







nowaste
LOGISTICS

# OUR SUSTAINABILITY WORK
# 2025–2026











## NOWASTE LOGISTICS AB • OUR SUSTAINABILITY WORK 2025–2026

Nowaste Logistics AB is part of Dole plc and is included in Dole Nordic's sustainability reporting. We report our sustainability data to the Group, which is responsible for preparing and publishing a sustainability report in accordance with applicable legislation. This sustainability overview is a way for us, as a separate company, to give sustainability greater visibility, particularly internally, and thereby strengthen understanding of and engagement in sustainability issues throughout the business. We strive to develop with care, and sustainability is a common thread running through our ambitions and plans. Developing and increasing our expertise in this area is therefore essential.

The sustainability overview has been prepared internally. The GRI Standards 2021 (Global Reporting Initiative) and ESRS (European Sustainability Reporting Standards) have provided guidance and support. Inspiration has been drawn from other companies' sustainability reports. Parts of the story have been discussed with selected key stakeholders.
The document as a whole has not been externally reviewed.



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**Technology is developing rapidly, requirements are increasing and the opportunities are greater than ever. It is a development we want to be part of – and indeed help drive.**

**Johan Kallin**
CEO, Nowaste Logistics AB



OUR CEO'S STATEMENT

# Johan Kallin on developing with care

**When people talk about sustainability, they often talk about climate, energy and emissions. And of course these are important issues. For us, sustainability is about something bigger than that, says CEO Johan Kallin. It is about creating long-term value – for people, customers and society.**

"We often talk about developing with care. To me, that means continuing to move forward, continuing to challenge ourselves and continuing to grow, without losing sight of what has made us the company we are."

The logistics industry is undergoing enormous change. Technology is developing rapidly, requirements are increasing and the opportunities are greater than ever. It is a development we want to be part of – and indeed help drive. At the same time, I believe sustainable development starts with a fairly simple approach: making the most of what we already have.

That applies to our buildings, our resources and our processes. But above all, it applies to our people.

We invest heavily in training and internal development because we believe in giving people opportunities to grow. When an employee develops, we become a stronger company, our customers receive better support and the individual gains new opportunities. It is an investment that creates value on several levels at the same time.

The same thinking is reflected in how we build our business. We constantly look for smarter ways to use resources, share solutions and create more efficient flows. Not because it sounds good in a report, but because it simply makes sense. Avoiding waste is often both the most commercially sound and the most sustainable decision.

I also believe that the solutions of the future will require more collaboration. No single actor can solve the challenges surrounding transport, energy or resource use alone.

That is why companies, customers, suppliers, academia and society need to work more closely together to find smarter ways forward. Ultimately, sustainability is about direction. We will never be finished. But as long as we continue to develop with care, take responsibility for our resources and create opportunities for the people around us, we are moving in the right direction, concludes Johan Kallin.

