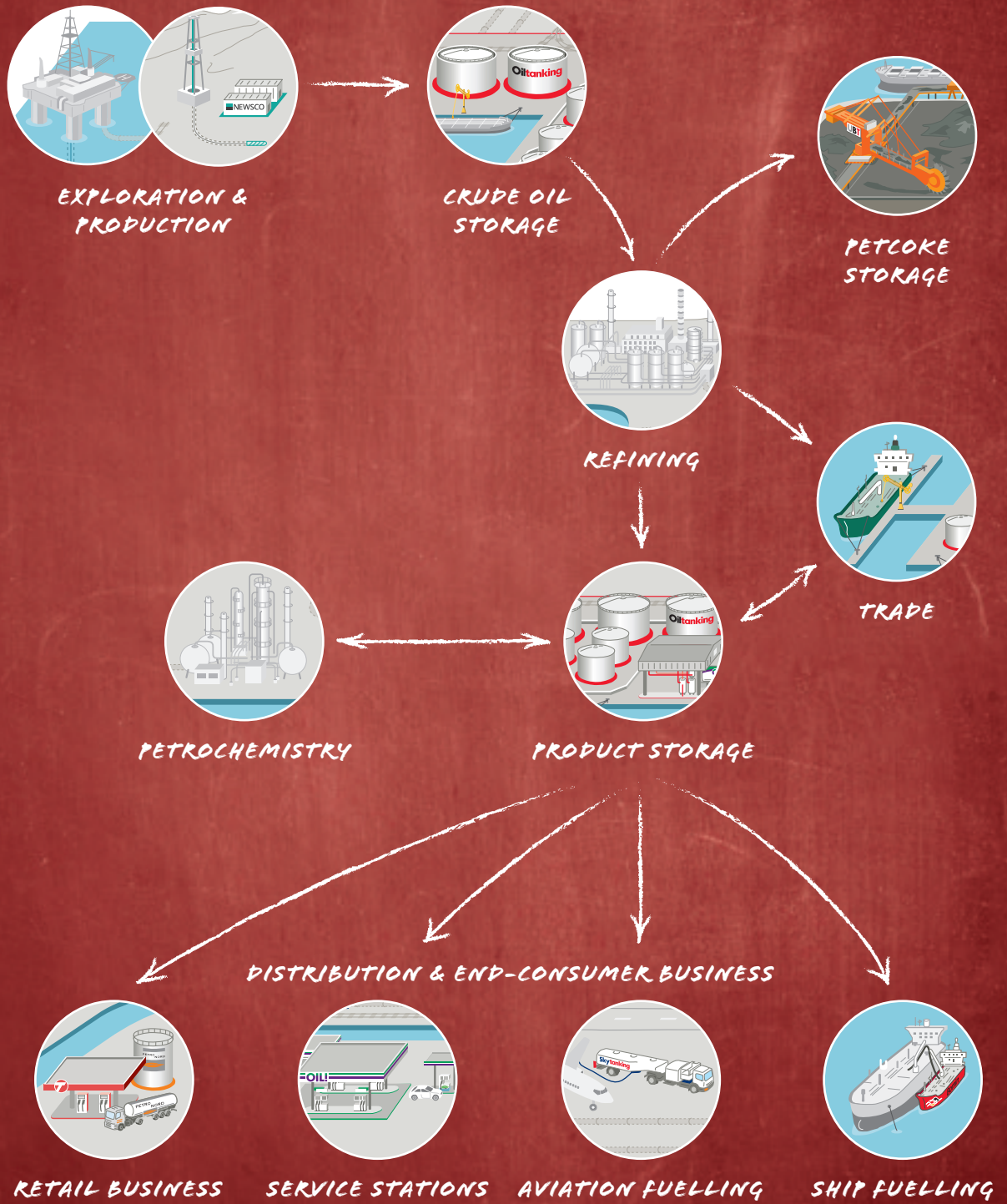


In order to identify and evaluate potential impacts, challenges and opportunities at the economic, ecological and social level, the first step in the analysis was to map our value chain in detail. We will base our sustainability strategy and the scope of our sustainability management on this analysis.

The oil and gas value chain covers a broad range of activities from the search, exploration and extraction of products, to processing, refining and production through to their transportation, supply and sale. Our company's activities mainly encompass the midstream and downstream area of this value chain, namely trading, transport, storage, handling and retail. We are involved in the upstream sector only through our subsidiary Newsco, which offers horizontal directional drilling and develops drilling technology. Our subsidiaries are neither active in extraction nor in refining.



MEETING SUSTAINABILITY CHALLENGES



ECOLOGICAL AND SOCIAL CHALLENGES ALONG THE OIL & GAS VALUE CHAIN

Many of our subsidiaries are active along the oil and gas value chain. We are aware of the risks to our employees, the environment, and society. Therefore, it is our goal to identify risks at an early stage and to minimize the negative impacts of our business activities in the areas we can influence along our value chain. In the following, we give an overview of the potential environmental and social challenges of the oil and gas value chain, and show the areas where we are involved through our subsidiaries.

> EXPLORATION & PRODUCTION

Exploration & production includes the search for deposits, the development of oil and gas fields, and the extraction of crude oil and natural gas. Exploration and production activities generally impact nature and therefore represent a potential threat to ecosystems. In addition, technical defects, human error, and natural disasters can lead to serious accidents such as fires. Deep-water drilling represents a particular challenge, because it is associated with considerable technical effort and requires elaborate safety measures due to the serious environmental consequences of oil spills and difficult extraction conditions. Terrorism and military conflicts also involve high risks, e.g. when oil fields are deliberately set on fire. Crude oil is mainly transported from the fields to the refineries by pipeline and seagoing vessel. The main risks here are from potential transport accidents, which may lead to oil spills from pipelines or tanker accidents. The greenhouse gases emitted during extraction and maritime transport also contribute to global warming.

- > We are only involved as a service provider in this sector through our subsidiary Newsco, which offers horizontal directional drilling and develops drilling technology for exploration companies. Our new location in Açu Port, Brazil, offers crude oil transshipping facilities, and our two tank terminal sites in Argentina provide crude oil logistics.

> REFINING

In refinery plants, oil is distilled, purified and refined to produce fuels, lubricants, or chemical feedstocks for the plastics industry. Handling hazardous materials and work processes at high pressure and temperature ranges at refineries involves the risk of spills and fires, which can have negative effects on the environment, the health and safety of employees and the surrounding communities. Besides, the processes are very energy intensive, which contributes to global warming. In politically unstable countries, there are risks from small illegal refineries, where gasoline, kerosene and diesel for the black market are produced from drawn-off oil, and which pose a threat to people and nature e.g. due to disregard for occupational health and safety standards. Transport to and from the refinery is usually conducted by pipeline, seagoing ships or tankers. In addition to the potential risk of accidents, in some countries there are risks from drilling into pipelines, which can result in environmental pollution through product releases or emissions.

- > Marquard & Bahls does not own or operate any refineries or petrochemical plants. However, residues from refineries, such as petcoke, are stored and handled at our two United Bulk Terminals dry-bulk storage facilities in the U.S.

> TRADE

The trade in petroleum products involves the physical trading business as well as speculative trading with currency or securities on petroleum exchanges. The trading business is closely linked with the transport of goods and hence carries transport-related environmental risks.

- > Our subsidiaries under the Mabanaft umbrella are independent suppliers that concentrate on the physical trading of oil products such as heating oil, diesel, gasoline, jet fuel, marine fuels and biofuels. One core activity is regional retail and wholesale in Singapore and North-west Europe. Mabanaft charters ships and contracts tank trucks and railcars for its product transports. To avoid petroleum products being transported by ships that do not meet our standards, we have specified detailed minimum acceptance criteria in a Ship Charter Policy for Mabanaft. To evaluate our own impact on climate change, each year we calculate our carbon footprint, including commissioned transport, in accordance with the Greenhouse Gas Protocol.

> PRODUCT STORAGE

Storage plays an important role as petroleum products move from oilfields around the world to consumers. The main risk here arises from working with highly flammable substances, as well as environmentally hazardous, and sometimes toxic products. Preventing accidents, spills and fires

is therefore a special focus in tank storage. Tank terminals receive the products to be stored from seagoing vessels, barges, pipelines, railcars and tank truck. The transport-related risks are the same as those already mentioned in the other areas.

- Our subsidiary Oiltanking is especially active in the area of storage. Skytanking also operates airport tank terminals for storing jet fuel. In-house standards, which often far exceed the statutory requirements, are part of our HSSE management system. To ensure professional support in the event of major oil spills, Marquard & Bahls is a shareholder in Oil Spill Response Limited, the world's largest oil spill response company. To evaluate the environmental impact of construction projects in advance, extensive environmental impact assessments are carried out.

> DISTRIBUTION & END-CONSUMER BUSINESS

The distribution & end-consumer business involves supplying customers with fuels to produce heat and motion, as well as lubricants. The fuelling and consumer business that is part of this area is closely linked with the transport of the products, and therefore involves transport-related risks. Moreover, the process of fuelling ships, tank cars and aircraft e.g. involves the risk of accidents and spills.

- We are active in the areas of ship fuelling, service stations, and the end-consumer business with heating oil through our Mabanaft subsidiaries in particular. Skytanking also is active in aviation fuelling. In order to reduce the ecological footprint of filling stations, for example, OIL! Tankstellen is switching its service stations to LED lighting. To reduce the emissions of company-owned vehicle fleets at the Petronord companies, investments are being made in late-model vehicles with more efficient engines, and tutorials for fuel-efficient driving are given.

> DOWNSTREAM VALUE CREATION

At the various steps along the value chain, waste and wastewater are produced, which must be properly disposed of. And downstream of this, products are usually consumed or combusted, which contributes to global warming by releasing greenhouse gases.

- Because waste is generated in our activities, our subsidiaries are indirectly involved. Waste requiring monitoring, e.g. from oil-water separators and tank-cleaning residues, is treated by us or by licensed contractors. However, our aim is to prevent waste, and we are continuously working on this. Emissions from the combustion of petroleum products can be offset with emission certificates from our subsidiary Carbonbay's carbon-offsetting projects.

G4-12 **LOCATIONS**



At December 31, 2015



€ 12.6 BILLION IN REVENUES
(including energy taxes)



8,668 EMPLOYEES
at December 31, 2015



40 COUNTRIES
we have operations in



21.1 MILLION t
external sales at Mabanaft



19.4 MILLION m³
tank capacity at Oiltanking



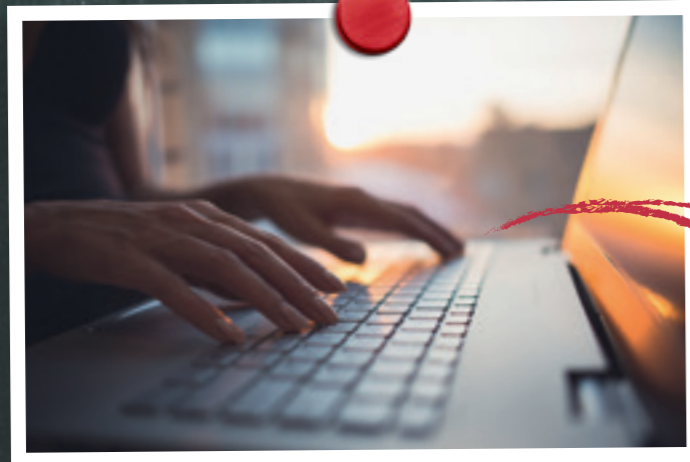
15.3 BILLION LITERS
volume of jet fuel handled by Skytanking

Please click on the following link to watch the Marquard & Bahls image film, which presents our various lines of business: www.marquard-bahls.com/en/about-us/image-film.html



STRATEGY & SUSTAINABILITY

~~Impossible~~



INPUT



- 6 years of continuous reporting on our sustainability performance
- 6 strategically important fields of action for our sustainability management
- 78 targets defined in our sustainability program



STRATEGY & SUSTAINABILITY

The repercussions of our activities can have environmental as well as social relevance. We take this fact into account by focusing on sustainable development in our activities.

We have formally anchored the topic of sustainability in our values at the holding company level and have integrated it into our strategic approach.

STRATEGIC APPROACH

G4-56 Marquard & Bahls has seen rapid growth in recent years. Not only has its portfolio changed and expanded significantly, the market environment has undergone a dramatic transformation. Due to these developments we revised our business strategy three years ago. Our Vision & Mission determines the long-term policy for Marquard & Bahls. Together with our philosophy, priorities and values they form our strategic approach, which applies for the entire group. Due to its comprehensive significance our Vision & Mission has been included in our revised Code of Conduct.



Fig. 3: Marquard & Bahls strategic approach



The results of our stakeholder survey also highlighted the importance of our company values, especially for our employees. Therefore, last year we set ourselves the goal to design and host tailor-made employee workshops to further illustrate our values and bring them to life using examples from the daily business. In 2015, five value workshops were hosted in Germany, and another 18 around the world. The senior management will conduct further workshops in 2016 and the following years.

ORGANIZATIONAL STRUCTURE

Marquard & Bahls is governed by an Executive Board, which is supported by a Supervisory Board as an advisory and monitoring body. The Executive Board determines the company's strategy and regularly updates the Supervisory Board on the company's situation and performance. A lively, consultative exchange on all the major matters at hand takes place between the two bodies. The Supervisory Board also approves key corporate decisions, such as major investments. The Group Management Committee (GMC) is a further body that supports the Executive Board in an advisory capacity in selected areas. Besides the members of the Executive Board, the Managing Directors of Oiltanking, the Directors of the three Mabanafit Divisions, and the Managing Directors of Skytanking, UBT and Newsco sit on the GMC, as do the heads of important departments of Marquard & Bahls.

G4-5,
G4-6,
G4-7,
G4-13,
G4-34

The Executive Board was expanded from three to four members with effect from February 1, 2016. In addition to the Chief Executive Officer (CEO; Christian Flach), the Chief Financial Officer (CFO; Claus-Georg Nette) and Chief Operating Officer (COO; Julio Tellechea), Anke Schouten has joined the Executive Board as Chief Change Officer (CCO). Anke Schouten has 26 years of experience in HR and change management and has worked for Marquard & Bahls since June 2012.

Members of the Executive Board:

Christian Flach – Chief Executive Officer (CEO)
Claus-Georg Nette – Chief Financial Officer (CFO)
Anke Schouten – Chief Change Officer (CCO)
Julio Tellechea – Chief Operating Officer (COO)

Members of the Supervisory Board:

Hellmuth Weisser (Chairman),
Wim Lokhorst, Stacy Methvin,
Benedikt Niemeyer, Daniel Weisser,
Maxim Weisser

RESPONSIBLE LEADERSHIP

G4-DMA Good corporate governance has a direct influence on our reputation. Safeguarding it is a high priority for us, so we have developed various guidelines and procedures to preserve it and prevent noncompliant actions. They include our Code of Conduct and the group-wide internal whistleblowing system, along with a Code of Conduct team and e.g. procurement guidelines.

As part of the reorganization at Marquard & Bahls, there will be a separate Compliance department in future, whose task will be to identify compliance risks, develop appropriate compliance programs, and implement them through practical measures such as training. The focus is here on prevention of corruption and bribery, money laundering and fraud, as well as on competition law and sanction-related topics. Compliance topics have already been covered by various departments – on group level – for years. The Compliance department will coordinate closely with these departments on all compliance-related topics and define interfaces.

> Code of Conduct

Our Code of Conduct covers 16 topics, divided into four chapters:

Code of Conduct			
Business & Finance	Safeguards	Integrity	People
Legal Compliance	Health, Safety, Security & Environment	Corruption & Bribery	Discrimination
Fair Competition	Product Responsibility	Gifts & Entertainment	Equal Opportunity
Accounting & Financial Reporting	Use of Corporate Resources	Conflicts of Interest	Social Responsibility
Intellectual Property	Confidentiality	Political Activities	Labor Standards

Fig. 4: The 16 topics of the Code of Conduct



The principles of the Code of Conduct provide a uniform set of values, along with guidance for how individuals are expected to behave in the context of the Marquard & Bahls philosophy. In 2014, the Code of Conduct was amended to include the strategic approach of Marquard & Bahls, and made accessible to all employees worldwide. It can be downloaded from our website (www.marquard-bahls.com) in 20 languages.

G4-LA16,
G4-SO5

Our group-wide internal whistleblowing system intervenes in cases of non-compliance with the code. This central system, which is administered by a Code of Conduct team, gives all employees worldwide a tool for reporting violations of the Code of Conduct, while allowing them to remain anonymous if they wish. Every reported incident is investigated thoroughly. The Executive Board is informed of the nature of reported incidents and the status of the investigation, but is not given any personal data. In 2015, five whistleblowing cases were reported.

- In the first case, a recruitment procedure and lack of compliance with internal guidelines as part of procurement and contractor management were criticized. An employee suspected that there might be irregularities in these two areas. An internal audit of the issues in question has not yet been completed; so far, however, the allegations have not been confirmed for the most part.
- A whistleblower voiced criticism of an executive's leadership style. The manager was spoken to about the accusation and a workshop was conducted with the staff of the site, on issues such as fairness and respect. In this context, the corporate values of Marquard & Bahls were again explained and discussed in detail.
- Residents complained about the planned construction of a new fuel oil distribution site. The objections to the location were taken seriously, and in this connection it was found that the official approval process had been complied with. Unrelated to the whistleblower's complaint, a decision was later made against the site.
- An employee complained that legally required health and safety training courses were not carried out in a timely manner. The training was provided as planned after an operational delay.
- At the end of December 2015, another case was reported in which an anonymous whistleblower reported the alleged personal advantage and enrichment of three employees in purchasing and procurement. The Internal Audit department was involved in this case as well. Investigations are still ongoing, but so far there is no evidence for any wrongdoing.

> Behavioral Guidelines

In addition to the Code of Conduct, there are other specific guidelines. For instance, our social media guidelines help employees to communicate on social media effectively and in line with legal requirements.

We want to ensure fair competition, even in very competitive markets, by defining basic values, codes of behavior and responsibilities. Procurement plays an important role especially at Oiltanking and Skytanking, where materials are needed for the construction or expansion of terminals as well as for technical equipment. In accordance with our formal procurement guidelines, staff is obliged to promote fair and transparent competition, avoid any kind of personal obligations to vendors, act honestly, and report all forms of malpractice to their supervisors and/or the company management. Our standards are asserted by imposing sanctions on suppliers who violate our Code of Conduct. As a further tool to ensure fair competition, an international procurement and contracting training program has been carried out with the relevant employees for many years.

LEGAL COMPLIANCE

G4-DMA,
G4-EN29,
G4-EN34,
G4-SO8,
G4-PR9

We see compliance with the law as a matter of course. Both national and international laws and regulations are important in this connection. Legal developments are monitored and reviewed for their relevance for Marquard & Bahls. One important indicator of regulatory compliance is the number of fines and penalties, with fines over 1,000 euros defined as material. In 2015, we were fined a worldwide total of 175,728 euros (2014: 308,906 euros) for non-compliance with laws and regulations. Eight cases, which accounted for 99 percent of the fines, were in connection with environmental infringements. Of this, 168,358 euros were from a single lawsuit against UBT by three local environmental organizations, who complained that coal and petcoke were spilled into the Mississippi during loading and unloading. UBT has invested over 64 million euros in recent years to improve the environmental standards of the plant acquired in 2012 and reduce the release of coal and petcoke. UBT continues to work on reducing its environmental impact.

So in 2015 we did not reach the interim target of reducing the fines compared to the base year of 2011 (18,100 euros), but we were able to reduce fines by 43 percent fines year-on-year. Our new target for the coming year is to reduce fines by half.

The products traded, transported, handled, and stored by our group are subject to national and international or European legislation, and must therefore comply with hazard communication provisions, including accurate product labeling and the provision of safety data sheets at Mabanaft. Most of the products traded by Mabanaft are classified as hazardous and are therefore subject to strict product information requirements. In addition, Oiltanking maintains a central database for product information, which now contains data for more than 1,000 products.





ANTI-CORRUPTION

Marquard & Bahls does not tolerate corruption and bribery. In our Code of Conduct, we inform employees about our principles in this matter and call on them to report specific cases of – or concerns about – possible corruption to our Code of Conduct team. To further increase our employees’ awareness of corruption, we have carried out customized training programs for years.

G4-DMA,
G4-SO3,
G4-SO4

To preclude corruption from the outset, we subject our sites to an annual risk analysis in accordance with the classifications of the Transparency International Corruption Perception Index. In countries with a high risk of corruption, we are stepping up our activities against corruption, although our revenues are largely generated in low-risk countries. In 2015, no cases of corruption were reported or revealed beyond the whistleblowing cases described earlier.

