

CSR REPORT 2020



LOGISTICS SOLUTIONS
FOR A **WORLD** IN MOTION

About this report

We are pleased to present FREJA's Corporate Social Responsibility (CSR) report for the financial year of 2020. The report contains our statutory statement of social responsibility, cf. section 99 of the Danish Financial Statements Act. The report is inspired by and structured according to UN's Sustainable Development Goals.

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This CSR report covers our business activities in Denmark, Norway, Sweden, and Finland. We have collected data from these countries for several years in the Quality and Environment sectors. Our business activities in China and Poland are not covered in this report, as we have not gathered enough data.

To live up to Section 99 of the Danish Financial Statements Act, the CSR report must cover the entire Group. We have thus started implementing our CSR policy and establishing systems for data collection in both our Chinese and Polish subsidiaries. We expect to initiate certification and data collection in these countries during 2021 to provide aggregated reporting covering the entire Group for next year's report.

All environmental data related to the Scandinavian countries and Finland have been verified by DNV GL.



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CEO STATEMENT

Another year has passed by, and this time it has been one of the more unusual years in every aspect. All over the world, we have been dealing with a global pandemic that has changed the way we live and interact with people in both our professional and private life. We got used to keeping a distance, having online meetings, and limit social gatherings. Even though our attention has been directed towards this pandemic, in FREJA, we have maintained focus in order to continue with our strategy and goals. This includes our CSR strategy because we are convinced that we cannot postpone our actions and efforts when it comes to the planet and environment.

As a transport and logistics company, we believe that we have a responsibility to our planet and society.

Our company helps ensure that the supply chains are constantly running to make sure everyone always has access to food, medicine, hygiene products, and much more, and therefore our role in society is indeed crucial. However, there is no denying that our core business, unfortunately, has a negative impact on the environment. The transport sector is responsible for 24% of direct CO2 emissions from fuel combustion, and this is something we are doing our utmost to change for the better. We continuously strive to come up with new sustainable solutions so we can continue our work with a clear conscience towards our customers and the environment.

We consider it our duty to act in order to contribute to developing a sustainable planet. We continuously evaluate what we can do to improve our initiatives, and we try to adjust our efforts to make them fit the goals we want to reach. Just like we have done since 2018, we have also in 2020 chosen to use UN's Sustainable Development Goals (SDGs) as a framework and guideline for our CSR initiatives. Our experience is that many private individuals and companies know the framework and can relate to the goals. This provides a good ground for uniting across borders and organizations with the common goal to create a better planet to live on. If we want to see a positive change globally, we believe it is necessary to join forces and lift the task together, and we are pleased to see that people and organizations all over the world are doing an effort to develop a more sustainable future.

It is inspiring to see how all our colleagues in FREJA are doing what they can to deliver better solutions that create value, not only for our customers but also for the environment. Every effort counts, and here in FREJA, we are dedicated to taking care of our planet the best way possible in the hopes of creating a more sustainable planet for us and our future generations.



Ulrik Rasmussen
Group CEO



COMPANY PROFILE

IF YOU HAVE A NEED – WE HAVE THE SOLUTION

FREJA Transport & Logistics A/S was founded in 1985 in Skive, Denmark. We are one of the Nordic region's most recognized suppliers of transport and logistics solutions. We have around 30 offices in Denmark, Norway, Sweden, Finland, Poland, and China, and we deliver transport and logistics solutions for a world in motion.

Since our foundation, we have evolved from being a haulier to becoming a full-service provider, delivering high-quality services such as transportation by road, sea, and air, project transports, pharma & healthcare solutions, warehousing solutions, and 4PL services. For FREJA, nothing is too complicated, too small, or too big to be moved, so dare to challenge us – we can do it.

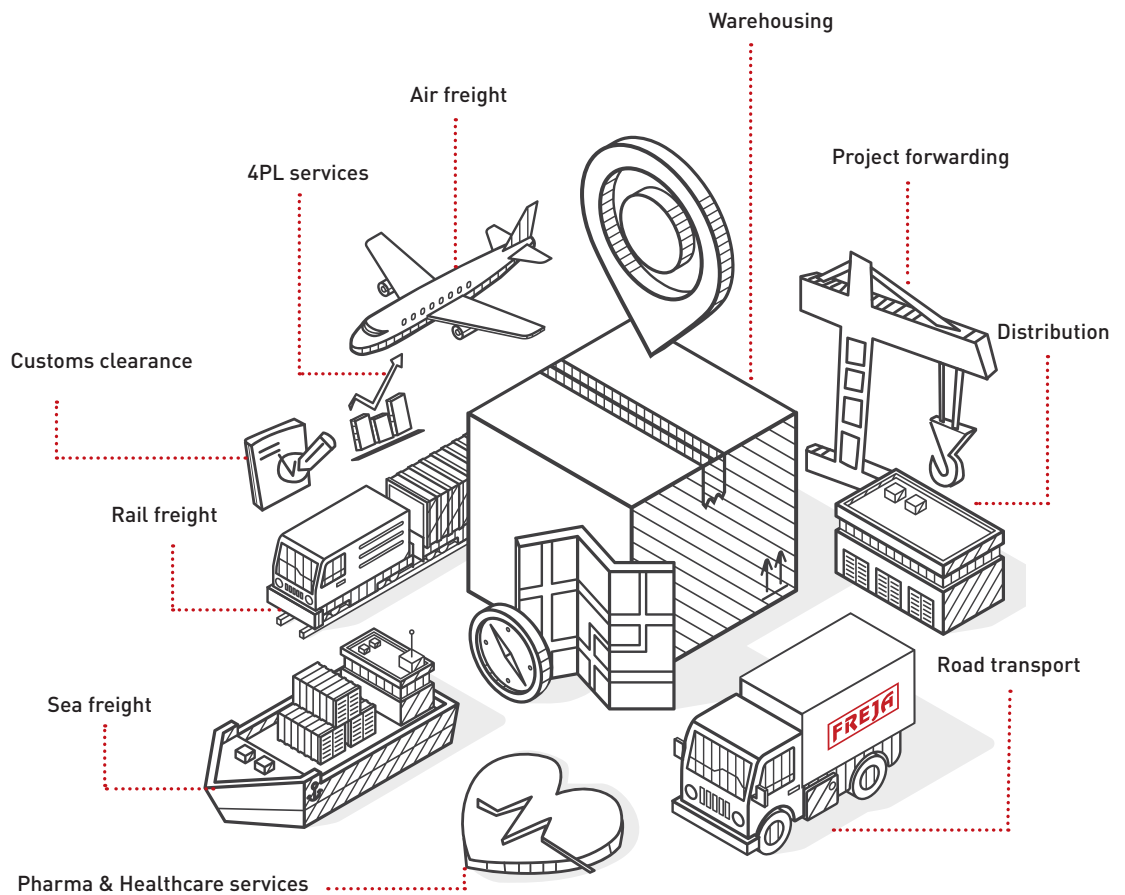
<p>880 professionals</p>	<p>445 MEUR in 2020</p>
<p>100% privately owned Nordic company</p>	<p>2 M consignments per year</p>
<p>2700 trailers</p>	<p>270 direct groupage lanes</p>