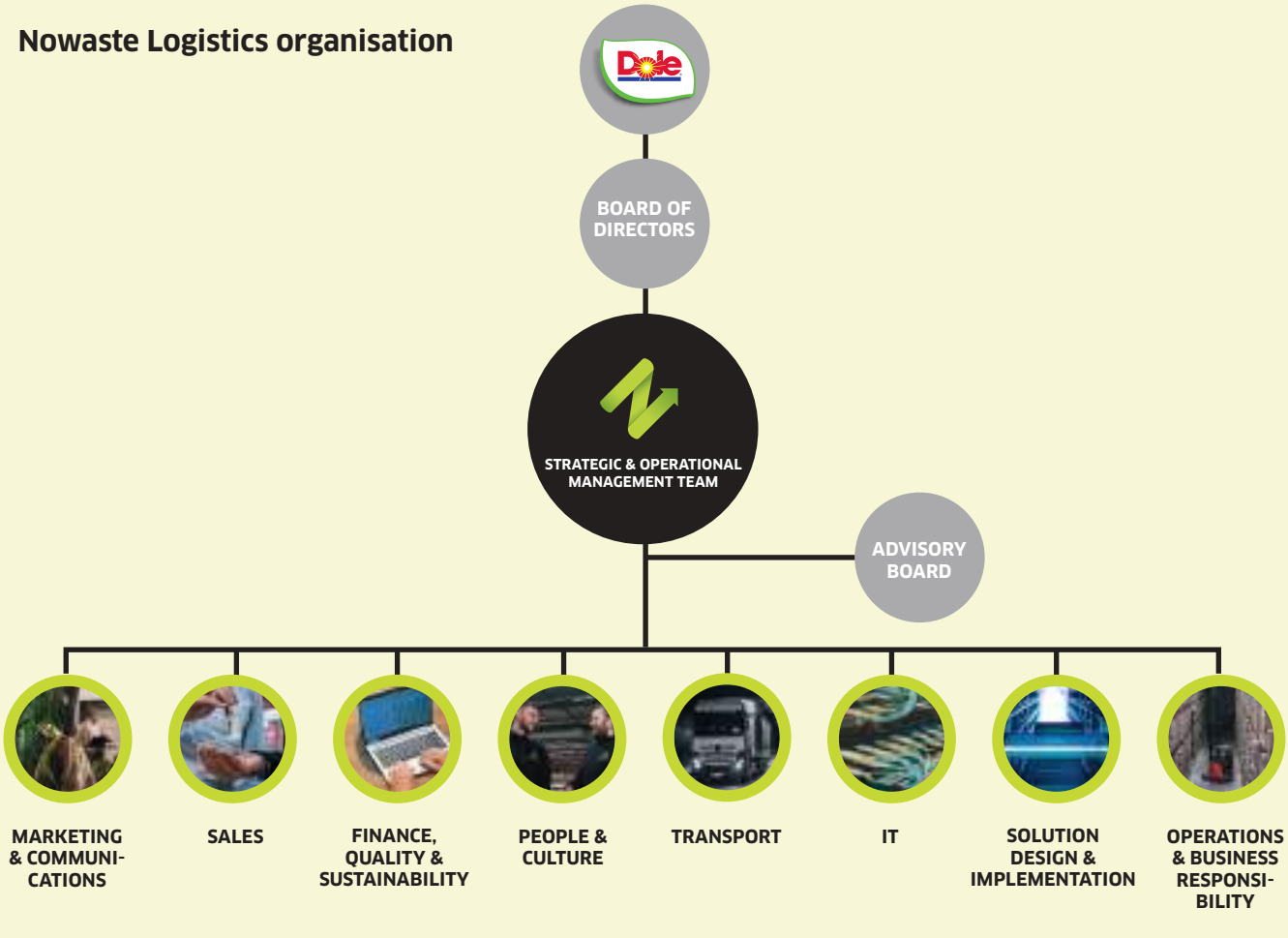
# Our company – Nowaste Logistics AB

In the beginning, Nowaste was the logistics department of Everfresh, which supplies fruit and vegetables to the whole of Sweden from Helsingborg. The logistics operation became so sophisticated that the department evolved into a separate company. Today, Nowaste delivers customer-specific logistics services, combining automation, IT and a strong people culture, for companies with the Nordic region as their base. Nowaste was founded in 2008 and invested early in advanced automation to make warehousing, picking and packing more efficient. The company became a challenger that helped drive a market undergoing enormous development, not least as a result of the rise of e-commerce.

Today, major fashion companies, DIY and hardware chains, home-interior giants, food companies and many other businesses operate from the terminals that Nowaste establishes and fills with people, automation and proprietary systems. Our customers entrust us with packing, picking, warehousing, customs and transport. We aim to be the industry's most solution-oriented company and the most attractive employer.

Today, we have just over 600 employees. Our head office is in Helsingborg. Most of our terminals are located in Helsingborg, but we are also establishing operations in other parts of Sweden, including Jönköping and Stockholm.

## Nowaste Logistics organisation



## Governance of our sustainability work

Nowaste's management has overall responsibility for the company's sustainability work. Sustainability permeates the business in different ways and is reflected in the company's strategy map, which management updates annually. Management ensures that the organisation actively works with the three dimensions of social, environmental and economic sustainability, both in the short and long term. Our values and corporate culture are characterised by collaboration, as we continually develop together, both internally and with our customers, suppliers and other stakeholders.

Sustainability work at Nowaste is integrated into our management system, where our ISO certifications provide annual evidence that we work systematically to set targets, follow up results and continuously improve our work and our business. For example:

- **ISO 9001 for quality** demonstrates that we maintain a high level of quality in our services and processes, with customer focus, continuous improvement and risk management as central elements that contribute to a more sustainable and efficient business.
- **ISO 14001 for the environment** demonstrates that our environmental work is well governed, with a focus on reducing our climate impact, improving resource efficiency and ensuring compliance with legal requirements and customer expectations.
- **ISO 22000 for food safety** demonstrates that we identify, prevent and control risks and handle food in a safe, traceable and controlled logistics environment.
- **ISO 45001 for occupational health and safety** demonstrates that we have an effective approach to preventing accidents and creating a safe and secure working environment for everyone present in our operations.

**"At Nowaste, we do not have a sustainability strategy. We have a sustainable strategy."**

**Johan Kallin**, CEO

# Our values

## We have passion

We are passionate about our company and our work. We go the extra mile for our customers, employees and partners. Through mutual respect and with our hearts in the right place, we create a stimulating environment built on joy and commitment.

## We are innovative

Questioning and doing things differently are important parts of our learning and development. Through our ability to act, we show that we are serious about our work and about developing both our business and ourselves.

## We take responsibility

In our pursuit of cost awareness and quality, we never stop improving. We take responsibility and are proud of the quality of our work. Together, we share responsibility for the results and are part of both the successes and the setbacks.