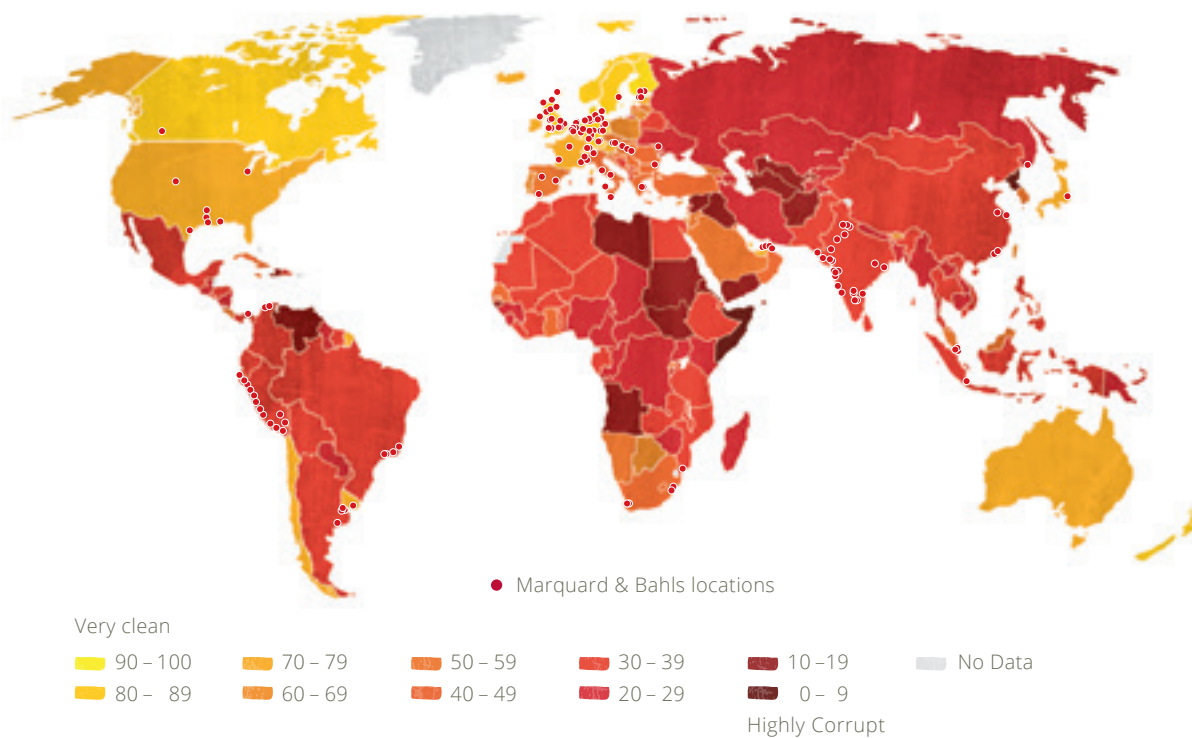


Fig. 5: Corruption risk according to the Transparency International Corruption Perception Index (2015)

TRANSPARENCY

The comprehensive disclosure of relevant information to our employees and other stakeholders is a high priority. At group level, this task is the responsibility of our HSSE and Corporate Communication departments, in close coordination with the Executive Board and the respective Directors or Managing Directors. New developments and important company information are regularly communicated through the "Logbook," a monthly newsletter for employees, as well as emailings and notices posted on our bulletin boards. Beyond this, we communicate with our employees through in-house magazines like COMPASS (Marquard & Bahls), connections (Oiltanking), Skytanking Life (Skytanking), and OIL! INSIDE (OIL! Tankstellen), and on digital employee portals. Press releases and other publications can be found on the company websites that are also accessible to external users.

Another important area where transparency represents a basic principle is privacy and data protection. At Marquard & Bahls, this topic is the responsibility of the HSSE department. Important measures in Germany in this area include providing an extensive Data Protection Manual, and carrying out staff training, topical consultation and audits. In addition, the latest legislative initiatives are continually monitored to ensure present and future compliance with data protection laws.

At an international level, the data protection laws of all countries where Marquard & Bahls is active are analyzed. Extensive IT security systems ensure high-grade protection of employee, customer, supplier, and other business data.

SUSTAINABILITY MANAGEMENT

G4-34,
G4-DMA

We are aware of the potential impact of our business activities on people and the environment, and therefore try to integrate the principle of sustainable development in all our activities and to promote the welfare of our employees, the environment, and the surrounding communities.



Our sustainability management focuses on Health, Safety, Security & Environment (HSSE), and is therefore based on the activities coordinated by the HSSE department. All of the larger Marquard & Bahls companies, especially Oiltanking and Skytanking, have a designated local HSSE manager to supervise all HSSE-related topics and questions. A separate Sustainability team within the HSSE department pools all related activities and further develops them in close coordination with local HSSE managers.



Sustainability issues are reported directly to the CEO and GMC via the Head of the HSSE department. Fig. 6 shows how sustainability is integrated in Marquard & Bahls' overall management approach.

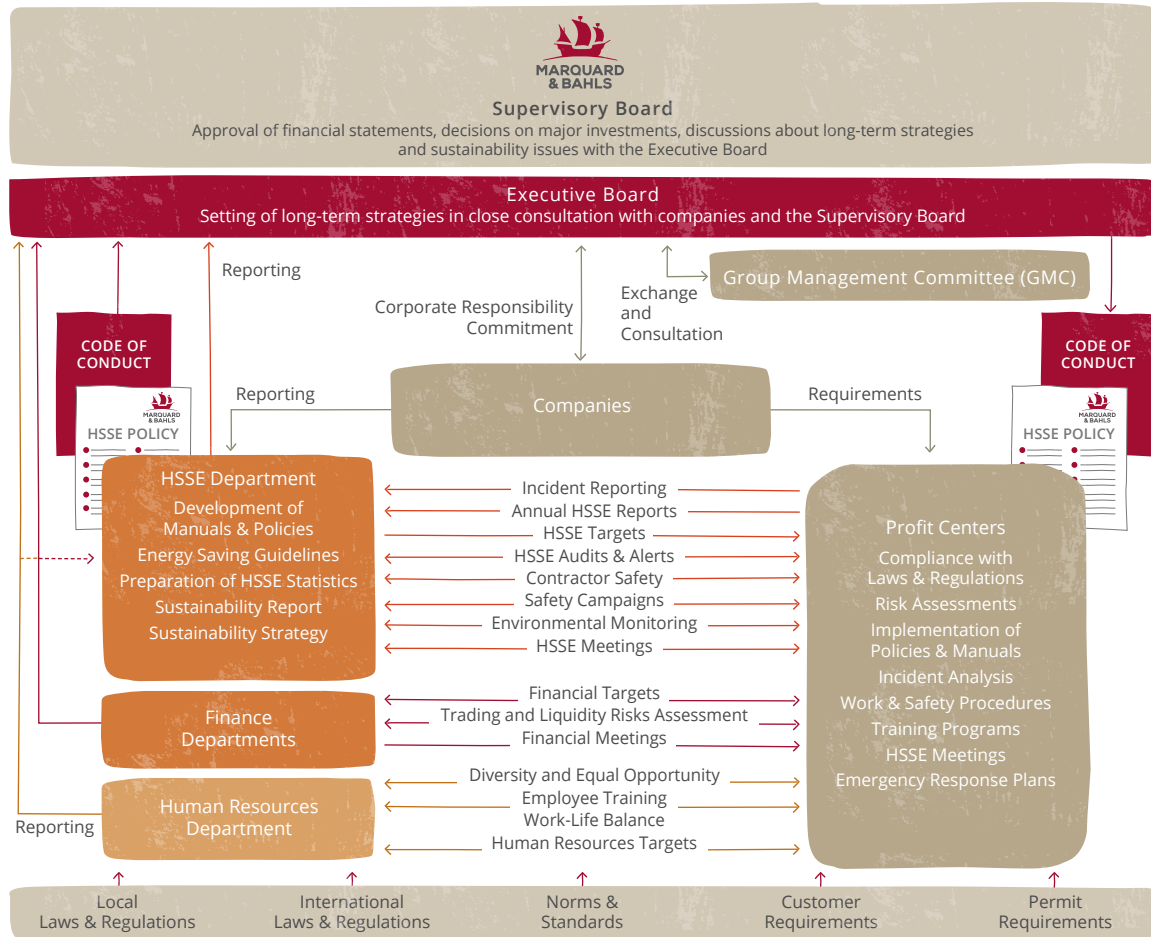


Fig. 6: Integration of sustainability in the management approach



Our long-term goal is to more firmly mainstream our centrally defined sustainability management worldwide, and to lend a greater impact to sustainability activities developed at local level. In the regions Asia Pacific and Latin America we have already appointed Corporate Responsibility (CR) coordinators to advance the issue locally. We will successively transfer this model to other regions.

OUR STAKEHOLDERS

G4-24,
G4-25,
G4-26

We have identified our most important stakeholders through internal discussions, workshops, external analyses, and industry comparisons. The frequency of contact and the relevant issues vary, depending on the stakeholder. While contact with employees, shareholders, customers or business partners usually takes place on a daily or weekly basis, with other stakeholders it is less frequent.



Fig. 7: Marquard & Bahls stakeholders

Our internal Stakeholder Management Guideline serves to make our stakeholder dialog more systematic. A web-based stakeholder survey was carried out in 2015. The survey was designed to complement the dialogs that have been conducted at holding company and local level since 2011. The results have been incorporated into the compilation of this report, and will be taken into account as we pursue our goal of further developing the sustainability strategy.





MATERIALITY ANALYSIS

To identify the issues that are relevant for our sustainability efforts, we monitor changes in legal requirements and relevant standards such as the Global Reporting Initiative (GRI). In addition, we survey our stakeholders about what issues are important to them. In a materiality analysis, we periodically evaluate the significance of the aspects identified with our own assessment of their importance, in order to determine the issues we focus on. Apart from identifying significant expectations and requirements, the future opportunities and risks for our business and the affected stakeholders are an important focus.

G4-18,
G4-27

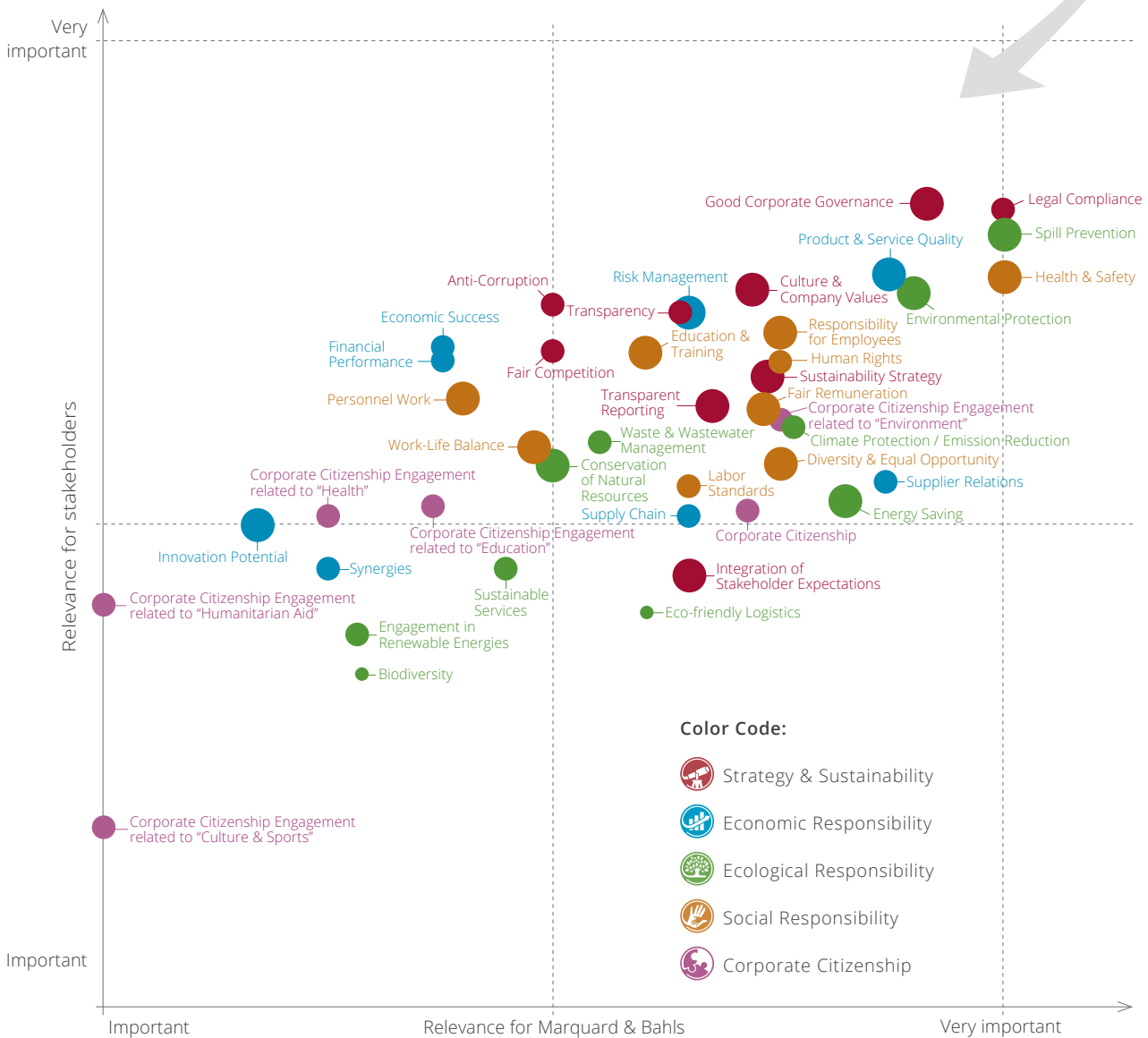


Fig. 8: Issues identified as being of particular significance (our power of influence is represented by the icon size) ○ ○ ○

138 of our 320 randomly selected stakeholders participated in the anonymous online survey, representing a response rate of 43 percent. Stakeholders of Oiltanking, Mabanaft and Marquard & Bahls were most strongly represented, with close to 30 percent each. Most of the participants came from Germany and Europe, followed by Asia Pacific with nearly 17 percent and Latin America with just over 7 percent. Over half of the respondents were employees, followed by business partners at around 19 percent, and customers at just under 14 percent. Other stakeholders were only represented to a very minor extent.

The results of the survey are presented in our materiality matrix (Fig. 8). As all issues identified as being of particular significance are on average within the range of “relatively important” to “very important” – no issue was rated as unimportant – the x- and y-axes are shown adjusted.



The survey results will be incorporated into our ongoing strategy process. In the years ahead, other qualitatively surveyed data will be added into the analysis. Our goal is to carry out a new online stakeholder survey in 2017.

In 2015, the company reevaluated the materiality of the listed sustainability topics and updated its materiality analysis. In a next step, we checked the topics we had identified against the GRI G4 aspects, and created a selection of the indicators that are material for us and thus to be included in the reporting.

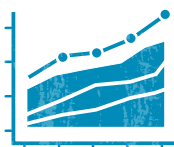
SUSTAINABILITY ISSUES

G4-19 From the materiality analysis, we derived six overarching action areas that are crucial to our success as a company in the fields of energy supply, trading and logistics:



RESPONSIBLE CORPORATE GOVERNANCE

We preserve our corporate culture and take responsibility for our actions. We are transparent to all our stakeholders and committed to fair competition. We work towards ruling out corruption and bribery from the outset.



SUSTAINABLE GROWTH

We believe in controlled growth and long-term partnerships. We safeguard our long-term success with a healthy mix of risks across the business areas, without neglecting ecological and social aspects. We strive to steadily improve our services and offer the highest-quality products and services.



ENVIRONMENTAL PROTECTION

We always strive to prevent product releases, minimize our environmental footprint, and use resources efficiently. At the same time, we aim to reduce our relative energy and water consumption, reduce our greenhouse gas emissions and further optimize our waste and wastewater management.



OCCUPATIONAL HEALTH & SAFETY

We give priority to health & safety, identify potential risks and take measures to monitor, limit and prevent hazards. We promote a proactive safety culture, and optimize all subsidiaries' activities with regard to technical, organizational and behavioral safety.



OUR EMPLOYEES

We promote equal opportunities and diversity, and invest in the professional development of our employees. We want to attract skilled and talented employees and keep them in the company long-term.



CORPORATE CITIZENSHIP

We also take responsibility beyond our core business, and support the surrounding communities in our five focus areas of environment, education, health, culture & sports, and humanitarian aid. We encourage and support our employees in their volunteer work.

In the further strategy process, we will derive targets and measures in the defined action areas and develop programs from them to continuously improve our sustainability performance in the areas that are material for us.

OTHER INSTRUMENTS & MEASURES

G4-14 We use various instruments and measures to anchor the aforementioned action areas in our global activities.

> HSSE Policy

To firmly establish responsibility for environmental and social concerns at the highest level, the relevant principles are reflected in our HSSE Policy, which was ratified by the Marquard & Bahls Executive Board. The managements of all subsidiaries worldwide have also signed corresponding corporate HSSE policies and displayed them on the premises.

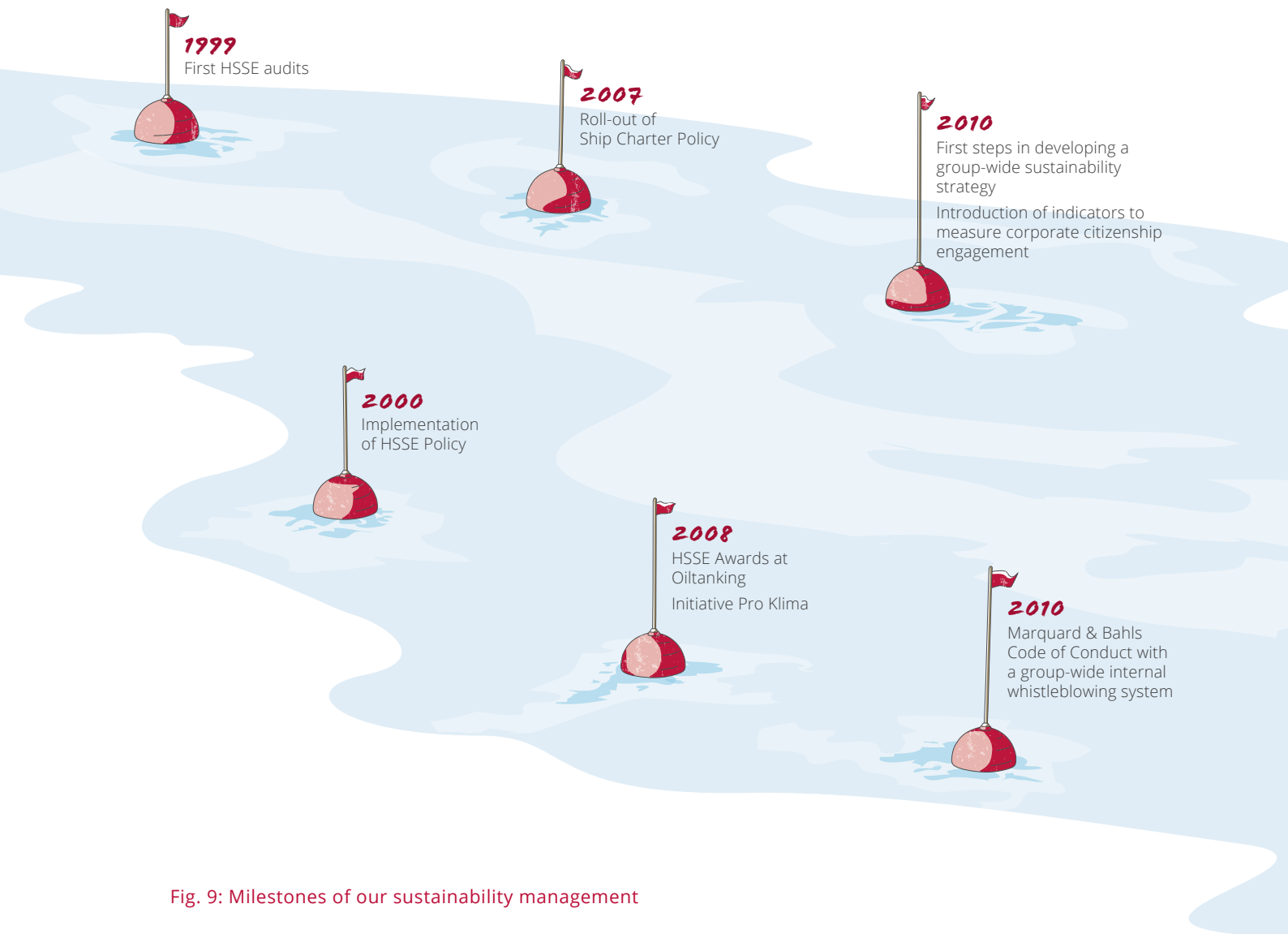


Fig. 9: Milestones of our sustainability management



➤ Guidelines and Standards

We develop our internal policies and standards based on internationally recognized principles of responsible entrepreneurship. The basis for this is our Code of Conduct, which is binding for all employees. Furthermore, we respect the Universal Declaration of Human Rights and the eight core labor standards of the International Labour Organization (ILO). We will further embed the ten principles of the UN Global Compact, the OECD Guidelines for Multinational Enterprises as well as the principles of the German Corporate Governance Code in our processes, even if we are not yet an active signatory. Since 2011, we have reported in accordance with the guidelines of the Global Reporting Initiative (GRI), which have become established internationally as the standard for sustainability reporting. In 2015, we also issued a Declaration of Conformity in accordance with the German Sustainability Code (DNK).

