

# Sustainable logistics for the future

SUSTAINABILITY REPORT 2024

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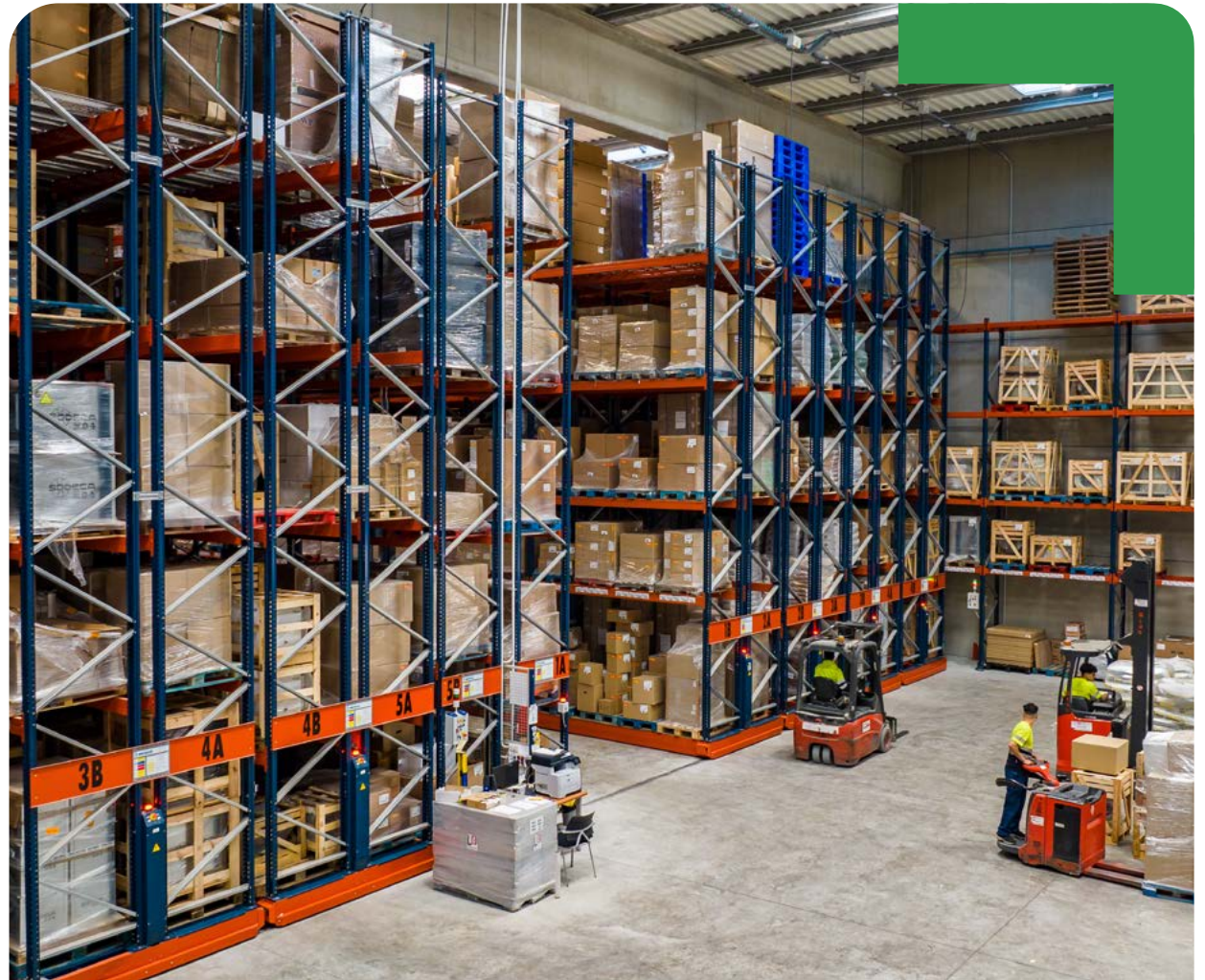
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## President's message

# Francesc Llorens



**"We are the logistics partner that drives our clients' growth and sustainability."**

Dear clients and partners,

The year 2024 has been a key milestone in consolidating our purpose as a logistics company driven by value, innovation, and sustainability. In a constantly changing environment, we have strengthened our commitment to sustainable, resilient, and diversified growth.

With a forward-looking vision, we have defined our **2025–2027 Strategic Plan**, which establishes four lines of action: sustainable growth, service excellence, operational efficiency, and a motivating and cohesive corporate culture.

We have launched new activities such as in-house operations, e-commerce, and marketplace services with strategic clients. These initiatives have enabled us to diversify our portfolio, reduce sectoral dependence, and create new business opportunities. This evolution positions us more strongly to face future challenges and reinforces our operational solidity.

**The expansion of our client portfolio to include international customers** reflects our ambition to grow beyond our borders, open new markets, and balance risks. At the same time, we remain focused on what has always been our core value: the client. Thanks to the team's dedication, our services achieved an average rating of 9 out of 10 in our annual customer satisfaction survey.

Efficiency has also been a key driver. We are transforming data into strategic decisions, optimizing costs and processes, and gaining agility and control. **We have also begun the ISO 27001 certification process**, ensuring information security and strengthening trust with our clients, by integrating our technological systems with theirs.

