

PEOPLE PLANET PERFORMANCE



**Twin Rivers
Technologies**

ABOUT TWIN RIVERS TECHNOLOGIES

Who We Are

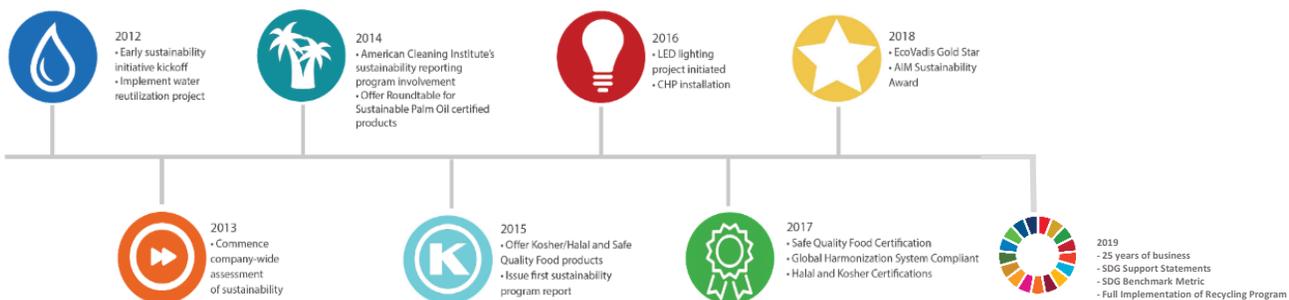
Twin Rivers Technologies (TRT) is one of the largest producers of naturally based specialty chemicals in North America. Our hydrolysis, distillation, fractionation, crystallization, and both partial and complete hydrogenation capabilities allow us to produce a product line that includes over 80 different fatty acid and glycerin products. We use a variety of feedstocks, including coconut oil, animal fats, soybean oil, and palm oil to create products for an array of industries and purposes, including food, textiles, plastic, soap, and detergents. TRT is focused on research and development of new, innovative products and applications, product lines, and processes to ensure that our customers are receiving only the highest quality products, made with the best raw materials and produced in a plant that operates safely and efficiently. Our product lines that are SQF, Kosher and Halal certified are guaranteed coconut-only products and free of any palm oil. Additionally, when producing palm oil-based products, we work with and can guarantee that its palm oil comes only from sustainable sources. Our products are shipped throughout North America, South America, Asia and the European Union.



Twin Rivers Technologies strives to be the sustainability leader within the oleochemical industry.

Our three foundational pillars of people, plant and performance serve to meet the current and future needs of our customers and stakeholders, with sustainability at the core of our business model.

By operating with integrity and dependability, and providing superior value to our customers for the past 25 years, TRT has become the supplier of choice for naturally-based specialty chemicals. We have achieved this high level of performance through our dedicated people, our commitment to performance, and our focus on responsible and sustainable business practices. Our sustainability statement guides us in this quest.



CEO STATEMENT

Twin Rivers Technologies' (TRT's) Diversity and Inclusion program, is a key part of our Sustainability program. Our goal and commitment is to have TRT be a company where all employees are supported professionally in order to succeed and where there are no obstacles based on race, ethnicity, nationality, sex, gender identity, sexual orientation, religion, or disability.

Diversity is the presence of differences that make each person unique and can be used to differentiate groups of people from one another. In addition to race, gender, sexual preference, age, and socio-demographics, it also includes work experience, thinking style, and personality type. Inclusion is defined as the full engagement and development of all stakeholders (employees, customers, suppliers, communities and shareholders) associated with an organization. Inclusion enables individuals and groups to feel safe, respected, engaged, motivated and valued, for who they are and for their contributions toward organizational and societal goals. Inclusion only happens when the diversity of an organization is fully leveraged.

The goal of diversity and inclusion is to maximize the ability to identify and meet the most pressing needs our customers and communities face today. Making cultural change is challenging, but embracing diversity and inclusion will help pave the way for a bright and sustainable future by attracting and retaining the best and most talent people possible.

TRT's vision is to be the preferred choice for Naturally Based Specialty Chemicals by consistently manufacturing and delivering high quality products through a sustainable and diversified supply chain. Our mission to deliver superior value to our stakeholders is partly achieved by fostering an engaged culture that empowers our employees to achieve goals and provide an exceptional customer experience.

As we continue to apply diversity and inclusion, TRT is committed to:

- 💧 Form a diversity and inclusion (D&I) council
- 💧 Train, educate and empower employees
- 💧 Recruit and retain a diverse workforce
- 💧 Work towards the greatest possible inclusion to fully understand and develop new ideas, viewpoints, and experiences
- 💧 Achieve cultural growth in our business and within our communities



Our commitment to equality and diversity is embedded in our Code of Conduct, which includes a zero-tolerance policy for any form of discrimination, harassment or retaliation. This policy applies to all TRT employees, applicants, customers and business partners, including independent contractors and suppliers. Our commitment is also strongly evident in our Core Principles, which we refer to as STRIVE-CARE. We will continue to STRIVE to build a workforce culture that is welcoming and inspires innovation, professional growth and respect for all.

Sincerely,
Scott Chatlin
President & CEO – Twin Rivers Technologies

CORPORATE SOCIAL RESPONSIBILITY

Sustainable Development: People, Planet, Performance

Sustainable operations are the outcome of proper corporate social responsibility practices. They are derived from positive social, environmental, and economic beliefs that respect all the stakeholders throughout the supply chain. TRT understands that it is our responsibility to be a strong leader within our industry and community. The principles of People, Planet, and Performance have provided a framework to expand our Corporate Social Responsibility (CSR) practices in coordination with the United Nations' Sustainable

Development Goals (UN SDGs). Following the UN's international agenda for sustainable development, TRT has looked at each CSR as a foundation to participate in programs that increase socio-economic benefits for vulnerable individuals. We have involvement in



Quincy, MA and surrounding neighborhoods to protect and restore the environment, help those in need and improving upon a safe and efficient workplace. In the future, we plan to increase assistance to our local community while also expanding our CSR to an international platform. We want to create more opportunities across the world for people, reduce our carbon footprint on the planet, and increase our performance efficiency.



