



**NUNNER**  
LOGISTICS



# ISO 26000 Self-declaration

**NUNNER Logistics**

OUR NAME IS A PROMISE



**NUNNER**  
LOGISTICS

## CONTENTS

■	In general	3
■	About	3
■	Mission statement	3
■	Sustainability in practice	4
■	Our people	4
■	Our customers	5
■	Our suppliers	6
■	Our environment	7
■	Selection sustainability topics	8
■	SCR initiatives & certifications	9
■	SCR integration and embedding	16

## IN GENERAL

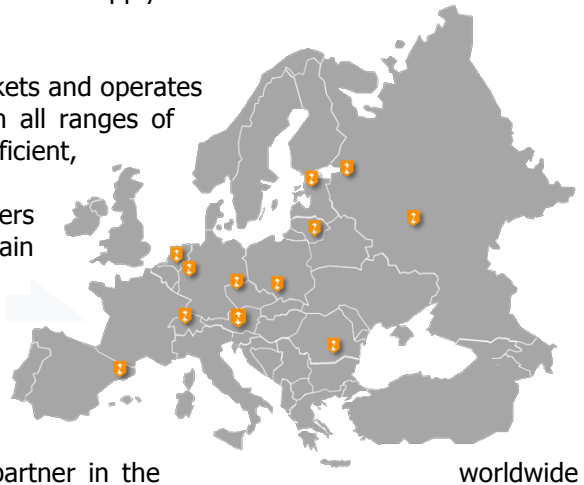
This document will be reviewed yearly. This self-declaration refers to the NUNNER Logistics locations in The Netherlands. The NEN-ISO 26000: 2010 is applicable for all NUNNER Logistics' locations. Underpinning of this report is based on CSR-declaration NEN-ISO 26000: 2010 according to NPR 9026+ C1: 2012.

## ABOUT

Founded in the wine region of South Styria, Austria in 1955, the company is currently headquartered in The Netherlands. NUNNER Logistics is a leading provider of logistics services. The company offers an integrated portfolio of logistic services covering the total supply chain from source to end-user.

NUNNER Logistics designs, develops, integrates, markets and operates advanced logistics solutions used by customers – in all ranges of industry and trade – to create a transparent, cost-efficient, and reliable supply chain and distribution system. NUNNER Logistics is committed to providing customers with leading edge services, enabling customers to gain and sustain a competitive edge in the marketplace.

NUNNER Logistics' corporate headquarters is located in Helmond, the Netherlands. Facilities are located in Germany, Russia, Switzerland, Spain, Austria, Czech Republic, Lithuania, Estonia, Romania, Poland and The Netherlands. NUNNER Logistics is partner in the Logwin Network.



worldwide

## MISSION STATEMENT

### Mission:

"Provide leading logistics solutions to continuously improve customers' global competitiveness with respect for people and planet."

### Vision:

"NUNNER Logistics wants to provide best in class logistics solutions to its customers which makes the logistics costs a manageable and transparent activity rather than being just a part of fix costs only to be influenced by third party pricing."



## SUSTAINABILITY IN PRATICE

Sustainability is a very dynamic subject within NUNNER Logistics. Expectations from our customers are moving with social trends. Depending on our customer expectations, NUNNER logistics has to make sure that their focus areas always meet our customer needs. Now and in the future.

NUNNER Logistics is taking the lead regarding this topic by using several quality standards which are implemented within our company. The outcome of the quality standards will be communicated to our stakeholders (customers, employees, suppliers, governmental- and non-governmental organizations). NUNNER Logistics is working closely with her stakeholders for follow up to meet deadlines and prioritized goals within agreed timeframe and to achieve mutual gain.

The different high quality standards and certificates are recognized in our industry and by our stakeholders. These standards and certificates are an important way for us to show that NUNNER Logistics is working sustainable according to our customer expectations and recognized quality standards. NUNNER Logistics wants to be hold accountable for its transparency about its activities.

Sustainability means for NUNNER Logistics that we have respect for people & planet, our stakeholders, the law, (international) standards of conduct and human rights. Respect is therefore an important part of our CSR policy. NUNNER Logistics is consistent with the requirements and wishes of our key stakeholders. NUNNER Logistics' standards comply to environmental health & safety legislation that takes account for (inter)national behavioral norms, such as human rights.

