

Small changes... **big
impacts**

2023 SUSTAINABILITY REPORT



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President's message

Francesc Llorens



For Nordlogway, 2023 has been a year of expansion and consolidation of spaces for our clients in Central Catalonia. We have integrated reverse logistics into our business model and enhanced new spaces. At the same time, we have optimized both commercial campaigns and the organic growth of our clients.

We have established collaboration agreements with national partners to serve strategic points across the peninsula, Balearic Islands, and the Canary Islands. Internationally, we have secured new clients through digital marketing, face-to-face visits, international events, and significant efforts from the commercial department.

On the labor front, we have continued to invest in continuous training, promoting our values to all personnel, especially addressing the peculiarities of each department, improving processes, meeting client requirements, and fostering new ideas and methods from our team. This has resulted in a client satisfaction score of 8.5 in logistics and 9 in transport in the latest survey.

Environmentally, we have completed and implemented investments planned for 2022, focusing on energy self-sufficiency in our warehouses in Manlleu. For 2024, we plan new investments in self-sufficiency in a warehouse in Santa Perpetua de Mogoda. We always align our goals with our values, ensuring efficient use of resources for our operations.

I want to emphasize the importance of Information Technology (IT), a fundamental tool for achieving productivity, service quality, and our goals of control, reliability, and efficiency. At Nordlogway, IT investment is a constant to maintain competitiveness.

Finally, I want to thank all the personnel, suppliers, and professionals who collaborate and participate at Nordlogway for their effort, commitment, talent, and creativity in continuous improvement to achieve our ultimate goal: customer satisfaction.

This report is our social, environmental, and economic commitment, which contributes to making Nordlogway a solid, sustainable, and long-lasting project.

Francesc Llorens
President

2024 objectives:

- *Commercial*: expand the client portfolio in Central Catalonia and internationally, and reinforce commercial assets.
- *Operations*: open a new warehouse in Manlleu (MN4) for 8,000 pallets, optimize warehouse capacity, improve productivity and increase productivity by 15%.
- *Administration*: streamline and modernize financial and administrative processes.

The company

We are a 3PL logistics provider

Nordlogway is a **3PL logistics provider** with more than 70 years of experience, with warehouses located in the province of Barcelona. We offer our clients outsourcing of supply chain management. Our IT integration allows us to provide our clients with comprehensive logistics solutions.



In the Osona region (next to the C-25) and in Vallès (next to the AP-7), our warehouses are optimally connected to the main transportation routes to France, the rest of the Peninsula, and the Port and Airport of Barcelona. Additionally, Nordlogway has specialized logistics facilities by sector, a qualified human team, and a reliable network of highly dependable collaborators.

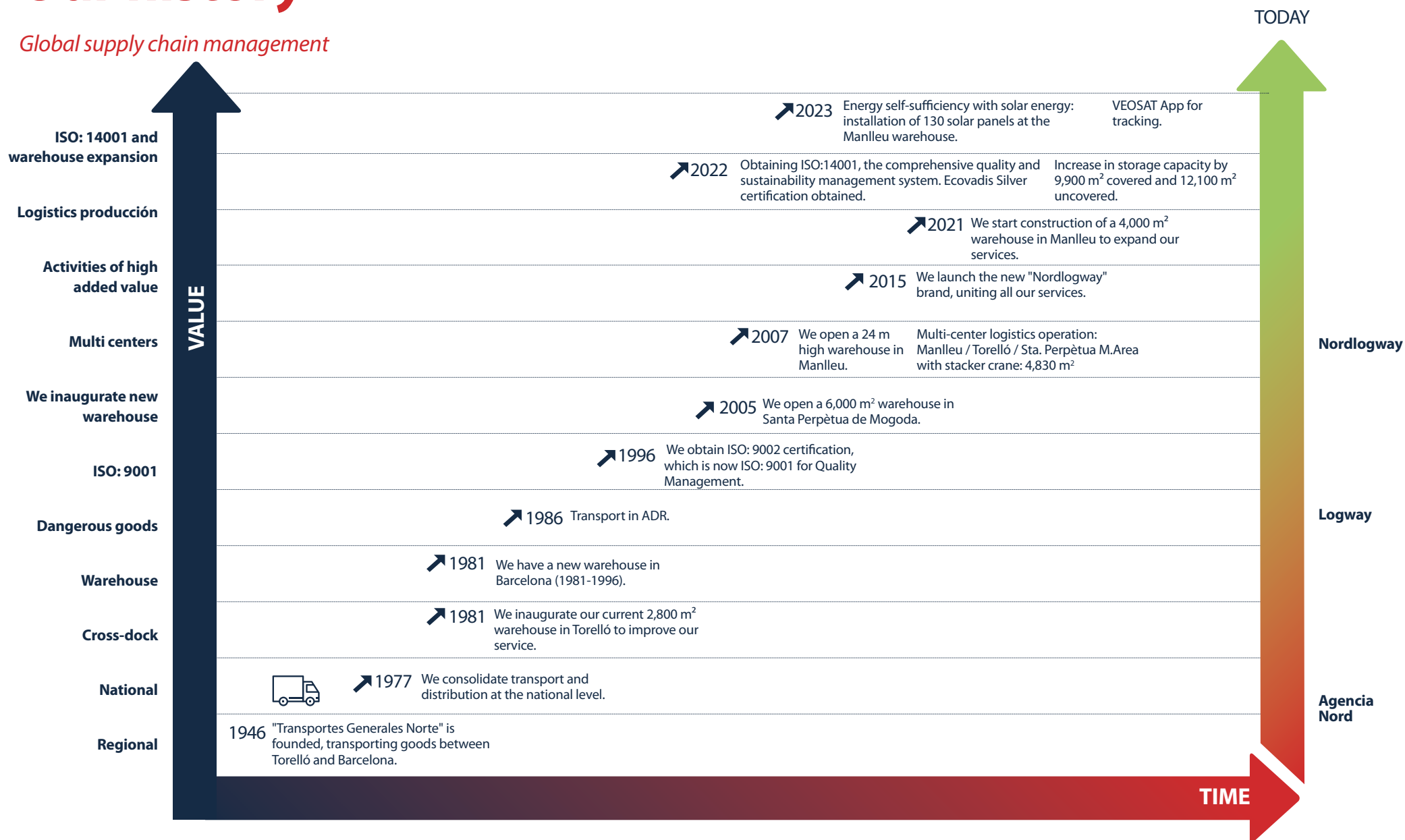
Our logistics warehouses are equipped with the latest technology, ensuring maximum security for goods and operations.