# Sustainability work in continuous development

**Dole and Nowaste have worked together for many years. For Jacob Honoré Hansen, Sustainability Manager at Dole Nordic and Carbon Lead for Dole EMEA, the collaboration is an important part of the company's sustainability work.**

"When we talk about sustainability, it is not only about what happens within our own operations. Much of our impact occurs throughout the value chain, which is why collaboration with our stakeholders and partners is crucial," he says.

An important part of the collaboration is developing a better understanding of the environmental impact arising from logistics. Together, Dole and Nowaste collect data on, among other things, energy use, water consumption, waste and greenhouse gas emissions.

"For us, it is important to understand our impact as well as possible. But this is also work that develops over time. The more we learn, the better questions we can ask and the better decisions we can make."

The work follows the principles of the GHG Protocol, the internationally established standard for calculating and reporting greenhouse gas emissions. At the same time, Jacob emphasises that sustainability reporting is not an exact science in which all the answers already exist.

"A lot of it is about learning. Which data is relevant, how it should be interpreted and what conclusions we can draw are things we develop together along the way. Each year, we gain a better understanding of where we can make the greatest difference."

He believes that the work has already led to new insights and increased dialogue with both customers and suppliers.

"The reporting has helped us pay greater attention to how we can reduce our climate footprint together with our partners. It has also become a support in our strategic work, but above all it helps us ask better questions and continue to develop."

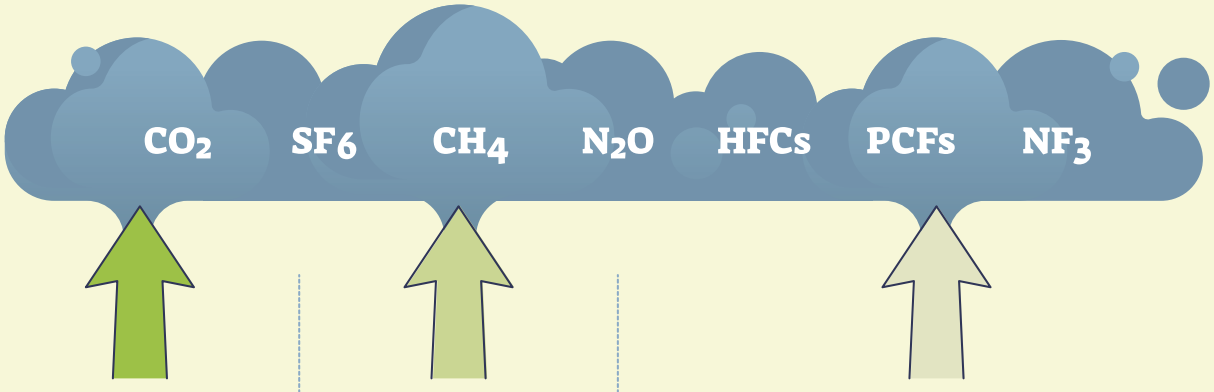
He also highlights the close dialogue between the companies as an important success factor.

## GHG Protocol – the global standard for climate reporting

The GHG Protocol (Greenhouse Gas Protocol) is the world's most widely used framework for measuring and reporting greenhouse gas emissions. The protocol was developed in the early 2000s to create a common and comparable method for organisations' climate accounting. Emissions are divided into three different "scopes" depending on where they occur.

Reporting in accordance with the GHG Protocol creates a consistent and transparent account of an organisation's climate impact, enabling comparisons over time and between organisations.

### Emission scopes




**Scope 1**
**DIRECT**
**emissions from sources on site**



Emissions from our own vehicles, machinery and facilities.

**Scope 2**
**INDIRECT**
**emissions from energy generation**



Emissions from the electricity, district heating or district cooling that we purchase and use.

**Scope 3**
**INDIRECT**
**emissions from the value chain**



Emissions from transport and distribution, processing of products, commuting and waste from operations, etc.

"The collaboration with Nowaste has always been characterised by openness, professionalism and a shared desire to develop. This creates good conditions for moving the sustainability work forward together."

Looking ahead, he sees major opportunities to build further on the work already done.

"Sustainability is not a destination but an ongoing process. By continuing to collaborate, share knowledge and learn from one another, we can continue to improve our operations and contribute to more sustainable solutions in the future."

> **Sustainability is not a destination but an ongoing process.**

**Jacob Honoré Hansen**
Sustainability Manager,
Dole Nordic and Carbon Lead, Dole EMEA



# Nowaste in figures 2025

We continuously monitor the performance and development of our operations using various key performance indicators at different levels of the organisation. For the overall KPIs, our goals include:

- Reduce the time required to implement actions related to incidents and accidents.
- Reduce sickness absence.
- Increase productivity.
- Reduce energy consumption.
- Increase the share of sorted waste.
- Increase profitability.

The figures show that, over time, we are improving in most areas.