## OUR PEOPLE

At NUNNER Logistics we are aware of the fact that satisfied, motivated and committed employees are critical to NUNNER Logistics' long-term success. Apart from the fact that working in logistics after a while becomes "a way of life" with "never a dull moment" we aim to inspire our employees by offering them stimulating work content, perspective and a work environment that corresponds with their ambitions and talents.

We believe this increases satisfaction and leads to increased creativity, productivity and innovation, and it also helps to attract talent. Cornerstones of a sustainable relationship with our employees are employee commitment & satisfaction as well as employability.

We encourage job rotation as a means of ensuring employability and challenge by learning new skills. We are continuously looking for ways to ensure the internal rotation. NUNNER Logistics enhances a combination of knowledge, skills and behavior. These aspects allow us to attract and retain the right people, and provide them with the right environment to perform and it ensures NUNNER Logistics' contingency on the long term.

We believe that an ongoing and high-quality dialogue between management and employee about performance is crucial to creating a true performance culture within NUNNER Logistics. At NUNNER Logistics we know that exceptional customer service is necessary. We allocate a budget every year for customer service initiatives and employee development.

How do we do that ? We train our people on the job, on how our systems work, how the procedures are etc. This is extremely important due to our highly sophisticated processes. It teaches our employees to do something step by step.

On the other hand we educate our people about how to think about service in any condition and then choose the best action to take (and think outside the box) depending on the situation. Customer comments, compliments, complaints, and competitive information are all key for this.

NUNNER Logistics developed in close cooperation with Indicia the NUNNER Logistics Total Performance Academy, a program that is tailor fit with NUNNER Logistics' culture, goals and objectives. The program is officially recognized by the Dutch Ministry of Education and participants in the 2-year program obtain an official certified degree (MBO-level or Bachelor-degree) The curriculum offers 'soft skill' training and is based on 4 pillars:

- ▶ Improve customer focus and intimacy
- ▶ Improve cooperation and team performance
- ▶ Improve uniformity and professionalism
- ▶ Improve personal development

NUNNER Logistics staff understands that sticking to the script and providing the service isn't enough. Great service is not just about following a procedure or a sequence of steps. It's about applying our service mindset to proven service principles



## OUR CUSTOMERS

NUNNER Logistics' top priority is to provide our customers with the best possible logistics services. We serve our customers with a wide range of services that are backed up by sophisticated IT solutions. Our customers include numerous Fortune 500 companies but also many smaller companies. We feel that we have a strong responsibility to not only our customers but also to the customers of our customers, which we take very seriously.

We aim to enhance customer satisfaction through strong relationships. An important part of this is building a relationship based on trust. We strive to meet the needs of our customers by regular review and alignment at all levels on market developments, supply chain roadmaps, support requirements and business terms. When aligning our plans and roadmaps with our customers we pay attention to costs and to the complexity of the solutions we offer them. Our long-term relationship with our customers has been further developed as part of our customer productivity programs in which we develop intelligent logistics solutions in order to reduce logistics costs for our customers year after year. We have several ways of enhancing our relationships with customers:

- ▶ Periodical personal face to face business review meetings on operational and executive level
- ▶ Electronic integration through 2-way EDI connections giving full transparency
- ▶ Meeting and exceeding customer expectations on:
  - ▶ Delivery speed
  - ▶ Logistics costs
  - ▶ Delivery on time (in timeslots)
  - ▶ Pro-active reporting
  - ▶ Productivity (cost savings)
- ▶ Reaction time to any request of customer focus and intimacy

Our integrated relationships with our suppliers allow for total virtual customer integration.

NUNNER Logistics want to be the number one trusted partner for our customers. This led us to develop dedicated account teams, tasked with forming strong personal relationships with our customers and to understand all customer's needs and requirements in detail. We have regularly scheduled business review meetings with all major customers to discuss all relevant issues in the business and relationship.

In addition to the business review meetings, we also have QHSE & IT review meetings between major customers and our QHSE and IT executives at least once a year in order to identify customer expectations and present NUNNER Logistics' capabilities and initiatives to fulfil future customer needs.

Dedicated account teams respond promptly in the event of complaints. We report to customers transparently through our issues log including root cause analyses and continuous improvement programs (e.g. PDCA cycle).