Nordlogway holds **ISO:9001** and **ISO:14001** certifications and is certified by **Ecovadis**, **Rsipac** (sanitary permit/registration for food products), and **Sandax** (authorization for animal feed storage).



Our history

Global supply chain management



Small changes... big impacts

Purpose

To be the preferred partner for our clients, improving the profitability of their value chains.

Vision

To perform tasks with quality and reliability to achieve improvement goals and client satisfaction.

We work to get the triple sustainability: economic, social and environmental

Values

Sustainability

We ensure the long-term growth of the company without jeopardizing our resources or those of our collaborators.

Efficiency

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

Dialogue

The indispensable tool to achieve understanding with our stakeholders. This dialogue must be concrete, sincere, and kind, based on the ability to listen.

Commitment:

The honest fulfillment of agreed-upon commitments and agreements, generating trust with 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 mindset to improve the way things are done.

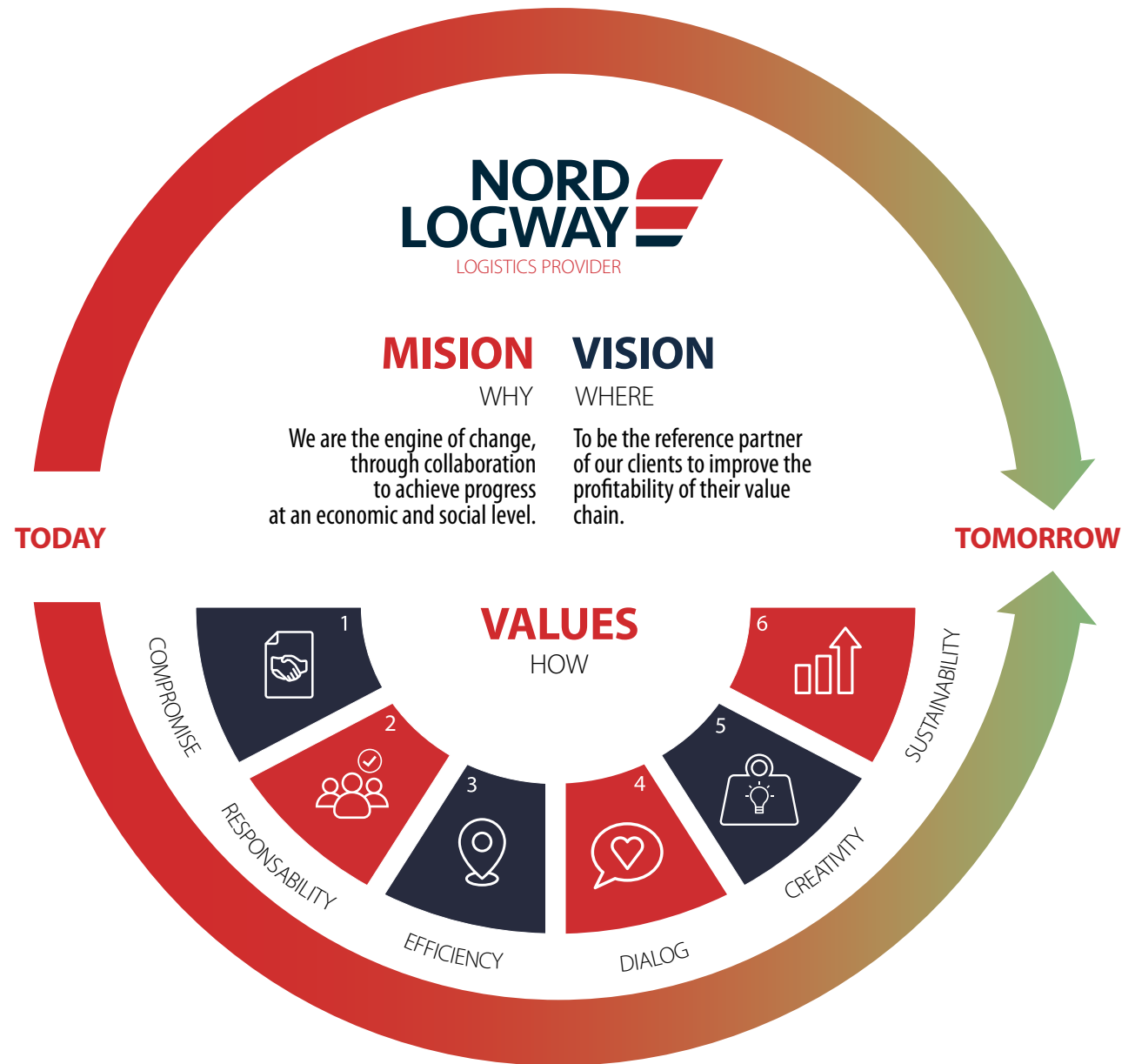
Responsibility

The commitment of our human team and collaborators to always do what is right, efficiently and with quality. We take responsibility for the development of the people who make up our team.



Our method

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



Small changes... **big impacts**

Integrated logistics services



LOGISTICS SERVICES

Management of all logistics for our clients or outsourcing all types of services associated with their activities: storage and inventory management, space rental, cross-docking, re-packaging, and campaigns, among others.



CHEMICAL PRODUCTS STORAGE (APQ)

Nordlogway has a **certified APQ warehouse** (flammables, oxidizers, and corrosives) and a **fleet of vehicles with ADR certification**. This allows us to offer a complete service to our clients, regardless of the nature of their goods. We possess the necessary certifications to transport and manage our clients' chemical products, **ensuring safety during storage, handling, and transportation**.



TRANSPORT

Transport service with the highest guarantees in security and reliability, both for national transport (mainland, Balearic Islands, and Canary Islands) and for **international transport**, by land and sea.

Pioneers and specialists in APQ logistics and the transportation of dangerous goods ADR (excluding class 1 and 7, explosive and radioactive materials).



REVERSE LOGISTICS

