

2024 Sustainability Report



MANAGED BY
APM TERMINALS

Contents

- 3** About This Report
- 4** A Message from the CEO
- 5** The Preferred Gateway to the Region
- 6** ACT's Vision for Transport Excellence in Jordan
- 7** Building a Future Ready Terminal
- 8** Our Dream for Jordan
- 9** Our Contributions to National and International Agenda
- 10** ACT Value Chain
- 11** Sustainability at ACT
- 13** Sustainability Framework
- 14** Integrating Sustainability in our Business Objectives and Structures

- 16** **Decarbonise Operations and Mitigate Negative Impacts**
- 17** ACT's Road to Net Zero
- 20** Decarbonisation
- 23** Green House Gas Emissions
- 25** Energy Management
- 26** Environmental Management and Compliance

- 31** **Ensure Employee Health, Safety and Security**
- 32** Occupational Health and Safety
- 33** Health and Safety Training
- 34** Incidents and Risk Management

- 36** **Driving Sustainable Growth through People and Purpose**
- 37** Building a Diverse, Inclusive and Engaged Workforce
- 39** Workforce Development and Capacity Building
- 40** Employee Rights, Engagement and Wellbeing

- 42** **Deliver a Superior Port Experience**
- 43** Operational Efficiency
- 45** Responsible Customer Relations

- 47** **Promote Corporate Governance and Enhance Economic Vitality**

- 48** Corporate Governance
- 50** Senior Management Team
- 51** Business Ethics and Compliance
- 53** Data Privacy and Digitalisation
- 55** Supply Chain Management
- 56** Financial Performance

- 57** **Support Community Development and Empowerment**

- 58** ACT Strategic Community Investments

- 62** **Appendices**

- 63** A: Abbreviations
- 65** B: Material Topics Definitions
- 66** C: Stakeholder Mapping and Engagement
- 67** D: GRI Content Index

About This Report

Welcome to Aqaba Container Terminal (ACT) 14th annual sustainability report. This report includes information, data, and updates relating to our Environmental, Social, and Governance (ESG) activities, achievements in 2024 and plans for the future years.

ACT is committed to the economic growth and prosperity of the Kingdom of Jordan. With our position at the heart of the Aqaba Special Economic Zone Authority (ASEZA), we are uniquely placed to advance the economies both of Jordan and of the wider region. Our goal is to be the leading trade portal for Jordan and the Levant region, by offering world-class service to shipping lines and land-based customers.

At ACT, we are also conscious of our responsibilities to the wider community. We aim to promote prosperity and well-being for all our stakeholders through our actions and meaningful engagement.

Central to our approach is a commitment to the highest standards of corporate responsibility. Sustainability is embedded across our operations, driven by strong leadership from the top of our organization. As part of this, ACT is deeply committed to decarbonizing port operations and leading the way toward a low-carbon, sustainable future for regional trade. This report, and the material topics it addresses, have been reviewed and endorsed at the highest levels of our organisation, by our CEO Harald Nijhof - reflecting the strategic importance of sustainability to our long-term success.

Our previous reports and data from earlier years are also available on our website here: [Sustainability - APM Terminals](#).

Scope of the Report

Reporting Period

This report focuses on ACT's activities during the calendar year from 1 January to 31 December 2024. Information from previous years is provided where required.

Reporting Guidelines

This report has been developed in accordance with the Global Reporting Initiative (GRI) reporting standards. It reflects our alignment with the United Nation's Sustainable Development Goals (SDGs) and Jordan Vision 2025, as well as Jordan's Economic Modernisation Vision.







Report Boundaries

The scope and topic boundaries defined in this report reflect the information available to ACT at the time of publication. Wherever possible, the performance of contractors has been included.

ACT is committed to extending the reporting scope in future to include additional information on stakeholders, our supply chain, and contractors, based on the availability and relevance of data. Further engagement with stakeholders, both external and internal, will influence how ACT defines future report content and boundaries.

Get in touch

We welcome feedback and suggestions on our Sustainability Report, which can be sent to us at:

-  **Email:** pr@act.com.jo
-  **Twitter:** [ACTJordan](#)
-  **Facebook:** [Aqaba.Container.Terminal](#)
-  **LinkedIn:** [Aqaba Container Terminal - ACT](#)
-  **Google Plus:** [Aqaba Container Terminal-Act](#)
-  **YouTube:** [AqabaContainerTerminal](#)

Forward-looking Statements

This report contains statements that may be deemed as "forward-looking statements" that express how ACT intends to conduct its activities. Forward statements could be identified by the use of forward-looking terminology such as "plans", "aims", "assumes", "continues", "believes", or any variations of such words that certain actions, events, or results "may", "could", "should", "might", "will", or "would" be taken or be achieved.

ACT has made every effort to ensure the report is as accurate and truthful as possible. However, by their nature, forward-looking statements are qualified to inherent risks and uncertainties surrounding future expectations that could cause actual results to differ materially from these projected or implied statements. Such statements are subject to risks that are beyond ACT's ability to control and therefore do not represent a guarantee that events implied in these forward-looking statements will actually occur.

A Message from the CEO

We are happy to present to you our 14th annual Sustainability Report. This year's edition reflects not only our unwavering commitment to responsible business practices but also the significant strides we've made in advancing our environmental, social, and governance priorities.

In 2024, Aqaba Container Terminal (ACT) demonstrated what is possible when ambition meets action. I am proud to report that we achieved one of our most remarkable environmental performances to date. Through the continued implementation of our Decarbonisation Roadmap, we reduced Scope 1 emissions by 20% and Scope 2 emissions by over 80% compared to last year. Electricity-related emissions alone dropped from 3,746 metric tonnes to just 699 – an extraordinary achievement. At the same time, we reduced our total fuel consumption by more than 600,000 litres and cut non-hazardous waste by nearly 40%. These improvements are the result of strategic investments, enhanced awareness, and a shared dedication across our entire workforce.

Our operational efficiency continues to be a hallmark of our performance. In 2024, we maintained strong productivity with improved truck turnaround times and a robust Net Promoter Score of 86 from our liners – reflecting our ongoing commitment to service excellence. Our Engineering Internship Programme welcomed new young talent, further strengthening the future pipeline of local expertise in our industry.

As always, our people remain at the heart of our progress. In a year marked by fluctuating market dynamics and regional challenges, we deepened our investment in employee engagement, inclusion, and well-being. We launched a revitalised Diversity, Equity, and Inclusion initiative, with open forums and field dialogues to ensure all voices are heard. Our Employee Recognition Programme was restructured to be more inclusive and impactful, and our digital health services were expanded to better support holistic employee wellness.

We also took measurable steps toward gender equity. ACT's wage structure is applied equally regardless of gender, and in 2024, we achieved a significant milestone for our leadership culture by welcoming the first woman to our senior management team and another to our Board of Directors. A comprehensive HR Assessment helped us align our talent strategy with global best practices and future workforce needs.

Our governance practices remain strong and transparent. In 2024, we enhanced our internal risk and fraud assessments, ensured 100% of new suppliers were screened for environmental performance, and maintained full independent board representation. Meanwhile, we enhanced quarterly governance reviews across all departments, creating a structured forum to track compliance, evaluate ESG risks, and further drive accountability in decision-making.

As we look ahead, our focus is clear: to continue leading through action. Whether by decarbonising operations, empowering our people, or delivering excellence to our customers, ACT is committed to building a more sustainable, inclusive, and resilient future.

“Through the continued implementation of our Decarbonisation Roadmap, we reduced Scope 1 emissions by 20% and Scope 2 emissions by over 80% compared to last year”

Harald Nijhof
CEO



The Preferred Gateway to the Region

Established in 2006 through a 25-year build-operate-transfer agreement between the Aqaba Development Corporation (ADC) and APM Terminals, Aqaba Container Terminal stands as Jordan's sole container terminal and a role model for public-private partnership. In 2024, this partnership was extended by 15 years, accompanied by a significant investment of \$242 million aimed at terminal modernization and achieving net-zero emissions by 2040. Read more [here](#).

ACT has a firm ambition to become a Net Zero terminal by 2040, ensuring it plays a leading role in Jordan's efforts to be a leader in the global sustainable transformation. Connected to APMT's 75 ports around the world, ACT has established itself as the sustainable gateway for Jordan, the Levant and beyond.

Corporate Profile

Strategically located within the Aqaba Special Economic Zone Authority (ASEZA), ACT serves as a premier transit and logistics hub in the Middle East. Its unique position enables efficient access to key markets in Iraq, Syria, Saudi Arabia, the West Bank, and Lebanon, facilitating regional trade and economic integration.

Our excellent location is supported by the firm's investment in state-of-the-art infrastructure and advanced container handling equipment, which enables us to develop and grow strong relationships with major shipping lines from around the world. By offering unrivalled access to vital trade routes, ACT has become firmly established as a leading player in the economy of Jordan and the wider region and provides a critical link between the Levant and the rest of the world.

As Jordan's only container terminal and a major regional transit hub, ACT also plays an essential role in realising the goals of Jordan's 2025 Vision, particularly in strengthening national infrastructure and enhancing trade connectivity. The port is an essential component of Jordan's supply chain and infrastructure development strategy. Through our operations, we not only support regional economic growth but also contribute to Jordan's long-term development and global integration.

The terminal's infrastructure boasts a 1,000-meter quay, seven ship-to-shore cranes, 22 rubber-tired gantry cranes, and advanced terminal technology, ensuring efficient and secure cargo handling.



Our Vision:

To be the sustainable gateway for Jordan, the Levant and beyond.



Our Mission:

To develop and upgrade a sustainable, modern, transparent, competitive, reliable, and profitable supply chain component into Jordan, Iraq and the Levant region.



Our Values:

- Constant Care
- Humbleness
- Uprightness
- Our Employees
- Our Name

ACT's Vision for Transport Excellence in Jordan

As Jordan's only container terminal and a critical node in the regional supply chain, ACT is a modern mainline port equipped with deep-water capabilities and world-class infrastructure. We handle both feeder and mainline vessels, allowing us to serve not only Jordan but the entire Levant region — including Northern Saudi Arabia, Iraq, Syria, and the West Bank.

To enhance regional cargo flow and economic integration, ACT has worked closely with partners across the supply chain to develop more efficient processes for managing and regaining transit cargo. This collaborative approach has helped streamline logistics and elevate Jordan's role as a preferred gateway for regional trade.

Building a Future Ready Terminal

Between 2021 and 2023, we executed an ambitious strategy anchored around two core objectives: to diversify our revenue base and deliver superior value to shareholders. Achieving these goals required agility, bold investments, and a commitment to innovation. As a result, ACT handled 494 ships in 2024 – a 49% increase year-over-year – and reached a total container throughput of 824,197 TEUs.

In January 2024, we achieved a new monthly record by handling over 81,000 containers and 56 ships – a testament to our growing regional role and operational excellence. Every day, over 1,000 trucks pass through our gates, supported by a robust logistics ecosystem that enables seamless trade.





Our efforts to transform ACT into a smarter, faster, and more agile port are ongoing. We continue to build on past progress, guided by a clear vision and strategic plan to ensure ACT remains Jordan's premier transport and logistics hub.

Strategic Expansion Highlight: \$242M Agreement to Transform ACT

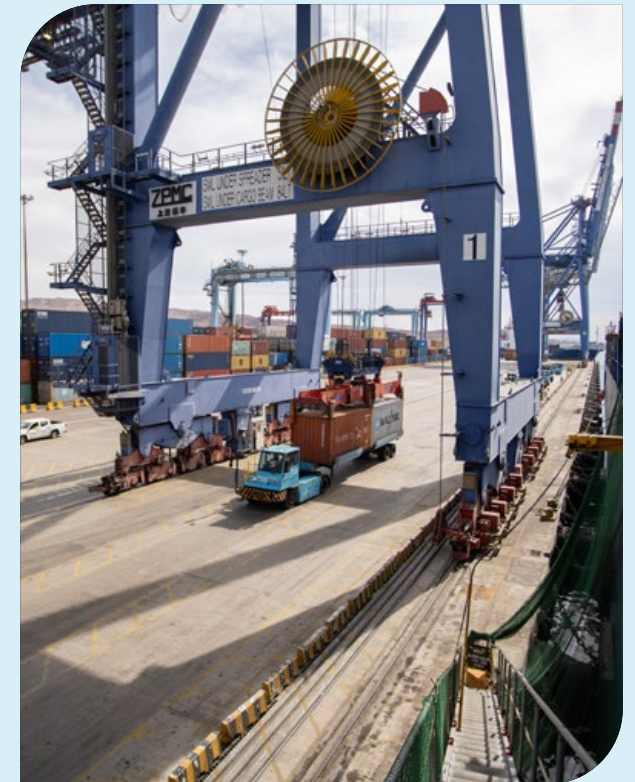
In a landmark move to advance Jordan's logistics and sustainability goals, the **Aqaba Development Corporation (ADC)** and **APM Terminals** have signed a **15-year extension** of the concession to further develop and manage the terminal, with an estimated investment of **\$242 million** focusing on terminal modernization and achieving net-zero emissions by 2040.

This renewed partnership ensures continued investment in terminal infrastructure, reinforces ACT's pivotal role as Jordan's gateway to global trade, and marks a significant step in supporting the country's **Vision 2025** and broader transformation into a smart and green economy.

The investment will be channelled into:

-  Modernizing terminal infrastructure
-  Expanding container handling capacity
-  Integrating advanced digital technologies
-  Accelerating the shift toward carbon neutrality, in line with ACT's Net Zero by 2040 ambition

Signed in the presence of **Prime Minister Jafar Hassan**, the agreement represents a model for effective **public-private partnerships** and positions Jordan among the **regional leaders in green port development**.



Our Dream for Jordan

ACT is more than a logistics hub — we are the sustainable trade gateway for Jordan, the Levant, and beyond. We recognize the urgent need for climate action and have made bold commitments that place us at the forefront of our industry's transformation. In alignment with the Science Based Targets initiative (SBTi).

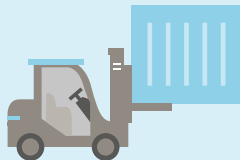
ACT has pledged to reach Net Zero emissions by 2040 and to cut emissions by 65% by 2030.

Our sustainability journey goes beyond environmental performance. With a nationalization rate of 99%, we are deeply committed to empowering Jordanian talent and supporting the local economy. We prioritize local suppliers, invest in community well-being, and foster shared prosperity.

We continually innovate and invest in new technology, ensuring that we continue to operate with the highest standards while increasing our capacity and enhancing our operational capabilities. Through our relationship with APMT, we uphold the highest standards of corporate governance. Together, this makes ACT an integral element of Jordan's drive for sustainability.

We are already turning that vision into reality

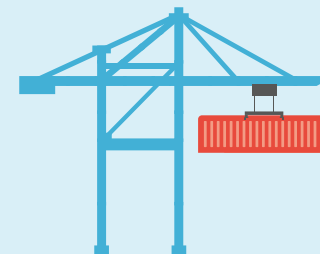
We introduced the first electric container handling equipment in the Middle East, including electric terminal tractors (TT), reach stackers (RS), and empty handlers (EH).



We are investing in on-site solar energy to eliminate reliance on fossil fuels.



We received and placed into operations a new ship-to-shore (STS) gantry crane and are advancing automation and digitalization through a state-of-the-art Operations Command Centre.



Our Contributions to National and International Agenda

At ACT, we align our strategy and sustainability approach with both Jordan's national priorities and leading global frameworks. As a key enabler of the Kingdom's economic growth and trade competitiveness, we play a vital role in supporting the objectives of Jordan's Economic Modernisation Vision—particularly in strengthening transport infrastructure, increasing exports, and attracting foreign investment.

Internationally, our sustainability commitments are underpinned by recognized standards such as the UN Sustainable Development Goals (SDGs) and the Science Based Targets initiative (SBTi).

Aligning our climate action with the Science Based Targets initiative (SBTi). This means we are working to define and implement clear emissions reduction targets that are in line with the latest climate science and the goals of the Paris Agreement. By committing to SBTi, ACT aims to establish a credible, externally recognized pathway toward reducing greenhouse gas emissions across its operations and supply chain.



UNSDG Alignment



ACT Value Chain

Inputs

Financial Capital



The financial capital provided by our shareholders delivers necessary funding for our business.

APM Terminals

50% + 1 share

Aqaba Development Company

50% - 1 share

Natural Resources



We use energy and water in order to run our operations.

88,766 GJ
of energy consumed 2024

38,078 m³
of fresh water consumed 2024

Skills and Expertise



The individual skills, competencies, and experience of our people are the engine of our success. ACT's unique partnership with APMT **brings incomparable international expertise and best practice to the table.**

Social and Relationships



Maintaining quality relationships with our stakeholders, particularly our customers, suppliers, employees, unions, regulators and local communities, **is fundamental for growing and sustaining our business value.**

Outputs

Over

JOD 104m+ 824,197

total revenue in 2024

Twenty-foot Equivalents (TEUs) total throughput

Outcomes

Financial Capital



JOD 21m+
royalties

61.9%
Return on Invested Capital

Natural Resources



8.86
Total Greenhouse Gas emitted per 1,000 TEU (metric tonnes of CO₂e)

223.967 Kg
Total non-hazardous waste generated

Skills and Expertise



893
Total workforce

13+ million
Total training hours for our workforce

Social and Relationships



78%
Spending on local procurement

74,693 JOD
In Total CSR investment

Sustainability at ACT

Sustainability is embedded in ACT's operations and long-term vision. Our strategy is shaped by stakeholder insights, materiality assessments, and industry best practices, ensuring that we continue to drive meaningful ESG impact while aligning with Jordan's national sustainability ambitions.

Today, sustainability is a prerequisite for business success. ACT continually takes positive actions towards building a sustainable future. At the heart of our efforts is our commitment to becoming Net Zero by 2040. Through this pledge, we are playing a leading role in the country's decarbonisation efforts. This is strengthened by our investment in digitisation and automation, which is central to our efforts to modernise ACT and achieve sustainable, environmentally responsible, growth.

Sustainability Governance Structure

Successful businesses are built on the foundation of good corporate governance. At the same time, an effective sustainability governance structure is essential to ensure that sustainability is embedded in an organisation's culture and decision making. Only with such a structure can a company truly operate in a way that places sustainability at the heart of its operations.

ACT established its sustainability structure in 2012, demonstrating the company's early commitment to responsible management and operations. The structure offers us a clear framework through which we can identify, prioritise and manage sustainability risks and opportunities, guiding our efforts towards achieving our goals and ambitions.

At the core of the structure is our Sustainability Committee, composed of senior executives from our Commercial, Operations, Human Resources, Finance, Health, Safety, Security, and Environment (HSSE), and Decarbonization divisions. The committee sets clear goals and targets, closely monitors and analyses our sustainability-related performance, ensures ACT is active in relevant national and international conferences and events, and oversees our sustainability reporting. The committee reports to the highest governing body, ensuring alignment with ACT's overall strategic direction. In addition, dedicated data owners and departmental representatives play a critical role in the development of the sustainability report, as well as in the ongoing collection, validation, and monitoring of sustainability-related data.

Stakeholder Engagement

ACT is committed to open, honest, and transparent communication. We believe that meaningful stakeholder engagement is essential to building trust and driving long-term value.

Our stakeholders include:



Each plays a vital role in our journey.

