



**NTEX 2022/23**

# Sustainability Report

# We care. All the way.

The purpose of NTEX's sustainability management is to be a responsible company. Not least for suppliers, customers, agents, hauliers and our employees. It is our conviction that responsible sustainability management strengthens our position in the market. As one of Sweden's largest privately owned freight forwarders,

we have a responsibility to promote sustainable development, in order to maintain a healthy planet as well as economic and social prosperity.

This report focuses on seven of the seventeen Sustainable Development Goals of Agenda 2030. These selected goals are deemed to be especially relevant to our business.

## NTEX in figures

**NTEX offices**  
13 countries

**Employees**  
over 950

**Assignments per year**  
900,000

**Customers**  
Over 6,000

**Sales**  
Approx. SEK 3.8 billion

**Trailers**  
1,750

**Owners:**  
Stena AB 75%  
Thomas Ström 25%

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## Welcome to NTEX's sustainability report

### We have prepared this report as a means of controlling our work and sustainability efforts

We have been addressing sustainability in our operations since we started in 2003. We clearly see the link between sustainability and economy. At the same time, we want to be open and transparent towards those who are interested in what we do and why we do it. We are fully aware that the transport sector has an enormous responsi-

bility for reducing climate impact. That is why we always strive to be at the forefront of development and technical innovation. The next generation's more fuel efficient engine technology, with electric vehicles, natural gas vehicles, solar panels and a planned battery plant, are some examples of NTEX's work in this area. In addition, all new buildings will be certified according to BREEAM.

Our sustainability efforts go beyond environmental challenges. Equality and gender equality both need to

increase – in Sweden, in the world and at NTEX. In a concrete sense, this can mean greater social engagement, both in terms of quantity and level of ambition. But it also means continuing to develop our company culture to ensure that we remain a sustainable organisation with a high level of work satisfaction and secure working conditions.

I look forward to us all making a difference together.

**Thomas Ström,**  
founder and CEO of NTEX





# Gender equality

## – Reduced inequalities

Equality is to do with an equal distribution of power, influence and resources in society<sup>1</sup>. An equal society is based on the principle of everyone having equal rights and opportunities<sup>2</sup>. We see it as a given that our organisation should work to promote gender equality and reduced inequalities. Our overarching aim is to attract, welcome, retain and develop people, irrespective of gender, age, ethnicity, sexual orientation or religious beliefs. By also supporting local associations like IK Sävahof and Cleethorpes Town Ladies FC, we contribute to increased equality.

<sup>1</sup> [www.globalamalen.se/om-globala-malen/mal-5-jamstalldhet](http://www.globalamalen.se/om-globala-malen/mal-5-jamstalldhet)  
<sup>2</sup> [www.globalamalen.se/om-globala-malen/mal-10-minskad-ojamlikhet](http://www.globalamalen.se/om-globala-malen/mal-10-minskad-ojamlikhet)

## How NTEX promotes equality today

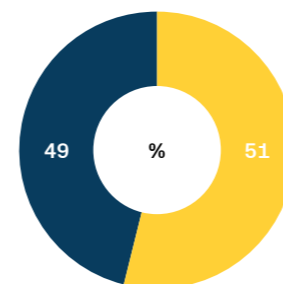
At the core of NTEX's gender equality work is the gender equality policy that was implemented in 2015. The policy applies to all employees working at and with NTEX, and its general message is that all employees should have equal rights and opportunities in terms of work and development, as well as zero tolerance for harassment and bullying. In the event that such behavior occurs, it should be countered promptly and forcefully.

The responsibility for compliance with the gender equality policy lies with the entire NTEX organization. Through internal training, each manager is responsible for ensuring that the goals of gender equality are achieved and maintained in each department. The CEO of NTEX is responsible for the entire operation and should plan, lead, and follow up to ensure that the company meets the requirements of anti-discrimination laws and that our internal goals are fulfilled.