Customers entrust Nordlogway with the **management of returns**, the return of goods, merchandise, or materials to their final destination or wherever required. This process includes picking up the merchandise from its point of origin, verification, and reallocation to the requested location.

This service can be contracted independently or included as part of a comprehensive logistics service.

Return campaigns for retailers.



OUTSOURCING

Outsourcing services for part or all of the supply chain that allow clients to focus on their core business alongside an expert partner. Services include loading and unloading of containers, quality control, auxiliary operations, packaging, custom labeling, and palletizing, among other activities.



E-LOGISTICS

Specialized logistics services for e-commerce projects that encompass all processes, from receiving to warehousing, picking, packing, and more. We offer the possibility of integration with our clients' online stores, ensuring maximum security and technology through our highly innovative warehouses.

Nordlogway features an ERP system that allows management of warehouse entries and exits, as well as expedition scheduling, all from the client area of our webs.



We are specialists in the sectors



Food & beverage



Industrial



Chemical/Pharma



Perfumery



Large distribution



E-commerce



Life Science

Our warehouses

Nordlogway has over **40,000 m²** located in strategic points of the second and third ring of the Barcelona metropolitan area.

2023: 37,514

2022: 36,714

Total pallet capacity

2,18%

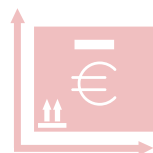


**WAREHOUSES
TECHNOLOGICAL
AND INSURANCE**



Nordlogway in figures

Economic activity



0.91 %

Maintenance of the
billing compared to
2022



61.91 %

Activity that
concentrate on our
logistics business vs
transport



+31.56 %

Increase of
international billing



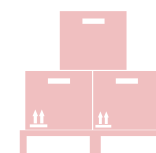
2.2 %

Increase in warehouse
capacity in pallets



5.05 %

Billing from new
clients as a percentage
of total billing



7.95 %

Increase in pallets
moved



9.01 %

Increase in
cross-selling
revenue



63.50 %

Loyal clients

Boosting logistics international

We are a reference international hub

24.83 %

Billing that comes from clients international

+31.56 %

Increase of billing international

5 reasons to choose Nordlogway

- 1** Global coverage with local knowledge
- 2** Technological innovation for smart logistics
- 3** Commitment to sustainability
- 4** Flexibility and scalability to grow with a leading logistics partner
- 5** Operational excellence and risk management