## Some highlights from 2025

A lot happened in our operations during the year, across many different areas. The events that had the greatest impact on our figures include:

- We actively worked to create even greater participation and engagement throughout the organisation. The results are clearly visible in our eNPS, a measure of engagement and loyalty.
- We launched our new terminal in Jönköping, where we recruited, onboarded and trained new employees. This is reflected, among other things, in increased recruitment and headcount.
- The new terminals in Jönköping and Ramlösa, Helsingborg, are state-of-the-art and energy efficient. This has contributed, among other things, to an overall reduction in energy consumption.
- The waste we sort consists primarily of our customers' products and packaging that, for various reasons, are to be discarded or sent for reuse or recycling. The type of products hand-led makes a significant difference. We have continued to find solutions to reduce waste and methods for increasing the amount we sort. We can clearly see that this work has produced results.

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Total employees

**641**

2024: 632
2023: 558

Average age 2023-2025: 31 years





Processing time – incidents and accidents

**25 days**

2024: 29 days
2023: 54 days

Total electricity consumption per m²

**48.7 kWh/m²**

2024: 54.9 kWh/m²
2023: 61.0 kWh/m²

Total district heating consumption per m²

**11.8 kWh/m²**

2024: 14.6 kWh/m²
2023: 10.5 kWh/m²

Revenue

**SEK 834 million**

2024: SEK 649 million
2023: SEK 635 million



eNPS
terminal employees

**24**

2024: 3.25
2023: -0.5



Short-term sickness absence

**2.7 %**

2024: 2.8 %
2023: 3.0 %



Internal hires

**69**

2024: 45
2023: 59

External hires

**187**

2024: 199
2023: 213



Share of
sorted waste

**75 %**

2024: 62 %
2023: 52 %



Total water consumption per $m^2$

**0.067 $m^3/m^2$**

2024: 0.073 $m^3/m^2$
2023: 0.093 $m^3/m^2$

Active terminals

**9**

2024: 8
2023: 6




Reported area

**191 700 $m^2$**

2024: 161 300 $m^2$
2023: 138 300 $m^2$

# A year full of activity 2025–2026

**Sustainability is a common thread running through everything we do. Here is a selection of what we did and experienced during 2025–2026.**

2025

## JULY

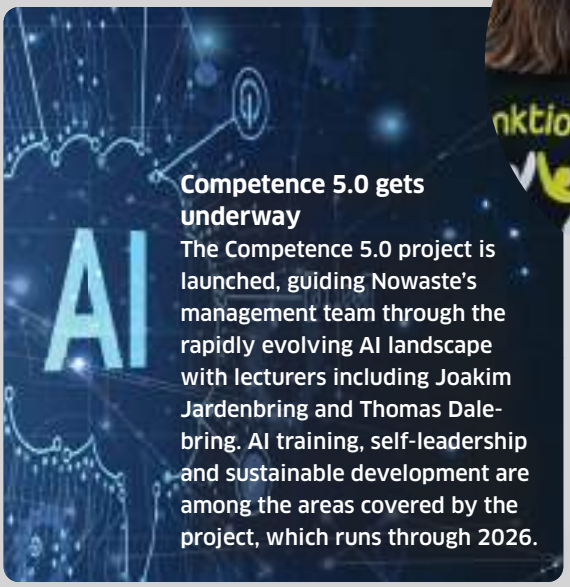
Nowaste's IT team tests a new interactive warehouse map on the forklift computers at the Everfresh terminal in Helsingborg. Pickers can see the fastest route to each product. With real-time visibility and smart route optimisation, we take another step towards more efficient flows.



Jesper Brandin returns as Head of Sales at a time of continued expansion.



## AUGUST




**Competence 5.0 gets underway**
The Competence 5.0 project is launched, guiding Nowaste's management team through the rapidly evolving AI landscape with lecturers including Joakim Jardenbring and Thomas Dalebring. AI training, self-leadership and sustainable development are among the areas covered by the project, which runs through 2026.



**From warehouse operations to software development**
Employees from our operations are being trained as software developers through a tailored programme. The result: an IT organisation with shorter lead times, greater precision and solutions developed by people who know the business best.

PeakPerformance

A new partnership with Peak Performance takes shape as the brand moves its logistics operations to Nowaste in Helsingborg.

## SEPTEMBER




Our annual and much-appreciated GROW Day takes place at Hedens IP in Helsingborg. All employees and their families are invited to enjoy football, a five-event challenge, food, drinks, treats, activities for all ages and plenty of fun and togetherness.



Peak Performance conducts a social audit at our terminal, reviewing our working environment, safety practices and working conditions. We receive very positive feedback on both how we work and the conditions at our terminal.

Nowaste tests a new recruitment approach ahead of the peak season for many customers, starting with Black Week. Previously, 45 seasonal workers were brought in at a single terminal. Now the number is 12. The remaining staffing need is covered by employees from terminals that are less affected by Black Week. At the same time, employees from our head-office support functions help out in picking operations.





Nowaste expands in Helsingborg with another terminal in Hamncity. Its strategic location, close to the port and railway, meets growing demand for sustainable transport solutions. Nordiska Galleriet is the first customer to move in.