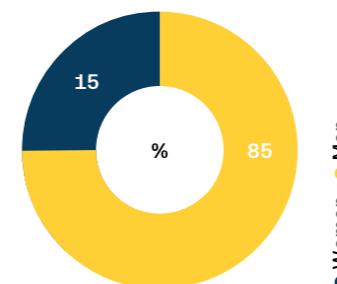
NTEX aims to be a company that promotes diversity, equal conditions, and respect for its employees. NTEX's gender equality work includes ensuring that everyone is evaluated based on the same principles, such as in terms of salary determination and performance evaluation. NTEX has clear policies that clarify how NTEX views and works with gender equality in areas such as recruitment, benefits, salary, and unwelcome behavior from colleagues. We have zero tolerance for discrimination and harassment and take action as soon as someone has experienced unwelcome behavior.

We exclude all forms of discrimination, harassment, or other negative treatment based on gender, gender identity or expression, ethnicity, religion, disability, sexual orientation, or age. All NTEX policies are outlined in the NTEX Employee Handbook, which is accessible to all employees. Its purpose is to inform, guide, and foster a collective and respectful approach towards each other in order to create a safe, secure, and healthy work environment.

Gender distribution Employees



Gender distribution Executive positions



● Women ● Men



Camilla Hultkrantz, HR Director, NTEX

### How will NTEX become better at gender equality going forward?

I feel we're already well on the way because we always look objectively at a person's expertise, skills and personality, rather than looking at the gender perspective. We've recently recruited several competent women to managerial and key positions. Although we're not all the way there yet, we're on the right track. Overall, we have a 50/50 gender distribution in our company. Unfortunately, our company reflects the industry as a whole in that there are fewer women than men in key positions. Of course we want to work actively to improve this. We believe that groups that are mixed, both in terms of gender and in other respects, create added value and positive dynamics, giving us a more multi-faceted perspective and a learning organisation. We never discuss gender as a criteria in our selection process. We evaluate all candidates on the basis of their expertise, skills, dynamism and energy. If we're recruiting a leader, we assess them according to NTEX's leadership profile, which applies regardless of gender or age. I believe we're objective in our selection process, and we would never tolerate someone's gender being used as a selection criteria.

### Social engagement

As a global company, we aim to contribute to positive social development. That's why we take both economic and social responsibility, for instance by supporting associations and projects:

- Empathy for Humanity Ukraina
- IK Sävehof and the #viställerrupp project
- Frölunda Indians
- ÖIS football club
- Lejonen Speedway Gislaved
- WWF – for a living planet
- Rosa Bandet företagsvän – contributing to breast cancer research
- Cleethorpes Town Ladies FC



NTEX ships supplies to war-torn Ukraine and destinations in Poland in collaboration with Empathy for Humanity Ukraina, a voluntary aid organisation that collects supplies for people fleeing the war in Ukraine.



© Marcus Westberg/WWF



## Industry, innovation and infrastructure

### – Decent work and economic growth

To address future challenges faced by humanity and our planet, industries and infrastructures need to become more sustainable. The transportation industry accounts for 13% of the world's greenhouse gas emissions<sup>3</sup>. NTEX is committed to conducting its operations with low environmental impact, decent working conditions, and in our pursuit of climate-neutral transports by 2050.

<sup>3</sup> [www.naturskyddsforeningen.se/faktablad/hallbara-transporter](http://www.naturskyddsforeningen.se/faktablad/hallbara-transporter)

# How NTEX is pursuing the goal of a Sustainable industry, innovation and infrastructure as well as Decent work conditions today.

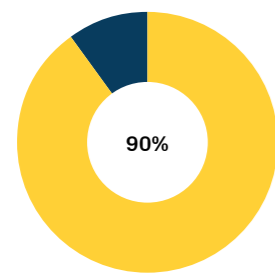
## More efficient transportation

NTEX has developed and implemented various measures to streamline our transportation processes. Together with our customers'

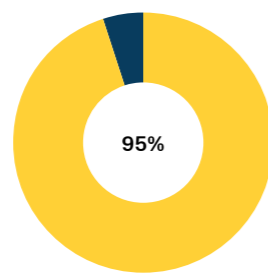
flexibility and optimization of routes, modes of transport, and load factors, we can ensure more sustainable transportation. We are a member of global networks where NTEX can offer environmentally better choices. This is made possible by conducting

financial and ethical assessments of each member company, leading to collectively more efficient transportation. Together with our customers, we increased our railway transportation by 1713% between 2020 and 2021.