Highlights

We are news, we celebrate successes,
and we are present in the territory

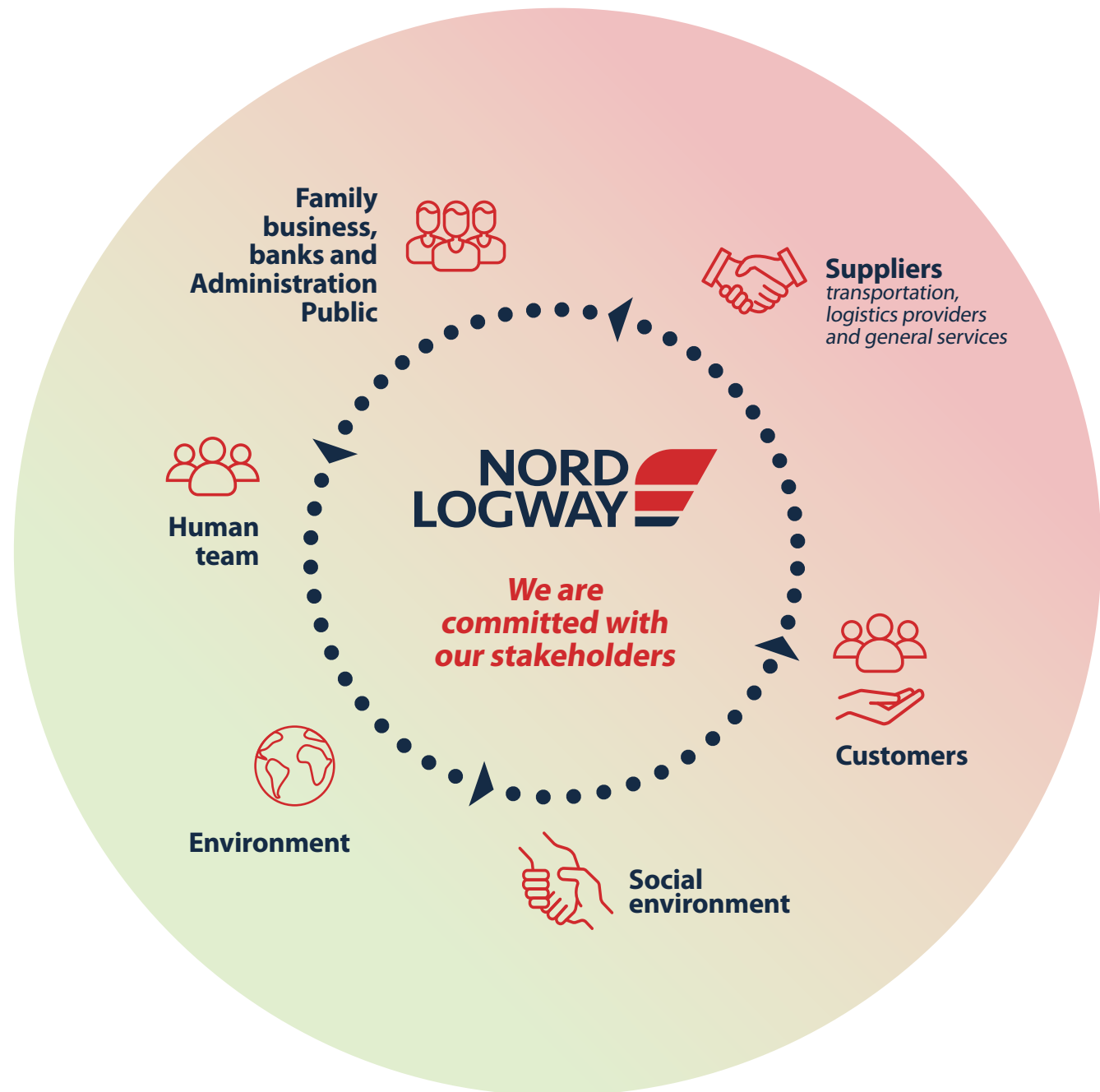


Small changes... **big impacts**

Our stakeholders

At Nordlogway, we are committed to developing strong and meaningful relationships with all our stakeholders.

Daily, we focus on listening carefully to their needs, concerns and suggestions, with the aim of continuously improving our services and contributing positively to society and the environment.