FREJA's Business Model

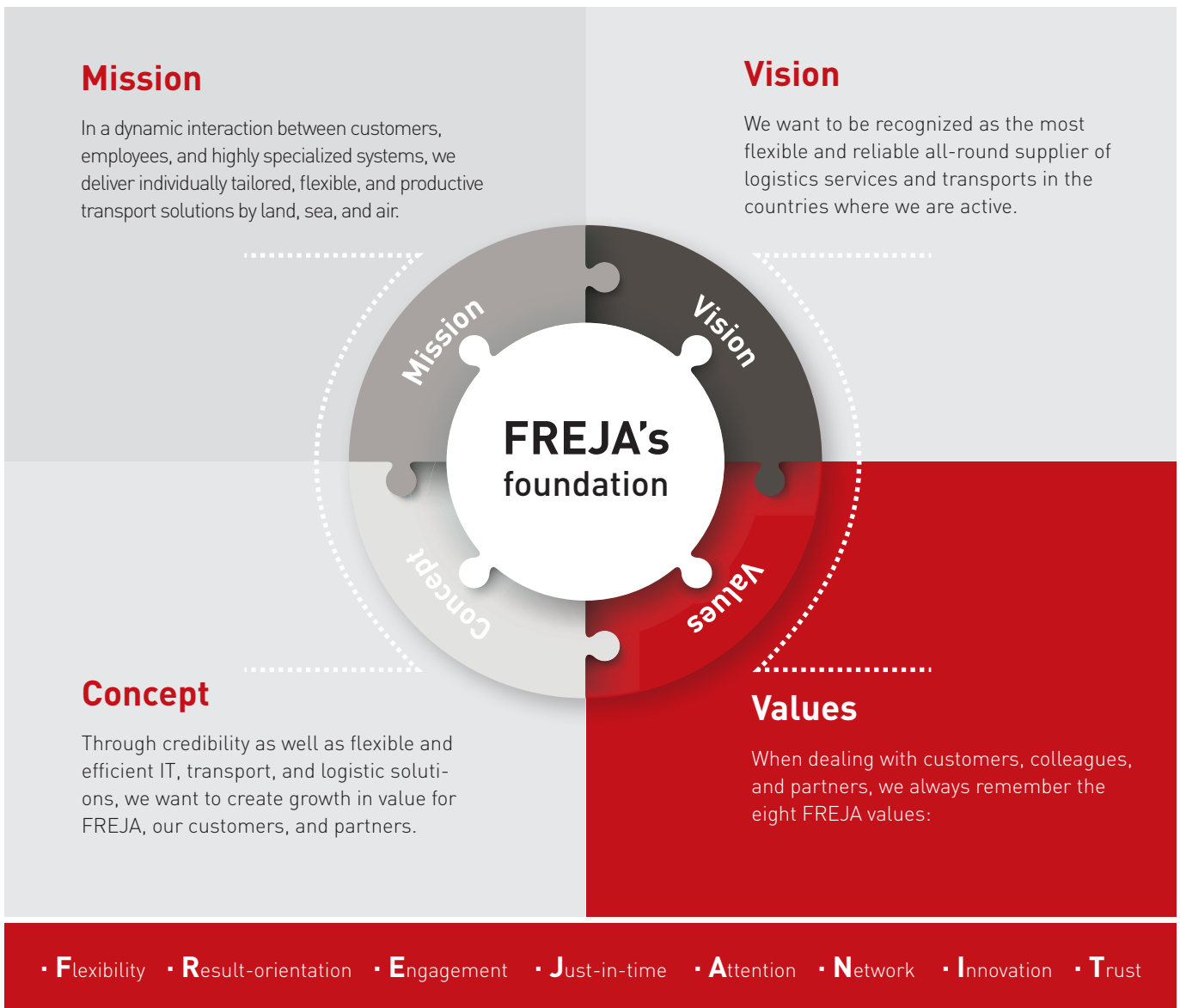
FREJA offers dedicated transport, logistics, and warehousing solutions in Europe and the rest of the world. We guarantee high quality and customized personal service, and we focus on what we do best, so you can focus on your core business.

Reducing the overall environmental impact throughout the entire supply chain is one of the goals we work towards. For this reason, we strive to develop innovative, efficient, and environmental-friendly transport and logistics solutions that will benefit not only our customers but also the general society. We want to create value and growth for FREJA and our stakeholders on a local and global level.



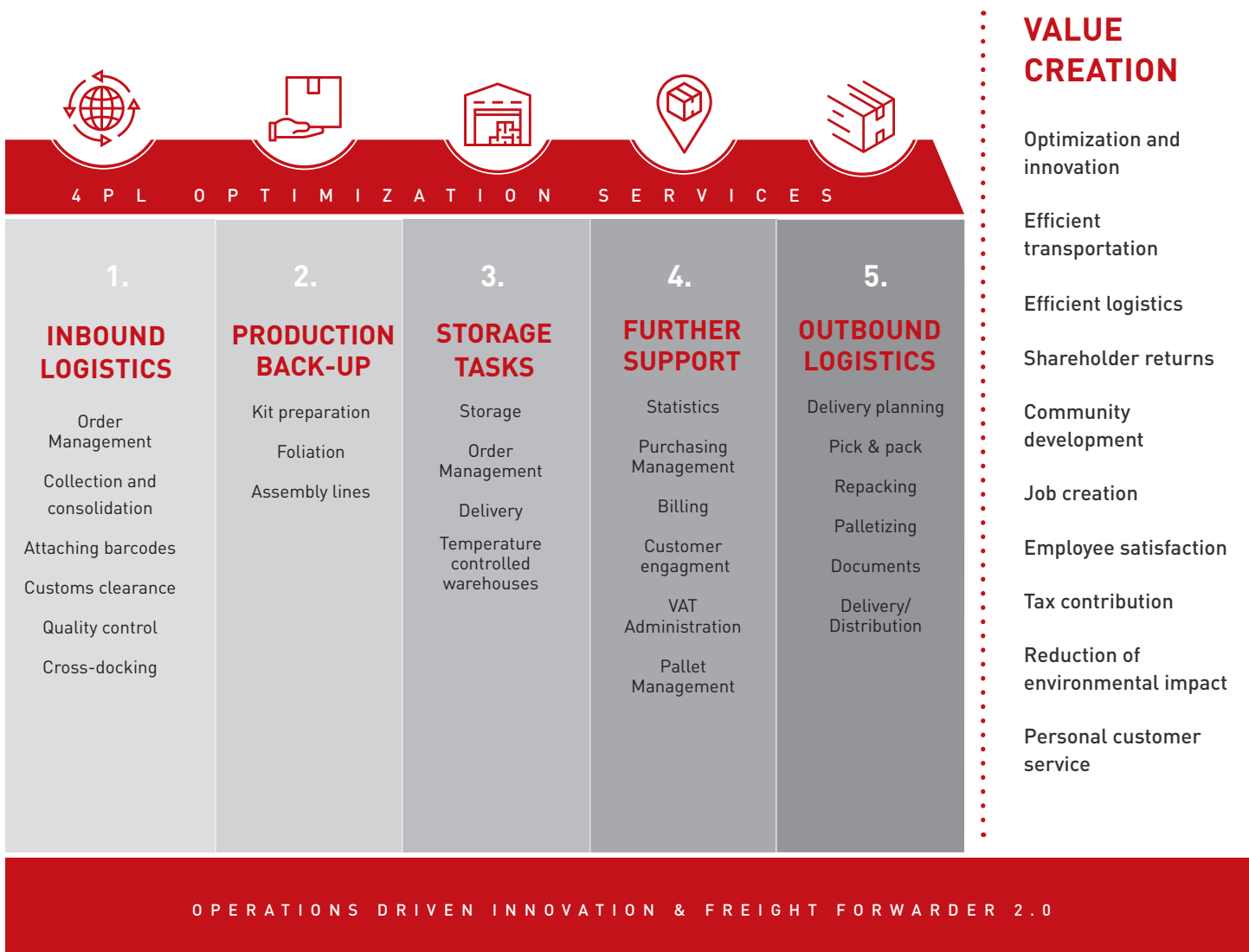
FREJA's Philosophy

In our business, transparency is crucial. It is important to know whom you are doing business with when you engage in a trusted partnership with us. Quality, honesty, liability, and flexibility have been keystones in our company since the very beginning. Our mission, vision, concept, and values define who we are, how we think, and how we work.