2010

Bonus-relevant Key Performance Indicators (KPIs) at Oiltanking

2012

In-house knowledge platform for Corporate Responsibility projects
HSSE Awards at Skytanking

2014

Sustainability reporting switched to GRI G4

2011

Sustainability reporting in line with GRI
Energy Saving Guideline at Oiltanking

2013

Corporate donation doubled
Sustainability anchored as a corporate value

2015

Construction of the new Marquard & Bahls headquarters taking sustainability aspects into account
Worldwide online stakeholder survey on sustainability topics

> Audits

We use internal HSSE audits to continually improve our performance and review our progress in the areas of Health, Safety, Security & Environment. On behalf of the Executive Board, the HSSE department monitors Oiltanking, Skytanking and UBT locations worldwide for their compliance with company standards. In 2015, Oiltanking and Skytanking, underwent a total of 62 internal and 262 external audits – the latter included audits by authorities, customers, and insurance companies.

> Key Performance Indicators

Key performance indicators (KPIs) are another tool used to audit and improve the system. Detailed HSSE statistics with “leading” (forward-looking) and “lagging” (retrospective) indicators are prepared for the group and for many units. Furthermore, indicators such as near misses, accident rate, and product spills are a bonus-related element of management remuneration at Oiltanking.

> Certified Management Systems

In 2015, a total of 42 of the 73 operative Oiltanking locations worldwide (58 percent) have been certified for quality management (ISO 9001), 18 locations (25 percent) for environmental management (ISO 14001), and 20 locations (27 percent) for health and safety management (OHSAS 18001). In total 17 locations and our Indian subsidiary IOT Infrastructure & Energy Services Ltd. have triple certification. The remaining locations have not had any of their quality, environmental or occupational health and safety management systems certified. At Skytanking too, seven of the 48 locations have now been certified in accordance with ISO 9001 and ISO 14001 (15 percent); five of these have also had their management systems certified to OHSAS 18001. These management systems have been developed to continuously increase the effectiveness and efficiency of the business processes. Several other Marquard & Bahls companies have organized their management processes in a very similar way.

INVOLVEMENT IN ASSOCIATIONS & POLITICS

G4-16 In the work done by our Hamburg-based Public Affairs department, we use existing networks to campaign for the development and implementation of industry-wide sustainability standards in various national and international associations and organizations. They include:



INTERNATIONAL

- UPEI** > Union of European Petroleum Independents
- FETSA** > Federation of European Tank Storage Associations
- EPCA** > European Petrochemical Association
- AEBIOM** > European Biomass Association
- OCIMF** > Oil Companies International Marine Forum
- EBIS** > European Barge Inspection Scheme

NATIONAL

- AFM+E** > Außenhandelsverband für Mineralöl und Energie e.V.
(Foreign Trade Association for Petroleum and Energy)
- UTV** > Unabhängiger Tanklagerverband
(Association for independent tank storage providers)
- MEW** > Mittelständische Energiewirtschaft Deutschland e.V.
(Umbrella organisation for petroleum and energy SMEs in Germany)
- BFT** > Bundesverband freier Tankstellen und unabhängiger Mineralölhändler e.V.
(Federal Association of Independent Service Stations)
- FPE** > Förderkreis Preiswert-Energie e.V.
(Society for the Promotion of Inexpensive Energy)

The Public Affairs department therefore focuses on association work and energy policy. In this connection, we actively participate in debates with decision makers, and work closely with the relevant associations. Furthermore, the department communicates the role of oil as an energy source, and the position of small and medium-sized oil companies, to the outside. There is a particularly great need for information about oil logistics, which is met among other things by organizing visits to tank terminals for representatives from government and ministries. The implementation of the EU Energy Efficiency Directive into German law – and the resulting obligations for our company to establish management systems for energy efficiency or carry out audits – was an important topic also in 2015. In addition to the office in Hamburg, Marquard & Bahls maintains a representative office in Berlin.

G4-16

SUSTAINABILITY TARGETS

To better assess current and future challenges and risks and identify opportunities, the process of analyzing our value chain was continued in 2015. The following table gives a detailed overview of our targets for the strategic issues in our sustainability activities, including information about the current level of target achievement.



SUSTAINABILITY TARGETS



Topic Goal Achievements Status Deadline Page

RESPONSIBLE CORPORATE GOVERNANCE

Sustainability Strategy	Continue developing the sustainability strategy in accordance with stakeholder expectations	Defined six strategically important areas of action; New goal: Elaborate the new sustainability strategy by year-end 2016	●	2016	32–33
Sustainability Management	Appoint further regional CR coordinators at Oiltanking	There were no further appointments in 2015; goal is maintained	●	ongoing	28–34
Stakeholder Dialog	Carry out stakeholder dialogs	In early 2015, an online stakeholder survey was carried out. Its results were incorporated into our materiality analysis; stakeholder dialogs were also held, e.g. with representatives of the public sector. New goal: Carry out a re-assessed online stakeholder survey in 2017	●	2017	30
Anti-Corruption	Develop programs to completely eliminate corruption	Since 2011, Oiltanking has had a special anti-corruption tutorial program that all of its managers complete online. A new Compliance department at Marquard & Bahls will identify potential compliance risks across the group in the future, develop appropriate programs, and implement them with practical measures such as training.	●	2016	27
Transparency	Ongoing disclosure of sustainability-related performance indicators to stakeholders	Continued reporting on existing key indicators in accordance with GRI G4 standards, submitted the DNK Compliance Statement	●	ongoing	35



SUSTAINABLE GROWTH

Risk Management	Implement a group-wide risk management system that incorporates ecological and social aspects	Produced a concept for a process for new projects that gives greater consideration to CR risks in the future; New goal: Implement the process by 2017	●	2017	44–45
Value Chain	Analyze the group-wide value chain for CR-relevant opportunities and risks	Have identified first CR-relevant opportunities and risks; New goal: Continue analyzing the value chain as part of a Bachelor thesis with regard to CR-relevant opportunities and risks	●	2016	14–17
Supplier Relations Relations	Develop an integrated program for managing contractor safety at Oiltanking	An integrated contractor management program was rolled-out for Oiltanking in 2014 and further implemented in 2015. To further improve safety on the construction sites of the EPC division, the HSSE processes were critically scrutinized both centrally and locally and restructured. An extensive list of measures was also drawn up.	●	2016	45

● = achieved/implemented and ongoing ● = partly achieved/implemented ○ = not achieved/in progress



Topic	Goal	Achievements	Status	Deadline	Page
ENVIRONMENTAL PROTECTION					
Prevention of Product Releases	Reduce product releases at Marquard & Bahls by 10 % year on year; Agree targets with subsidiaries and monitor the results	The goal of reducing product releases year-on-year by year-end 2015 was not achieved, as the amount released increased by 60 %; goal will be pursued again in 2016.	○	2016	48-50
Energy Savings	Reduce relative energy consumption in the tank terminal activities by 10 % compared to 2015; develop and implement energy savings programs	Goal of reducing relative energy consumption in tank terminal activities by another 10 % by year-end 2015 was nearly achieved, with a reduction of 8.7 %. New goal: further 10 % reduction compared to 2015, by 2018	◐	2018	50-52
Greenhouse Gas Emissions	Reduction of the absolute greenhouse gas emissions against the background of company's growth as far as possible	Total direct and indirect CO ₂ emissions declined by 11 % in 2015, due to tank terminals sold (Scope 1) and fewer commissioned trade transports (Scope 3)	●	ongoing	52-57
Water Consumption	Intensify efforts to reduce water consumption	We failed to achieve our goal of further reducing relative water consumption at Oiltanking. Instead consumption rose by 30.8 % year-on-year, due among other things to hydrostatic tests of new tanks at several tank terminals. We continue to pursue our goal of reducing water consumption.	○	ongoing	60-61
Waste & Wastewater	Optimize waste and wastewater management, especially when performing tank cleanings	Total waste has increased by 0.8 % and total wastewater discharged by 24.4 % year-on-year; we will continue to pursue the goal	○	ongoing	61-63

**HEALTH & WORKPLACE SAFETY**

Workplace Safety	Reduce relative frequency of accidents that lead to days of absence by 10 % compared to 2013	The goal of reducing relative accident frequency by 10 % compared to 2013, by year-end 2015, was not achieved; we will continue to pursue the goal	○	2016	76
Prevention of Fires & Explosions	Further reduce number of fires and explosions	No explosions or deflagrations again during the year, but there were 31 minor fires, mostly on construction sites; our goal continues to be to prevent fires and explosions	◐	2016	77

**OUR EMPLOYEES**

Education & Training	Improve the training and coaching offered to our staff	Continued carrying out the three newly initiated Leadership Development programs for executives to strengthen leadership culture and managerial skills	●	ongoing	70-71
Equal Opportunity	Further increase the share of female employees and employees of local origins in leadership positions	A balanced female-male ratio has been achieved when hiring junior staff. The total share of female employees has improved marginally since 2014, with a slight increase from 14.2 % to 14.3 %.	◐	ongoing	72-73

**CORPORATE CITIZENSHIP**

Corporate Citizenship	Develop a strategy for defining focus topics and coordinating CR projects	Developed a corporate citizenship concept, to be finalized in 2016	◐	2016	80
------------------------------	---	--	---	------	----

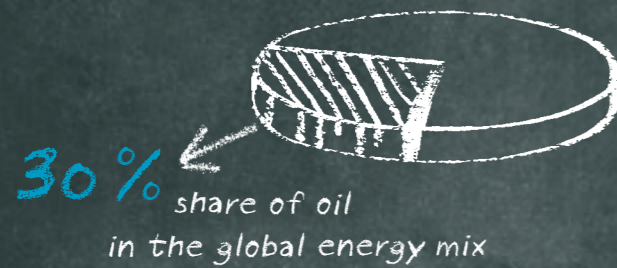


ECONOMIC RESPONSIBILITY

North America
Latin America
Middle East + Africa



Europe
India
Asia Pacific



40

countries where we pay taxes

292

million euros in wages and salaries

12,553

million euros in revenues including energy taxes

MANAGEMENT FOR LONG-TERM SUCCESS



To achieve long-term success and controlled growth, we rely on a healthy mix of risk between the divisions. While they act as independent business units, they are strategically linked.

G4-DMA

We publish our key financials in our Annual Report, which is available in both German and English. By additionally publishing economic indicators in accordance with GRI requirements in this document, we present a comprehensive picture of Marquard & Bahls' contribution to the sustainability of a larger economic system. We pay taxes, create jobs, and invest in infrastructure in Hamburg and many other places around the world.

FINANCIAL PERFORMANCE

We continued our successful development during the past year, made significant investments, and expanded our core business areas. Our success stands on solid pillars: competent and dynamic employees, loyal customers and business partners, a market environment that offers us many opportunities for our business activities, and a sound financial structure. In addition, we have a balanced risk mix between long-term investment – mainly the tank terminal business – and the more short-term oriented trading business.

Mabanaft returned to profitability, ending the year with a strong result despite a highly competitive market. In addition to the companies in Germany and the U.K., the end-user sector was particularly successful. The bunker business also showed a positive overall development.

Oiltanking had a very successful year. In addition to new sites in Brazil, Finland and Mozambique, projects were launched in Singapore and South Africa among other places. The sale of minority shareholdings in two tank terminals in the Benelux region led to a further strengthening of equity. The Indian EPC business, where restructuring is taking longer than expected, did not meet expectations.

Skytanking ended the year with a significantly better result year-on-year. In spring 2015, the company acquired a majority stake in the tank terminal and hydrant facilities at Brussels Airport, strengthening its position locally. In India, one of the fastest-growing markets worldwide, business developed promisingly and was expanded by another four sites.

United Bulk Terminals labored under the difficulties seen worldwide in the coal market. The hoped-for market recovery of U.S. coal exports failed to materialize and the business in Davant remains tense. However, transshipment volume of petcoke developed positively. After a thorough analysis, its management structure and infrastructure are currently being optimized and costs further reduced.

The business of **Newsco** remained difficult even after its successful organizational realignment, due to the sharp fall in the price of crude oil. Positive impetus came solely from the Rocky Mountains, where Newsco managed to grow against the trend; at all other locations in



North America, drilling activity was drastically reduced. This led to a loss at year-end. Further cost-reduction programs were initiated.

In the renewable energy business, increasing market concentration and tight regulation impeded activities in Germany. **Mabagas** therefore divested from its biogas activities in Germany, but remains active in India. The emissions trading business of **Carbonbay** performed well, selling its first few UN Gold Standard certificates. Amongst these were certificates from the Mabagas biogas plant in Namakkal.

GMA also had a good year. As in previous years, in 2015 **natGAS** successfully pursued its growth path. The provider of gas and electricity services and supplies expanded its market position in Germany and Europe, while continuously developing its portfolio management solutions for corporate customers in the industrial and energy sector.

Tab. 1: Consolidated figures in accordance with the audited consolidated financial statement

G4-EC1

		2015
		million €
Monetary value generated	Revenues including energy taxes	12,553.2
Monetary value distributed	Cost of materials, mainly oil purchases	10,125.6
	Current salaries	292.2
	Interest expenses	66.9
	Investments in the community (donations, community projects etc.)	0.4

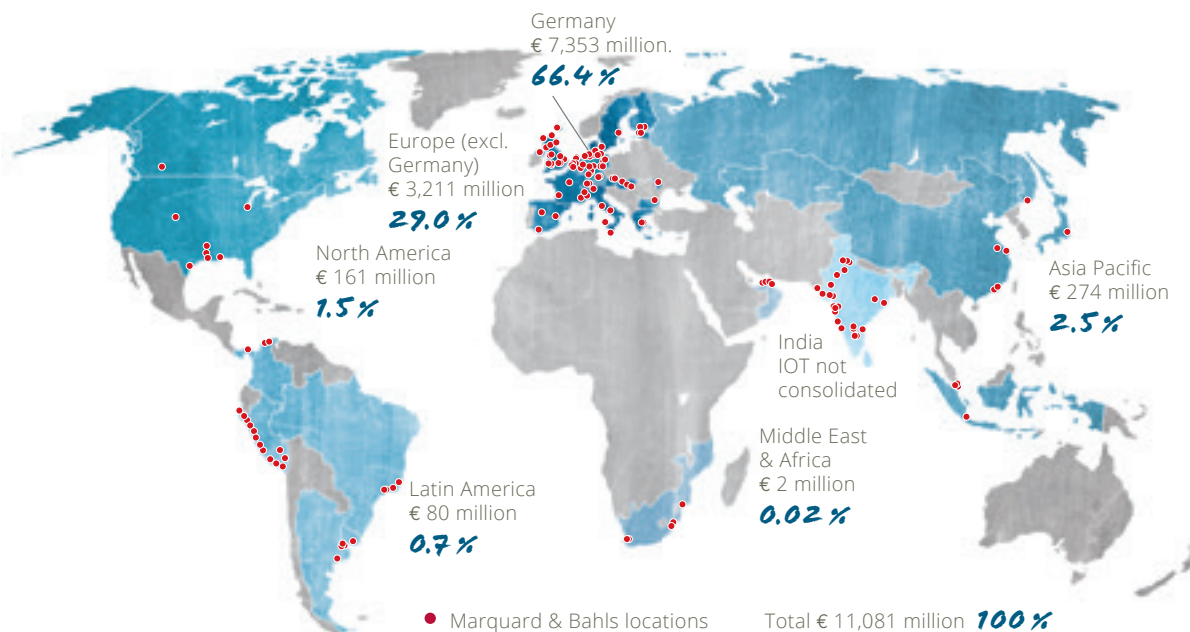


Fig. 10: Revenues of fully consolidated companies by region in millions of euros, net of energy tax expenditure (2015)

RISK MANAGEMENT



G4-2 One of the greatest challenges as we pursue our strategy of controlled, long-term growth is to limit the manifold financial, operational and HSSE risks. That is why we work based on a permanent and thorough risk management scheme that individually rates all risks and defines tailor-made mandates, tasks, and responsibilities. To further ensure a healthy mix of risk, all risks – including social and environmental ones – are evaluated in the context of the entire group of companies. We take a decentralized approach whereby risks are broken out to the individual companies and responsibility is assigned at divisional level. The principal risks that may affect future business performance include:

- Currency turbulences
- Another international financial crisis flare-up and/or sustained economic downturn
- Political conflict in oil-producing countries and the resultant tensions in oil
- Rising prices for natural resources and purchased energy
- Environmental and natural disasters as well as effects of the climate change
- Higher risks in countries we are active in
- Unreasonably stricter environmental laws

➤ Trading Risks

For Mabanaft, the relevant trading risks are those caused by the high level of volatility in commodity prices, currency exchange rates, and interest rates. In 2015, for instance, the oil market was characterized by a crude oil surplus that resulted in an extreme price collapse, which in turn led to increased demand and greater volatility, from which Mabanaft was able to profit based on its strict risk management. Trading risks are hedged by the systematic use of financial instruments such as derivatives and forward transactions. Mabanaft protects itself against bad debt through credit insurance, banking securities, and the settlement of commodity futures transactions via segregated brokerage accounts. Our controlling ensures that the rules laid down are adhered to.

➤ HSSE Risks

The main risks to which the storage logistics and aviation fuelling businesses as well as the service station and end-consumer businesses are exposed stand in connection with the handling of flammable, environmentally hazardous and sometimes toxic products. Prevention of any hazards resulting from this, such as accident, leakage and fire hazards, is therefore a special focus of risk management at Marquard & Bahls. This falls within the remit of the HSSE department. Based on detailed regulations, site-specific operating instructions for which regular training is carried out, clear communications, and detailed reporting, the HSSE teams ensure a proactive safety culture to avoid HSSE hazards. The central HSSE team therefore works closely with the local HSSE managers.



SYNERGIES

Good cooperation – especially between the individual companies – and the leveraging of synergies while maintaining an adequate segregation of duties between the different lines of businesses are very important for our business success. The combination of its different lines of business makes Marquard & Bahls what it is – more than the sum of its divisions. This aspect is one of five priorities in our business strategy. The Corporate Development department substantially carries out the strategic planning process, leverages synergies and provides soundly researched support to the Executive Board in making decisions about new business opportunities.

SUPPLIER RELATIONS

We treat our suppliers with respect, maintain an honest relationship with everyone involved in the business processes, and strive to establish a long-term cooperative partnership. For us, this means not only acting responsibly on our own premises, but along the entire supply chain. The diversity of our businesses is reflected in the spectrum of our suppliers, which range from vendors of technical equipment for our tank terminals to office equipment suppliers. Internal supplier lists increase transparency regarding the quality and performance of our business partners, with the ultimate goal of giving our customers excellent services and products. At our sites we also place great importance on safe working procedures for employees from third-party contractors. Measures currently employed range from HSSE guidelines and detailed work instructions to safety briefings at our sites. An integrated contractor management program was developed for Oiltanking in 2014, which is described in detail in the “Health & Safety” section.

CUSTOMER SATISFACTION

Building long-term cooperative partnerships with our customers is one of our key strategic priorities. Our employees play a central role in ensuring the satisfaction of our customers. Responsible and dedicated teams guarantee excellent services, which in turn lead to customer loyalty. We therefore feel it is important that our employees can make decisions autonomously, enabling them to respond flexibly to customer requests. This belief is deeply rooted in our philosophy.



Supporting Climate Initiatives

ECOLOGICAL RESPONSIBILITY

Reducing CO₂e



8.7%

reduction in the relative energy consumption of our tank terminals

342,000

trees planted as part of environmental initiatives

42,663

tons of direct and indirect CO₂ emissions savings



Solar Energy System
Cartagena, Colombia

MANAGEMENT FOR ENVIRONMENTAL PROTECTION

Our activities impact the environment both directly and indirectly. Our sites use energy, water, various raw materials and building materials, and generate airborne emissions, waste and wastewater. In addition, the storage and transportation of petroleum products and chemicals carry a risk of spillage.

