

Creating Sustainable Value

Sustainability Report
2022

An aerial photograph of a dense forest. The trees are mostly evergreens, but many have turned yellow and orange, indicating autumn. A dark road or path runs vertically through the center of the image. A semi-transparent white circle is overlaid on the right side of the image, containing text.

**Nordlogway:
We are an
engine of
change.**



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Message from the President

Francesc Llorens



In the year 2022, Nordlogway has achieved excellent results. Once again, the team has demonstrated its reliability and ability to tackle the challenges and difficulties that arise, thus reinforcing the company culture based on effort, learning, continuous improvement, and responsibility for a job well done.

Throughout 2022, we have fulfilled all commitments made to our stakeholders, as detailed in the various chapters of this report, and have achieved a good operating result. Consolidated turnover has increased by 27.41% compared to 2021, due to the organic growth of our clients and the introduction of new operations. This growth has been achieved with high efficiency in execution and rigorous expense control.

None of the improvements achieved can be explained without referring to the talent and creativity of the people who make up the teams in the commercial, operational, administrative, and corporate areas. All of them actively and regularly participate in the business's strategic lines, share the passion for quality service in pursuit of total customer satisfaction, actively promote the company's culture, and work committedly to ensure that the company makes and consolidates advances in sustainability. Promoting and nurturing their talent is a fundamental pillar on which the Nordlogway model is based. Similarly, diversity and inclusion are aspects included in the company's management, as they are factors that enhance the competitiveness of corporate talent and the CSR strategy, as well as supporting and generating opportunities equally, without discriminating by gender, community, or origin.

We maintain and strengthen our commitment to the Sustainable Development Goals (SDGs). We are aware of our responsibility in transforming our sector towards a more sustainable and circular model. We have made a commitment

to self-consumption of energy by approving an investment in solar panels in 2022, to supply the energy needs of 12,000 m² of warehouses, which will be effective in 2023. This contributes to reducing CO₂ emissions and energy expenditure. In warehousing, we are using packaging made from recycled materials, and in transportation, we continuously work to optimize truck routes and reduce carbon footprint.

Another important aspect for us is our contribution to the local area, particularly in the Osona and Vallés Occidental regions, by promoting the hiring of personnel and the activity of other companies, thus generating value in our geographical area of operation. Likewise, we promote the competitiveness of companies by acting as partners in the execution of all their logistics, allowing them to concentrate all their efforts on their core business and business growth.

In this report, we present an activity report that demonstrates our social, environmental, and economic commitments, which undoubtedly contribute to making Nordlogway a solid, sustainable, and long-lasting project.

A handwritten signature in blue ink, consisting of a stylized 'F' followed by a cursive 'L' and a small flourish.

Francesc Llorens
President

The Company

We are a 3PL logistics provider

Nordlogway is a **3PL logistics provider** with over 70 years of experience, providing warehouse facilities in the province of Barcelona and offering its clients outsourcing solutions for supply chain management. Through IT integration, it offers comprehensive logistics solutions to its clients.

Located in the Osona region (near the C-25) and Vallès (near the AP-7), Nordlogway's warehouses are strategically positioned with optimal connections to major transportation routes leading to France, the rest of the Iberian Peninsula, as well as the Port and Airport of Barcelona. Furthermore, Nordlogway boasts specialized logistic facilities by sectors, a qualified human team, and a vast network of highly reliable collaborators.

Equipped with state-of-the-art technology, the logistic warehouses ensure maximum security for goods and operations.

Nordlogway holds **ISO 9001** and **ISO 14001** certifications, along with certifications from **Ecovadis**, **Rsipac** (permit/certification for human food storage), and **Sandax** (permit for animal food storage).



Family
business

Solvency

Professionalism

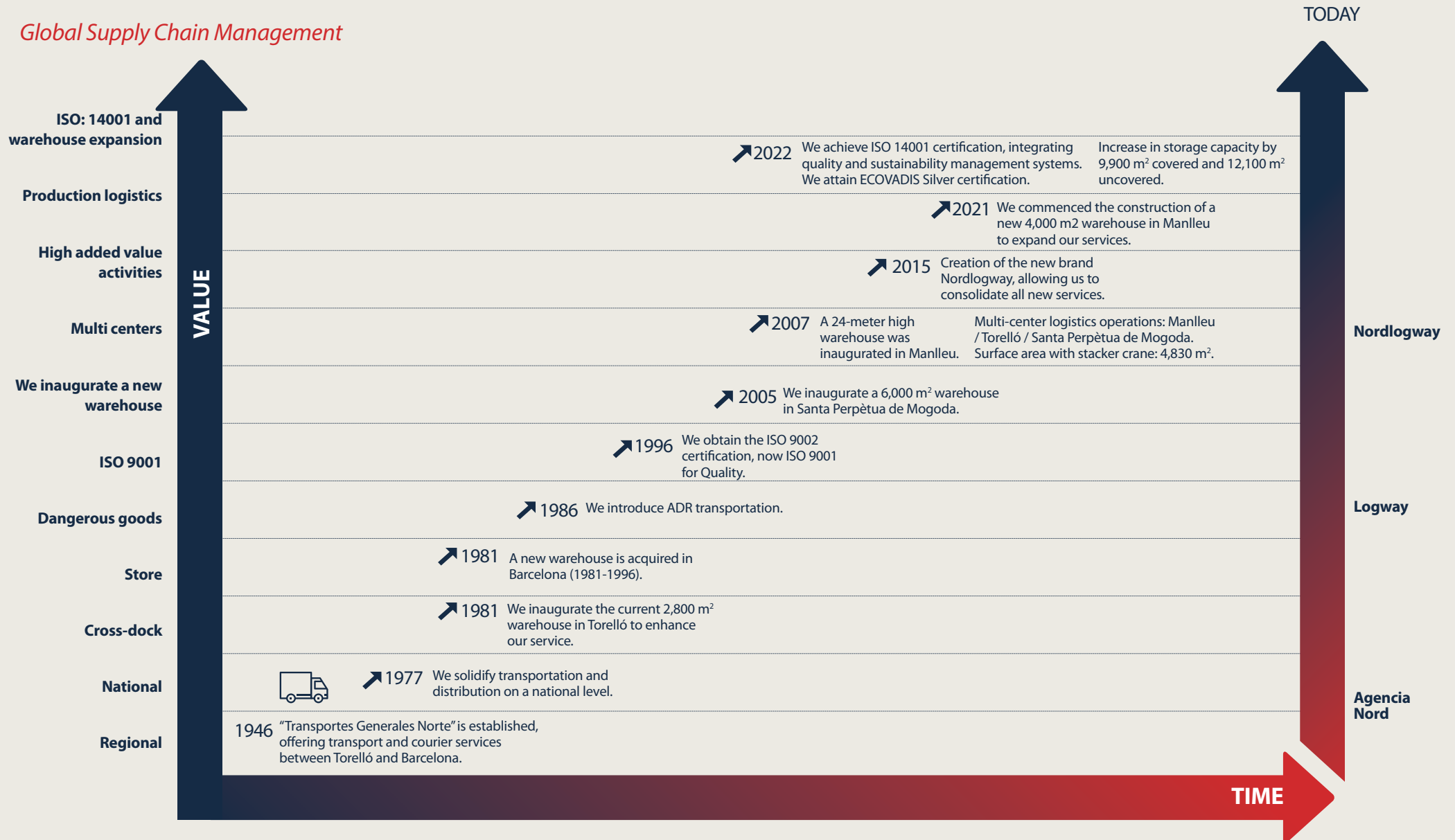
Generate
value as
a success
key factor

Cooperation

Customised
solutions

Our journey

Global Supply Chain Management



We work towards achieving triple sustainability: economic, social, and environmental

Mision

We are the driving force for change. We seek collaboration to achieve progress on economic and social levels.