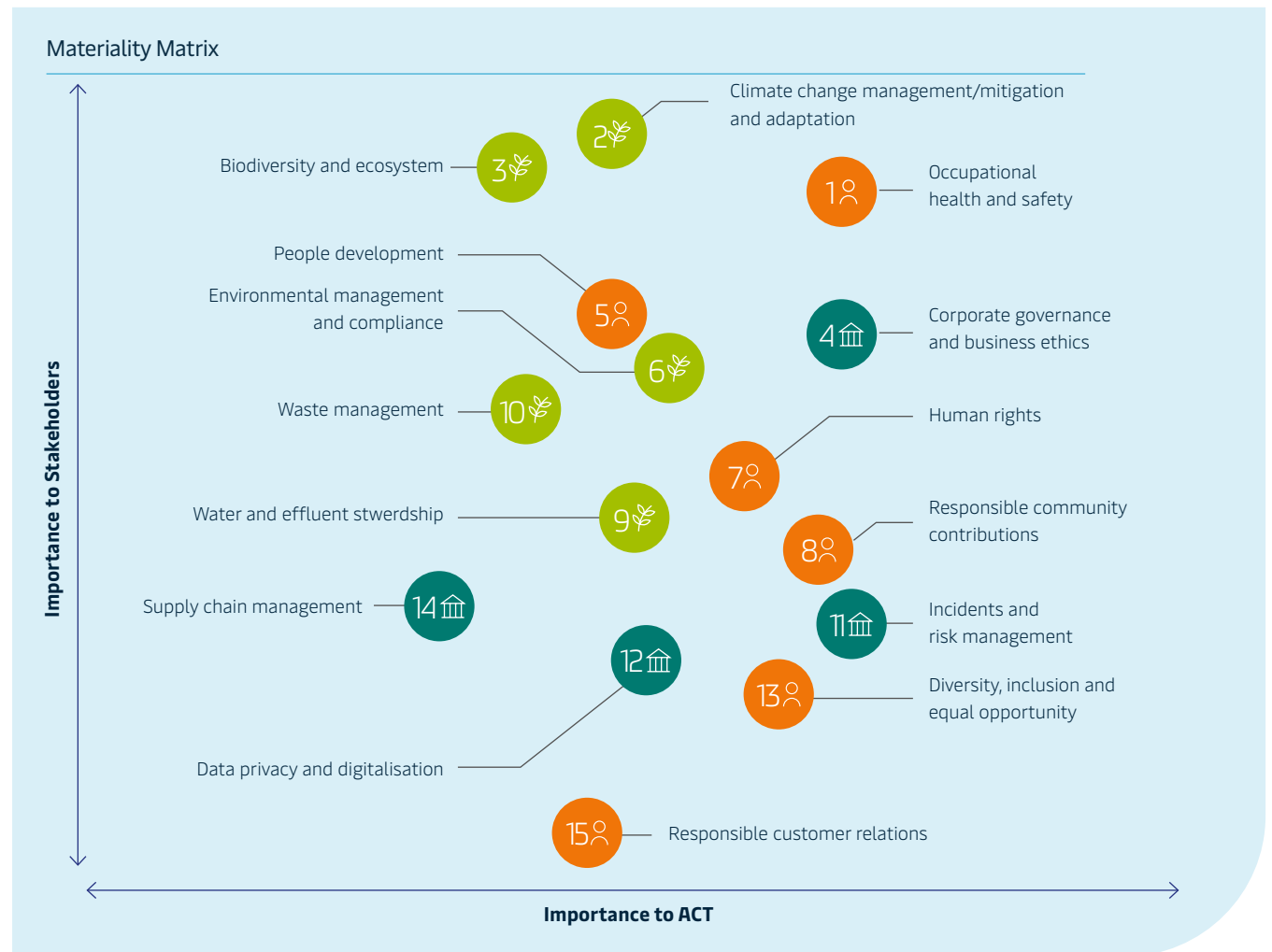
We strive to create positive impact across all areas of our influence, from advancing employee well-being and customer satisfaction to contributing to national development goals. A key focus of our engagement is our environmental responsibility — particularly addressing the climate impact of global transportation — by taking proactive steps to protect and preserve natural resources for future generations.

Materiality Matrix

ACT has carried out a thorough materiality assessment, involving detailed stakeholder engagement and rigorous analysis. The process was guided by global sustainability frameworks and guidelines, including the GRI Sustainability Reporting Standards, the Sustainability Accounting Standards Board (SASB), and the UN Sustainable Development Goals (SDGs). It was also aligned with national priorities such as Jordan Vision 2025 and the Kingdom's Economic Modernisation Vision.

Very High Priority	1	Occupational health and safety	
	2	Climate change management/mitigation and adaptation	
	3	Biodiversity and ecosystem	
	4	Corporate governance and business ethics	
	5	People development	
	6	Environmental management and compliance	
High Priority	7	Human rights	
	8	Responsible community contributions	
	9	Water and effluent stewardship	
	10	Waste management	
	11	Incidents and risk management	
Medium Priority	12	Data privacy and digitalisation	
	13	Diversity, inclusion and equal opportunity	
	14	Supply chain management	
	15	Responsible customer relations	

This assessment enabled us to identify actual and potential ESG impacts on our business, evaluate their significance, and prioritise them based on their relevance to both our operations and stakeholders. As a result, we identified 15 issues as being most material to ACT.



Sustainability Framework

After completing our materiality assessment, the results informed the development of our sustainability framework. The Framework is designed to direct and guide our sustainability development efforts. It is based around six pillars, which provide a focus for our actions both within our operations and those supporting the wider community and environment. These pillars also feed into our objectives and priorities, ensuring that everything we do supports the process of embedding sustainability into our actions as we aim to deliver a superior port experience for all our customers. Throughout this report you will find our progress towards these six pillars in 2024.



Decarbonise Operations and Environmental Stewardship

Material Topics

- Climate change management
- Environmental management and compliance
- Water and effluent stewardship
- Waste management
- Biodiversity and ecosystem

Jordan's National Vision 2025
Support the Government pillar

Jordan's Economic Modernisation Vision
Support Economic Growth & Quality-of-Life pillars

UN SDG's



Ensure Employee Health and Safety

Material Topics

- Occupational health and safety
- Incidents & risk management

Jordan's National Vision 2025
Support the Business, Citizen & Society pillar

Jordan's Economic Modernisation Vision
Support Quality-of-Life pillar

UN SDG's



Driving Sustainable Growth through People and Purpose

Material Topics

- Diversity, inclusion, & equal opportunity
- People development
- Human rights

Jordan's National Vision 2025
Support the Business, Citizen & Society pillar

Jordan's Economic Modernisation Vision
Support Quality-of-Life pillar

UN SDG's



Deliver Superior Port Performance

Material Topics

- Responsible customer relations

Jordan's National Vision 2025
Support the Business pillar

Jordan's Economic Modernisation Vision
Support the Economic Growth pillar

UN SDG's



Promote Corporate Governance and Enhance Economic Vitality

Material Topics

- Corporate governance and business ethic
- Data privacy & digitalisation
- Supply chain management

Jordan's National Vision 2025
Support the Business pillar

Jordan's Economic Modernisation Vision
Support the Economic Growth pillar

UN SDG's



Support Community Development and Empowerment

Material Topics

- Responsible community contributions

Jordan's National Vision 2025
Support the Society pillar










Jordan's Economic Modernisation Vision
Support the Quality-of-Life pillar

UN SDG's



Integrating Sustainability in our Business Objectives and Structures

To ensure transparency and accountability, we track and report performance across our key sustainability pillars. The following indicators reflect our progress over recent years, highlighting achievements, identifying areas for improvement, and helping guide our actions toward long-term, sustainable impact. These metrics form the backbone of our commitment to continuous improvement and responsible growth.

Framework Pillar	Key Indicators	2022	2023	2024	% change 2023-2024	Trend
Decarbonise Operations and Environmental Stewardship	Scope 1 GHG emissions (metric tonnes CO ₂ e)	8,343.00	8,293.50	6,607.60	-20.3%	 Positive
	Scope 2 GHG emissions (metric tonnes of CO ₂ e)	4,559.50	3,746.20	699.02	-81.6%	 Positive
	Total number of oil spills	5	12	6	-50.0%	 Positive
	Water consumption (m3)	29,186	36,249	38,078	+5.1%	 Slight decrease
	Waste recycled (%)	32	32	34	+6.0%	 Positive
	New suppliers screened using environmental criteria (%)	100	100	100	Stable	 Positive
Ensure Employee Health and Safety	Total number of recordable work-related injuries	24	19	22	+15.8%	 Slight decrease
	Fatalities (contractors and employees)	0	0	0	Stable	 Positive
	Safety observations reported (unsafe act and unsafe condition)	922	681	315	-53.7%	 Positive
	Workers covered by health & safety management system (%)	100	100	100	Stable	 Positive

Enhance Employee Engagement and Talent Development	Total workforce (full-time employees)	919	893	839	-6.1%	↓	Slight decrease
	Female full-time employees	20	20	20	Stable	↑	Positive
	Locals in the total workforce (%)	99	99	99	Stable	↑	Positive
	Workforce turnover rate (%)	2.20	3.30	6.79	+3.5%	↓	Slight decrease
	Employee engagement and satisfaction score* (0-5 scale)	1st 4.20 2nd 4.08	1st 3.64 2nd 3.63	2nd 1st 3.76 2nd 3.79	+3.3%	↑	Positive
	Total hours of training for total workforce	24,455.32	18,594.00	13,463.00	-27.6%	↓	Slight decrease
	Return to work rate (%)	100	100	100	Stable	↑	Positive
Deliver Superior Port Performance	Gross crane productivity (hours)	35.32	33.37	34.18	+2.4%	↑	Positive
	Truck turnaround time (hours)	0.51	0.47	0.43	-8.5%	↓	Slight decrease
	Total throughput (TEU)	852,554	898,736	824,197	-8.3%	↓	Slight decrease
	Customer Satisfaction Score / Net Promotor Score (NPS)	LS 74 / SL 54	LS 68 / SL 60	LS 86 / SL 73	+26.5% (LS) +21.7% (SL)	↑	Positive
Promote Corporate Governance and Enhance Economic Vitality	Independent board of directors (%)	100%	100%	100%	Stable	↑	Positive
	Number of females in senior management	0	0	1	New	↑	Positive
	Employees who received anti-corruption training (%)	47%	15%	17%	+13.3%	↑	Positive
	Total number of identified incidents of breach and/or loss of customer privacy	-	0	0	Stable	↑	Positive
	Local Procurement (%)	81	83	78	-6.0%	↓	Slight decrease
Support Community Development and Empowerment	Community Investment (JD)	115,442	95,452	74,693	-21.7%	↓	Slight decrease
	Number of CSR projects	9	15	12	-20.0%	↓	Slight decrease
	Number of volunteers	543	271	280	+3.3%	↑	Positive

→ Chapter 1

Decarbonise Operations and Mitigate Negative Impacts

At ACT, we are proud to lead the decarbonisation of Jordan's logistics sector. We are investing in innovative technologies and energy efficiency measures to reduce emissions, lower our environmental footprint, and drive long-term sustainable transformation – both within our operations and in our value chain. Our commitment to becoming a Net Zero terminal by 2040 underscores our dedication to supporting Jordan's climate ambitions and global sustainability goals.

Material Topics

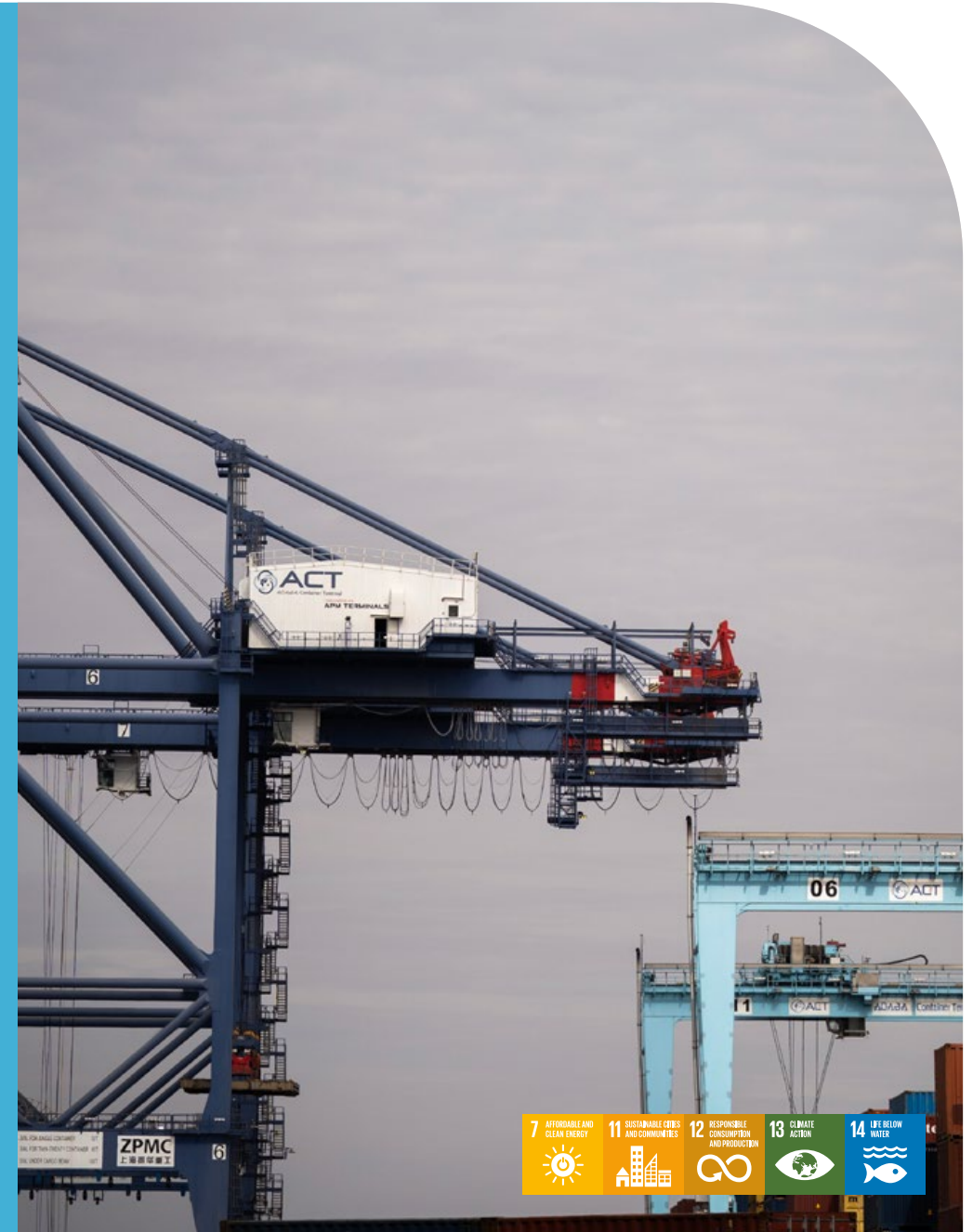
- Climate change management
- Environmental management and compliance
- Water and effluent stewardship
- Waste management
- Biodiversity and ecosystem

Jordan's National Vision 2025

- Support the Government Pillar –
- Energy Security, Resource, Water Security

Jordan's Economic Modernisation Vision

- Support Economic Growth & Quality-of-Life pillars
- Sustainable Resources, Green Jordan



ACT's Road to Net Zero

With climate change at the forefront of global priorities, ACT has embedded decarbonisation at the heart of its sustainability strategy.

In alignment with the APM Terminals and Maersk Group's global climate commitments, ACT is actively pursuing targets under the Science Based Targets initiative (SBTi). This approach underscores ACT's ambition to lead the regional port industry in the transition to a low-carbon future and contribute to global efforts to limit temperature rise in line with the Paris Agreement.

Our overarching goal is to reduce our total greenhouse gas (GHG) emissions by 65% by 2030 and achieve net-zero emissions by 2040, setting a strong precedent well ahead of national and international benchmarks. These targets are reflected in our updated Decarbonisation Roadmap, which is aligned with the latest reporting and target-setting methodologies, including a revised baseline year of 2022.

The roadmap is structured around three strategic pillars:



Electrification

We are progressively electrifying our terminal equipment and operations. All new equipment purchases for replacement or expansion will be electric, significantly reducing our dependence on fossil fuels.



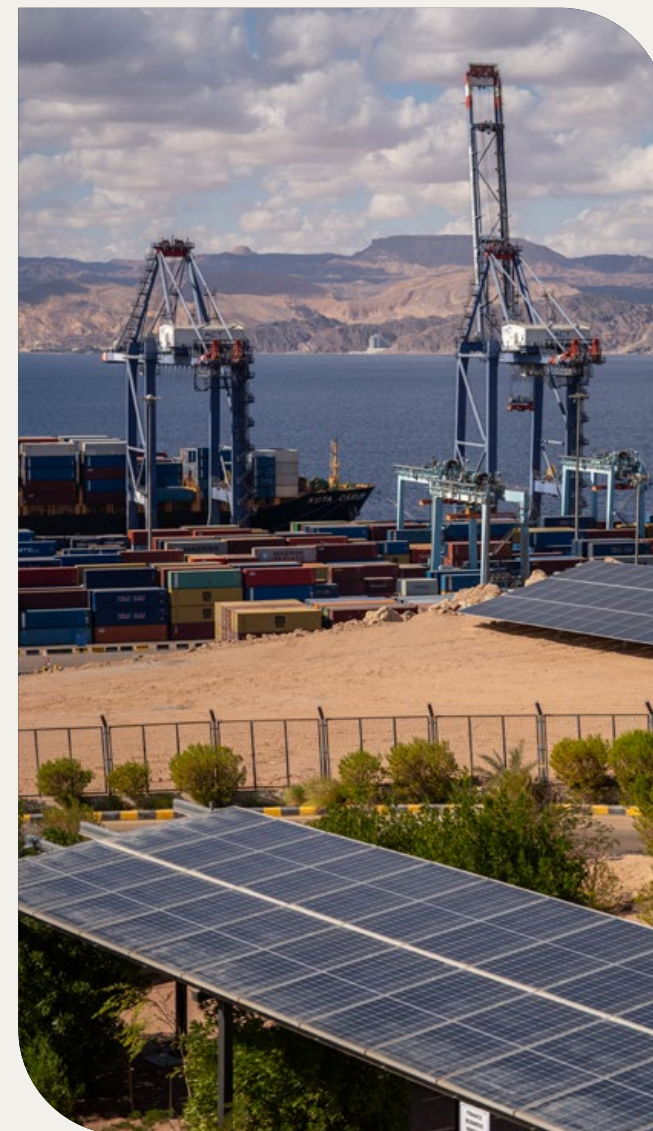
Energy Efficiency

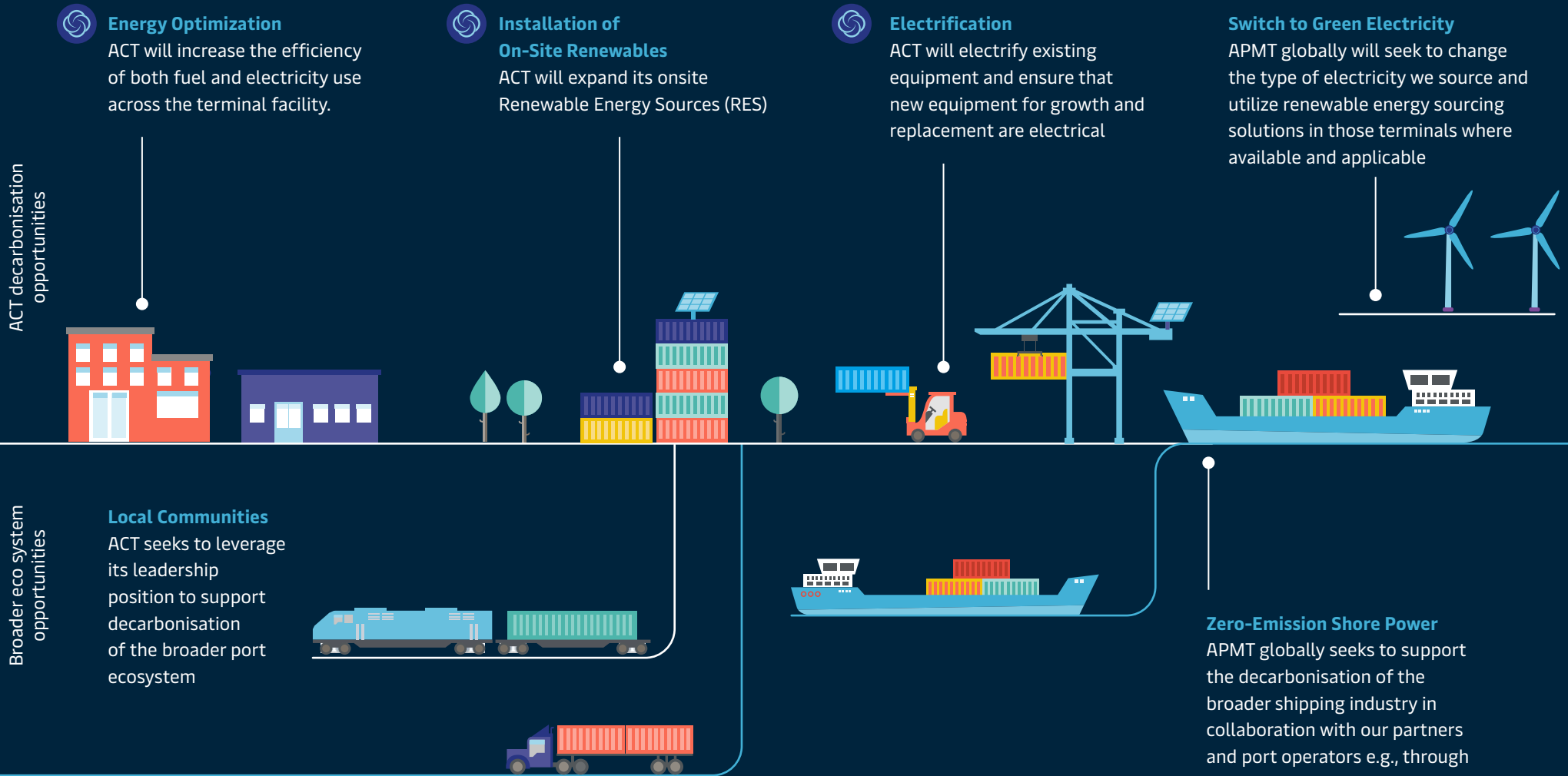
ACT is committed to continuously optimising energy consumption across all terminal operations. We deploy advanced technologies and best practices to enhance operational efficiency and reduce unnecessary energy use.



