

# ESG & SUSTAINABILITY REPORT



# MH BLAND ESG & Sustainability Report

Report date: December 2024

## Foreword from the Chairman

*As a company operating in the tourism and marine sectors, we are deeply aware of the profound impact our industry has on the environment. Sustainability is not just a corporate responsibility; it's an integral part of our mission to protect and preserve the natural beauty that forms the backbone of our business.*

*Across every facet of our operations, from our restaurant to our cable car, vessels, shuttle buses, and offices, we have committed to reducing our environmental footprint. In our restaurant, we've made efforts to minimise food waste and prioritise sourcing sustainable ingredients. Our cable cars and minibuses are moving toward energy-efficient technologies, while our vessels are adopting best practices to reduce emissions and protect marine ecosystems.*

*Beyond our operational improvements, we are proud to contribute to global sustainability efforts. Our carbon offsetting initiative sponsors an environmental project in Morocco that supports reforestation and renewable energy efforts, helping to mitigate the environmental impact of our activities. This is just one example of our broader commitment to protecting the planet for future generations.*

*We understand that sustainability is a continuous journey, and we are dedicated to pursuing ever more innovative and effective solutions. I am confident that through collaboration, transparency, and a shared commitment to our environment, we will continue to make meaningful progress in safeguarding the natural world while delivering exceptional experiences for our guests.*

*Thank you for your ongoing support as we work together toward a more sustainable future.*

*Sincerely,*

*John A Gaggero  
Chairman*

## Purpose & Scope of the ESG & Sustainability Report

This report is available to any member of staff or the public who is interested in MH Bland's impact on the environment and society, as well as how transparent and accountable we are as a company.

The purpose of this ESG & sustainability report is to provide a comprehensive overview of MH Bland's sustainability performance. This report outlines our commitment to environmental stewardship, social responsibility, and ethical governance. It highlights our initiatives, achievements, and challenges in integrating sustainability into our business operations, and it serves as a transparent communication tool for our stakeholders.

As MH Bland's first ESG & sustainability report, it establishes a foundation for our future sustainability efforts. This report documents our journey so far in addressing sustainability and social responsibility. We have recently begun tracking our carbon footprint and we are committed to updating our staff, stakeholders, and the public annually on our progress in reducing emissions and contributing positively to both the planet and our local communities.

Each of our ESG initiatives are linked to one or more of the **United Nations Sustainable Development Goals (UNSDGs)**, reflecting our commitment to advancing global sustainability priorities. To make these connections clear and transparent, we include the **icons of the relevant UNSDGs** alongside each initiative throughout this report.

These icons serve as a visual guide, helping readers quickly identify how our actions contribute to specific global goals, such as climate action, responsible consumption, gender equality, or quality education. By aligning our initiatives with the UNSDGs, we demonstrate our role in supporting a more inclusive, sustainable, and resilient future.

## Meet the Sustainability Team

MH Bland's dedicated Sustainability Team, consisting of the HSSEQ & Sustainability Manager, Kayley Mifsud, and the Sustainability & Communications Assistant, Adrianna Proetta, plays a pivotal role in guiding our environmental and social responsibility efforts. This team, in collaboration with the Directors, oversees the development, implementation, and review of our significant strategies, policies, and goals relating to environmental and social responsibilities, as well as those related to compliance with law and ethical conduct.

As the HSSEQ Department, they also overview the risk assessment and management process of the company's activities ensuring the upmost health and safety of all employees, assisting employees in sharing or reporting health and safety concerns.

Key responsibilities of the Sustainability Team include tracking and analysing sustainability data and metrics, such as energy and fuel consumption and carbon emissions. They also ensure accurate and transparent sustainability reporting, in line with MH Bland's commitment to ISO 14001 standards for our Environmental Management System.



HSSEQ &  
Sustainability  
Manager



Sustainability &  
Communications Assistant

### Sustainability Team Responsibilities:

#### HSSEQ & Sustainability Manager:

- Promote a comprehensive **understanding of sustainability** and related policies across all staff.
- Improve the sustainability of the company's product offerings and supply chain.
- Develop and oversee strategies to **address sustainability, environmental, and social issues**, including energy efficiency, conservation, pollution reduction, recycling, and raising awareness on social and sustainability topics.

#### Sustainability & Communications Assistant:

- Overseeing **data collection**, inputting sustainability data, and supporting the reporting process.
- Supporting the identification of best practices and **carbon reduction strategies**.
- Developing and tracking **initiatives to tackle sustainability**, environmental, and social concerns.
- Facilitating internal and external **communications** on sustainability matters.

Additionally, our now Director and former Development & Team Manager, Alexia Pecino, works closely with the HSSEQ Manager on employee development plans. Alexia is also the head of our Wellbeing Committee, a group dedicated to promoting employee wellness and engagement. The committee also includes the HSSEQ & Sustainability Manager, the Sustainability & Communications Assistant, and Director George Gaggero amongst others, as Wellbeing Leaders, who champion well-being across the company and drive initiatives that support the health and happiness of our workforce.

## ISO 9001 – Company Management System

To ensure quality, we operate on an ISO: 9001:2015 Quality Management System, monitored by our aforementioned HSSEQ & Sustainability Manager and audited both internally and externally. This system ensures top-tier employee training, equipment maintenance, health, safety and quality standards, enhancing our service quality.

By following these ISO 9001 standards, not only do we ensure that we provide the best quality services, but also transparency and accountability, which we believe are key to achieving our sustainability goals and long-term success.



## Transparency and Accountability

At MH Bland & Co Ltd, transparency is at the heart of our sustainability efforts. We believe that open and honest communication is essential for building trust with our stakeholders and ensuring accountability in everything we do. Our commitment to transparency goes beyond simply sharing our successes; we aim to provide a clear and balanced view of both our achievements and the challenges we face on our sustainability journey.

- **Open communication with stakeholders:** we believe that our stakeholders, whether they are customers, employees, or community members, deserve to know how we are addressing the environmental and social impacts of our business. This report serves as a method to transparently update our stakeholders on our sustainability initiatives.
- **Accessible and clear reporting:** we aim to present our sustainability data and information in a way that is accessible and easy to understand. This includes providing context for our sustainability goals, outlining the steps we are taking to achieve them, and reporting on our progress in a straightforward manner.
- **Acknowledging challenges and areas for improvement:** Transparency is not just about highlighting our successes; it is also about being honest about where we need to improve. We acknowledge that sustainability is a continuous process, and we are committed to learning from our experiences. In this report, we share both our accomplishments and the challenges we face, providing a balanced view of our sustainability performance.
- **Commitment to continuous improvement:** We understand that transparency is key to continuous improvement.

As we continue to advance our sustainability initiatives, transparency will remain a cornerstone of our approach. We are committed to being open about our journey, sharing our learnings, and evolving our practices to better meet the expectations of our stakeholders and the needs of the planet.

## Overview of Stakeholders

Our stakeholders are integral to our business success and sustainability efforts. Engaging with diverse groups enables us to understand their needs, concerns, and expectations, ensuring that we act responsibly and transparently. This section outlines our key stakeholder groups, their importance to our company, and our approach to addressing their interests and concerns.

Our key stakeholders include:

### **Employees**

**Importance:** Employees are at the heart of our operations, driving innovation and excellence. We strive to engage with our employees through surveys (e.g. cultural assessment survey), teambuilding initiatives such as team canvas sessions, and learning and development plans.

Concerns regarding employees include health and safety, diversity, equity, and inclusion, and career development. These concerns are tackled by the implementation of comprehensive health and safety protocols and the introduction of learning and development plans.