Vision

Our aim is to be the reference partner for our clients in improving the profitability of their value chain.

Values



Efficiency

The ability to do things right, with quality and reliability to achieve improvement goals and customer satisfaction.



Dialog

The essential tool for achieving understanding with our stakeholders. This dialogue must be specific, sincere, and friendly, based on the ability to listen.



Compromise

The honest fulfillment of agreements and commitments, generating trust towards clients, suppliers, and employees.



Creativity

The ability to generate new ideas and concepts with the aim of providing innovative solutions that add value. Reflecting with a critical and constructive spirit to improve the way we do things.



Responsibility

The willingness of our human team and collaborators to do the right thing at all times, efficiently and with quality. We take responsibility for the development of the people who make up our team.

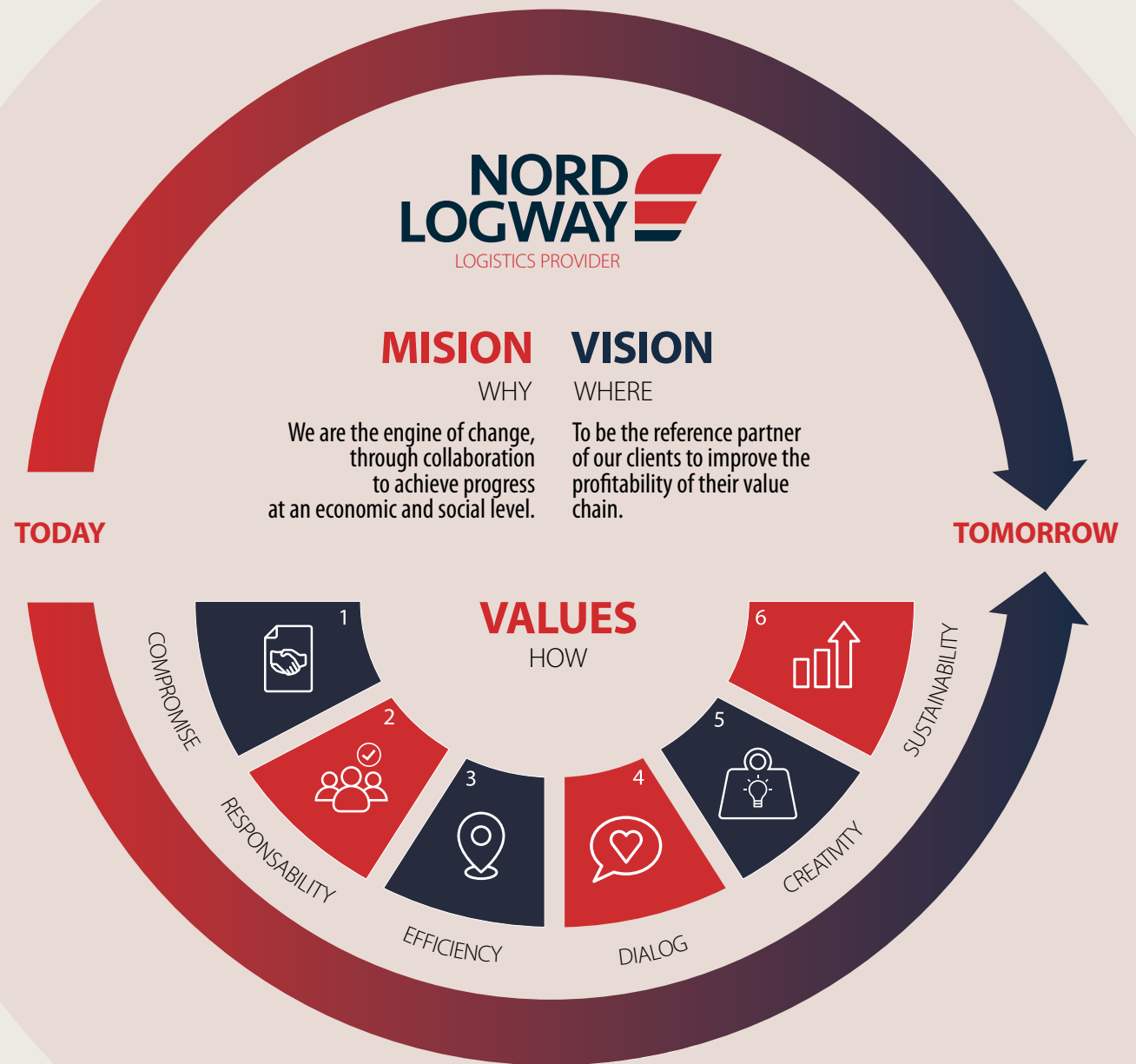


Sustainability

We ensure the sustainable growth of the company without risking our resources or those of our collaborators.

Our method

We promote a culture of learning, both within the company and among our stakeholders.



Integrated logistics services



01. LOGISTICS SERVICES

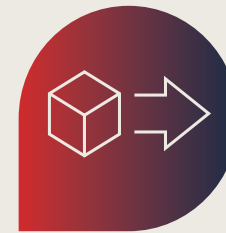
Management of all logistics needs for our clients or outsourcing of various associated services related to their activities: storage and inventory management, space rental, cross-docking, repackaging, and campaigns, among others.



02. TRANSPORTATION

Transportation services with maximum security and reliability, covering both national transportation (Peninsula, Balearic Islands, and Canary Islands) and international transportation, by road and sea.

We are **pioneers and specialists in APQ logistics and transportation of dangerous goods ADR** (excluding class 1 and 7, explosive and radioactive materials).



03. OUTSOURCING

Outsourcing services for part or all of the supply chain, allowing clients to focus on their core business with the support of an expert partner. Services include container loading and unloading, quality control, auxiliary operations, packaging, customized labeling, and palletizing, among other activities.

Integrated logistics services



04. CHEMICAL PRODUCTS STORAGE (APQ)

Nordlogway has a **certified APQ warehouse** (for flammable, oxidizing, and corrosive substances) and a **fleet of vehicles with ADR certification**. This enables us to provide comprehensive services to clients, regardless of the nature of their goods.

We hold the necessary **certifications to transport and manage clients' chemical products**, ensuring safety during storage, handling, and transportation.