Ecovadis: 2019 CSR Assessment

Ecovadis provides evidence-based business sustainability ratings, intelligence, and collaborative performance tools for global supply chains. Each business across important environmental, social, and ethical performance criteria is evaluated in four main categories:



- 💧 **Labor & Human Rights:** TRT focuses on protecting the health and wellbeing of people inside and outside our facility. Internally we do this by providing good wages, benefits and opportunities for growth to our employees. We follow labor laws, have increased employee benefits, and expanded training and educational assistance. In 2019, we increased our safety staff and maintained safety training, auditing and technical safety systems.
- 💧 **Environment:** In the community, TRT supports educational and community assistance programs. Environment goes beyond local impact and affects. We realize that our operations affect the global community and has led us to go beyond regulatory compliance. We look for opportunities that systemically change how we do business. We track all of our waste streams, raw material use, electric and water consumption, and scope 1, 2, and 3 emissions. This has led to better management of those resources and helped spur on new energy efficiency, recycling and waste minimization projects.
- 💧 **Ethics:** Throughout the supply chain, we practice ethical trade and sustainable procurement procedures.
- 💧 **Sustainable Procurement:** TRT requires our supply chain members meet our Supplier Code of Conduct and the requirements of the Roundtable for Sustainable Palm Oil (RSPO) Certification. This requires our supply chain members meet our Supplier Code of Conduct and the requirements of the Roundtable for Sustainable Palm Oil (RSPO) Certification.



Twin Rivers maintains the highest standards for safety, quality, compliance and equality in a transparent reporting system. TRT received Ecovadis' Silver CSR Rating in our 2017 and 2019 assessments. In 2018, we ranked in the top 10 percent of industry and received Ecovadis Gold Ranking.

UN Sustainable Development Metric System

The UN SDGs are global goals that were created to raise the quality of life on Earth for all people. As a small company, we have used the UN SDGs to assess our involvement globally and as a template for improvement. In 2019, TRT developed a metric system to evaluate our level of commitment to each of the seventeen UN SDGs and generate an annual SDG Support Score. The SDG Support Score for 2019 was **40** (88/221). The score is dependent upon the type and level of involvement for each SDG on a simple point system.

United Nations Sustainable Development Goals		Twin Rivers Technologies Level of Commitment to SDGs					Discussion	
		No Action	Support	Indirect Involvement	Local Involvement	Global Involvement		Measured KPI
		-2	1	2	3	4		5
1	No Poverty						Father Bills, Quincy Point CH	
2	Zero Hunger						Father Bills, Quincy Point CH	
3	Good Health and Well-Being for People						Neighborhood Cleanup, DARE, TRT Wellness Program	
4	Quality Education						TRT Training, Educational Benefits	
5	Gender Equality						TRT HR Policy	
6	Clean Water and Sanitation						Wastewater Pretreatment, Water Reuse, Recycling, Waste Reduction	
7	Affordable and Clean Energy						Solar Study, Wind Study, NG project, Self generation	
8	Decent Work and Economic Growth						TRT Benefits Package, Skill Development, Mentoring Program	
9	Industry, Innovation, and Infrastructure						CHP, Water Reuse, Solar Study	
10	Reducing Inequalities						HR Policies	
11	Sustainable Cities and Communities						LEPC, Quincy Point Clubhouse	
12	Responsible Consumption and Production						NCR Program, SQF Program, Kosher / Halal Certs., Supplier Code of Conduct	
13	Climate Action						CHP, Solar, Recycling, Waste Minimization	
14	Life Below Water						NPDES (Stormwater & NCCW) Management, Studies on Temperature, Flow Velocity and etc.	
15	Life On Land						Recycling, Sapling Program, Waste Minimization	
16	Peace, Justice and Strong Institutions						SB: POG & Area Security / Spill Committees, DARE, Make a Wish, Jimmy Fund, LEPC	
17	Partnerships for the Goals						Partnerships with ACI, NAEM and AIM	

(-2) No Action: We have taken no action in support of this goal

(1) Support: We provided the UN or other governing body with a statement of support or publicly made a statement of support

(2) Indirect Involvement: We developed policies that address this issue to prevent this goal from being negatively affected or undermined.

(3) Local Involvement: We developed programs, procedures, policies, and/or implemented projects to support the development of this goal.

(4) Global Involvement: Development of partnerships outside the US to implement projects to further the sustainable development goals.

(5) Measured KPI: An SDG is included as a KPI as a communicated measurement system throughout the business.

PEOPLE



PEOPLE



Social Sustainability

TRT recognizes that people are the most important part of our business as customers and employees. We understand that our people play an essential role in sustainable operations and we rely on their high level of performance to be successful. The rights of employees, customers, and the entire community must be valued and protected by the industries that serve them. Every person employed by TRT is incorporated into a fair, safe, inclusive atmosphere that yields high performance outcomes. Corporate Social Responsibility (CSR) at TRT operates to promote social sustainability in the community by connecting with different organizations and programs that raise socioeconomic status for vulnerable individuals or groups.

Community Social Development

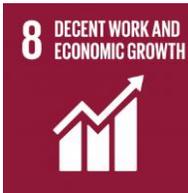
Individuals, communities, and corporations should work in unison to achieve social goals, including the elimination of homelessness, food insecurity, diseases, discrimination on any basis, and the barriers to education. Corporate Social Responsibility (CSR) is a commitment to our employees and the communities they live and work in. Over the past three years, TRT has donated to CSR programs in Massachusetts that protect vulnerable individuals and families. This community assistance has been given to the Animal Rescue League, Cardinal Cushing Centers, D.A.R.E. program, Duxbury Senior Center, Father Bill's & Mainspring Shelter, Friends of Wollaston Beach, Jimmy Fund, New England Aquarium, Road to Responsibility, South Shore Leadership Scholarship, Quincy Public Schools, and Ward 2 Civic Association. Additionally, we dedicated our 2019 holiday program to Rosie's Place, which offers shelter and services to LGBTQ+ women in need. Over 12,000 women a year depend on the services and safe haven provided by Rosie's Place, and we are proud to support an organization dedicated to diversity and inclusion. In 2019, TRT organized its corporate giving program to be an annually budgeted activity that will be able to focus on those groups most deserving support.



Employees

TRT's greatest asset is and will always be our people. We rely on their high level of training, integrity and experience to conduct operations with care and attentiveness. In 2019, Twin Rivers celebrated 25 years of business. As we celebrated our Silver Jubilee, we did so with four employees who have been with us since the very beginning, four employees who have worked for TRT for 20 years, as well as many more that celebrated their 10 and 15 year anniversaries with our organization. Throughout the years we have been in business, TRT has had multiple generations of the same family employed at our Quincy, MA facility. The average tenure in 2019 was 9.2 years. With an average of 116 employees in 2019, the company has a wonderful mix of tenured, experienced employees, and newer employees creating an innovative and energetic work environment.