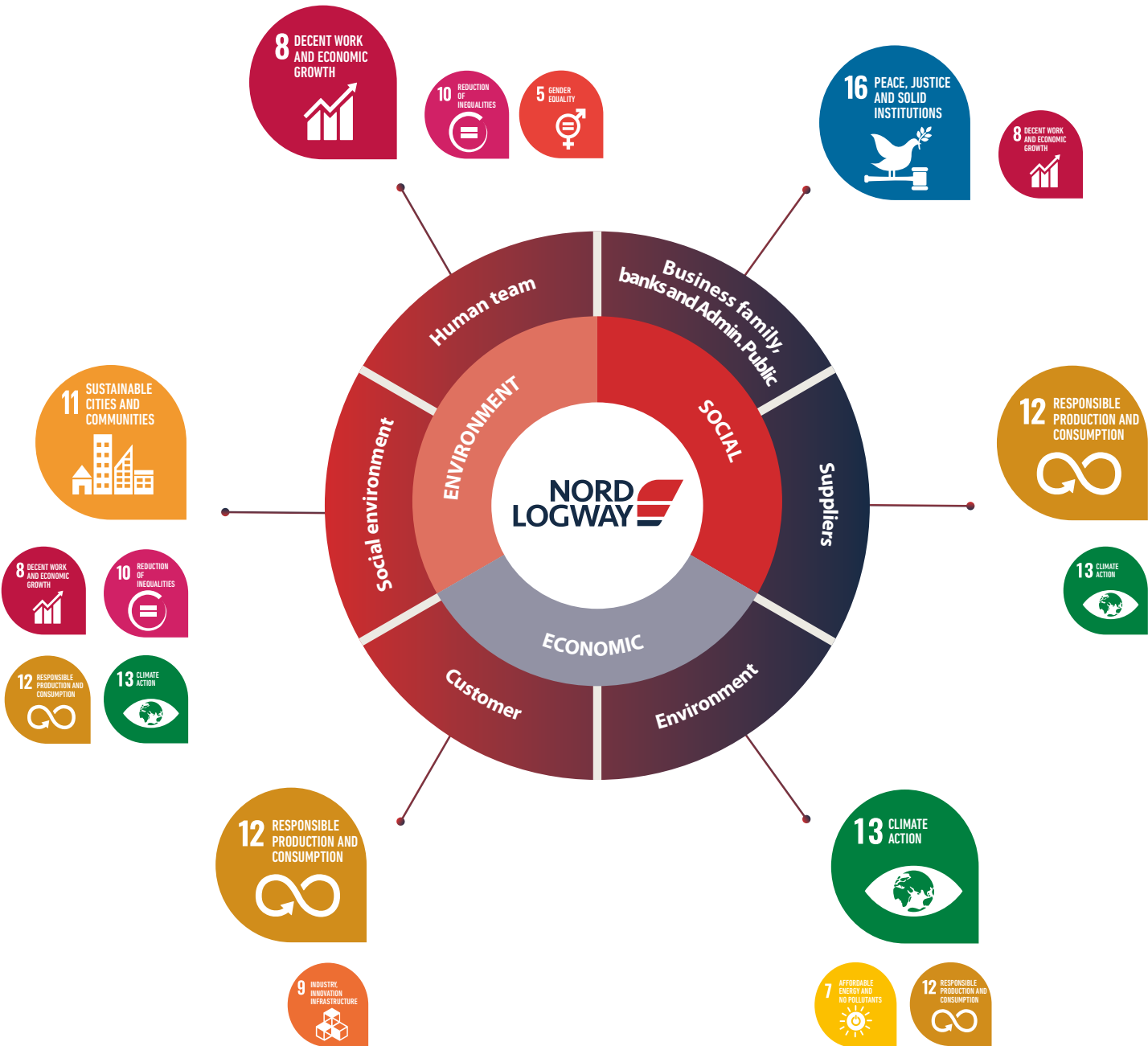
Our map sustainability

The Sustainable Development Goals (SDGs) of the United Nations that we have identified as most relevant to our business are closely aligned with our mission.

In these areas, Nordlogway has the capacity to act effectively and contribute significantly, generating real value.



Ecovadis has certified our commitment with sustainability with a SILVER ratio.



The challenges of Nordlogway for achieving the SDGs aligned with impact opportunities

Through thorough analysis, Nordlogway has identified the following impact opportunities where it can play a crucial role aligned with the objectives of Sustainable Development for to ensure that its impact is positive and lasting.

Our commitment is that every action brings us one step closer to achieving the SDGs

	Environment	1. Reduce pollution from our logistics operations. 2. Reduction of waste production. 3. Reduction of material consumption. 4. Renewable energies and self-consumption.	   
	Suppliers	1. Commitment to sustainable transportation.	 
	Human team	1. Diversity and inclusion, gender equality. 2. Hiring local workers. 3. Achieve a safe work environment.	  
	Customer	1. Customer satisfaction. 2. Quality.	 
	Social environment	1. Committed to the environment.	
	Business family, banks and Public Admin.	1. Transparent communication.	