05. REVERSE LOGISTICS

Clients entrust Nordlogway with the **management of returns**, reverse logistics of goods, merchandise, or materials to their final destination or wherever required. This process includes collecting the merchandise from its point of origin, verifying it, and relocating it to the requested point.

This **service can be contracted separately or included** in a comprehensive logistics service.

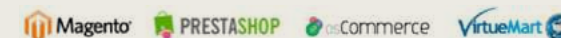
Return campaigns for retailers are also offered.



06. E-LOGISTICS

Specialized **logistics services for e-commerce projects** encompassing all processes from reception to warehouse, picking, and packaging. Integration into clients' online stores is possible, offering maximum security and technology through our highly innovative warehouses.

Nordlogway provides an ERP system allowing clients to manage warehouse entries or exits and schedule shipments from the customer area of their website.



We specialize in the following sectors



Food products



Industrial



Chemical/Pharma



Pharma/Perfumery



Retail



E-commerce

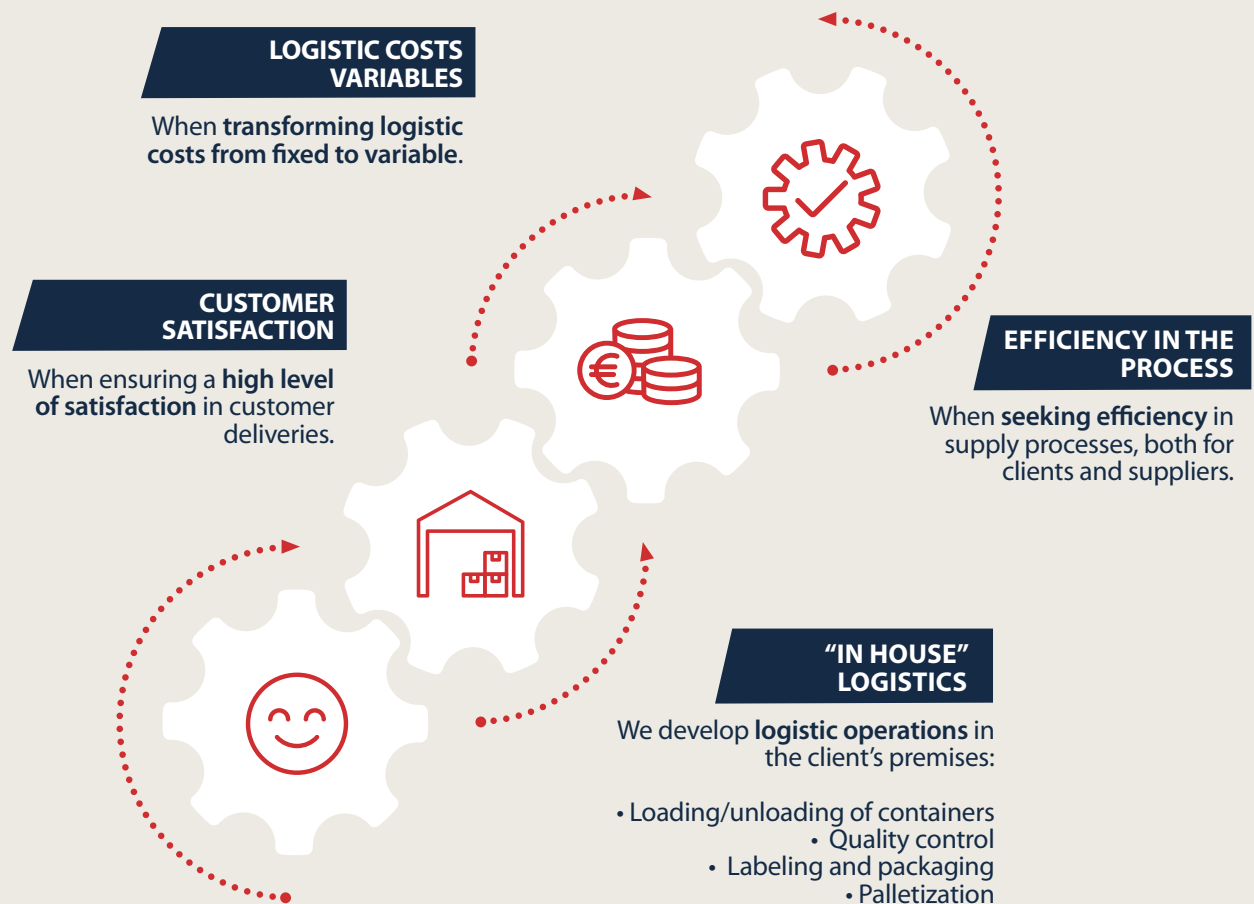


Life Science



At Nordlogway, we are an engine of change

Our interventions enhance the competitiveness of our clients, allowing them to save costs and improve the productivity of their logistics operations.



Our headquarters

Nordlogway has 42,300 m² located in strategic points of the second and third belt of the Barcelona metropolitan area.

Total pallet capacity

2022: 36,714

2021: 23,540

58%



TECHNOLOGICAL
AND SECURE
WAREHOUSES



Nordlogway in figures

Economic
activity



27.41 %

Growth in revenue
compared to 2021



57.62 %

Activity concentrated
in our logistics
business



1.58 %

Increase in
international
revenue



38.26 %

Increase in square
meters allocated to
our activity



8.93 %

Revenue from new
clients as a percentage
of total revenue



14.83 %

Increase in pallets
moved



76.31 %

Retained
customers

Highlights

We make headlines, celebrate successes, and have a strong presence in the territory.



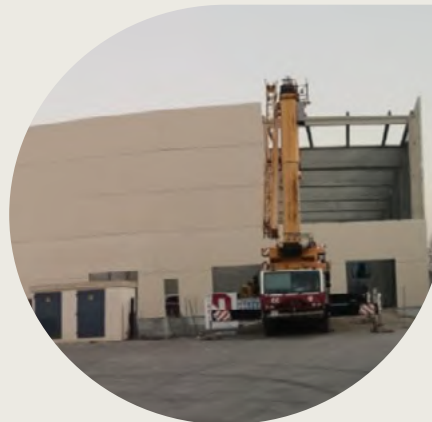
Highlights

In the competitive world of logistics and storage, adaptability is key to success. In line with this vision, Nordlogway has increased its storage space by 9,900 square meters indoors and 12,100 square meters outdoors for the industrial and food sectors.

The investment in this expansion demonstrates Nordlogway's commitment to excellence in logistics, specialization, and sustainability. The company expects these new resources not only to drive its growth but also to positively contribute to the success of its clients.



Nordlogway expands its warehouses by 38.26% and grows by streamlining operations.