### **Customers**

**Importance:** Our customers are essential to sustaining our business and fostering innovation, influencing our market reputation and sales. Connecting with customers through surveys and other feedback channels helps strengthen customer loyalty and boost brand value.

Customer concerns can include product quality and safety, ethical supply chain, and data privacy. MH Bland responds to these concerns through enhanced product quality control measures and our ISO 9001:2015 standards. We have a strengthened cybersecurity system and a supplier code of conduct, to ensure we only work with ethical suppliers.

### **Management and Board of Directors**

**Importance:** These groups play a key role in defining and executing the company's strategic direction. They ensure that ESG initiatives are embedded within the business framework and aligned with operational and financial goals. Their leadership is crucial for driving sustainability from the top down. Director and manager meetings allow for communication and engagement with these vital stakeholders.

Concerns from Management and Directors include balancing profitability with long-term ESG goals, compliance with regulations, and risk management in relation to environmental and social issues.

### **Local Communities**

**Importance:** Our operations can directly impact the communities where we work. MH Bland host annual fundraising events that are open to the public, as a way of engaging with local communities. We also have a dedicated marketing team who work towards our sustainability efforts by engaging with our communities via our social media pages.

Concerns of local communities can include environmental impacts, social impacts, and economic local development. One of our company core values is caring about our communities. MH Bland always strives to make a positive impact on our communities, whether social or environmental, and be completely ethical in our operations.

### **Suppliers**

**Importance:** Our supply chain partners help us deliver quality products and services globally. By conducting Supplier Questionnaires, we can ensure that the suppliers we work with are ethical and provide quality services.

Supplier concerns can include environmental impact and ethical labour practices. Our enforced Supplier Code of Conduct and supplier audits ensure that both our suppliers and we work together in a sustainable, ethical, and safe manner.

### **Regulatory Bodies**

**Importance:** Compliance with regulations and legal frameworks is essential for operational continuity. We regularly communicate with regulators and conduct compliance audits.

The main concerns of regulatory bodies would of course be regulatory compliance, as well as corporate responsibility. Our strengthened compliance framework ensures full compliance with applicable regulations, and we hope our transparent ESG reporting can also serve as a response to these stakeholder concerns.

We hope that through engagement and dialogue with our stakeholders, we ensure that our business strategy aligns with the evolving expectations and challenges across environmental, social, and governance areas. We remain committed to transparent and proactive communication, such as this report, fostering long-term value for all stakeholders.

## Company Core Values

Our Company put together a set of Company Core Values to define the fundamental beliefs and guiding principles that shape our organisation's culture, decision-making, and behaviours:

- **Strength in Unity:** We aim to foster strong relationships between our employees, partners, and stakeholders, working together to achieve shared success.
- **Care about our Communities:** At MH Bland we have a well-established and dedicated 'Doing Good' committee that was setup to support many worthy causes and make a difference in the communities where we work and live. We encourage our employees to help their local communities by taking part in volunteer work. Employees are granted one extra day (Give Back Day) of annual leave if they wish to volunteer or help a charity during that time.
- **Care for People:** We are committed to providing a healthy, safe and secure work environment for all employees, suppliers, customers and the general public.
- **Protect future generations:** The MH Bland Group of Companies' sustainability mission is to create a positive and lasting impact on the planet, society, and the economy. We are committed to continuously learn, improve and implement good sustainability practices within all our sectors.
- **Be Committed to our Customers:** We are always looking for ways to improve our processes to ensure we meet or exceed customer expectations.
- **Have Fun through Work:** At MH Bland we recognise the value of a team who enjoy their workplace, where each member appreciates the contribution of their teammates and are proud of the significance of their role to achieve the common goal.

We hope that this sustainability report demonstrates how our company values are embodied in our initiatives, operations, and interactions with our communities.

## Company Overview

Established in Gibraltar as a port agency by Marcus Henry Bland in 1810, MH Bland and Co Ltd has an unrivalled history and tradition in Gibraltar and beyond within the Marine and Tourism sectors.

Our divisions:

### **Marine Division**

- MH Bland Port Agencies are strategically located in Gibraltar, mainland Spain, the Canary Islands, Morocco and Malta.
- MH Bland Marine Services operates in the port of Gibraltar, harnessing a wide range of assets to deliver a coordinated and timely service. These assets include:
  - Full spectrum of Stevedoring capabilities.
  - A bonded warehouse.
  - A fleet of lube oil barges.
  - A lubricant oil tank farm.
  - A range of cranes and forklifts.
  - Our team of experts in the field.
- Marine Logistics use their experience and knowledge to provide a seamless logistical service to manage and move goods efficiently.
- Hull Cleaning & Repairs offers underwater services to sustain and improve fuel efficiency and vessel safety with minimum disruption to our clients.

### **Tourism Division**

- MH Bland Travel Services is an IATA bonded travel agency which has provided expert travel advice for business or leisure for over 40 years.
- Calypso Tours, Calypso Excursions, and Calypso Kronos specialise in creating and delivering an imaginative portfolio of tours in Gibraltar, mainland Spain, Canary Islands, Morocco and Cuba.
- The Cable Car was built and is owned and operated by MH Bland. It is a unique tourist attraction on the summit of the Rock which includes the spectacular restaurant and private function venue, the Mons Calpe Suite. The Cable Car climbs 412m to the Top of the Rock in 6 minutes.

The company has embarked on an exciting project to completely rebuild and upgrade the entire Cable Car installation, providing guests with an enhanced, educational and sustainable visitor experience for the 21<sup>st</sup> Century.

### **Mission & Vision Statement**

**Our Mission:**

*"We build lasting relationships. Our team is at the heart of our journey and every customer and partner is part of our story."*

### **Our Sustainability Mission:**

*"Our sustainability mission is to create a lasting positive impact on the planet, society, and economy. Through responsible practices and continuous improvement, we aim to integrate sustainability across all sectors. We are committed to protecting biodiversity, reducing pollution, and collaborating with stakeholders to drive meaningful change. Guided by Travelife standards, we strive for excellence in sustainability and corporate social responsibility."*

### **Our Vision:**

At **MH Bland**, our vision is to be a trusted leader in both the **marine** and **tourism** industries — delivering exceptional and responsible services that move people, goods, and create positive experiences safely and sustainably.

With a legacy built on generations of experience, our directors and staff remain dedicated to upholding the highest standards in safety, quality, environmental protection, and community engagement. We believe in leading by example, not only through what we do but in how we do it.

We are committed to:

- **Operating with the highest standards of safety, security, and environmental care** across all our activities.
- **Upholding integrity, excellence, and reliability** in everything we do.
- **Protecting the environment** by minimising waste, conserving resources, promoting energy efficiency, preventing pollution, and safeguarding biodiversity across land and sea.
- **Investing in our people and our assets** through comprehensive training, continuous maintenance, and a strong Management System aligned with both client and regulatory expectations.
- **Collaborating with partners, suppliers, and stakeholders** who share our commitment to human rights, equal opportunity, ethical business, and environmental stewardship.
- **Contributing positively to our communities**, creating opportunities, supporting local development, and maintaining strong relationships built on trust and respect.
- **Supporting sustainability and responsible tourism** by encouraging eco-cultural experiences that respect local communities and preserve natural and historical heritage.

To further our sustainability goals, MH Bland is implementing the Travelife sustainability standards, the leading international certification for the travel sector. Calypso Tours has achieved the Travelife Partner level award, recognising our long-term efforts in sustainability and corporate social responsibility. We are now working toward full Travelife Certification across all tourism departments.

Through our Doing Good Charity Committee we engage with community-focused initiatives, and support causes that reflect our values and strengthen the places where we live and work. Our goal is not just to grow, but to grow responsibly, creating a cleaner, safer, and greener future for all.