Renewable Energy

We are scaling up the use of renewable energy sources, particularly solar, to power terminal operations. Our updated targets include reaching 80% renewable energy by 2025 and 100% by 2030, with plans to secure clean local energy sources and expand on-site generation capacity.





These efforts are not only environmentally responsible but strategically aligned with both industry trends and national priorities. As the global shipping sector faces increasing pressure to decarbonise, ports and terminals are emerging as critical enablers of greener supply chains. At the same time, Jordan is advancing its own environmental agenda through policies and strategies such as the National Green Growth Plan, Jordan Vision 2025, and the Economic Modernisation Vision, all of which prioritize low-carbon development and sustainable infrastructure.

Commercially, decarbonisation is also becoming a key differentiator. Ocean-side and landside customers are increasingly factoring emissions performance and climate commitments into their procurement decisions. In the near future, many customers may require carbon neutrality — or a credible roadmap toward it — as a prerequisite for using terminal services. By staying ahead of the curve on decarbonisation, ACT not only supports Jordan's national climate ambitions but also strengthens its competitive position in the region.

To enable the transition to Net Zero, ACT has committed to invest in terminal modernization and net zero by 2040. This will support the rollout of decarbonisation initiatives, ensure timely execution, and strengthen cross-sector collaboration with industry partners, regulators, NGOs, scientists, and other stakeholders. These collaborative platforms are essential for accelerating momentum and developing scalable solutions.

As outlined in our dedicated publication [Decarbonisation Report: The Road to Net Zero](#), ACT's long-term approach emphasises transparency, innovation, and accountability in pursuing an inclusive and future-ready energy transition.

65%

reduction in total GHG emissions by 2030
(based on revised 2022 baseline).

Net-Zero

emissions **by 2040**

80%

renewable energy use **by 2025**

100%

renewable energy use by **2030**



Decarbonisation

Each year, the impact of climate change becomes more visible, with unprecedented levels and frequency of extreme weather events around the world. Working to combat climate change has become an imperative.

As the shipping sector contributes approximately 2–3% of global CO₂ emissions, ACT, together with our parent company APMT, is committed not just to acknowledging our environmental footprint, but to proactively transforming our operations in pursuit of a more sustainable, low-carbon future.

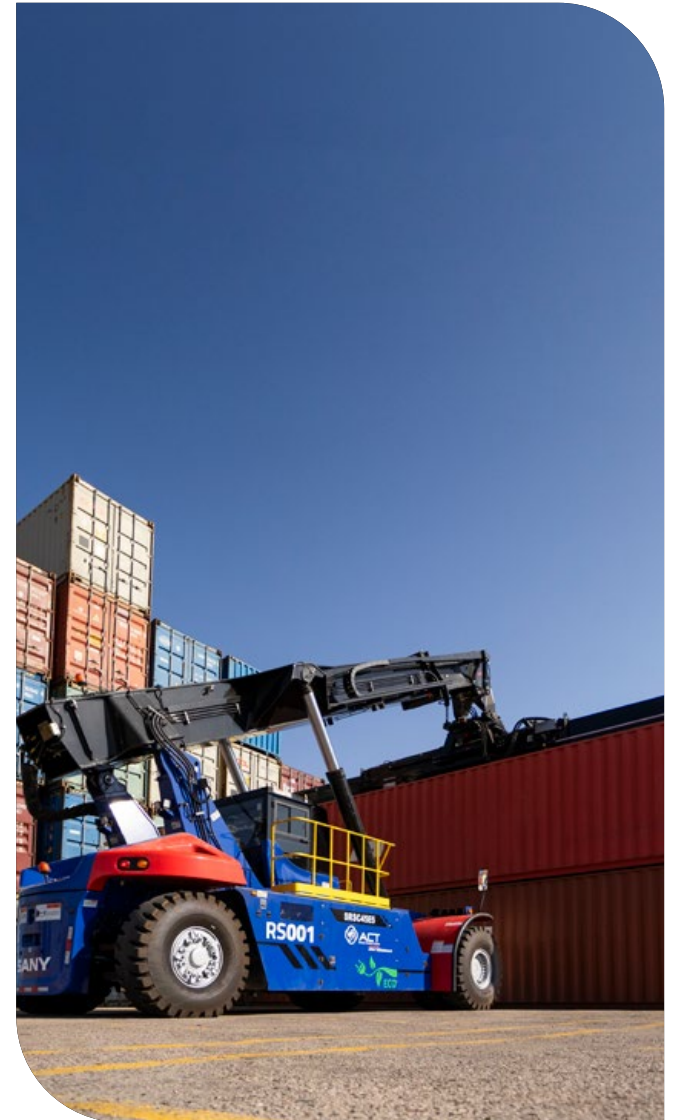
ACT's current emissions stand at approximately 7,300 tonnes CO₂e annually, with the majority arising from diesel fuel used in terminal tractors and rubber-tyred gantry cranes (Scope 1), and from electricity powering reefer containers and quay cranes (Scope 2). We are tackling these emission sources head-on through the three strategic pillars of our Decarbonisation Roadmap: Energy Efficiency, Electrification, and Renewable Energy. In 2024, we translated this strategy into concrete operational changes that are already reshaping our terminal's environmental footprint.

Electrification

Reducing our dependence on fossil fuels is a critical step toward decarbonisation, and at ACT, this begins with transitioning our fleet and equipment. In 2024, we expanded our investment in electric vehicles, adding to our existing fleet and initiating plans to install the necessary charging infrastructure across the terminal. All new equipment acquired, whether for replacement or expansion, will now be electric by default, reinforcing our long-term commitment to achieving Net Zero by 2040.

Where electric alternatives are not yet widely available in the market, we have taken a proactive role by collaborating with leading equipment manufacturers to accelerate the development of electrified heavy-duty terminal machinery. This ensures that future upgrades and replacements will remain aligned with our decarbonisation roadmap and Net Zero 2040 vision.

“All new equipment acquired, whether for replacement or expansion, will now be electric by default, reinforcing our long-term commitment to achieving Net Zero by 2040”



Energy Efficiency

Optimising how we consume energy across terminal operations has been another major focus. Following previous successes with LED lighting and air conditioning and heating system upgrades, in 2024 we launched a more holistic energy audit across the site. This informed the development of a new terminal-wide optimisation programme targeting all major energy consumers – from reefer operations and building systems to crane and yard equipment. The programme includes behavioural changes, real-time energy monitoring, and system upgrades to ensure every kilowatt of energy is used efficiently.



Electrification Pilot Project

As part of our efforts to transition from diesel to electric vehicles, in 2024 we conducted an evaluation of Electric Terminal Trucks, Electric Reach Stackers, and Electric Empty Handlers. The aim of the pilot project – the first within the APMT network and the first of its kind in the Middle East – was to test battery-electric equipment and assess its feasibility for large-scale deployment at APMT network terminals. Key considerations included ensuring the equipment functioned reliably under operational conditions, the availability of spare parts, and the development of suitable charging infrastructure.

During the nine-month pilot, we successfully tested ten Electric Terminal Trucks, two Electric Reach Stackers, and two Electric Empty Handlers under real working conditions. We also installed charging stations and assessed associated training programmes, maintenance protocols, and safety requirements for the new equipment.

Although the pilot faced some delays due to spare parts availability and technical challenges that affected equipment uptime, the Electric Empty Handlers exceeded performance expectations. We also identified improvement areas that must be addressed before full deployment. Despite these challenges, the electric vehicles delivered a 94% reduction in CO₂ emissions compared to their diesel-fuelled counterparts—resulting in 552.23 tonnes of CO₂e savings through the use of Electric Reach Stackers and Electric Empty Handlers, and an additional 480 tonnes of CO₂e from Electric Terminal Trucks. The project also yielded estimated energy cost savings of JOD 70,754.

Building on this success, we now aim to extend the electrification programme across a wider range of terminal operations.

94%

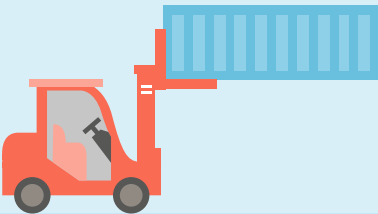
reduction in CO₂ emissions compared to their diesel-fuelled equipment

70,754 JOD

JOD saving in energy costs

1,000

Tonnes of CO₂e Saved



Renewable Energy



14,338 MWh Solar Generation
Planned by 2027



Expanded **Solar Capacity** and
New Projects Underway



Scaling Green Energy Use and
Offsets with **I-RECs**

ACT continues to build on its existing renewable energy infrastructure to support its decarbonization goals and reduce environmental impact. Our current solar capacity includes 1 MW from rooftop and parking-shade systems on administrative buildings, as well as solar arrays integrated into four STS cranes, which supply direct power to crane operations and help lower reliance on the national grid. These systems contribute to improved air quality by reducing nitrogen oxides and other emissions.

1 MW

rooftop and parking-shade systems installed on administrative buildings, as well as solar arrays integrated into four STS cranes

During 2024, ACT focused on the maintenance and operational performance of its renewable energy assets, ensuring continued efficiency and reliability. Our existing 1 MW solar installation remained operational throughout the year, while the company continued to explore feasibility studies and long-term planning for additional solar capacity, as well as other clean energy initiatives.

Looking ahead, ACT remains committed to advancing its renewable energy agenda. Plans include the phased deployment of additional solar installations, the exploration of shore-to-ship power systems, alternative fuels, and next-generation infrastructure. We are also actively reviewing partnerships and regulatory frameworks to ensure reliable access to green electricity and continue to utilize International Renewable Energy Certificates (I-RECs) to offset Scope 2 emissions.

Through these efforts, ACT demonstrates a consistent commitment to sustainable operations and long-term energy transition, while maintaining flexibility to adopt innovative solutions as new opportunities arise.

“Plans include the phased deployment of additional solar installations, the exploration of shore-to-ship power systems, alternative fuels, and next-generation infrastructure”



Green House Gas Emissions

Building on ACT’s decarbonisation strategy and the range of initiatives implemented across operations –from equipment electrification to renewable energy integration– the following sections outline the measurable impact of these efforts.

By translating strategy into action, ACT has begun to see tangible reductions in both greenhouse gas (GHG) emissions and overall energy consumption. The data presented below highlights how key interventions are contributing to ACT’s progress toward its Net Zero 2040 target, while also supporting national and global climate goals.



Emissions Management

We continuously monitor our greenhouse gas (GHG) emissions and have made significant progress in reducing our carbon footprint across operations. In 2024, ACT recorded a total of 7,306.6 tCO₂e, representing a 43.4% reduction compared to the revised 2022 baseline of 12,902.5 tCO₂e. This reduction was driven by key decarbonisation initiatives, including the electrification of terminal equipment, improved energy efficiency measures, and the purchase of International Renewable Energy Certificates (I-RECs) to offset Scope 2 emissions.

Scope 1 emissions:

20.3% ↓

reduction from 8,293.5 tCO₂e in 2023 to **6,607.6 tCO₂e**

Scope 2 emissions:

81.3% ↓

reduction from 3,746.2 tCO₂e in 2023 to **699.0 tCO₂e**

Total emissions:

43.4% ↓

Decrease compared to the 2022 baseline of 12,902.5 tCO₂e

GHG emissions	2022	2023	2024
GHG emissions from fuel consumption - Scope 1 (metric tonnes of CO ₂ e)*	8,343.00	8,293.50	6,607.60
GHG emissions from electricity consumption - Scope 2 (metric tonnes of CO ₂ e)**	4,559.50	3,746.20	699.0
Total GHG emissions intensity (metric tonnes of CO ₂ e /1,000 TEU)***	15.13	13.39	8.87
Total GHG emissions intensity (metric tonnes of CO ₂ /employee)***	14.04	13.48	8.71

* 2022 and 2023 values were recalculated using updated emission factors aligned with GAAP protocols to ensure improved accuracy and consistency across reporting years.

** 2022 and 2023 values were recalculated using revised methodology, now applying updated International Energy Agency (IEA) emission factors, replacing previous estimations.

*** 2022 and 2023 values were revised to reflect recalculated emissions intensities based on the updated total Scope 1 and 2 GHG emissions.

Air quality

Air quality at our facilities showed significant improvements in 2024, with nitrogen dioxide (NO₂) levels decreasing drastically from 17.25 PPM in 2023 to just 1.77 PPM – a reduction of nearly 90%. Similarly, total volatile organic compounds (TVOCs) dropped from 94.25 PPM to 1.45 PPM. These improvements are largely attributed to the implementation of ACT's Decarbonization Roadmap and enhanced environmental awareness initiatives.

All monitored pollutants, including NO₂ and TVOCs, remained within the limits set by Jordanian Standard JS1140:2006, aligned with National Ambient Air Quality Standards (NAAQS) for both ambient and indoor air. These substances primarily originate from the combustion of fuel and the use of certain materials and products (e.g., paints, furniture, and solvents), but their sharp reduction signals progress in ACT's environmental performance. However, increases in sulfur dioxide (SO₂) and carbon monoxide (CO) were recorded in 2024, with SO₂ rising from 4.17 PPM to 17.92 PPM, and CO from 0.56 PPM to 108.3 PPM. These shifts are influenced by factors outside of direct company control - including regional fuel combustion by ships, generators, off-road equipment, and emissions from nearby industrial activities. ACT's fuel supplier currently provides fuel with improved sulfur content in accordance with Jordanian standards. Nonetheless, these findings highlight the continued importance of vigilant monitoring and mitigation, especially for ambient air pollutants.

It is important to note that ACT does not interfere with the results of gas testing conducted in open environments. Independent assessments ensure objectivity and reliability in air quality monitoring.

In 2024, ACT reduced nitrogen dioxide levels by nearly 90% and TVOCs by 98%, reflecting strong progress under its Decarbonization Roadmap.

90% ↓

reduction in nitrogen dioxide levels

98% ↓

reduction in TVOCs

Air Quality	2022	2023	2024
Air Quality – NO ₂ (PPM)	7.97	17.25	1.77
Air Quality – SO ₂ (PPM)	4.17	4.17	17.92
Air Quality – TVOC (PPM)	0	94.25	1.45
Air Quality – CO (PPM)	0.39	0.56	108.3



Energy Management

Energy management is central to our sustainability strategy, environmental stewardship and Net Zero ambition. In 2024, we navigated a complex external landscape shaped by new energy regulations, rising stakeholder expectations, and global supply chain disruptions. These dynamics brought both opportunities and challenges to our decarbonisation journey.

On the regulatory front, the adoption of new energy market policies allowed us to accelerate solar energy expansion and begin exploring direct Power Purchase Agreements (PPAs) to secure long-term supply of clean electricity. Despite global macroeconomic fluctuations that delayed procurement of electric equipment and renewable components, ACT launched several new energy optimisation initiatives in 2024. These initiatives included further LED retrofitting, smart AC and heating replacements, and the introduction of energy monitoring systems – all contributing to a more efficient terminal operation.

As a result, we achieved a 19.98% reduction in total energy consumption, dropping from 110,930 GJ in 2023 to 88,766 GJ in 2024 - a decrease largely driven by our energy optimisation and fleet electrification efforts. Our energy intensity also decreased by 14.8%, reaching 105.8. The number of fuel-powered cars was reduced from 17 to just 4, replaced by fully electric vehicles. Additionally, we introduced 10 electric terminal tractors (eTTs), 2 electric reach stackers (eRS), and 2 electric empty handlers (eEHs), leading to a

19.3% year-on-year reduction in total fuel consumption to 2.46 million litres.

While electricity consumption rose by 9.1% to 10.75 million kWh due to the shift from fuel-based to electric equipment, this transition aligns with our broader strategy to decarbonise through clean energy. Correspondingly, energy intensity per employee dropped by 14.8%, reaching 105.80 GJ/employee, while energy intensity per TEU decreased from 0.16 GJ/TEU in 2023 to 0.15 GJ/TEU in 2024.

To support the continued scaling of electrification and renewables, ACT proactively addressed several emerging risks. The high upfront investment required for electrification and renewable energy projects was managed through improved financial planning and structured financing models. Furthermore, we strengthened supplier agreements to enhance spare part availability and engaged regulatory stakeholders to navigate grid access limitations and secure long-term renewable energy supply.

	2022	2023	2024
Electricity consumption (kWh) *	11,691,132	9,858,428	10,754,163
Total fuel consumption (L)	3,111,091	3,092,048	2,464,985
Petrol consumption from operations and vehicles (L)	60,421	37,439	8,191
Diesel consumption from operations and vehicles (L)	3,050,670	3,054,609	2,456,794
Total energy consumption (GJ) (including gasoline) **	111,590	110,930	88,766
Energy intensity (GJ/employee) ***	121.43	124.22	105.80
Renewable energy used (GJ)	1.39	3.45	7.32
Renewable energy capacity (MW)	N/A	N/A	1.00
Electricity intensity (kWh/TEU)	13.7	11.0	13.02
Energy intensity (GJ/TEU) ***	0.18	0.16	0.15
Fuel intensity (L/TEU)	3.6	3.4	3.0

* 2022 and 2023 figures were revised to reflect more accurate electricity consumption based on the 2024 sustainability review.