Our stakeholders

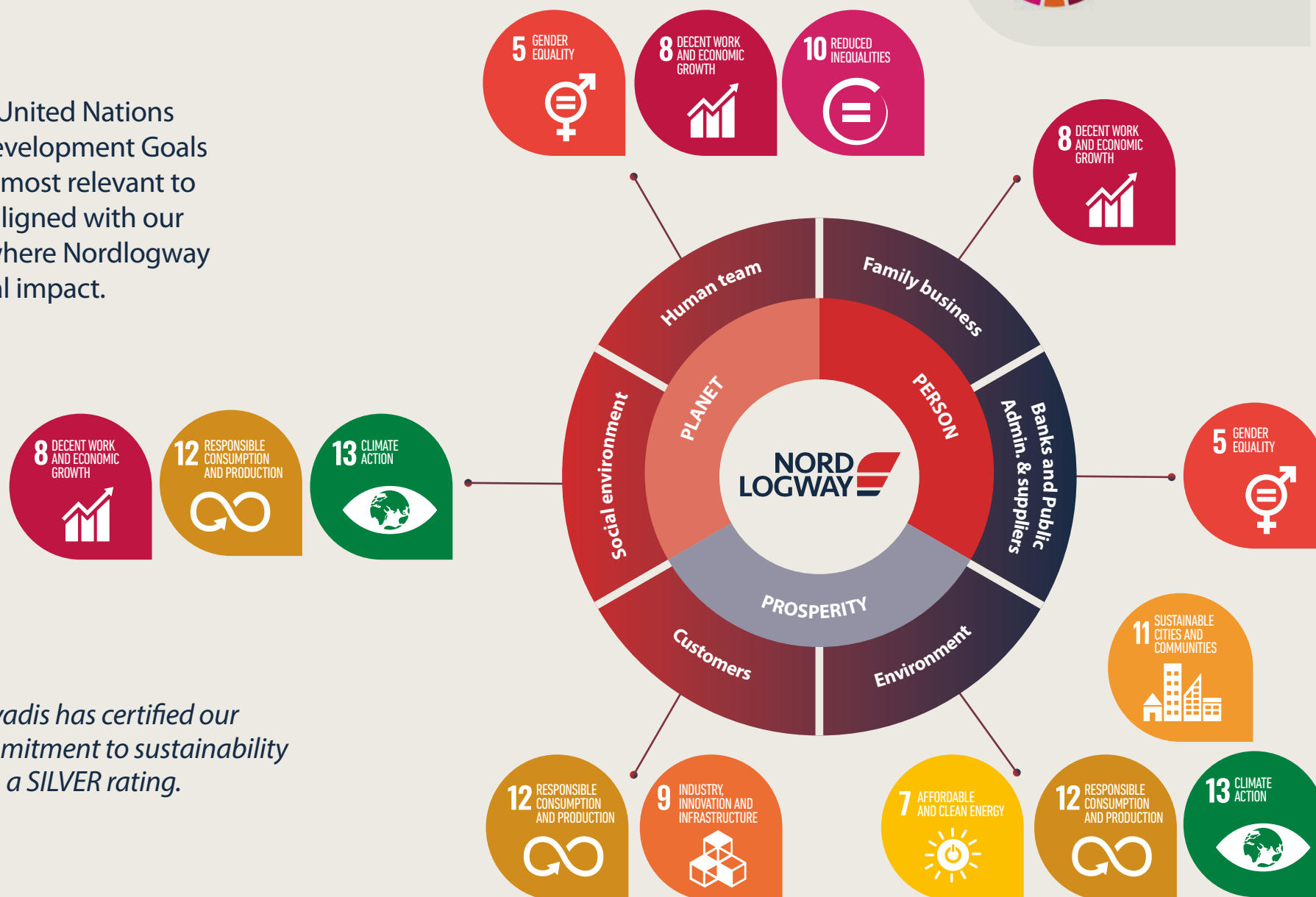
At Nordlogway, we firmly believe in building strong and meaningful relationships with each of our stakeholders.

Every day, we strive to listen to their needs, concerns, and suggestions to continuously improve our services and positively contribute to society and the environment.



Our Sustainability Map

The following United Nations Sustainable Development Goals (SDGs) are the most relevant to our business, aligned with our mission, and where Nordlogway can make a real impact.



Ecovadis has certified our commitment to sustainability with a SILVER rating.