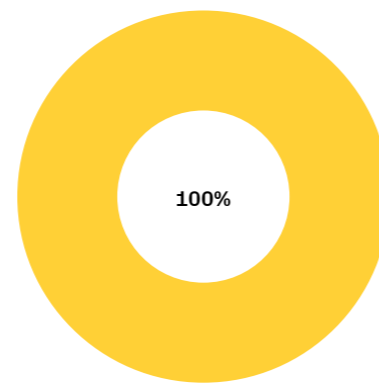
## Proportion of Euro 6 tractor units in the Group



Current figure



Target 2025



Target 2027

## Alternative fuels

As a provider of logistics services, we have a responsibility to minimize the negative environmental impact of our operations. A majority of our emissions come from road and sea freight transportation. Therefore, optimizing the carbon efficiency of our operations is a high priority. We comply with the reduction obligation and impose

environmental requirements on the shipping companies we collaborate with. Additionally, NTEX is a pioneer in the use of innovative alternative fuels and technologies, such as diesel, electric, and gas powered vehicles, as well as biofuels. NTEX tractor units in each subsidiary are equipped with I-Save engines, which can reduce fuel consumption by up to ten percent. I-Save operates at lower RPMs for

longer durations, resulting in smoother and quieter rides for our drivers.

These investments have resulted in a 5.3% reduction in fuel consumption in our vehicle fleet in 2022 compared to 2018. In the near future, our vehicle fleet will be expanded with more electric cars and vehicles equipped with I-Save II engines, leading to even lower CO<sub>2</sub> emissions.

### NTEX Goal

In accordance with the EU's climate targets, NTEX aims to contribute to a collective net emissions reduction of at least 55 percent in the transport industry by 2030 compared to 1990 levels. According to Sweden's interim goals for domestic transport, emissions should decrease by at least 70 percent by 2030 compared to 2010. Together with our customers' flexibility, NTEX's goal is to be 100% climate neutral by 2050.

The fuel consumption in 2022 is significantly lower compared to 2018 engines, resulting in savings of:

# 5,3%

## Sustainable deliveries

A key target for NTEX is to have a fill level of at least 96 percent. To achieve this target, NTEX has, for example, had a new routing system installed. This will improve our possibilities for freight consolidation and route optimization.

NTEX has had a fill level of at least 90 percent for the past ten years. This means that transports leaving our terminal are filled to the highest degree possible, which results in a high delivery capacity relative to our number of transports. Patrycja, who works as a freight forwarder at NTEX Poland, says that the main success factor is the collaboration that takes place between the company's different departments.



Patrycja Izyczna, freight forwarder, NTEX Poland

'We owe our success to the well-organised collaboration between the company's departments. The traffic department aims to load the vehicles so as to leave as little unused space as possible. After loading, the driver reports on the amount of space remaining. The sales department then uses this information to search for additional loads along the route.'

## Supplier assessments

It's also important for our subcontractors to comply with our sustainability requirements. In addition to providing hauliers with our driver manual, we assess them annually to ensure that they comply with the Swedish emission reduction obligation and actively conduct environmental management.



## Powered by gas

Two of our four new natural gas tractor units operate on the route between Gothenburg and Stockholm covering a range of roughly 700 kilometres. Biogas offers significant environmental benefit and provides good value operation. The other two vehicles operate daily between Gothenburg and Oslo.

