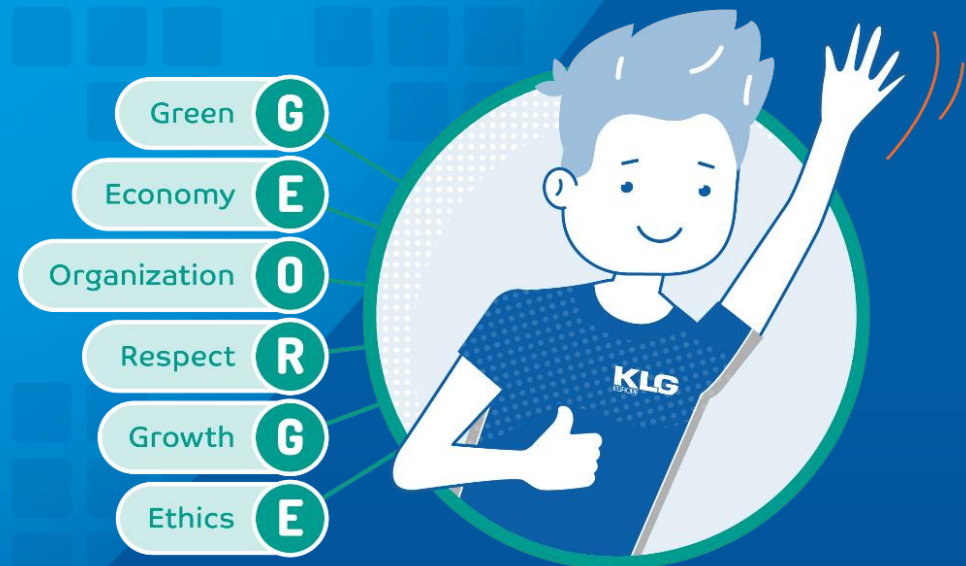


# OUR CORPORATE SOCIAL RESPONSIBILITY REPORT

Meet GEORGE | KLG Europe



# KLG EUROPE THINKS AHEAD

We learn from the past, look to the present and create the future

## Corporate Social Responsibility

As a major international logistics service provider, we take our social involvement and influence more than seriously. For example, we believe it is important as an organization to think *for the people of today and the world of tomorrow*.

As an organization, we have several programs, under which; quality, safety and the environments are main topics, including the GEORGE program. This allows us to maintain and guarantee topics such as ethics and a responsible environment.

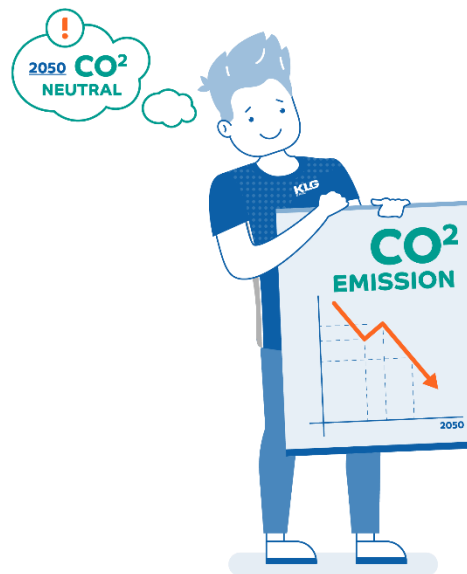
We distinguish seven principles under Corporate Social Responsibility. These principles form the basis of our principles as an organization.

Our seven CSR principles are:

- We take **responsibility** for impacts on society, the economy and the environment
- We are **transparent** about decisions and activities that effect the environment
- We demonstrate **ethical** behaviour and demand this standard from our customers, suppliers and other parties as well
- We respect the **interests** of stakeholders

- We respect and comply with applicable **laws and regulations**
- We respect and stand in line with **international norms of behaviour**
- We respect universal **human rights** and demand the same from our customers, suppliers and other parties

These principles of Corporate Social Responsibility are the founding principles of our business operations and are an extension of our standards and values that we have held as an organization for over 100 years.