## OUR SUPPLIERS

Our relationship with suppliers focuses on creating and maintaining a very close cooperation with our key suppliers. In many cases, we expect them to adapt their systems to our (and our customers) requirements in order to save time in gathering data. Share on well-defined specifications. In return we train them to understand our demands.

Our goal to make the supply chain completely transparent means extra efforts from us and our suppliers. We therefore go a step further with many suppliers, entering into a level of cooperation that we call 'vertical integration'. Vertical integration is a form of open and trusted collaboration, whereby NUNNER Logistics and suppliers connect their data management systems making data available and transparent automatically to NUNNER Logistics and to NUNNER Logistics' customers.

We encourage our suppliers to enhance their capacity and competencies so they can be used for other markets or services. This increases the suppliers' possibilities to cooperate with NUNNER Logistics. by making themselves more interesting and flexible.

NUNNER Logistics' QHSE department performs audits once or twice a year (depending on the size of the business) on all key suppliers driven by four critical corporate responsibility areas:

### Health and Safety Management

All regulations are fulfilled for the transport of food, temperature controlled goods, hazardous goods.

### Environmental Management

Investments are made based on environmental policy's and standards.

### Labor ethics Management

All employees are paid according to legal standards, working hours are respected etc..

### Business ethics Management

With respect to transport companies that act as a supplier for NUNNER Logistics we audit as well on Behaviors Based Safety (BBS) training for drivers that are carrying NUNNER Logistics goods.

BBS is a management program that aims at increasing safety of operations by positively influencing the behavior of all persons involved, through a process of observation, coaching and communication. The overall objective is to improve safety performance of both the chemical industry and the transport industry. BBS guidelines have been developed for the safe driving and the safe loading & unloading of road freight vehicles. Most important aspect of it is the individual, personal training of each driver. Case studies have shown savings improvements in the areas of:

- Incidents/accidents/near misses
- Fuel consumption = Carbon footprint
- Vehicle maintenance costs
- GEG-emission reductions
- Insurance premiums
- Fines & legal costs



## OUR ENVIRONMENT

NUNNER Logistics believes it has a moral obligation to do everything to deliver leading logistics solutions while minimizing impact on the environment. This means ensuring our operations are safe and secure.

NUNNER Logistics offers logistic services including storage and transport of non-hazardous and hazardous substances. Our staff and suppliers have to be familiar with the characteristics of these substances and take strict precautions not only to protect themselves but also to prevent that any of these substances will be spilled in the environment. Numerous employees received specific emergency response training in first aid, evacuations, chemical spillage handling, process gas leakage control and firefighting. We carry out emergency drills on a regular basis.

As part of our commitment to behave responsibly, we invest time and resources in ensuring that our operations meet stringent environmental standards and that we use environmental resources in the most efficient way possible. Steps are taken to:

- Employ and support investment in highest EURO engines to lower footprints
- Encourage our shortsea carriers to invest in LNG Gas operated vessels to lower footprints
- Engineer environmentally optimum solutions to lower customer carbon footprints
- Use energy in our buildings efficiently and lower carbon footprint
- Reduce, recover and recycle company waste
- Efficient use of water
- Deal responsibility with other environmental issues

NUNNER Logistics is ISO 14001 certified and we are actively contributing to standardize measurement standards for carbon footprint. NUNNER Logistics reduced their carbon footprint for her customers the last years substantially. The results were significant!

## SELECTION SUSTAINABILITY TOPICS

It is, in accordance with NEN-ISO 26000: 2010 standard, worked with the concepts of relevance, significance and priority.