G4-2,
G4-14,
G4-DMA

We are committed to minimizing our environmental footprint. Environmental issues are therefore an integral part of the HSSE management system across Marquard & Bahls. According to the HSSE Policy signed by the Marquard & Bahls Executive Board and the management of all subsidiaries worldwide, we are committed to making efficient use of energy and resources, avoiding pollution, and promoting the environmental awareness of employees in order to minimize harmful effects. By increasing the number of staff at the corporate HSSE department, the number of internal HSSE audits has been increased worldwide. This permits a faster implementation of company standards, which in many areas are well above statutory requirements, at new sites as well. At Oiltanking, we have for many years recorded the amount of energy and water used, the frequency of product releases and their volume, as well as the waste produced, and have established appropriate indicators for each of these. In recent years, we have included these indicators in our other subsidiaries' reporting as well.

SPILL PREVENTION

> Spills

G4-EN24 Preventing spills is a challenge for any company that handles petroleum, gas and chemical products. Modern facilities and efficient workflows, combined with preventive maintenance programs, serve to minimize the risk of spills. In 2015, the number of incidents involving more than 100 liters of product released per million tons of throughput was 0.32, a 60 percent increase compared to the previous year (2014: 0.20). Across the group, despite all our efforts, there were 60 – mostly minor – product releases of more than 100 liters.

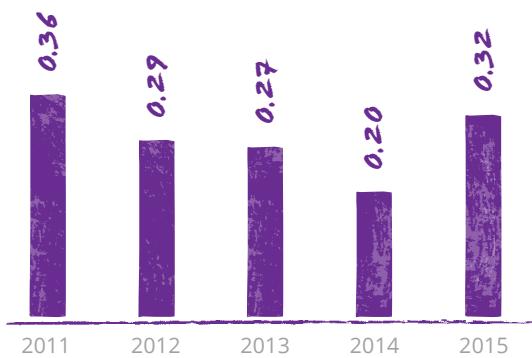


Fig. 11: Product releases ≥ 100 l per 1 million t of throughput at Marquard & Bahls

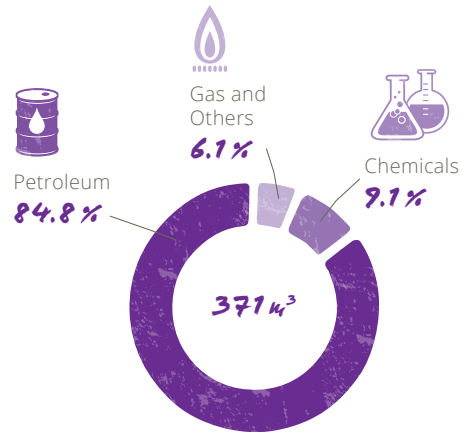


Fig. 12: Product releases ≥ 100 l by product type (2015)

The total volume of product released on our collective premises increased from 229 m³ in 2014 to 371 m³ in 2015, of which 279 m³ of product could not be recovered. The rise is mainly due to an incident on the premises of our Tirex subsidiary in Moldova in November 2015 – a technical defect of a railcar valve caused 254 m³ of product to be released. At our Oiltanking tank terminals, the volume of product released was reduced from 218 m³ in 2014 to 91 m³ in 2015. Therefore, we did not achieve our goal of reducing the product releases by another 10 percent by 2015, but remain committed to this goal for 2016.

G4-EN24



➤ Precautions in Case of Spills in Water

To ensure professional support in the event of major oil spills, Marquard & Bahls is a shareholder in Oil Spill Response Limited, the world's largest oil spill response company. Oil Spill Response Limited was founded in 1984 and is wholly owned by international oil companies. At Oiltanking, scenario-specific contingency plans were developed for all relevant sites, and practical training and drills were carried out. Marquard & Bahls is also an active member of the Oil Companies International Marine Forum (OCIMF), a voluntary association of oil companies that works to ensure a safe and ecologically responsible operation of oil tankers and tank terminals.

G4-15

➤ Ship Charter Policy

To avoid petroleum products being transported by ships that do not meet our standards, Mabanaft has a Ship Charter Policy that defines detailed minimum requirements for the clearance of chartered or accepted ships (C-term purchases). Its overriding goal is to ensure safe transport of the products at all times, and strict adherence to the changing requirements and rules of international tanker shipping – e.g. the requirements of the International Maritime Organization (IMO). The policy includes evaluations of the flag state organizations. To enable a quick and up-to-date assessment of ships in accordance with this policy, we have commissioned a customized web-based information system which has already been used for many years.

ENERGY SAVING & CLIMATE PROTECTION

➤ Energy Consumption

G4-EN3,
G4-EN5,
G4-EN6,
G4-EN7

Marquard & Bahls uses direct and indirect energy sources to operate its facilities, sites, and vehicles. In 2015, direct energy consumption totaled 1,117,389 gigajoules (GJ). This includes natural gas, heating oil and fuel for the operation of our pumps, boilers, owned bunker ships, operational vehicles, and road tankers (2014: 1,379,712 GJ). Indirect energy – mainly electricity – is used among other things for product pumps and lighting at our tank terminals and for the hydrant systems at our aviation fuelling sites. The computers in our offices are also constant consumers of energy. Other indirect sources of energy that we use include district heating and, to a lesser extent, imported steam. In 2015, indirect energy consumption totaled 851,413 GJ (2014: 853,199 GJ), bringing the total amount of direct and indirect energy to 1,968,801 GJ (2014: 2,232,911 GJ). Due to the diversity of our group, our consumption figures are only partly comparable with those of other companies. Because of this, for purposes of comparison we show the figures of our tank storage activities as consumption per 1 million tons of throughput. Fig. 13 shows that the megajoules (MJ) required to transship a ton of product have fallen year-on-year to 8.4 MJ. This 8.7 percent reduction means we nearly achieved our goal of reducing our relative energy consumption in the field of tank terminalling by 10 percent by the end of 2015. We have set ourselves a new target of reducing it by another 10 percent (compared to 2015) by 2018.

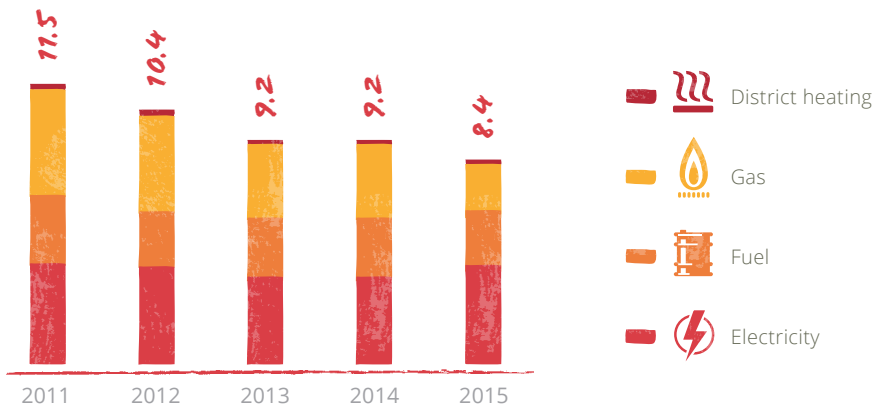
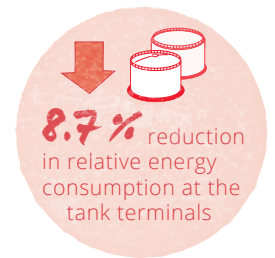


Fig. 13: Energy consumption in tank storage activities per throughput (MJ/t) by type

To date, only a small number of our sites buy green electricity: Eight sites and 41 OIL! service stations reported a proportion of more than 20 percent of green energy in their energy mix. On-site power generation takes place only in a few cases, e.g. at our tank terminal in Colombia, where the loading rack for road tankers was equipped with solar panels, as well as at the Mabagas biogas plant. The biogas plant in Namakkal in India is a single-stage wet fermentation plant consisting of four fermenters with a total volume of 16,000 m³. During regular operation, about eight million m³ (40 million kWh) of biogas can be generated per year with the existing capacity, and then converted into electricity using two cogeneration plants of 1.2 MW (el) each. This equals the electricity needs of about 5,000 Indian households.



The total energy consumption contains the consumptions of all Marquard & Bahls subsidiaries with the exception of natGAS and solely twelve tank terminals in India, where Oiltanking is responsible for their operation and maintenance, but only has a limited influence on the infrastructure and processes. Furthermore, the round 220 automated service stations of Petronord subsidiaries and 20 Skytanking locations in the U.K. are not or only partially included because in most cases, their energy consumption cannot be measured separately as they share sites with other owners, or the energy costs are covered in the rental agreement. In case of missing information on energy consumption, these are included as estimates. In order to show a complete picture, we have also included all of our joint ventures.

Outside the organization, fuel is mainly used for product transports. Usually, we do not get absolute consumption figures from external service providers, but calculate the CO₂ emissions as stated in the “product transport emissions” section, based on the quantities and distances transported.

G4-EN4

➤ Reducing Energy Consumption

G4-DMA,
G4-EN6,
G4-EN7,
G4-EN27



The most energy-consuming activity at Marquard & Bahls is the pumping that takes place at the Oiltanking tank terminals. To detect potential savings and take measures to improve energy efficiency, the sites can refer to a detailed Energy Saving Guideline with background information and practical recommendations. While putting it into action at various sites, further potential for savings was identified and general recommendations were derived also in 2015. We want to continue advancing our goal of taking advantage of internal synergies and using knowledge transfer to improve our consumption profile. We will continue to document our energy-saving measures and support our subsidiaries in establishing energy-saving programs.



LOCAL ENERGY-SAVING MEASURES

- The tank terminal in Amsterdam was able to recover 5,139,089 liters of petroleum products with its vapor recovery plant.
- By switching off the fuelling vehicle's engines during aircraft fuelling and other measures, the Italian Skytanking sites consumed about 27,000 liters less fuel in 2015.
- By participating in the Clean Texas program, an important aspect of which is to train employees in the careful use of energy and natural resources, Oiltanking Texas City saved 359,651 kWh of electricity.
- Also in 2015, the tank terminal in Varna, Bulgaria continued its energy efficiency project and saved 38,400 kWh by converting the street lighting at the tank terminals to LED and equipping a pump with a new frequency converter.
- In 2015, OIL! Tankstellen continued to upgrade further service stations to LED lighting and energy-saving cooling technology, thereby saving 211,000 kWh in total.

➤ Carbon Footprint and Emissions

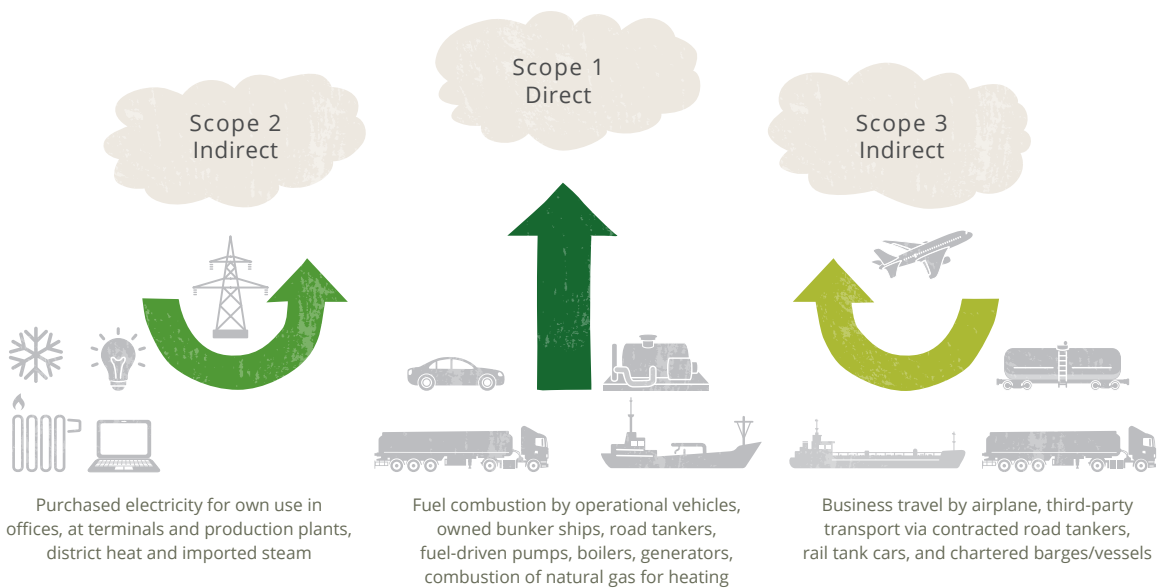
Climate change is one of the greatest environmental challenges we face as a society. Companies contribute to climate change by emitting greenhouse gases. In order to evaluate our own impact on climate change, we have calculated the carbon footprint for the entire group.

In accordance with the Greenhouse Gas Protocol (GHG Protocol), we define our carbon footprint as the total amount of the six greenhouse gases listed in the Kyoto Protocol, measured in tons of CO₂ equivalent (CO₂e), caused directly or indirectly by our company. The relevant greenhouse gases resulting from our operations are CO₂, methane (CH₄) and nitrous oxide (N₂O). Other air pollutants such as nitrogen dioxide (NO₂), sulfur dioxide (SO₂) emitted by third-party shipping, or volatile organic compounds (VOCs) from our tank terminals, are recorded separately.



➤ Direct and Indirect Greenhouse Gas Emissions

Since 2010, we have calculated our corporate carbon footprint according to the GHG Protocol, by first determining reporting scopes for each company. To get a complete picture, we decided to include 100 percent of emissions from all subsidiaries and joint ventures, only excluding those sites already mentioned in the section on “Reducing Energy Consumption”.



Beyond the Scope

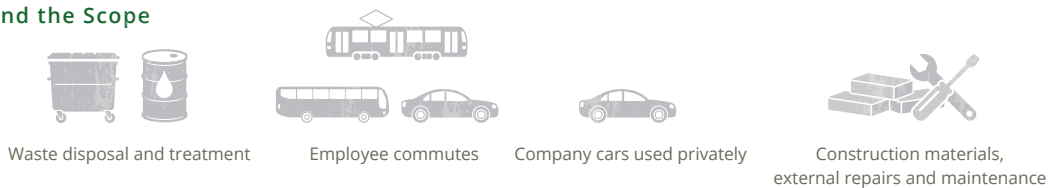


Fig. 14: Reporting scopes for greenhouse gas emissions at Marquard & Bahls

Direct emissions (Scope 1) arise from sources that are owned or controlled by us. Indirect emissions (Scope 2) originate from electricity, steam and district heating we purchase and consume. Emissions generated by third parties fall within Scope 3, where we have included emissions arising from the transport of fuel by third-party logistics companies, and from business trips by air. We have not included emissions generated during the production of building materials (e.g. steel for our storage tanks), the construction of facilities, or the energy required for waste disposal (Fig. 14), as these should be reported by the respective suppliers and service providers.

G4-20,
G4-21

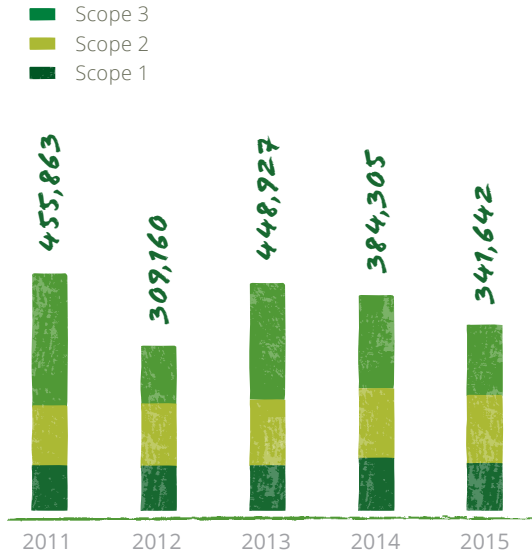


Fig. 15: Total CO₂e emissions in tons by scope

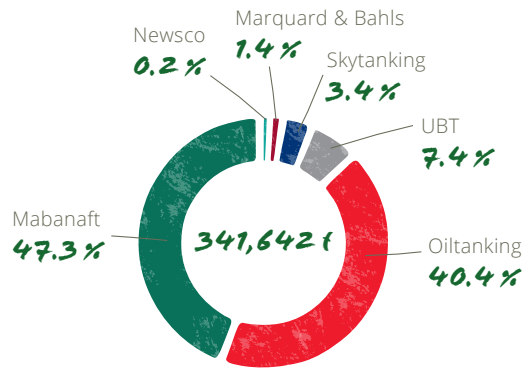
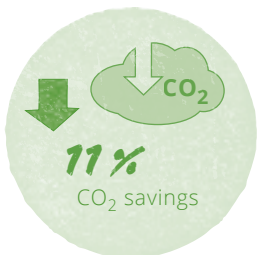


Fig. 16: Total CO₂e emissions by company (2015)

G4-EN15,
G4-EN16,
G4-EN17,
G4-EN19

The greenhouse gas emissions were calculated using the latest Intergovernmental Panel on Climate Change (IPCC) emission factors and the GHG Protocol. In the case of emission factors for electricity, the energy mix of various countries was also taken into consideration. As the data collection and calculation of emissions from product transports turned out to be the most difficult part, we address this topic in a separate section.

In 2015, direct and indirect CO₂e emissions totaled 341,642 tons (2014: 384,305 tons), representing a reduction of 11 percent. Scope 1 emissions decreased due to the reduced gas consumption as the result of the sale of two major North American sites. Scope 3 emissions fell slightly due to fewer commissioned transports in the trading sector. Our goal is to continue to reduce our emissions as far as possible, albeit bearing our company's growth in mind.



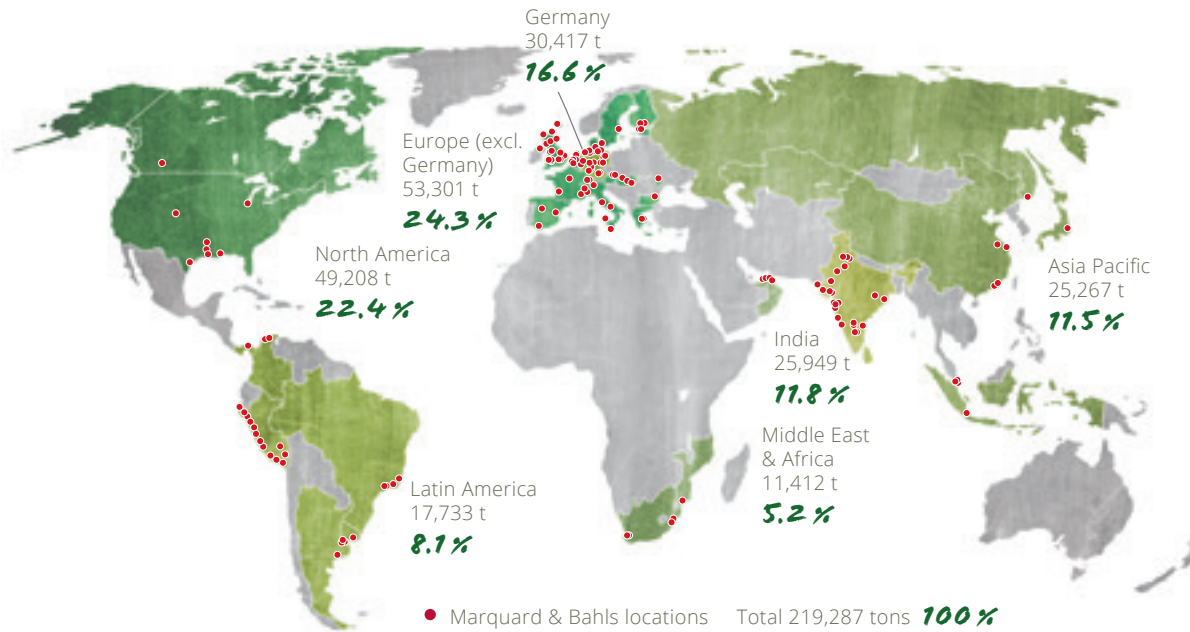


Fig. 17: Scope 1 and Scope 2 CO₂e emissions by region (2015)

➤ Emissions Related to Product Transport

Marquard & Bahls subsidiaries use tank trucks, rail cars, barges and seagoing vessels to transport their products. We try to identify and use the types of transport with the least impact on the climate and continue to place a strong focus on transportation by water, since this is the most efficient option. We include emissions from our own fleet of ships and road tankers under Scope 1, and emissions from service providers who transport our products under Scope 3. To reduce emissions from our own road-tanker fleets at Petronord subsidiaries and Thomas Silvey, our logistics policy is to invest in latest-model vehicles with energy-efficient engines and to carry out training programs for fuel-efficient driving. At OIL! Tankstellen, road tankers from reputable third-party companies with fuel-efficient fleets are contracted to deliver fuel to the service stations in Germany, Austria and Switzerland.