Our challenges Environment

Challenges:

1. Reduce pollution in our logistics operations

2. Reduction of waste production
3. Reduction of consumption materials
4. Renewable energies and self-consumption

OBJECTIVE 2023:

Reduce the cost by 5% for pallet moved

- 4.67 %

reduction in
cost per
pallet moved
2023

*Scope 3 includes all indirect emissions that they occur in the value chain of a company.

At Nordlogway, we are committed to minimizing the impact of our logistics operations through the implementation of projects (best practices) focused on continuous improvement in environmental matters.

1 Reduce pollution in our logistics operations

In 2023, we launched a greenhouse gas (GHG) emission offset project: Nordlogway is reinforcing its commitment to environmental sustainability by being certified with the **ClimatePartner** seal as a collaborator in climate protection through our main transportation provider.

We certify that the emissions generated of 55,939 kg of CO2 equivalent have been offset in the Pacajá Forest Protection Project in Brazil.

CHALLENGES FOR 2024

1. Conduct the 2023 GEH Emissions Inventory of the organization including scopes 1 and 2 emissions.
2. Certify the inventory and join the Carbon Footprint Registration Program, compensation and carbon dioxide absorption projects MITECO.
3. Calculate the carbon footprint generated by our supply chain (scope 3*) which presents a significant challenge that requiring the development of innovative management projects at a technological solution.



How will we calculate the carbon footprint generated by our supply chain?

- Monitoring transportation providers that carry out shipments in the Catalonia region through VEOSAT software, which provides us with the necessary data, as well as route optimization, efficient fleet management, reduction of downtime, and proper load management.
- Implement technological solutions in our ERP to obtain the data reports from other suppliers.
- Providing resources for calculation scope 3 emissions specialized software, consulting, and training.

Our challenges Environment



Challenges:

1. Reduce pollution in our logistics operations
2. **Reduction of waste production**
3. Reduction of consumption materials
4. Renewable energies and self-consumption

OBJECTIVE 2023:
20% reduction in banal fraction.

-12.12 %
Reduction of the banal fraction
Variation 2023-2022

2 Reduction of waste production

In 2023, we remain committed to our policy of minimizing environmental impact, focusing our efforts on reducing waste production through various key initiatives.

1. Proper waste disposal

To promote recycling and reduce the fraction of waste that cannot be recycled, we have implemented selective collection points in all our centers.

2. Training and awareness of staff

We recognize that a fundamental part of waste reduction is ongonig education and staff awareness. In this regard, we have carried out the following actions:

- Instruction in good environmental practices.
- Review of waste management instruction
- Placing awareness labels

OBJECTIVE 2024:
Reduction of 8% in the collection of banal fraction.

	Variation 2023-2022
Wood	
Kg / no. pallets moved in thousands	-23.37 %
Shrinkable clean plastic	
Kg/no. pallets moved in thousands	55.51 %
Used Big Bag	
Kg / no. pallets moved client	-24.52 %
Paper and cardboard	
Kg / no. pallets moved in thousands	-19.22 %
Banal fraction	
Kg / no. pallets moved in thousands	-12.12 %



Small changes... big impacts

Our challenges Environment



Challenges:

- 1. Reduce pollution in our logistics operations
- 2. Reduction of waste production
- 3. Reduction of consumption materials**
- 4. Renewable energies and self-consumption

OBJECTIVE 2023:
15% reduction of paper consumption.

-30.51 %
 consumption
 reduction of paper
 Kg / no. pallets moved
 in thousands
Variation 2023-2022

3 Reduction of consumption materials

In 2023, we have taken actions to reduce and recycle paper usage:

- 1. Minimization of paper consumption in transport delivery notes:** We have implemented a digital routing system for our transportation agencies.
- 2. Installation of recycling bins:** to ensure proper recycling and subsequent valorization of paper, we have installed recycling bins in all our offices and warehouses.
- 3. Purchase of paper with an eco-label and 30% recycled retractable plastic.** This practice not only reduces the demand for new resources, but also promotes the use of recycled materials in our daily processes.

OBJECTIVE 2024:
Reduce shrink plastic consumption by 2%

	Variation 2023 -2022
Water consumption m³ / m² installations in thousands	-0.59 %
Shrink plastic consumption Kg / no. pallets moved in thousands	-22.39 %
Consumption of delivery note paper transport service Kg / no. shipments in thousands	-73.77 %
Paper consumption Kg / no. pallets moved in thousands	-30.51 %



Our challenges Environment



Challenges:

1. Reduce pollution in our logistics operations
2. Reduction of waste production
3. Reduction of consumption materials
- 4. Renewable energies and self-sufficiency**

OBJECTIVE 2023:
**Consumption reduction
electric by 10%.**

-10.80 %

KWh reduction
of energetic
consumption
2023

-17.37 %

consumption
reduction energy
KWh / pallets moved
in thousands
2023

4 Renewable energies and self-sufficiency

At Nordlogway, sustainability is a fundamental pillar of our business strategy. We are committed to reducing our environmental impact and building a greener future. In this regard, the adoption of solar energy represents a significant step in our journey towards sustainability.