Our commitment to sustainability remains unwavering. We have promoted carbon footprint reduction projects both in our operations and those of our suppliers, particularly in the transport sector. At the same time, we reaffirm our commitment to the local community, actively collaborating with social organizations, local economic development initiatives, and associations to which we contribute resources and direct participation.

I would like to thank the entire Nordlogway team for being part of this exciting project. We continue to work with determination to build a responsible, innovative, and personalized logistics model.

Sincerely,

A handwritten signature in blue ink, appearing to be 'F. Llorens'.

Francesc Llorens  
Presidente

# About the company

## We are a 3PL logistics provider

Nordlogway is a **third-party logistics (3PL) provider** with over 70 years of experience, operating warehouses in the province of Barcelona and offering clients outsourced supply chain management services. Its advanced IT integration enables Nordlogway to provide clients with comprehensive logistics solutions.

Located in Osona (next to the C-25) and Vallès (next to the AP-7), its warehouses are strategically connected to the main transport routes leading to France, the rest of the Iberian Peninsula, and the Port and Airport of Barcelona. In addition, Nordlogway has sector-specialized logistics facilities, a qualified and experienced team, and a reliable network of collaborators.

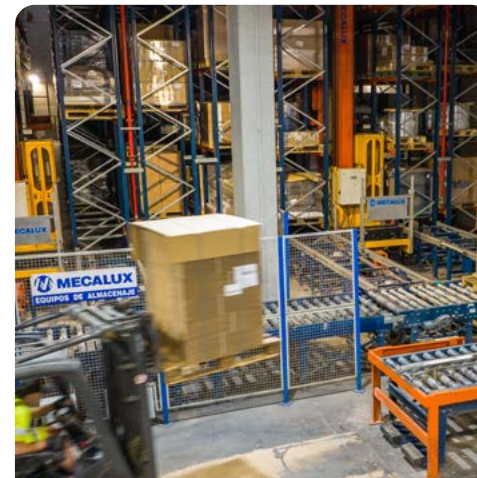
The logistics warehouses are equipped with the latest technology, ensuring maximum security for goods and operations.

**Nordlogway represents a strategic growth solution for its local clients**, helping them focus on production and sales while freeing up space to increase their productive capacity and sustainability.

At the same time, **it operates as a logistics hub for the distribution and storage of products manufactured abroad**, offering a reliable and sustainable partner for companies seeking to optimize their international logistics.

### Certifications and registrations held by Nordlogway:

- 1. Integrated Quality and Environmental Management System** certified by Bureau Veritas, based on the standards **UNE EN ISO 9001:2015** (Quality Management) and **UNE EN ISO 14001:2015** (Environmental Management).
- 2. RSIPAC and RGSEA** (Sanitary Register of Food Industries and Products of Catalonia) for the storage and distribution of food and consumer goods.
- 3. SILUM** Register for the storage of raw materials and products intended for animal feed, including the storage and distribution of compound feed.
- 4. APQ Certification.** Warehouse registered in the Industrial Safety Technical Facilities Register of Catalonia (**RITSIC**) under ITC MIE APQ 10, complying with the safety regulations established for the storage of hazardous chemical products.



ISO 9001

BUREAU VERITAS  
Certification



ISO 14001

BUREAU VERITAS  
Certification



## Purpose

*We drive progress by connecting the market with innovative, efficient and sustainable logistics solutions. We are the strategic partner that optimizes supply chains, creating economic value and social well-being through collaboration, technology and environmental responsibility.*