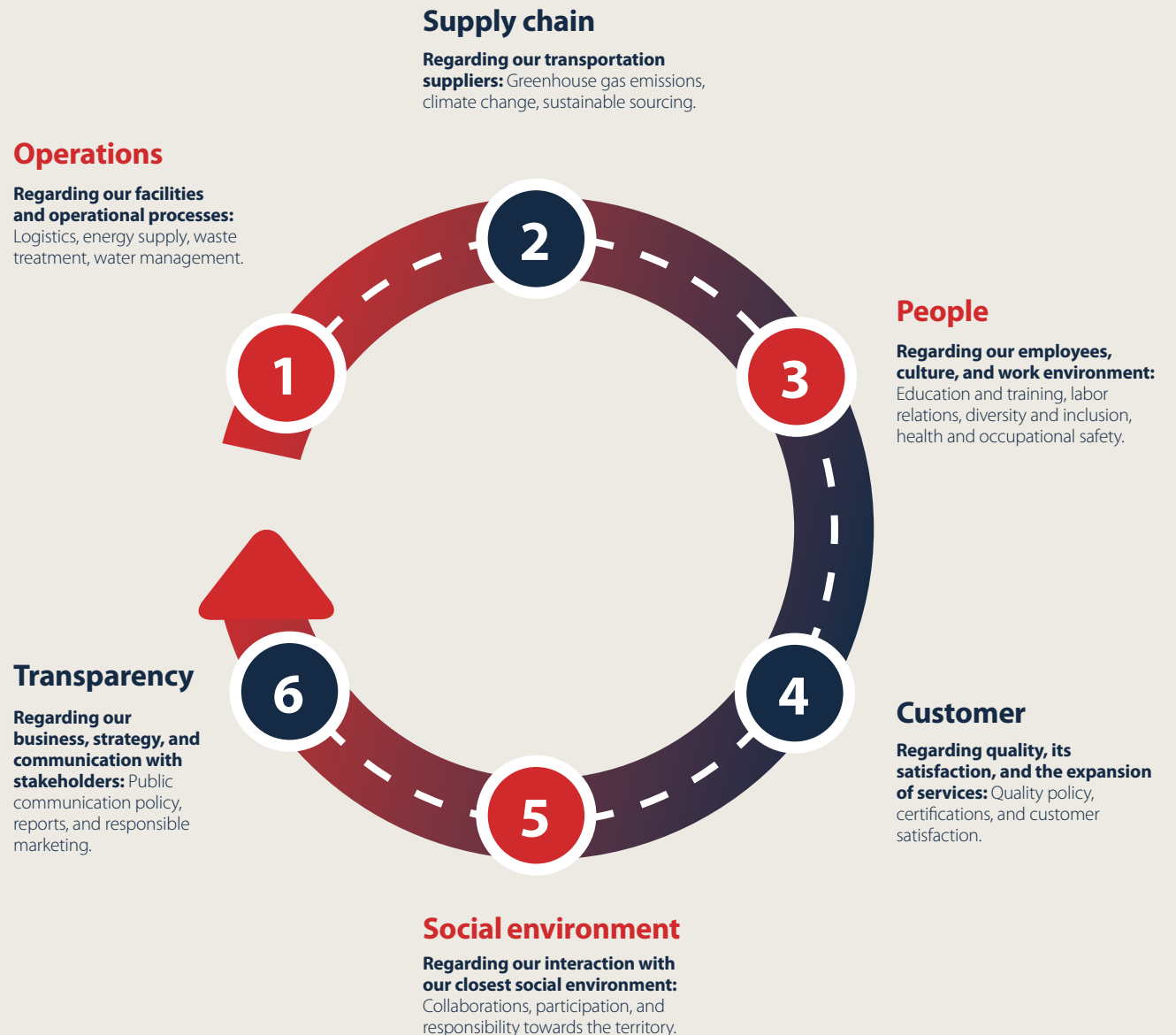
Our impact opportunity map

As a company that adds value to society and the territory, Nordlogway is committed to conducting our activities sustainably from economic, social, and environmental perspectives. To kick off our journey, we have created a map that highlights significant contributions enabling us to make a difference in sustainability.

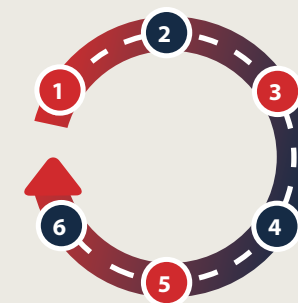
We have identified relevant impact opportunities in the logistics and transportation sector, recognizing the significant impact of freight mobility. We focus on environmental sustainability objectives that respect the environment.

Simultaneously, we have gathered feedback from our stakeholders (employees, suppliers, and clients) to understand impact opportunities at the social and economic levels.

Below, we present the map of these impact opportunities, categorized into six sustainability focus areas:



Our objectives aligned with impact opportunities



Nordlogway's Objectives

In accordance with Nordlogway's strategic plan and our Quality and Environmental Policy, the organization commits to improving service quality and environmental behavior to ensure our activities have minimal impact.

To ensure that we are progressing towards our mission, we have established tangible and relevant objectives for the company.

These objectives are set in the following environmental, social, and economic aspects.

Our commitment is that each action brings us one step closer to achieving the Sustainable Development Goals (SDGs).

1	Operations	Increase process efficiency Promote waste recycling Reduce consumption	7 AFFORDABLE AND CLEAN ENERGY 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
2	Supply Chain	Commitment to sustainable transportation Supplier relationships Organization's carbon footprint	8 DECENT WORK AND ECONOMIC GROWTH 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
3	People	Diversity and inclusion, gender equality Hiring local workers	5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES
4	Customer	Customer satisfaction Quality	8 DECENT WORK AND ECONOMIC GROWTH
5	Environment	Commitment to the environment	11 SUSTAINABLE CITIES AND COMMUNITIES
6	Transparency	Transparent communication	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Our objectives

Operations



Increase process efficiency

-1.58 %
reduction in the cost
of moved pallet
Variation 2022-2021

In 2021, we initiated an internal transformation process in the form of an environmental efficiency plan, with measures to be implemented in facilities, processes, and packaging. With the aim of meeting the logistical demands of our clients and the purpose of being a reference in the territory, in 2022, we increased logistic capacity in Osona with the expansion of the Manlleu 01 warehouse and the establishment of a new center in the former Can Serra premises.

Currently, Nordlogway has a management capacity in Osona of 20,000 pallets.

This concentration process has allowed us to improve the efficiency of our processes and a reduction in their environmental impact, resulting in productivity improvements, minimization of displacements, and transportation integration.

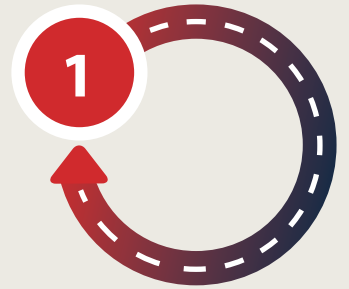
Our commitment to the sustainable use of resources implies promoting efficient and responsible use of resources in our operations, minimizing consumption as much as possible.

This results in better environmental performance and cost reduction, increasing our competitiveness. To achieve this, we monitor and review the dashboard of the warehouses, with indicators measuring the effectiveness, efficiency, and productivity of each center, as well as the resources allocated in relation to the workload.

The goal is to objectively measure the evolution of the process and become a management tool for decision-making.

This way, we can optimize the resources used to ensure the sustainable growth of the organization.

OBJECTIVE 2023:
Reduce the cost per pallet moved by 5%.



Our objectives

Operations

Nordlogway's waste management policy focuses on promoting segregation to facilitate recycling.

As of 2022, all our centers are equipped with recycling containers for cardboard, plastic, wood, and general waste.

We have contracted a waste management service for the Santa Perpetua centers to ensure recycling.

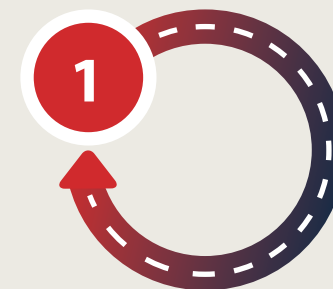
Since August 2022, the local administration of Manlleu has been carrying out selective collection and subsequent waste management.

	Variation 2022-2021
Wood waste Kg/number of pallets moved in thousand	-3.74 %
Clean shrink plastic waste Kg/number of pallets moved in thousand	-34.21 %
Used big bag waste Kg/number of pallets moved by customer	40.82 %
Paper and cardboard Kg/number of pallets moved in thousand	167.15 %
General waste Kg/number of pallets moved in thousand	-25.82 %



Promote waste recycling

-25.82 %
reduction of
the banal fraction
Variation 2022-2021



The plastics used to compact and protect pallets of goods are deposited in a specific container for this fraction. As for cardboard, it is also reused as a base and for protecting the pallets used to ship orders to our clients.

The remaining cardboard is segregated into a specific container for recycling.

The wood from broken pallets is collected and deposited in the designated container for this waste.

OBJECTIVE 2023:
Reduction of 20% in the collection of banal fraction.



It's important to note that the products managed from our clients can generate waste that becomes our responsibility to handle.

Our objectives

Operations



The policy of minimizing the environmental impact of our activity allows us to work day by day, managing and optimizing the use of our resources more efficiently.

	Variation 2022 -2021
Water consumption m ³ / m ² installations in thousands	-38.82 %
Consumption of shrink plastic Kg / number of pallets moved in thousands	0.92 %
Consumption of waybill paper for transportation services Kg / number of shipments in thousands	-2.06 %

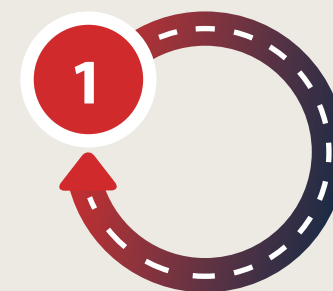
Consumption reduction



In our company, sustainability and environmental protection are paramount in everything we do. Our policy of minimizing environmental impact is a solid commitment that guides our daily operations.