** 2022 and 2023 figures were revised to align with updated emission totals and conversion factors used in the 2024 reporting process.

*** 2022 and 2023 figures were recalculated due to updates in total energy consumption and TEU volume figures

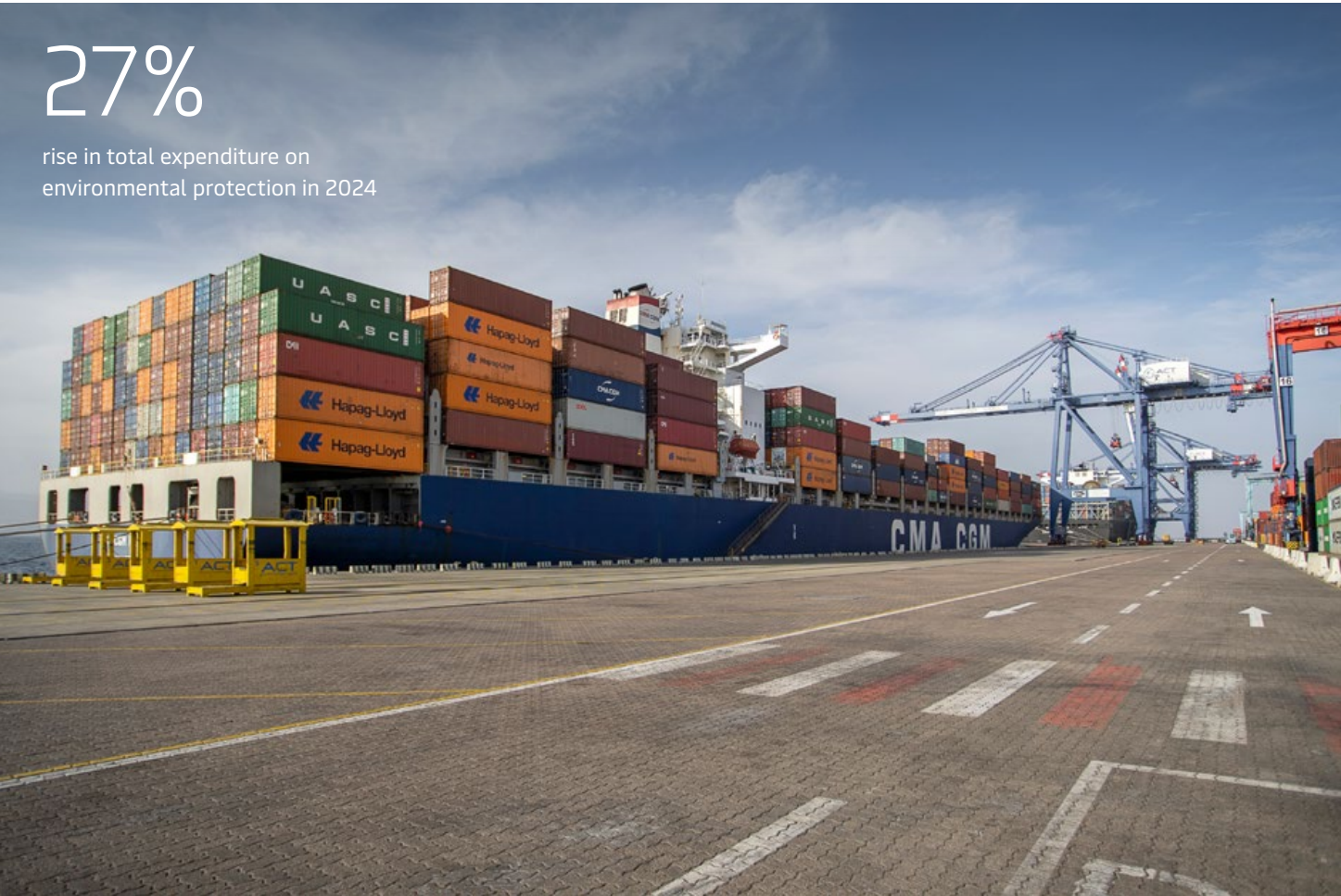
Environmental Management and Compliance

Given our location in a sensitive marine environment, we recognise our responsibility to ensure that all our business activities are conducted with the highest standards of environmental protection.

We have a robust environmental policy, which was updated in 2023, and ensures that we comply with all applicable local and international laws, regulations, and ethical standards. We hold ISO 14001:2015 Environmental Management Systems certification, verified against Société Générale de Surveillance criteria, in recognition of our adherence to leading practice through our environmental management system. We also hold the Lloyd's certificate of verification for Port Environmental Review, the Ecoports certificate which confirms that our terminal's activities, products, and services are operated in accordance with the highest regional standards. We are pleased to report that, once again, ACT received no significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations in 2024.

In 2024, our total expenditure on environmental protection rose by more than 27%, from JOD 78,532 to JOD 99,915. We continued to provide environmental awareness training, delivering 369 hours of training to 799 employees, contractors and suppliers, up from 742 in 2023. This included training on ISO 14001 for 300 employees.

	2022	2023	2024
Environmental Protection Expenditure (JOD)	53,871	78,532	99,915
Environmental awareness training (hours)	346.7	534.7	369
Total number of employees, contractors & suppliers that attended environmental awareness sessions	853	742	799



Water Management and Effluent Stewardship

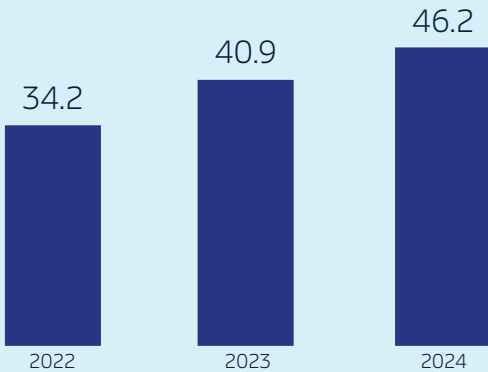
Jordan is among the most water-scarce countries in the world, with per capita water availability well below the international poverty line for water. In this context, **responsible water management is a critical priority** for ACT, especially given our operations in the Aqaba region where water resources are under increasing pressure due to climate change and growing demand.

ACT adheres to strict environmental regulations in managing water effluents. All sewage and yard wastewater are collected via concrete pits within the terminal and handled by an authorized internal contractor under agreement with our cleaning company. These effluents are then transported to the **Aqaba Water Company's treatment plant** in full compliance with **ASEZA regulations** and the **Water Authority Law No. 18 of 1988**, specifically under the **"Instructions for the Disposal of Industrial and Commercial Wastewater to the Sewage Network."**

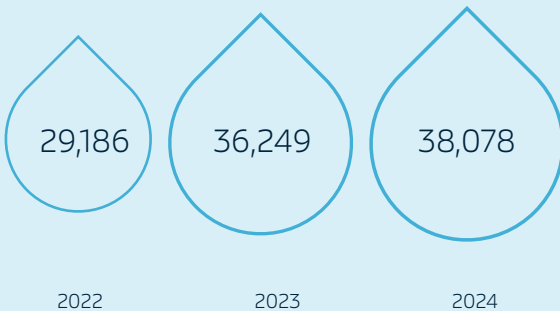
No changes were made to this process in 2024, and all effluent disposal transactions are documented with receipts and filed under HSSE records. These are readily available for internal and external audits to ensure full transparency and accountability.

As pressures on water resources intensify, ACT remains committed to strict compliance and continuous improvement in water use efficiency and safe disposal practices.

WATER INTENSITY (M3 / 1,000 TEU)



WATER CONSUMPTION (M3)



Waste Management

ACT applies the 3Rs principle –Reduce, Reuse, Recycle– as the foundation of its waste management approach. We are committed to minimising waste generation, encouraging material reuse, and ensuring the safe, compliant disposal of all waste streams in accordance with ASEZA and Ministry of Environment regulations. In 2024, we successfully maintained our comprehensive waste segregation processes across all operational areas and achieved zero violations related to waste management compliance, as confirmed by ACT’s Waste Management Self-Assessment. Further details can be found in our Waste Management Plan or in our 2022 Sustainability Report.



In 2024, ACT implemented two major waste-related initiatives aimed at improving environmental performance and operational safety.

The first initiative introduced a new Applied Waste Management Standard in the scrap area, designed to protect human health and the environment from terminal and service-generated waste. This standard, developed in line with the best global practices, clearly defines the roles and responsibilities of site supervisors, waste facilitators, and coordinators. It also involved the rollout of a new Standard Operating Procedure (SOP), preparation of the scrap area, fabrication of specialised waste containers using scrap material, enhanced safety protocols, and cost-saving measures.

The second initiative was launched as a Kaizen project and involved the introduction of a dedicated RTG Washing Service. This service ensures that all Rubber-Tired Gantry (RTG) Cranes are cleaned effectively and safely to support maintenance and operations. It also includes proper handling and disposal controls for hazardous waste generated during the washing process.

ACT also continued to integrate Kaizen practices into its environmental efforts, conducting at least one environmentally-related Kaizen project per quarter. Highlights included an e-waste initiative for the responsible disposal of solid and hazardous IT waste, and a recycling project targeting Cardboard and paper waste.

These combined efforts resulted in a 3.2% reduction in hazardous waste, down to 10.5 million kg, and a 38.4% drop in non-hazardous waste, which fell to 223,967 kg. Alongside reductions in waste volumes, 2024 also saw a marked increase in revenue from HSSE-related services, with “Leaking Containers and All HSSE Revenue” rising significantly to JOD 138,630 – almost quadrupling the previous year’s figure. This KPI reflects income from safety and environmental services provided to customers, such as the containment and handling of leaking containers, spill response, and other HSSE procedures. The increase is attributed to a combination of stricter enforcement of safety policies, a rise in non-compliant containers, revised pricing structures, and improved tracking and billing systems.

	2022	2023	2024
Total amount of non-hazardous waste generated (kg)	298,684	363,828	223,967
Solid Waste (wood, plastic and others) (kg)	147,269	150,870	34,730
Paper and cardboards (kg)	96,119	116,988	75,687
Landfill - Organic waste (kg)	55,296	95,970	113,550
Waste recycled (%)	32	32	34
Total amount of hazardous waste generated (kg)	7,877,448	10,933,890	10,583,931
Leaking containers and All HSSE Revenue (JOD)	53,184	36,884	138,630
Scrap revenue (JOD)	32,378	25,773	3,771
Waste battery revenue (JOD)	825	891	508

Biodiversity and Ecosystem

ACT's terminal is situated near ecologically sensitive areas, including the biodiversity-rich Aqaba Marine Reserve. As a result, conserving this biodiversity and minimising our impact on these precious and fragile environments are therefore important priorities for us. In 2024, we intensified our efforts to protect the Gulf of Aqaba's fragile marine ecosystem through a series of initiatives carried out in partnership with local stakeholders, environmental authorities, and the wider ACT community.

Our CEO and senior management actively supported all biodiversity and ecosystem-related initiatives, reinforcing ACT's belief that protecting our marine environment is a shared responsibility. Through these collaborative efforts, we have taken significant steps toward preserving the Gulf of Aqaba's unique ecosystem and building a cleaner, healthier, and more sustainable future for Aqaba and beyond.

Seabed Cleaning for Coral Reef Protection

As part of ACT's 2024 environmental goals and in support of the "Caring for and Protecting Coral Reefs in Aqaba" initiative, ACT participated in a seabed cleaning campaign led by the Aqaba Special Economic Zone Authority (ASEZA). The event took place at the Middle Beach area on August 19, 2024, under the patronage of ASEZA Chairman H.E. Nayef Hamidi Al-Fayez. ACT contributed through its Engineering Department and HSSE team, in collaboration with Coral Garden Diving Centre. This initiative reflects our active involvement in ASEZA's broader efforts to protect the marine environment and aligns with the ongoing work of ACT's Environmental Steering Committee.

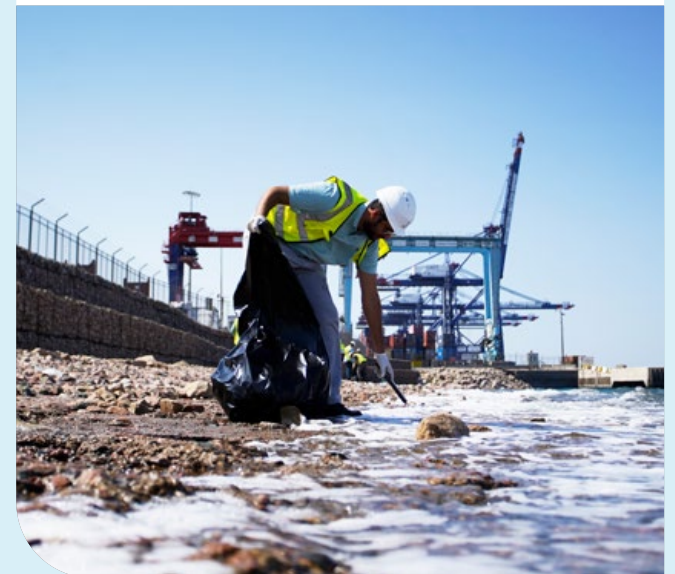
Beach Cleanup at Reefer Yard 4 – "Nothing Goes to Waste"

In August, ACT organized a beach cleanup activity at Reefer Yard No. 4, in cooperation with Clean Star Company and under the direction of CEO Mr. Harald Nijhoff. The initiative engaged ACT employees, including participation from senior management, and resulted in the collection of 550 kg of mixed waste, including plastic, glass, wood, and metal. The waste was disposed of using biodegradable bags and sent to the local garbage reception facility. The event was part of ACT's 2024 Environmental Steering Committee campaign, themed "Nothing Goes to Waste", and aimed to raise employee awareness on waste management best practices and collective environmental action. Mr. Nijhoff has since recommended making the activity a regular initiative to support marine conservation in the Gulf of Aqaba.



Go Green Week: Large-Scale Beach Cleanup Initiative

ACT hosted a large-scale beach cleanup at Yard 4 as part of the Maersk Global Go Green Week campaign. The activity aligned with the 2024 theme "Nothing Goes to Waste" and brought together over 110 participants, including ACT employees, ASEZA's Commissioner for Environment Dr. Ayman Suleiman, the Aqaba Marine Reserve team, ADC, the Royal Department of Environmental Protection, ALV, and the Royal Marine Conservation Society of Jordan (JREDS). Together, they collected approximately 980 kg of waste, reinforcing collective action across Maersk and the importance of environmental awareness in achieving ACT's ESG goals.



Oil spills

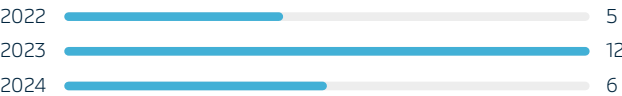
ACT takes proactive measures to prevent oil spills and minimize environmental risks across its operations. In 2024, we conducted six environmental leak and spill drills in line with our EP15 – Emergency Preparedness and Response Procedure and Plan, as part of our commitment to continuous readiness and risk mitigation.

There was No major oil spills were recorded during the year 2024. The number of minor spills declined significantly to six incidents, totalling 90 litres –down from 12 incidents with a total volume of 133 litres in 2023. This marked reduction reflects a series of targeted improvements, including enhanced preventive maintenance, refined cargo and fuelling procedures, increased staff training, the use of low-leak materials, and the integration of electric equipment in alignment with ACT’s Decarbonization Roadmap. Furthermore, faster and more efficient response protocols helped minimize the spread and impact of incidents.

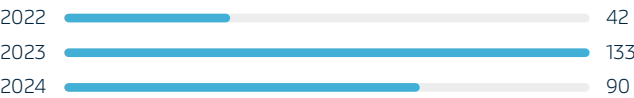
To further strengthen our capabilities, we carried out multiple training sessions and field exercises focused on spill prevention and emergency response. At the end of December, a large integrated environment and safety drill was held, and throughout the year, our safety team conducted 25 planned drills and one unplanned drill in coordination with ESNAD, our dedicated oil spill response partner.

ACT also improved oil waste management, generating JOD 978 in oil waste revenue in 2024 – up from JOD 210 in 2023. This increase stems from the collection and proper disposal of oil-contaminated waste, the decommissioning of older equipment (such as EH, RS, TT, and FL), and enhanced waste handling procedures implemented by the Engineering Department. New Work Instructions (WI), Standard Operating Procedures (SOPs), and more robust enforcement of HSSE policies, combined with improved documentation and billing systems, supported more accurate tracking and cost recovery for waste-related services.

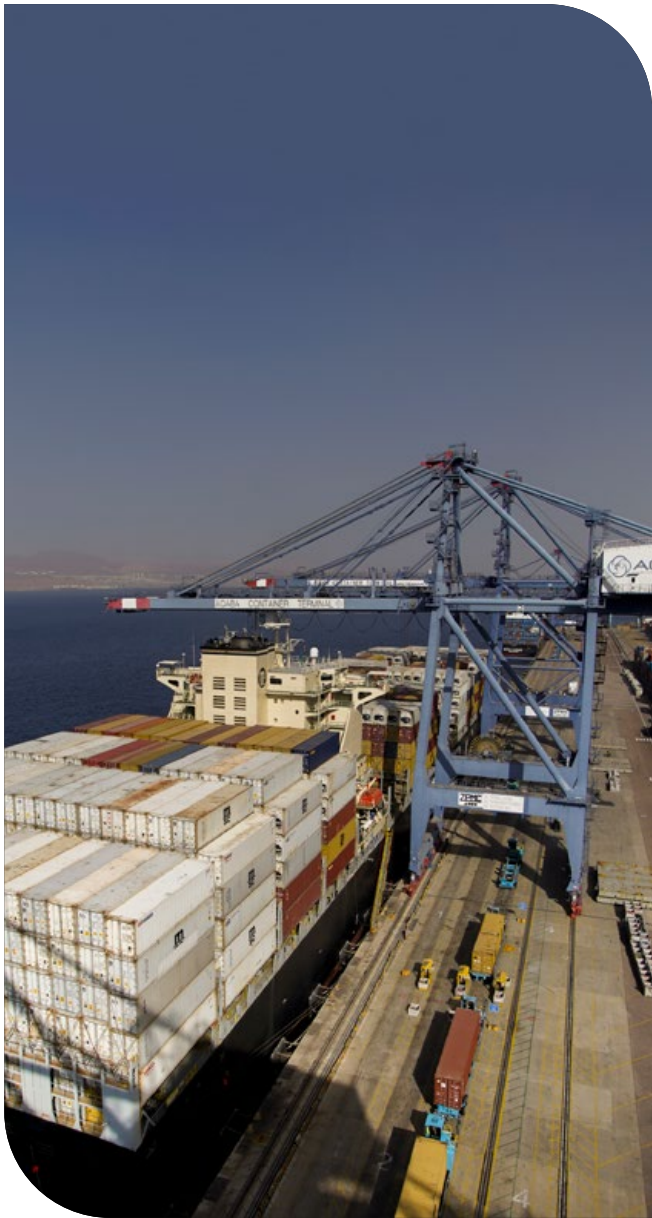
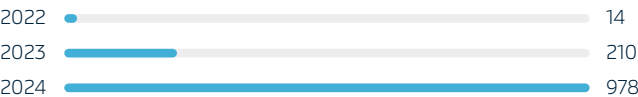
TOTAL NUMBER OF OIL SPILLS



TOTAL VOLUME OF SPILLS (L)



OIL WASTE REVENUE (JOD)



→ Chapter 2

Ensure Employee Health, Safety and Security

At ACT, the safety and well-being of our employees are paramount. Through rigorous health and safety protocols, continuous training, and proactive risk management, we foster a culture where every employee feels secure and empowered to work in a safe environment.