## Certifications

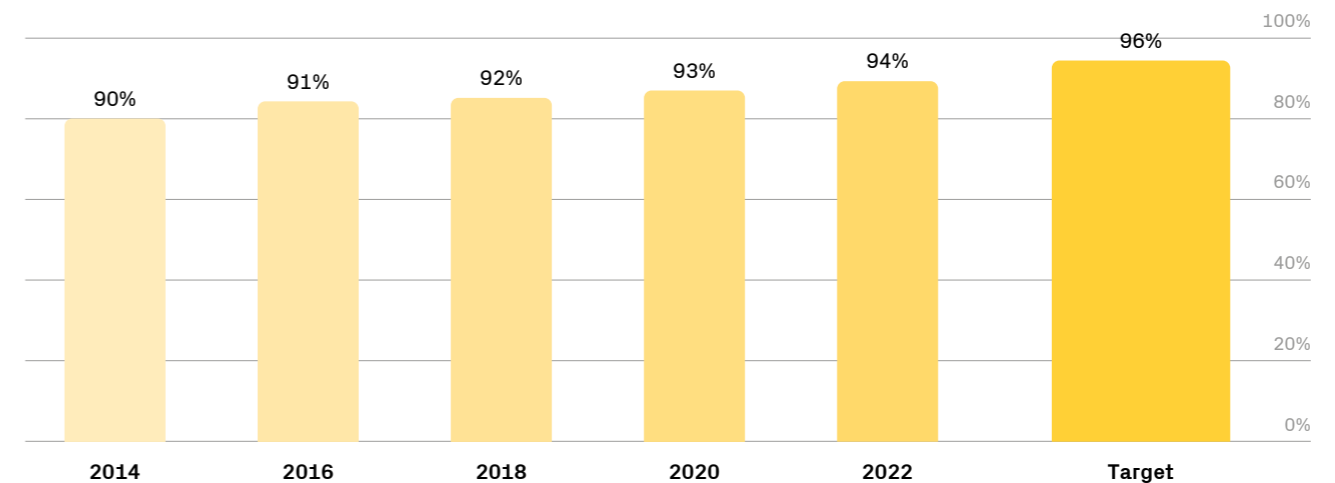


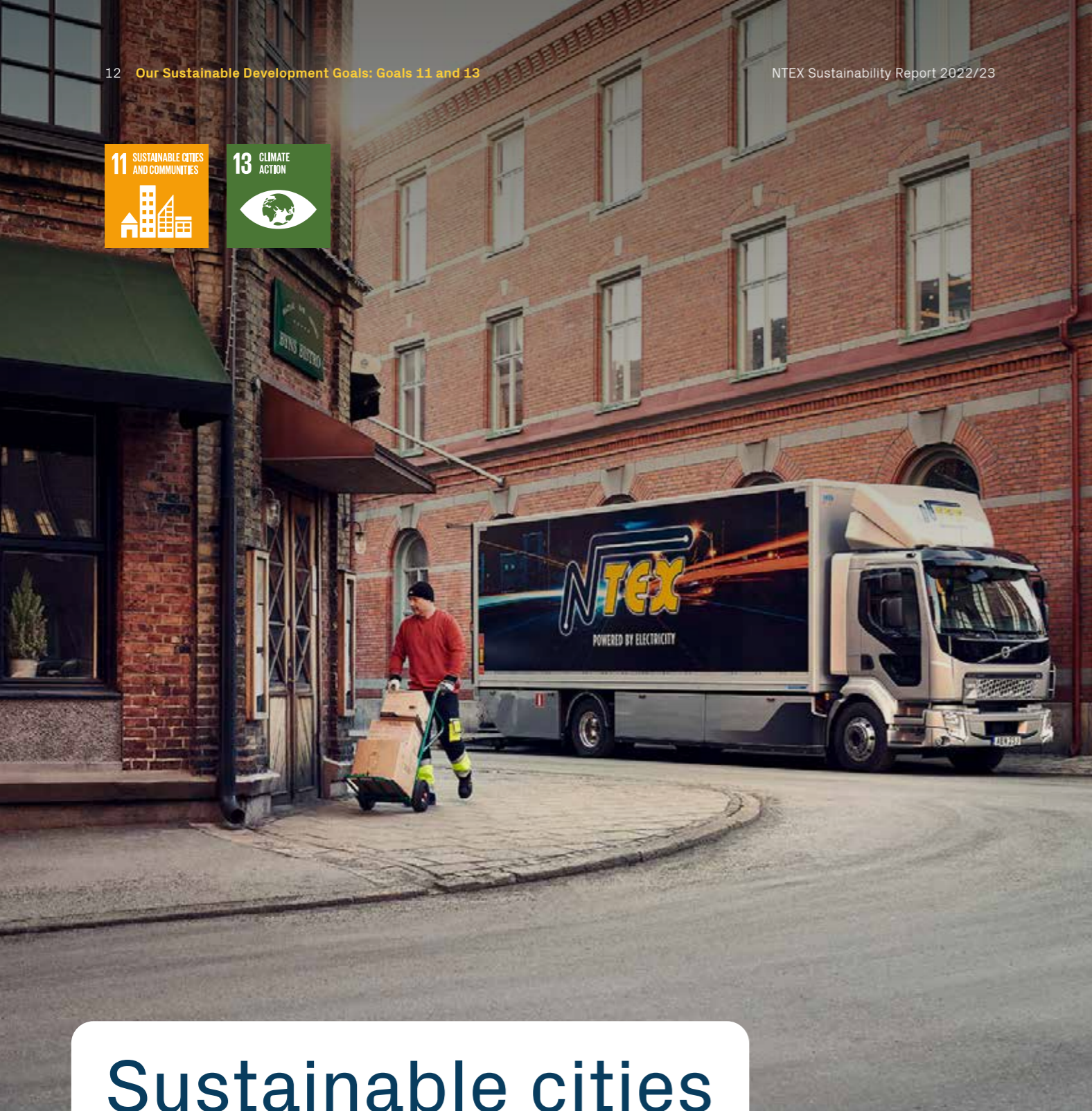
The parent company NTEX AB and NTEX Inrikes AB are environmentally certified according to ISO 14001:2015 and quality certified according to ISO 9001:2015.