## Vision

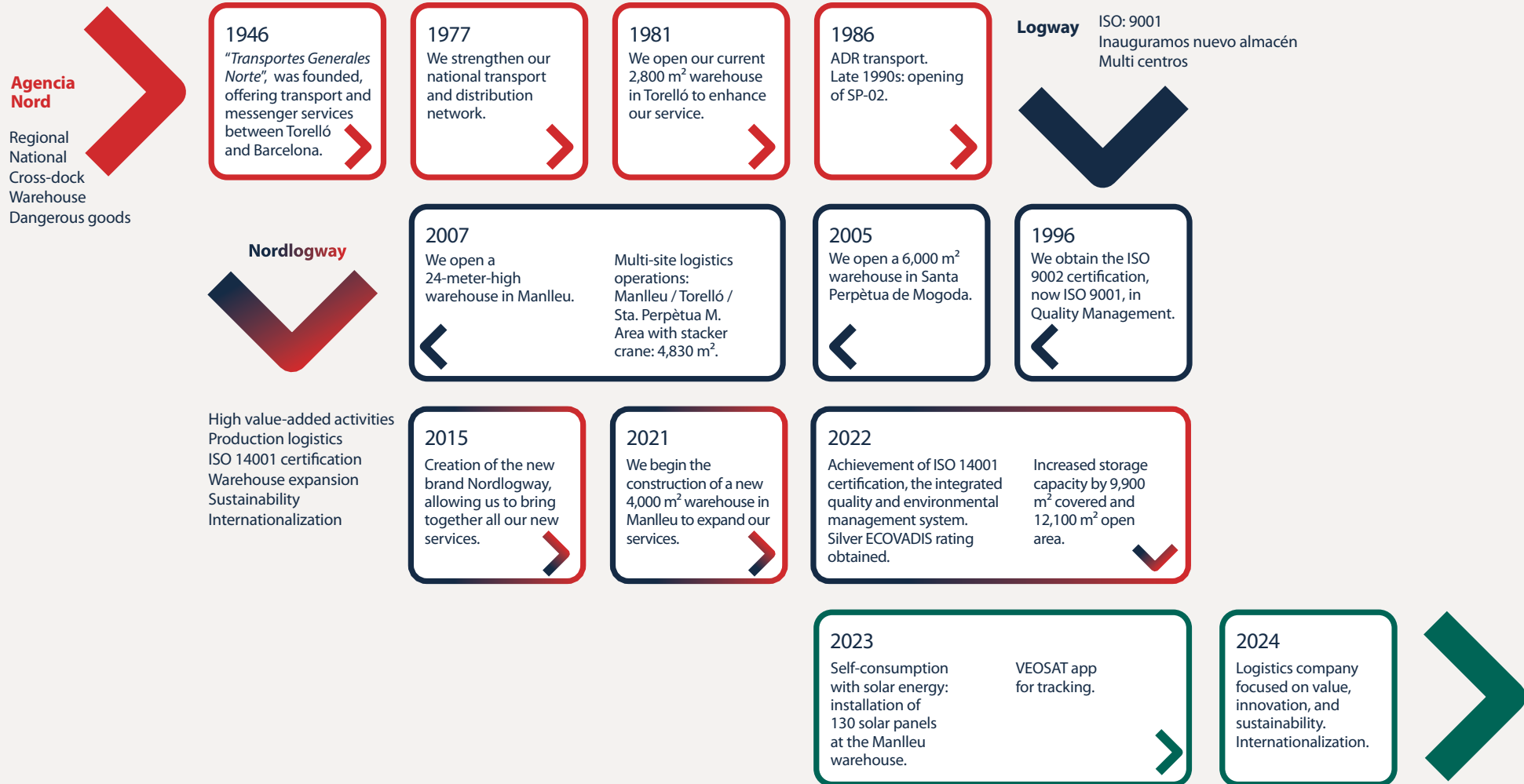
*To lead the logistics sector through innovation, sustainability and operational excellence, contributing to responsible and long-term growth.*

## Values

**Commitment**  
**Creativity**  
**Responsibility**  
**Dialogue**  
**Efficiency**  
**Sustainability**

# Our journey

Global supply chain management



# Comprehensive logistics services



## Logistics

Management of all our clients' logistics or the outsourcing of any type of service related to their logistics activities.

Nordlogway has several specialized and certified warehouses for food, industrial, chemical, and other products. In all warehouses, the safety of clients' goods is guaranteed throughout storage, handling, and transport.

- √ Product storage  
(Food goods, RSIPAC)  
(Animal feed, SILUM)  
(Industrial products)
- √ Almacenamiento APQ  
(Producto químico)
- √ Picking
- √ Cross-docking
- √ Logística inversa



## Transport

Transport service with the highest standards of safety and reliability, both in national transport (mainland Spain, Balearic and Canary Islands) and international, by land and sea.

Pioneers and specialists in the transport of dangerous goods (ADR), except for Class 1 and 7 materials (explosives and radioactive substances).

- √ FTL and LTL loads (full and partial)
- √ ADR transport
- √ Groupage
- √ Distribution
- √ Reverse logistics in transport



## E-commerce

Specialized logistics services for e-commerce projects, covering all processes from receiving, warehousing, picking, and packaging to final delivery.

We offer the possibility of integration with your online store, ensuring maximum security and advanced technology through our highly innovative warehouses.

Our ERP system allows clients to manage inbound and outbound warehouse operations and schedule shipments directly from the client area on our website.