## SUSTAINABILITY VISION & PURPOSE

Our vision reads as follows;

**"On the road to zero emissions within logistics"**

With our goal:

**"By 2050, we will be carbon neutral\*\*"**

The objectives below contribute to the achievement of our corporate goal:

- Reduction of CO2 emissions from our trucks: 15% by 2025 (already achieved!)
- Reduction of CO2 emissions from our trucks: 30% by 2030
- Commitment to CO2 neutral transport by 2050

\*) with this sustainability vision we are in line with the guidelines of the Paris Agreement 2015 & European Green Deal (shift from road to rail and water, modal shift).

## Code of Conduct

Partnerships and long-term relationships with customers and suppliers are at the heart of our organization. As KLG Europe, we have core values that are central to the way we act and make decisions. Such as labor, health & safety, environment, management systems and ethics. This Code of Conduct applies to us as well as to all our business relations, partners and our employees. The latest version of our [Code of Conduct](#) is always available on our website.



## Our employees

We are aware of our most fragile capital. This is our team of employees. They make the difference every day and are the foundation of KLG Europe; they are KLG Europe. They make the difference and guard our norms and values in the organization. Teamwork, a solid basis of trust, mutual respect and our shared passion for transport and logistics have

been the foundation of our organization for over a century.

We encourage our employees to develop further. We facilitate this through education and training in which quality, compliance, development and safety are important aspects.

We believe in one of our oldest visions: “If we are good for our employees, then the employees are good for us”. [This is the foundation of our organization](#). Many of our employees have been working for us for years.

Working conditions and investing in the team what makes KLG Europe. This also contributes to our high-quality service and drive to become more efficient and a little greener every day. We invest in our modern fleet, we are part of the DAF field lab program to optimize new developments, and of course we adhere to all European rules and guidelines regarding transport and labour.



Safety is the guiding principle for our qualitative service provision and for our employees. Safety requirements apply in our premises and we opt for

ergonomic solutions to create a pleasant and safe working environment for our employees. Periodic risk assessments by independent assessors and others are part of our quality and safety programs. Good working conditions and employee satisfaction are positively reflected in our low absenteeism, many years of employment and the title of Most Attractive Employer and Best Training Company.

## Our customers

[The customer](#) is at the heart of our business. That is the way of doing business at KLG Europe. We value personal and long-term relationships. These are crucial for us to always be able to offer and deliver the best suitable logistics solution.

As an organization we strive to efficiently contribute to the business objectives of our customers. We achieve this by offering high-quality improvement proposals and by guaranteeing the continuity of our services. But also by offering optimization and even better suitable possibilities. An example is offering modal shift and intermodal transport, but also possibilities with shorter lead times and even more sustainable.

**TOGETHER WE ARE BETTER**

Together with our employees, customers, partners and suppliers we create the basis of KLG Europe.

## Our suppliers

KLG Europe cooperates with several suppliers. Quality and trust are the basis of the long-term relationships which we have with our suppliers. As an organization, we do our best to become a little greener every day. We cannot do this on our own and therefore we also expect this social and ecological progressive view from our qualified suppliers. To be in line with laws and regulations as an organization, it is important that the rest of our supply chain is also in line with this. Compliance with our code of conduct is a must for us.

## Our environment

As KLG Europe, we are committed to contributing to a more sustainable world every day. We write the future with our history and are aware of the steps we need to take as a major international logistics service provider. We are therefore actively involved in various initiatives which are based on the triple helix principle. Namely; government, education and entrepreneurs. We are actively involved in various networks and participate in various projects and initiatives:

- Lean & Green star program: aimed at reducing CO2 emissions
- Modal shift: intermodal transport solutions where possible (short sea/ rail)
- Focus on chain cooperation
- The Best Training Company
- The most attractive employer

- Sustainability: Green Cold Chain logistics from China to Europe and vice versa
- Field labs: participation in various field labs
- Intelligent logistics: such as artificial intelligence, blockchain, cloud computing, big data and internet of things
- Circular economy: reuse of packaging materials, among other things
- Motto: working paperless

Besides the big projects, we do not lose sight of the small polluters and other initiatives, some examples are:

- Avoid using plastic cups for drinks
- Use of LED lighting at our facilities
- Separation and disposal of waste streams



## Our community & education

The community and education are indispensable links in our immediate environment. Our branches in the various countries provide employment in the community and knowledge in education. We attach great importance to the well-being of our environment and through proactive contact we maintain relationships and build new long-term relationships.