NTEX AS in Norway is certified according to environmental ISO 14001:2015 and for quality ISO 9001:2015 since the beginning of 2023.

## Fill level in the past 10 years





# Sustainable cities and communities

## – Climate action

The most concrete ways that NTEX can contribute to sustainable cities and communities is by reducing carbon emissions, respecting human rights and maintaining strong business ethics. We strive to do this by optimising our vehicle fleet and following our code of conduct and anti-corruption policy.

## What NTEX does for sustainable cities and communities today

“ It makes driving more enjoyable, improves my work environment and contributes to a better and quieter urban environment.

### Electric trucks offer multiple environmental benefits

Christer Skogbäck has been driving an NTEX truck in and around Gothenburg for nearly two years. He used to drive fossil powered vehicles on a daily basis, and points out the huge benefits of electric vehicles.

‘The most obvious benefit is that they’re environmentally friendly, which is great of course. They’re also quiet to run, which is a big advantage. It makes driving more enjoyable, improves my work environment and contributes to a better and quieter urban environment. Another great advantage is that there are no emissions. From my perspective, driving an electric vehicle has nothing but advantages.’



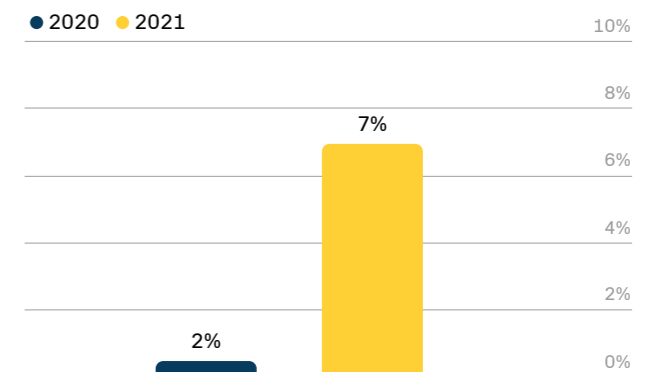
Christer Skogbäck, driver, NTEX

### Emission reports and carbon offsetting

NTEX prepares emission reports at the customer’s request. A digital calculator is used to calculate CO<sub>2</sub> emissions for the customer, including details of fill level, fuel and distance.

NTEX currently offers customers the option of offsetting the carbon emissions from its orders. Due to a steady rise in interest in carbon offsetting, we plan to scale up this sustainability initiative and implement it throughout NTEX.

### Number of carbon offset orders – NTEX Inrikes



## Code of conduct and anti-corruption

NTEX strives to be a trustworthy company that acts respectfully. To ensure that we comply with the latest updates in laws and regulations, NTEX also subscribes to an online law monitoring service. We do this to ensure compliance with laws and regulations.

### RELATIONSHIPS WITH BUSINESS PARTNERS AND STAFF:

- NTEX respects and complies with UN human rights principles, where discrimination is a violation of people's equal value and right to equal treatment.
- We do not tolerate, promote or support money laundering. We do not have business dealings with sanctioned countries, companies or individuals if the sanction is applicable to us.
- Needless to say, we condemn child labour and modern slavery.
- All NTEX's activities are aimed at generating value by offering competitive services and products in compliance with good business practices.
- Our deliveries should be characterised by quality and efficient resource use with a focus on the environment.

