

Customer Satisfaction Index July 2026



Key figures



46

**responses
in total**



77%

**Revenue
represented
by survey
responses**



70%

**Responses
from our
top 20
customers**

Average Overall Satisfaction



TRANSPORT & LOGISTICS **8,6***



LOGISTICS **9,6***

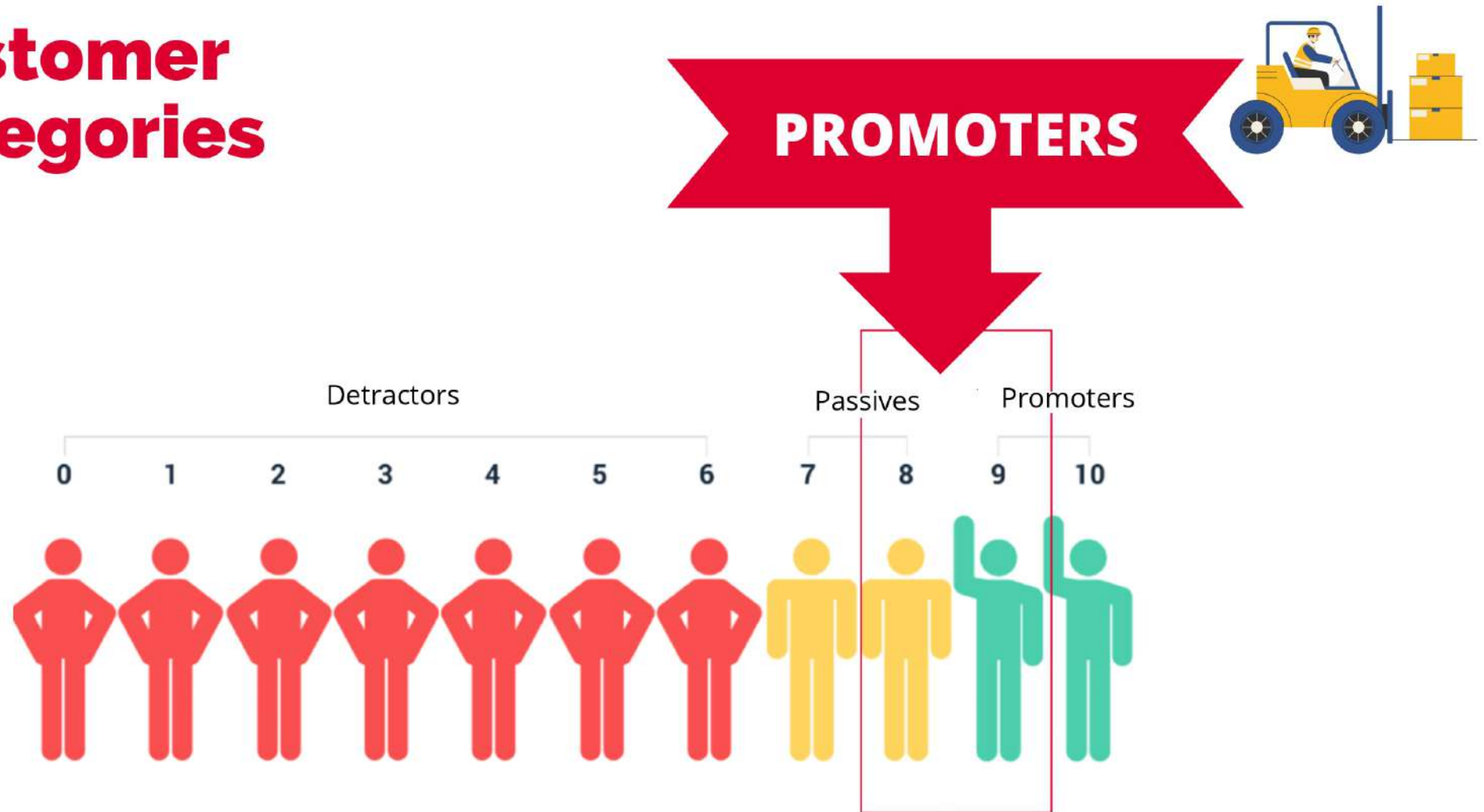


TRANSPORT **8,9***



*Score from 1 to 10

Customer categories



What our customers value most



**Personalised
service**

**Efficient
service**

Flexibility

Professionalism



100% would recommend us!





**Cross-
functional
actions**

**Environmental
actions**

4 types of actions

**Specific
actions**
logistics

**Specific
actions**
transport

The actions presented below are improvements planned and/or implemented by Norlogway.



Cross-functional actions

2025

✓	INDICATOR 90% completion of the Training Plan and an average of 16.68 training hours per person, 96% more than in 2024	ACTION COMPLETED We carried out the 2025 Training Plan to strengthen the team's technical and professional skills in areas such as risk prevention, sustainability, equality, compliance, and information security.
✓	ISO 27001 certification and NIS2 alignment	We implemented an Information Security Management System that strengthens data protection, threat prevention, and the security of IT integrations with clients' systems.
✓	100% of the workforce trained in information security	We developed awareness campaigns, attack simulations, and specific training to improve our ability to prevent and respond to possible cybersecurity threats.
✓	EcoVadis Medal	Nordlogway has begun the EcoVadis reassessment process with the goal of achieving a score of 70 out of 100, which would represent an increase of 12 points compared with the 2022 assessment.