Sustainability KEY-topics 2015	Sustainability topics UN Global Compact, ISO, OHSAS, SQAS and customers	Sustainability @ NUNNER
<b>Management organization</b>	<ul style="list-style-type: none"> <li>Management of sustainability policy</li> <li>Involving internal and external stakeholders in improving business</li> <li>Dialogue with internal and external stakeholders</li> <li>Thought-out financial policy for sustainable business</li> <li>sufficient room for investment</li> <li>Business continuity / risk limitation</li> <li>Relationships with customers and partners</li> <li>Employee involvement in decision-making</li> </ul>	<ul style="list-style-type: none"> <li>Strategic goals and policies included in our business plan</li> <li>Quarterly and Annual review of goals and policies</li> <li>Multi-year budget prepared</li> <li>Various sustainable inventeringen done</li> <li>Continuous customer satisfaction measurement and publication</li> <li>KPI cockpit transparent for employees in relevant fields</li> <li>Consultation with which all employees are involved</li> <li>In management and decision-making topics</li> </ul>
<b>Human rights</b>	<ul style="list-style-type: none"> <li>Centralize and make procurement sustainable</li> </ul>	<ul style="list-style-type: none"> <li>Important suppliers</li> <li>Sustainability criteria regards procurement</li> <li>Procurement standards negotiated with suppliers</li> </ul>
<b>Labor practice</b>	<ul style="list-style-type: none"> <li>Health &amp; Safety</li> <li>Communication about health , occupational health and safety</li> <li>Working conditions management</li> <li>Working conditions in addition to W &amp; R</li> <li>Knowledge, attitude and behavior Attn CSR</li> <li>Development employees</li> <li>Employee involvement in decision-making</li> </ul>	<ul style="list-style-type: none"> <li>Employee Handbook</li> <li>Communicating newsletter (monthly, quarterly, yearly)</li> <li>Academy</li> <li>Annual audit of the quality</li> <li>Risk assessment &amp; evaluation</li> <li>Records of accidents</li> <li>BHV and prevention officers</li> <li>absence management</li> <li>Provision of personal beschermingsmiddelen</li> <li>Training work-life balance</li> <li>Work-related courses and training</li> <li>Appraisal and assessment program</li> <li>UN Global Compact</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Environmentally Tax business</li> <li>Transport prevention in the chain</li> <li>Communication about environmentally care</li> <li>sustainability Purchasing</li> <li>Transport management</li> <li>Supplier Management</li> </ul>	<ul style="list-style-type: none"> <li>Annual energy savings targets</li> <li>Proactive communication with customers / relationships</li> <li>Environmental Waste stream management</li> </ul>
<b>Fair Business</b>	<ul style="list-style-type: none"> <li>Taking responsibility outside the company gate</li> </ul>	<ul style="list-style-type: none"> <li>Conduct Codes</li> <li>Contain confidential information per person</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>Sustainable innovation in services</li> </ul>	<ul style="list-style-type: none"> <li>Digitalization Projects</li> <li>Reductionplan to use paper</li> <li>Monitoring energy consumption</li> <li>Monitoring of fuel consumption</li> <li>Complaints Register and follow-up</li> </ul>
<b>Involvement community development</b>	<ul style="list-style-type: none"> <li>To work closely on social commitment</li> </ul>	<ul style="list-style-type: none"> <li>Sponsorships</li> <li>Donation charities</li> <li>Supporting employees in community activities</li> <li>Approved apprenticeship</li> <li>Contact ROCs , Polytechnics and Universities</li> </ul>



## CSR INITIATIVES & CERTIFICATIONS

NUNNER Logistics wants to integrate sustainability into our business. This means for example that we strive to reduce our environmental impact of energy, water and fuel. In these section, we describe the activities we undertake, it is embedded in business operations of NUNNER Logistics and how up-to-date with new technologies and developments.

To inform our stakeholders and involve them in our activities in the field of CSR is NUNNER Logistics is important to communicate these to both internal stakeholders (e.g. employees) or via our external stakeholders (including customers and suppliers). Communication is important in order to create support among our stakeholders and to Stimulate 'sustainable' behavior. NUNNER Logistics believes it is important to be aware of what stakeholders find important in the areas of sustainability within the business. By being aware of this, together we can think and work on activities and improvements.

At the moment CSR initiatives & certification containing the topics below:

- Employees
- Code of Conduct
- Our QHSE Policy
- UN Global Compact
- EcoVadis
- ISO 9001: 2008
- ISO 14001
- SQAS
- RI&E
- AEO
- Digitalization



Below the summarization of the certificates NUNNER Logistics is currently holding. Also the initiatives are mentioned where NUNNER Logistics sees a big social importance.

## EMPLOYEES

Our employees are NUNNER Logistics' greatest asset and critical to proper functioning, profitability and continuing. These topics are embedded within the company. Good working conditions and a safe, healthy working environment are central.