Together, we aim to set the standard for **responsible marine and tourism operations**, where growth, innovation, and sustainability go hand in hand.

John A Gaggero  
Chairman

## **Understanding the Environmental and Social Impacts of our Operations**

As a company operating in both the tourism and marine/shipping sectors, we are aware of the potential environmental, social, and economic impacts of our activities. Our commitment to sustainability is founded on the comprehensive understanding of these impacts, enabling us to implement effective strategies to mitigate negative outcomes while enhancing positive contributions.

## **Environmental Impacts**

### Tourism Sector:

Tourism, while fostering cultural exchange and economic development, can exert pressure on natural ecosystems, particularly in sensitive coastal and marine environments. We recognize that increased tourist activity can lead to habitat disruption, pollution, and the depletion of local resources. Activities in the travel and tour operating industries can exert significant pressure on areas, resulting in impacts like soil erosion, heightened pollution, loss of natural habitats, and increased susceptibility to wildfires. Trampling is one of the most frequent impacts stemming from tours and excursions, which can cause damage to vegetation and soil and can lead to loss of biodiversity. Our Tourism Sustainability Policy provides appropriate guidelines to ensure our tours and excursions are carried out in a controlled and responsible manner.

According to research from the World Travel & Tourism Council (WTTC) in 2023, Travel & Tourism is currently responsible for 8.1% of global greenhouse gas emissions, making the tourism industry a major contributor to climate change. At MH Bland, we try to promote responsible travel, offering sustainable travel packages through our Travel Agency, as well as only traveling for work when necessary.

### Marine Sector:

The marine and shipping industry is a vital component of global trade but also contributes to environmental challenges, including greenhouse gas emissions, water pollution, and marine ecosystem disruption. In addition to atmospheric pollution inputs, these impacts can affect aquatic biome services through reduced water quality, introduction of invasive species, physical disturbance and/or destruction of habitat, flora and fauna, such as the effects of marine traffic and underwater noise on marine mammals.

International shipping accounts for approximately 3% of the world's greenhouse gas emissions, having increased by 20% over the last decade, according to UN Trade & Development (UNCTAD). We are committed to reducing our carbon footprint and minimising our impact on marine biodiversity through rigorous environmental monitoring and sustainable practices.

## **Social Impacts**

### Tourism Sector

Tourism has the power to uplift communities by creating jobs and promoting cultural heritage. However, it can also lead to social challenges such as over-tourism, cultural commodification, and unequal distribution of benefits. We are dedicated to engaging with local communities to ensure that our tourism activities contribute positively to their well-being. This includes supporting local businesses, preserving cultural heritage, and promoting fair and inclusive employment practices.

### Marine Sector

The social impacts of the shipping industry can be far-reaching, affecting not only our workforce but also coastal communities. We are committed to upholding the highest standards of labour rights, ensuring the health and safety of our employees, and contributing to the social and economic development of the communities in which we operate.

## **Economic Impacts**

### Tourism Sector

The tourism industry is a significant driver of economic growth, particularly in regions heavily dependent on tourism revenues. Our operations aim to create sustainable economic opportunities by promoting responsible tourism that benefits both our company and the local economy. We will always prioritise benefitting local businesses and communities.

### Marine Sector

Shipping is a cornerstone of global commerce, facilitating trade and connecting markets. However, the industry also faces economic challenges, including fluctuating fuel prices, regulatory compliance costs, and the need for investment in sustainable technologies.

## **Our Commitment**

Understanding the impacts of our operations in the tourism and marine/shipping sectors is essential to our sustainability efforts. We continuously assess and address these impacts and commit to continuous improvement. By integrating sustainability into every aspect of our operations, we aim to contribute to a thriving, sustainable future for the environments and communities we serve.

### **Our Company Sustainability Targets**

At the MH Bland Group of Companies, sustainability is integral to our operations across all sectors of our business. We are committed to setting and achieving ambitious sustainability goals that not only reduce our environmental impact but also promote responsible business practices. Below, we outline the key sustainability targets that will guide our efforts in the coming years.

#### **MH Bland & Co Ltd Goals:**

- **Recycle 100% of Our Hardware:** We are dedicated to ensuring that all of our electronic hardware not fit for reuse or donation is responsibly recycled, reducing electronic waste and promoting a circular economy.
- **Track our Energy Consumption and Emissions from our International Offices as from 2026:** For the past few years, MH Bland & Co Ltd have been tracking our energy consumption from our Gibraltar based facilities. As from 2026, we want to track our energy consumption from our facilities based in Spain, Canary Islands, Malta, Morocco, and Cuba.
- **Reduce Emissions by 10% by 2030:** We aim to cut our corporate greenhouse gas emissions (scope 1 & 2) by 10% by 2030, aligning with global efforts to combat climate change.
- **Expand Sustainability Expertise:** We plan to increase the number of staff capable of conducting internal sustainability audits and supplier sustainability evaluations, thereby expanding our Sustainability Committee and enhancing our overall sustainability governance.
- **Enhance Sustainability Marketing and Communication:** We will increase our sustainability marketing efforts and continually improve our science communication strategy, ensuring that our message reaches a broader audience and effectively conveys the importance of sustainability.

#### **Travel Services Goals:**

- **Achieve Full Travelife Certification:** We are committed to obtaining full Travelife Certification, a leading standard for sustainability in the travel industry, ensuring that our operations meet the highest environmental and social criteria.
- **Increase Sustainable Travel Packages by 20% by 2027:** To offer more eco-conscious travel options, we aim to grow our portfolio of sustainable travel packages by 20% over the next two years.

#### **Marine Division Goals:**

- **Reduce Emissions by 5% Annually:** We are committed to reducing our emissions by 5% each year while continuing to offset our remaining carbon footprint, ensuring that our marine operations are as environmentally responsible as possible.

#### **Tour Operator Goals (Calypso Tours, Calypso Excursions and Calypso Kronos):**

- **Eliminate Single-Use Plastics from all Tours by 2030:** As part of our commitment to reducing waste, we will eliminate single-use plastics from all of our tours, promoting more sustainable alternatives.
- **Increase Supplier Evaluation Participation by 20%:** We will boost the number of completed supplier evaluation questionnaires by 20%, ensuring that our partners align with our sustainability values.
- **Expand Sustainable Tours by 20% by 2026:** To further promote responsible tourism, we aim to increase our offering of sustainable tours by 20% by 2026.
- **Achieve Full Travelife Certification:** similarly to our travel services goal, for our tour operating companies, we aim to progress from Travelife Partner status to full Travelife Certification by December 2025.

These targets reflect our dedication to sustainability and our belief that responsible business practices can drive positive change. We are committed to tracking our progress and continuously improving our efforts to meet these goals.

## Our Commitment to the Planet - Sustainability Initiatives

### Carbon Offsetting our Vessels Emissions



As part of our mission to become one of Gibraltar's leading carbon-neutral companies, the MH Bland Group has partnered with World Kinect Energy Services, through Gib Oil, to address the carbon emissions produced by all MH Bland Marine Services vessels.

For the past two years, we have actively purchased carbon offsets, channelling our efforts into projects that promote sustainability and long-term environmental impact. In 2022, we offset 417 tons of CO<sub>2</sub> equivalent (CO<sub>2</sub>e) by supporting the Vishnuprayag Hydro-electric Project (VHEP) in India, a clean energy initiative harnessing hydropower to reduce reliance on fossil fuels.

Looking ahead, we've already taken steps to mitigate our predicted emissions for 2024 by investing in a Solar Panel Project in Morocco. This project is expected to supply approximately 250 GWh of renewable energy annually to the Moroccan electricity grid, helping to cut carbon emissions by an estimated 150,272 tons of CO<sub>2</sub>e each year.