*Twin Rivers
supports the SDG*



When we do have job openings, current employees help us identify promising candidates through our employee referral program. Because our employees tend to stay with us for a long time, we invest in their ongoing professional development, operational and safety training, encourage employees to attend seminars and webinars and participate in discussions in our many committees. Our leadership and management stays connected to industry through the American Cleaning Institute, Associated Industries of Massachusetts (AIM), by hosting human resources roundtables and a CEO Connection and provides sales and managerial training. Most of our management team is involved in one or all of these programs.



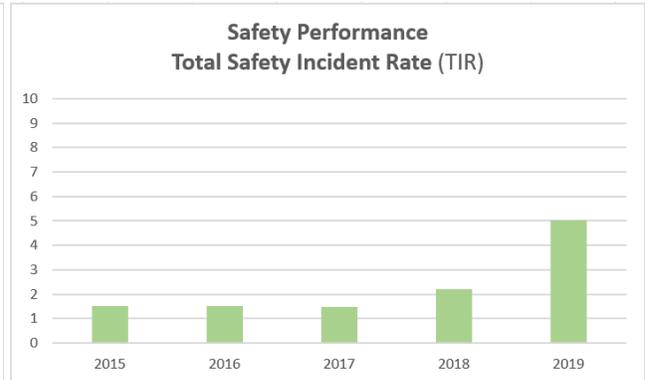
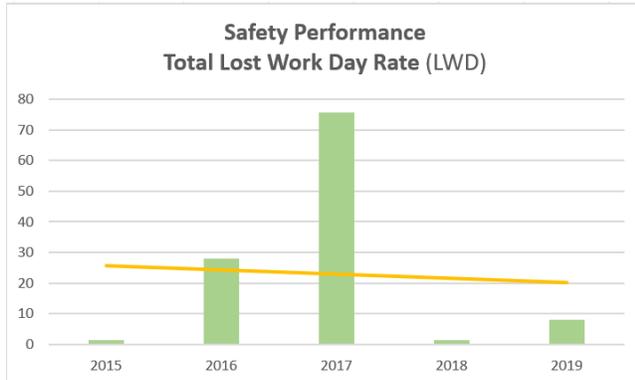
Because our employees tend to stay with us for a long time, we invest in their ongoing professional development, operational and safety training, encourage employees to attend seminars and webinars and participate in discussions in our many committees. Our leadership and management stays connected to industry through the American Cleaning Institute, Associated Industries of Massachusetts (AIM), by hosting human resources roundtables and a CEO Connection and provides sales and managerial training. Most of our management team is involved in one or all of these programs.

We keep our entire team informed of the status of business in quarterly State of the Business meetings. During these meetings, the CEO and senior management present information on our operational, financial, safety, quality, compliance, performance and opportunities to support our customers. Regular and frequent communications helps to foster an atmosphere of professional and personal leadership and collaboration among our staff so that they can develop and grow within our organization.

TRT's safety program is essential to our success. In 2019, we added more professional safety personnel to bolster our activities. We currently have had great success at limiting incidents and their severity. Our ability to train, audit and design procedures focus on issues have helped prevent injuries. Corrective actions that come out of our comprehensive root cause investigation system create systemic change that again catches problems throughout the organization before they lead to failure.

Health & Safety

TRT recognizes that the success of our operations is dependent on a healthy, high functioning workforce. The central focus of our organization is to ensure that we have a safe work place. To achieve this, we have a safety culture that includes multiple safety committees, training, auditing and preventative maintenance. The result is a work place that sees few incidents and most that are low in severity.



Training

We advocate for long-term success by investing in our employees. We provide various training methods and education opportunities to help employees specialize in new skills or maintain ones that have already been earned. All new hires go through an orientation training where they learn their roles and responsibilities as well as spend time in other departments to allow them to fully understand the business. Once orientation is completed, new hires are mentored in the system or skill that they will enter into at TRT. We offer a variety of different programming for employees that is encompassed in a number of categories including:

The main types of training we offer for employees are:

- 💧 Operational Mentoring
- 💧 Safety Reminders,
- 💧 Classroom Training,
- 💧 One-Point Lessons,
- 💧 Electronic Training,
- 💧 Contractor Safety Training and
- 💧 Offsite Certification/Professional Development

Our training programs support and maintain safe operations, raise expertise and includes: certification training for OSHA, Hazmat Response, Asbestos Supervision, Spill Response, Incident Command Training and etc.



Health & Wellness

We view success as dependent on a healthy, high functioning workforce. The Health & Wellness program at TRT is tailored to encourage fitness, nutrition, and overall wellness. We provide benefits and incentives to our employees to encourage quality life choices. To promote the best lifestyle habits for employees, we added numerous new wellness initiatives in the past few years.

In 2019, we built upon previous initiatives, such as the installation of the LeanBox and a retrofitted fitness center, by adding a monthly wellness bulletin, increasing participation in the fitness & weight loss challenges, continuing blood drives, road races, and providing health screenings. While providing the physical tools needed to make healthy choices, the wellness bulletins support wellbeing by educating employees about a new topic each month. The monthly fitness bulletin strives to educate employees on various subject matter ranging from immunizations, overall wellness (spiritual, social, financial, occupational, physical, environmental, intellectual, emotional), mental awareness, public health issues, cancer and blood donor awareness. The 2019 wellness bulletins helped close the gap of knowledge surrounding health and wellness, and enabled us to take the action we wanted for a better lifestyle.



	Your Score	Maximum Score
Assessment	18	30
Strategy	20	30
Implementation	19	30
Evaluation	29	40
Total Score	86	130

The success of TRT's program was recognized in 2019 by When we received a Silver Medal from Wellness Workdays an organization that works in conjunction with Harvard Medical School.

Over 75% of our employees belong to TRT's fitness center that was upgraded a few years ago and continues to be outfitted with all new fitness equipment to give employees a place to physically and emotionally improve themselves. Our insurance carrier provides benefits for fitness program reimbursements allowing



our employees to try different fitness options outside of the facility.

The female and male winners for the competition. They each lost almost 17% of their body weight!

In 2019, 33 employees participated in the annual Fitness Challenge that encouraged employees to lose weight and gain muscle from January to April. Collectively, the participants lost 262 pounds!

Our Customers

Customer satisfaction continues to be a top priority for us. Our commitment to sustainability is consistent with the sustainability commitments of our customers. We, along with many of our customers, have embraced the concept of environmental and social performance and will continue to drive this platform throughout our industry, from suppliers to finished goods.



Many of our customers are large global companies that have embraced the concept of environmental and social performance, and expect their suppliers to do the same. This reinforces the business value of our programs and involves all levels of the organization in the commitment to achieve our goals.

In 2018, to ensure that we remained competitive in the marketplace and are able to service our customers, we became REACH certified. REACH is a regulation of the European Union, adopted to improve the protection of human health and the environment from the risks that can be posed by chemicals. It also promotes alternative methods for the hazard assessment of substances in order to reduce the number of tests on animals.