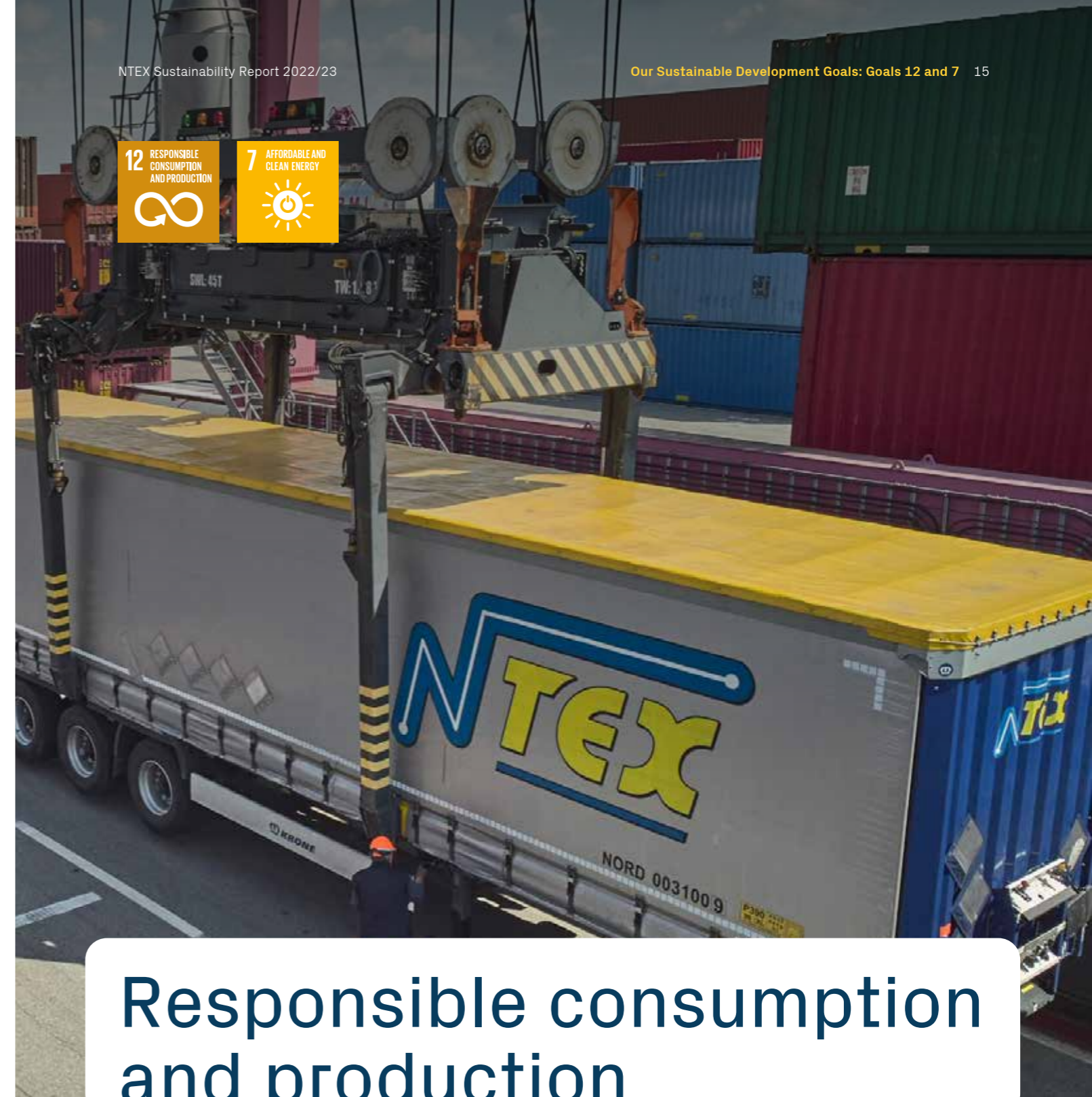
- We advocate for open markets and fair competition and do not enter into discussions or contracts – formal or otherwise – with competitors regarding pricing, market sharing or other activities that violate fair competition rules.
- NTEX's good reputation as a trustworthy company with strong integrity must not be jeopardised by requesting or accepting bribes or other improper advantages.
- Our anti-corruption policy states that NTEX must behave with honesty and integrity towards the company's employees, stakeholders and the wider market.
- No employee must offer, promise, give, demand, accept or request unlawful payments, either directly or indirectly, and must refuse personal gifts, entertainment and other types of payment from existing or prospective business partners that could affect or appear to affect the objectivity of their business arrangements.
- As an employer, we ensure that salaries and other benefits are in compliance with at least the minimum level and industry standards in the country of operation.
- We also comply with applicable laws and industry standards on working hours in the countries where we operate.
- Our employees are entitled to holidays, sick leave and parental leave, and to confidentially report misconduct without negative repercussions.
- Any employee who notices an action that appears to violate NTEX's anti-corruption policy is expected to report it to the company's management.