We move into a new terminal in Ramlösa, Helsingborg, to handle logistics for Nestlé Nordic – Denmark, Sweden, Norway and Finland. The terminal features, among other things, an automated high-bay warehouse and more than 50,000 pallet spaces.

## OCTOBER

We invite the sustainability managers from Granngården and Mestergruppen to our terminal in Jönköping to showcase our operations and discuss shared challenges and opportunities regarding the products we handle.

GRANNGÅRDEN

MG MESTERGRUPPEN



## NOVEMBER

## DECEMBER

Mentees and mentors hold their first meetings in the Mentoring Programme, where around ten senior employees act as mentors to an equal number of employees identified as high-potential. A win-win concept in which we learn from and inspire one another.







Our Stockholm operation takes shape. A new 33,000-square-metre facility marks an important step in the company's geographical and business expansion. Here, Nowaste enters an entirely new segment – beverage logistics.



Nowaste Logistics continues to strengthen its quality and sustainability work. The company is now certified to ISO 22000, the international standard for food safety. Our ISO 22000 certification demonstrates that our customers' food products are handled in a safe, traceable and controlled logistics environment – from receipt to delivery.

Nowaste is now certified to ISO 9001, ISO 14001, ISO 22000 and ISO 45001.




An internal logistics training programme spans three full days, covering everything from the large and complex international supply chain down to the delivery of individual components. The programme includes lectures by professors, study visits to the port and customers, and visits to one another's terminals. Production and operations managers deepen their knowledge, based on the belief that a better understanding of the entire chain makes every individual link stronger.



2026

## JANUARY



Our in-house WMS (Warehouse Management System) is made available to external customers. Because we control development in-house, we can quickly tailor solutions to specific needs.

## FEBRUARY

Nowaste begins a partnership with Solera Sweden, marking a clear step into beverage logistics in Stockholm. The initiative lays the foundation for something bigger.

SOLERA
SWEDEN
*Drinks for every moment*






Anora chooses Nowaste as its new logistics partner in Sweden – further evidence of the company's growing position in beverage logistics.



The organisation is further strengthened when Marcus Lannersund is recruited to a key role based in Norrköping.



The Wine & Spirits Collective and Sophronie Wines join the new Stockholm operation, which is quickly filling up with strong brands.




## MARCH

We join the "Smarter Commuting" project together with Helsingborg Municipality. The project is part of the city's climate and energy plan and aims to reduce greenhouse gas emissions from travel. Transport, particularly passenger car traffic, is the city's largest source of greenhouse gas emissions. We are taking part to increase awareness of how we travel and, naturally, to contribute to the city's green transition. The project runs until 2028.

HELSINGBORG



A new robotic arm is installed at one of the Tostarp terminals in Helsingborg as part of an expanded collaboration with SICS AI and Cognibotics. We don't just move goods. We push boundaries.






ENJOY
WINE & SPIRITS

Enjoy Wine & Spirits joins Nowaste's Stockholm operation, further strengthening the beverage logistics initiative.






All employees and their partners are invited to the annual Nowaste Gala, where we recognise and celebrate our colleagues. More than 500 people gather at Olympia in Helsingborg for an evening filled with celebration, community, joy and pride.

2026

## APRIL



Several of the newly recruited employees in Stockholm spend a week in Helsingborg getting to know Nowaste and the new WMS ahead of the Stockholm launch. At start-up, 17 employees from Helsingborg – representing HR, Transport, Operations, Workshop, IT and Development – are on site to provide support.

## MAY

bossa

Bossa, a national skills and career network by and for women in the logistics industry, holds a local networking event in Helsingborg. The event begins with a study visit to Carlsberg, where Ramlösa is produced, and concludes with a networking session at Nowaste's head office.



We receive approval from the Swedish Transport Agency to act as infrastructure manager for our terminal in Stockholm. We can now receive goods by rail.



Our annual audit against ISO 9001, ISO 14001 and ISO 45001 is conducted over 5.5 days. We receive positive feedback, particularly on our practical environmental work and on how we prioritise employee health, safety and development.

**Auditor Madeleine Månsson:**

**“Collaboration takes many different forms, which means that everyone interviewed said they feel seen and heard.”**

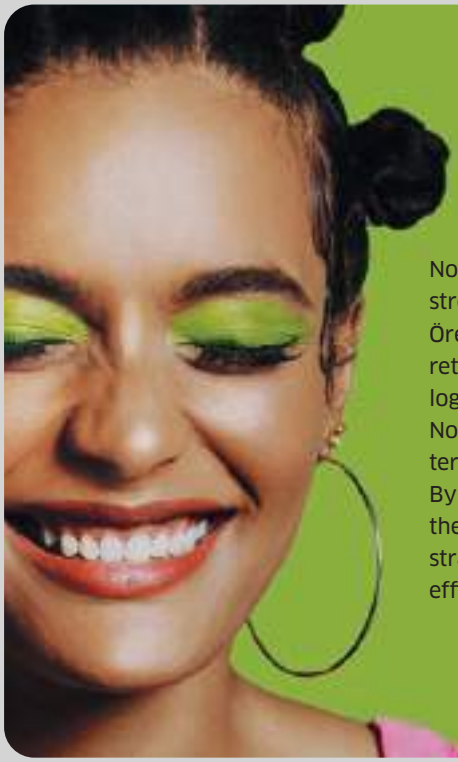
**“There is clear evidence that measures are implemented quickly and that improvement suggestions receive feedback and an answer as to whether the proposal will be taken forward. Knowing that the process works creates a sense of security for employees.”**