G4-DMA

With regard to marine transport at Mabanaft, we have included emissions from chartered vessels, but not from vessels that were chartered by third parties, as these are beyond our scope of influence. In 2015, Mabanaft chartered 60 seagoing vessels (2014: 59), 1,873 barges (2014: 1,462), 13,388 tank trucks (2014: 9,034), and 266 rail cars (2014: 230). When chartering seagoing vessels, the energy efficiency of the ships is taken into account.

G4-EN30

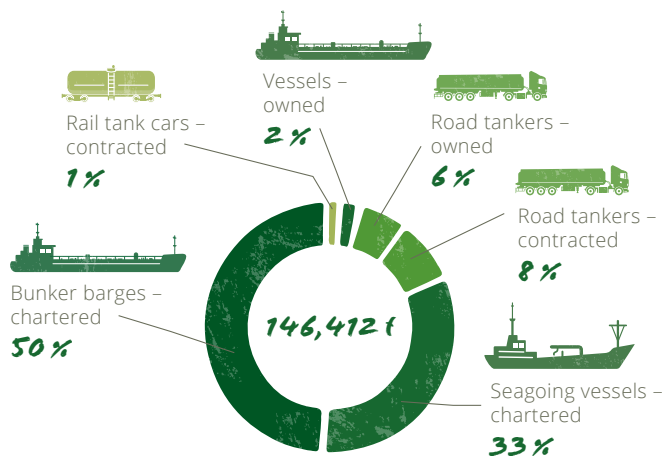


Fig. 18: Transport-related CO₂e emissions by mode of transport in tons (2015)

The annual CO₂e emissions arising from the transport of our products are shown in Fig. 18. To calculate the CO₂e emissions, emission factors were used wherever data on total consumption was available. For transport using third parties, we chose the Ecological Transport Information Tool (EcoTransIT) as the most informative and detailed procedure. The tool allows for quick calculation based on the cargo volume and the loading and unloading ports. EcoTransIT was developed by the Institute for Energy and Environmental Research (IFEU) in Heidelberg, the Öko-Institut (Institute for Applied Ecology) in Berlin, and the Ingenieurgesellschaft für Verkehr und Eisenbahntechnik (IVE mbH, a consulting company for traffic and railway engineering) in Hannover.

➤ Emissions from Business Travel

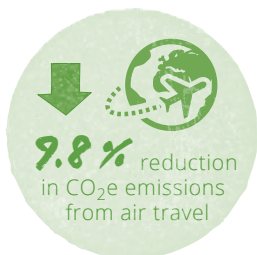


G4-EN19

Due to the international nature of our business, many of our employees travel by air. Our goal is to plan the safest and fastest possible routes and to keep air travel to a minimum. In 2015, employees of Marquard & Bahls and its subsidiaries circumnavigated the earth 744 times by airplane (2014: 892 times).

G4-33,
G4-EN13,
G4-EN30

CO₂ emissions from air travel were calculated by Atmosfair gGmbH based on data provided by Marquard & Bahls. This comprehensive method takes into account the effects of different air pollutants at high altitudes, as well as the aircraft, engine types, and booking class. In 2015, group-wide emissions from air travel amounted to 9,886 tons of CO₂e (2014: 10,958). This is a reduction of 9.8 percent compared to 2014.





We have not generally included company cars in our calculations, as they are mainly used privately. Only the company cars used by OIL! Tankstellen field staff are included in Scope 1, as these are used primarily for business purposes. The vast majority of our employees use public transport or private cars for their commute. Another measure to reduce travel-related CO₂e emissions is the increased use of video-conferencing systems. This is being taken into account in the construction of the new Marquard & Bahls headquarters.

➤ Other Emissions

Aside from volatile organic compounds (VOCs), our activities do not cause significant emissions of nitrogen oxides, sulfur oxides or ozone-depleting substances, which are mainly emitted upstream in the value chain during cooling or flaring processes. VOCs at our tank terminals are mainly produced through evaporations from tanks (tank breathing) and during loading and unloading. VOC emissions should be minimized because of their adverse effects on health and the environment. For this reason, internal floating roofs have been installed on the vast majority of tanks containing volatile products. The floating roofs prevent evaporation by covering the surface of the liquid. Other techniques used by Oiltanking to reduce emissions are vapor balancing, vapor treatment, and vapor recovery systems, which have been installed at many sites.

G4-EN20

The emission of VOCs is currently calculated at 22 Oiltanking sites and in 2015 showed a year-on-year decrease to a total of 1,503 tons (2014: 2,074 tons). The data is based on complex calculations, as the emissions are highly dependent on various factors such as the vapor pressure of the product, the size, paint, and insulation of tanks, the average ambient temperature, and the efficiency of the vapor recovery system. A special infrared gas detection camera has been purchased by the central HSSE department, and can be used by the European tank terminals to detect escaping VOCs. In this way, even the smallest gas leaks can be identified and repaired, further minimizing emissions.

Ships are often the most environmentally friendly mode of transport. Nevertheless, since ships often use sulfurous bunker fuel, transport generates significant volumes of nitrogen oxides (NO_x) and sulfur oxides (SO_x). NO_x and SO_x can significantly contribute to environmental problems such as acidification, eutrophication (nutrient enrichment) and summer smog, and are among the substances that are toxic for humans. In 2015, the ships we chartered emitted 2,050 tons of nitrogen dioxide (NO₂) (2014: 1,618 tons) and 1,110 tons of Sulphur dioxide (SO₂) (2014: 891 tons). In addition, 114 tons of non-methane hydrocarbons (NMHC) (2014: 190 tons) and 132 tons of particulate matter (PM) (2014: 82 tons) were emitted during the marine transport of products. These figures are based on the IFEU Ecotransit method, which was also used to calculate the CO₂e emissions caused by third-party transport.

G4-EN21

➤ Climate Initiatives

B.W.O.C.

G4-EN27 We are aware that petroleum products can have a negative impact on the environment, and therefore work to develop alternatives and to improve energy efficiency. We have introduced an option for customers who are willing to contribute to the protection of the environment through carbon capture. Our subsidiary B.W.O.C. has set up a program that offers customers with a fuel card the ability to capture emissions from fuels they have purchased by making a contribution to reforestation projects. In any case, 10 percent of the emissions bought with a B.W.O.C. fuel card are captured in carbon capture projects, paid for by B.W.O.C. Customers can decide whether they want to pay extra to capture an additional 40 percent or 90 percent of the CO₂.

Since 2010, B.W.O.C. has reforested a total of 155 hectares of land with 200,000 trees, thereby compensating 43,000 tons of CO₂. In 2015, the B.W.O.C. project in Harperrig, which involved the planting of 10,700 trees five years earlier, was recertified under the Woodland Carbon Code. This recertification after five years is a new process in the Woodland Carbon Code's certification process, and Harperrig became the first project ever to achieve this recertification.

Reforestation

The B.W.O.C. reforestation project in Harperrig was recertified under the UK's Woodland Carbon Code after five years



Initiative Pro Klima

G4-EN27 In 2008, Mabanaft, Petronord, and OIL! Tankstellen launched the Initiative Pro Klima. Its efforts focus on three areas: offering energy-efficient products; providing consultation on environmental and energy issues; and promoting projects to protect the climate. Its projects concentrate on two activities – climate research and reforestation. In collaboration with the Schleswig-Holstein State Forestry and the Schutzgemeinschaft Deutscher Wald e. V. (German Forest Protection Association), more than 142,000 trees have already been planted in recent years. Besides producing oxygen and capturing CO₂, forests improve the water



storage capacity of the soil, prevent erosion, and are home to a great diversity of plants and animals. The sustainable cultivation of the areas is ensured by the German Federal Forest Act and by participation in the leading forest certification systems of the Program for Endorsement of Forest Certification Schemes (PEFC) and the Forest Stewardship Council (FSC).

➤ Renewable Energy

Biogas

Mabagas' business objective is to realize biogas projects to produce energy from organic waste and residual substances. The German market for organic waste fermentation and biogas production did not develop as expected in 2015. In particular, stricter laws for agricultural use of the fertilizer that arises as a byproduct during biogas production led to unexpected expenses in operating the waste-biogas plant in Bardowick, Lower Saxony. Against this background, the growth strategy for Germany could not be executed as planned. As a result, Mabagas sold its biogas plant in Bardowick in October 2015, thus withdrawing from the German biogas market. The company will continue to operate the biogas plant in Namakkal, Tamil Nadu, India. This plant only uses organic waste material such as dry poultry manure and agricultural waste. The fermentation residues produced in the process are separated, dried in the sun and then marketed as fertilizer under the brand AYSWARYAM.

Biofuels

In Germany, the introduction of Bio-CNG is being advanced at selected service stations. The Bio-CNG is made from 100 percent residual and waste materials and was available at eleven service stations, thereof ten OIL! stations, in 2015.

Wood Pellets

The Mabanft Deutschland and Petronord portfolio includes wood pellets. Burning wood for energy is CO₂-neutral and therefore has less impact on climate change than fossil fuels, as it only emits the CO₂ that was previously stored in the tree. Also, small amounts of emissions are caused by its production and transport. The offered products meet the highest quality standards of their respective sales markets, such as DINplus/ENplus certification.

Carbon Trading

Mabanft's portfolio of carbon-offsetting projects, developed as part of emissions trading, was pooled in the newly founded Carbonbay at the end of 2013. The portfolio currently includes 19 programs with 49 individual projects in ten countries around the world, including Honduras, Peru, Brazil, Costa Rica, Tanzania, India and Vietnam. CO₂ emissions from unavoidable air travel by Marquard & Bahls employees totaled 1,221 tons in 2015, which we offset for the first time using Gold Standard Certified Emission Reductions (CERs) from the Los Santos wind

power project in the Carbonbay portfolio. Certificates from the Carbonbay portfolio enable climate-neutral air travel not only for Marquard & Bahls employees, but also for the aircraft of the German Federal Government.

Solar Energy

In 2015, Carbonbay's partner Nuetech Solar manufactured and installed more than 6,000 solar water heaters in Bangalore, India



CONSERVATION OF NATURAL RESOURCES

G4-EN8 Water is a precious resource. Essentially, our activities do not require a high level of water consumption. At our tank terminals, we use fresh water for cleaning tanks, hydrostatic tank testing, heating products, and the sanitary facilities in the offices. In 2015, the group's water consumption totaled 800,432 m³ (2014: 788,649 m³), which corresponds to a year-on-year increase of 11.6 percent; most of this consisted of industrial water and drinking water.

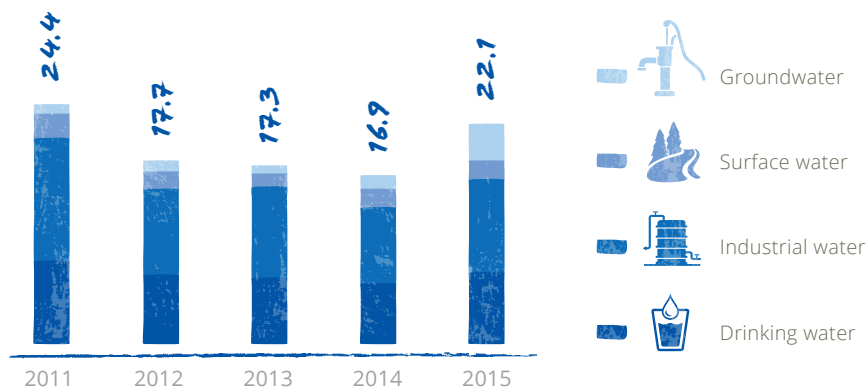
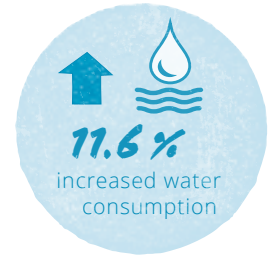


Fig. 19: Water consumption per capacity (l/m³) for tank storage activities

G4-DMA In 2015, the relative water consumption per m³ of storage capacity (Fig. 19) for our tank terminalling activities was 22.1 l/m³, an increase of 30.8 percent compared to the previous year (16.9 l/m³). The reason for this is an increase in industrial water due to the hydrostatic testing of new tanks at some tank terminals. While this does not lead to further pollution, as the water can still be reused as industrial water after completion of the test, unfortunately it prevented



a continuation of the steady reduction in relative water consumption over the past few years. Industrial water continues to represent the largest share of water consumption (43 percent). We maintain our goal of reducing water consumption in the future, and have integrated water management into Oiltanking's Energy Saving Program. Areas where water consumption can be minimized include tank cleaning, vapor production in boiler operations, and sanitary facilities. We are also examining the possibility of replacing the drinking water currently used for industrial activities with rainwater, and recycling our cleaning or cooling water. At OIL! Tankstellen service stations, older car-washing facilities – usually owned by the station operator – are successively being replaced by water-saving models. The following section on “Waste & Wastewater Management” contains information about the disposal of wastewater.



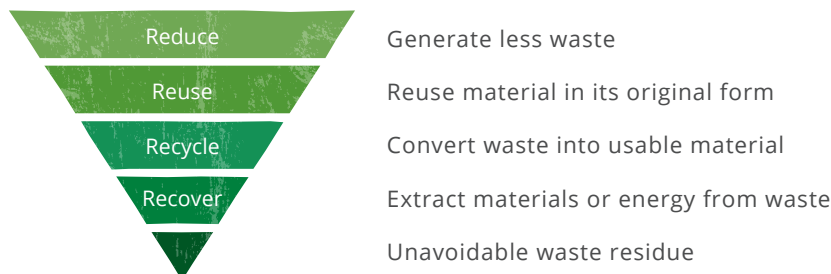
Rainwater Utilization

A water retention basin at the IOT construction site in Raipur ensures the water supply even during the dry season

Skytanking in Bangalore was able to significantly reduce its drinking water consumption by capturing and using rainwater in a water retention basin. The EPC division of IOT has also used collected rainwater in recent years to ensure water during the dry season as well as to save precious drinking water at its construction site in Raipur, Chhattisgarh.

WASTE & WASTEWATER MANAGEMENT

We encourage our employees around the world to produce as little waste and wastewater as possible. Our basic principle of waste and wastewater management is based on the “4 Rs”: reduce, reuse, recycle and recover.



➤ Waste Production

G4-EN23 In 2015, the total waste generated by the group came to 39,761 tons. Compared to the previous year (2014: 39,462 tons), this is a 0.8-percent increase (Fig. 20). Total waste in 2015 was comprised of approximately 53 percent industrial waste and 47 percent hazardous waste. Most of the industrial waste was recycled.

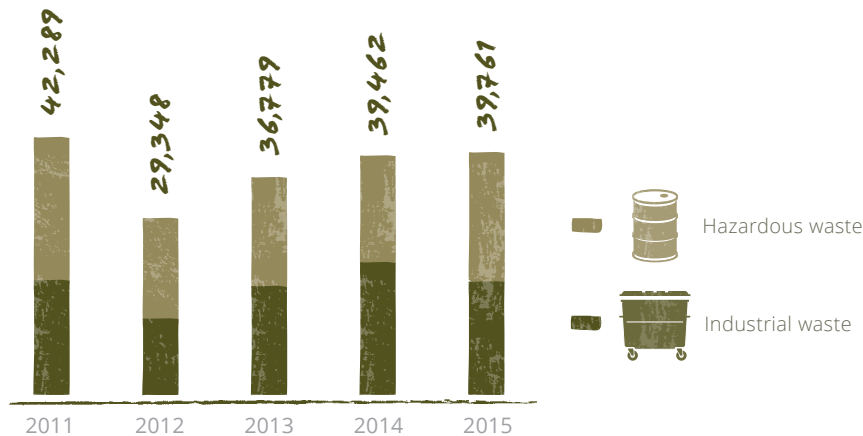


Fig. 20: Total waste by type (in tons)

An increase was also seen in the ratio of hazardous waste in the ratio of total storage capacity in our tank storage activities, from 2014 (0.69 kg/m³) to 2015 (0.98 kg/m³). This increase is explained by the fact that the tank cleaning described above primarily affects the amount of hazardous waste generated. The number of tank cleanings can vary widely from year to year, which is reflected in fluctuating annual values.

➤ Handling and Disposal of Waste

We record industrial waste (e.g. metals, packaging) as well as hazardous waste (e.g. product remnants, separator residues), which requires special treatment and must be disposed of separately. Most of the hazardous waste at our plants consists of contaminated water from oil-water separators, and residues from tank cleaning. It is collected and processed by us or by licensed contractors. The proportion of office waste is comparatively low and is therefore not recorded globally.





➤ Wastewater Production

The total amount of industrial wastewater discharged in 2015 was 589,549 m³ (2014: 474,022 m³). Like the increase in water consumption, this increase is due to the greater number of hydrostatic tests performed on new tanks and pipelines at some tank terminals, as well as tank cleanings. This figure includes the rainwater collected from the tank pits, so there are meteorological fluctuations. Residues from wastewater processing are classified as hazardous waste, and are pumped out by vacuum trucks, treated by external companies, and usually recycled. G4-EN22

At our dry bulk terminal in Davant, where coal and petcoke is stored, large quantities of rainwater are collected and discharged into public drainage channels after their pH is automatically monitored, and improved as needed. These quantities of water are not included in our statistics.

➤ Wastewater Treatment and Disposal

All of our service stations and approx. 75 percent of our tank terminals use oil-water separators or complex wastewater treatment systems to process wastewater. Samples are regularly taken to monitor the functioning of the wastewater systems and to ensure that safety values are adhered to. At some tank terminals, gravity oil-water separators are combined with coalescing filters, skimmers, activated charcoal filters, or strippers to fulfill all requirements. After treatment and testing, the water at Oiltanking is mostly disposed of in the surface water, and discharged into the public sewage system at OIL! Tankstellen. G4-DMA

BIODIVERSITY

Biodiversity – or biological diversity – encompasses the diversity of species as well as genetic diversity and the diversity of ecosystems. Humankind threatens biodiversity in a variety of ways. Habitat destruction, over-exploitation, introduction of alien species, and climate change are just some of the reasons for the decline in the diversity of species and genes. Industrial usage can also influence or diminish biodiversity in many ways. In our core business, we potentially impact it mainly through the construction of new tank terminals. G4-DMA,
G4-EN11

Our HSSE management system requires a site-specific environmental assessment before the start of construction of new tank terminals or major expansions. The environmental impact assessments, which are required by law in most countries, include a thorough assessment of the direct and indirect impact on biodiversity. As a preventive measure, the groundwater is checked monthly with corresponding measurement technology at all relevant Oiltanking tank terminals. The data obtained in this way is analyzed centrally by environmental experts.

We currently have no operations in regions designated as protected areas by the International Union for Conservation of Nature (IUCN).



DIALOG



SOCIAL RESPONSIBILITY

Personal Protective Equipment

Safety Helmet

Respiratory Mask

Chemical Gloves



Safety Harness

Chemical Suit

55

nationalities represented in the group

127

dual-degree students, trainees and apprentices in training

6,045

employees added over the past ten years



MANAGEMENT FOR SATISFIED EMPLOYEES

Taking responsibility for what we do, and for the people who work for us, is especially important to us as a family-owned business. Our employees are the foundation of our success and our corporate culture. We want to offer them a working environment in which they feel valued, supported and fairly treated.

G4-10,
G4-DMA

We also take a long-term view when it comes to our employees. And so, on the one hand, our HR work includes the careful selection of suitable candidates and the continuous development and training of our employees and managers. On the other hand, the wellbeing of our employees and contractors is a top priority. We address this topic in the "Health & Safety" section.

Given our company's strong growth in recent years, forward-looking, active human resources (HR) work plays an important role. Ten years ago Marquard & Bahls employed about 2,600 people worldwide; in 2015, it employed more than 8,600 people. This exponential growth in headcount has made processes more complex.

The overarching goal of the HR department is to partner with the operating companies as well as the departments of our holding company to deliver efficient solutions that give our employees the framework for best contributing to the success of the company. Roles and responsibilities are divided between the regional and the three central HR teams. In 2015, the HR Processes & Systems team continued to roll out the global Talent Management System (peopleWeb). The system allows for a more effective and efficient production of complex analyses of the global workforce, which among other things serve as a decision-making tool for strategic development.

> Headcount

In 2015 – including employees from all non-consolidated and affiliated companies – Marquard & Bahls employed 8,668 people at year-end, and 8,417 employees on average (2014: 8,809).

The average number of employees per calendar year was used as a basis for calculating the indicators in this chapter. The vast majority have full-time contracts. In recent years, the ratio of employees in the operational area with 65 percent and in administration with 35 percent has also remained the same. The "Equal Opportunity" section shows the distribution of employees by gender.