FREJA's Value Chain

FREJA's value chain consists of the most important activities we perform to maximize the value of our service for customers, partners, stakeholders, and the society.







RISK ASSESSMENT

Risk Assessment

In FREJA, we work actively with quality and environment when doing both internal and external audits. This is to ensure that we always have an updated overview of the impact our company has on the environment and the risks related to this.

As a socially responsible company, we apply risk assessments to identify the risks and determine how we can prevent them. Our risk assessment primarily covers decent work, responsible and sustainable production, and waste management.

Subjects	Identified risks	Actions	UN SDG
Subcontractors	The transport industry might encounter problems associated with people being underpaid, poor working conditions, and inadequate compliance with legislation.	We have written agreements incl. FREJA's Code of Conduct with all our key subcontractors. This aims to ensure that they comply with our requirements and the applicable legislation.	 8
Terminal and warehouse handling	Working in the warehouse can be physically hard and dangerous, and it is often characterized by monotony, dust, heat, cold, and deadlines.	FREJA ensures a good and safe working environment, through safety procedures, modern warehouse equipment, and high level of housekeeping, and we conduct employee satisfaction surveys every second year.	 3.8
Waste	Waste is squandering of resources and has a negative impact on the environment.	FREJA guarantees environmentally proven recycling and reuse of resources. We work continuously towards our goals of recycling 60% of our waste.	 12
CO2 emissions	The transport sector is responsible for 24% of direct CO2 emissions from fuel combustion ¹ . <small>1. Tracking Transport 2020, International Energy Agency (IEA), https://www.iea.org/reports/tracking-transport-2020</small>	FREJA has invested in technological fleet management solutions to help reduce empty haulage and optimize utility of loads. FREJA is looking for partners interested in testing sustainable fuel solutions.	 12.8

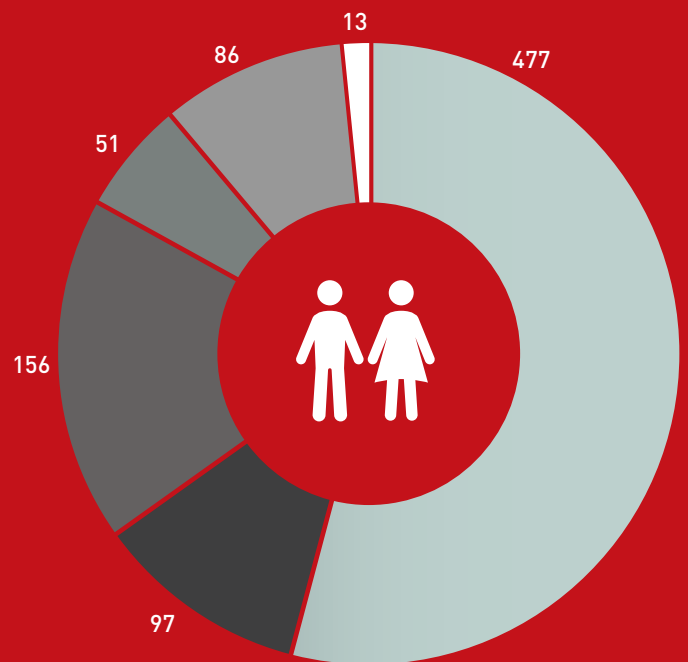
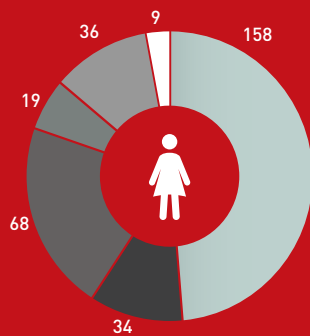
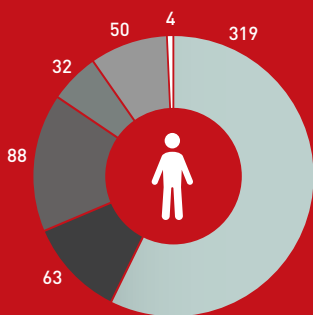
COMPANY PROFILE

Colleagues Total Group: 880



37%
Women

63%
Men

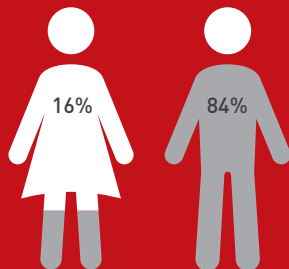


Denmark
Sweden
Norway
Finland
Poland
China

Managers total: 149

24
Women

125
Men



Co-workers total: 731

300
Women

431
Men



Quality, honesty, liability, and flexibility
have been keystones **in our company**
since the very beginning



4. SDG targets

Ever since our foundation in 1985, FREJA has found it important to take responsibility. There were no SDGs to lean on back then, but we still did what we could to contribute to society. We have always valued our role in society as a transport and logistics company, and we have taken pride in supporting our local community and the passionate people who are working hard to make a change.



4. SDG TARGETS

Since 2018, FREJA has been actively working with UN's Sustainable Development Goals (SDGs). We consider it a valuable framework to guide our initiatives and efforts. The SDGs support our CSR strategy by providing an overview of how and where we can contribute to minimizing the global environmental impact and get a more sustainable future.

In the last three years, we have focused on several SDGs, but throughout recent years, we have experienced that the most optimal solution for us is to direct our focus on only three SDGs related to our core business. We believe that by focusing on fewer SDGs, we can make a greater change. In the analysis and the evaluation of which areas we can make the biggest changes, we have decided to focus on SDG 3, 8, and 12. However, in our experience, it is not unusual that some of the SDGs and targets overlap each other. Our efforts in regard to the three main SDGs that we focus on will be elaborated in the next chapters.

The SDGs we are focusing on are



3. GOOD HEALTH AND WELL-BEING



3. Good health and well-being

Our employees make a difference for us and separate us from our competitors. We value our employees, and we want to do what we can to take care of them, as we are convinced that a good working environment leads to happy and healthy employees. During the years, we have implemented several initiatives in the organization to secure our employees' welfare. Through processes certified according to ISO 9001:2015 and SQAS, we try to ensure a good working environment in FREJA. Every second year we conduct employee satisfaction surveys to follow up on our efforts and get insights into how our employees are thriving.

3.4 Promote mental health and well-being

Pension scheme and health insurance

Every employee in FREJA has a mandatory company pension scheme and, and they are covered by health insurance to ensure quick access to necessary treatment. Health insurance is offered to ensure a healthy work environment but also to prevent absenteeism and reduce unavoidable absences in the company.