Material Topics

- Occupational health and safety
- Incidents and risk management

Jordan's National Vision 2025

- Support the Citizen Pillar - Health

Jordan's Economic Modernisation Vision

- Support the Quality-of-Life Pillar – Standard of Living



Occupational Health and Safety

We uphold the highest standards of health and safety across all operations, with overall responsibility held directly by our CEO. Our Health, Safety and Environment (HSE) Management System is fully aligned with global APM Terminals standards and national legal requirements.

As part of this, we apply APMT's Fatal 5 safety framework, which defines mandatory controls for managing five high-risk areas: transportation, suspended loads and lifting, working at heights, stored energy, and contractor management. These standards are essential in creating a safe work environment and protecting our people, partners, and assets. All employees receive comprehensive health and safety training, which is regularly reinforced and updated to maintain a strong safety culture.

Our Health & Safety (H&S) policy applies to everyone working at our site, including employees, contractors, and external parties. In 2024, the policy was updated to align with the latest APMT standards. Oversight of the policy is provided by our H&S Committee, which meets monthly. Approximately 60% of the committee consists of workforce representatives, ensuring that employee concerns, safety issues, and suggestions for improvement are consistently raised and addressed.

In the same year, we enhanced our Occupational Health & Safety Management System with a particular focus on global operating standards, Visual Control Points (VCPs), and improved safety performance - especially in relation to high-risk activities. To ensure company-wide awareness and compliance, all staff were briefed on the updated global Standard Operating Procedures and VCPs. We also expanded the system's scope to better reflect the full range of workers, activities, and work environments it covers.

We are pleased to report that 2024 marked our tenth consecutive year without any on-site fatalities. While the total number of recordable work-related injuries rose slightly from 19 in 2023 to 22 in 2024, the lost-time injuries frequency rate increased from 1.96 to 2.39. Each incident is thoroughly investigated, and key lessons are captured and applied to prevent recurrence and strengthen our safety culture.



Health and Safety Training

Health and safety are deeply embedded in all our operations and continuously reinforced through regular training.

In 2024, 100% of our employees and contractors once again received comprehensive training in health and safety best practices. Targeted sessions were also delivered to relevant personnel, covering specialized topics such as the handling of dangerous goods and marine transportation.

Throughout the year, we conducted a total of 79 drills and training sessions, addressing a wide range of scenarios including first aid, oil and chemical spills, bromine leaks, firefighting, and environmental safety. In addition, civil defence training was organized for all staff to further enhance emergency preparedness and response capabilities.

	2022	2023	2024
Employees trained in health and safety practices (%)	100%	100%	100%
Contractors trained in health and safety practices (%)	100%	100%	100%

100%

of employees and contractors trained in health and safety for 3 consecutive years



79

drill and traing sessions conducted

Incidents and Risk Management

Effective risk management and incident mitigation are essential components of our health and safety approach.

We maintain well-established and robust emergency preparedness and response systems across our operations. These systems are regularly tested and refined to ensure the terminal is fully equipped and prepared to handle potential incidents. In 2024, our emergency response capabilities were further strengthened with the acquisition of a new fire truck.

Incident tracking and management are conducted through our GIZMO reporting system. To enhance efficiency and user experience, new internal reporting forms were introduced, and staff received training on the updated system. Over the course of the year, 314 observations were recorded in GIZMO, reflecting a significant reduction from 681 in 2023. This positive trend is attributed to several key factors, including a notable increase in emergency drills - rising by 44 compared to 2023 - which strengthened awareness, preparedness, and proactive safety behaviours. Additionally, the number of near miss incidents fell by seven, indicating improved hazard control and risk mitigation. A consistent number of safety audits (six in both 2023 and 2024) further reinforced compliance and safety culture across operations. The vast majority of recorded observations were successfully resolved.

In support of broader efforts to foster safe and secure working environments, ACT proudly sponsored the International Engineering Conference in Aqaba in 2024.

	2022	2023	2024
Total man-hours (hours)	2,511,991	2,556,240	2,500,169
Total number of recordable work-related injuries	24	19	22
Total recordable work-related injuries rate (TRIFR) (per million-man hours)	9.55	7.43	8.70
TRIFR - employees	7.40	7.70	11.15
TRIFR - contractors	5.70	6.10	4.10
Total lost time injuries frequency rate (TLIFR) (per million-man hours)	3.18	1.96	2.39
TLIFR - employees	3.7	2.4	3
TLIFR - contractors	0	0	0
Fatalities (contractors and employees)	0	0	0
Sick leave (# of days)	6,868	6,374	4,774
Near miss incidents	20	26	19
Safety observations reported (unsafe act and unsafe condition)	922	681	315
3154 Safety Audits	3	6	6
Number of emergency response drills conducted	87	35	79
Total workers covered by the health and safety management system (%)	100	100	100
Total workers covered by the HSMS that has been audited or certified by an external party (%)	10	10	11

Enhancing Emergency Preparedness

The safety of our personnel is of paramount importance at ACT. To help ensure this, we are committed to the safe handling of cargo, regulatory compliance, and being prepared for any emergency that may arise.

To support this aim, we identified a need to modernise our firefighting infrastructure and integrate new technologies in line with international standards. We began by auditing our existing infrastructure to identify any gaps in readiness. Following this, we procured a new fire truck to enhance our capabilities and furnished the terminal with the latest firefighting equipment. We also updated all our emergency response procedures and train staff in the revised system.

These steps have improved safety for our workers, with faster response times and enhanced compliance with regulations. Our response time - measuring how quickly teams arrive at the scene - has been reduced by 30%, significantly improving the terminal's emergency preparedness. Incident response time - the speed at which emergencies are resolved - has also decreased by 25% following the system upgrades. To ensure the effectiveness of the system, we now plan further integration of advanced technology, such as drones or sensors for real-time monitoring, and an expansion of emergency response drills.

"The modernization of our firefighting systems and the addition of new response vehicles significantly enhance our ability to protect both our workforce and cargo. This project is a key milestone in ACT's commitment to safety and readiness"

Feras Al Tawiel
HSSE Head of Department

→ Chapter 3

Driving Sustainable Growth through People and Purpose

Our people are the foundation of ACT's long-term success. In a dynamic and competitive industry, we remain committed to creating an inclusive, supportive, and high-performing workplace that attracts, develops, and retains top talent. This approach ensures our employees have opportunities to grow their skills, advance their careers, and contribute meaningfully to ACT's purpose and vision.

Material Topics

- Diversity, inclusion, and equal opportunity
- People development
- Human rights

Jordan's National Vision 2025

- Support the Business Pillar – Trade and Competitiveness, Citizenship, Participation in the Workforce

Jordan's Economic Modernisation Vision

- Support the Economic Growth Pillar – Smart Jordan



Building a Diverse, Inclusive and Engaged Workforce

ACT is committed to building a more inclusive workplace where every employee can thrive and reach their full potential. In 2024, ACT employed a total of 839 employees, of these, 819 were male and 20 were female, with women representing 2.38% of the workforce.

While the maritime and logistics sector remains male dominated, we are making deliberate efforts to improve gender balance and representation. We have introduced targeted development programmes, mentorship opportunities, and leadership pathways for women. These efforts are beginning to take hold – women now represent around 12.5% of middle and senior management positions, and in 2024 we reached a milestone with the appointment of our first female board member.

Our diversity efforts also extend to nationality. We maintained a strong commitment to national employment, with 833 Jordanian nationals representing 99.2% of our workforce. This high localisation rate reflects our long-standing strategy to invest in Jordanian talent, strengthen our community ties, and contribute to the national economy.

12.5%

of middle and senior management positions held by women

	2022	2023	2024
Total workforce (full-time employees)	919	893	839
Workforce by employment level			
Senior Management	7	7	7
Middle Management	35	34	33
Staff	877	852	799
Workforce by gender			
Female full-time employees	20	20	20
Male full-time employees	899	873	819
Nationalisation			
Total number of local employees	916	888	833
Total number of Expatriates	3	5	6
Locals in the total workforce (%)	99.67	99.44	99.28
Workforce by age group			
18-30	91	69	20
31-40	431	443	429
41-50	279	271	277
51-60	118	110	113

To build on this foundation, ACT began a process in 2024 to further strengthen diversity, equity, and inclusion (DEI) structures and accountability across the organisation. The DEI Committee was revitalised with the support of regional HR leadership, starting with a dedicated women's council meeting where female employees could share challenges, propose solutions, and identify priority areas for action. A follow-up field study gathered additional insights to inform the committee's future work.

One outcome of these consultations was the decision to launch an internal campaign on unconscious bias –planned for 2025– to build awareness and support inclusive practices at all levels. These steps mark the beginning of a more structured and intentional DEI journey, ensuring everyone at ACT has the opportunity to contribute, thrive, and be heard.

Investing in Future Talent

Our commitment to inclusion extends to creating opportunities for young professionals entering the maritime and logistics industry. In 2024, seven trainees joined our Engineering Internship Programme, gaining hands-on experience and mentorship from ACT's experts. These initiatives help us nurture the next generation of talent, equip them with industry-relevant skills, and contribute to youth employment in Jordan.

	2022	2023	2024
Total number of new employees who joined the organisation	1	4	3
Total number of employees who left the organisation	20	30	57
Workforce turnover rate (%)	2.20	3.30	6.79

Employee Retention and Recognition

Retention is another important pillar of workforce sustainability. In 2024, our turnover rate rose to 6.79%, compared with 3.3% in 2023. This increase was largely due to employees opting for early retirement. In response, we placed a stronger focus on employee engagement and recognition – two factors that can help retain talent even in transitional periods.

Employee Recognition through NAJM

In 2024, we placed a strong emphasis on enhancing how we recognise and celebrate all our employees' achievements. Recognising outstanding individual and team performance not only boosts morale but also encourages a culture of excellence across all levels of the organisation. While our existing quarterly recognition scheme served as a foundation, we identified opportunities to improve its inclusivity, transparency, and impact. Feedback indicated that limited recognition slots, a lack of clarity in the selection process, and restricted reward options led to employees feeling that their efforts often went unnoticed.

To address this, we established a cross-functional committee - bringing together representatives from all departments and HR - to reimagine our recognition

approach. By engaging with employees and collecting their input, the committee developed a more dynamic, transparent, and engaging recognition programme.

The result is a revitalised platform that empowers leaders to acknowledge their teams through an annual budget they can use flexibly across the year. Recognition is now timelier and more visible through a monthly "Wall of Fame" communication, and employees can choose from a diverse range of meaningful rewards.

The response has been overwhelmingly positive. Winners report feeling more valued, and teams are showing increased initiative and engagement. This renewed focus on recognition is already fostering stronger motivation, a deeper sense of appreciation, and a more cohesive and supportive workplace culture for everyone.



Workforce Development and Capacity Building

At ACT, we are deeply committed to the continuous growth and development of our people. We provide a wide range of learning opportunities, including skills development and technical training, through both in-house programs and self-directed learning formats.

Our approach emphasises individual and team learning, leadership involvement in guiding development efforts, cross-functional collaboration, and the strengthening of internal networks to drive performance and innovation.

In 2024, we modernised our HR Policy and Employee Handbook to better reflect operational realities and reinforce employee rights and responsibilities. We also conducted a comprehensive HR Assessment, benchmarking our practices against international standards in areas such as succession planning, exit processes, and labour strategy alignment. These efforts form the basis of a long-term HR roadmap to ensure ACT remains a competitive and forward-looking employer. To structure learning opportunities more effectively, we launched a quarterly Training Calendar to coordinate awareness sessions and monitor progress. This year, we delivered a total of 13,463 training hours – an average of 16.05 hours per employee. Highlights from 2024 included the launch of Phase 2 of our e-learning soft skills platform, which reached over 200 employees, and the introduction of our English Conversation Camp. We also successfully trained 57 future leaders on job relation skills as part of our 'Training within Industry' programme.

While overall training hours and spending in 2024 were lower than in previous years, this decline is attributed to several contextual factors. In light of regional geopolitical tensions, ACT postponed non-prioritised training activities and placed a greater focus on critical, short-term learning opportunities, such as exposure visits at other terminals and participation in global development programmes. Additionally, many valuable virtual and self-directed learning formats –including instructional videos and informal e-learning– were not captured in the formal training data. However, they continue to be a valuable part of our talent development strategy and continued skills development.

13,463

training hours delivered in 2024

	2022	2023	2024
Total hours of training for females	532.20	793.00	259.00
Total hours of training for males	23,923.12	17,801.00	13,204.00
Total hours of training for total workforce	24,455.32	18,594.00	13,463.00
Average hours of training per year per female employee	26.61	39.65	12.95
Average hours of training per year per male employee	26.61	20.39	16.44
Average hours of training per year per employee	26.61	20.82	16.05
Total cost of training (JOD)	108,405	63,722	15,200
Average Cost of training per individual (JOD)	118	71.36	18
Average hours of training per year for Senior management	-	34	1.143
Average hours of training per year for Middle management	-	47	10.061
Average hours of training per year for Staff	-	22	16.05

Employee Rights, Engagement and Wellbeing

ACT is committed to upholding human and labour rights in line with local regulations and international best practices.

We respect our employees’ right to freely associate, join organisations of their choosing, and participate in collective bargaining, with agreements in Jordan typically lasting two to three years and allowing six months for negotiations from the date a demand is submitted. We maintain a strict zero-tolerance policy toward forced or child labour, harassment, or discrimination. Our stance on human rights is clearly communicated to employees and third parties through regular ACT compliance training, and we operate a formal grievance mechanism enabling both internal and external stakeholders to report any human rights-related incidents. **In 2024, as in 2023, zero incidents of harassment or discrimination were reported.**

To better understand our people’s experiences and strengthen engagement, we conduct employee engagement and satisfaction surveys twice a year to understand how our people experience their work environment. In 2024, we were encouraged to see positive progress in both areas, with scores rising to 3.76 and 3.79 respectively. Although still slightly below our envisioned target of 4.0, these results reflect a steady improvement from 2023, when the scores were 3.64 and 3.63. This upward trend signals that our efforts to enhance employee experience are having a tangible impact, and we remain committed to further strengthening engagement across our workforce.

	2022	2023	2024
Employee Engagement and Satisfaction Score* (0-5 scale)	1st 4.20 2nd 4.08	1st 3.64 2nd 3.63	1st 3.76 2nd 3.79
Female employees who received a performance and career development review (%)	100	100	100
Male employees who received a performance and career development review (%)	100	100	100
Total employees who received a performance and career development review (%)	100	100	100



Performance and career development reviews continue to cover **100% of employees** across all genders and job categories.

To further support employee satisfaction, ACT also offers a competitive compensation package with a wide range of employee benefits and incentive programmes designed to reward performance and support employee well-being. Details of our benefits offering can be found in our [2022 report](#). A wage equity system ensures equal pay for equal work across all employee categories, regardless of gender. In 2024, employee wages and benefits totalled JOD 27.91 million, a slight decrease of 1.6% compared to 2023 (JOD 28.35 million).

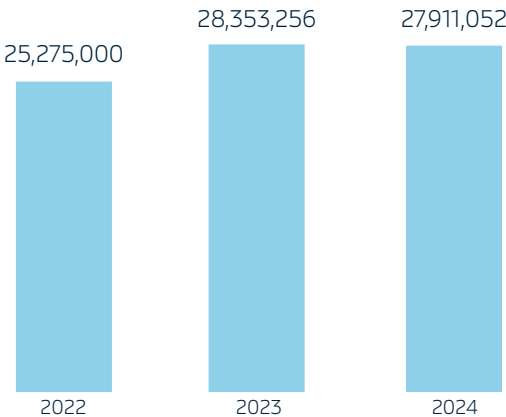
As part of our workforce planning, the Early Retirement Program (ERP) continues to provide eligible long-serving employees with financial and transitional support. The ERP helps to optimize workforce planning, create growth opportunities for younger staff, and support departing employees through severance packages, extended medical coverage or career transition assistance. Complementing these efforts to support employee well-being, 2024 also saw the launch of two medical wellness events and the introduction of mobile access to the NatHealth platform, enabling employees to access their health benefits more quickly and conveniently. Together, these initiatives have strengthened our culture of care and make health services more accessible to all staff.

Through these efforts, ACT continues to align its people strategy with its purpose, ensuring that diversity, inclusion, development, and well-being are embedded in every aspect of our operations. By fostering a motivated, skilled, and engaged workforce, we are not only building organisational resilience but also driving sustainable growth that benefits our employees, our business, and the communities we serve.

100%

of employees across all genders and job categories received Performance and career development reviews

EMPLOYEE WAGES AND BENEFITS (JOD)



→ Chapter 4

Deliver a Superior Port Experience

Operational excellence is at the heart of ACT's mission. By investing in cutting-edge technologies, optimizing logistics, and enhancing customer service, we ensure a seamless, efficient, and world-class port experience for shipping lines and landside customers.

Material Topics

- Responsible customer relations

Jordan's National Vision 2025

- Support the Business Pillar – Trade and Competitiveness

Jordan's Economic Modernisation Vision

- Support the Economic Pillar – High Value Industries & Smart Jordan



Operational Efficiency

Operational efficiency is a key pillar of ACT’s sustainability strategy. In 2024, we continued investing in advanced technologies, including automation and artificial intelligence, to improve productivity and reduce waste across all operations.

Total throughput reached 824,197 TEUs, a slight decline from 2023 due to the ongoing conflicts in the Middle East, which led several regular services to suspend calls at Aqaba. In response, we established a dedicated taskforce to monitor and manage the impact. This proactive approach contributed to a recovery in the second half of the year, with a 2.9% increase in volumes compared to the same period in 2023. November marked a record month, with 80,537 TEUs handled from 54 vessels - an 11.7% year-on-year increase.

ACT’s Business Development and Operations teams are actively securing opportunities for new services, particularly with Turkish shipping lines. These additions will strengthen ACT’s role as a regional transshipment hub connecting the Far East and Turkey.

Operational indicators also improved. Crane productivity increased from 33.37 to 34.18 moves per hour, while truck turnaround time was reduced from 0.47 to 0.43 hours, reflecting greater overall efficiency.

In 2024, we advanced our continuous improvement strategy by embedding a systemic Kaizen approach focused on quality outcomes. A dedicated team supported execution and tracked sustainability initiatives, while Lean principles

were rolled out through targeted training for both frontline staff and managers. This fostered a culture of innovation and alignment with broader growth objectives. As a result, we achieved improvements in operational performance, fuel efficiency through better equipment deployment, and growth in value-added service projects.

Further gains were achieved through projects such as asset digitization and the installation of crane and gate OCR hardware, the go-live of the DG yard, control system upgrades on seven crane spreaders, and the development of a wire rope maintenance strategy - making ACT one of the first APMT terminals to adopt such an approach. The implementation of the Wadaco system also enhanced transaction speed and efficiency within our stores team by integrating handheld devices with our central system.

Together, these initiatives demonstrate ACT’s continued commitment to innovation, resilience, and high-performance operations.



	2022	2023	2024
Gross Crane productivity (hours)	35.32	33.37	34.18
Truck turnaround time (hours)	0.51	0.47	0.43
Dwell time full import (days)	8.71	7.97	7.20
Berth moves (per hour)	70.03	69.98	63.95
Total throughput (TEU)	852,554	898,736	824,197
Full export (TEU)	120,743	135,536	108,736
Transit (TEU)	40653.00	27,988	26,497
Full import (TEU)	439,975	445,677	426,988



Operations Command Centre Update

ACT's Operations Command Centre (OCC) opened in 2023. The centre serves as the central hub for managing and controlling all live terminal activities at ACT. It plays a vital role in enabling real-time visibility, efficient communication, and data-driven decision-making across the terminal.