### Safe & healthy working environment

For the welfare of our employees, themes such as health & safety are very important @ NUNNER Logistics. Regularly checks are taking place whether our employees are in danger during performing of their work. We investigate and look at short term risks (accident level), but also long term effects such as physical damage long repetition of the same movement, use of harmful substances (solvents), heavy lifting, noise and even psychological damage.

Health and safety have been overcome to a large extent by Dutch law and regulations, which NUNNER Logistics naturally meets. It is required to audit according a Risk Inventory & Evaluation (RI & E) plan, including an implementation plan, which is not older than three years.

Our staff is aware of the existence of an RI & E report and receives information and instructions regards the implementation of the most important topics. It is also required by law to have emergency services organized ("BHV") to report near misses, accidents and occupational diseases. NUNNER Logistics has installed a complete BHV team.

### **Improving staff welfare**

NUNNER Logistics aims to improve the welfare of her employees every day. Welfare at NUNNER Logistics means more enjoyable work, sit back in your skin, healthy and a good satisfaction. For the welfare of our employees we adhere to the Occupational Health and Safety Act and the Labour Act. This also include that attention is paid to issues such as aggression, bullying, pressure and stress.

### **Involving employees in decision-making and sustainable development**

Our employees are our greatest asset. Therefore, it is important that our employees are involved in sustainability processes, policies and business. NUNNER Logistics involves true potential employees in decision making that affect our employees. To structure decision making, NUNNER Logistics has implemented the following meetings:

- ▶ Weekly Operational meetings
- ▶ Daily Operational on-the-floor
- ▶ MT meeting twice a month
- ▶ Management meeting monthly basis
- ▶ Monthly Sales meeting
- ▶ Weekly meeting about claims and damages
- ▶ Monthly/Quarterly & Yearly Management meetings
- ▶ Weekly or Monthly HR meeting
- ▶ Weekly Quality meetings

Follow up takes place via the reports. Concrete actions will be defined and taken for a stable development.

### **Development staff/employees**

The knowledge , skills and personality of our employees are essential in providing a high standard of professionalism to our customers. To respond on changes in the market, new technologies and changing customer needs, it is important that development of our employees is 'key'. It works motivated and stimulating for our employees to develop on a continuous basis. Employees are able to maintain a good position in the labor market , go for new challenges and grow within the company. Therefore, we are structurally engaged in the development of employees including offering education and training.

NUNNER Logistics is a recognized training company. The growth of new logistic employees is monitored and planned. Teachers also receive training and have specific roles and responsibilities and are leading by example.

## OUR CODE OF CONDUCT

The Code of Conduct applies to all employees (referred to collectively as 'employees') and sets expectations for all companies of NUNNER Logistics (referred to collectively as 'NUNNER Logistics'). The summarization below shows our important values:

### Customer Orientation

We strive to:

- Listen and respond to our customers, suppliers and stakeholders
- Clearly communicate mutual intentions and expectations
- Deliver innovative and competitive logistic services
- Make it easy to work with us
- Excel at customer satisfaction

### Risk Taking

We strive to:

- Foster innovation and creative thinking
- Embrace change and challenge the status quo
- Listen to all ideas and viewpoints
- Learn from our successes and mistakes
- Encourage and reward informed risk taking

### Discipline

We strive to:

- Conduct business with uncompromising integrity and professionalism
- Ensure a safe, clean and injury free workplace
- Make and meet commitments
- Properly plan, fund and staff projects
- Pay attention to detail

### Great Place to Work

We strive to:

- Be open and direct
- Promote a challenging work environment that develops our diverse workforce
- Work as a team with respect and trust for each other
- Win and have fun
- Recognize and reward accomplishments
- Manage performance fairly and firmly
- Be an asset to our communities worldwide

### Quality

We strive to:

- Achieve the highest standards of excellence
- Do the right things right
- Continuously learn, develop and improve
- Take pride in our work

### Results Orientation

We strive to:

- Set challenging and competitive goals
- Focus on output
- Assume responsibility
- Constructively confront and solve problems
- Execute flawlessly

Our Code of Conduct contains the chapters below which visitors of NUNNER Logistics can download via our website or request by sending an email to: [info.nl@nunner-logistics.com](mailto:info.nl@nunner-logistics.com)

- Conduct business with honesty & integrity
- Follow the Letter and Spirit of the Law
- Treat each other fairly
- Act in the Best Interests of NUNNER Logistics and avoid Conflicts of Interest
- Protect the Company's Assets and Reputation
- Asking Questions and Reporting Concerns
- Approvals and Waivers

## OUR QHSE POLICY

NUNNER Logistics believes it has a moral obligation to do everything in its power to provide safe and healthy working conditions for its employees, customers and suppliers while minimizing impact on the environment. This means ensuring our operations are safe and secure.