We work tirelessly to responsibly manage and optimize the use of our resources. This means constantly evaluating our processes and practices to find more efficient and environmentally friendly ways to conduct our activities.

We are committed to reducing our consumption of natural resources, decreasing waste, and mitigating our carbon footprint. This not only benefits our environment but also improves our operational efficiency and contributes to the overall well-being of the community.



Our objectives

Operations

Our purpose extends to our stakeholders:

Starting from the first quarter of 2022, we have eliminated the printing of supplier invoices, which are now received via email and accounted for in our management software.

We include the "paperless" signature in our emails to raise awareness about responsible consumption of this resource.

Additionally, all workstations are equipped with dual monitors to reduce paper consumption associated with daily administrative tasks.

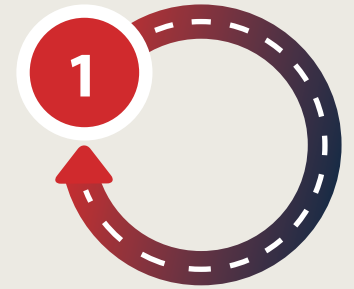
-2.12 %
reduction in paper
consumption
for logistics services.
Variation 2022-2021

Responsible Paper Consumption

Paper is a resource consumed daily in the regular course of our administrative activities. Due to the volume used, we consider its usage as an aspect to control and minimize.

To achieve this, we track its consumption through an internal record, analyzing variations compared to previous years.

OBJECTIVE 2023:
Reduce paper consumption by 15%.



Our objectives

Operations

Planned actions to achieve objectives:

- Implementing measures for energy self-consumption: A project is underway to install photovoltaic panels for self-consumption of offices, lighting, and warehouse equipment in our main locations in Manlleu and Santa Perpetua.
- Applying energy efficiency criteria in the warehouses: Using polycarbonate skylights to operate with a high degree of natural light and installing LED lighting fixtures to improve energy efficiency.
- Gradually replacing existing lighting installations with LED luminaires and projectors in our centers.

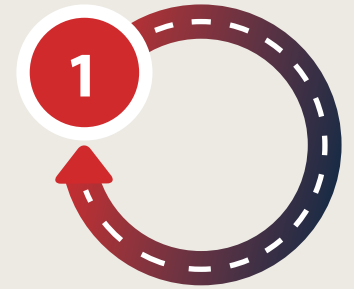
-0.51 %
reduction in energy
consumption.
Variation 2022-2021

Responsible energy consumption

An energy efficiency plan will be implemented in our warehouses to reduce electrical consumption and consequently, greenhouse gas emissions over the next 2 years.

OBJECTIVE 2023:

Tracking the electricity consumption indicator relative to an activity indicator (number of pallets moved). Our goal is to reduce electrical consumption by 10%.



Best practice Operaciones



Building upon our values and strategy, Nordlogway has implemented an Integrated Management System (IMS) for quality and environmental management since 2022, certified to ISO 9001:2015 and ISO 14001:2015 standards.

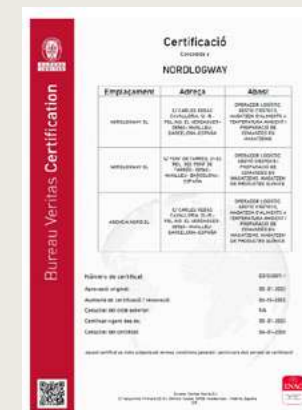
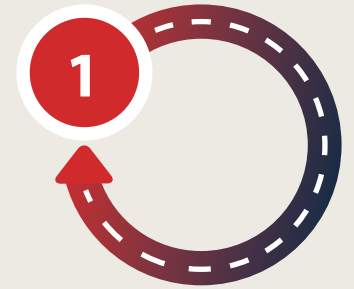
Achievement of ISO:14001 environmental management certification



At Nordlogway, sustainability is ingrained in our DNA. We are fully aware of our role in a potentially polluting sector and are committed to adding value while minimizing the environmental impact of our operations.

By the end of 2022, after collaborating closely with Bureau Veritas to streamline our processes and further strengthen our environmental commitment, we successfully obtained the ISO:14001 environmental management certification.

The ISO:14001 standard is globally recognized as the foremost standard in environmental management, encompassing a range of regulations related to planning, implementation, control, and continuous improvement of environmental actions.



Our objectives

Supply chain

In the transportation and logistics sector, sub-contracting transportation is the most crucial link in our value chain.

We recognize their importance in ensuring the quality of the final service, and it is an honor for them to be part of Nordlogway's value chain, working together to ensure that our businesses have a positive impact on society and the environment.

To ensure that carriers comply with the organization's requirements, we have initiated a process of approval and reassessment that includes environmental and sustainability aspects.

Suppliers who have joined our environmental commitment have fleets of Euro V and VI motorized vehicles, which are more efficient in terms of safety, ergonomics, aerodynamics, noise, consumption, and greenhouse gas emissions.



Commitment to sustainable transportation

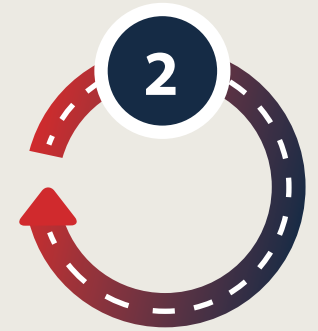


Supplier relationships

60 %

assessed
as very good.

2022



In 2023, we aim to transition towards more sustainable transportation practices, with the objective of having shipments carried out by suppliers who adhere to our environmental policy and meet our requirements in this area.

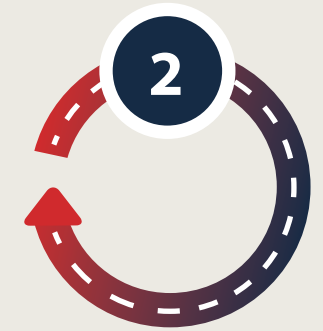
OBJECTIVE 2023:

We aim for 65% of shipments to be carried out by suppliers who adhere to our environmental policy and meet our requirements in this area.

We treat our suppliers as business partners, in line with the ethical principles and standards upon which our company operates.

Our objectives

Supply chain



Calculating our organization's carbon footprint



In 2022, we initiated a project to inventory and calculate greenhouse gas (GHG) emissions for our organization:

- Emissions from shipments corresponding to transportation suppliers operating in the Catalonia region (indirect emissions within Scope 3).
- The improvements implemented in our internal consumption reporting now allow us, for the first time, to calculate emissions resulting from the energy consumption of our facilities, fugitive emissions of fluorinated gases, and resource consumption (direct emissions).

Climate change is a global issue that encompasses environmental, political, economic, and social perspectives.

In 2022, we launched a project to measure and subsequently analyze our carbon footprint. This will enable us to take concrete actions to reduce our environmental impact.