## We are specialists in the sectors



Food



Industrial



Chemical



Perfumery



Mass distribution



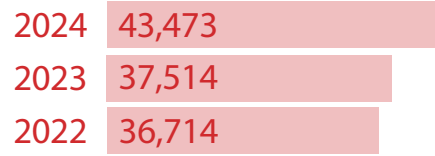
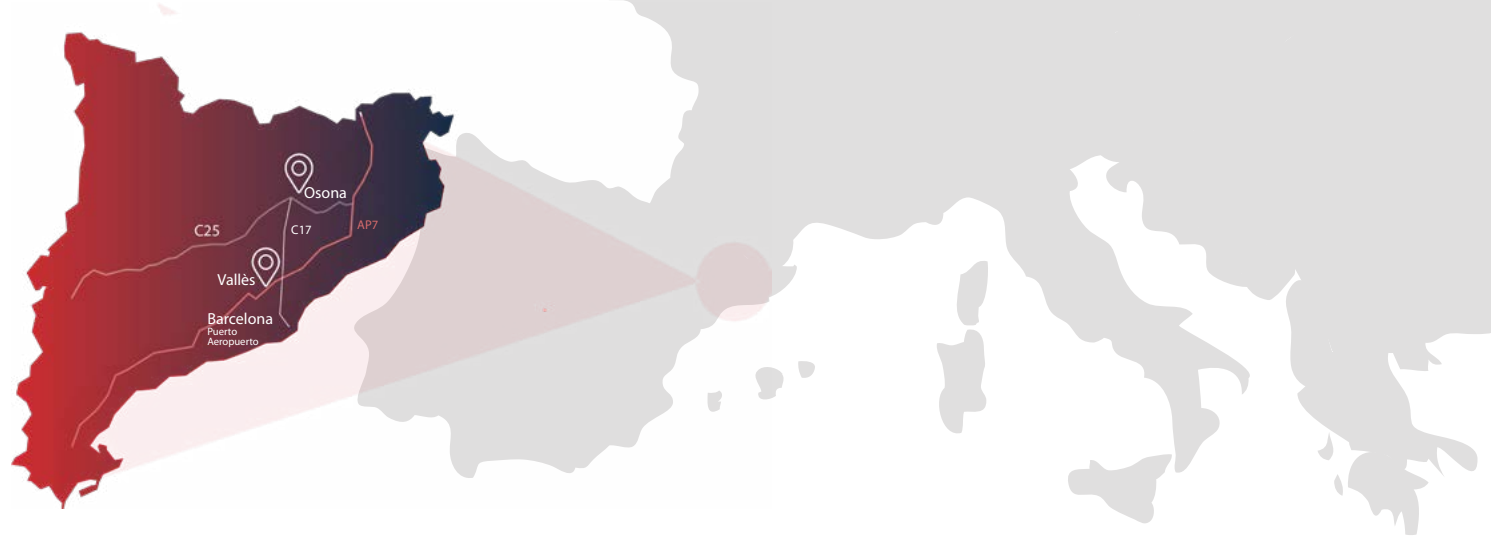
E-commerce



Life Science

# Our warehouses

Nordlogway has over **30,000 m<sup>2</sup>** of **warehouse space** and a **capacity of 35,000 pallets** strategically located along the second and third rings of the Barcelona metropolitan area.



Total pallet capacity

**+15.88 %**  
Increase compared to 2023



**SPECIALIZED, AUTOMATED, AND SECURE WAREHOUSES**



Registro RSIPAC / RGS



# Nordlogway in figures



**+15.88%**

Increase in warehouse capacity (pallets) compared to 2023



**+0.71%**

Increase in pallets handled compared to 2023



**60%**

Activity concentrated in our logistics business vs. transport



**-4.89%**

Reduction in energy consumption (kWh/pallets handled, in thousands) at headquarters compared to 2023



**-4.28%**

Reduction in total energy consumption (kWh) at headquarters compared to 2023



**80%**

Customer loyalty rate

Indicadores de fidelización



**3,19%**

Revenue from new clients as a percentage of total revenue

Indicadores de negocio



**+19.77%**

Increase in total revenue compared to 2023



**+10%**

Increase in cross-selling revenue

Indicadores de Medio Ambiente

Indicadores de internacionalización



**+23.39%**

Increase in revenue from international clients compared to 2023

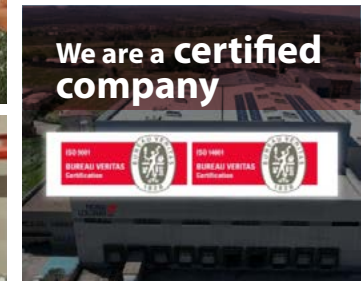
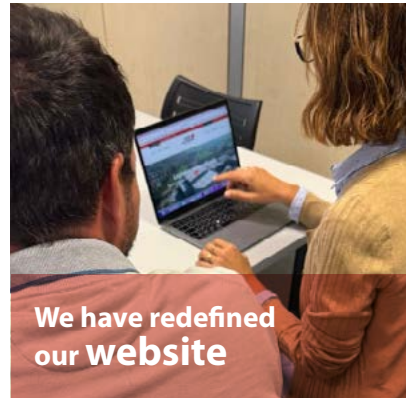
**8.66\***

Global satisfaction index 2024

\*Rated from 0 to 10

# Highlights of the year

We make news, celebrate our achievements, and remain active throughout the region.



# Sustainability at Nordlogway

At Nordlogway, we understand **sustainability as a firm commitment to balancing economic development, environmental responsibility, and social cohesion**. We believe that only through this integrated approach can we build the logistics of the future: competitive, efficient, and committed to its environment.

Since 2021, we have worked to place sustainability at the heart of our business strategy. This vision allows us to anticipate risks, identify opportunities, and generate shared value for all stakeholders.

The year 2024 has been a key milestone for our organization, with strategic progress and significant improvements in sustainability. For this reason, we have **redefined our Sustainability Strategy for the 2025–2027 period**, based on three core pillars.



## Environmental pillar

We take **responsibility for minimizing our environmental impact**. We promote efficient resource management, emission reduction, and the adoption of more sustainable and environmentally friendly logistics solutions.

## Social pillar

We place **people at the center of our activity**. We foster a safe, inclusive, and motivating work environment while maintaining close ties with the community. We aim to actively contribute to social well-being and the development of the areas where we operate.

## Economic pillar

We promote **responsible, transparent, and resilient growth**, focused on operational efficiency, innovation, and long-term value creation. Economic sustainability is essential to ensuring the viability of our business project and its positive impact on the region.