NUNNER Logistics is committed to operating in a manner that:

- Protects our employees and environment
- Provides our customers with good and responsible services in order to protect their employees, property and their environment
- Adheres to government safety, environmental & health regulations
- Through adhering to the principles presented below, we will honor our continuous improvement commitment to Quality, Health, Safety and Environmental standards
- We will provide the appropriate resources and training required to undertake our operations to high Quality, Health, Safety & Environmental standards
- We will assess Health, Safety and Environmental risks and appropriate actions as part of our normal business to prevent environmental impacts, injury or illness
- We ensure a culture of open consulting and communication between all staff, contractors and stakeholders at all levels on safety, health, environmental & business quality issues
- We will aggressively offer solutions to our customers' requirements and problems through innovative services and expertise. By continuous place emphasis on meeting our customers' expectations, it is our intent to build a lasting business relationship with satisfied customers
- We will continuously undergo safety, health and environmental audits designed to measure our compliance with subscribed government safety, health and environmental regulations.

## UN GLOBAL COMPACT

Apart from [The NUNNER Logistics Code of Conduct](#) we also underwrote the ten principles of the UN Global Compact. UN Global Compact is an initiative of UN Chairman Mr. Ban Ki Moon. NUNNER Logistics is every year reporting on the progress it makes to the board of the organization. Our reporting is critically evaluated and available for interested parties. Apart from our reporting we make a financial contribution in order to enable the organization to do its good work. NUNNER Logistics' board is participating in UN Global Compact meetings regularly in order to learn, to contribute and to cooperate together with companies and government to make this world a better place for all of us.

### The Ten Principles

The UN Global Compact's ten principles in the areas of human rights, labour, the environment and anti-corruption enjoy universal consensus and are derived from:

- The Universal Declaration of Human Rights
- International Labour Organization's Declaration on Fundamental Principles and Rights at work
- The Rio Declaration on Environment and Development
- The United Nations Convention Against Corruption

The UN Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment and anti-corruption.

### Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights
- Principle 2: make sure that they are not complicit in human rights abuses

### Labour

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- Principle 4: the elimination of all forms of forced and compulsory labour
- Principle 5: the effective abolition of child labour
- Principle 6: the elimination of discrimination in respect of employment and occupation

### Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges
- Principle 8: undertake initiatives to promote greater environmental responsibility
- Principle 9: encourage the development and diffusion of environmentally friendly technologies

### Anti-Corruption

- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery



## ECOVADIS

EcoVadis is a global independent and objective office and evaluates organizations from 99 countries and 150 industries on the basis of criteria such as policies, initiatives and achievements in the field of environment, labor standards, fair trade practices and supply chain.

### An assessment by EcoVadis of NUNNER Logistics' CSR performance

In 2013, NUNNER Logistics did an assessment of its CSR performance by EcoVadis, a neutral, independent platform assessing the CSR performance of companies in 150 sectors of activity. NUNNER Logistics was rated as "confirmed" with a **score of 59 (silver)**.

The average in the industry was a score of 42.

Our score places NUNNER Logistics above the average rating of the other companies in our field of business. Nevertheless NUNNER Logistics will strive to improve its score year over year.

The use of EcoVadis as standard by NUNNER Logistics is highly valued by our customers.



## ISO 9001 : 2008

NUNNER Logistics is ISO 9001 certified to make sure that it meets a global recognized quality management system.

The setup of our quality system is based on standardized processes and it still allow us to be flexible to make sure that we can meet customer needs.

Every year an independent consultant is auditing NUNNER Logistics to make sure that we are up-to-date with our quality management system and uses our system in full to guarantee our quality. The outcome of the audit will be communicated with our stakeholders. Majors and minors will be discussed and if necessary a constructive solution will be implemented.