## JUNE



We conduct a travel survey as part of the “Smarter Commuting” project together with Helsingborg Municipality. All permanent employees in Helsingborg are invited to answer questions about how they travel to and from work and when travelling on business. The results will form the basis for a green travel plan that we will develop and work with through 2028.



Nowaste continues to strengthen its position in the Öresund region. Danish beauty retailer Luxplus moves its logistics operations to one of Nowaste’s highly automated terminals in Helsingborg. By moving its logistics across the Øresund, Luxplus takes a strategic step towards greater efficiency.

# Opportunities for people – growing with care

**Skills development is fundamentally about people. It is about giving employees the right conditions to feel secure, develop in their roles and contribute to the business. As Nowaste grows, we not only need to grow in numbers – we also need to grow sustainably.**



That is why we continuously invest in both digital and instructor-led training. Digital training makes knowledge accessible to more people, while instructor-led training creates room for practical exercises, dialogue and the exchange of experience.

During 2025, 535 courses were completed and more than 2,200 hours of instructor-led training were delivered at Nowaste. 330 employees received some form of training during 2025 – more than half of our workforce.

A growth and development mindset is evident throughout Nowaste, helping both individuals and the company move forward. During spring 2026 alone, eleven employees from the Everfresh terminal moved into key roles in other operations, while ten employees at the terminal were being trained for roles with greater responsibility. Around ten employees at Nowaste were dentified as high-potential employees and joined a Mentoring Programme in which senior employees acted as mentors. In 2025, 69 employees moved into new positions following internal training initiatives.

"When we give people the opportunity to put themselves in motion, good things very often happen. Employees grow as individuals and contribute new solutions and an attitude that makes us stronger," says Helena Karlsson, Training Manager.

Safety is always the foundation of our learning. Training in areas such as forklift operation, fall protection and first aid helps our employees perform their work safely and contributes to a safer working environment.

Many of our trainers are also our own colleagues. When experienced employees share their knowledge, it strengthens both learning within the organisation and their own development. At the same time, we complement this with external trainers when we need specialist expertise or new perspectives.

## Training 2025

- 535 courses
- 2,200 hours of instructor-led training
- 330 employees received training



"If we are to be an attractive employer, there must be opportunities to grow. That can mean developing in your role, becoming an instructor, taking responsibility for a project or preparing for the next step in your career," says Helena Karlsson, Training Manager.

We also need to prepare for the skills requirements of the future. Through initiatives such as Competence 5.0, we explore how AI and new technology can strengthen both individuals and the business. At the same time, we are building more structured training programmes and common ways of working that make it easier to build, develop and track skills over time.

"For us, sustainable development is not only about technology and processes. It is also about people. When employees are given the opportunity to grow with the right support, knowledge and conditions, we create a stronger company – and a more sustainable workplace."

**"When employees are given the opportunity to grow with the right support, knowledge and conditions, we create a stronger company – and a more sustainable workplace."**

**Helena Karlsson**
Training Manager



# Innovation for more sustainable logistics

**New technology is changing the logistics industry at a rapid pace. At Nowaste, we continuously develop and test new solutions that can improve working conditions, quality, efficiency and resource use.**

New technology is not an end in itself. For Nowaste, innovation is about finding solutions to some of the logistics industry's biggest challenges: reducing resource consumption, improving the working environment, raising quality and creating the flexibility required in an increasingly fast-moving and complex supply chain.

"Technology is changing our industry, but for us, development is not about technology for technology's sake. Every investment should contribute to a better working environment, smarter use of resources and/or higher quality for our customers. When we succeed, we strengthen both competitiveness and sustainability at the same time," say Patrik Johnfors and Junes Jaddid, responsible for the closely collaborating Solution Design & Implementation and IT departments.

Being at the forefront also means daring to test new things – together with others.

"No one can solve the major sustainability challenges alone. That is why we collaborate with customers, researchers, innovation companies, technology providers and property developers. When different areas of expertise meet, solutions often emerge that none of the parties could have created on their own," says Patrik Johnfors.