# Our sustainability map



The pillars of our **sustainability strategy are aligned with the Sustainable Development Goals (SDGs)** most relevant to our activity, as well as with the expectations of the various groups with which we interact.

## Our stakeholders

- Human team
- Clients
- Suppliers
- Environmental environment
- Social environment
- Business family, financial institutions, and public administrations

We have developed a **sustainability map** that links our three areas of action (economic, social, and environmental) with the **most relevant SDG** for our activity and with the stakeholder groups that form our ecosystem.



# Review of 2024 challenges

## Environment



*At Nordlogway, we work to reduce our environmental impact through efficient resource management, lower emissions, and the promotion of sustainable logistics solutions.*

### Challenges:

1. Reduce pollution from our logistics operations
2. Reduce waste generation
3. Reduce material consumption
4. Promote renewable energy and self-consumption

### 1. Reduce pollution from our logistics operations

In 2024, we renewed our greenhouse gas (GHG) emissions offset project with the ClimatePartner certification, as part of our ongoing commitment to climate protection.

We certify that emissions equivalent to 48,381 kg of CO<sub>2</sub> have been offset through the forest protection project in Pacajá, Brazil.

### Actions carried out in 2024:

To gain a detailed understanding of our environmental impact and, consequently, complete the company's GHG emissions inventory in 2025, one of our strategic objectives, we implemented the following actions:

1. **Monitored our dedicated fleet** handling transport operations, increasing from 14 vehicles in 2023 to 23 in 2024.
2. **Invested in technological upgrades to our ERP system** to establish an agile data reporting process.
3. Launched **training and support programs** focused on corporate sustainability.
4. **Moved toward more sustainable transport.** 70% of shipments carried out by our dedicated fleet comply with our environmental policy and meet established sustainability requirements.
5. Suppliers committed to our environmental policy operate fleets with Euro V and VI engines, which are more efficient in terms of safety, ergonomics, aerodynamics, noise, fuel consumption, and greenhouse gas emissions.



# 48,381 Kg CO<sub>2</sub>

reduced, removed, or avoided

# 70%

of shipments carried out by suppliers adhering to our environmental policy

# Review of 2024 challenges

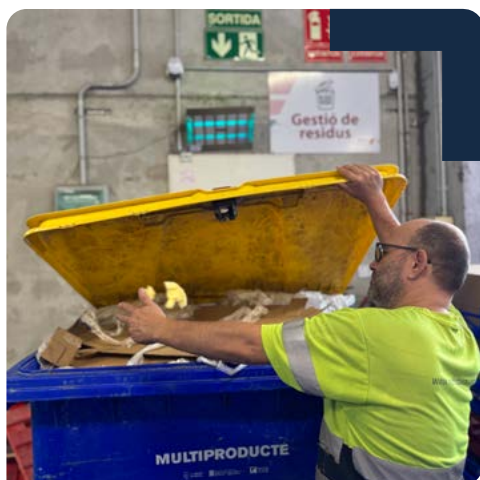
## Environment



At Nordlogway, we work to reduce our environmental impact through efficient resource management, lower emissions, and the promotion of sustainable logistics solutions.

### Challenges:

1. Reduce pollution from our logistics operations
- 2. Reduce waste generation**
3. Reduce material consumption
4. Promote renewable energy and self-consumption



### 2. Reduce waste generation

We continuously work to minimize waste generation across all our operations. In 2024, the total amount of **waste recycled reached 21.84 tons, representing a 10% increase** compared to 2023.

	Variation 2024 -2023
<b>Wood</b> kg / pallets handled (in thousands)	-15.04 %
<b>Clean stretch plastic</b> kg / pallets handled (in thousands)	+17.19 %
<b>Used Big Bag</b> kg / pallets handled per client	+18.70 %
<b>Paper and cardboard</b> kg / pallets handled (in thousands)	-31.49 %
<b>General waste</b> kg / pallets handled (in thousands)	-16.96 %

### Actions carried out in 2024:

In 2024, we maintained our **commitment to minimizing waste generation** through the following actions:

1. Nordlogway has **waste management contracts with authorized handlers**, formalized for each type of waste generated.
2. We conduct **data monitoring** through manager reports and internal records.
3. All facilities have strengthened **collection points** to ensure proper segregation of recyclable waste such as cardboard, paper, wood, and plastic.
4. We have established **quantifiable objectives** aimed at reducing, recycling, and minimizing waste generation.

**-15.04%**

reduction in wood waste  
Variation 2024-2023

**-31.5%**

reduction in paper and cardboard waste  
Variation 2024-2023

**+10%**

increase in recycled waste  
Variation 2024-2023

# Review of 2024 challenges

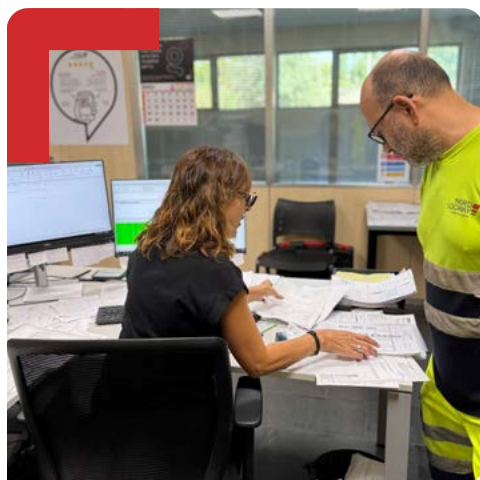
## Environment



At Nordlogway, we work to reduce our environmental impact through efficient resource management, lower emissions, and the promotion of sustainable logistics solutions.