For this purpose, we rely on the VEOSAT tracking system, which, through the digitization of the transportation process, swiftly reports the necessary data for calculating our environmental metrics. Additionally, it allows us to:



Route optimization:

The tracking system enables real-time monitoring of vehicle locations. With this information, we can optimize delivery routes, minimizing distances traveled and reducing GHG emissions.

Efficient fleet management:

Through the tracking system, we can monitor the performance of transportation vehicles, such as fuel consumption, emissions, and maintenance. This enables more efficient fleet management, ensuring vehicles are in good condition and operating optimally.

Downtime reduction:

The tracking system quickly identifies delays in the supply chain, enabling timely corrective actions. This helps us avoid unnecessary downtime, thereby reducing fuel consumption and associated emissions.

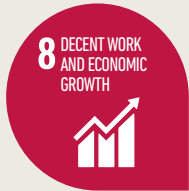
Proper cargo management:

The tracking system allows precise real-time cargo tracking. This helps ensure vehicles are optimally loaded, avoiding partial shipments or unnecessary overloads, which reduces the need for additional trips and decreases fuel consumption.

Transparent information for customers:

The tracking system provides our customers with 100% traceability regarding the location and status of their shipments. This fosters trust and enables customers to make decisions such as consolidating shipments or choosing more sustainable delivery options.

Best practice Supply chain

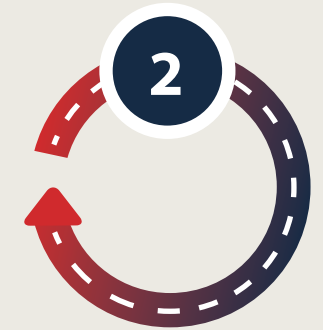


At Nordlogway, we are committed to leading the way towards a more sustainable and healthier future.

Environmental requirements and commitments with suppliers

55.77%

of shipments made with two suppliers adhering to our environmental commitment
2022



In Nordlogway, we understand that sustainability is a collective effort, and our suppliers are valuable partners in this journey. We work hand in hand with them to find innovative and sustainable solutions that benefit everyone.

We firmly believe that by joining forces and sharing a strong commitment to sustainability, we can make a significant difference in protecting our planet for future generations.

Therefore, starting from 2022, we assess our suppliers on sustainability and evaluate if they meet all environmental requirements and commitments.

Our objectives

People

The people at Nordlogway 2022

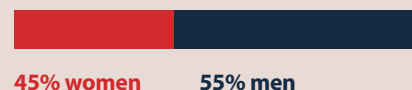
26

Total number of employees

10

Average tenure

EMPLOYEE PROFILE BY GENDER



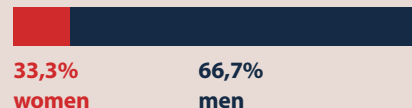
39

Average age

3,15

Average training hours

GENDER DISTRIBUTION IN LEADERSHIP POSITIONS



Diversity and inclusion

We advocate for all positions within our company to be free from harassment and discrimination based on age, race, religion, ethnicity, nationality, gender, sexual orientation, gender identity, or disability.

At Nordlogway, diversity and inclusion are fundamental aspects of our philosophy and business model, and they will continue to be as we progress on our journey. People are our priority.

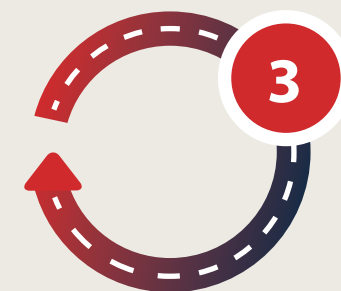


Hiring local workers

With the dual purpose of generating economic value in the region and reducing commutes and their environmental impact, we aim to employ workers from the local area or neighboring areas.

Having employees from the local community facilitates their integration into the workforce and their alignment with the company's project in a more natural and rapid manner.

18.18 %
more employees



Best practice People



Victoria Dot recognized as businesswoman of the year

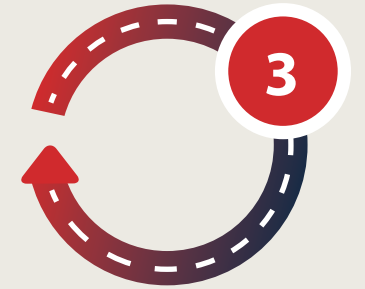


"I do not believe in individual awards; I believe that the award is for the team of my company, for my family, and for all the collaborators in the region, both in the public and private sectors because without all of them, the success of our project would not have been possible."

Victòria Dot

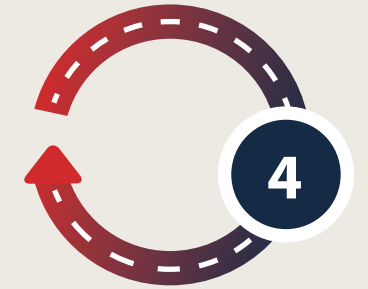
Victoria Dot, co-founder and administrator of Nordlogway, was selected to receive the award in the category of businesswoman at the XVII edition of the Cambra Osona Awards. The Chamber recognized her extensive experience in business management and her entrepreneurial trajectory at Nordlogway, a family-owned company dedicated to providing comprehensive logistics services.

Victoria Dot serves as an inspiring example of women's contributions to the business world and their ability to make a difference. Her success is not only a personal achievement but also a testament to the importance of diversity and excellence in the business world.



Our objectives

Customer



Throughout 2022, we have worked on a highly relevant digital transformation project in the transportation field.

This project will have a profound impact on all areas of our business, as it will be supported by innovation and cutting-edge technological solutions: the launch of our VEOSAT application.

Customer satisfaction

8.68*

Global
satisfaction index
2022

*Evaluation from 0 to 10

At Nordlogway, we understand that measuring customer satisfaction is essential for our continued success. Not only does it help us maintain and improve our services, but it also benefits our customers by ensuring that their needs and expectations are consistently met.

Regarding customer satisfaction, in 2022, we launched the VEOSAT application, which will integrate with our existing tracking system on our website, marking a significant step in improving the services we offer our customers.



The main improvements with VEOSAT will be:

Automatic availability

for customers of delivery receipts at the time of delivery, and the option to schedule pickups directly through the application.

100% traceability:

We provide our customers with real-time information about the location and status of their shipments.

Traffic process efficiency:

fewer administrative resources and time savings.

Feedback and improvement in obtaining customer satisfaction ratings,

which customers can evaluate through the application for punctuality, truck condition, and driver interaction.

Improvement of delivery fulfillment

times from suppliers in the Catalonia area.

Our objectives

Customer

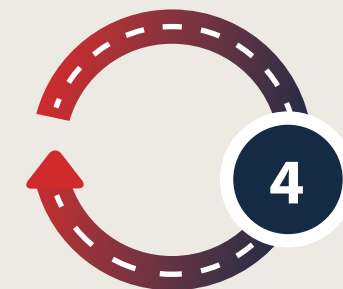
In 2022, we implemented a 5S-based work system for quality improvement, which we regularly audit and thus promote continuous improvement.