## Some examples

- Carton-folding machines that reduce both storage and transport volumes.
- Multi-customer solutions in which several customers share technology, resources and expertise.
- BREEAM-certified properties focused on low climate impact and energy-efficient operation, including glulam beams, rainwater harvesting and solar panels on roofs.
- AI-assisted picking robots developed together with research and technology partners.
- Our own WMS, providing maximum flexibility and the ability to respond quickly to our customers' changing needs.
- AI-assisted exoskeletons that reduce physical strain and improve ergonomics.
- Smart glasses that streamline picking processes and reduce picking errors.
- Projects exploring how humanoids – robots that resemble humans in their movements and behaviour – could become part of the warehouse of the future.



**Junes Jaddid**
IT & Software Development

**When different areas of expertise meet, solutions often emerge that none of the parties could have created on their own.”**



**Patrik Johnfors**
Solution Design & Implementation

# When collaboration creates sustainable growth

**When Mestergruppen, one of our first customers, faced a choice regarding its logistics, there were several options on the table. At the same time as the company chose to bring parts of the operation in-house, Nowaste established a new logistics facility at Stigamo south of Jönköping. The result was a continued partnership – in a new location and with new opportunities.**

"The key reasons were the strategically better geographical location in Jönköping, access to a new and modern logistics centre with a high degree of automation, and Nowaste's proven expertise in our type of logistics," says Gungor Turkoz, Logistics Manager at Mestergruppen.

The new terminal, which Nowaste leases, has achieved a BREEAM Excellent rating and enables Mestergruppen to grow without tying up capital in its own properties or equipment.

"The partnership gives us both scalability and flexibility. We are very happy with the decision."

**Joint development over time**

The collaboration between Mestergruppen and Nowaste has over the years been characterised by close development work, with logistics solutions continuously adapted to the needs of the business.

One example is the handling of heavy and fragile building materials and paint products. By jointly developing picking routes, packing instructions and loading methods, damage has been reduced while efficiency has increased.

When Mestergruppen integrated businesses such as Happy Homes and Colorama, this created new requirements for warehousing, reporting and goods flows.

"Nowaste has shown great flexibility and been an important support during the change processes. Together, we have quickly been able to adapt processes and warehouse structures to meet new needs."

**Shorter transport distances and more efficient flows**

The move from Helsingborg to Jönköping has also had clear effects on the logistics chain.

Mestergruppen has a nationwide network of stores, and the central location in southern Sweden means shorter distances to large parts of the market. For many stores, transport times have been reduced while delivery accuracy has improved.

"Jönköping fits our business model and the geographical spread of our stores much better. We have achieved shorter lead times and greater regularity in deliveries."

The geographical location has also created better conditions for sustainable transport. When Nowaste procured store distribution from Stigamo, quality, scalability, cost-effectiveness and sustainability were all considered in the selection process.

Together with Mestergruppen, a transport solution was developed in which several carriers use fossil-free fuels such as HVO100 and biogas. At the same time, some long-distance transport has been shifted from conventional road transport to rail using electric locomotives.

The result is a reduced climate footprint while transport volumes have increased.

**Shared resources create new opportunities**

Mestergruppen also sees major benefits in being part of a terminal where several operations share resources, technology and expertise.

"It gives us access to modern automation and high flexibility without major investments of our own. There can of course be coordination challenges during certain peaks, but they are handled well through close cooperation. The advantages clearly outweigh the disadvantages."

For Nowaste, collaboration itself is the most important success factor.

"Growing together requires open communication, trust and a shared view of the long-term goals. When you understand the customer's business, challenges and plans for the future, you can work proactively and create real value over time," says Kewin Zetterlund, Operations Manager at Nowaste Jönköping.

He describes the relationship as a partnership rather than a traditional customer-supplier relationship.

"The move to Jönköping has created new opportunities for continued development. We look forward to further strengthening the collaboration and meeting future needs in an efficient and sustainable way."



**Gungor Turkoz**, Logistics Manager at Mestergruppen (left), together with **Kewin Zetterlund**, Operations Manager, Nowaste Jönköping



**Growing together requires open communication, trust and a shared view of the long-term goals.**

**Kewin Zetterlund**
Operations Manager, Nowaste Jönköping

# Examples from everyday operations

**In our business policy, we state that we shall actively work to develop our business through profitable growth, where commitments to continuous improvement, care for our employees, and socially and environmentally sustainable development are fundamental principles. Here are examples from our everyday operations that demonstrate this.**

## Smooth and responsible customs handling for faster goods flows

International trade requires the right expertise, accurate documentation and efficient processes. Our customs specialists help customers handle declarations and documentation correctly and comply with applicable regulations from the outset, so that goods can cross borders quickly, safely and in compliance with applicable requirements.

During the year, we further developed our customs organisation through new specialist roles and strengthened expertise in import and export declarations, customs warehousing, trade-related regulations and trade compliance. This contributes to higher quality, reduced risks and more efficient and flexible flows for our customers.

Through structured processes, high data quality and continuous follow-up, we create smooth, transparent and reliable trade flows. At the same time, we ensure correct handling of documentation and permits and compliance with regulatory requirements, strengthening both compliance and sustainable supply chains.