### Challenges:

1. Reduce pollution from our logistics operations
2. Reduce waste generation
- 3. Reduce material consumption**
4. Promote renewable energy and self-consumption



### 3. Reduce material consumption

In 2024, we recorded an increase in the consumption of materials related to the needs and operations of our clients.

With a view to 2025, we have launched an action plan aimed at ensuring that these materials come from recycled and sustainable sources. Our goal is to move towards a circular economy model that promotes reuse, minimizes waste, and optimizes the use of resources throughout the value chain.

	Variation 2024 -2023
<b>Water consumption</b> (kg / pallets handled in thousands)	-0.59 %
<b>Stretch plastic consumption</b> (kg / pallets handled in thousands)	-22.39 %
<b>Paper consumption for transport documentation</b> (kg / shipments in thousands)	+48.89 %
<b>Paper consumption</b> (kg / pallets handled in thousands)	-38.9 %

# -38.9%

Reduction in paper consumption  
in offices and warehouses  
*Variation 2024-2023*

# Review of 2024 challenges

## Environment



At Nordlogway, we work to reduce our environmental impact through efficient resource management, lower emissions, and the promotion of sustainable logistics solutions.

### Challenges:

1. Reduce pollution from our logistics operations
2. Reduce waste generation
3. Reduce material consumption
4. **Promote renewable energy and self-consumption**



### 4. Renewable energy and self-consumption

We continue advancing toward a cleaner, more efficient energy model, based on the promotion of renewable energy and self-consumption.

In 2024, we achieved a **reduction of 52,090 kWh in total electricity consumption at our headquarters**, thanks to the installation of solar photovoltaic energy. This progress represents not only a significant energy saving, but also a firm step toward the transition to renewable energy sources, fully aligned with our sustainability policy and the United Nations Sustainable Development Goals (SDGs).

### Actions carried out in 2024:

1. We strengthened our commitment to a more sustainable future by **increasing energy self-consumption** through renewable sources.
2. The **photovoltaic installation completed in 2023** at our headquarters has begun to **meet the planned energy consumption reduction targets**.
3. We **launched a project for the installation of solar panels** at our warehouses in **Santa Perpètua**, further reinforcing our transition strategy toward a cleaner and more efficient energy model.

**-40 %**

Reduction in energy consumption (kWh / pallets handled in thousands) at headquarters

**496**

Equivalent to 496 trees planted



# Review of 2024 challenges

## Social



At Nordlogway, we place people at the center, promoting a safe, inclusive, and motivating work environment, while strengthening our connection with the community and contributing to social well-being and local development.

### Challenges:

1. Diversity and inclusion, gender equality
2. Hiring local workers
3. Ensuring a safe work environment
4. Commitment to the community



### 1. Diversity and inclusion, gender equality

Embracing diversity, inclusion, and gender equality is a core principle of our responsible management model. We firmly believe that all workplaces must be safe environments, free from any form of harassment or discrimination, whether based on age, origin, race, religion, gender, sexual orientation, gender identity, or disability.

Our corporate **culture places people at the center**, fostering equal opportunities and respect for individuality as drivers of innovation and collective growth.

### Actions carried out in 2024:

1. **Code of ethics:** We developed our first Code of Ethics as a reference framework for conduct and decision-making within the organization. Its communication and internal rollout will take place in the next phase.
2. **Training in mental health and prevention of psychosocial risks:** We launched awareness programs focused on preventing harassment and promoting safe and respectful work environments.
3. **Promotion of healthy lifestyle habits:** We encouraged sports activities by subsidizing employee participation in local races and events as part of our commitment to overall health and well-being.

#### WORKFORCE BY GENDER



34.5% women  
65.5% men  
2024

#### MANAGEMENT POSITIONS



50% women  
50% men  
2024

39  
average age  
2024

21.8  
Average years  
of service  
2024

8.51  
training hours  
per person  
2024

# Review of 2024 challenges

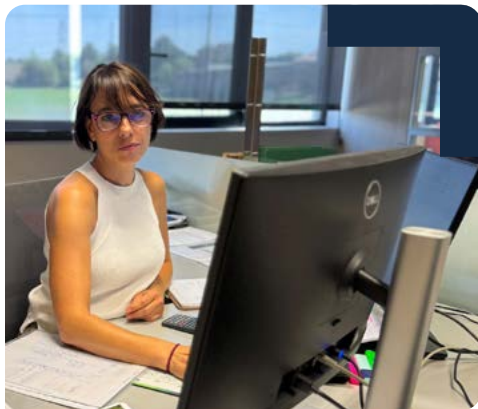
## Social



*At Nordlogway, we place people at the center, promoting a safe, inclusive, and motivating work environment, while strengthening our connection with the community and contributing to social well-being and local development.*

### Challenges:

1. Diversity and inclusion, gender equality
- 2. Hiring local workers**
3. Ensuring a safe work environment
4. Commitment to the community



### 2. Hiring local workers

We believe in **creating shared value with our local environment**. For this reason, our priority is the **hiring of professionals from nearby areas**, an action that strengthens the local socioeconomic fabric and helps build stronger ties with the community.