By continuing to invest in sustainable projects like these, we remain committed to reducing our environmental footprint and playing a proactive role in the global effort to combat climate change. However, we understand that carbon offsetting should be treated as a last resort, and we continuously strive to lower our emissions through various measures.

### Alternative Fuels & Electric Vehicles



Another step in MH Bland's decarbonisation journey is the exploration of alternative fuels to reduce our reliance on traditional fossil fuels. Over the past two years, we have incorporated 1,000 litres of Hydrotreated Vegetable Oil (HVO) each year into the operations of our lube oil barge, *Dragonfish*.

HVO has an array of logistical and environmental benefits – it's a fossil-free paraffinic diesel made from certified waste materials, supporting the circular economy. By using HVO, we can reduce net CO2 greenhouse gas emissions by up to 90%, contributing to cleaner, more sustainable marine operations. We hope to continue supplying our vessels with HVO in the future.

We also conducted trials of HVO with our *Calypso* fleet of buses. However, due to the nature of our Rock of Gibraltar tours, HVO was not able to provide the required power for the steep climbs. Despite this, we remain committed to identifying viable biofuels in Gibraltar that can safely and effectively power our buses, and we continue our research in this area.

While alternative fuels are one part of our strategy, we are also exploring the possibility of electric vehicles. Although current electric buses lack the power to navigate Gibraltar's challenging terrain, we have made progress by adding our first fully electric vehicle to the fleet. Our Marine Services Director now drives a 100% electric motorbike, purchased from Gibraltar's first fully electric vehicle dealership, E-Gear.

Exploring alternative fuels and adopting electric vehicles are key steps in MH Bland's journey toward decarbonization. We remain dedicated to finding innovative solutions that reduce our carbon footprint and contribute to a greener, more sustainable future.



## Sustainability Company Policies

Our **General and Tourism Sustainability Policies** guide every decision we make to ensure that our business activities are environmentally responsible, socially equitable, and economically viable. The policy, based on the company's Mission and Vision Statement, commits to preserving environmental sustainability and minimising the company's impact on ecosystems while promoting responsible tourism and marine services. Key areas of focus include:

- **Sustainability Management & Legal Compliance:** Dedicated staff monitor sustainability efforts, which include legal compliance, carbon tracking, public reporting, and continuous improvement.

- **Social & Human Rights:** Ensuring fair labour practices, equal opportunities, non-discrimination, and a safe, inclusive work environment. The policy also supports community welfare by hiring locally and providing fair wages.
- **Environmental Management:** The company is committed to reducing its carbon footprint through energy-saving measures, waste reduction, water conservation, and responsible sourcing.
- **Transport & Pollution Prevention:** Guidelines are in place to reduce emissions and prevent marine pollution. The company strives to reduce the environmental impact of transport and ensure that excursions respect local communities, traditions, and wildlife.
- **Biodiversity & Resource Conservation:** The company strives to protect marine biodiversity and minimise resource use, including energy and water.
- **Community and Destination Responsibility:** MH Bland supports local communities through responsible sourcing and collaboration. MH Bland also encourages responsible shopping and strives to contribute to sustainable tourism. The company ensures that destinations are not negatively impacted by over-tourism or human rights violations.
- **Customer Protection & Communication:** MH Bland maintains strict customer protection policies and transparent communication regarding its services and sustainability claims. The company offers sustainable travel options and encourages responsible behaviour from tourists.
- **Ethical Marketing & Customer Experience:** MH Bland avoids greenwashing, ensures inclusivity in marketing, and prioritises customer satisfaction and safety. Feedback and complaints are handled to continually improve services.
- **Employee Commitment:** Ongoing training, employee involvement in sustainability initiatives, and continuous improvement in sustainability practices are key priorities.

The policy reflects MH Bland's goal of fostering sustainability at every operational level, ensuring positive impacts on the environment, local communities, and customer experiences.

#### Transport and Staff Travel Policy

Our Transport & Staff Travel Policy emphasises MH Bland's commitment to safe, efficient, and environmentally sustainable transport. The policy covers all vehicles used during work (cars, bikes, vans, etc.) and promotes reducing unnecessary travel to minimise environmental impact:

- Employees are encouraged to use public transport, ridesharing, and eco-friendly vehicles where possible.
- Sustainable travel options such as public transport and active travel (e.g., walking, cycling) are encouraged.
- Staff are encouraged to prioritise accommodation with environmental certifications.
- Staff travel data will be collected to calculate environmental impact, including CO<sup>2</sup> emissions.

This policy supports MH Bland's commitment to reducing its environmental footprint while ensuring the safety and cost-effectiveness of business travel and transport.

#### Waste Management Policy

MH Bland's Waste Management Policy aims to promote sustainable waste practices, minimise waste generation, and ensure proper disposal. The policy focuses on reducing waste, promoting recycling and reuse, raising awareness of waste issues, and ensuring responsible disposal in compliance with relevant regulations:

- **Waste Minimisation:** Emphasises reducing waste at the source by using efficient processes, reducing paper use, promoting digital alternatives, and adopting responsible purchasing.
- **Waste Segregation & Disposal:** Encourages segregating waste (recyclable, organic, electronic, hazardous) and using authorised waste management services in line with legal regulations.
- **Recycling & Reuse:** Implements recycling facilities and promotes reuse both internally and through partnerships.
- **Hazardous Waste Management:** Ensures proper handling, disposal, and employee training for hazardous materials, complying with regulatory requirements.
- **Continuous Improvement:** The policy will be regularly reviewed and updated for better waste management practices.
- **Employee Engagement:** Promotes environmental responsibility through education and engagement in waste reduction initiatives.
- **Compliance & Reporting:** MH Bland will follow local waste management laws, conduct regular audits, and maintain records to monitor progress.

This policy is accompanied by a Waste Management Procedure, which outlines the methods for proper recycling and disposal of various types of waste (hazardous, chemicals, e-waste, batteries, etc) in line with regulations and company policies.

### **Green Office Initiatives**



At MH Bland, we are dedicated to reducing our environmental impact across all aspects of our operations, including within our offices and headquarters. Our Green Office Initiatives are designed to promote sustainability, enhance energy efficiency, and minimise waste, all while fostering an eco-conscious workplace culture.

- Energy Efficiency: We have implemented energy-saving practices across our offices, including the installation of energy efficient lightbulbs, such as LED. We encourage staff to adopt energy-conscious habits such as reducing unnecessary lighting, optimising the use of natural light, and powering off devices when not in use.
- Reduced Plastic Use: To minimise single-use plastics, we provide employees with refillable glass bottles for use at their desks, helping to significantly cut down on plastic waste.
- Water Conservation: We've introduced water-saving solutions like dual-flush systems in our office restrooms and educate staff on conservation practices, such as promptly reporting leaks and only running dishwashers when fully loaded.
- Waste Management and e-Waste: We have a Waste Management Policy in place and provide recycling bins across our offices to ensure and facilitate recycling. We also make sure to responsibly dispose of all our hardware, prioritising reusing or donating technology that no longer serves us. Devices that can be re-used are always put up for donation and offered to staff members who may need electronic equipment at home or worthy charities, such as support facilities for persons and families with Supported Needs and Disabilities. MH Bland have donated PCs in the past to families in need of these at home for homework or work, and to charities who then use the equipment in their offices for either staff or for the children during their after-school clubs or workshops. One of our company core values is caring about our communities, so we aim to work with community-based charities.
- Eco-Friendly Cleaning Products: We are always looking out for eco-friendly cleaning products that can be used in our office spaces to reduce the use of harmful chemicals.
- Sustainable Procurement: All paper purchased for our offices is FSC certified, and we always attempt to source our office supplies and equipment from sustainable suppliers, prioritising reusing and repurposing when possible.
- Minimal Printing: We use online platforms such as DocuSign for document signing and incorporating digital HR systems to significantly reduce the need for printing. Employees are regularly reminded to print only when absolutely necessary.