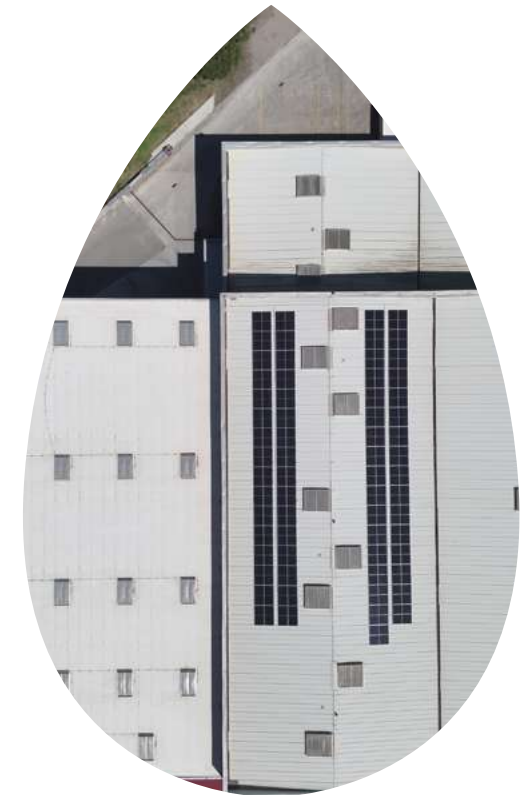
This 2023 we have installed 130 plate panels photovoltaic solar panels in our warehouses in Manlleu. This initiative has allowed us to take advantage of the energy clean and renewable from the sun to generate electricity sustainably and increase our self-consumption.

The installed power generates a total annual production average of 91,338.81 kWh, which represents 46.42% of the total annual consumption of the center.

CHALLENGES FOR 2024

1. Installation of solar panels in one of the warehouses in Santa Perpetua de la Mogoda.

OBJECTIVE 2024:
Reduction of electricity consumption in the Manlleu warehouse by 40 %.



Our challenges Suppliers

Challenges:

1. Commitment to transportation sustainable

OBJECTIVE 2023:

We want 65% of shipments made by suppliers adhered to our environmental policy and that they comply with our requirements such as the use of more fuel efficient vehicles fuel.

66.82 %

expeditions
made with
suppliers
attached
2023

At Nordlogway, sustainability is not limited to our internal operations, it extends throughout our supply chain. We are committed to working with suppliers who share our values and contribute to reducing the environmental impact of our logistics activities.

1 Commitment to transportation sustainable.

In 2023, Nordlogway has taken significant steps to advance its commitment to sustainable transport. To better understand the environmental practices of our suppliers, **we sent a questionnaire to all of them addressing various aspects related to the environment.** This questionnaire included questions about their environmental policies, waste management and sustainable transport practices.

Thanks to this initiative, we have gained a clearer insight into which suppliers have effective environmental management and which do not. With this information, we have decided to assign the majority of our shipments to those suppliers who have strong environmental management practices. This approach allows us to ensure that our transport operations are more sustainable and aligned with our environmental goals.

OBJECTIVE 2024:

We want 70% of shipments to be carried out by suppliers attached to our environmental policy and that they comply with our requirements such as the use of vehicles more efficient in fuel consumption.



Our challenges

Human team

Challenges:

1. Diversity and inclusion, equality of gender

2. Hiring of workers, territory
3. Achieve a safe work environment



At Nordlogway, sustainable logistics encompasses not only the environmental dimension but also economic and social aspects. In addition to reducing our environmental impact, we aim for the long-term viability of our logistics operations, considering economic and social factors such as equity, job security, and ethics.

1 Diversity and inclusion, equality of gender

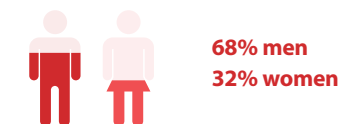
We believe that all workplaces must be free from harassment and discrimination based on age, race, religion, ethnicity, origin, gender, sexual orientation, gender identity, or disability.

At Nordlogway, diversity and inclusion are fundamental parts of our philosophy and business model, and they will remain so as we move forward. People are our priority.

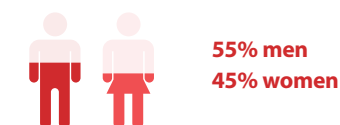
OBJECTIVE 2024:
Incorporate new measures to minimize legal risks: Code of ethics, policy of digital disconnection and channel implementation complaints.