Physical relief

We have height-adjustable desks on the locations and regular visits by an ergonomist/physiotherapist to make sure our employees receive guidance and understanding for the work positions most suitable for their bodies. The canteens on the locations serve a wide variety of healthy food to make it easier for our employees to choose a healthier lifestyle. In some locations, we have massage chairs or weekly visits by a masseuse, and we also offer free gym facilities. Moreover, our employees have the opportunity to participate in sports activities arranged by FREJA or other organizations in their local area.



"FREJA is a great place to work, and I am happy to be a part of the company. Not only do I have supportive colleagues and find my work tasks exciting and challenging, but I also like to work at FREJA because I feel valued here. They provide for their employees, and I enjoy going to work every day"

Ada Shen
Project Operation Manager
Shanghai, China

3. GOOD HEALTH AND WELL-BEING



Our colleague, Jonas Dahl, demonstrates how the intelligent gloves work.



Intelligent gloves

In the logistics centers in Norway and Denmark, we have been testing “intelligent gloves” to optimize the workflows. The glove has a scanner placed on top of it making it easy and quick to scan while allowing the employees to use their hands freely. Not only does this help reduce the time it takes to complete a single process, but more importantly it also helps ease physical overexertion on the back and body. The glove has received positive feedback from our employees which is why we have chosen to invest in these. It has changed the way the work is carried out in the logistics centers, as our employees do not need to put away the scanner every time boxes are handled, making the work tasks much more convenient and easier to execute.



“It means a lot to us that we can offer this solution with intelligent gloves to our employees, and we know that they appreciate it as well. It is always good when we can optimize the processes, but when we, in addition to this, can find a solution that also benefits the welfare of our employees, it is even better”

Christian Aurdal
 Technical Manager Logistics
 Fjeldbo, Norway

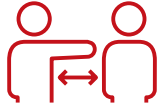






3. GOOD HEALTH AND WELL-BEING

COVID-19

It is no secret that FREJA, like most other companies, have been challenged during this period with a global pandemic going on. We are lucky that many of our employees can work from home, but this is not the case for everybody. We are dependent on our drivers and the employees who work in the terminals and warehouses, and due to their working situation, they have been extra vulnerable during the pandemic.

We have taken extra precautions and safety measurements in the warehouses and terminals to prevent the virus from spreading, and we have offered COVID-19 tests whenever needed. Since all our employees could not work from home and thereby are at higher risk of getting infected, it has been extremely important for us to make it as safe as possible at work and protect them the best way we can.

Actions we have taken on our locations to reduce the spread of COVID-19:

<p>Keeping a safe distance</p> 	<p>Small groups of people in the offices and warehouses</p> 	<p>Limit physical meetings and instead have online meetings</p> 	
<p>Closed canteens in some locations and limited seats</p> 	<p>Increase the use of masks in some areas</p> 	<p>Limit access for guests and partners</p> 	<p>Focus on hand hygiene and disinfection</p> 

3. GOOD HEALTH AND WELL-BEING

Sickness absence

Denmark 2,40%	Sweden 1,40%	Norway 6,90%
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Poland 4,70%	China 0,15%	Finland 1,30%
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Occupational injuries and near misses

Reported occupational injuries and accidents resulting in absence from work

1 Number of occupational injuries:

Danmark: 1	Norway: 0	Poland: 0
Sweden : 0	Finland: 0	China: 0

0,22009 Total Recordable Incident Rate*

Danmark:	Sweden : 0	Finland: 0	China: 0
0,22009	Norway: 0	Poland: 0	

*TRIR = (Number of OSHA recordable incidents) x 200.000 / (Total number of hours worked)



3. GOOD HEALTH AND WELL-BEING



“It’s motivating to be a part of an organization that supports so many good causes, and it is a great feeling when your employer shares the same values as yourself. FREJA wants to give back to society, and it increases the pleasure of work when you can see how your efforts help make a difference”

Julia Urmas

Marketing & Events
Turku, Finland

Sponsorships

Besides initiatives inside the organization, we also try to promote health and well-being via sponsorships. In FREJA, we like to support people who are eager and driven by their passion – just like we are. Our sponsorships are most often given to athletes and sports teams, such as the golf player, Niklas Nørgaard Møller, Sailing Team Finland, HV71, and AGF, amongst others. However, we also support organizations and good causes such as SMILfonden, Friends, Hjertegalla, Red Cross, Make-a-Wish, and many more. For many years, we have contributed to the fight against cancer by supporting organizations such as Kræftens Bekæmpelse, Stafet-for-Livet, and Team Rynkeby.



Tuula Enoshima from Sailing Team Finland.

3. GOOD HEALTH AND WELL-BEING



*Niklas Nørgaard Møller
when he won 'Race to
Himmerland Presented by
FREJA' in 2019.*

In FREJA, we like to
**support people who
are eager** and driven by
their passion
– just like we are

3. GOOD HEALTH AND WELL-BEING



“We have a huge responsibility for road safety when our vehicles drive around all over Europe. We want to be ahead when it comes to benefiting from developments that lead to increased safety on the roads and reduce the risks of accidents”

Leif Haug,
European Transport Solutions Director
Oslo, Norway

3.6 Halve the number of global deaths and injuries from road traffic accidents

As a transport and logistics company, road safety is one of our main focuses, as our trucks are out on the roads every day and night to deliver all kinds of goods to all parts of the world. For this reason, we feel obliged to do our part to make the roads safer.

Responsible collaborations

The drivers we hire are experienced and trustworthy, and we only collaborate with hauliers who are responsible and have competent drivers. We have many requirements and expectations for our hauliers which have been gathered in a Code of Conduct that all hauliers must sign upon conclusion of a freight contract with FREJA. The purpose of the Code of Conduct is to ensure that our suppliers comply with the requirements and the applicable legislation.

Snow bridges

We have taken internal safety precautions on our parking lots to minimize the risks of accidents. To make the roads safer, we have also installed snow/ice bridges on all our terminals to make it easy for our drivers to remove ice/snow from the roof of their trucks and the trailers. This way, we reduce the risk of ice falling on other cars when the trucks are out on the roads.

Winter tires

When it comes to winter tires on our vehicles, we have also here taken safety precautions to ensure safer roads. From the 2020/2021 winter season, new rules will apply to winter tires for all new heavy vehicles driving in Norway. A motor vehicle with a maximum authorized mass of more than 3500 kg must have winter tires of the 3PMSF (3 Peak Mountain Snowflake) type on drive axles and front steering axles. On other axles, it is allowed to use M&S (Mud and Snow) tires.

Based on the new requirements and information about the tires, we decided to acquire 3PMS last winter. We want to make sure that all our vehicles have the best tires, which is why we have invested in 3PMSF, as they are of the highest quality and the safest. All the FREJA vehicles in Norway older than 2019 use M&S tires.

3. GOOD HEALTH AND WELL-BEING



Detailed reporting of traffic accidents

In 2021, we expect to start initiating more detailed reporting of traffic accidents/incidents. By having this data, we have better prerequisites of determining the root cause for the accidents, making it easier for us to start initiatives that reduce accidents on the roads.