Through these initiatives, MH Bland is committed to creating a more sustainable office environment and reducing our overall environmental footprint.

### **Green Incentives**



As a way to encourage sustainability and environmental management across the board and beyond our operations, our MH Bland Port Agencies offer a 5% discount on services to vessels who have an ISO 14001 certification, operating under a certified Environmental Management System.

As the most widely used EMS in the world, it helps organisations improve their environmental performance through more efficient use of resources and a reduction of waste.

We hope that by offering incentives for environmental certifications, we can encourage other organisations to adopt sustainable practices.

### **Plans for the New Cable Car**



In late 2025, the MH Bland Cable Car plans to undergo a major refurbishment, which includes upgrades to both the lower and upper stations, along with increasing the cabin capacity. The goal is not only to improve our project, but to also develop a must-visit destination in Gibraltar that preserves the environment and heritage while educating visitors about Gibraltarian history, culture, and natural surroundings, protecting and serving our natural heritage for future generations.

The new Cable Car facilities will include wheelchair access, making it as easily accessible as possible for guests of all abilities.

Our Cable Car has always been 100% electric and has a proven track record of providing an environmentally friendly and safe mode of transportation into the nature reserve. However, our new facilities will include solar panels, with the potential to generate yearly up to 75% of the energy required to power the Cable Car from renewable energy, further minimising our overall impact on the environment.

The new stations will include storage facilities with refuse and recycling within the buildings and will refrain from the use and sale of single-use plastics.

We understand the impact that such a massive project can have on the environment, and we are dedicated to minimising any negative effects this refurbishment may have. The company has categorically committed to a 0% net loss of vegetation throughout the whole project and will introduce non-invasive plants around the perimeter of the new lower station, as recommended by the Gibraltar Ornithological Natural History Society (GONHS).

To protect the Barbary Macaque population during the project, a Macaque Monitoring Programme & Risk Assessment is being implemented with the collaboration of the HM GoG Department of Environment, Sustainability, Climate Change and Heritage (DEHCC). Necessary measures are being taken to ensure the safety of our cherished wildlife. In over 50 years of coexisting with the macaques, our Cable Car have never hurt a single macaque or encountered any bird strikes. The company has always worked to maintain a harmonious and enjoyable relationship with local wildlife and will continue to do so.

MH Bland are committed to refurbish and protect the WW2 Tunnel Network located underneath the site, and to preserve the Heritage Wall. A Visitor Management Plan has been developed, ensuring litter wardens, macaque-friendly bins, and cleaning the Eastern Cliff Face through biannual maintenance using rope access. The Visitor Management Plan will be reviewed and monitored annually with the HM GoG DEHCC to ensure continued compliance and effectiveness.

### **Encouraging Responsible Tourism**



At MH Bland Travel Services, we recognise the significant impact that tourism can have on both the environment and local communities. We firmly believe that when approached responsibly, travel can be a powerful force for good – enriching the lives of travellers while supporting and preserving the places and cultures they visit. We recognise the economic needs that developing countries may have within

the tourism industry, and we are committed to ensuring that our contributions support their development in a positive and sustainable way.

MHB Travel Services works with hotels and lodges that have sustainable certifications and practices, minimising resource consumption and promoting responsible tourism. We also offer a wide range of nature-focused activities, such as hiking, birdwatching, and wildlife safaris, promoting appreciation and conservation of natural environments. MHB Travel Services prioritises destinations that promote sustainable practices, respect local communities, and conserve natural resources. By partnering with local business and service providers, we ensure that tourism benefits are distributed equitably among local stakeholders.

Our commitment to sustainability extends to the travel options we offer. The MHB Travel Services website features a comprehensive section on Sustainable Tourism, providing an array of eco-friendly travel packages and responsible travel tips. We strive to expand our sustainable travel offerings each year, ensuring that every traveller can find an option that aligns with their values: <https://traveltheworld.gi/holiday-styles/sustainable/>.

Our tour operating companies – Calypso Tours, Calypso Excursions and Calypso Kronos – aim to promote cultural preservation, community engagement, and environmental awareness. We offer opportunities for tourists to engage with local communities, providing insights into their culture, traditions, and heritage, as well as supporting local economies by collaborating with local guides, artisans, and businesses. We prioritise responsible waste management, promote wildlife conservation, and educate tourists about the importance of protecting fragile ecosystems. We offer an array of sustainable tours, utilising fuel-efficient vehicles and encouraging eco-friendly transportation options like cycling or walking. Our Tourism Sustainability Policy provides appropriate guidelines to ensure that our tours and excursions are carried out as responsible as possible.

All contractors, suppliers, and service providers that we work with are required to sign and comply with our MH Bland Tourism Sustainability Policy. We conduct audits to ensure compliance, and if any violations are found, we take immediate action, including terminating business relationships when necessary. This commitment to accountability ensures that our entire supply chain aligns with our sustainability values.

### **Hull Cleaning & Repairs**



Hull Cleaning and Repairs is a Company under the MH Bland umbrella, offering a range of benefits that extend beyond improving vessel performance. Proper maintenance and cleaning of hulls and propellers increases fuel efficiency and eliminates biofouling.

Biofouling, the accumulation of microorganisms and larger organisms on submerged surfaces, is a common issue for marine vessels. It begins with microorganisms and bacteria and can escalate to the growth of macroalgae, mussels, barnacles, and even coral on ship hulls and propellers. This build-up increases drag on vessels, leading to higher fuel consumption and the release of more pollutants into the environment.

Another significant environmental risk posed by biofouling is the introduction of invasive species, which can disrupt local ecosystems and lead to the extinction of native plants and animals. Gibraltar has experienced the effects of invasive species firsthand, particularly with the spread of *Rugulopteryx okamurae*, a brown alga that has taken hold in its waters. This species, which has also spread throughout the Western Mediterranean, has negatively impacted local fishing activities.

According to the International Maritime Organisation's (IMO) Third Greenhouse Gas Study, the maritime industry can reduce greenhouse gas emissions from shipping by up to 9% by implementing regular hull cleaning and maintenance. Hull Cleaning and Repairs is dedicated to delivering top-quality services that not only improve vessel and energy efficiency but also protect marine environments and local ecosystems, eliminating the risk of introducing invasive species.

## Science Communication and Raising Awareness

At MH Bland, we believe that raising awareness is a pivotal step in achieving global sustainability. Social media serves as a vital tool in our strategy to educate the general public, inspire action, and drive meaningful conversations around environmental protection.

Throughout the past year, we have used platforms like LinkedIn, Instagram, YouTube, our MHB Scoop Newsletter and our Intranet to educate our local communities on climate and biodiversity issues, as well as raise awareness on wellbeing and mental health issues, by creating educational posts and infographics, celebrating our local nature and promoting sustainability. We have collaborated with multiple organisations, including the Gibraltar-based Nautilus Project, to create educational videos and provide valuable platforms for these organizations to raise awareness on important environmental issues.



### WORLD OCEAN DAY

**WHY CORAL REEFS MATTER**

- Support 25% of all marine life.
- Provide habitats for over 4,000 species.
- Protect coastlines.
- Generate billions in tourism.

**CORAL REEFS ARE THREATENED BY CERTAIN ASPECTS OF TOURISM**

- Touching or stepping on coral can kill it.
- Sunscreen chemicals can damage coral reefs.
- Buying coral souvenirs contributes to reef destruction.