## With you all the way

NTEX's freight forwarders are there to give customers personal service all the way from dispatch to final destination. In practice, this results in fewer complaints and fewer extra journeys. By carrying out an annual customer survey, NTEX aims to continuously improve its understanding of customers' needs – something that leads to more efficient transports\*.



\* The surveys are based on NTEX's Swedish market



# Responsible consumption and production

## - Affordable and clean energy

Sustainable consumption benefits the environment as well as competitiveness and growth. By listening to our customers' needs and requirements from start to finish, we ensure greater customer satisfaction and loyalty. Another result of our customer-oriented approach is that deliveries are carried out according to customers' requirements – which means we seldom have to make extra journeys to rectify mistakes.



## How NTEX works to promote responsible consumption and production today



Thormod Bjørnland, Operations manager, NTEX AS, Norway

### How does NTEX achieve such a low complaints level?

We see the fact that only 0.2 percent of our deliveries result in a complaint as proof that we're doing things well and delivering according to customers' requirements.

'We handle the goods with great respect at our terminals and take the time needed to keep them in good condition. I think the time aspect is fairly crucial. Of course we aim to maintain a good pace, but we avoid stress and carelessness. We work carefully, systematically and with great respect for our customers and their goods. Another success factor is the large number of hauliers we work with. Different hauliers vary in their suitability for delivering different types of goods. Having a large network of hauliers allows us to choose the most suitable haulier for the goods to be delivered from the terminals. This results in the goods being managed well all the way, so there are very few complaints,' says Thormod Bjørnland, Operations Manager, NTEX AS, Norway.

Level of complaints from 2018 to 2021: **0.2%**



### Sustainable buildings and facilities

As NTEX expands, new sustainable premises are built with plans for solar panels, a battery plant, automatic washing facilities that use sustainable rainwater and BREEAM certification of all new offices.

- New terminal building, Gothenburg (BREEAM certified)
- New warehouses and terminal facilities: Gothenburg, Helsinki, Jordbro
- Crossdock terminals: Gothenburg
- Offices: Gothenburg, Helsinki, Hägersten, Jordbro

### Driver's manual

For NTEX to succeed in delivering a sustainable product, it is crucial that all representatives of NTEX are familiar with and live up to the company's ambitions. For this reason, all NTEX drivers are provided with our driver's manual, which explains in detail how NTEX views the importance of taking responsibility for the environmental consequences of our operations. The manual is available in multiple languages.



### Cutting emissions with combined transport options

'Of course rail transport is the single most environmentally friendly means of transport for long-distance deliveries. On some routes, however, it is not possible to delivery by rail all the way. By using intermodal solutions,

we combine different means of transport and ensure sustainable delivery with low emissions. Since we launched our intermodal service for transport between, for example, Italy and Great Britain, 5,000 consignments have been carried out, resulting in significant carbon savings,' says Ed Husselbee, Group Rail Development Manager, NTEX AB.