This commitment is reflected in our data: **80% of our workforce comes from the local area**. This percentage highlights our commitment to local job creation and the active retention of local talent.



**80%** of employees are hired from the local areas where our warehouses are located  
*2024*

# Review of 2024 challenges

## Social



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### Challenges:

1. Diversity and inclusion, gender equality
2. Hiring local workers
- 3. Ensuring a safe work environment**
4. Commitment to the community



### 3. Ensuring a safe work environment

**Workplace safety is a fundamental pillar of our management approach.**

A safe working environment not only protects the health of our employees but also strengthens trust, commitment, and well-being throughout the organization. For this reason, **we promote prevention as the core of our occupational safety strategy.**

This is achieved by ensuring strict compliance with current regulations, developing continuous training programs, and fostering a shared culture of prevention.

Our main objective is to ensure that every person can carry out their work under optimal conditions, minimizing risks and promoting a healthy, safe, and sustainable workplace over time.

### Actions carried out in 2024:

In 2024, we continued to promote initiatives that reinforce our commitment to the safety and well-being of the entire team. Key actions include:

1. **Warehouse access policy** ensuring the mandatory use of Personal Protective Equipment (PPE).
2. **Awareness and staff training programs** on good occupational safety practices.
3. **Warehouse improvement works** to meet the highest safety standards.
4. **Zero workplace accidents** with lost time recorded in 2024.
5. **Quarterly safety audits** carried out by senior management, promoting a preventive culture across the organization.
6. **Comprehensive renewal of emergency plans** in all facilities.
7. **Practical fire prevention and response training**, including evacuation drills.

# Review of 2024 challenges

## Social



At Nordlogway, we place people at the center, promoting a safe, inclusive, and motivating work environment, while strengthening our connection with the community and contributing to social well-being and local development.

### Challenges:

1. Diversity and inclusion, gender equality
2. Hiring local workers
3. Ensuring a safe work environment
4. **Commitment to the community**



### 4. Commitment to the community

We understand that our growth must go hand in hand with the progress of the communities in which we operate. For this reason, throughout 2024, we have maintained **ongoing collaboration with various local stakeholders**, including local governments, associations, business lobbies, and social organizations.

This constant interaction aims to actively contribute to local development and generate a positive impact that goes beyond our logistics activity.



Nordlogway contributed to the creation of Translog, an association of transport and logistics companies in the Osona region. Its goal is to promote training within the sector, increase visibility, and improve the competitiveness of local companies.



Nordlogway works with Tac Osona, the Special Employment Center of the San Tomàs Foundation, helping to promote the employment inclusion of people with intellectual disabilities.



As part of the network of supporting organizations, Nordlogway collaborates with the Impulsa Foundation, which provides comprehensive guidance to young people facing socioeconomic difficulties, helping them access vocational training and build a better future.

# Review of 2024 challenges

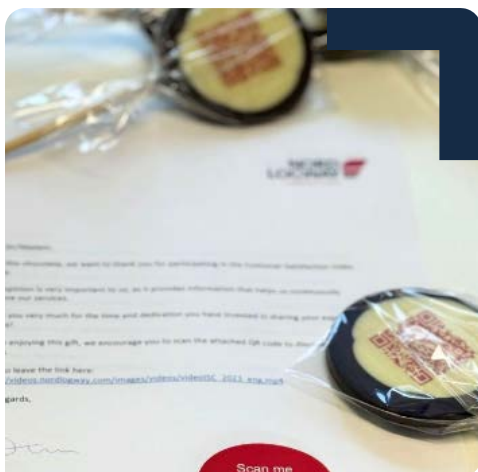
## Economic



At Nordlogway, we promote responsible and sustainable growth based on efficiency, innovation, and long-term value creation, ensuring the viability of our projects and their positive impact on the territory.

### Challenges:

1. **Customer satisfaction**
2. Quality
3. Transparent communication



### > 1. Customer satisfaction

We work to **ensure the highest level of customer satisfaction** through a close, flexible, and high-quality service tailored to the specific needs of each client. To achieve this, we strengthen communication, actively listen to expectations, and conduct annual satisfaction surveys. These insights allow us to identify opportunities for improvement and anticipate our clients' needs.

**8.66** global satisfaction index 2023–24  
\* (Rated from 0 to 10)

**75.4%** Responses from Nordlogway's Top 20 clients

### Actions carried out in 2024:

1. **Continuous improvement** of administrative processes and workflows to facilitate real-time invoice and delivery note updates.
2. **Ongoing staff training program** to reduce incidents and improve operational efficiency.
3. **Development of personalized proposals** based on each client's specific requirements.
4. Continued work on the **greenhouse gas (GHG) emissions offsetting project**.
5. **Enhanced traceability of goods** using new digital applications.
6. **User experience (UX) improvement project** in the online client portal.
7. **Adaptation of logistics spaces** to better suit client needs.
8. **Enhanced UX design** within the online client area.
9. **Evaluation of investment in a new ERP system** to improve shipment traceability.
10. **Route optimization** through new applications.