Learn how to be a coral-friendly tourist in the caption!

**POWERED BY GREEN ENERGY**

CableCar GIBRALTAR

We hope that through science communication, we can raise awareness and promote advice on living healthy and sustainably, offering tips on energy conservation, sustainable consumption, reducing waste, and overall wellbeing and health. By encouraging individuals to adopt eco-friendly habits, we empower our audience to make informed choices that contribute to the larger goal of environmental preservation.



## Fostering Sustainability Through Team-Building Initiatives

At MH Bland, we believe that sustainability is not only about reducing emissions and investing in green technologies, but also about cultivating a culture of environmental awareness and responsibility within our team. To reinforce our commitment to sustainability, we regularly organise team-building events that inspire our employees to engage with eco-friendly practices and deepen their understanding of the natural world.

One of our recent initiatives involved an electric motorbike test drive with E-Gear, where team members had the opportunity to experience firsthand the benefits of sustainable transportation. This interactive experience increased enthusiasm for cleaner transport options and led to the purchase of our first fully electric company vehicle!

In celebration of National Marine Week, we organised a special dolphin-watching trip for our team with the very kind collaboration from Dolphin Adventure, highlighting the importance of protecting marine biodiversity. This event not only provided an opportunity for employees and their families to appreciate Gibraltar's rich marine life, but it also reinforced the role that marine conservation plays in preserving ecosystems and supporting sustainable tourism. Dolphin Adventure is dedicated to the ethical, educational, and respectful observation of marine life, always maintaining safe distances and speeds to ensure the wellbeing of both their clients and the animals.

We also proudly participate in World Cleanup Day in Gibraltar. Our employees join volunteers from across the community to remove litter and waste from the rock and Gibraltar's coastline and public spaces, reinforcing the importance of keeping our environment clean for both residents and wildlife.

Through these hands-on, team-building experiences, we aim to inspire our staff to embrace sustainability in their everyday lives while contributing to MH Bland's broader environmental objectives. We believe that a united, informed workforce is key to achieving our sustainability goals and driving meaningful change for the future.



## Staff Training and Sustainability Awards

In our commitment to reaching sustainability, MH Bland is working with Travelife, a leading training, management, and certification initiative for tourism companies. Various team members across different departments have completed Travelife training courses in sustainable tour operating and management. Via Travelife, we aim to manage and improve social and environmental impacts by complying with sustainability criteria. We currently have the Travelife Partner award, and we hope that with sufficient training and development of our sustainability management system, policies, and standards, we can attain the Travelife Certification award in the near future.

We also begun the process with Calypso Tours by participating in the SUSTOUR Project. This initiative seeks to enhance the capabilities and skills of over 175 small and medium-sized tour operators by providing training, management systems, standards, and solutions. These efforts will improve their sustainable practices, boost overall performance, and create new market opportunities.

We also achieved the EcoVadis Bronze Medal in 2023. EcoVadis provides globally trusted business sustainability ratings. The platform will be guiding us in making the next steps toward improving our sustainability practices. The Bronze Medal puts our company in the top 35% of companies assessed by EcoVadis.

MH Bland were also the proud winners of 3<sup>rd</sup> place for the 5<sup>th</sup> Gibraltar Sustainability Awards, and 2<sup>nd</sup> place for the 6<sup>th</sup> Gibraltar Sustainability Awards organised by the Nautilus Project in collaboration with the Gibraltar Federation of Small Businesses.

## Our Commitment to Our People – Wellbeing Initiatives

### Zero Tolerance for Discrimination



At MH Bland, we are deeply committed to fostering an inclusive and equitable workplace where every individual is valued and respected, regardless of their background, identity, or personal characteristics.

- **Equal Opportunity Employer:** We pride ourselves on being an equal opportunity employer, ensuring that all employment decisions, including recruitment, hiring, promotions, and compensation, are made based on merit, qualifications, and performance. We do not tolerate any form of discrimination, including but not limited to discrimination based on race, ethnicity, colour, gender, sexual orientation, gender identity, age, religion, disability, national origin, marital status, or any other characteristic protected by law.
- **Inclusive Workplace Culture:** We actively promote a culture of inclusion, where diverse perspectives are encouraged, and differences are celebrated. We believe that diversity in our workforce drives innovation, creativity, and better decision-making, enabling us to better serve our customers and communities.
- **Zero Tolerance for Discrimination and Harassment:** We maintain a zero-tolerance policy for any form of discrimination or harassment. Employees are encouraged to report any incidents of discrimination, and we have established confidential channels for doing so.

At MH Bland, we believe that a diverse and inclusive workplace is essential to our success and sustainability. Our commitment to non-discrimination is a fundamental aspect of who we are as a company and how we operate every day.

### Health & Safety



The protection of the health, safety, and wellbeing of our employees is fundamental for our organisation to achieve sustainability. MH Bland & Co Ltd formally commits to complying with all applicable occupational Health & Safety legislation and codes of practice, and to continually improving its Health and Safety arrangements. Our Health & Safety Policy aims to:

- Adequately assess work activities by identification of hazards and evaluation of all health and safety risks, preventing accidents and work-related illnesses.
- Ensure compliance with all relevant health and safety laws, regulations, and standards applicable to our operations.
- Promote a culture of safety, where every individual takes responsibility for their own safety and the safety of others.
- Provide the necessary resources, training, and support to enable employees to work safely and efficiently.
- Continuously monitor and improve our health and safety performance through regular assessments, audits, and reviews.
- Implement effective arrangements to ensure all employees can access competent health and safety advice when needed.

We regularly assess and identify potential hazards associated with its activities for effective Risk Management. Risk assessments are continuously reviewed and updated whenever there are significant changes in work processes or conditions.

### **MHB Cultural Assessment**



In 2023, MH Bland & Co Ltd conducted our first companywide cultural assessment to evaluate the alignment between our company's values and those of our employees. The assessment revealed that our cultural alignment was well above average, which we consider a positive reflection of our workplace environment. However, the primary goal of this assessment was to identify areas where we could enhance our workplace culture.

The assessment highlighted several key areas for improvement, including:

- Employee recognition and appreciation
- Learning and development opportunities
- Teamwork and communication
- Work-life balance

In response, our Wellbeing Committee initiated a series of targeted actions to address these areas. These initiatives were categorised into two main focus areas: **Teamwork & Communication** and **Balance & Recognition**.

### **Teamwork & Communication**

- **Communication of Core Values:** Strengthening the understanding and integration of our company's core values across all levels.
- **Inter- and Cross-Departmental Meetings:** Increasing collaboration and information sharing through more frequent and structured meetings.

- **Team Canvas Sessions:** Facilitating workshops to align team goals, values, and strategies, fostering stronger teamwork.
- **Improved Welcoming Process and Buddy Programme:** Enhancing the onboarding experience to help new employees feel valued and connected from day one with the help from an assigned “Buddy”.

### **Balance & Recognition**

- **Employee Appreciation Initiatives:** Introducing programs such as Employee Appreciation Day and a platform in our monthly MHB Scoop Newsletter where colleagues can publicly recognise each other’s contributions.
- **Birthday Leave:** Offering employees a gifted half-day of annual leave on their birthdays as a token of appreciation.
- **Training and Development:** Expanding our employee development plans to provide more training courses and learning opportunities.
- **Hobby Sharing Sessions:** Encouraging employees to share their hobbies and interests with colleagues, fostering a sense of community and personal fulfilment.
- **Financial Wellbeing Workshops:** Supporting employees’ financial health through targeted workshops.