Our refined glycerin has been Safe Quality Food (SQF) Level 2 certified since 2015. We are recognized by the SQF Institute, a division of the Food Marketing Institute (FMI), as a HACCP Based Food Safety Plan Supplier. In 2019, we worked to achieve SQF Certification for our Kosher and Halal Fatty Acids. This certification reflects the goal of our food safety management system to improve business processes, increase efficiencies and reduce risk. To receive this level of certification we must:

-  Meet a number of strict SQF safety and sanitation requirements
-  Develop and maintain a high level of sustainable Good Manufacturing Practice (GMPs)
-  Develop and follow a Hazard Analysis Critical Control Points (HAACP) program to ensure food safety
-  Develop a food safety risk analysis while providing continuous SQF training for all its employees

SQF certification is recognized worldwide, informing customers that they are doing business with a company who adheres to the strictest food safety and sanitation standards. It gives consumers a sense of confidence knowing they are buying products from a company who is recognized for producing safe food products. This certification gives external validation to the internal safety commitment to which we have always adhered.

Being SQF certified builds confidence between TRT and our customers. Having a recognized single-audit system in place eliminates the need for duplicate, costly audits from other sources. The SQF program has been implemented by more than 5,000 companies operating in Asia-Pacific, the Middle East, Europe, South America and in the United States. In addition, SQF Certification meets the safety standard of the Global Food Safety Initiative (GFSI).

Furthermore, to receiving this certification, we expanded our product line offerings to include coconut only products. These products are certified as being Palm Free, which is becoming an increasingly requested option during this widely controversial time. Many companies are choosing to eliminate non-sustainable palm oil due to the effects harvesting has had on the workers in the palm oil industry and the deforestation in the rainforests of southeast Asia. Because of this and the ever-evolving natural specialty chemical industry, TRT will continue to focus on product expansion as well as research and development.



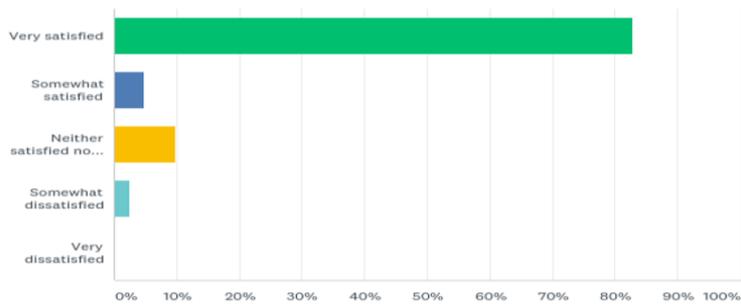
Sedex is a not for profit, membership organization which is dedicated to driving improvements in ethical and responsible business practices in global supply chains. In 2019 Twin Rivers completed a Sedex Members Ethical Trade Audit or SMETA. The SMETA is intended to provide transparency for Sedex's four governance pillars of Labor, Health and Safety, Environment and Business Ethics. TRT passed the SMETA with no findings or corrective actions and the outstanding comment in the SMETA about TRT was TRT... "Excellent environmental standards are maintained. A full and comprehensive sustainability program is in place". The results of the SMETA are available to TRT's customers.



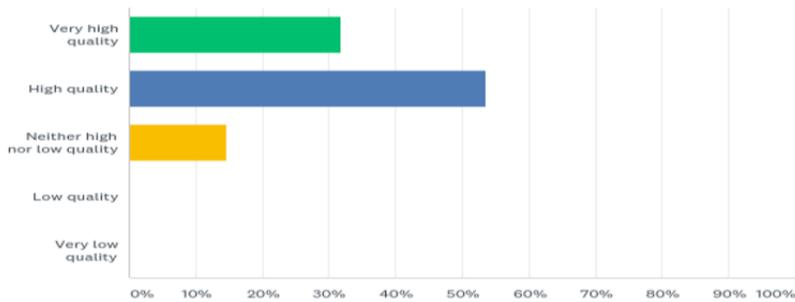
Customer Surveys

To ensure that we are providing consistent, high-quality products and services, we offer our customers surveys that invite feedback on their experiences. These transactional surveys capture our customers' thoughts on our responsiveness, the quality of our products, and build continued partnerships into the future. Of those who responded to our survey, 83% said they were very satisfied with TRT. 85% of responders ranked TRT's products as high quality or very high quality and the same percentage said they were very satisfied with TRT's Customer Service Department.

Overall, how satisfied are you with Twin Rivers?



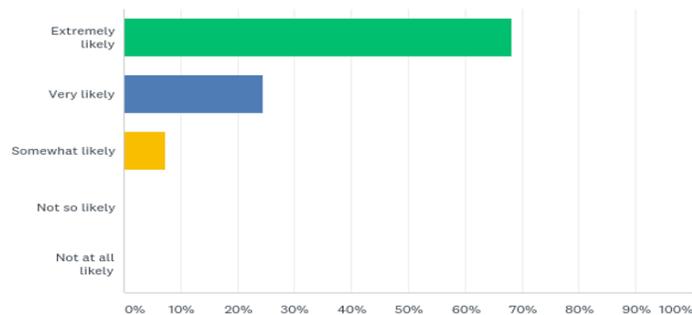
How would you rate the quality of the product(s) you purchase from Twin Rivers?



Overall, how satisfied are you with Twin Rivers' Customer Service Department

Very satisfied	85.00%
Somewhat satisfied	10.00%
Neither satisfied or dissatisfied	2.50%
Somewhat dissatisfied	0.00%
Very dissatisfied	2.50%

How likely are you to purchase Twin Rivers products again?