To support the OCC's mission, ACT implemented a range of advanced systems designed to monitor live data and KPIs, ensuring timely and effective responses to on-ground operations.

These systems include:



DSS CCTV Centralised System – providing full visual coverage of critical areas in the terminal to enhance safety and security.



DPOS System – tracking external truck flow to improve gate efficiency and streamline logistics.



Power BI (PBI) Reports – offering real-time data visualisation per shift, empowering teams to make informed decisions quickly.

By integrating these technologies, the OCC strengthens ACT's operational excellence, ensures alignment with global and regional standards, and reinforces ACT's position as a forward-thinking, digitally enabled terminal operator.

Progressing our Digital Transformation

As part of our digitalisation transformation, we developed a Flow Roadmap in 2024. This is a strategic framework designed to track and align all projects and initiatives that are reshaping and digitalising the way of working within ACT. Its primary goal is to move toward global and regional standards, enhance operational efficiency, and minimise process waste by adopting smarter, leaner, and more sustainable methods. The roadmap focuses on achieving more with the same resources or delivering the same outcomes with fewer resources, an approach that directly improves efficiency.

As part of this, KPI targets are being revised upward to challenge teams to reach higher performance levels without increasing input. This is done by reducing inefficiencies, automating manual processes, standardising workflows, and adopting a digital-first mindset. By implementing this roadmap, we aim to foster a culture of continuous improvement, embrace innovation, and ensure that teams are empowered and equipped to drive transformation sustainably and at scale.

Responsible Customer Relations

ACT aims at all times to ensure our customers receive an outstanding customer experience. We want to meet their needs while exceeding their expectations.

To do so, we apply best customer service practice at all times. An integral part of this is listening to what our customers tell us and responding accordingly. By engaging with our clients in this way, we are able to better understand and ensure our services provide the best possible customer experience.

→ In 2024, we implemented a number of initiatives to improve customer experience even further and made solid progress on several strategic initiatives aimed at enhancing digitalization, efficiency, and customer service.

→ The Dangerous Goods (DG) Yard is now fully operational and contributing to additional revenue. Meanwhile, the RORO (Roll-on/Roll-off) service reached a key milestone with senior management approval to move forward with the next phase. This includes finalizing tariff adjustments, preparing the dedicated yard, and assigning a specialized operations team to enhance service delivery.

The Detention & Demurrage (D&D) Collection product successfully passed all internal development stages and has been introduced to the market. It is now in the “system-to-system” integration phase, with customization underway to meet the specific needs of individual shipping lines.



We also advanced the Empty Containers Segregation (ECS) service – formerly known as PTI– which has been successfully piloted with a major customer. Based on positive feedback and growing interest from other lines, the service is being scaled up to support broader adoption across multiple shipping partners. Meanwhile, in support of sustainable logistics, the Empty Pool service underwent a revised pricing and operational strategy. A finalized agreement was reached with one customer by December 2024, with full-service deployment scheduled to begin with a second shipping line in January 2025.

To better serve specific customer needs, ACT introduced a fast Aqaba-to-US export service tailored to the garment industry, alongside enhanced digital offerings such as part-payment options and online customer portals for e-ticketing. These improvements were complemented by the development of new Customer Relationship Management software and the adoption of the Customer Effort Score, a valuable tool for capturing feedback on the kinds of issues customers face. Furthermore, ACT continued progressing toward its commitment to switch all export paperwork to electronic methods –reducing manual work, minimising errors, improving data integrity, and cutting down on paper use.

Building on these improvements, the company also rolled out a series of operational initiatives designed to enhance efficiency and strengthen Aqaba’s position as a regional logistics hub. The Premium Berth Move Productivity Handling (BMPH) service mobilises additional resources when vessels arrive outside their scheduled berth window, enabling early sailing, swift completion of all moves, and reduced port stay time. Yard 7 inspections, conducted within ACT yards based on specific customs requests, streamline inspection procedures and minimise delays. Meanwhile, expanded transshipment services – offered at a discounted rate to shipping lines – further position ACT as a strategic link between the Red Sea to the Mediterranean.

New Gate Stoppage Service

In response to shipping lines’ request to temporarily stop the terminal gates from accepting empty containers, ACT analysed data from Salesforce (SF), tracking the volume of such requests. We developed and tested a solution in partnership with shipping lines (SL) that updates the system to prevent external trucks carrying these containers from entering the terminal.

This Value-Added Service (VAS) was launched in May 2024, and by year-end had generated approximately USD 29,000 in revenue. Building on this, we are now working towards automating this process to improve efficiency and reduce reliance on manual system updates.



Looking ahead and as part of our 2025 operational priorities, ACT will focus on several targeted initiatives to further improve service efficiency, customer experience, and sustainability across its logistics operations. A key focus will be the bi-weekly activation of the Product Development Process (PDP) to support the continuous flow of new and existing products to market. Others include expanding the Detention & Demurrage (D&D) collection service, scaling up the Empty Pool Service following its successful pilot, and scaling up transshipment services. The expansion of container maintenance and repair services has been postponed to a later date.

Customer Engagement

Given the complexity and scale of our operations, occasional issues and complaints are inevitable. In 2024, the majority of these related to fines stemming from discrepancies in declared Verified Gross Mass (VGM) –a mandatory safety measure ensuring containers are accurately weighed before shipment. While the majority of these cases were resolved promptly, a few required intervention from our legal and claims teams to reach fair outcomes.

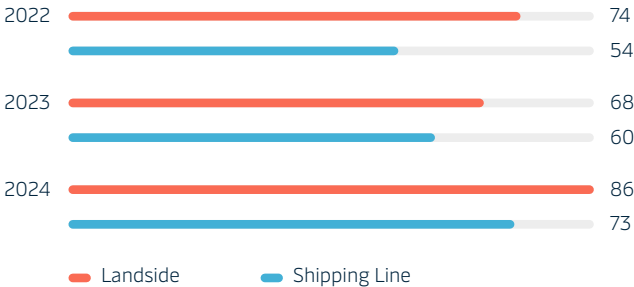
101

Customers participated in the customer satisfaction survey in 2024

100%

resolution rate of customer issues in the last three years

CUSTOMER SATISFACTION SCORE / NET PROMOTOR SCORE (NPS)



TOTAL NUMBER OF PARTICIPATING CUSTOMERS IN THE SURVEY



→ Chapter 5

Promote Corporate Governance and Enhance Economic Vitality

ACT upholds the highest standards of corporate governance, integrity, and transparency. Through ethical business practices, strong compliance frameworks, and a commitment to economic growth, we drive sustainable value creation for our stakeholders and the Jordanian economy.

Material Topics

- Corporate governance and business ethic
- Data privacy and digitalisation
- Supply chain management

Jordan's National Vision 2025

- Support the Business Pillar – Trade and Competitiveness & Business Environment

Jordan's Economic Modernisation Vision

- Support the Economic Growth Pillar – High Value Industries



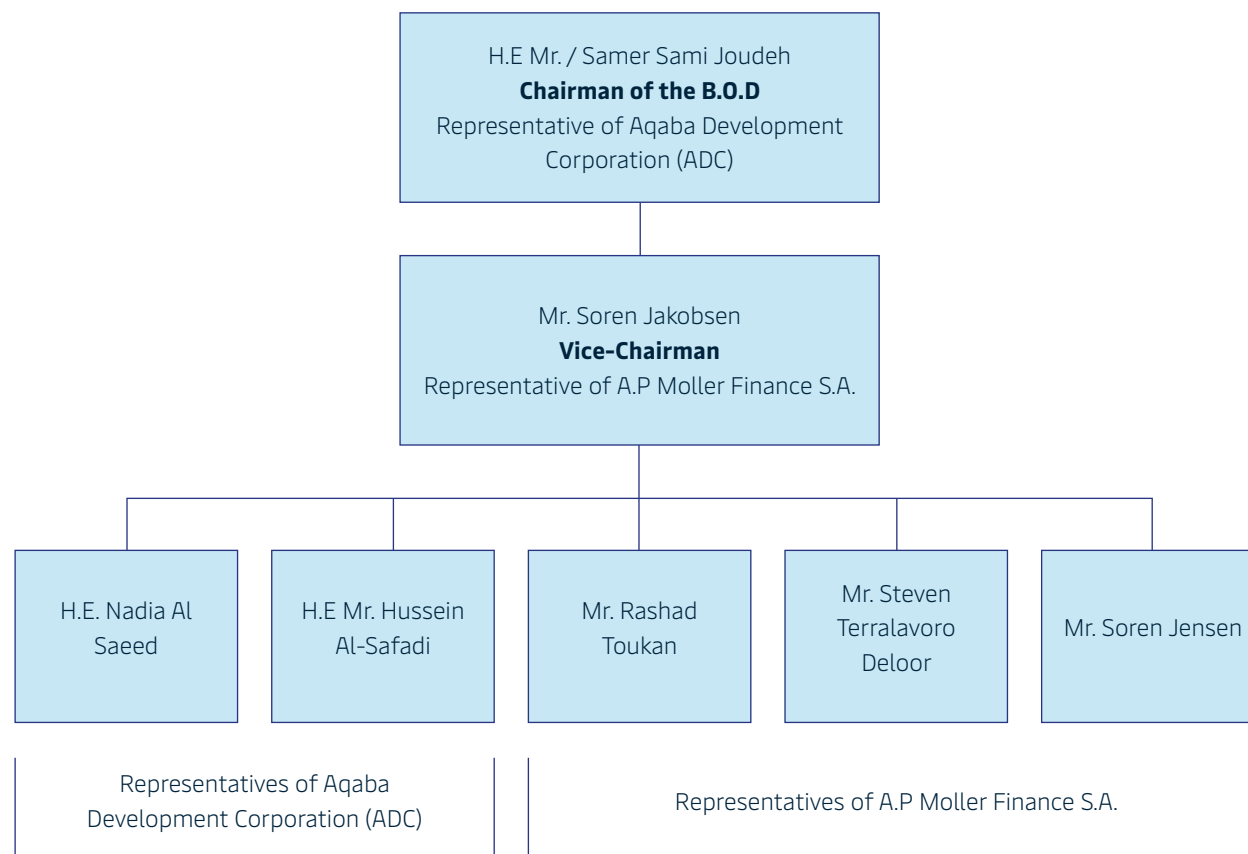
Corporate Governance

Strong corporate governance is the foundation of a sustainable and resilient business. At ACT, we are committed to operating with the highest levels of transparency, integrity, and accountability. Our governance framework is underpinned by clear policies, structured reporting systems, and rigorous oversight - all designed to prevent incidents of corruption, fraud, or misconduct across the organisation.

ACT's Board of Directors comprises seven independent, non-executive members – three appointed by the Aqaba Development Corporation (ADC) and four by A.P. Moller Finance S.A. In 2024, ACT appointed its first female Board member, reflecting a growing focus on gender diversity and inclusive leadership. The current Board includes six men and one woman and meets quarterly to define ACT's strategic direction and uphold the highest standards of corporate governance.

Board members are selected for their relevant expertise, experience, and leadership credentials. Their performance is evaluated through a robust, comprehensive process that reflects ACT's commitment to responsible business practices. This evaluation considers strategic effectiveness, risk oversight, stakeholder engagement, and contributions to ACT's economic, environmental, and social performance.

Our Board of Directors



Board	2022	2023	2024
Independent directors (%)	100%	100%	100%
Number of males	7	7	6
Number of females	0	0	1
Under 30	0	0	0
30-50	1	2	1
Over 50	6	5	6
Total remuneration of board members (JOD)	64,351.14	63,350.00	62,300.00

Sustainability is embedded in our governance approach. It is a key component of executive and senior management performance evaluations, with ESG-related key performance indicators directly linked to ACT's strategic goals. These KPIs also influence annual compensation, reinforcing accountability and alignment with our long-term sustainability objectives. Furthermore, all investments approved by the Board are evaluated with consideration of climate-related risks, ensuring that capital allocation supports a resilient and sustainable future.

Board Committees

ACT's Board of Directors plays a central role in overseeing company performance and ensuring alignment with its strategic objectives. It is also responsible for ensuring compliance with all applicable laws and regulations through effective internal control systems. The Board establishes clear guidelines for the delegation of authority and responsibility, supported by structured planning, monitoring, and follow-up processes. Through these governance mechanisms, the Board ensures that ACT remains accountable, transparent, and effectively managed in pursuit of its long-term goals.

Audit Committee

The Audit Committee is a standing sub-committee of the Board of Directors, established to support the Board in fulfilling its oversight responsibilities. It plays a key role in safeguarding the integrity and effectiveness of ACT's operations by overseeing financial reporting, internal control systems, regulatory compliance, and risk management practices.

As part of its mandate, the Committee regularly reviews and assesses the adequacy of ACT's risk management strategies, internal processes, and management reporting systems. Each year, it conducts a comprehensive review of the company's risk file, provides input on risk-related components of the budgeting process, and contributes to the development of the risk management section in the annual Management Report.

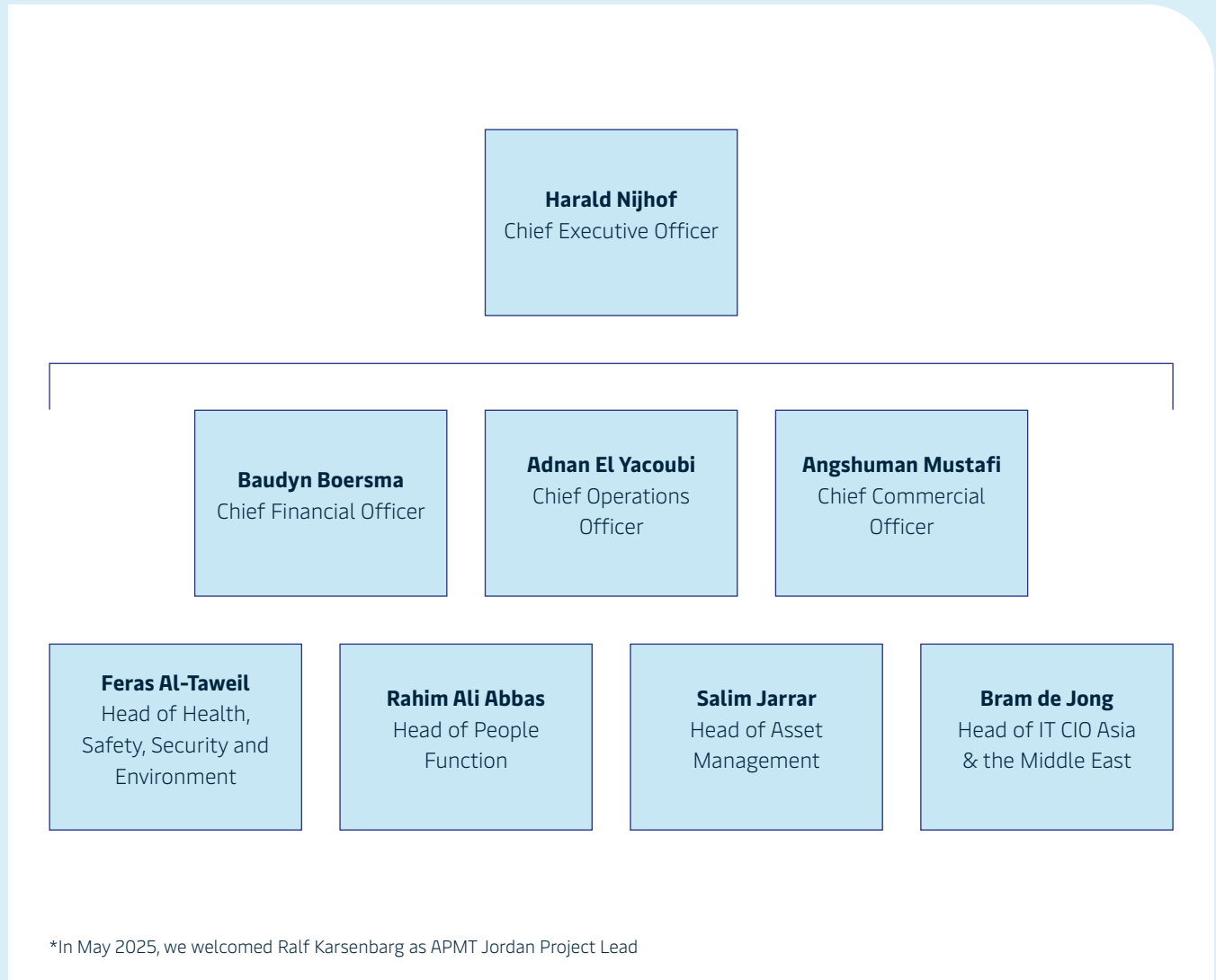
Audit Committee	2022	2023	2024
Audit committee independent members (%)	100%	100%	100%
Number of males on the audit committee	7	7	6
Number of females on the audit committee	0	0	1
Number of meetings of the audit committee	2	3	4
Attendance rate of the audit committee	100%	100%	100%



Senior Management Team

ACT's Senior Management Team (SMT) brings extensive industry expertise, with each member averaging 20 years of experience in the shipping and logistics sector. The team is headed by CEO Mr. Harald Nijhof, who oversees the daily operations and strategic direction of the company.

ACT's management approach is centred on open communication and active engagement. The company maintains an open-door policy, encouraging employees at all levels to connect directly with line managers and even the CEO when needed.



*In May 2025, we welcomed Ralf Karsenbarg as APMT Jordan Project Lead

Business Ethics and Compliance

ACT is firmly committed to upholding the highest standards of ethical conduct, transparency, and integrity – principles deeply rooted in our core values of care, humility, and honesty.

To guide our operations, we have adopted APM Terminals’ Code of Conduct, which provides a comprehensive framework for ethical behaviour across all areas of the business. This Code encompasses key financial control measures, including anti-fraud and anti-money laundering protocols, anti-corruption safeguards, policies on gifts and hospitality, guidelines for donations, sponsorships, and charitable contributions, as well as rules concerning sanctions and conflict of interest. In addition to the Code, ACT maintains a formal anti-corruption policy and has implemented the Maersk Commit Rule on Anti-Fraud.

At ACT, responsible business conduct is embedded throughout the organisation, beginning with top management. Ethical leadership is reinforced by the Internal Audit department, which develops robust policies – inspired by APMT standards and its Code of Conduct – addressing ethics, sustainability, and social responsibility, while adapting them to consider local laws, regulatory requirements, and operational realities in Jordan. These policies align closely with APMT’s global guidelines, covering many of the same key topics such as anti-corruption, sanctions, and conflict of interest, but also integrate locally relevant measures to ensure compliance with national legislation and context-specific risks. The company’s strong adherence to these policies is reflected in its record of zero proven

or substantiated corruption cases for three consecutive years, as confirmed by Maersk Anti-Fraud investigations with the support of ACT’s Internal Audit team. Policies are communicated to all employees through a combination of training programmes, handbooks, and internal messaging. Department heads and middle managers play a key role in ensuring that day-to-day operations align with these policies and uphold the company’s ethical standards.

The decrease in the percentage of employees who received anti-corruption training in 2023 and 2024 is attributed to a shift in ACT’s awareness approach. In previous years, formal training sessions –including online modules– were conducted, covering a larger portion of the workforce. In contrast, the current approach focuses on broader awareness through informal channels such as emails, WhatsApp messages, and other internal communications, reducing reliance on structured training sessions while still promoting ethical conduct and compliance across the company.

Zero

cases of corruption for 3 consecutive years, reflecting the strength of our ethical compliance culture.