These initiatives are designed not only to address the areas identified in the cultural assessment but also to foster a more engaged, supported, and connected workforce. We believe that by continuing to prioritize our employees' wellbeing, we can cultivate a workplace culture that not only aligns with our values but also empowers every individual to thrive. We will continue to carry out cultural assessments yearly to ensure a positive workplace culture.

### **Mental Health & Wellbeing Policy**



Our commitment to ensuring the wellbeing of our employees was formalised in 2024 through the introduction of our company Mental Health & Wellbeing Policy.

The Mental Health and Wellbeing Policy is designed to create a supportive environment where employees feel valued, respected, and empowered to prioritise their mental health. The policy is built on three core principles:

1. **Awareness and Education:** Regular training and workshops help reduce stigma, encourage open dialogue, and equip employees to recognize and address mental health challenges.
2. **Support and Resources:** We provide access to confidential counselling services, mental health first aiders, and partnerships with external organisations, ensuring employees have the support they need. Our **Employee Assistance Programme (EAP)** provides all our employees and their dependants with free counselling sessions.
3. **Workplace Environment:** We promote work-life balance through flexible working arrangements, regular breaks, and stress-reducing initiatives.

Key initiatives of the Policy include:

- **Training:** Employees receive mental health training, with managers trained to recognize and respond to distress.
- **Buddy Program:** New employees are assigned buddies to ease their transition.

- **Childcare Assistance Programme (CAP):** Supporting working parents by providing an MHB Children's Summer Camp in Gibraltar and financially supporting parents from our international offices with summer camp fees, as well as providing parents with flexible working conditions.
- **New Baby Gifts:** All employees who welcome a baby whilst employed by MH Bland receive a £100 voucher for a baby store as well as a Marcus the Bear teddy bear, MH Bland's very own bear, stitched by the small local business in Gibraltar, *Stitch Me Up*.
- **Wellbeing Committee and Structure:** see below.

MH Bland was awarded **First Place in the Largest Company Category (200+ employees)** at the GibSams Wellbeing at Work Awards in 2025. This recognition highlights our continued commitment to fostering a supportive, healthy, and inclusive workplace for all our colleagues. The award reflects the success of our wellbeing initiatives and our dedication to prioritising the mental health and wellbeing of our team members. As part of the awards, we created a video and an application showcasing our Wellbeing initiatives, which can both be accessed here: <https://www.mhbland.com/wellbeing/>.



### Wellbeing Committee and Structure

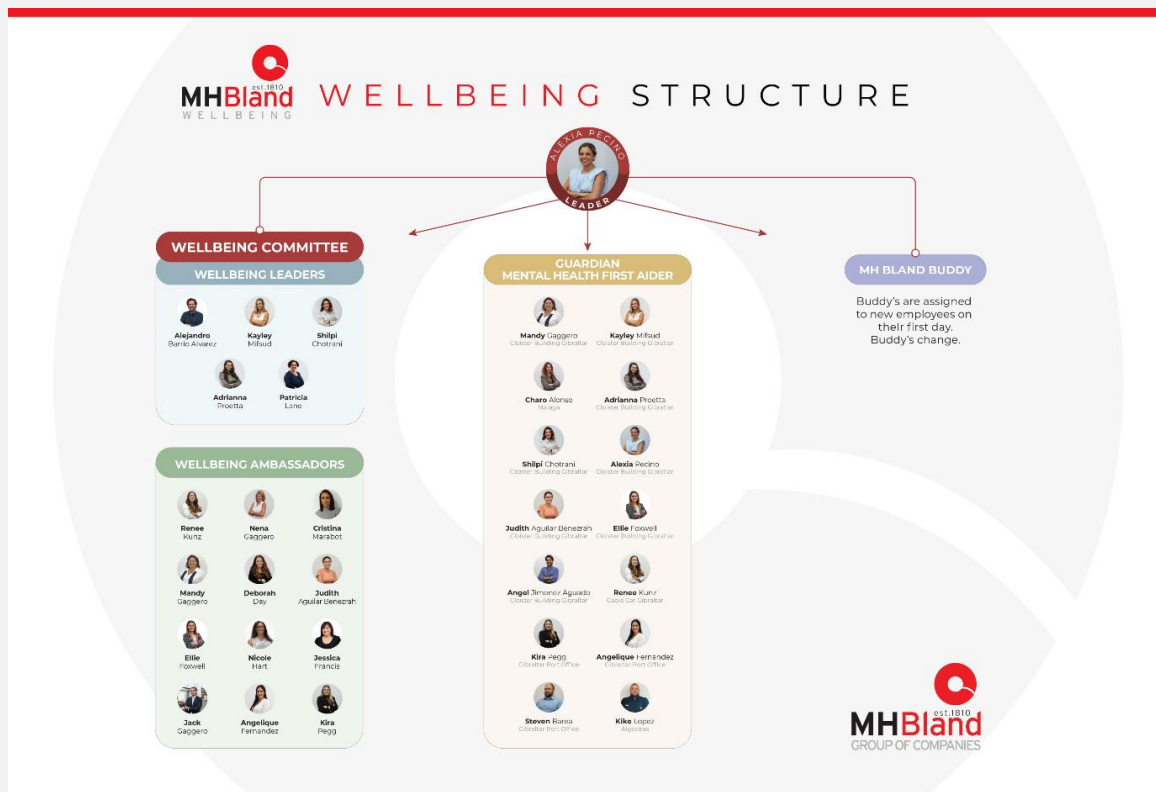


The results from the cultural assessment brought about enthusiasm to continuously improve employee wellbeing. This led to the company creating a Wellbeing Committee, founded by our Development &

Team Manager Alexia Pecino, dedicated to promoting and supporting the overall health, wellness, and mental well-being of all employees within the organisation. The Committee members include Wellbeing Leaders, Wellbeing Ambassadors and MHB Guardians (MHFA). All members of the Wellbeing Committee are trained in Wellbeing Leadership. The MHB Guardians are the company's trained Mental Health First Aiders, which include a lot of managers.

- The **Leaders** are those in charge of developing, implementing, and monitoring wellbeing programs and policies.
- The **Ambassadors** act as representatives of the Committee within the different departments, acting as liaison between colleagues and committee members, as well as collaborating with these to implement new initiatives. Any team member can volunteer to be an ambassador.
- The **MHB Guardians (MHFA)** are the company's Mental Health First Aiders, trained in crisis management, recognising signs and symptoms, and encouraging professional help.

Our Wellbeing Leaders always strive to find new initiatives to improve employee wellbeing and cultivate a positive and supportive workplace culture. A few members of our Wellbeing Committee attended GibSams 2024 Wellbeing Conference, where our HSSEQ Manager led a productive breakout session highlighting the importance of mental health support in the workplace and strategies to promote it effectively. The Wellbeing Committee remains committed to attending conferences and debriefs, gaining valuable insights from the broader community to continuously elevate our wellbeing practices within the company.





## Professional Growth and Development

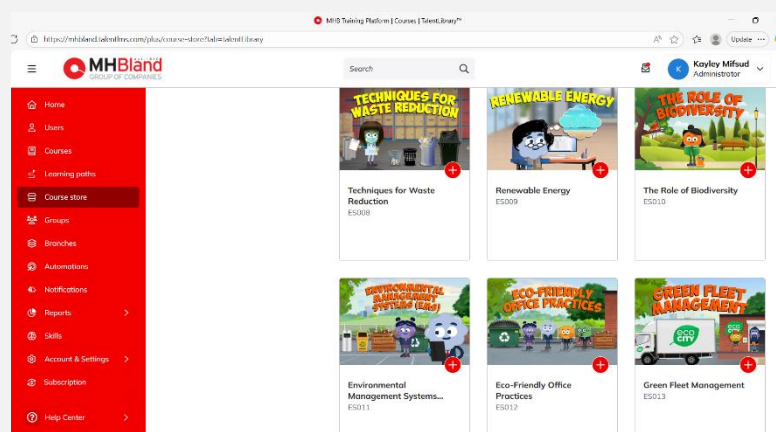


We believe that investing in our employees' professional growth is key to building a sustainable and thriving workplace. We are committed to providing ongoing training and development opportunities that empower our team members to enhance their skills, expand their knowledge, and achieve their career goals.