Our Communities

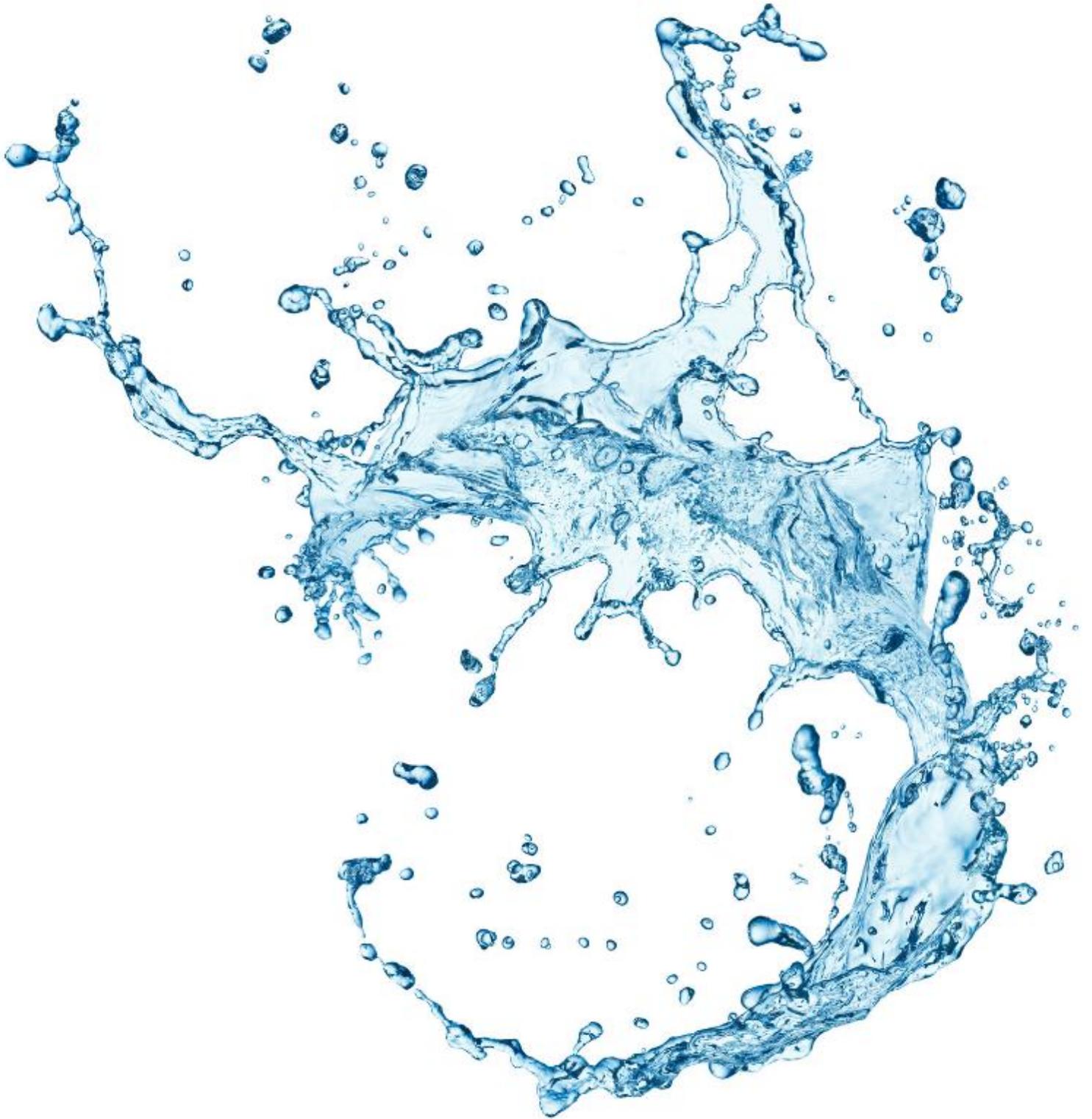
TRT is an active participant in the local and regional community. We not only donated to these causes but we also volunteer and participate community in projects. These organizations bring much to our communities and provide intellectual and developmental disability assistance, cultural entertainment, economic development, training and environmental support for the young and old.



- 💧 Educate and prevent students from using drugs or participating in violent behavior
- 💧 Assist senior citizens with fair housing, events, community accessibility, and transportation to medical appointments
- 💧 Give individuals, families, and veterans emergency housing, meals, and reduced risk of homelessness
- 💧 Promote, preserve, and protect the Wollaston Beach ecosystem by educating and maintaining the beach
- 💧 Fund cancer research, treatment, and treatment related services for individuals in need
- 💧 Combine education, engagement, and action to address the problems facing the oceans
- 💧 Provide disabled people with the means to succeed as productive members of society
- 💧 Offer a safe, secure shelter for women in the LGBT+ community
- 💧 Make education more accessible for young, aspiring leaders
- 💧 Raise the quality of education for public school students
- 💧 Build safer recreation areas and programs for children



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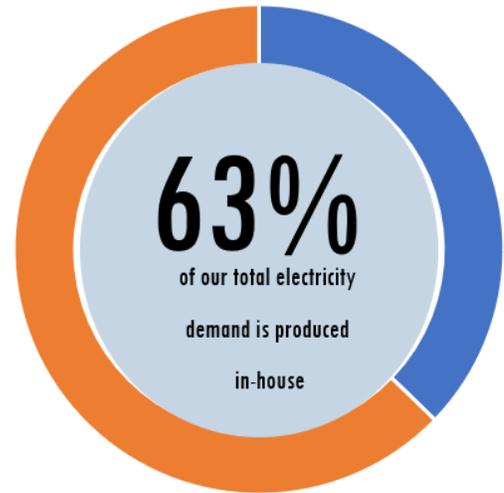
Environmental Sustainability

Twin Rivers Technologies recognizes the inherent value of natural ecosystems and our reliance on those systems. Our operations rely on our deep water marine terminal and the surrounding waterways for our continued operations. We are heavily invested in maintaining sustainable production systems that integrate with the surrounding environment both natural and man-made.

To protect ecosystems like the Fore and Town Rivers, our Quincy, MA facility is designed to prevent releases and minimize the impact of our operations on the environment. We have installed a comprehensive emergency response procedure and contingency plans to address potential issues that may threaten our community or the environment.

We pursue proper waste disposal, reduction of waste and emissions, and the development of renewable resources. Turning waste into bioenergy and into new products helped again change waste streams into valuable commodities. In 2019, TRT also expanded our recycling program to reduce waste that may otherwise enter landfills. This effort included the creation of recycling centers in all office and production areas, the deployment of new recycling containers each of these areas and the removal of general trashcans at desks and workstations to promote recycling. With this effort, TRT also brought in waste minimization consultants to conduct recycling training with all of our employees. TRT celebrated Earth Day in 2019 by initiating a Sapling Program focused on education, reforestation and carbon sequestration. In this effort, we gave employees tree saplings and planting instructions to all of our employees. Projected emissions reduction over the life of the saplings distributed could reduce carbon emissions by almost 4 million pounds!