	2022	2023	2024
Number of significant risks related to corruption identified through the risk assessment	1	1	2
Total number of confirmed incidents of corruption	0	0	0
Employees who received anti-corruption training (%)	47%	15%	17%

Strengthening Compliance Culture at ACT

During May 2024, the Group Internal Audit (GIA) team visited ACT and delivered awareness sessions targeting white-collar employees from the SMT/management team, as well as those directly or indirectly involved with government, suppliers, and customers. The sessions covered key compliance topics including Anti-Corruption, Facilitation Payments, Conflict of Interest, Sanctions & Export Controls, and methods by which employees can speak up and report any suspicious cases. A total of 44 employees attended these sessions.

In addition, the Legal & Compliance department conducted a Dawn Raid refresher training for approximately 57 employees from various cross-functional teams at ACT. They also held Conflict of Interest awareness sessions for around 44 employees. This session was particularly important, as all employees were required to sign a Conflict-of-Interest declaration, introduced in 2024 through an online form.

Further efforts were made during International Fraud Awareness Week, which began in November. A company-wide note was shared with all ACT employees, reminding them of the channels available to report any suspicious cases of fraud through the whistleblower system and Hotline. In addition, at least five awareness videos were shared with management, covering topics such as identity theft, the importance of internal controls in preventing fraud, and common computer and internet fraud schemes. A Q&A game was also conducted with blue-collar employees at the terminal to test their knowledge of fraud-related topics.

These efforts reflect ACT's commitment to embedding a strong compliance culture across all levels of the organization.

Data Privacy and Digitalisation

Digitalisation remains a core part of ACT’s strategy, helping us improve efficiency, service quality, and long-term sustainability. Through our digital transition plan, we continue to adopt new technologies while maintaining strong IT governance and a growing focus on data privacy and protection.

Data Privacy

ACT remains vigilant in addressing the evolving challenges of data privacy and cyber security. Protecting the data of our customers, employees, and stakeholders is a top priority, and we are committed to upholding the highest standards in data protection. Our Data Privacy Policy aligns with group standards and applicable regulations, with oversight jointly managed by the global APM Terminals Cyber Security department and ACT’s local IT department.

Regular awareness sessions and phishing simulations are conducted for relevant employees, who are also kept informed through digital signage, internal WhatsApp groups, and email communications. Our systems undergo continuous internal monitoring and scanning under the supervision of the Global Cyber Security team, supplemented by annual external audits carried out by an independent firm to ensure robust security and compliance.

In 2024, ACT implemented several initiatives under its Cyber Roadmap, including the deployment of new data protection tools and the ongoing preventative maintenance and patching of our systems. Any identified vulnerabilities are addressed promptly through mitigation measures.



	2022	2023	2024
Total number of identified incidents of breach and/or loss of customer privacy	-	0	0
Total number of complaints received regarding customer privacy	-	0	0
Number of attempted cyberattacks	-	0	0
Number of actual cyberattacks	-	0	0



Digitalisation

Digital transformation is central to ACT's strategy for improving operational efficiency, customer satisfaction, and long-term sustainability. Our digital transition plan focuses on enhancing customer value, fostering cross-functional integration, delivering high-quality services, and strengthening IT governance.

Our digital transition plan focuses on enhancing customer value, fostering cross-functional integration, delivering high-quality services, and strengthening IT governance.

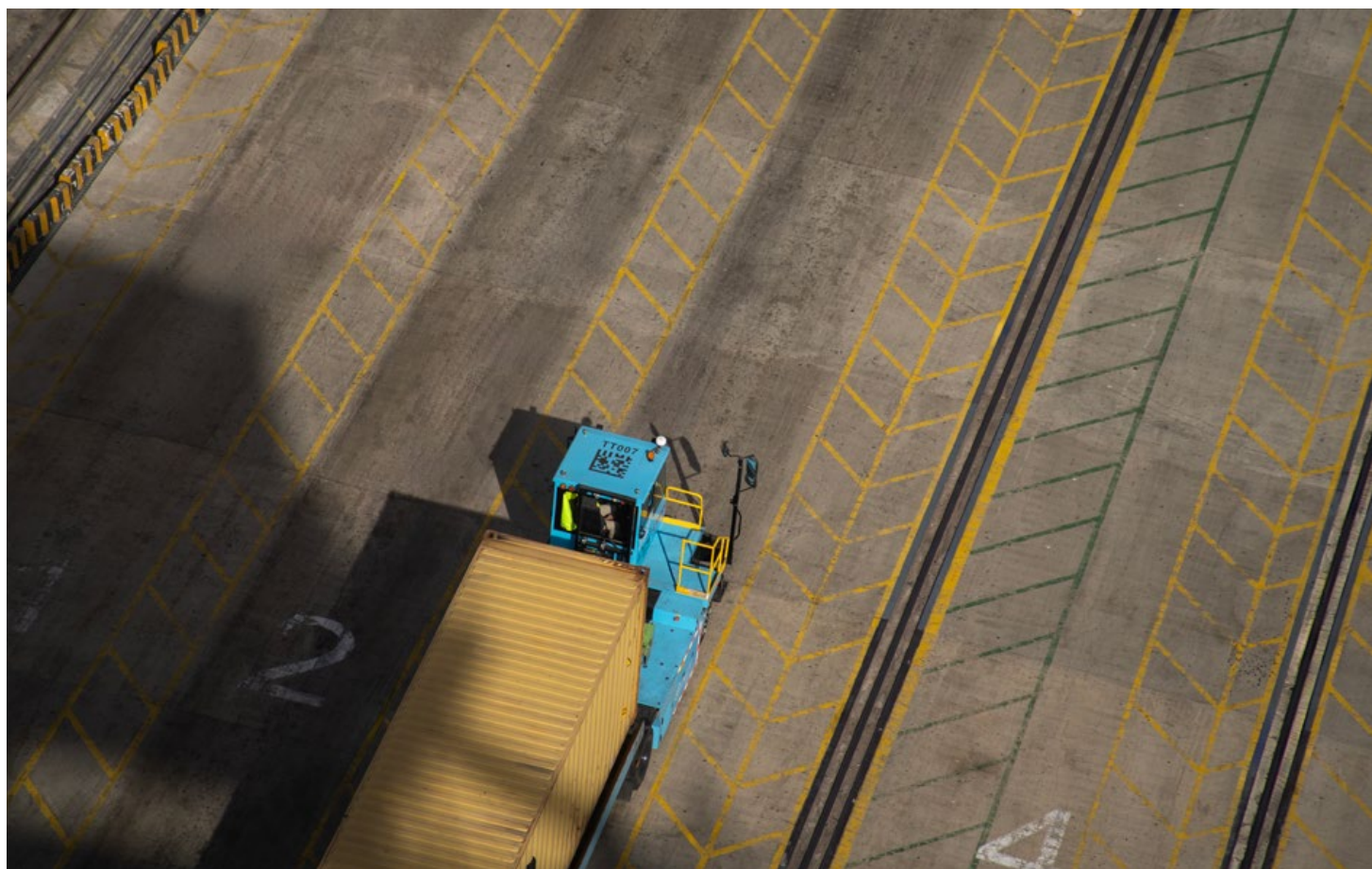
Several key projects progressed or went live in 2024. Among them was the successful migration to Maersknet, which significantly enhanced network performance and reliability. The implementation of the N4 billing system improved invoice accuracy and processing efficiency, while the integration of billing and accounting systems reduced manual reconciliation and enhanced internal controls.

Our digitalisation journey also advanced through the Gate Automation project, now in its final stages, and the live launch of Crane OCR, which automates container recognition and contributes to improved security and operational flow. Additionally, asset digitisation enabled automatic monitoring and data collection, reducing human-machine interaction, enhancing safety, and improving preventive maintenance planning.

The Truck Appointment System (TAS) was developed to allow for better resource planning, reducing wait times and vehicle emissions by preventing truck idling. Our real-time Application Programming Interface (API) infrastructure further supported customers and stakeholders by offering flexible data access tailored to operational needs. This technology also plays a role in ACT's decarbonisation efforts by enabling more efficient logistics planning.

In 2024, ACT launched a high-performance private 5G network in partnership with Orange Jordan. This secure, closed network supports critical business and operational functions and is instrumental in advancing our digital capabilities.

ACT does not currently engage in public-private partnerships for cyber security or risk management. However, our internal frameworks - driven by global standards and implemented locally - ensure resilience, accountability, and the continuous improvement of our digital systems.



Supply Chain Management

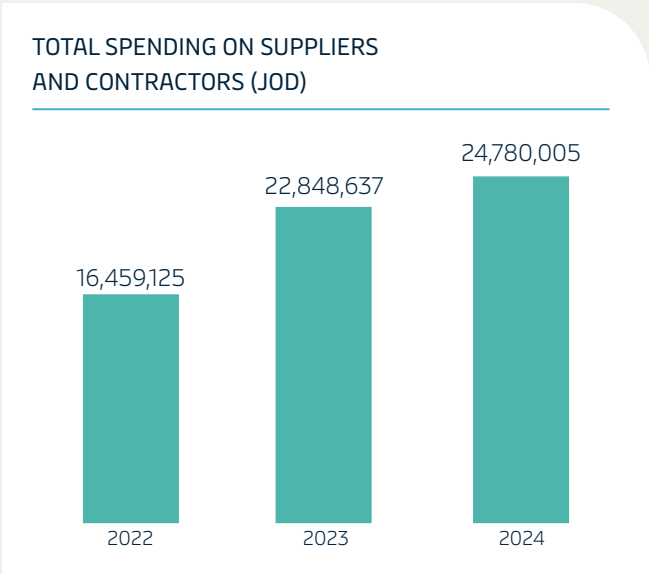
ACT aims to develop and maintain a sustainable, modern, transparent, competitive, reliable and profitable supply chain across Jordan, Iraq and the Levant.

We believe in creating open, honest, and ethical relationships with all our suppliers, and in return we require them to adhere to Maersk’s Supplier Code of Conduct. This covers issues including business ethics, health and safety, working conditions, environmental considerations, and employment practices, including child labour and freedom of association. We also follow Maersk’s Compliance Programme, which covers labour and human rights and extends to our suppliers.

Potential new suppliers are screened using a Supplier Evaluation Form, which includes environmental criteria. In 2024, all new suppliers were successfully screened for the fourth consecutive year. In addition, 100% of our suppliers were subject to an environmental audit, which all passed with no significant actual or potential negative environmental impacts identified.

Our value chain includes a wide range of suppliers, though we prioritise local suppliers in our procurement process, as part of our support for the Jordanian National Vision 2025. In 2024, 68% of our procurement spend was with local suppliers.

	2022	2023	2024
Number of suppliers that are subject to social audits	-	-	10
New suppliers screened using environmental criteria (%)	100	100	100
Number of suppliers identified as having significant actual and potential negative social impacts	-	-	0
Suppliers with which relationships were terminated because of audit (#)	-	-	0
Total number of employees, contractors & suppliers that attended environmental awareness sessions.	853	742	799
Total spending on suppliers and contractors (JOD)	16,459,125	22,848,637	24,780,005
Spending on locally based suppliers and contractors (JOD)	13,621,457	17,387,158	16,770,291
Local Procurement (%)	83	76	68



Financial Performance

Strong financial performance remains essential to ACT's long-term sustainability. In 2024, despite a 6% decline in revenues driven by reduced vessel traffic in Aqaba amid regional instability, ACT maintained a robust financial position, supported by effective cost management and operational efficiency.

Operating costs were reduced by 12%, reflecting the success of cost-saving initiatives in administration, procurement, and process optimization. We also continued to streamline financial operations through automated invoicing, ERP system enhancements, and real-time dashboards, which helped reduce the average cost per container moved and supported a 14% increase in return on invested capital (ROIC) - reaching 61.9% in 2024. From 2022 to 2024, ROIC improved by more than 11 percentage points (from 50.7% to 61.9%), marking a consistently positive upward trend. This growth reflects enhanced operational performance, better capital allocation, and improved margin structures – driven by disciplined pricing, cost control, and selective investment in high-return projects.

As part of our commitment to transparency, we note that ACT did not receive any financial assistance, subsidies, or tax relief from the government in 2024. However, the Government of Jordan remains a key partner through its shareholding in the Aqaba Development Corporation, as part of our public-private partnership with APM Terminals.

Our contributions of JOD 24 million in royalties and taxes underscore our continued role in supporting the national economy. Additionally, ACT's finance team supported strategic investments in energy-efficient infrastructure and green terminal operations, further aligning our financial strategy with our sustainability objectives.

12%

reduction in operating costs in 2024

	2022	2023	2024
Revenues	117,164,749	111,348,077	104,443,795
Year to year variance (%)	24	-5	-6
Operating Costs (Incl. royalties and operational labour cost)	75,100,619	70,348,409	62,016,112
Operational Cost Intensity (JOD/move)	-	128.8	126.0
Employee wages & benefits	25,275,699	28,353,256	27,911,052
Payments to providers of capital - ADC	17,900,000	16,676,069	15,911,015
Payments to providers of capital - APMT	17,900,000	16,676,069	15,911,015
Total Payments to providers of capital	35,800,000	33,352,138	31,822,031
Royalties paid to the Hashemite Kingdom of Jordan	36,160,733	25,429,773	21,825,138
Taxes paid to the Hashemite Kingdom of Jordan	2,163,074	2,177,241	2,097,398
Depletion, Depreciation & Amortization	8,542,003	8,581,529	8,978,325
Cost per container moved	156.45	145	143
Return on invested capital (%)	50.7	54.3	61.9

→ Chapter 6

Support Community Development and Empowerment

ACT believes in giving back to the community. Through strategic investments, employee-driven outreach programs, and partnerships with local organizations, we aim to foster long-term prosperity and social impact in Aqaba and beyond.

Material Topics

- Responsible community contributions

Jordan's National Vision 2025

- Support the Society pillar

Jordan's Economic Modernisation Vision

- Support the Quality-of-Life pillar



ACT Strategic Community Investments

ACT’s social impact efforts are centred around three key areas: **Education, Well-being, and Environment**. These themes align with national priorities and global frameworks, including Jordan Vision 2025, the Economic Modernisation Vision, and the UN SDGs.

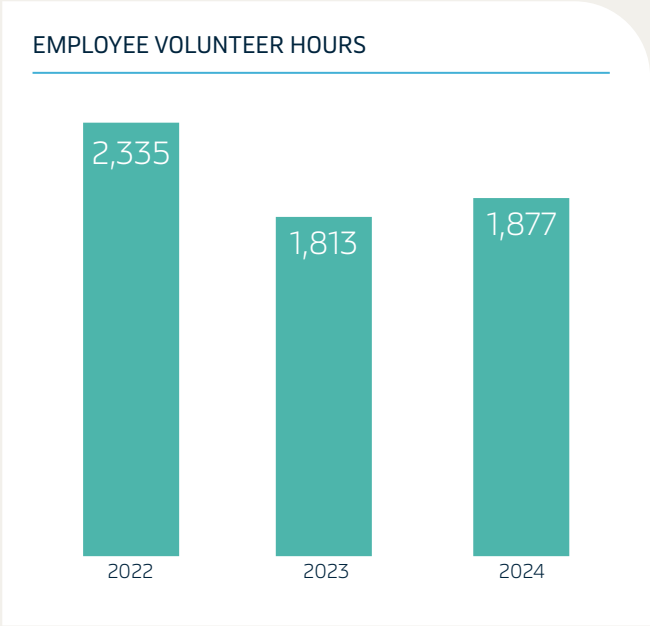
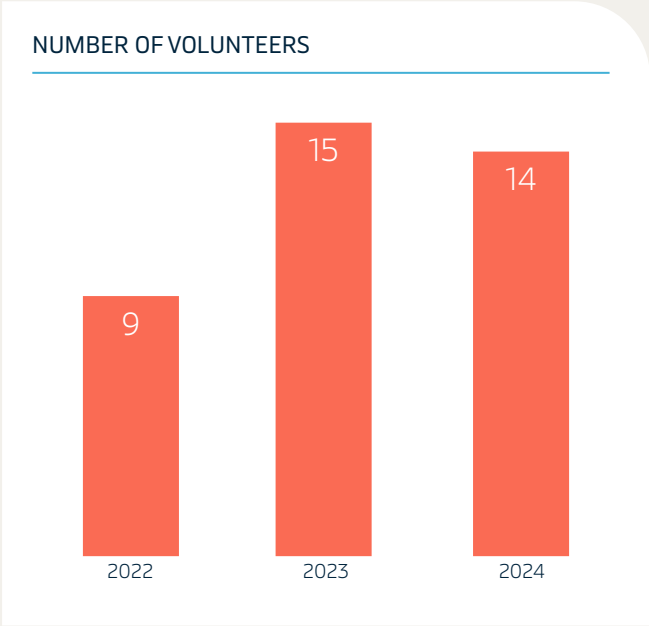
We collaborate with local partners and stakeholders to support targeted initiatives that address community needs, particularly for vulnerable groups. Our activities are overseen by the Corporate Social Responsibility Committee to ensure alignment with the Maersk Group’s CSR policy and broader sustainability goals.

In 2024, ACT maintained strong employee engagement, with 280 volunteers contributing 1,877 hours across 145 volunteering days, reflecting a steady commitment to local initiatives. Total community investment reached JD 74,693, focusing on initiatives in ACT’s key areas. While the overall investment figure decreased compared to previous years due to rescheduled projects, we continued to deliver meaningful impact across our focus areas.

1,877 hours

contributed from employee volunteers at ACT

	2022	2023	2024
Community Investment (JD)	115,442	95,452	74,693
Community Investment as % of pre-tax profits	0.326	0.277	0.205
Community investment as a % of company revenue	0.10	0.09	0.07
Number of CSR projects	9	15	14
Number of volunteers	543	271	280
Employee Volunteer Hours	2,335	1,813	1,877
Number of volunteering days	-	140	145





Investing in Education

Education is a cornerstone of social and economic development and a key driver for empowering the next generation. In 2024, ACT continued its long-standing commitment to educational equity in Aqaba through its School Transformation and Education Programme (STEP), the Khutwa initiative, and the 'Sponsor Students' campaign - all implemented in cooperation with the Aqaba Directorate of Education. For the fifth consecutive year, these programmes focused on improving the quality of education and enhancing learning environments in local schools.

'Education is a cornerstone of social and economic development and a key driver for empowering the next generation'

A central element of these initiatives was the distribution of fully equipped school bags to underprivileged students. In partnership with Helping Hand for Relief and Development, ACT provided children with essential supplies that covered their needs for the academic year. This eased the financial burden on families while ensuring students had the tools required to succeed, reinforcing our commitment to educational equity.

Beyond formal schooling, ACT also invests in youth empowerment and skill-building. In 2024, the company organized and supported summer clubs and workshops across Aqaba and the southern governorates, offering young people opportunities to enhance cognitive, creative, and practical skills. Covering themes such as communication, teamwork, problem-solving, and voluntary work, these activities nurtured self-confidence and social responsibility.

Supporting Families in Need

Strengthening communities also requires supporting their most vulnerable members. In 2024, we renewed our eight-year commitment with Tkiyet Um Ali. As part of this partnership, our team actively participated in delivering food parcels and household necessities in Aqaba and surrounding areas, reinforcing our hands-on community engagement. This contribution ensured that households facing food insecurity had access to sufficient and nutritious meals throughout the year, directly improving community well-being and reducing economic pressures on disadvantaged families.

To further expand on our community engagement programme, we also successfully completed ACT's 14th annual 'Ahl Al-Khair' (People of Charity) campaign during the holy month of Ramadan, in cooperation with the Ministry of Social Development and local charitable organizations. ACT helped deliver essential assistance to underprivileged families across the southern governorates, focusing on nutritional support, clothing, and household necessities. The campaign played an important role in promoting social solidarity and reinforcing a culture of giving, particularly during times of heightened need.