3. GOOD HEALTH AND WELL-BEING



“Detailed reporting of traffic accidents is one of our main focus areas in 2021. When our trucks are out on the roads as much as they are, it is our responsibility to do what we can to make the roads safer. With our role in society, we cannot just stand by as passive observers, but we need to take action if we want to see a change here. If not us then who?”

Wanda Szafarz

Forwarding Department Manager
Łódź, Poland

GOAL 2022

By the end of 2022, we expect to have implemented procedures that allow us to gather relevant data to conduct more detailed reporting of traffic accidents/incidents.

3. GOOD HEALTH AND WELL-BEING



Joining the fight against COVID-19

In close collaboration with B. Braun, FREJA has assisted in securing the first 250,000 ampoules of sodium chloride for the Danish center of disease control and prevention, Statens Serum Institut (SSI). The pallets were sent urgently and delivered on a direct GDP truck from our warehouse in Taastrup, so SSI could start vaccinating against COVID-19 as soon as the vaccine was approved and delivered to them.

In Norway, FREJA also assisted B. Braun in delivering essential products to the COVID-19 vaccine. These products have been sent by an urgent GDP transport from Germany to Norway and delivered on time to start the vaccination. B. Braun and FREJA make a substantial contribution towards protecting and improving people's health.

At our logistics center in Oslo, which has been approved by the Norwegian Medicines Agency, FREJA plays an important role in distributing vaccines in the fight against COVID-19. FREJA's professionals contribute, among other things, with packing test kits as well as in-process control in our GMP approved packaging department before ensuring secure distribution to the right receiving location. The processes are quality assured by our pharmacists.



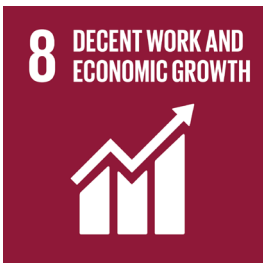
3.8 Access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

Medicine and vaccines

FREJA is a qualified partner when it comes to delivering medicine and vaccines to pharmacies, hospitals, and other health institutions. We help pharmaceutical companies deliver, as well as store and pack, the products in our warehouses. Our Pharma & Healthcare logistics team is experienced and has been trained in accordance with GDP requirements making us a valued partner in the supply chain as we contribute to making medicine and vaccines accessible.



8. DECENT WORK AND ECONOMIC GROWTH



8. Decent work and economic growth

Goal 8 strives to promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all. The transport industry plays an important role as a contributor to trade, employment, and economic growth both nationally and globally.

8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation

In FREJA, we have made it a priority to invest in technology, IT, and innovation. IT is a crucial part of our work, and we strive to have the best IT tools to deliver high-quality solutions for our customers and employees. We acquire IT solutions from other companies and adapt them to our needs, but we also develop IT solutions ourselves.

MyFREJA

Our Business Intelligence platform, MyFREJA, is an example of an IT system developed in FREJA. The BI platform has been developed to deliver data and insights about our customers' transport activities with FREJA. MyFREJA has an intuitive user interface that enhances supply chain dimensions and improves the flow-of-goods analysis making it easy for our customers to use these valuable insights to optimize their business.



In **FREJA**, we have made it a priority to **invest in technology, IT, and innovation.**

8. DECENT WORK AND ECONOMIC GROWTH

Digital Driver

Digital Driver is a mobile app designed to improve communication with the drivers. In 2019, we started developing an app that allows us to send out and collect elaborating information about the pick-ups and deliveries. The app also allows for the drivers to easily scan the PODs/CMRs into our system instead of delivering them by hand. Digital Driver ensures that we quickly and easily can receive an online confirmation that the goods have been delivered/picked up and that the drivers have easy access to all the information they need about a transport.

We are still developing and implementing the app, but the purpose is to create transparency and increase efficiency. Improving data quality and having information about the goods' whereabouts allows us to increase transparency and thereby optimize the customer experience. Moreover, the drivers will have easy access to information about the deliveries/pick-ups, and they will not have to deal with paperwork, which means that the app solution will also benefit the environment, as it will reduce the use of paper significantly.

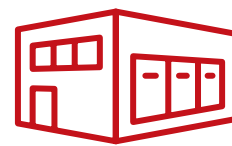
In the long run, it is also intended that the app should function as a support for the driver to drive more environmentally friendly. The app should be able to give suggestions on how the driver can optimize his/her driving to limit CO2 emissions. Furthermore, the app should also include the drivers' resting time on a route. With this information, we can predict a more specific estimated time of delivery based on traffic and resting time, which will contribute to a better customer experience.

We expect to begin implementing the app solution during the Summer of 2021, and our goal is to have it fully implemented before 2022.

GOAL 2022

We strive to have Digital Driver implemented by 2022.

8. DECENT WORK AND ECONOMIC GROWTH



Warehouse optimization

In our warehouse in Aarhus, Denmark, we have ten picking machines that increase efficiency and save space. With the picking machines, we have achieved a 65% room saving, and we can now store up to 40,000 pairs of shoes on only 350 m², which makes it more convenient for our employees when they have to pick and pack the orders. For our warehouses in Denmark and Norway, we have also invested in intelligent gloves to optimize the workflows. As the glove has a scanner placed on top of it, it is easy for our employees to quickly scan products while allowing them to use their hands freely. This helps reduce the time it takes to complete a single process and ease physical overexertion on the back and body.

8. DECENT WORK AND ECONOMIC GROWTH



Adapting to COVID-19

Due to COVID-19, many of our employees have been working from home, and we have not been able to travel across locations as usual. For this reason, we have increased our use of online meetings rather than physical ones. It is important to have relevant systems and tools to create the optimal experience with online meetings, which is why we have invested in both technology and IT systems to make online meetings as smooth as possible. Among other things, we have expanded our Microsoft agreement to include tools such as the possibility of telephone meetings via Microsoft Teams, and we have made large investments in technology and systems delivered by Poly to improve the online meeting experience.

We have been forced to change the way we work, but it has not all been for the worse. We have realized the benefits of having online meetings, and we expect to continue more with this after the pandemic is over. It reduces travel time, which means less CO2 emissions, and it is often more convenient for our employees as they save time on transport and thereby have more time to focus on their other tasks.

8. DECENT WORK AND ECONOMIC GROWTH



8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

FREJA is continuously working with business development and optimization, and innovation is part of this, so we can explore new ways of incorporating more environmentally friendly transport solutions. By dedicating ourselves to innovation in our daily work, we strive to create innovative solutions that will not only benefit FREJA and our employees but the whole society and environment.

Operations Driven Innovation

We work with innovation every day, and we have developed our own innovation concept called 'Operations Driven Innovation' (ODI). As the name states, the concept is based on ideas submitted by our employees. As part of ODI, we have introduced whiteboard meetings that allow our employees to share their ideas. Here, the different departments highlight the progress and development in KPIs, projects, and innovation. With ODI, we have created an environment that improves employee inclusion across functions, titles, departments, and countries. ODI was developed and implemented in our Danish locations, and we are currently working on scaling it to the other home countries.

8. DECENT WORK AND ECONOMIC GROWTH

Hauliers

Many small hauliers or drivers have their own one-man trucking companies, and in FREJA, we do what we can to support them. We help them by handling most of the administrative work that follows when engaging in a partnership with us. We offer discounts on BroBizz, insurance, and fuel cards, among others, and we help them with credit notes to reduce the hauliers tasks making it easier for hauliers to collaborate with us. We want to contribute in this way, as it helps us establish strong long-term relations with the hauliers and thereby creates a stable and dependable partnership where we can help and rely on each other.