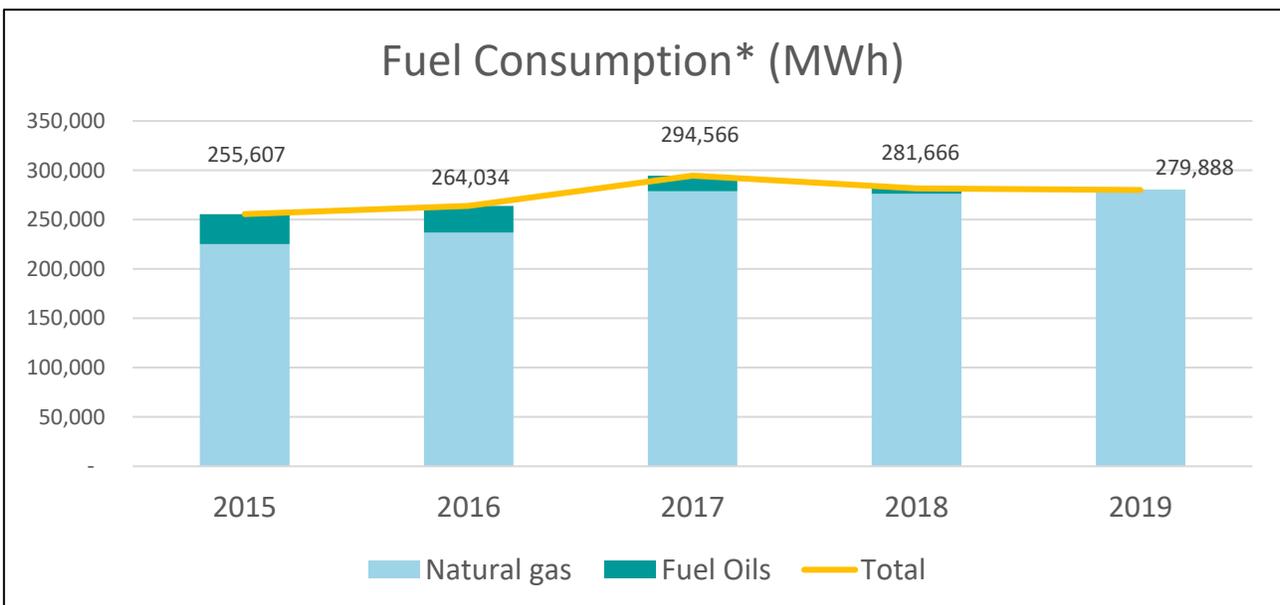
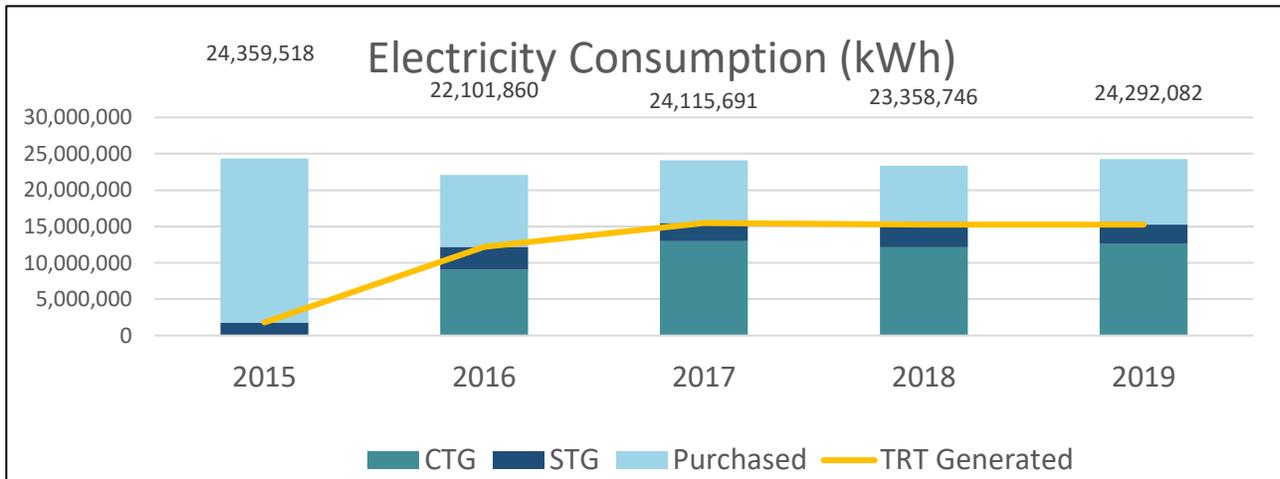
We are committed to finding opportunities to build a more sustainable operation and work harmoniously within the communities that we are a part of.



Reduce: Energy Consumption & Emissions

TRT has had a steady electrical load since 2012. Prior to 2012, we executed a number of energy conservation projects to reach our current demand. These included relighting, pump and equipment modifications. The most impactful energy and conservation efforts have been the installation of the Combined Heat and Power (CHP) System, which has allowed TRT to generate much of our electrical load, and the Regenerative Thermal Oxidizer (RTO) system that reduced our annual water demand. Both of these projects also reduced emissions.

Twin Rivers supports the SDGs



*Since 2012 when we installed a natural gas feed system and TRT has since utilized natural gas as its primary fuel. We have the ability to also use #6 Oil, #2 Oil and biofuels that we produce on site as a means to produce steam and electricity. The change to natural gas has had multiple positive effects. We now operate at a lower cost, more reliably and have lower overall emissions.

Emissions

TRT has long strived for opportunities to improve the way we operate and to be more efficient and cleaner, especially with respect to fuels.

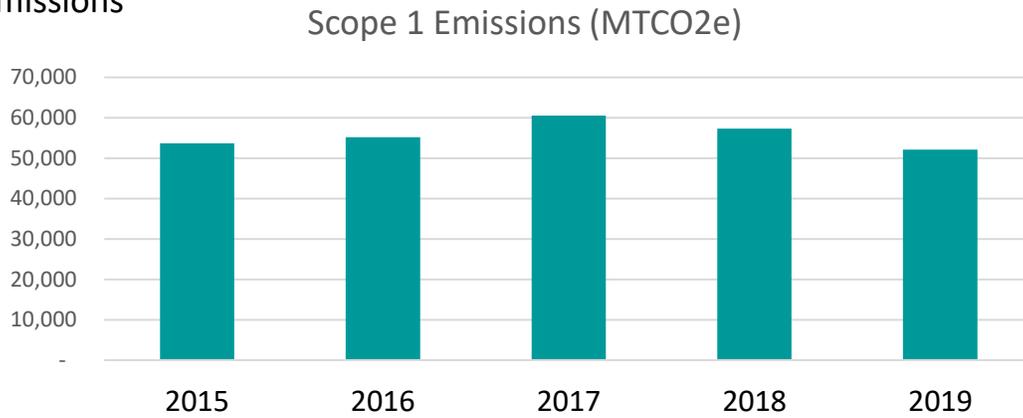
In 2002, TRT began using animal fat and vegetable oil derivatives called Natural Oil Byproduct or NOB as our primary fuel source. NOB is almost 100% sulfur free and produces significantly less nitrogen oxide (both acid rain pollutants), and was used to replace liquid fuels like #6 and #2 Oils. In 2012, we converted our boilers from to liquid streams to dual fire capability that can utilize natural gas. This led to immediate reductions in greenhouse gas emission and more importantly, allows us to generate most of our electrical needs.