Together, these initiatives reflect ACT's belief in shared prosperity and community resilience. By combining sustained partnerships with national charities like Tkiyet Um Ali and seasonal campaigns such as Ahl Al-Khair, ACT provides both consistent long-term support and timely targeted assistance to families in need.

Bringing Help for Medical Providers

Access to quality healthcare is another pillar of ACT's community development strategy. For the ninth consecutive year, ACT renewed its partnership with the King Hussein Cancer Foundation (KHCF), supporting improved cancer treatment services for patients in Jordan's southern governorates. This enduring collaboration underscores ACT's dedication to strengthening national healthcare capacity and providing hope for patients and their families.

At the local level, we also continued to expand our role in enhancing medical infrastructure in Aqaba. Building on the dialysis support initiated in 2023, ACT supplied government hospitals with advanced dialysis equipment throughout 2024, ensuring patients in the region gain access to vital, life-saving treatment. A highlight was supporting the Sheikh Mohammed bin Zayed Hospital in Aqaba. During a handover ceremony, attended by ACT's CEO, senior management, and members of the Social Responsibility Committee, we were honoured to deliver the first batch of dialysis machines to the newly established dialysis department.

During the visit, ACT's leadership toured the hospital's facilities and engaged with medical staff, gaining firsthand insights into both the challenges and opportunities facing the local healthcare system. Dr. Mohammad Krishan, Director of Sheikh Mohammed bin Zayed Hospital, highlighted the vital role of such partnerships in driving sustainable improvements in healthcare. CEO Harald Nijhof reinforced this perspective, stating "This initiative goes beyond a donation of dialysis machines - it marks the beginning of a long-term partnership with the hospital and reflects our deep commitment to serving the community in the best possible way" - reflecting the initiative as a cornerstone of ACT's humanitarian mission.

Through these sustained and expanding initiatives, ACT continues to inspire a model of corporate participation in healthcare, working alongside specialized institutions to build stronger systems, support patients, and improve the overall well-being of communities in Aqaba and beyond.

"This initiative goes beyond a donation of dialysis machines - it marks the beginning of a long-term partnership with the hospital and reflects our deep commitment to serving the community in the best possible way"

Dr. Mohammad Krishan

Director of Sheikh Mohammed bin Zayed Hospital



Preserving the Local Environment

Environmental stewardship remains central to ACT's CSR and sustainability approach. In 2024, we expanded our efforts with a series of proactive initiatives that combined employee engagement, community participation, and partnerships with key environmental stakeholders.

One of the highlights of the year was ACT's beach and seabed clean-up campaigns. Employees, including senior management, came together to collect over 1,330 kg of waste from Aqaba's beaches and seabed. This included a summer clean-up in which 550 kg of plastics, cans, cartons, and wood were collected and safely transported to a local waste management facility for proper disposal. As part of our annual Go Green Week, 110 employees participated in additional clean-ups, removing 980 kg of waste from beaches and 350 kg from the seabed. These efforts were conducted in close cooperation with ASEZA and under the framework of the "Caring for and Protecting Coral Reefs in Aqaba" initiative, a program that has led to 228 campaigns and the removal of 14 tons of waste. By taking part, ACT directly contributes to coral reef preservation and the protection of Aqaba's marine ecosystems.

Beyond waste collection, Go Green Week also featured awareness-raising sessions and a greening campaign, where employees planted 60 shrubs around ACT's facilities. ACT further partnered with the Royal Navy, Aqaba Marine Reserve, Aqaba Diving Association, and Coral Garden Diving Centre to conduct dive clean-ups and marine protection activities, reinforcing our role as an active steward of Aqaba's coastal environment.

"We are proud of our team's dedication to protecting the environment and maintaining a healthy marine ecosystem. Through initiatives like beach clean-ups, we strive to reduce our environmental impact by involving employees and the local community in educational and practical activities that benefit Aqaba."

Harald Nijhof
ACT CEO



Additional Community Engagement

In addition to our core focus areas, we also engage in community activities that combine healthy living, solidarity, and humanitarian support. In 2024, ACT served as Bronze Sponsor of the Ayla Red Sea Half Marathon, an event that welcomed runners from around the world and promoted sports, tourism, and charitable causes. Organized under the patronage of His Royal Highness Prince Firas bin Raad and carrying the theme "Run for Noble Purposes," the marathon emphasized the importance of healthy lifestyles, community solidarity, and giving back to society.

A portion of the registration fees was dedicated to supporting families in Gaza through the Jordan Hashemite Charity Organization, underscoring ACT's commitment to regional solidarity and humanitarian support. The event also brought together a wide network of local authorities and strategic partners - including the Aqaba Special Economic Zone Authority, Ayla Oasis Development, Greater Amman Municipality, Aqaba Development Company, KEMAPCO, and the Jordan Phosphate Mines Company - with additional backing from media, security, and charitable organizations. ACT was proud to stand alongside these partners in positioning the marathon as a model initiative, where sports, tourism, and community service converge to generate meaningful social impact.

These diverse programs - spanning education, well-being, environment, and philanthropic events - demonstrate our ongoing dedication to empowering communities, fostering social cohesion, and setting a benchmark for corporate responsibility in the region.

→ Chapter 7

Appendices



A: Abbreviations

Acronym	Definition
AC	Air Conditioning
ACT	Aqaba Container Terminal
ADC	Aqaba Development Corporation
AI	Artificial Intelligence
ALV	Aqaba Logistics Village
API	Application Programming Interface
APMT	AP Moller Terminals
ASEZA	Aqaba Special Economic Zone Authority
BMPH	Berth Move Productivity Handling
BOD	Board of Directors
CAPEX	Capital Expenditure
CCTV	Closed Circuit Television
CEO	Chief Executive Officer
CES	Customer Effort Score
CO	Carbon Monoxide
CO ₂	Carbon Dioxide
CO ₂ e	Carbon Dioxide Equivalent
CSR	Corporate Social Responsibility
DEI	Diversity, Equity, and Inclusion
DG	Dangerous Goods
ECS	Empty Containers Segregation
ED	Expert Decking
EH	Empty Handlers
EMR	Environmental Management Representative

Acronym	Definition
EMS	Environmental Management System
ESG	Environmental, Social, and Governance
GIA	Group Internal Audit
GHG	Green House Gas
GJ	Giga Joule
GMPH	Gantry Crane Moves Per Hour
GRI	Global Reporting Initiative
HPH	Hutchison Ports Holding
HSSE	Health, Safety, Security, and Environment
I-REC	International Renewable Energy Certificate
ISO	International Organization for Standardization
ISPS	International Ship and Port Facility Security Code
IT	Information Technology
JOD	Jordanian Dinar
KHCF	King Hussein Cancer Foundation
KPI	Key Performance Indicator
kWh	Kilo Watt Hour
LED	Light Emitting Diode
LS	Landside
MW	Mega Watt
MWh	Mega Watt Hour
NAAQS	National Ambient Air Quality Standards
NGO	Non-governmental Organisation
NO ₂	Nitrogen Dioxide

Acronym	Definition
NPS	Net Promoter Score
OCC	Operations Command Centre
OCR	Optical Character Recognition
OHS	Occupational Health and Safety
PDP	Product Development Process
PERS	Port Environmental Review System
PPA	Power Purchase Agreement
PPM	Parts Per Million
ROIC	Return on Invested Capital
RORO	Roll-on, Roll-off
RS	Reach Stackers
RTG	Rubber-Tyred Gantry Crane
SASB	The Sustainability Accounting Standards Board
SDGs	Sustainable Development Goals
SF	Sales Force
SL	Shipping Line
SMT	Senior Management Team
SO ₂	Sulphur Dioxide
SOP	Standard Operating Procedure
STEP	School Transformation and Education Program
STS	Ship-to-Shore
TAS	Truck Appointment System
tCO ₂ e	Tonnes of Carbon Dioxide Equivalent
TEU	Twenty-foot Equivalent Unit
TLIFR	Total Lost Time Injury Frequency Rate
TOS	Terminal Operating System
TT	Terminal Tractors

Acronym	Definition
TVOC	Total Volatile Organic Compound
TWI	Training Within Industry
UN	United Nations
USD	United States Dollar
VAS	Value-Added Service
VGM	Verified Gross Mass
WADACO	Warehouse Data & Collection

B: Material Topics Definitions

Material topic	Description
Data privacy and digitalization	Refers to the efforts and measures taken by the company to protect the data it collects either internally or from its customers. Also refers to the efforts to align with or adopt new evolving data privacy rules and regulations to protect vulnerabilities and any potential data breaches. Nonetheless, it also reflect the measures taken to enhance digitalization across the company's operations.
Incidents and risk management	Refers to the efforts, measures and procedures taken by the company to mitigate incidents and potential risks and monitor the company's risk exposure. It also refers to the company's efforts to assess the impacts on the economy, the environment, and people, in addition to assessing risks for the company itself.
Corporate governance and business ethics	Refers to the efforts and procedures taken by the company to address and enhance the effectiveness of their board in overseeing management, ESG issues across the company and the corporate strategy, protecting investor value and representing the interests of shareholders. It also refers to the efforts, measures and regulations taken by the company to prevent all forms of corruption and ensure a robust monitoring system that upholds the highest ethical business standards.
Supply chain relations	Refers to the efforts, measures and procedures taken by the company to manage its relationships with third party entities and monitor procurement practices to ensure efficiency and mitigate negative impacts in the supply chain. This includes environmental and social screening of suppliers.
Biodiversity and ecosystem	Refers to the measures and efforts taken by the company to manage the environmental impact of their operations on ecosystems and biodiversity as a whole. It also refers to the efforts taken to align with national standards and procedures to protect the ecosystem.
Climate change management	Refers to the efforts, measures, commitments, and regulations taken by the company to ensure a climate change strategy is developed and enforced to mitigate energy consumption and GHG emissions, including the efficient and continues tracking of relevant KPIs. Nonetheless, this includes the continues and active measures taken to enhance efficiency of operations to ensure climate change adaptation and mitigation measures are taken, thus following the company's decarbonization targets.
Waste management	Refers to the efforts, measures, commitments and regulations taken by the company to manage the waste generated through its operations, i.e., recovery, disposal or recycling, to mitigate negative impacts on the environment and human health.

Material topic	Description
Water and effluent stewardship	Refers to the efforts, measures, commitments and regulations taken by the company to manage the water withdrawal and consumption within its operations and facilities. It also refers to managing the quality of its discharges.
Environmental management and compliance	Refers to the efforts, measures, commitments, and regulations taken by the company to ensure environmental management is considered. This includes the efforts taken to increase environmental awareness across the company and supply chain. Also includes the efforts to obtain environmental management certifications and increase transparency and accountability with either internal or external audits.
Human Capital management	Refers to the efforts, measures, goals and commitments taken by the company to manage their workforce talent requirements and their ability to attract, retain, and develop a highly skilled workforce. It also refers to their efforts in managing the relationship between management and labor and enhancing worker protections and employee engagement.
Human rights	Refers to the procedures, regulations, and code of conduct the company is developing or works on enhancing to ensure human rights compliance with national and international regulations across the organization.
Responsible community contributions	Refers to the company's efforts, measures and commitments to manage their local community relations and distribute benefits to local communities. It also refers to the company's efforts and commitments to anticipate and avoid negative impacts on local communities as a result of its operations.
Occupational health and safety	Refers to the efforts, measures and regulations taken by the company to create and ensure healthy and safe work conditions. It also requires the company to engage workers in the development, implementation, and performance evaluation of an occupational health and safety policy, management system and programs. This involves both physical and mental wellbeing.
Responsible customer relations	Refers to the efforts and commitments of the company to manage its relationship with customers, and to meet their needs and expectations. It also refers to the company's efforts to respond and solve customer complaints and maintain a high satisfaction rate.
Diversity, inclusion and equal opportunity	Refers to the efforts and measures taken by the company to build a diverse work environment that nurtures people's differences and offers them equal opportunities, to promote social stability and support further economic development. Diversity is in terms of gender, nationality, and age.

C: Stakeholder Mapping and Engagement

ACT aims to engage with all its stakeholders on its sustainability management programme. We believe that positive relationships with our stakeholders are based on open and transparent communication.

ACT has defined five groups of stakeholders, representing all those who may have an impact on, or be impacted by our business activities. Through a detailed survey and regular engagement, we identified and defined the topics of most importance to each of them and updated our materiality matrix accordingly.

	Employees	Customers	Regulatory bodies/ Local governments	Investors and shareholders	Local community
	All employees including executive management	Shipping lines, clearance, trucking companies, end-users, and consignees	ASEZA and Customs	APMT and ADC	NGOs, academic and charity institutions, suppliers, and unions
Expectations and priorities	<ul style="list-style-type: none"> Personal and career development Reward and recognition initiatives Competitive salary packages and compensation Open communication channels Equal opportunities Healthy and safe working conditions Work-life balance Human rights 	<ul style="list-style-type: none"> Transparency and accountability Operational efficiency Service excellence 	<ul style="list-style-type: none"> Transparency and accountability Good governance and business ethics Economic value Job creation Compliance with rules and regulations 	<ul style="list-style-type: none"> Sustainable profits Transparency and accountability Good governance Business ethics Risk management Economic performance Allocation of capital Compliance with laws and regulations 	<ul style="list-style-type: none"> Local development and investment Job creation Volunteering activities Sponsorships Education and knowledge transfer
Methods of engagement	<ul style="list-style-type: none"> Direct meetings Internal communications (intranet and newsletters) Engagement workshops Team building Performance reviews Annual sustainability report Press releases Internal screens Volunteering activities Employee engagement survey 	<ul style="list-style-type: none"> Web-based communication system Trade missions Customer satisfaction surveys Annual sustainability report Press releases Industry related events 	<ul style="list-style-type: none"> Direct communication Meetings Annual sustainability report Press releases Joint programs and partnerships 	<ul style="list-style-type: none"> Sustainability report Press releases Annual General Meeting 	<ul style="list-style-type: none"> Direct communication Participation in events Annual sustainability report Press releases Community partnerships and sponsorships

GRI MARK
PLACE HOLDER

D: GRI Content Index

For the Content Index - Essentials Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for disclosures 2-1 to 2-5, 3-1 and 3-2 are aligned with the appropriate sections in the body of the report. The service was performed on the English version of the report

Statement of use	Aqaba Container Terminal has reported in accordance with the GRI Standards for the period 1 January 2024 to 31 December 2024.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	None

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION/ ANSWER	OMISSION		GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	
General disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	5 to 10			
	2-2 Entities included in the organization's sustainability reporting	3			
	2-3 Reporting period, frequency and contact point	3			
	2-4 Restatements of information	23,25			
	2-5 External assurance	ACT doesn't seek external assurance			
	2-6 Activities, value chain and other business relationships	5 to 10			
	2-7 Employees	10, 37,38			
	2-8 Workers who are not employees	10,37			
	2-9 Governance structure and composition	48 to 50			
	2-10 Nomination and selection of the highest governance body	48 to 50			
	2-11 Chair of the highest governance body	48 to 50			
	2-12 Role of the highest governance body in overseeing the management of impacts	48 to 50			

	2-13 Delegation of responsibility for managing impacts	48 to 50
	2-14 Role of the highest governance body in sustainability reporting	48 to 50
	2-15 Conflicts of interest	51,52
	2-16 Communication of critical concerns	52
	2-17 Collective knowledge of the highest governance body	48 to 50
	2-18 Evaluation of the performance of the highest governance body	48 to 50
	2-19 Remuneration policies	48 to 50
	2-20 Process to determine remuneration	48 to 50
	2-21 Annual total compensation ratio	48 to 50
	2-22 Statement on sustainable development strategy	4
	2-23 Policy commitments	26, 32, 39, 40, 51, 53, 58
	2-24 Embedding policy commitments	11, 49
	2-25 Processes to remediate negative impacts	52
	2-26 Mechanisms for seeking advice and raising concerns	52
	2-27 Compliance with laws and regulations	26,51
	2-28 Membership associations	7,54,59,60
	2-29 Approach to stakeholder engagement	5,11,66
	2-30 Collective bargaining agreements	ACT applies the rules and requirements of Collective Bargaining as identified by the Kingdom of Jordan.
Material topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	11 to 12
	3-2 List of material topics	12, 65
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	32

GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	32
	403-2 Hazard identification, risk assessment, and incident investigation	34,35
	403-3 Occupational health services	31 to 35
	403-4 Worker participation, consultation, and communication on occupational health and safety	32
	403-5 Worker training on occupational health and safety	33
	403-6 Promotion of worker health	31 to 35
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	34
	403-8 Workers covered by an occupational health and safety management system	34
	403-9 Work-related injuries	34
	403-10 Work-related ill health	34
Climate change management/ mitigation and adaption		
GRI 3: Material Topics 2021	3-3 Management of material topics	17 to 20
GRI 302: Energy 2016	302-1 Energy consumption within the organization	25
	302-3 Energy intensity	25
	302-4 Reduction of energy consumption	25
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	23
	305-2 Energy indirect (Scope 2) GHG emissions	23
	305-4 GHG emissions intensity	23
	305-5 Reduction of GHG emissions	23
Biodiversity and ecosystem		
GRI 3: Material Topics 2021	3-3 Management of material topics	29
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	29
	304-3 Habitats protected or restored	29

Corporate governance and business ethics		
GRI 3: Material Topics 2021	3-3 Management of material topics	48 to 52, 56
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	56
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	51
	205-2 Communication and training about anti-corruption policies and procedures	51
	205-3 Confirmed incidents of corruption and actions taken	51
GRI 207: Tax 2019	207-1 Approach to tax	56
People development		
GRI 3: Material Topics 2021	3-3 Management of material topics	39
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	39
	404-2 Programs for upgrading employee skills and transition assistance programs	39
	404-3 Percentage of employees receiving regular performance and career development reviews	39
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	38
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	40,41
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans	40,41
Environmental management and compliance		
GRI 3: Material Topics 2021	3-3 Management of material topics	25
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	20 to 26
Human rights		
GRI 3: Material Topics 2021	3-3 Management of material topics	40
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	55

GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	55
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	55
Responsible community contributions		
GRI 3: Material Topics 2021	3-3 Management of material topics	58
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	58 to 61
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	58
	203-2 Significant indirect economic impacts	58
Water and effluent stewardship		
GRI 3: Material Topics 2021	3-3 Management of material topics	27
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	27
	303-2 Management of water discharge-related impacts	27
	303-5 Water consumption	27
Waste management		
GRI 3: Material Topics 2021	3-3 Management of material topics	28
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	28
	306-2 Management of significant waste-related impacts	28
	306-3 Waste generated	28
	306-4 Waste diverted from disposal	28
	306-5 Waste directed to disposal	28
Incidents and risk management		
GRI 3: Material Topics 2021	3-3 Management of material topics	34,35
GRI 403: Occupational Health and Safety 2018	403-2 Hazard identification, risk assessment, and incident investigation	34,35
Data privacy and digitization		
GRI 3: Material Topics 2021	3-3 Management of material topics	53
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	53

Diversity, inclusion and equal opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	37
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	48
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	40
Supply chain management		
GRI 3: Material Topics 2021	3-3 Management of material topics	55
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	55
	414-2 Negative social impacts in the supply chain and actions taken	55
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	55
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	55
	308-2 Negative environmental impacts in the supply chain and actions taken	55
ACT also reports on topics that are not in the GRI standards		
Responsible customer relations		
GRI 3: Material Topics 2021	3-3 Management of material topics	45 to 46