Energy consumption

We have switched to LED lighting in our offices and warehouses to reduce our total energy consumption. We strive to have the energy consumption reduced in all our FREJA branches by 2022.

In our location in Taastrup, we have bought 22 new Frigo trailers with solar cells installed on the roofs. The solar cells are used instead of electricity to charge the start batteries. Solar cells are good for the environment, and they ensure great reliability as the Frigo trailers will always be ready and charged.

8.4 Improve progressively global resource efficiency in consumption and production and endeavor to decouple economic growth from environmental degradation.

We are working actively to find solutions that improve our resource efficiency and prevent environmental degradation. One of the steps we have taken to minimize our environmental impact is to make it a requirement for all our new affiliated subcontractors to use minimum EURO 5 vehicles.

22 trailers

We have bought 22 new Frigo trailers with solar cells installed on the roofs

Traffic	KM	Freight weight i Tons	CO2e kg Tank to wheel	CO2e kg Well to wheel	TON km	CO2e pr Ton km
DK	145.821.122	5.138.029	113.011.370	143.542.667	3.731.942.983	0,0303
SE	37.604.883	959.919	29.143.784	37.017.307	743.685.568	0,0392
NO	17.379.944	184.105	13.468.744	17.107.477	319.424.955	0,0422
FI	63.622.770	988.249	49.307.647	62.628.664	1.848.417.444	0,0267
PL	22.833.159	732.954	17.695.698	22.476.391	661.248.204	0,0268
Total	287.261.878	8.003.256	222.627.243	282.772.506	7.304.719.154	Average 0,0334

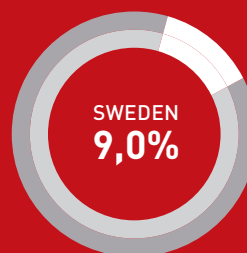
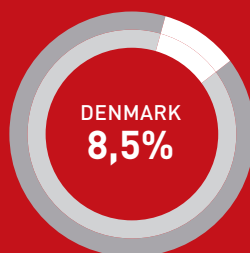
Energy consumption in FREJA

8. DECENT WORK AND ECONOMIC GROWTH

10%

We strive to keep the total empty KM in the group below 10%.

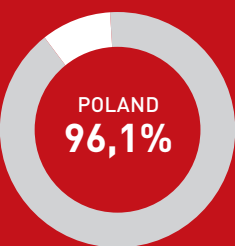
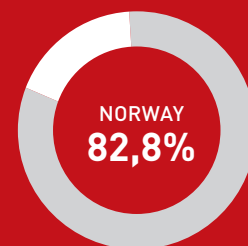
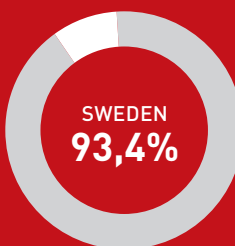
Empty KM %



100%

We strive to be above 100% on utility load

Utility Load



8. DECENT WORK AND ECONOMIC GROWTH

Empty KM and utility load

We strive to constantly optimize our utility load and reduce empty haulage mileage by loading cargo intelligently, and combining heavy and voluminous loads to maximize efficiency.

We strive to be above 100% on utility load, and to keep the total empty KM in the group below 10%. The numbers for empty KM are currently only available for our Danish, Swedish, and Finnish branches, but we are working on implementing empty haulage reporting in our other branches as well.

GOAL 2022

To reduce the energy consumption in all our branches by 2022.

8. DECENT WORK AND ECONOMIC GROWTH



“Our customers have started to realize the importance of choosing environmentally-friendly transport solutions. Transportation by rail is a great sustainable alternative, and the demand for this solution is increasing. We strive to provide services that reduce the CO2 footprint, which is why we invest significant resources in developing green transport solutions.”

Joakim Friberg
Branch Manager
Helsingborg, Sweden

Engage in partnerships to reduce CO2 emissions

We have teamed up with Aalborg University in Denmark on a project that aims at minimizing driving with empty/half-empty vehicles and sharing excess capacity with other transport companies thus reducing CO2 emissions. We have chosen to participate in the project because of the positive impact this solution will have on the environment. We have common environmental challenges in this industry, and it will benefit everyone if we can lift the challenge together and find a solution. Knowledge sharing and research will eventually give the transport industry an environmental boost, and the final product will allow for significant savings. Moreover, it will help advance the transport industry in Denmark and improve its international competitiveness. The project is expected to be completed during the Summer of 2021.

Rail freight as a sustainable alternative

Rail freight is becoming more and more popular, as it not only can be a fast and cheap solution of having goods transported, but it also benefits the environment. Rail freight can reduce CO2 emissions significantly compared to road transport, making it a valuable green alternative to our customers.

Our Norwegian, Swedish, and Danish branches offer rail freight solutions to our customers. In Norway, we are collaborating with Color Line, and the train operators ECL and Kombiverkehr, on daily departures between Germany-Italy and Germany-Switzerland. The trailers are loaded on a train and brought with Color Line from Germany to Oslo and vice versa, where they are picked up by Norwegian trucks using EURO 6 engines. The trailers are then transported to a terminal or directly to the customers. This specific solution reduces CO² emissions by 50%. In Sweden, we have teamed up with Kombiverkehr on rail freight solutions between Travemunde, Germany, to Duisburg/Ludwigshafen, Germany. We have collaborated for the last two years, and this solution reduces CO2 emissions by 80-82% compared to road transport. In Denmark, we offer rail freight between Fredericia, Denmark, and Katrineholm, Sweden. DB Cargo is our partner on this solution, and it brings several advantages – it is cost-effective and reduces CO2 emissions by 80%. Nonetheless, it is also convenient during January and August, as many hauliers are on vacation during these periods. With rail freight, we can thereby secure capacity during these months.

80-82%

Rail freight solutions reduces CO2 emissions by 80-82% compared to road transport

8. DECENT WORK AND ECONOMIC GROWTH



GOAL 2021

The project with Aalborg University is expected to be completed during 2021.

8. DECENT WORK AND ECONOMIC GROWTH

8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training

We have over the years started several initiatives in FREJA to educate young people and give them the competencies they need to pursue a job or an education. We are proud of being able to help young people with their education and contribute to their learning.

Trainee program

We have established a trainee program, where we offer new talents the possibility to join our team in Denmark and Sweden every year. The education takes two years, and in that time, the students primarily go to work at FREJA, while ten weeks are dedicated to schoolwork. During the program, the trainees get knowledge about topics such as warehouse handling, logistics, transport legislation, and claims. At the end of the education, they will write a final paper about a topic of their choice, in which they will be examined. Once completed, they can call themselves freight forwarders, and most of them pursue a career at FREJA after finishing the education.

We have had the trainee program for many years now, and we are proud to offer this program. We collect feedback from the trainees each year to help us develop the program.



8. DECENT WORK AND ECONOMIC GROWTH



“The best thing about the freight forwarder education is that the work you do creates value. Every day, you get the opportunity to work with something that is truly relevant to society. Everything we use is transported - the clothes we wear, furniture, IT equipment, medicine, food, etc. In addition to this, the learning curve is very high because you are constantly challenged. There is a high pace in this industry, and every day you face new challenges. If you are up for it, FREJA allows you to be assigned more and more responsibility all the time. FREJA has shown confidence in us trainees from the very beginning, and here you work according to the principle ‘freedom under responsibility’, which allows you to contribute and put your own stamp on things”

Nathalie Høiberg Lambrecht
 Trainee in FREJA
 Aarhus, Denmark

8. DECENT WORK AND ECONOMIC GROWTH

We are proud of being able to help young people with their education and contribute to their learning.