Ed Husselbee, Group Rail Development Manager, NTEX AB



# About the UN Sustainable Development Goals

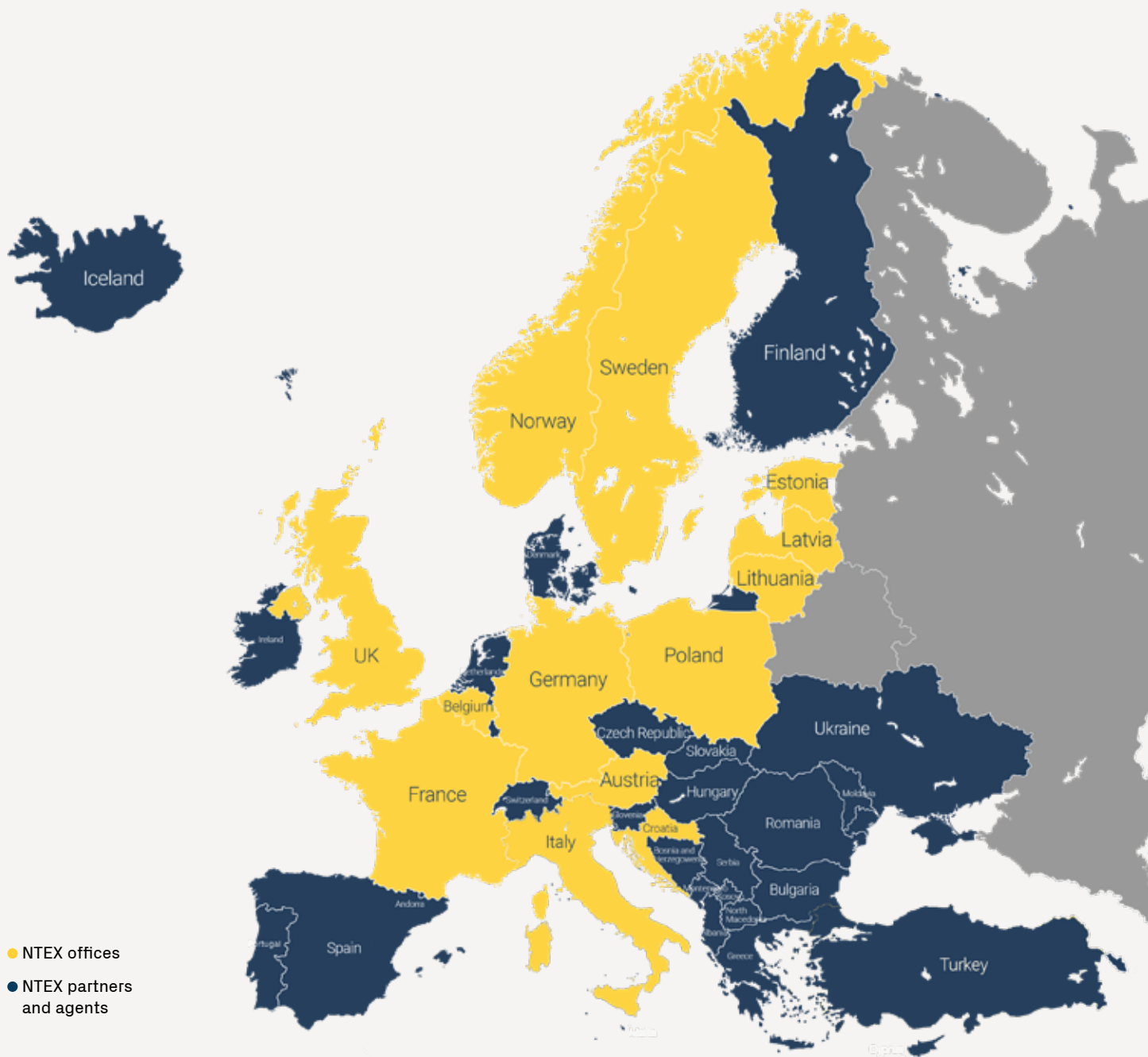
On 25 September 2015, UN member countries agreed to adopt Agenda 2030, a universal agenda for sustainable development that sets out seventeen sustainable development goals to be achieved by 2030. The Sustainable Development Goals and Agenda 2030 are the most ambitious agreement on sustainable development ever adopted by

global leaders. The concept of sustainable development integrates three dimensions of sustainability: social, economic and environmental. NTEX aims to contribute to a more sustainable world in all ways. However, to make our commitments more tangible and concrete, we have selected the goals that are most relevant to our business.

**Our goal**

In accordance with the selected global goals, NTEX aims to promote gender equality and reduce inequality, respect human rights, and maintain high business ethics. Together with our customers' flexibility, NTEX's goal is to be 100% carbon neutral by 2050.





# Trust and care. All the way.



**Website**  
[www.ntex.com](http://www.ntex.com)

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 Sweden

When you need sustainable and reliable transport by road, sea, rail and air. NTEX combines large capacity and knowledge with personal, committed service.