STAFF BY GENDER



CHARGES OF LIABILITY



Our challenges

Human team

Challenges:

1. Diversity and inclusion, equality of gender
- 2. Hiring workers from the territory**
- 3. Achieve a safe work environment**



2 Hiring workers from the territory

With the dual aim of generating economic value in the region and reducing travel and its environmental impact, we strive to ensure that our employees come from the local area or neighboring regions. Having workers from the territory fosters a more natural and quicker integration into the team and a stronger identification of the professional with the company project.

3 Achieve a safe work environment

In 2023, Nordlogway has continued to implement actions that reinforce our commitment to the safety and well-being of our team:

- 1. Access policy for warehouses** to ensure the use of Personal Protective Equipment (PPE).
- 2. Awareness:** Staff is well-informed and trained in safety practices.
- 3. Renovation work** has been carried out to **adapt the warehouses to the highest safety requirements.**
- 4. 0 accidents with time off** in 2023.
- 5. Quarterly safety audits** by senior management to promote a culture of safety.



+18.18 %

hiring of workers from the territory
2023



Our challenges

Customer

Challenges:

1. Customer satisfaction
2. Quality

OBJECTIVE 2023:
30% reduction in logistics incidents regarding the total pallets moved (thousands).

-24.64%
 reduction of the incidents of logistics
 2023

Service quality indicators

	2023	2022	
Transport incidents with respect to the total of expeditions	0.21%	0.34%	-38 %
Logistics incidents with respect to the total of pallets moved (thousands)	0.53	0.70	-24.64 %

"Quality is not controlled, quality is done"

At Nordlogway, satisfaction and quality are the fundamental pillars of our relationship with our clients. We strive to provide impeccable service that exceeds their expectations and allows them to fully trust us as their strategic logistics partners.

1 Customer satisfaction

At Nordlogway, we understand that measuring customer satisfaction is essential for our ongoing success. It not only helps us maintain and improve our services but also benefits our customers by ensuring that their needs and expectations are consistently met.

In 2023, we had continued to work with the 5S method to enhance efficiency and quality, which we regularly audit to promote continuous improvement.

2 Quality

Quality is a priority for Nordlogway because we understand that it is the only way to remain present in the market. Monitoring it is essential through the evaluation of service levels provided and customer satisfaction. The results of internal and external audits are also crucial, always focused on the continuous improvement of our service.



8.68*

global index satisfaction
 2023

*Assessment from 0 to 10



Our challenges

Social environment

Challenges:

1. Committed to the environment



Our commitment goes beyond our economic and environmental activities. We want to contribute to a more sustainable world, which is why we allocate resources to entities that promote progress in our territory

1. Committed to the environment

In 2023, we continued collaborating with the same organizations in the area to contribute to the progress of our community. As a new initiative, we sponsored the inclusive football tournament 'Vila de Torelló'



Nordlogway contributed to the creation of Translog, an association of transportation and logistics companies in the Osona region. Its goals are to promote training in the sector, enhance visibility, and work to improve the competitiveness of these companies.



Nordlogway sources services from the Tac Osona Special Employment Center of the San Tomás Foundation. By doing so, it contributes to the labor inclusion of individuals with intellectual disabilities.



Thanks to the network of Promoting Organizations like Nordlogway S.L., the Impulsa Foundation can provide comprehensive support to young people facing socio-economic difficulties who want to pursue vocational training for a better future.



Our challenges

Family business, banks and Public Admin.

Challenges:

1. Transparent communication

OBJECTIVE 2023:
Grow 10% in followers
our LinkedIn page.

64.05 %

growth of
followers on
LinkedIn
2023

At Nordlogway, we are convinced that transparent communication is the foundation for a strong relationship between the business family and the rest of the company. By addressing challenges with transparency and collaboration, we can build a prosperous and sustainable future for everyone.

1 Transparent communication

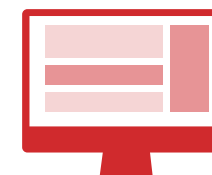
In reference to transparent communication, this 2023 we have initiated the following actions:

1. Review of management and controlling processes to facilitate the preparation of reports
2. Simplification of management reports
3. Open and transparent communication with our stakeholders through social media and our website

Regarding our website, and recognizing the need for continuous improvement, in 2023 we have started a website redesign project. The main objectives of this project are:

1. Enhance user experience
2. Optimize information accessibility
3. Integrate new functionalities
4. Modern design

OBJECTIVE 2024:
Implement a digital marketing strategy for internationalization.



20 2023 **27** 2022

Number of articles published on the website blog



7,535
9,509

Unique website visitors
2023 - 2022



125 2023 **120** 2022

Number of publications on the LinkedIn page



701 2023
426 2022

Number of new followers
on LinkedIn 2023 - 2022

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2023 SUSTAINABILITY REPORT



Report prepared in collaboration
with Thinqquery (www.thinqquery.com)