8. DECENT WORK AND ECONOMIC GROWTH



FREJA's Teddy Petersen (right), took Nana under his wings as part of the project 'Unge på Toppen'.

Unge på toppen

In Padborg, Denmark, we are a part of a project called 'Unge på Toppen' which is a job project that, in collaboration with Jobcenter Aabenraa and multiple companies, strives to get young people to work or get an education. In 2020, FREJA in Padborg had a young woman called Nana as an intern at the warehouse. Warehouse Manager Teddy Petersen and his team took Nana under their wings for approximately ten weeks, where she explored what it is like to go to work and got familiar with tasks such as packing and picking goods.

70-75%

The project has, over the past four years, proceeded with a success rate of around 70-75%. The project targets young people who, for various reasons, are receiving cash benefits, but are ready to try something new and push some boundaries. The project extends over an 18-20 week intensive course consisting of three focus areas: diet and exercise, personal development, and company internship.

”

“It is a pleasure to be part of this project, and it is uplifting to get to know these young people. We have had good experiences, and we are happy to help them develop their personal and professional skills and competencies. Our goal is to support them and give them the experience they need to make them better equipped to find a job or pursue their dream education.”

Teddy Petersen

Warehouse Manager in FREJA
Padborg, Denmark

8. DECENT WORK AND ECONOMIC GROWTH



Speditør 2.0

In our Norwegian branch, we have implemented the program 'Speditør 2.0' (Freight Forwarder 2.0), which focuses on creating value for customers, customer empathy, and positive experiences.

Together with NAV and NHO Logistics & Transport, we have designed and launched the program to develop our employees and give them the right qualifications to become the best in the industry. The responsibility for development is primarily placed in the hands of our employees to motivate them to act and improve themselves.

Interns and other collaborations

We have had good experiences with interns in our organizations. The interns are placed in a department that fits their educational program so they can gain more knowledge about their field and get more experience. We value this type of cooperation, as we also benefit from it and not only the students.

We often team up with universities to contribute to educational programs. Our employees have both participated in guest lectures, interviews, as well as semester projects and master thesis collaborations with university students.



8. DECENT WORK AND ECONOMIC GROWTH

8.8 Protect labor rights and promote safe and secure working environments for all workers

Code of Conduct

Like any other industry, the transport industry might encounter problems associated with poor working conditions, people being underpaid, and inadequate compliance with legislation. To protect labor rights, we have a Code of Conduct that all our major suppliers have signed, and all new significant suppliers are asked to sign. FREJA's Code of Conduct was introduced in 2014, and the purpose is to ensure that all of our suppliers comply with our requirements and the applicable legislation. The Code of Conduct describes what we in FREJA consider good business morals and ethics, and to make sure it is adhered to, we conduct frequent audits and develop quality assurance programs.

We continue to spread awareness about our Code of Conduct in our supply chain to make sure that all our significant suppliers know about it and accept it. It is important that our partners and suppliers share the same attitude towards business morals and ethics as us.

Whistleblower scheme

We have a whistleblower scheme that allows anonymous reporting of experiences and suspicions of problematic conditions in FREJA. We have established a whistleblower scheme to prevent unaccepted behavior and criminal actions. Anonymity is guaranteed via a login to the system to increase our chances of obtaining more details about what is reported. Access to the FREJA whistleblower scheme is available on our website www.freja.com/about-freja/csr/.



AEO Certification

FREJA is AEO certified (Authorized Economical Operator) in Denmark, Sweden, and Finland. AEO helps simplify the work in connection with customs, security, and protection. With this certification, FREJA demonstrates that requirements are imposed on both carriers and customers when it comes to loading and unloading, storage, and handling of goods.



8. DECENT WORK AND ECONOMIC GROWTH



Safety regulations

We have taken the necessary precautions to ensure a safe and secure working environment in our warehouses, terminals, and offices.

At all our locations, we have a detailed fire escape plan that all employees must follow in case of emergency. We also have first aid kits in our locations, and we offer our employees to participate in first aid courses. All guests must register in our reception and be accompanied by a FREJA employee. On all terminals and warehouses, it is required to wear safety shoes and reflective vests. Furthermore, we regularly conduct safety inspections to ensure that all requirements are kept and all necessary measures are taken.

Driver conditions

We are dependent on our drivers, and it is important for us that they are treated well and are happy to work with us. In all our terminals, we have common rooms where the drivers can relax while they wait, as well as showers and laundry rooms for them to use free of charge. Last year, we opened our new modern warehouse in Szczecin, Poland, and it was a must to establish a comfortable waiting room for the drivers, social facilities, and a laundry room of high standard. We want to ensure that our drivers have the most optimal conditions in the industry, so we can strengthen our relations and make FREJA an attractive workplace.



8. DECENT WORK AND ECONOMIC GROWTH

We are dependent on our drivers, and it is important for us that they are treated well and are happy to work with us.



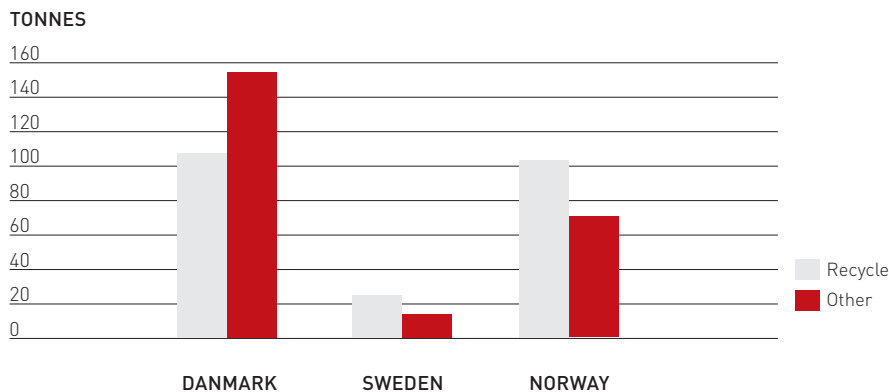
12. RESPONSIBLE CONSUMPTION AND PRODUCTION



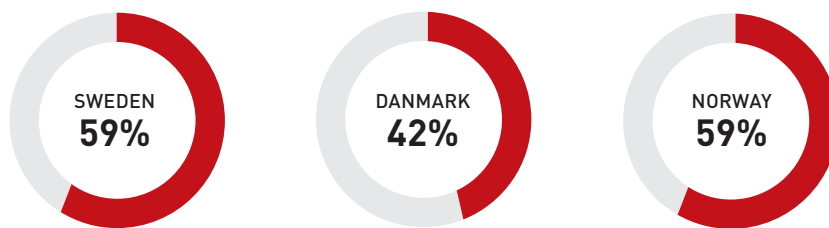
12. Responsible consumption and production

12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

In FREJA, we have established several initiatives to reduce waste through both recycling and reuse. We guarantee environmentally proven recycling and reuse of resources via standards certified according to ISO 14001:2015.