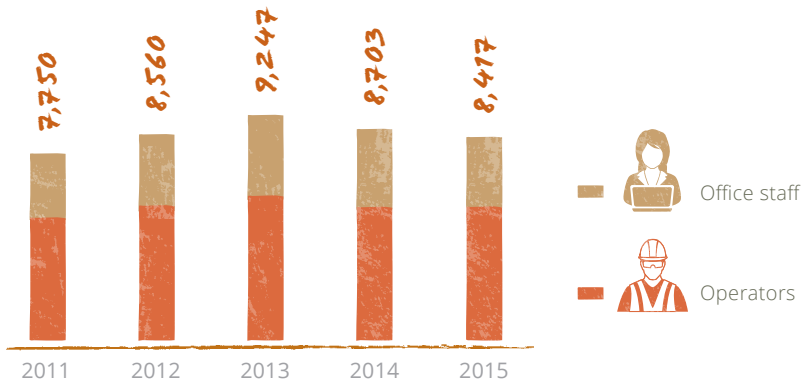


Fig. 21: Average total number of employees per year

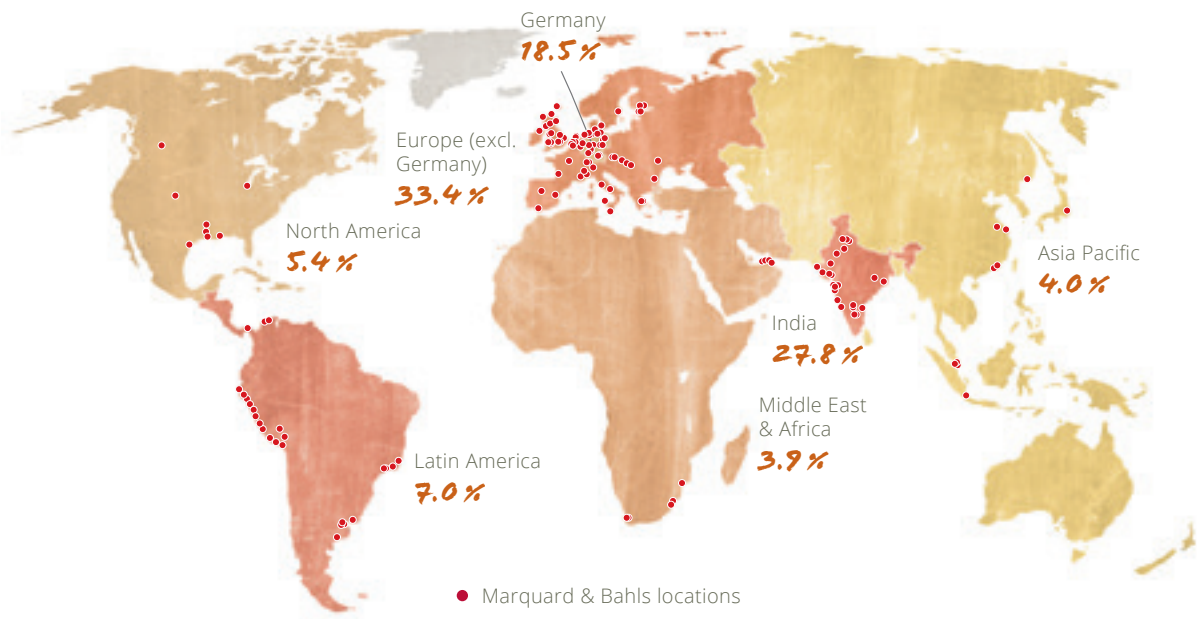


Fig. 22: Employees by region (2015)

> Employee Turnover

G4-LA1 In accordance with the requirements of the GRI, we define the turnover rate as the number of employees who left the company voluntarily, were dismissed, or retired, in proportion to the average number of employees during the reporting period.

Employee turnover needs to be seen in context. In view of retirement or other changes in employees' personal lives, it is easy to see fluctuation as a natural process to a certain extent. The key is to achieve a balance of continuity and change. As a tradition-conscious family-owned business we greatly value continuity and long-term relationships. This fact is also reflected in our efforts to retain our employees long-term whenever possible. Continuous education and training has therefore been an integral part of our HR work for many years. We use various HR management tools for this. The growth of recent years and natural fluctuations also require a systematic recruitment of new employees from the labor market.

In 2015, 1,748 employees left the company, representing a turnover rate of 20.8 percent (2014: 15.6 percent). 2,070 employees were hired during 2015. Broken down by company (Fig. 23), in 2015 the highest turnover was again seen at Newsco (43.6 percent), which is due to the high reduction in drilling activities in North America.

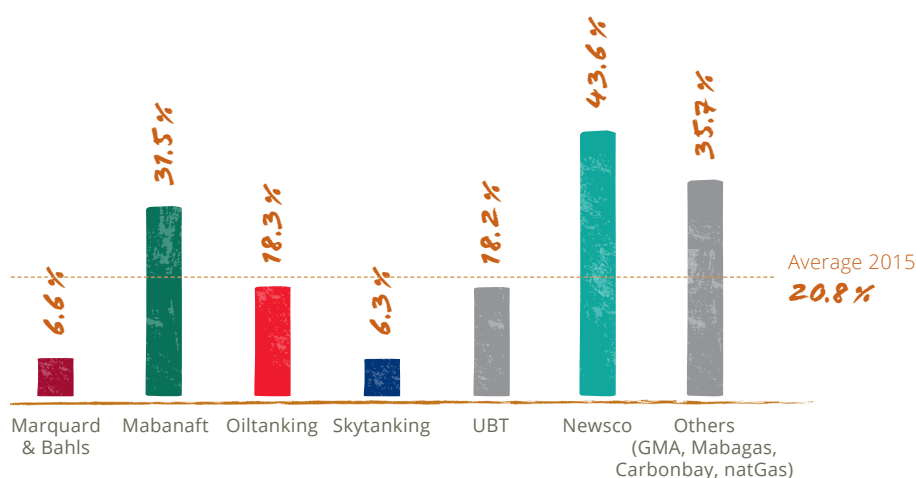


Fig. 23: Staff turnover by company (2015)

In regional terms (Fig. 24), Europe had the highest turnover rate in 2015. As in previous years, the main driver of employee churn in Europe is the service station segment in Moldova, which is subject to high fluctuation and special labor regulations. In India the high churn rate was due to restructuring in the EPC sector.

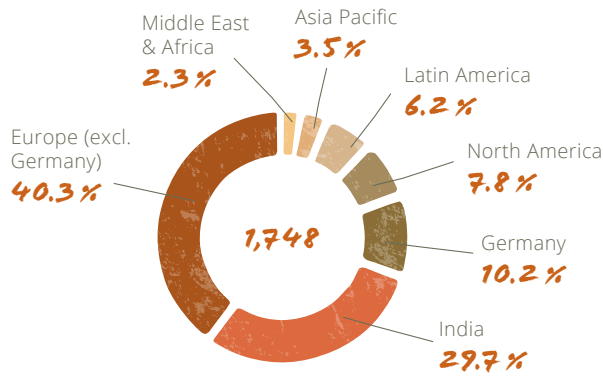


Fig. 24: Share of employees leaving the company by region (2015)

> Employee satisfaction

Local-level assessments and surveys are performed to regularly review employee satisfaction. In 2015, many of our sites conducted employee surveys on paper, electronically, or via formal staff talks. We encourage all companies to carry out employee surveys as they are a good tool for measuring job satisfaction.

G4-LA6

Some employees used the Stakeholder Survey on Sustainability Issues to give general feedback about the company. We see this as a sign for the need to introduce a tool that gives employees a way to provide fast, easy and anonymous feedback to the company, in addition to established channels such as the reporting/whistleblowing system for non-compliance with the Code of Conduct. Therefore, our goal is to introduce appropriate instruments, such as a feedback box, in 2016.



> Absentee Rate

The absentee rate reflects the days of absence in proportion to the absolute number of days staff should have worked. For 2015, the overall absentee rate was 1.6 percent (2014: 1.9 percent), a slight decrease vs. 2014. Since we regard this value as an indicator of our employees' health and satisfaction, we will continue to monitor it closely and derive measures, if necessary.

EDUCATION & TRAINING



The education and training of our employees is an important pillar of our success. Due to demographic change and our company's rapid growth, it is becoming more and more challenging to find qualified staff. To ensure that the right people are available at the right places at the right time, promoting the expertise and talent of our employees is a high priority. Therefore our aim is to further expand and systematize our advanced training programs.

> Staff Development

We see it as our responsibility to support and advise our employees in their development, and address their individual needs with on-the-job training, external training, and coaching. Our supervisors are offered group-wide management development programs. Here, knowledge exchange and networking at group level as well as change management are priorities. More than 80 one-on-one interviews with senior executives since 2014, followed by detailed feedback, formed the basis for designing new leadership programs. In 2015, the programs for senior management and First Line Leaders designed in the previous year were rolled out. In total, 79 leaders participated in the three different programs – GMC, GLUE und PILOT.

- > **GMC:** 15 participants completed three modules in a single group
The GMC program is aimed at members of the Group Management Committee.
- > **GLUE:** 35 participants completed two modules in two groups
The management level below the GMC across the group participates in the GLUE program.
- > **PILOT:** 29 participants completed four modules in a single group
PILOT is for executives worldwide who have responsibility for employees and whose duties go beyond a local role or who are new to a management position (First Line Leaders).

All three programs include an introduction to management tools for strategic orientation, organizational development and change management; exercises to deepen a common understanding of leadership and values; and measures to support a feedback culture.

> Young Talent

Our company has three different forms of training young talent: The classic dual-training program is aimed at school leavers who subsequently want to join the profession directly as office professionals in office management, wholesale and foreign trade, or as port logistics specialists.



The dual-study degree program offers high-school graduates the opportunity to pursue a degree in industrial engineering and business administration while also getting to know our company in detail. In Germany we offer dual-study degree programs in Business Administration and Industrial Engineering in cooperation with the Nordakademie in Elmshorn and, since 2014, with the Hamburg School of Business Administration (HSBA) as well. Students receive a sound education in alternating theoretical and practical phases.

Our international, centrally coordinated trainee program represents the third pillar in the recruitment and development of young talent at our company. We rolled it out in 2014 under the name of FUEL – my FUture in Energy & Logistics. All of our divisions can be integrated in the FUEL program – across departmental and national boundaries. The first eleven participants started the two-year program in July 2014, five of them in Germany. In 2015, six FUEL trainees started worldwide, two of them in Germany.

Because we want to offer all graduates of our training programs a place in our company, we provide places in accordance with our own personnel needs, rather than having a fixed quota.

G4-LA10

During 2015, in addition to the FUEL trainees, at Marquard & Bahls there were three HSBA students, 15 apprentices and nine Nordakademie students in Germany, and another 94 trainees at subsidiaries, 53 of which were on a local trainee program at our subsidiary IOT (2014: eleven Nordakademie students, 138 trainees and twelve apprentices).



> Career-long Learnings

In addition to these tailored programs and training opportunities, we also support the professional and personal development and continuous learning of our employees by offering training in the form of in-house and external seminars and conferences. These range from specialist topics, to IT seminars and language lessons, to workshops on subjects such as intercultural communication and time management.

LABOR STANDARDS

We abide by the Universal Declaration of Human Rights and the United Nations (UN) protocols, protecting human rights within our sphere of influence. Compliance with the standards of the International Labor Organization (ILO) is laid down in our Code of Conduct. We respect employee rights and ensure our employees both freedom of association and the right to collective bargaining. Our employees are organized in trade unions in various countries, including Argentina, Belgium, France, the Netherlands, and Malta. In the event of changes in our operations, we work closely with the relevant social partners.

G4-11,
G4-DMA

> Working Hours

As an international company, our working hours reflect local requirements and best practices. Most of our employees have permanent working contracts.

> Remuneration Policy

As employing the best people is one of our most fundamental interests, Marquard & Bahls pays its staff fair remuneration as a matter of course. This remuneration practice applies to all employees, whether they are employed full-time or on a temporary basis. We also operate in low-wage countries such as China or India. As in other countries, we do not set any rules for minimum wages at regional level, but our salaries are generally higher than the industry average.

We pay competitive salaries combining fixed and variable components. The Marquard & Bahls Code of Conduct specifies that salaries shall be regulated based solely on qualifications, performance, and other work-related factors such as responsibility, skill, and experience. Factors such as gender, age, race, religion, marital status, or disability have no influence on salaries. In addition to the base salary, we voluntarily offer comprehensive supplementary benefits, which are calculated on the basis of the basic salary. These supplementary benefits are partly dependent on performance. Employees of various subsidiaries participate directly in the company's success through performance-based bonus payments.

> Pension Schemes

The state pension is one of the main pillars of people's retirement arrangements, but it rarely fully covers their financial needs in old age at this point. Our employees' future is very important to us, so at many subsidiaries and in many countries, we offer a voluntary, additional employer-financed company pension.

EQUAL OPPORTUNITY



We see diversity as a key to success, both in our lines of business and among our employees. We aim to further increase diversity within our company by employing both male and female employees from many different cultures. Employees from 55 nations work for us around the world – as in the previous year, 1.8 percent of them are people living with disabilities.

G4-DMA,
G4-LA12,
G4-HR3

The oil and energy sector is still largely dominated by men, though more and more women are choosing careers in our industry. In 2015, the proportion of female employees was 14.3 percent, which represents a slight increase compared to the previous year (2014: 14.2 percent). More



men than women still apply for technical positions. When recruiting junior employees, the Human Resources department tries to maintain a balance between male and female candidates.

All employees can anonymously report cases of discrimination, harassment or other violations of the Code of Conduct to the Code of Conduct team at any time. In 2015, no whistleblowing cases were reported that related to discrimination or harassment.



WORK-LIFE BALANCE

We are convinced that a good work-life balance contributes to the wellbeing and performance of our employees. We are aware that this balance can sometimes be difficult to achieve.

> Working-time Models

To make work arrangements more flexible and promote a healthy work-life balance, in some countries various models such as part-time, working-time accounts and trust-based working time are used in conjunction with an individual, case-by-case assessment. For example in Germany, part-time contracts accounted for 10 percent of all working time in 2015 (2014: 15 percent). There are also working-time models to encourage employees to return to work after parental leave. On average, a total of 47 employees at the German sites were on parental or maternity leave in 2015 (2014: 40); 45 percent of them were men.

G4-LA3

> Employee Assistance Program

As part of our commitment to offer employees support in various life situations, Marquard & Bahls has signed a contract for an external Employee Assistance Program (EAP). This program supports employees and their family members in Germany on a wide range of issues – from work-related and emotional problems to practical and legal issues. All matters are treated in strict compliance with privacy protection regulations.

Overall, at 11.8 percent, utilization of the employee assistance program increased compared to 2014 (7.7 percent), and is still slightly higher than the national average of clients. The proportion of work-related topics was 13 percent (2014: 14 percent); the remaining requests related to personal matters. The rate of emotional topics among the work-related questions is slightly higher than the national average of clients. We will consider this information when planning measures for our employees. In our view the continued good response to this offer confirms the usefulness of this support measure.



Professional Paint Job

Minor maintenance work at the tank terminal in Panama is carried out by local women

Some of our worldwide sites are located in regions characterized by high unemployment and crime. To address this problem, the tank terminal in Panama launched an employment program for local women in the province of Colón in 2015. The aim of the program is to provide a source of income for socially disadvantaged households living near the tank terminal and to improve acceptance of the company and therefore security in the region. So far, 15 women have been included in the program, which teaches basic maintenance such as cleaning, cutting grass and minor paint work in a rotating working-hours model. Of course they are also trained in HSSE issues like every other tank terminal employee.

HEALTH & SAFETY

G4-14,
G4-DMA

Health and safety are important values at our company. We continually optimize all of our subsidiaries' activities with a view to technical, organizational and behavioral safety, and promote a proactive safety culture. One important measure is the creation of comprehensive HSSE manuals that are specifically tailored to the respective divisions – and based on which the sites develop appropriate local management systems. An important tool for learning from incidents is our global incident database. To prevent incidents and their reoccurrence, all accidents, incidents, near misses and unsafe acts and conditions are carefully analyzed. If necessary, this results in HSSE alerts being distributed worldwide and discussed with employees. To monitor compliance with our internal standards, we regularly perform internal HSSE audits, especially at Oiltanking, Skytanking and UBT. Detailed HSSE statistics with “leading” (forward-looking) and “lagging” (retrospective) KPIs are also prepared for each Oiltanking and Skytanking site. To promote a constructive HSSE discourse, once a year HSSE managers from Oiltanking locations worldwide convene for a week to discuss current matters, exchange ideas and experiences, and create synergies. Skytanking also holds international HSSE meetings as part of its annual global management meetings.



Annual HSSE Meetings

In September, the global HSSE managers met for a week in Antwerp to discuss HSSE issues. A visit to the local tank terminal was also on the agenda.

An HSSE award has been given out at Oiltanking since 2008 to honor our staff's efforts to work in a safe and environmentally friendly way. The indicators taken into account are accidents, fires & explosions, product spills, product contaminations, material damages and reporting (quality, timeliness, and near misses). Each year, one profit center receives an award for "Best HSSE Performance," and another is presented with the "Best HSSE Improvement" award. In 2015, the Golden Lighthouse award for Best HSSE Performance went to Oiltanking Helios in Singapore, and the White Lighthouse for Best Improvement to Oiltanking Terneuzen in the Netherlands. Since 2012, Skytanking has also presented HSSE awards for Best Performance and Greatest Improvement. In 2015, these awards went to Skytanking in Italy and Skytanking Calulo in South Africa, respectively.

> HSSE Training

Our company HSSE Policy requires that all employees receive job-related training and tutorials. This includes tutorials on the risks inherent in dealing with the products that are stored and handled at our sites. New employees as well as contractors are instructed in matters of HSSE before taking up their work. Any persons who have to perform potentially dangerous tasks receive specific training. OIL! Tankstellen has produced a comprehensive training video that covers all aspects of HSSE at service stations and provides practical guidelines for meeting the requirements. The video is made available to all station partners.

At Oiltanking and Skytanking, a total of 327,871 HSSE training hours were completed in 2015 (2014: 230,880 hours). For example, at Oiltanking in 2015, each employee on the operations side received an average of 71 hours of HSSE training (2014: 63 hours).



Oiltanking Safety Day

A useful complement to HSSE training – The tank terminal in Cape Town organized a Safety Day for its employees, including HSSE-related games, followed by an awards ceremony

> Workplace Accidents

G4-LA6 In 2015, across the group there were 85 accidents resulting in lost workdays that involved our own employees (2014: 68). These accidents resulted in a total of 2,118 lost workdays (2014: 1,699). Absences due to commuting accidents or non-work-related illnesses are not included in these figures. Another 34 accidents involved employees of contracted external companies (2014: 35).

The relative frequency of accidents that resulted in days lost could not be further reduced last year as in previous years, and the global average was 4.7 hours per 1 million hours worked (2014: 3.3; Fig. 25). The rise is due to several tripping and stumbling accidents in the field of tank storage, as well as several incidents involving absences of many days in aircraft fueling. We will therefore once again set the goal of reducing, by year-end 2016, the relative frequency of accidents that result in absences by 10 percent compared to 2013. To this end, we will carry out additional intensive audits and derive specific short- and long-term measures at sites whose HSE performance has declined.

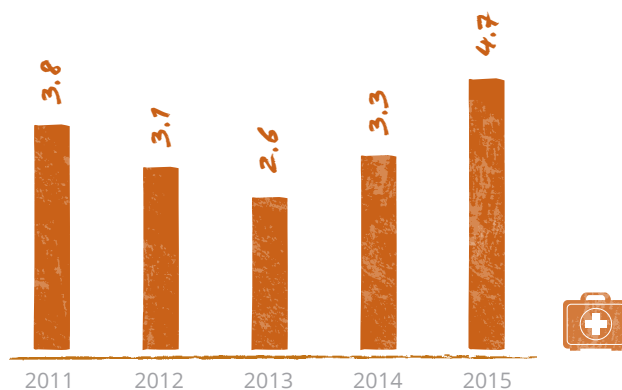


Fig. 25: Number of accidents resulting in lost workdays that involved our own employees, per 1 million hours

We define the severity of accidents based on the average number of lost workdays per incident. Across the group, the average severity of accidents in 2015 was 25.0 lost workdays per accident (2014: 25.0). So the severity of workplace accidents was not reduced in 2015, but remained static.

A good development is that the increased efforts in the area of contractor safety at Oiltanking are showing results and the number of accidents has decreased year-on-year. These positive developments were overshadowed by two fatal accidents that occurred on construction sites of IOT's EPC division in India. In one case, an employee of an external company had a fatal accident on a construction site in Cuddalore after falling from a ladder. The second accident occurred at a construction site in Raipur, where a contractor's employee suffered a fatal electric shock away from his workplace when he accessed a pump shaft without authorization. We deeply regret





these tragic accidents. To further improve safety on the construction sites of the EPC division, the HSSE processes were critically reviewed and restructured, both centrally and locally. At IOT head office, an additional HSSE department was established that focuses exclusively on the EPC division. An extensive catalog of measures has also since been drawn up. With the aim of more effectively supporting the sites in improving safety standards, the Marquard & Bahls HSSE department has considerably expanded its global audit program. The extensive HSSE Manual drawn up for Oiltanking was also fundamentally revised.