Cross-functional actions

2025



INDICATOR

1 specialist in data and digital transformation joined the team

ACTION COMPLETED

We have begun developing business intelligence and artificial intelligence capabilities by bringing in a specialist profile who will lead the transformation of data into useful information for decision-making.



19 blog articles, 120 LinkedIn posts, 9,014 unique website visitors, and 2,710 LinkedIn followers

We have strengthened communication and transparency with customers by expanding informational content, digital contact channels, and SEO and SEM positioning actions.



0 lost-time workplace accidents and 3.20 hours of occupational risk prevention training per person

We have reinforced our preventive culture through training, drills, renewal of emergency plans, and awareness-raising on health and psychosocial risks.



69.2% of the actions in the 2025-2027 Sustainability Plan achieved

We have advanced the implementation of our ESG policy, especially in the areas of training, safety, renewable energy, carbon footprint, governance, and collaboration with the local community.

Environmental actions

2025



INDICATOR

Total carbon footprint of 2,524.11 tCO₂e

ACTION COMPLETED

We have expanded carbon footprint calculation to Scopes 1, 2, and 3, identifying the main impact areas linked to facilities, the fleet, transport providers, and the rest of the value chain.



Scope 1: 60.55 tCO₂e; Scope 2: 40.21 tCO₂e; Scope 3: 2,423.35 tCO₂e

We have implemented a system to collect and monitor data on fuel, electricity, transport, and contracted services in order to define future reduction targets.



96,533 kg of CO₂e offset, equivalent to 96.53 tonnes

We have offset part of the emissions through a solar energy climate project located in Guttigoli, India.

Environmental actions

2025



INDICATOR

Electricity with certified renewable origin guarantee

ACTION COMPLETED

We have advanced the energy transition by procuring electricity from certified renewable sources.



Overall reduction in energy consumption of 2.31% compared with 2024

We have strengthened consumption monitoring and applied operational and technological improvements in the facilities to reduce the energy intensity of logistics operations.



116 kWp of installed photovoltaic capacity: 80 kWp in Manlleu and 36 kWp in Santa Perpètua

We have consolidated solar self-consumption at the logistics centres in Manlleu and Santa Perpètua de Mogoda.

Environmental actions

2025



INDICATOR

106.14 tonnes of waste managed and 98% recycled or recovered, excluding the ordinary fraction

ACTION COMPLETED

We have reinforced source segregation, traceability, and waste management through authorised waste handlers at the different logistics centres.



Plastic film with 90% recycled content

We have incorporated environmental criteria into packaging procurement, reducing the use of plastic derived from virgin raw materials.



Use of reusable CHEP pallets

We have promoted a circular system for collecting, checking, repairing, and reusing pallets, extending their useful life and reducing the manufacture of new supports.



Paper with EU Ecolabel and PEFC certification

We have prioritised the purchase of paper and consumables with recognised environmental certifications.

Specific actions logistics

2025



INDICATOR

45,516 pallet locations, 5.46% more than in 2024, and 36,464 m² of logistics space

ACTION COMPLETED

We have expanded and adapted the capacity of the logistics centres to respond to customers' new needs for space, volume, and specialisation.



10.59% increase in pallets moved compared with 2024

We have absorbed the increase in activity while maintaining service continuity, operational capacity, and responsiveness to customer needs.



Specialised centres for food products, animal feed, industrial products, and APQ chemical products

We have maintained specialised and equipped facilities to adapt storage, handling, traceability, and safety to the characteristics of each type of goods.

Specific actions logistics

2025



INDICATOR

0.91% logistics incidents, 7.19% less than in 2024

ACTION COMPLETED

We have strengthened incident monitoring, root-cause analysis, and corrective actions, improving the reliability of logistics operations.



Deployment of portable printers in warehouses

We have introduced on-demand label printing at the point of use, avoiding trips, unnecessary printing, reprints, and the use of A4 sheets when only a small label is needed.



100% of warehouses with waste segregation

We have reinforced the separation of paper, cardboard, plastic, wood, hazardous waste, and other fractions across the different operational centres.

Specific actions transport

2025



INDICATOR

0.23% transport incidents

ACTION COMPLETED

We have kept the transport incident rate at a low level and strengthened monitoring, root-cause analysis, and corrective actions to improve delivery reliability.



8.5% reduction in indirect emissions linked to transport providers

We have incorporated environmental criteria into the selection and management of transport providers, prioritising lower-emission solutions.



Prioritisation of providers with Euro V, Euro VI, or higher fleets

We have increased the share of services carried out with vehicles that meet stricter emission standards.

Specific actions transport

2025



INDICATOR

**Expansion of electric vehicles
among partner agencies and
subcontractors**

ACTION COMPLETED

We have worked with providers to progressively expand low-emission fleets and charging infrastructure.



**Last-mile services with hybrid
and electric vehicles**

We have implemented low-emission distribution solutions for the final kilometres of certain deliveries.

Thank you!

Thank you for your time and trust. Your opinion is key to keep improving and to be able to give you the best service.
If you have any doubts or comments, we are here to listen.