RECYCLE



Waste recycling

We sort all the waste in FREJA into several categories, such as paper, cardboard, plastic, metal, electronics, batteries, and food. It is a small effort for us that benefits the environment, so it is only natural that we do this. We strive to recycle a minimum of 60% of the waste in all our locations by 2022. Waste measuring is currently only available in Denmark, Norway, and Sweden, but we expect to have this information available in the other countries in the nearest future.

12. RESPONSIBLE CONSUMPTION AND PRODUCTION

IT

FREJA has invested in IT solutions to help pave the way for a paperless office. In Denmark, Norway, Sweden, and Poland, we have introduced OCR scanning of all invoices to reduce the need for printing, and we are working on implementing it in Finland.

We buy refurbished/used laptops and desktops to reduce e-waste and help limit CO₂ emissions. Buying refurbished laptops and desktops brings many benefits, such as reducing the impact of labor and production and preventing toxins from seeping into the environment.

12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle

CSR report

For four years in a row, we have put efforts into documenting our actions related to the environment and sustainability in a CSR report. We do this to create transparency and show that we take responsibility. We want to be a frontrunner in this industry when it comes to adopting sustainable practices, and our goal is to encourage other companies, both customers and competitors, to do the same. We offer our customers insights into their CO₂ emissions by developing customer emissions reports, and through our 4PL team, we can help them make more environmental-friendly choices with the use of mathematical models.

CO₂ calculator

On our website, we have a CO₂ calculator available for companies to measure their CO₂ emissions coming from transport activities. The calculator is based on the EN 16258 standard and provides average values. It gives a good estimate of the CO₂ emissions, and it is a quick and easy way to find out how much CO₂ their transport activities emit.

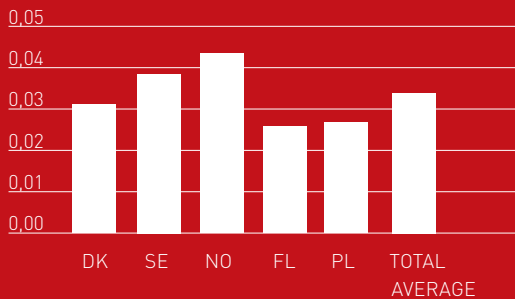
GOAL 2022

Recycle a minimum of 60% of the waste in all our locations by 2022.

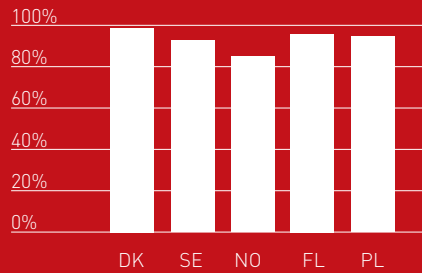
APPENDICES

Environmental impacts and effects

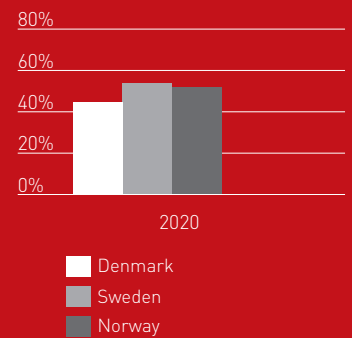
CO2 EMISSIONS PER FREIGHT TON KM ON GROUP LEVEL



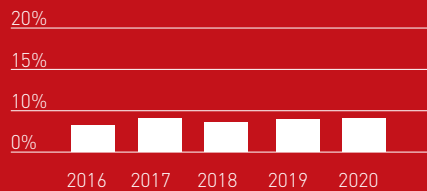
UTILITY LOAD



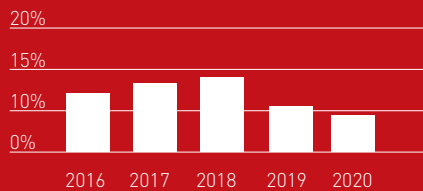
WASTE SORTED FOR RECYCLING AND REUSE



EMPTY KM % - DENMARK



EMPTY KM % - SWEDEN

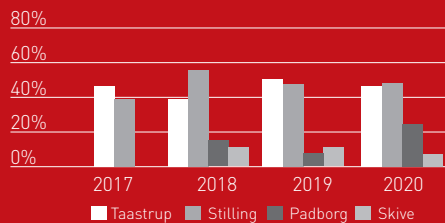


EMPTY KM % - FINLAND



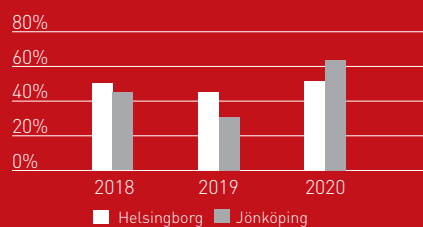
DENMARK

Waste sorted for recycling and reuse



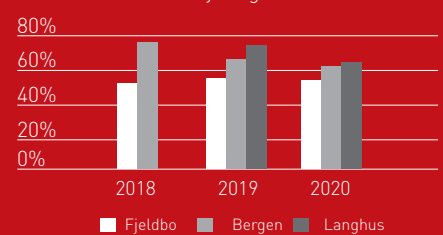
SWEDEN

Waste sorted for recycling and reuse



NORWAY

Waste sorted for recycling and reuse



APPENDICES: CERTIFICATIONS OVERVIEW

Homeland	ISO 9001:2015 Quality	ISO 14001:2015 Environment	ISO 14001:2015 Energy	ISO 28000:2007 Security management system for the supply chain
Denmark	●	●	●	●
Norway	●	●	●	●
Sweden	●	●	●	●
Finland	●	●	●	●
China	●	●	●	●
Poland	2021/2022	2021/2022	●	●

Homeland	IFS Logistics	SQAS	Achilles	AEO
Denmark	● Padborg	● Taastrup	●	●
Norway	●	●	●	●
Sweden	●	●	●	●
Finland	●	●	●	●
China	●	●	●	●
Poland	●	●	●	●

MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
277504-2018-AQ-DEN-DANAK

Initial certification date:
29 April 2008

Valid:
01 May 2020 - 30 April 2023

This is to certify that the management system of

FREJA Transport & Logistics A/S

Viborgvej 52, 7800, Skive, Denmark

and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Quality Management System standard:

ISO 9001:2015

This certificate is valid for the following scope:

Provision of services for transport including forwarding, transport, warehousing and third party logistics.

Place and date:
Hellerup, 02 April 2020



For the issuing office:
**DNV GL - Business Assurance
Tuborg Parkvej 8, 2., 2900, Hellerup,
Denmark**



Jesper Schultz
Management Representative

MANAGEMENT SYSTEM CERTIFICATE

Certificate No:
277503-2018-AE-DEN-DANAK

Initial certification date:
01 June 2005

Valid:
01 May 2020 - 30 April 2023

This is to certify that the management system of

FREJA Transport & Logistics A/S

Viborgvej 52, 7800, Skive, Denmark

and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Environmental Management System standard:

ISO 14001:2015

This certificate is valid for the following scope:

Provision of services for transport including forwarding, transport, warehousing and third party logistics.

Place and date:
Hellerup, 02 April 2020



For the issuing office:
**DNV GL - Business Assurance
Tuborg Parkvej 8, 2., 2900, Hellerup,
Denmark**



Jesper Schultz
Management Representative



CSR REPORT | 2020

FREJA TRANSPORT & LOGISTICS HOLDING A/S

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