> Fire & Explosions

Past incidents in our industry have shown that technical measures, organizational processes, and rules of conduct are not always sufficient to prevent fires. Oiltanking has prepared a mandatory Fire Protection Standard consisting of 72 specifications that often go beyond legal requirements, to ensure adequate protection against fire and its escalation.

In 2015, there were 31 small fires but again neither explosions nor deflagrations (2014: 23 fires, 0 deflagrations). So the absolute frequency of cases of fire has increased, but most of these occurred on construction sites and not at our tank terminal operations, and remained closely confined to the local area. Although almost all of these were very small-scale fires that were quickly extinguished, this means we have only partially achieved our goal of preventing fires and explosions. It goes without saying that we will continue to pursue this goal in the years ahead.



Altogether these incidents resulted in 29,924 euros of damage (2014: 10,240 euros).

> Noise

Noise can have a negative impact on the working environment, local residents, and wildlife, so our goal is to minimize noise production wherever possible. Potential sources of noise are pumps, generators, and industrial vehicles. We reduce noise through better maintenance and shielding, but also by replacing aging equipment. Apart from this, noise protection is part of the mandatory personal protective equipment wherever specified noise limits are exceeded.

> Safety on Business Trips

Many of our employees travel frequently as part of their work for Marquard & Bahls. Travel safety is therefore an important issue on our HSSE agenda. In order to provide the best medical advice and services for employees on their travels, as well as for expats, Marquard & Bahls has signed a service contract with International SOS, the leading provider of medical assistance, international healthcare, and security services.

To support our employees in planning international business trips, there is also a group-wide manual on travel safety and a web-based airline-vetting database that is updated daily.



CORPORATE CITIZENSHIP



Colón, Panama



Engagement
of our
Employees



Cartagena,
Columbia



Antwerp, Belgium

161

initiatives and projects
our employees were actively
involved in

3,939

hours of volunteer work
by employees

438,121

euros donated

INVOLVEMENT IN CHARITABLE PROJECTS

In line with our values, we strive to make a contribution to the welfare of the communities in which we operate. We show our commitment in the form of financial contributions and in-kind donations, as well as volunteer work by our employees.

In 2015, a total of 438,121 euros was donated (2014: 480,465 euros). Our employees also volunteered more than 3,939 hours (2014: 6,240 hours) of time for various initiatives and projects – long-term projects involving employees, as well as action days and one-off donations.

Marquard & Bahls' efforts are decentralized and are reported to the Hamburg headquarters annually by the individual sites, as well as shared on an internal web-based knowledge-sharing platform. An exception to this is Marquard & Bahls' annual corporate donation to international aid projects. An overall concept for our community involvement has been developed. It both supports the local efforts of the sites and promotes centrally initiated projects, and will be rolled out in the year ahead.

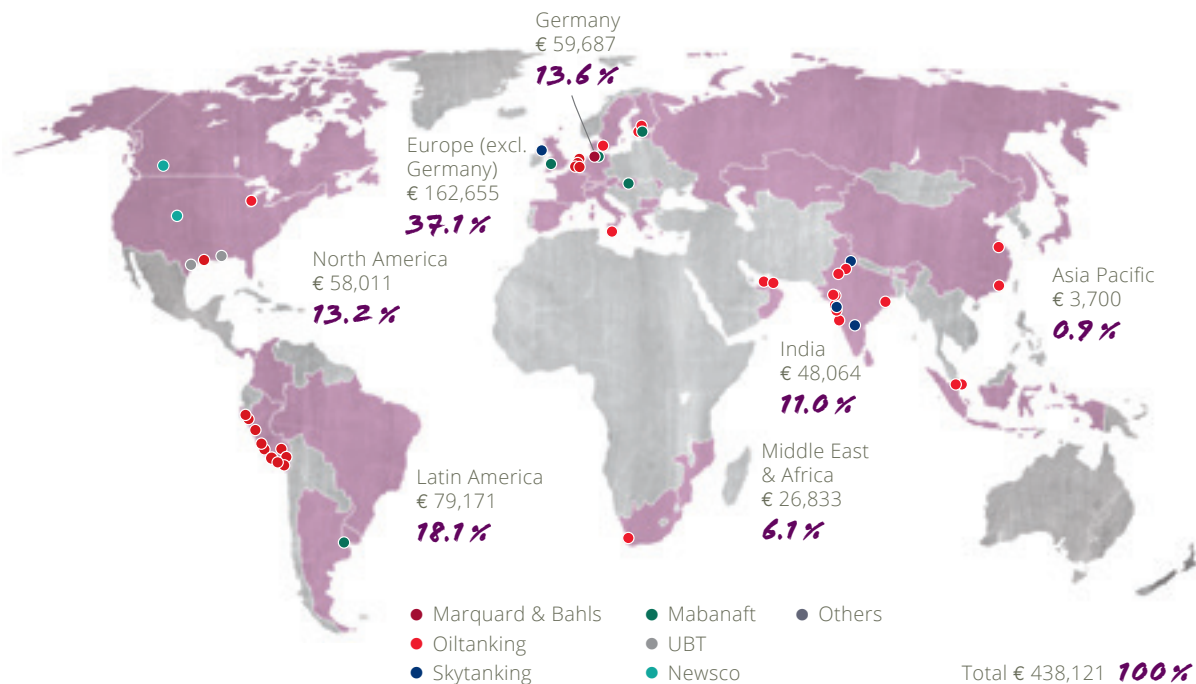


Fig. 26: Locations that engaged in volunteer projects, as well as donations by region (2015)

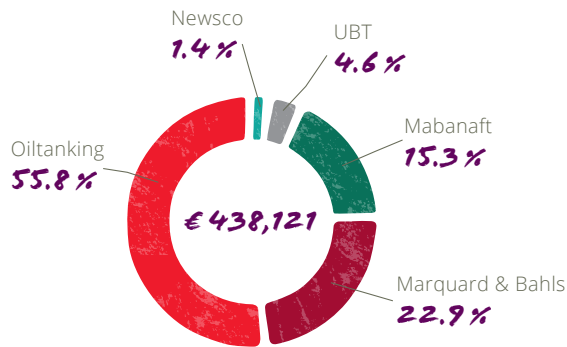


Fig. 27: Donations by company (2015)

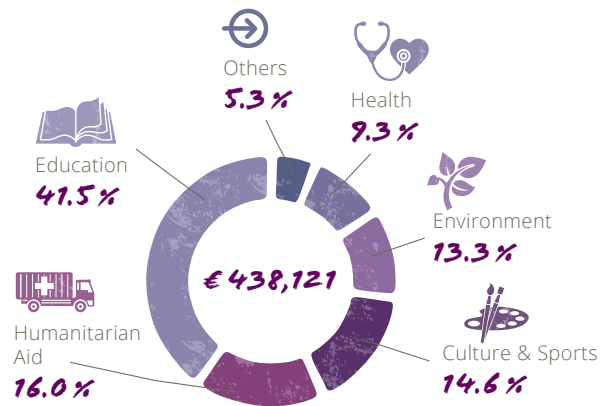


Abb. 28: Donations by focus topic (2015)

In a breakdown by companies, Oiltanking was once again the group's biggest donor in 2015, which is explained partly by the nature of its operations and its closeness to the surrounding communities. Oiltanking also accounts for the highest number of employees in the Marquard & Bahls group (51.2 percent), which is reflected in its 55.8 percent share of donations. At group level, Marquard & Bahls's corporate citizenship activities can be broken out into five fields: environment, education, health, culture & sports and humanitarian aid projects.

Below is a cross-section of the initiatives that reflects the spectrum of different activities.

ENVIRONMENT

> Clean-up Actions to Mark World Environment Day

Like most Oiltanking terminals, Oiltanking in Cartagena, Colombia is located right by the sea and recognizes marine pollution as a local problem. On World Environment Day 2015, the tank terminal therefore organized a beach clean-up, with 20 Oiltanking employees and contractors teaming up to clean garbage and filth from a stretch of beach in Cartagena.

Taking Action against Pollution of the Oceans and Beaches

Oiltanking in Cartagena, Colombia employees cleaned up a beach near the tank terminal



➤ Drawing Contest and Presentations at Schools on World Water Day

World Water Day has been held on March 22 every year since 1993. It was proposed in Agenda 21 of the United Nations Conference on Environment and Development (UNCED) in Rio de Janeiro, and adopted by the UN General Assembly in a resolution on December 22, 1992. Since then it has been used to build public awareness of the critical water issues of our time. As in recent years, Oiltanking Colombia, located in the city of Cartagena, again participated in World Water Day and organized a drawing contest and presentations on the topic of “Water and Sustainable Development” at two elementary schools. More than a hundred sixth-, seventh- and eighth-grade children participated in the activities and learned the importance of water as a resource and of using it responsibly.

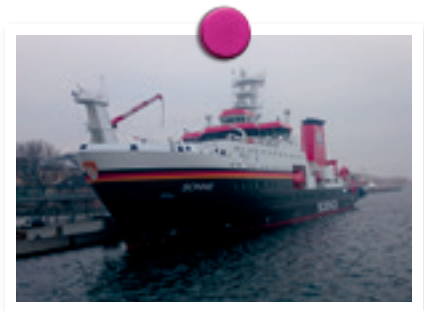


Sustainable Use of Water

Oiltanking employees organized a drawing contest and presentations to teach elementary school children about responsible water consumption

➤ University of Hamburg Cluster of Excellence

Another aspect of our non-profit environmental efforts is our support for the Pro Klima Initiative research project co-financed by the OIL! KlimaCard. The aim of this research project is to better understand the impact of climate change, and derive conclusions for environmentally friendly action. As part of the climate protection project, the OceanRAIN project (Ocean Rainfall And Ice-phase precipitation measurement Network for surface validation) is sponsored at the University of Hamburg's CliSAP. The idea is to investigate the relationship between climate change and precipitation by taking long-term measurements of precipitation on the world's oceans. To collect the data, a total of nine research vessels from various countries are equipped with precipitation gauges called disdrometers. Disdrometers optically record each individual drop of rain or each snowflake and from this separately calculate the amount of rain or snowfall per square meter. In 2015, further milestones were again achieved in the research project. A new international collaboration allows for long-term installations in previously unexplored waters: Since January 2015, the new German research vessel “Sonne” has been systematically covering the entire Pacific Ocean from the tropics to mid-latitudes with equipment co-funded by the initiative.



Equipped for New Routes

The long-term installation of an OceanRAIN disdrometer on board the new German research vessel “Sonne” in Kiel has enabled the systematic collection and analysis of data along the shipping routes in the entire Pacific Ocean since January 2015



EDUCATION

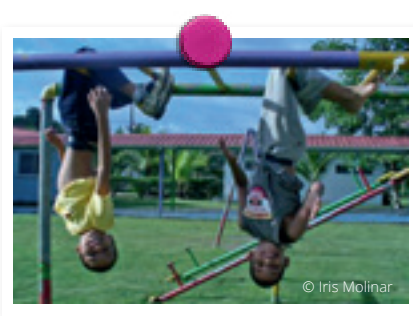
> Help for Children and Teens in Panama

In keeping with tradition, in 2015 instead of giving holiday season presents Marquard & Bahls supported an international aid project: 100,000 euros were given to the SOS Children's Village in Puerto Escondido in Panama, not far from the port city of Colon, where Oiltanking has operated a tank terminal since 2011. The SOS Children's Village, which was completed in 2009, provides a permanent and loving home for some 90 children who receive food, toys, clothes, medical care and the opportunity to go to school. The holiday season donation will be used to cover running costs in the year ahead, ensuring that the children will continue to have a home in 2016. For its engagement, to support the running costs of a children's village for the second time in a row, Marquard & Bahls received a special award in 2015 – the Children's Village Cup in silver.



Awarded

Wilfried Vyslozil, CEO of the German Association of SOS Children's Villages, and Nadja Malak, Children's Villages Global Partner, handed over the SOS Village Cup to Christian Flach and the Team Sustainability

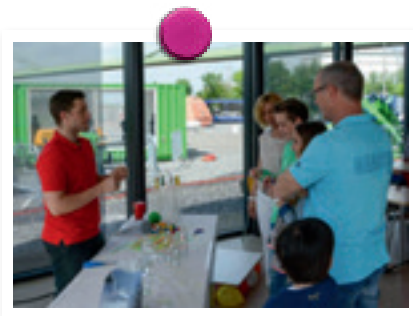


> "I Love Chemistry" Open House

On May 10, 2015, the tank terminal in Antwerp, Belgium, held an open house for visitors young and old under the heading "I Love Chemistry". Children and adults were invited to take a look behind the scenes of the chemical tank terminal and gain an impression of the overall logistics performance of the tank terminal, which is an important hub in global product flows of chemical liquids and gases. In addition to the tank terminal tour, chemistry-related games and activities rounded off the open house.

Behind the Scenes

Oiltanking Stolthaven Antwerp hosted an "I Love Chemistry" open house



> Tutoring and Creativity Lessons for Children

Poor grades or lack of motivation are often a big reason for kids to stop going to school. However, dropping out of school can have serious consequences for young people, such as poverty and unemployment. For this reason, the tank terminal in Panama organized and sponsored a special tutoring program with specialized teachers who support students with poor grades in subjects like math, English and Spanish. The tank terminal also made its premises available once a month for tutoring and creativity lessons.



Learning is Fun

The workshops were fun for the children and supported the learning process

HEALTH

> Toilets for Indian Families

Around the world, nearly a billion people have no access to toilets – and about 600 million of them are in India. IOT Anwasha Engineering & Construction Ltd., a subsidiary of IOT Infrastructure & Energy Services (IOT), therefore decided to contribute to a project to improve basic sanitation in the districts close to their headquarters. Between August and October 2015, 43 toilet stalls were erected for Indian families in the Chhotaudepur and Vadodara districts in cooperation with the Manav Seva Foundation. The toilets are environmentally friendly, portable and ideal for the quick and practical implementation of such a project.



Basic Sanitation

In India, having your own toilet is not a matter of course – 43 families in the villages of Bhordali, Jetpurpavi, Hansapura and Machhalipura now have their own toilets thanks to the project



CULTURE & SPORTS

> Cultural Sponsorship in the Region

Oiltanking Terneuzen in the Netherlands has for many years supported cultural events in the region to promote cultural activities in local communities. In 2015, the tank terminal supported Harbor Days in Terneuzen, the Schelde Jazz & More Festival, and various sailing events with a total of 7,900 euros and the participation of 20 employees. The events were attended by young and old and enriched the cultural life of the region.

Terneuzen Harbor Days

Terneuzen's Harbor Days are a great attraction for children and families every year

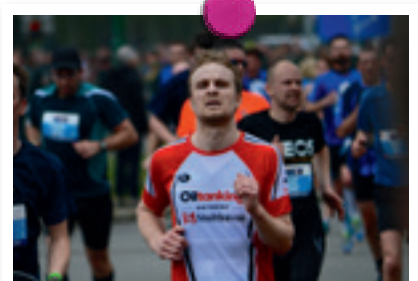


> Ten-Mile Marathon in Aid of Cancer Research

On April 4, 2015 the "Fight against Cancer" 10 Miles & Marathon was held in Antwerp. It is the biggest running event in Flanders, Belgium, and thousands of runners from around the world transform Antwerp into a colorful racetrack on the day. Fifty employees from the Oiltanking tank terminals in Antwerp and Terneuzen participated in the run to raise money for cancer research.

Almost There

50 Oiltanking employees gave their all in the 10-mile run



> Running for the "Kinder helfen Kindern" (Children Helping Children) Initiative

The HSH Nordbank Run in Hamburg's new HafenCity district is an annual four-kilometer corporate run to raise money for a good cause. For each registered runner and team, a six- and ten-euro donation, respectively, goes to the "Kinder helfen Kindern" association. 22 employees from Marquard & Bahls and its subsidiaries took part in the most recent run through Hamburg's steadily growing HafenCity on June 27, 2015. Overall, 24,386 participants ran in 852 teams, raising the record sum of 155,000 euros. The money will fund "Kinder helfen Kindern" initiative projects to give children and teens from low-income families the opportunity to join sports clubs. The initiative supported about 10,000 children and teenagers in 2015.

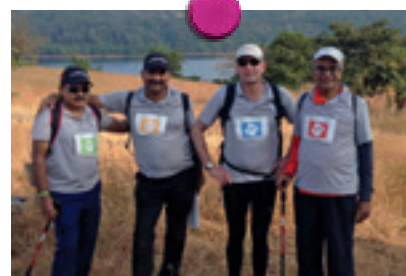
Successful Start

22 employees ran the HSH Nordbank Run in Hamburg HafenCity



> 100-km Race for the Development Organization Oxfam

Eight IOT employees in Mumbai, India, and Hamburg participated in the Oxfam Trailwalker in India in two teams in November 2015. The Oxfam Trailwalker is an international charity walk hosted by the global development organization Oxfam, in which teams cover a distance of 50 kilometers in 24 hours or 100 kilometers within 48 hours. Both teams of four opted for the 100-km route over steep climbs, rocky descents into canyons, jungle trails and rocky dirt roads that occasionally led to impassable roads. Two other IOT employees supported the teams on the route, waiting at 10-km intervals to provide water and provisions for the walkers. Overall, the team raised 5,871 euros for Oxfam.



Walking the Trail

IOT employees persevered for a good cause on the Oxfam Trailwalker

HUMANITARIAN AID

> Hot Meals for the Homeless

According to official figures, 2,000 people in Hamburg currently live on the streets. This is a major challenge, particularly in the cold winter months. In order to alleviate the plight of these people, Hamburger Tafel has launched an emergency winter program to make 850 beds available for the homeless from November 1, 2015 to March 31, 2016. They are also supplied with free hot stews prepared by catering companies and canteens from all over Hamburg. This time the Marquard & Bahls staff restaurant team also participated in the campaign and together with 17 other companies supported the program with freshly prepared hot stews. In the first cooking session for the project on December 11, 2015, the colleagues prepared 50 liters of goulash soup.



"Seconds, Please!"

The Marquard & Bahls staff restaurant team supported Hamburger Tafel's winter emergency program



➤ Time for Children with Disabilities

In April 2015, Oiltanking staff from the tank terminal in Cape Town, South Africa, visited the Sibongile non-profit childcare facility in Khayelitsha district, which provides loving care, therapeutic applications and a first basic education to children with cerebral movement disorders and other severe disabilities. The institution looks after up to 20 children who either live with their families or at one of the three Sibongile residential facilities. The Oiltanking employees spent a day with the children during which they got to know them, played with them and read them books.

A Gift of Time

The Sibongile center in Cape Town provides care to as many as 20 children with disabilities, who were happy to be visited by Oiltanking employees



➤ Senior Care

People who reach a certain age are often told they have entered the "Golden Years". However, many seniors experience this time of life as anything but golden. Oiltanking Colombia's "Golden Years" CSR activity was launched to help alleviate some of the feelings of loneliness and abandonment felt by many nursing-home residents. It involves staff visiting nursing homes to offer residents support and a change from the routine. The first such event took place just before Christmas. 19 colleagues visited the San José nursing home in the city of Cartagena to spend time in the company of elders who would otherwise perhaps have no visitors. Residents and visitors alike were touched by the time spent together singing, playing games, dancing, telling stories and sharing with them some gifts.