Service quality indicators

	2022	2021	
Transport incidents as a percentage of total shipments	3.44%	3.14%	9.55%
Logistics incidents as a percentage of total pallets moved (thousands)	0.70	0.48	4.45%



Quality



At Nordlogway, service quality is built day by day, overcoming adversities: in every pallet, in every box, and in every kilometer traveled to serve our customers and society. Quality is a priority for Nordlogway because we understand it's the only way to remain competitive in the market.

Tracking is essential through evaluating service levels and customer satisfaction. Internal and external audits also contribute, always focused on continuous service improvement.

Nordlogway's management demonstrates leadership and commitment by incorporating the integrated management system ISO:9001 and ISO:14001 into the business strategy, ensuring good practices under this approach, as well as allocating the necessary means and resources for its maintenance.

OBJECTIVE 2023:

Reduce logistics incidents by 30% compared to the total number of pallets moved (thousands).

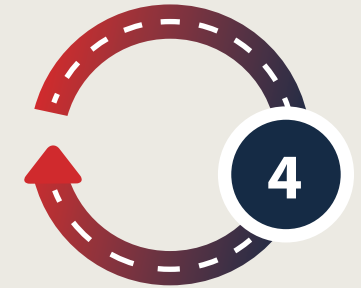
Best practice Customer



Nordlogway's 10 Golden Rules of Quality



*"Quality is not controlled;
quality is made."*



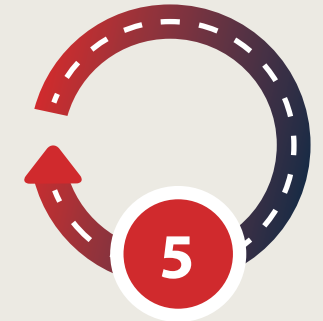
In our relentless pursuit of excellence, Nordlogway has devised the 10 Golden Rules of Quality that guide all our logistical operations. These are:

1. I never accept or send damaged, wet, or dirty goods.
2. I maintain my workplace and facilities in perfect order and cleanliness.
3. I respect goods, facilities, machinery, and tools as if they were my own.
4. I always report any incidents immediately.
5. I anticipate, think, and identify quality risks before they occur, and I report them.
6. I respond promptly and effectively to any customer needs.
7. I am always vigilant. I always check goods in and out and monitor the merchandise.
8. I know and apply all established work procedures and protocols without exception.
9. I work as part of a team and ask for help whenever I need it.
10. I take responsibility and ensure the quality of my work.

At Nordlogway, these rules form the foundation that enables us to deliver first-class logistical services.

Best practice

Social environment



Committed to the community

Our commitment extends beyond our economic and environmental activities. We aim to contribute to a more sustainable world by allocating resources to entities that promote progress in our community.



Translog

Nordlogway actively participates in activities organized by community stakeholders. Specifically, we have contributed to the establishment of Translog, an association of transport and logistics companies in the Osona region. Translog aims to promote sector-specific training, visibility, and efforts to enhance the competitiveness of these businesses.



Tac Osona

Nordlogway sources services from the Tac Osona Special Work Center of the Fundación San Tomás. Through this collaboration, we contribute to the employment integration of individuals with intellectual disabilities.



Fundació Impulsa

Thanks to the network of Supporting Organizations like NORDLOGWAY S.L., the Fundació Impulsa can provide comprehensive support to young people facing socio-economic difficulties who aspire to pursue vocational training for a better future.



Over 300 young individuals are currently receiving scholarships from the Foundation across 8 different territories.



Ajuntament
de Manlleu



Cambra d'Osona



Best practice Social environment



Nordlogway is a part of TRANSLOG



TRANSLOG is the result of the collaboration among transportation and logistics companies located in the Osona region. Among its primary objectives is to raise awareness of Osona as a territory for integration into Barcelona's third logistics belt.

Another goal of this collaboration is to promote the professionalization of the sector by fostering high-quality training and facilitating the integration of professionals into local companies through internship agreements and specialized training programs.

Pooling our resources allows us to advocate for common goals collectively before the authorities, as the sector requires updates that cannot be achieved individually.

Lastly, we leverage the dissemination power of this collaboration to share best practices and success stories that inspire growth within the sector.



Our objectives

Transparency

2022 2021
120 98

Number of posts on the LinkedIn page



2022 2021
27 12

Number of publications on the blog

Website visitors

Total unique visitors in 2022

9,509*

2022 2021
426 185

New followers on LinkedIn

Total unique visitor in 2021

11,287

*Change in counting website visits via Google Analytics GA-4.



Transparent communication

125%

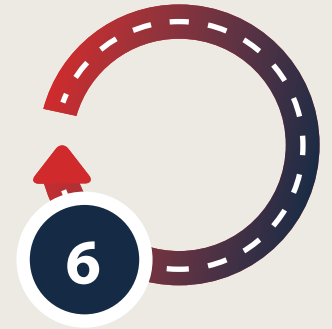
Publications on the blog
Variation 2022-2021

In our company, our communication and marketing strategy is built upon an unwavering commitment to coherence and transparency.

To facilitate information and communication with our stakeholders, we have established a variety of communication channels through which we maintain regular and meaningful communication.

Among these channels, our website stands out, where we host an informative blog that keeps our customers and partners updated on the latest developments in the company and the industry in general. Additionally, we have proactively adopted the LinkedIn platform as a means to interact and share relevant information with our professional audience.

In 2022, we have installed television screens in all warehouses to enhance communication with our collaborators, especially regarding customer-related matters. This contributes to improving their satisfaction.



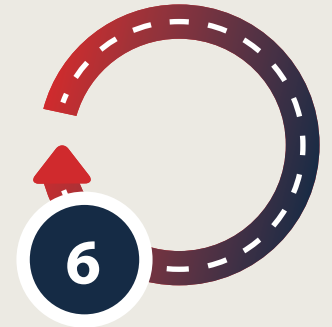
OBJECTIVE 2023:

Achieve a 10% growth in followers on our LinkedIn page.

Best practice Transparency



Introducing our first sustainability report



During the close of 2021, at Nordlogway, we aimed to take a further step in our commitment to informing our clients and collaborators about the company's direction by presenting our first sustainability report. The report, which begins with an introductory letter from President Francesc Llorens, helps to provide a clear understanding of Nordlogway's activity, trajectory, and future sustainability commitments, understood from a triple-bottom-line approach: economic, social, and environmental sustainability.

As a company committed to sustainability in all its dimensions, we have dedicated significant efforts to identifying opportunities for positive impact in our sector. We fully recognize the environmental impact associated with the mobility of goods, and in that regard, we have embarked on a path toward solid environmental sustainability goals.

We are pleased to share that Nordlogway has been evaluated and recognized by EcoVadis with the silver medal and recognition certificate. This EcoVadis medal is a testament to our commitment to sustainability in all its dimensions, including the environment, labor practices, human rights, ethics, and sustainable procurement. These aspects have been at the core of our business philosophy since its inception and will continue to be prioritized on our journey toward the future.

Creating Sustainable Value



Written report in collaboration with
Thinqury (www.thinqury.com)