Safety is our top priority. Safety for our customers, employees, environment and other stakeholders results from a variety of subjects and matters. For example, we take health and safety aspects into account in our decisions and they are an integral part of our daily operations. We take a proactive approach when it comes to risks that affect people, society or the environment. For example, we invest in developing the knowledge and skills of our employees of tomorrow. We are closely involved in training courses of various educational institutions

on topics such as safety, health, development and innovation. But also to put the basic elements such as theory into practice and to share the lessons learned from our employees with the new generation. Emergency situations require specific attention and very appropriate solutions. We offer suitable logistics solutions, but we also offer them during crucial situations where help is needed. For example, during the pandemic, we transported prevention supplies to severely affected areas several times.

### Our certificates

As an organization we distinguish ourselves by adding action to the word. Being confident in quality is our motto. We work hard every day to take our quality, safety and reliability to an even higher level. We do this by achieving certifications and awards. Some examples of [our certificates](#) with an eye on sustainability are ISO 26000:20210, Lean & Green and Ecovadis.



### ISO 26000:2010

The most important certificate for companies and organizations committed to corporate social responsibility.

### Lean & Green

[Lean & Green](#) is the leading CO2 reduction program in which both consignors and companies active in logistics services can participate. The aim of the program is to structurally reduce CO2 emissions in logistics by activating partnerships, sharing knowledge and deploying smart and effective measures.

### Ecovadis

KLG Europe is awarded with the Bronze Medal by Ecovadis, which is the most trusted corporate sustainability rating system. We distinguish ourselves in several areas compared to other organizations, these points can be read here.

**Ecovadis, the enterprise solution for sustainable supply chains for KLG Europe**

[Ecovadis](#) is the most reliable and business-friendly sustainability rating system. Environmental, social and ethical performance is an essential factor for many companies today. The supply chain is the biggest lever for an organization's impact on sustainability.

KLG Europe distinguishes itself from other organizations in several areas. Below you will find a selection of our Ecovadis points.



### Environment:

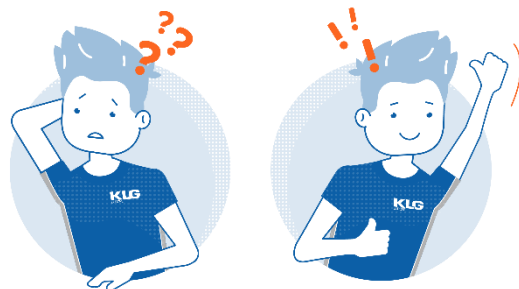
- Environment policies on relevant topics: energy consumption & GHC, materials, chemicals and waste
- Company-specific preparation and response procedure for emergencies related to local pollution emergencies

- Measures to reduce CO2 emissions from transport
- Awareness or training program for employees about the transport of dangerous goods
- Formal measures implemented to avoid traffic congestion
- ISO 22000 certified
- Noise level monitoring
- Measures to recycle paper/ cardboard waste
- Measures for handling hazardous substances
- Regular eco-driving training for employees
- Reporting on the total gross Scope 1 and 2 GHG
- CSR report follow GRI guidelines through the parent company
- Reporting on total energy consumption



## Labour and human rights

- Labour or human rights policy on relevant issues. As; workers' health and safety, child labour, forced labour and human trafficking, diversity, discrimination and harassment
- Formalized procedure regarding employee health and safety
- Extra leave in addition to the standard vacation days
- Employee satisfaction survey
- Measures to promote pay equality in the workplace
- Specific measures on discrimination issues
- Detailed worker health and safety risk assessment
- Driver training on health and safety risks and best practices
- Transparent recruitment process clearly and formally communicated to all candidates
- Regular assessment (at least once a year) of individual performance
- Interactive session with employees about working conditions
- Mandatory health check for employees
- Provide skills development training
- Measures to prevent substance use on site
- CSR report follows GRI guidelines parent company



- Disciplinary sanctions for dealing with policy violations
- Information Security Policy
- Whistle blower policy to report ethical issues
- Awareness training to prevent information security breaches
- Measures to protect third-party data from unauthorized access or disclosure
- Measures for obtaining stakeholder consent regarding the processing, sharing and retention of confidential information
- CSR report follows GRI guidelines through the parent company

## Sustainable purchasing

- Sustainable procurement policy on supplier social practices
- Code of Conduct for CSR for supplier is available