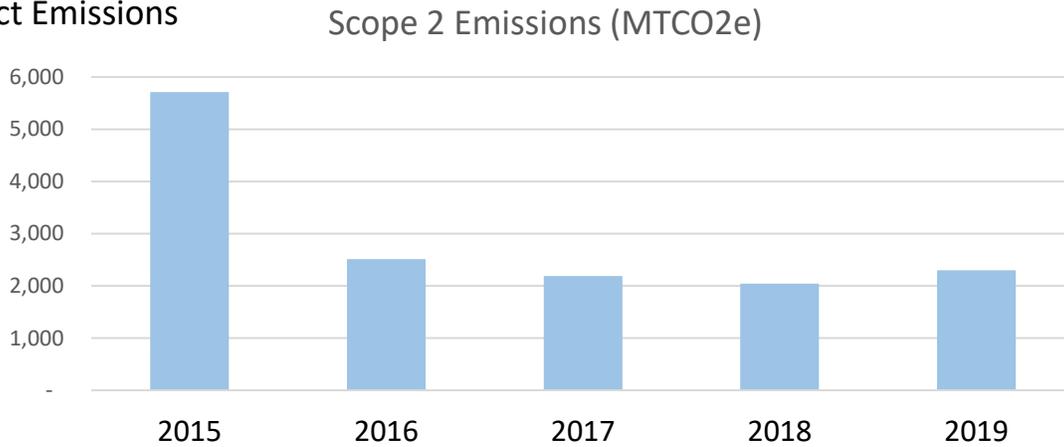
Monitoring

The results can be seen in the Scope 1, 2 and 3 emissions tables below. The NOB fuel became a saleable fuel to others that wanted an alternative to petro fuels. TRT monitors all of its various discharges. However, we go beyond the regulatory compliance monitoring for air emissions because we recognize the importance of understanding how we impact the global community. We do this by tracking three different classes of emissions or “Scopes”. Scope 1 emissions are direct emissions created by burning fossils or biofuels. Scope 2 emissions are created in the production of electricity by secondary providers, like power plants. Scope 3 emissions are due to tertiary activities associated with products like transportation, packaging and so on. These emissions are created up and down the supply chain as we bring raw material to our facility and transport them to customers. TRT is the one of the few if not the only Oleo chemical facility in North America with transparency on Scope 3 emissions. TRT believes that by monitoring these emissions individually we can better focus on reducing them in kind.

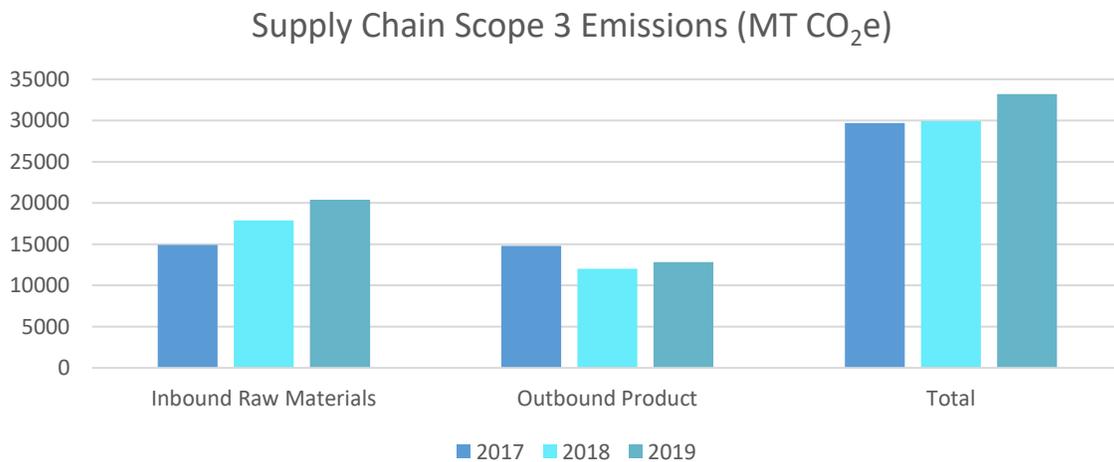
Direct Emissions



Indirect Emissions



Supply Chain Emissions



Reuse: Source & Waste Reduction

Targeting Zero

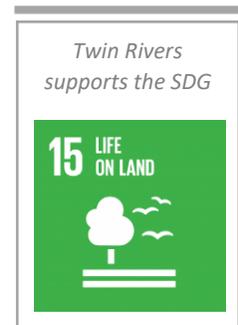
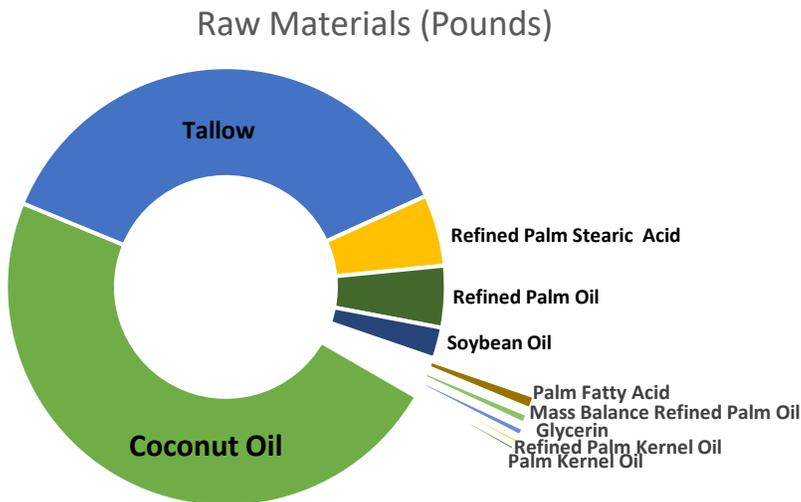
TRT has set a goal of outperforming the Paris Climate Accord and SDG goals for emissions and is targeting zero growth of emissions and waste streams over the next ten years (2017 baseline). We believe this will be possible through the development of renewable energy sources, waste minimization and conservation.



One of TRT's most important natural resources is water. We use water as a catalyst in our hydraulization processes. That process allows TRT to "split" fats and oils into fatty acids and glycerin. All of our products are hydrolyzed before going on to further refinement. Water is the key to success, but in the Northeast that comes at a cost. To promote water conservation and to reduce load on the municipal supply TRT has piloted and is ready to recover the water used in process and create a closed loop treatment system. That project has been piloted on two occasions and will be a significant sustainability opportunity for the facility.