# Review of 2024 challenges

## Economic



At Nordlogway, we promote responsible and sustainable growth based on efficiency, innovation, and long-term value creation, ensuring the viability of our projects and their positive impact on the territory.

### Challenges:

1. Customer satisfaction
2. **Quality**
3. Transparent communication



## 2. Quality

Quality is a top priority and a cross-cutting commitment that guides every one of our operations and decisions.

It is not only about meeting regulatory or contractual requirements, it's about exceeding our clients' expectations by ensuring a logistics service that is reliable, efficient, and sustainable at all times.

*"Quality is not controlled, quality is created."*

### Service quality indicators

	2023	2024	
Transport incidents relative to total shipments	0.34%	0.05%	<b>-28.6 %</b>
Logistics incidents relative to total pallets moved (in thousands)	0.70	0.53	<b>-24.3 %</b>



**-28.6%**

reduction in transport-related incidents relative to total shipments  
*Variation 2024-2023*

**-24.3%**

reduction in logistics-related incidents relative to total pallets moved  
*Variation 2024-2023*

# Review of 2024 challenges

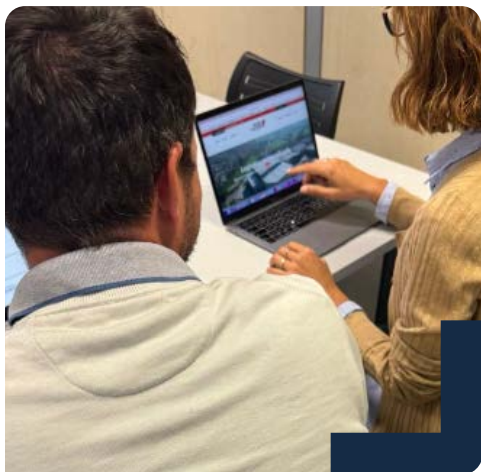
## Economic



*At Nordlogway, we promote responsible and sustainable growth based on efficiency, innovation, and long-term value creation, ensuring the viability of our projects and their positive impact on the territory.*

### Challenges:

1. Customer satisfaction
2. Quality
3. **Transparent communication**



### 3. Transparent communication

Transparency is a fundamental pillar of our relationship with the business family, clients, employees, suppliers, and society at large. We are **committed to clear, honest, and accessible communication.**

We maintain **open and two-way dialogue channels** that allow us to listen to our stakeholders, respond to their expectations, and rigorously share the progress and challenges of our activities.

### Actions carried out in 2024:

1. **Fluid and transparent communication** with our stakeholders through social media and the corporate website.
2. **Redesign of our corporate website**, improving usability and user experience.
3. **SEO and SEM projects** launched to strengthen our digital positioning both locally and internationally.
4. **Activation of a direct communication channel via WhatsApp** integrated into the website, facilitating customer service and engagement with clients and collaborators.

17

articles published on the company blog  
2024

12,516

7,535  
unique website visitors  
2024-2023

105

posts published on LinkedIn  
2024

2,138

total LinkedIn followers  
2024

+574 news

# New challenges 2025–27

## Sustainability roadmap

The year 2024 has been a turning point for Nordlogway, marked by significant progress in sustainability and the consolidation of initiatives that strengthen our commitment to balance economic growth, environmental responsibility, and social cohesion.

With the experience gained and the objectives achieved during this period, we have taken a step forward by **defining our Sustainability Plan 2025–2027**, which will guide our roadmap for the coming years.

This new plan is inspired by the **most relevant Sustainable Development Goals (SDGs)** for our business activity and by the expectations of our stakeholders.

<p><b>Environmental pillar</b></p>	<p><b>Clients Direction Environment Suppliers</b></p>	<ol style="list-style-type: none"> <li>1. Calculation and publication of the company's carbon footprint.</li> <li>2. Definition of emission reduction targets in transport and development of offsetting projects.</li> <li>3. Implementation of sustainable transport solutions.</li> <li>4. Reduction in waste generation.</li> <li>5. Environmental communication: preparation of emission reports for clients.</li> <li>6. Promotion of renewable energies and self-consumption.</li> </ol>	
<p><b>Social pillar</b></p>	<p><b>Human team Social environment</b></p>	<ol style="list-style-type: none"> <li>1. Diversity and inclusion, gender equality.</li> <li>2. Training and skills development plan.</li> <li>3. Safe working environment.</li> <li>4. Collaboration with local organizations.</li> </ol>	
<p><b>Economic pillar</b></p>	<p><b>Clients Family business Banks Public Admin.</b></p>	<ol style="list-style-type: none"> <li>1. Customer satisfaction: operational excellence and reliability.</li> <li>2. Added value.</li> <li>3. Transparent communication.</li> </ol>	

# We are preparing for the logistics of the future

2024 SUSTAINABILITY REPORT

Report prepared in collaboration with  
Thinqery ([www.thinqery.com](http://www.thinqery.com))

**NORD  
LOGWAY**  
LOGISTICS PROVIDER