We have a Development Plan for each position within the company and offer a range of training programs and opportunities that will allow every employee to grow within their department.

By supporting professional development, we not only strengthen our workforce but also contribute to a culture of innovation and excellence, driving long-term success for both our employees and the company.

In 2025, we launched a new training platform, **TalentLMS**, designed to support the continuous growth and development of our employees. The platform provides accessible, flexible, and engaging learning opportunities across a wide range of topics, from compliance and safety to leadership and personal development. By empowering our people with the tools to expand their skills and knowledge, we are fostering a culture of lifelong learning that benefits both our employees and the wider organisation.



## **Our Commitment to our Communities – Social Responsibility**

### **Prioritising Customer Satisfaction**

At MH Bland & Co Ltd, customer satisfaction is at the core of everything we do. Operating under ISO 9001 standards, we are committed to delivering high-quality products and services that consistently meet or exceed our customers' expectations.

Our ISO 9001 certification reflects our dedication to maintaining rigorous quality management processes, whilst still prioritising sustainability within our operations.

By adhering to ISO 9001 standards, we prioritise transparency, efficiency, and accountability, allowing us to respond proactively to customer feedback and adapt to their evolving needs. This commitment to excellence ensures that we build lasting relationships with our clients and deliver value at every stage of the customer journey, striving for top quality products and services with minimal environmental impact.

### **MHB Doing Good**



Over our 200-year history, MH Bland has become an integral part of the communities where we do business. From our earliest times we have felt the responsibility and duty to support the community whenever we can. We have proudly supported many worthy causes, each one making a difference. Here are a few of our highlights:

- Sir George Gaggero presented the cheque on behalf of the people of Gibraltar for the cost of a spitfire during WW2.
- Our vessel Gibel Dersa provided a link for the population of Gibraltar during WW2 during the evacuation to Casablanca.
- MH Bland became Gibraltar's first Alzheimer's & Dementia friendly company.
- We conduct frequent visits by our team members to the Sisters of Charity home in Tangier.
- We've arranged visits by Disney characters to St Bernard's hospital and St Martin's Special School.
- We partake in Clean up the World activities with the rest of the community.
- We organise fundraising events such as Quiz Nights, as well as our Tablita Night, in aid of worthy charities like GibSams. Throughout the years we donate to local charities such as Childline and do quarterly office bake sales to raise funds for children's charities in Morocco.
- We conduct bi-annual walks to the Top of the Rock since 2004, in aid of Cancer Research and Stick it to Sarcoma.
- We've partnered with PossAbilities to sponsor a "Communication Station" sign at Europa Point Park, aimed at raising awareness about effective communication with children with disabilities.
- We provide funding of local youngsters participating in different sports and sporting competitions.
- We support events such as the Youth Mental Health Awareness Retreats by providing bus transfers to and from locations.
- Our commitment to better local biodiversity and environment quality led us to assist in the creation of artificial reefs by sinking two of our vessels bolstering Gibraltar's marine life.

- All of our employees are entitled to a “Give Back Day”, a day off work that they can dedicate to volunteering for their Charity of Choice.
- We proudly sponsored Gibraltar’s inaugural Seat of Hope, an initiative led by GibSams in collaboration with the rewilding charity Whole Wild World and the HM GoG Department of Environment and Climate Change. This project aims to promote positive mental health and environmental stewardship by installing mosaic benches at Europa Point, featuring imagery of local fauna and flora created by a talented local artist.



## Our Future Vision

At the MH Bland Group of Companies, our sustainability journey is just beginning. As we look toward the future, we envision a company that not only meets its sustainability targets but also sets new benchmarks for responsible business practices across all sectors. Our commitment to environmental stewardship, social responsibility, and economic sustainability will drive us to continuously evolve and innovate, ensuring that we remain at the forefront of sustainable development.

### A Greener, Smarter Future

In the years to come, we see a future where our operations are fully circular, with maximum resource efficiency. By achieving our goal of recycling 100% of our hardware unfit for reuse or donation, we will significantly reduce our environmental footprint while contributing to a more sustainable economy. Our Waste Management Policy and Procedure is in place to facilitate achieving this target.

Our tracking of energy consumption and emissions across all international offices by 2025 will enable us to better understand and manage our global environmental impact. This data-driven approach will allow us to identify areas for improvement, optimise our energy use, and further reduce our carbon emissions. We hope that our efforts will help us reach our target of reducing our corporate greenhouse gas emissions by 10% by 2030, contributing to global climate goals and demonstrating our leadership in sustainability.

## Empowering Our People and Partners

Sustainability is not just about reducing our environmental impact; it's about empowering our people and partners to be champions of change. As we expand our Sustainability Committee and increase the number of staff trained in sustainability audits and evaluations, we will build a culture of continuous improvement and innovation. This expertise will also extend to our partners, as we strengthen our supplier evaluations to ensure that sustainability is embedded throughout our value chain.

Our enhanced sustainability marketing and communication efforts will amplify our message, reaching more stakeholders and inspiring action beyond our company. We envision a future where MH Bland is recognised not only for its operational excellence but also for its thought leadership in sustainability.

### **Leading the Way in Sustainable Travel and Marine Operations**

In our travel and marine divisions, we are committed to setting new standards for sustainability. Achieving full Travelife Certification will be a key milestone, positioning us as a leader in responsible tourism. By expanding our portfolio of sustainable travel packages by 20% by 2026, we will offer more eco-friendly options to our customers, ensuring that their travel experiences align with their values.

In our marine division, we are dedicated to reducing emissions by 5% annually. As we continue to innovate and adopt cleaner technologies, we will ensure that our marine operations remain environmentally responsible while maintaining the highest standards of safety and service. We hope to continue to supply our vessels with HVO and explore alternative clean fuels. Our commitment to offsetting any remaining emissions will make our operations not only sustainable but also carbon neutral.

### **A Future Without Single-Use Plastics**

By 2030, we envision a future where single-use plastics are a thing of the past in our tour operations. Our commitment to eliminating single-use plastics from all tours will set a new standard for waste reduction in the travel industry. This will not only reduce our environmental impact but also enhance the experience for our customers, who increasingly demand more sustainable travel options.

Our efforts to both increase supplier evaluation participation and expand our number of sustainable tours offered by Calypso Tours, Excursions and Kronos by 20% by 2026 will further strengthen our commitment to responsible tourism. By working closely with our partners, we will ensure that our entire supply chain is aligned with our sustainability values, creating a ripple effect of positive change throughout the industry.

### **Conclusion: Building a Legacy of Sustainability**

At the MH Bland Group of Companies, our vision for the future is one where sustainability is at the core of everything we do. We are committed to not only meeting our targets but exceeding them, driving innovation and positive change in all aspects of our business. As we continue this journey, we will remain transparent, accountable, and focused on creating a lasting legacy of sustainability for future generations.

#### **Feedback**

Your comments and suggestions are important to us. If you have any feedback on this report, our performance, or our website, please let us know at [HSSEQ@mhbland.com](mailto:HSSEQ@mhbland.com). We welcome feedback as we continue to evolve and strengthen our sustainability practices.