Listening, Sympathizing and Helping

Each Oiltanking employee cared for and looked after a resident

APPENDICES

COMPANIES COVERED

ABBREVIATIONS

GRI CONTENT INDEX

ADDRESSES

MABANAFT GMBH & CO. KG

Hamburg, Germany

➤ **Trading**

- **B.W.O.C. Limited**
Weston-super-Mare, Great Britain
- **Mabanaft Coal Trading Inc.**
Houston, USA
- **Mabanaft Deutschland GmbH & Co. KG**
Hamburg, Germany
- **Mabanaft Hungary Kft.**
Budapest, Hungary
- **Mabanaft International GmbH & Co. KG**
Hamburg, Germany
- **Mabanaft Limited**
London, Great Britain
- **Mabanaft Moldova SRL**
Chisinau, Moldova
- **Mabanaft Pte. Ltd.**
Singapore
- **Mineralölvertrieb Hameln GmbH & Co. KG**
Hannover, Germany

➤ **Retail**

- **Petronord GmbH & Co. KG**
Hamburg, Germany
- **AUSTROLUB GmbH & Co. KG**
Vienna, Austria
- **Benol Energieservice GmbH & Co. KG**
Frankfurt/Main, Germany
- **Böttcher Energie GmbH & Co. KG**
Regensburg, Germany
- **Deglmann Energie GmbH & Co. KG**
Weiden/Oberpfalz, Germany
- **EAG Energie Abrechnungs- und Service GmbH**
Hiddenhausen, Germany
- **Greiner GmbH**
Wabern, Germany
- **Hartmann Energie GmbH & Co. KG**
Oberleichtersbach, Germany
- **Hempelmann Wittemöller GmbH**
Hiddenhausen, Germany
- **JB German Oil GmbH & Co. KG**
Wittenburg, Germany
- **John Schmierstoff Service GmbH**
Altlandsberg, Germany
- **Kaiser Söhne Mineralöle GmbH & Co. KG**
Arnsberg, Germany
- **Keck Energieservice GmbH & Co. KG**
Brakel, Germany
- **Klindworth-Kronol Energie GmbH & Co. KG**
Hamburg, Germany
- **Lipps Energie GmbH**
Hagen, Germany
- **LSA Lubes Services GmbH & Co. KG**
Vienna, Austria
- **Mabanol GmbH & Co. KG**
Hamburg, Germany
- **Mabanol Bitumen GmbH & Co. KG**
Hamburg, Germany

- **Manfred Mayer MMM Mineralöl Vertriebsgesellschaft m.b.H.**
Neudörfel, Austria
- **Mineralölvertrieb Brakel GmbH & Co. KG**
Brakel, Germany
- **Mühlenbruch Stinnes GmbH & Co. KG**
Bremen, Germany
- **Mühlenbruch Stinnes Schmierstoffservice GmbH & Co. KG**
Bremen, Germany
- **Oiltech Lubes Service GmbH & Co. KG**
Erkrath-Unterfeldhaus, Germany
- **Petrocarga Mineralöl-Logistik GmbH**
Hiddenhausen, Germany
- **South Eastern Fuels Limited**
Croyden, Great Britain
- **Staack Pooltankstellen GmbH & Co. KG**
Hamburg, Germany
- **Thomas Silvey Ltd.**
Bristol, Great Britain
- **Uhlenbruck Energie GmbH**
Mülheim an der Ruhr, Germany
- **ZIEGLMEIER Energie GmbH**
Schrobenhausen, Germany
- **OIL! Tankstellen GmbH & Co. KG**
Hamburg, Germany
- **Haahr Benzin ApS**
Vejele, Denmark
- **OIL! Tankstellen AG**
Rüti, Switzerland
- **OIL Tankstellen GmbH**
Vienna, Austria
- **Tirex Petrol S.A.**
Chisinau, Moldova
- **BAT Auerswalde Nord GmbH & Co. KG**
Heidenau, Germany

➤ **Bunkering**

- **Bomin Bunker Holding GmbH & Co. KG**
Hamburg, Germany
- **Bomin Baltic AS**
Tallinn, Estonia
- **Bomin Belgium BVBA**
Antwerp, Belgium
- **BOMIN Bunker Oil Corp.**
Houston, USA
- **BOMIN Bunker Oil Ltd.**
Hong Kong, China
- **Bomin Bunker Oil Pte. Ltd.**
Singapore
- **Bomin Bunker Oil, S.A.**
Madrid, Spain
- **Bomin Deutschland GmbH & Co. KG**
Hamburg, Germany
- **Bomin International Holding GmbH**
Hamburg, Germany
- **Bomin Linde LNG GmbH & Co. KG**
Hamburg, Germany

- **Bomin Oil DMCC**
Dubai, United Arab Emirates
- **Bomin Oil Pvt., Ltd.**
Mumbai, India
- **Bomin Uruguay S.A.**
Montevideo, Uruguay
- **BOMIN Ltd.**
London, Great Britain
- **BOMIN do Brasil Comércio Ltda.**
Rio de Janeiro, Brazil
- **Bominflot Greece S.A.**
Piraeus, Greece
- **Petrocarga International GmbH**
Hamburg, Germany
- **DELTAMAR S.A.**
Buenos Aires, Argentina
- **Matrix Bharat Pte. Ltd.**
Singapore
- **Matrix Marine Fuels Pte. Ltd.**
Singapore
- **NWB Nord- und Westdeutsche Bunker GmbH**
Hamburg, Germany
- **Oliefhandel Klaas de Boer B.V.**
Urk, Netherlands
- **Omanoil Matrix Marine Services LLC**
Muscat, Oman
- **Ostsee Mineralöl-Bunker GmbH**
Rostock, Germany
- **SBI (Sea Bunkering International) B.V.**
Groningen, Netherlands
- **Sea Fuels V.O.F.**
Groningen, Netherlands
- **Sea Med Bunkering B.V.**
Groningen, Netherlands

OILTANKING GMBH

Hamburg, Germany

➤ **Tank Storage Logistics Europe**

- **Oiltanking Amsterdam B.V.**
Amsterdam, Netherlands
- **Oiltanking Bulgaria A. D.**
Varna, Bulgaria
- **Oiltanking Copenhagen A/S**
Copenhagen, Denmark
- **Oiltanking Deutschland GmbH & Co. KG**
Hamburg, Germany
- **Oiltanking Finance B.V.**
Amsterdam, Netherlands
- **Oiltanking Finland Oy**
Kotka, Finland
- **Oiltanking Ghent N.V.**
Ghent, Belgium
- **Oiltanking Hungary Kft.**
Budapest, Hungary
- **Oiltanking Malta Ltd.**
Birzebbugia, Malta
- **Oiltanking Sonmarin Oy**
Kotka, Finland
- **Oiltanking Stolthaven Antwerp N.V.**
Antwerp, Belgium
- **Oiltanking Tallinn AS**
Tallinn, Estonia
- **Oiltanking Tanklager Bremerhaven GmbH & Co. KG**
Bremerhaven, Germany
- **Oiltanking Tanklager Waltershof GmbH & Co. KG**
Hamburg, Germany
- **Bomin Tanklager Kiel GmbH & Co. KG**
Kiel, Germany
- **Oiltanking Terneuzen B.V.**
Terneuzen, Netherlands

America

- **Colon Oil and Services S.A.**
Panama-City, Panama
- **Consorcio Terminales**
Lima, Peru
- **Logistica de Quimicos del Sur S.A.C.**
Lima, Peru
- **Oiltanking Andina Services S.A.C.**
Lima, Peru
- **Oiltanking Colombia S.A.**
Bogota, Colombia
- **Oiltanking Colombia Services S.A.**
Bogota, Colombia
- **Oiltanking Ebytem S.A.**
Buenos Aires, Argentina
- **Oiltanking Joliet LLC**
Joliet, USA
- **Oiltanking Peru S.A.C.**
Lima, Peru
- **Oiltanking Terminais Ltda.**
Rio de Janeiro, Brazil
- **Oiltanking Texas City L.P.**
Texas City, USA
- **Terminales del Peru**
Lima, Peru

Middle East & Africa

- **Oiltanking Odfjell Terminals & Co. LLC**
Sohar, Oman
- **Star Energy Resources Ltd.**
Dubai, United Arab Emirates
- **Oiltanking Grindrod Calulo Proprietary Limited**
Cape Town, South Africa
- **Asia**
- **Daya Bay Public Pipe Rack Co. Ltd.**
Huizhou, China
- **IOT Infrastructure & Energy Services Ltd.**
Mumbai, India
- **Oiltanking Daya Bay Co. Ltd.**
Huizhou, China
- **Oiltanking Helios Singapore Pte. Ltd.**
Singapore
- **Oiltanking (Nanjing) Co., Ltd.**
Nanjing, China
- **Oiltanking Odfjell Terminal Singapore Pte. Ltd.**
Singapore
- **Oiltanking Singapore Ltd.**
Singapore
- **PT Oiltanking Karimun**
Jakarta, Indonesia
- **Zuari Indian Oiltanking Limited**
Goa, India

➤ **Engineering, Procurement and Construction (EPC)**

- **IOT Anwasha Engineering & Construction Limited**
Mumbai, India
- **IOT Design & Engineering Limited**
Mumbai, India
- **IOT Engineering Projects Limited**
Mumbai, India
- **Indian Oiltanking Engineering & Construction Services LLC**
Seeb, Oman
- **Stewarts & Lloyds of India Limited**
Calcutta, India

SKYTANKING HOLDING GMBH

Hamburg, Germany

- **Hydrant Refuelling System NV**
Zaventem, Belgium
- **IndianOil Skytanking Limited**
Bangalore, India
- **IndianOil Skytanking Delhi Limited**
Delhi, India
- **Luxfuel S.A.**
Luxembourg
- **Skytanking Austria GmbH**
Vienna, Austria
- **Skytanking Bordeaux SAS**
Bordeaux, France
- **Skytanking Calulo (Pty) Ltd.**
Bryanston, South Africa
- **Skytanking GmbH**
Zurich, Switzerland
- **Skytanking GmbH & Co. KG**
Hamburg, Germany
- **Skytanking Munich GmbH & Co. KG**
Hamburg, Germany
- **Skytanking Nice SAS**
Nice, France
- **Skytanking N.V.**
Zaventem, Belgium
- **Skytanking Ostend N.V.**
Ostend, Belgium
- **Skytanking S.R.L.**
Fiumicino, Italy
- **Skytanking Stuttgart GmbH & Co. KG**
Hamburg, Germany
- **S & JD Robertson North Air Ltd.**
Aberdeen, Great Britain

UNITED BULK TERMINALS USA INC.

Houston, USA

- **United Bulk Terminals Davant LLC**
Davant, USA
- **UBT Dupré Corpus Christi, LLC**
Corpus Christi, USA

NEWSCO INTERNATIONAL ENERGY SERVICES USA INC.

Houston, USA

- **Newsco International Energy Services Inc.**
Calgary, Canada
- **Newsco Directional Drilling (Peru) SAC**
Lima, Peru
- **Newsco International Energy Services Inc.**
Gurgaon, India
- **Telemetrix Technologies International Inc.**
Calgary, Canada
- **Telemetrix USA Inc.**
Conroe, USA

MABAGAS GMBH & CO. KG

Hamburg, Germany

- **Mabagas Kraftstoff GmbH & Co. KG**
Hamburg, Germany
- **IOT Mabagas Private Limited**
Mumbai, India

GMA GESELLSCHAFT FÜR MINERALÖL-ANALYTIK UND QUALITÄTSMANAGEMENT MBH + CO. KG

Frankfurt/Main, Germany

CARBONBAY GMBH & CO. KG

Hamburg, Germany

NATGAS AKTIENGESELLSCHAFT

Potsdam, Germany

* For natGAS, this report only shows the employee and revenue figures.

COMPANIES COVERED

At December 31, 2015

ABBREVIATIONS

- AEBIOM** > European Biomass Association
(Association Européenne pour la Biomasse)
- BIOABFV** > Bioabfallverordnung
(German regulation for organic Waste)
- BOO** > build, own, operate
- BOOT** > build, own, operate, transfer
- CH₄** > Methane
- CNG** > Compressed Natural Gas
- CO₂** > Carbon dioxide
- CO₂E** > Carbon dioxide equivalents
- CR** > Corporate Responsibility
- DAKKS** > Deutsche Akkreditierungsstelle
(German Accreditation Service)
- EBIS** > European Barge Inspection Scheme
- EPC** > Engineering, Procurement & Construction
- EPCA** > European Petrochemical Association
- FETSA** > Federation of European Tank Storage
Associations
- FSC** > Forest Stewardship Council
- FUEL** > FUture in Energy & Logistics
- GHG** > Greenhouse Gases
- GJ** > Gigajoule
- GLUE** > Global Leadership, Unique Experience
- GMC** > Group Management Committee
- GRI** > Global Reporting Initiative
- HR** > Human Resources
- HSBA** > Hamburg School of Business Administration
- HSSE** > Health, Safety, Security & Environment
- IFEU** > Institut für Energie- und Umweltforschung
(Institute for Energy and Environmental
Research)
- ILO** > International Labour Organisation
- IMO** > International Maritime Organization
- IPCC** > International Panel on Climate Change
- ISO** > International Organization for
Standardization
- IUCN** > International Union for the
Conservation of Nature
- KPI** > Key Performance Indicators
- KWH** > kilowatt-hour
- LED** > Light Emitting Diode
- LPG** > Liquefied Petroleum Gas
- MJ** > Megajoule
- MW (eL)** > Electrical megawatt
- MWD** > Measurement While Drilling
- MWH** > Megawatt-hour
- N₂O** > Nitrous oxide
- NGO** > Non-governmental Organization
- NMHC** > Non-methane hydrocarbons
- NO₂** > Nitrogen dioxide
- NO_x** > Nitrogen oxide
- O&M** > Operation & Maintenance
- OCIMF** > Oil Companies International Marine Forum
- OECD** > Organisation for Economic Co-operation
and Development
- OHSAS** > Occupational Health and Safety
Assessment Series
- PEFC** > Program for the Endorsement of
Forest Certification Schemes
- PM** > Particulate Matter
- SO₂** > Sulfur dioxide
- SO_x** > Sulfur oxides
- UPEI** > Union of European Petroleum Independents
- UTV** > Unabhängiger Tanklagerverband e.V.
(Independent Tank Storage Association)
- VOC** > Volatile organic compounds



The present report is drawn up in accordance with the Global Reporting Initiative standard (GRI) in its fourth edition (G4) in line with the option "Core" and following the German Sustainability Code.

GRI CONTENT INDEX

G4-32, G4-33

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page Number	External Assurance
Strategy and Analysis		
G4-1	5	-
G4-2	5, 44, 48, 70	-
Organizational Profile		
G4-3	8	-
G4-4	8	-
G4-5	8, 23	-
G4-6	3, 8, 23	-
G4-7	23	-
G4-8	9, 10, 11, 12, 13	-
G4-9	8	-
G4-10	66	-
G4-11	71	-
G4-12	14, 15	-
G4-13	23	-
G4-14	34, 48, 74	-
G4-15	49, 83	-
G4-16	36, 37	-
Identified Material Aspects and Boundaries		
G4-17	7	-
G4-18	31	-
G4-19	32	-
G4-20	7, 53	-
G4-21	7, 53	-
G4-22	7	-
G4-23	7	-
Stakeholder Engagement		
G4-24	30	-
G4-25	30	-
G4-26	30	-
G4-27	31	-
Report Profile		
G4-28	7	-
G4-29	7	-
G4-30	7	-
G4-31	7	-
G4-32	7, 91	-
G4-33	56, 91	93
Governance		
G4-34	23, 28	-
Ethics and Integrity		
G4-56	3, 22	-

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
Category: Economic					
Material Aspect: Economic Performance					
G4-DMA	24, 42				-
G4-EC1	43				-
Category: Environment					
Material Aspect: Energy					
G4-DMA	48, 52				-
G4-EN3	50				-
G4-EN4	51				-
G4-EN5	50				-
G4-EN6	50, 52				-
G4-EN7	50, 52				-
Material Aspect: Water					
G4-DMA	48, 60				-
G4-EN8	60				-
Material Aspect: Biodiversity					
G4-DMA	63				-
G4-EN11	63				-
Material Aspect: Emissions					
G4-DMA	48				-
G4-EN15	54				-
G4-EN16	54				-
G4-EN17	54				53
G4-EN19	54, 56				-
G4-EN20	57				-
G4-EN21	57				-
Material Aspect: Effluents and Waste					
G4-DMA	48, 63				-
G4-EN22	62				-
G4-EN23	62				-
G4-EN24	48, 49				-
Material Aspect: Products and Services					
G4-DMA	52				-
G4-EN27	52, 58				-
Material Aspect: Compliance					
G4-DMA	26				-
G4-EN29	26				-
Material Aspect: Transport					
G4-DMA	55				-
G4-EN30	55, 56				-

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page Number	Identified Omission(s)	Reason(s) for Omission(s)	Explanation for Omission(s)	External Assurance
Material Aspect: Environmental Grievance Mechanisms					
G4-DMA	24				-
G4-EN34	26				-
Category: SOCIAL					
Sub-Category: Labor Practices and Decent Work					
Material Aspect: Employment					
G4-DMA	66				-
G4-LA1	68	Split according to age group and gender	The information is subject to specific confidentiality constraints	The disclosure would, in case of some smaller companies, allow to draw individual-related conclusions.	-
G4-LA3	73				-
Material Aspect: Occupational Health and Safety					
G4-DMA	74				-
G4-LA6	69, 76				-
Material Aspect: Training and Education					
G4-DMA	70				-
G4-LA10	70, 71				-
Material Aspect: Diversity and Equal Opportunity					
G4-DMA	72				-
G4-LA12	72				-
Material Aspect: Labor Practices Grievance Mechanisms					
G4-DMA	24				-
G4-LA16	25				-
Sub-Category: Human Rights					
Material Aspect: Non-discrimination					
G4-DMA	71				-
G4-HR3	72				-
Sub-Category: Society					
Material Aspect: Anti-corruption					
G4-DMA	27				-
G4-SO3	27				-
G4-SO4	27				-
G4-SO5	25				-
Material Aspect: Compliance					
G4-DMA	24				-
G4-SO8	26				-
Sub-Category: Product Responsibility					
Material Aspect: Compliance					
G4-DMA	24				-
G4-PR9	26				-

ADDRESSES

> Marquard & Bahls AG



> Marquard & Bahls AG
Admiralitätstr. 55 _ 20459 Hamburg _ Germany
Phone + 49 40 370 04 - 0 _ Fax + 49 40 370 04 - 242 _ www.marquard-bahls.com



> Mabanaft GmbH & Co. KG
Admiralitätstr. 55 _ 20459 Hamburg _ Germany
Phone + 49 40 370 04 - 0 _ Fax + 49 40 370 04 - 352 _ www.mabanaft.com



> Oiltanking GmbH
Admiralitätstr. 55 _ 20459 Hamburg _ Germany
Phone + 49 40 370 99 - 0 _ Fax + 49 40 370 99 - 499 _ www.oiltanking.com



> Skytanking Holding GmbH
Admiralitätstr. 55 _ 20459 Hamburg _ Germany
Phone + 49 40 370 04 - 454 _ Fax + 49 40 370 04 - 379 _ www.skytanking.com



> United Bulk Terminals USA Inc.
Three Allen Center, 333 Clay Street, Ste 2400 _ Houston, TX 77002 _ USA
Phone +1 281 457 - 7900 _ Fax +1 281 457 - 7917 _ www.unitedbulkterminals.com



> Newsco International Energy Services USA Inc.
Three Allen Center, 333 Clay Street, Ste 2400 _ Houston, TX 77002 _ USA
Phone +1 832 924 - 4150 _ Fax +1 832 924 - 4151 _ www.newsco-drilling.com



> Mabagas GmbH & Co. KG
Admiralitätstr. 55 _ 20459 Hamburg _ Germany
Phone + 49 40 370 04 - 800 _ Fax + 49 40 370 04 - 829 _ www.mabagas.com



> Carbonbay GmbH & Co. KG
Admiralitätstr. 55 _ 20459 Hamburg _ Germany
Phone + 49 40 370 04 - 846 _ Fax +49 40 370 04 - 829 _ www.carbonbay.com

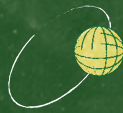


> GMA – Gesellschaft für Mineralöl-Analytik und
Qualitätsmanagement mbH + Co. KG
Admiralitätstr. 55 _ 20459 Hamburg _ Germany
Phone + 49 40 370 04 - 159 _ Fax + 49 40 370 04 - 299 _ www.gma-analytik.de



> natGAS Aktiengesellschaft
Jägerallee 37 H _ 14469 Potsdam _ Germany
Phone + 49 331 20 04 - 0 _ Fax + 49 331 20 24 - 199 _ www.natgas.de

For the addresses of all our direct subsidiaries please visit our website www.marquard-bahls.com



WWW.MARQUARD-BAHLS.COM

SUSTAINABILITY@MARQUARD-BAHLS.COM

COLOPHON

PUBLISHER

Marquard & Bahls AG (Hamburg)

CONCEPT, TEXT & COORDINATION

Anna Weritz, Sarah Dannenfeldt, Jörg Walter
Marquard & Bahls, HSSE

DESIGN

Alwin Wehsling, Projekt 7 (Hamburg)

PRINTING

Beisner Druck GmbH & Co. KG (Buchholz)

Paper: RecyStar Polar 300g/m² und 150g/m²
(recycled paper with blue angel label)

Printed climate neutrally, Id-No. 1657293



Print run: 1,100 German and 1,300 English
Editorial deadline May 31, 2016

This Sustainability Report is also published in German.
The German version is authoritative.

CONTACT

Marquard & Bahls AG
Admiralitätstraße 55
20459 Hamburg
Germany