For 2015 NUNNER Logistics B.V. is approved by Lloyd's Register Quality Assurance as external auditor. Our Environmental Management System is applicable to: forwarding, warehousing, freight management and the information supply to the stakeholders. Certificate number: RQA656103.

## ISO 14001 : 2004

There are many ways for a company to show the public that they are environmentally conscious, and doing everything they can to make sustainability a major part of their practice. NUNNER Logistics is serious about sustainability and one of our initiatives of going green was by achieving ISO 14001 standard in 2008. This standards helps us to minimize how our work negatively impacts the environment, how it complies with laws of the country our business is based in, and ensures that NUNNER Logistics is producing its services consistently and in a manner that also minimizes any damage to air or water quality.

Every year Lloyds register comes into our business to do an audit of our ISO 14001 program, making sure that the we are doing what we're supposed to do to meet the agreed-upon international standards, and every three years we are required to renew our ISO certification.

For 2015 NUNNER Logistics is approved by Lloyd's Register Quality Assurance as external auditor. Our Environmental Management System is applicable to: forwarding, warehousing, freight management and the information supply to the stakeholders. Certificate number: RQAA663052.



## SQAS

SQAS (Safety & Quality Assessment System) is a system to evaluate the quality, safety, security and environmental performance of Logistics Service Providers and Chemical Distributors in a uniform manner by single standardized assessments carried out by independent assessors using a standard questionnaire.



An SQAS assessment does not lead to a certificate but offers a detailed factual report which each chemical company needs to evaluate according to its own requirements. Recently NUNNER Logistics received positive feedback from the auditor that NUNNER Logistics meets SQAS standards.

Since the 16<sup>th</sup> of July 2015, NUNNER Logistics is passed for the assessment which took place early July 2015.

The assessment covered the "Core" and "Transport Service Specific" elements and has been carried out using the Cefic SQAS Transport Service Questionnaire and Guidelines. The reference number for NUNNER Logistics B.V. in the SQAS database is: 83540.

NUNNER Logistics is well prepared to meet customer needs according to the highest standards in the industry.

## RI&E

An RI & E audit is mandatory since the introduction in 1994. Recently NUNNER Logistics is audited very positively. The RI&E outcome will be used to ensure the safety of our employees and challenge us to the better the year after.

## AEO

The AEO Certificate ( Authorized Economic Operator) is a certificate that is issued by the Customs to companies that operate internationally. An AEO certificate offers companies advantages in international trade, so will they be less strictly enforced in cross-border trade which reduces delays at borders. To get the status of Authorized Economic Operator, NUNNER Logistics must meet a number of security criteria. These criteria are based on the Community Customs Code and the corresponding implementing regulations. NUNNER Logistics has implemented this standard.



## NVWA

The abbreviation (N.V.W.A.), translated in English: The Dutch Food & Drugs Authority. Since the 24<sup>th</sup> of 2015, NUNNER Logistics B.V. is registered for additional and/or complete transport of feed. Registration is pursuant to Article 9 of Regulation (EG) no. 183/2005 and Regulation (EG) no. 1069/2009.

With this application and registration, NUNNER Logistics, is officially certified and authorized to transport animal feed and related items.

## DIGITALIZATION

NUNNER Logistics is digitalizing more and more, year after year. In close cooperation with our customers the use of hardcopy paper is getting banned more and more. Every process will be reviewed and where possible hardcopies will be eliminated.

Below our current projects:

- ▶ POD scanning on barcodes
- ▶ Fully automated invoicing
- ▶ Inbound invoicing scanning on barcodes
- ▶ EDI optimization



## SCR INTEGRATION & EMBEDDING

To make sure that integration of CSR will be embedded within the structures and processes from NUNNER Logistics, NUNNER Logistics uses the MVO management model.

NUNNER Logistics wants to be the leading example in the industry in which it operates. NUNNER Logistics has integrated and embedded CSR in its business plans, business units, processes and activities.

Each year the annual plans are reviewed, compiled and new objectives and targets will be defined for the period thereafter. The CEO approves the plans which makes it a part of our daily activities and takes away the permissiveness.

All our plans and activities will be reviewed by our external advisors and auditors.