Responsible Sourcing

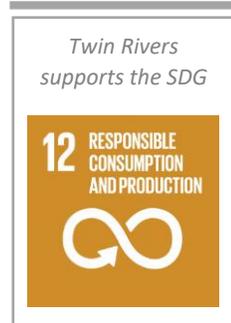
We manufacture a variety of fatty acid and glycerin-based products using many different starting materials. These materials include coconut oil, palm oil, palm kernel oil, soybean oil, and animal fats. TRT's responsibility is to provide the products that our customers request, while recognizing that each of the materials we require for manufacturing present unique environmental challenges. We are committed to upholding responsible sourcing practices to reduce the environmental and social impacts associated with our products. TRT is certified under the Roundtable for Sustainable Palm Oil (RSPO). We have instituted a Supplier Code of Conduct that requires our supply chain members meet or exceed the responsible sourcing requirements of the RSPO.



Recycle: Waste Production & Trash Reduction

Waste Generation

TRT strives to reduce the volume of its waste streams, which have historically been disposed of to landfills or as hazardous / regulated waste. Through reengineering, reprocessing, energy recovery, recycling or the identification of new sales outlets, TRT has been able to reduce its waste sources that are "disposed of" to a fraction of the total potential volumes. Focused efforts by our entire organization have allowed TRT to reduce its total waste discharge by 96% of its total potential waste discharge.



Waste and Recycling



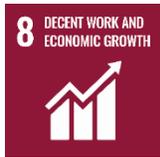
PERFORMANCE



PERFORMANCE

Economic Sustainability

Economic performance for TRT relies on a safe, inclusive workplace that incorporates Decent Work, Innovation, Reducing Inequalities, and Responsible Production. Our employee benefits package includes money or paid leave for fitness, training, education, health, vacation, etc. We enforce numerous anti-discriminatory policies to prevent any workplace discrimination or harassment and emphasize our standards in the Employee Code of Conduct and Supplier Code of Conduct. Industrial responsibility is relayed in the Regulatory Compliance Policy, Sustainability Policy, and participation in the Carbon Disclosure Project and RSPO Certification.



Production Efficiency

Another TRT priority is to reduce our by-product generation. In doing so, we have discovered innovative opportunities to reduce by-products from our processes. For example, we are now creating animal feed from some of our by-products, transforming by-products into a marketable commodity, while reducing our environmental footprint at the same time. We are also working on a project to reduce the loss of catalyst in the hardening process. The catalyst filtration project is the most significant cost savings project in 2020 and will represent a major economic benefit to the business.

Non-Conformance Reporting

We maintain a rigorous Non-Conformance Report (NCR) process that is conducted when there is a non-fulfillment or failure to meet a customer requirement. The process includes the identification of the following:

- 💧 Short Term Corrective Actions: (Considering all immediate actions to prevent recurrence of an existing nonconformity)
- 💧 True Root Cause: (Conditions or actions that caused the problem/defect/non-conformity)
- 💧 Long Term Corrective Actions: (Long-term solution plan based on root cause analysis) approach is to create effective corrective / preventive actions that minimize or eliminate recurrence of nonconformities.



Achievements

We continue to implement projects and programs to guide us towards our goal to be the sustainability leader within the oleochemical industry. Meeting today's, and more importantly, the future needs of our customers and stakeholders is of paramount importance. Looking forward, we will continue to undertake initiatives to improve our sustainability

2019 Sustainability Achievements include:

- 💧 25 years of business TRT received an "Excellent" Food Safety rating;
- 💧 TRT added Kosher and Halal Fatty Acids to the SQF program to support continuing expansion into the food grade fatty acids market
- 💧 Improved reliability from the CHP system
- 💧 Increased value from Demand Response initiatives
- 💧 Customer surveys – our goal is to understand our customers' needs and to continuously improve our customer service and satisfaction
- 💧 Expanded truck task force initiatives – the goal of our truck task force is to
 - 🌱 Optimize fleet size
 - 🌱 Terminal optimization
 - 🌱 Product delivery temperature review/optimization
- 💧 Developed numerous new carriers to improve capacity and cost.
- 💧 Updated and formally reinstated score-carding and carrier on-site Auditing
- 💧 REACH Program expansion to Korea (pre-registration)
- 💧 2019 SMETA Certification
- 💧 SDG Metric system
- 💧 SDG Support Statements
- 💧 2019 Ecovadis Silver Ranking in Corporate Social Responsibility
- 💧 Best Wellness Employer Certification - Silver Badge
- 💧 Diversified CSR with Rosie's Place Holiday Contribution
- 💧 Earth Day celebration and Sapling Initiative

Looking Ahead

2020 has been seriously impacted by the COVID-19 pandemic and how we do business. Our primary goal in this challenging year is to protect our people, the community and our customers. TRT launched a COVID-19 Response Team once the pandemic became a recognized threat and initiated our Emergency Response Plan for Communicable Diseases. Our team meets daily to assess, plan and take action to ensure that our workplace is safe and productive. Although COVID-19 has changed the way we conduct business, we have not abandoned our 2020 Sustainability Goals which include:

*Twin Rivers
supports the SDG*



- 💧 Continuing to improve the safety of our workplace and reduce potential pandemic exposure for our employees;
- 💧 Vegetable Oil Conversion Initiative
- 💧 Redesign and launch of Sustainability Website
- 💧 Catalyst Filtration Project
- 💧 Set 10 Year Sustainability Goals
- 💧 Safety Reminder Program
- 💧 Create a Corporate Giving Committee
- 💧 Dana Farber Cancer Institute/Brigham and Women's Hospital Blood Mobile
- 💧 Community Involvement Program changes -- we want to not only involve our employees in deciding where our donations go, but we also want to encourage them to become more active in our local communities as well.
- 💧 REACH expansion to the UK
- 💧 Enhanced Supplier Code of Conduct
- 💧 Diversity Inclusion Committee formation

Prepared by the TRT Sustainability Committee (Michael Glinski, Regulatory Affairs Manager and Danielle Wentworth, Marketing Associate, Laurie Lovett, Scott Tang and Jim Bleakney) and with special thanks to V. Tersegno, P. Prasinios, A. Thompson, N. Abidin, E. Stiffler, K. Brushett and D. McLean for their support, contributions and time.



Address: 780 Washington St, Quincy, MA 02169
Phone: (617) 472-9200
Website: www.twinriverstechnologies.com
Email: sustainability@trtlp.com