Navigator is an important part of our journey towards a more data-driven and transparent Nowaste. Through greater visibility, shared access to data and digital ways of working, we strengthen collaboration with our customers and create the conditions for better decisions.

When customers and Nowaste work with the same information, it becomes easier to understand flows, identify deviations and act proactively. This reduces the need for manual follow-up, streamlines processes and contributes to higher quality throughout the logistics chain.

In this way, Navigator strengthens both the customer experience and operational efficiency, while contributing to a more sustainable partnership.

## Reusing plastic packaging – a win-win

One of our customers at the Stigamo terminal outside Jönköping is Mestergruppen, with brands such as XL-BYGG, Happy Homes and Colorama. We reuse the packaging the goods arrive in when shipping them out again. We use label strips and shrink wrap as filling material. This allows a considerable amount of material to be reused, while an equivalent amount does not need to be sent away for recycling. A win-win.



# More efficient handling of order lines and cartons

During the year, we rebuilt the picking loop at the Everfresh terminal to create a more efficient flow through the warehouse. The redesign created more pick locations and adapted the operation to today's order patterns, where customers order more different items but fewer units of each product.

By optimizing the layout and making better use of warehouse space, more orders can be handled with the same resources. The result is higher productivity, shorter internal transport distances, and a more efficient warehouse flow.

In logistics, we talk about order lines and cartons. Previously, the warehouse was designed for fewer order lines and many cartons per line, while the reality today is many order lines and fewer cartons per line.

A short logistics language lesson: Order line = a unique item on an order. If you order toothpaste, shampoo and soap, that is three or der lines. Carton = a physical unit or package. If you order ten cartons of toothpaste, that is one order line but ten cartons.





## Buildings that build sustainability

Our newest terminal at Logistikposition Ramlösa outside Helsingborg features a range of creative sustainability solutions. Reused bricks have been used, toilets are flushed with rainwater, we have bee and insect hotels, planted wildflowers and woodland, and solar panels cover roofs and façades. A lot of good things are happening. The property is BREEAM Excellent certified and is expected to achieve net-zero lifecycle $CO_2$ emissions.

The highest classification in the BREEAM environmental assessment system is Outstanding. To reach this level, a building must achieve at least 85 percent of the total possible score in an independent assessment. This represents world-leading sustainability, innovative solutions and the highest investment value. Our terminal at Stigamo outside Jönköping is one of the few properties in Sweden to hold the highest BREEAM classification. BREEAM stands for Building Research Establishment Environmental Assessment Method.

# The truck that always gets the green light

If you see this truck on the streets of Helsingborg, it is part of a collaboration between Nowaste, Sydlog and Nestlé. It delivers coffee from the Zoégas roastery several times a day.

Since spring 2026, it has been travelling to Logistikposition Ramlösa, where Nestlé's entire Scandinavian logistics operation has moved into a brand-new terminal with Nowaste Logistics as its logistics partner.

The truck is 100 percent electric and is also used elsewhere within the group. It has recently helped move external stock from one terminal to another in the Tostarp area of Helsingborg. At night, it collects vegetables from local growers for the Everfresh terminal.

Several parties therefore benefit from the same solution. Logistics in motion, exactly as it should be.



# Our value chain

To understand our role and impact in the bigger picture, we have identified and analysed the value chain of which we are part. Our operations are located in the middle of the value chain. We provide logistics services, managing our customers' logistics operations. We store, pack, pick and handle returns and, in some cases, customs clearance and transport, as well as everything else between order placement and delivery. In addition to logistics solutions, we provide premises, equipment, technology, people and expertise. We lease the premises required for our operations and purchase and use the energy required to run them.

Our customers are closest to us in the upstream value chain and operate in different industries. Our customers' goods, manufactured or grown by their producers, arrive at our facilities by truck. We purchase certain packaging materials, which our suppliers deliver by car or truck depending on volume. The raw material from the producers to our own and our customers' suppliers is the start of our value chain.

Immediately downstream from us in the value chain are our customers' stores or our customers' end users. Once the goods destined for stores or end users have been packed and are ready for delivery, they leave us by truck. Our value chain ends when the goods are either reused, recycled or disposed of.

We recognise that we can influence what we do in our own operations and the purchases we make, but that today we have limited or no influence over the other parts of the value chain. Our approach is to develop with care and to help drive and actively contribute to the development of the industry together with our customers and suppliers. We are pleased to see increasing collaboration with our customers and suppliers on sustainability issues, enabling us to create greater impact together.

The analysis has been discussed with selected key stakeholders.

| Value chain | Raw materials | Suppliers - own and customers | Customers | Nowaste Logistics | Stores / End users | Recycling / Waste management |
|---|---|---|---|---|---|---|
| Our **degree of influence** | None | • High – own suppliers<br>• None – customers' suppliers | Limited | High /<br>We can control | None | None |
| Our **negative impacts** and others' most significant negative impacts | Extraction and processing of raw materials | • Transport (inbound, outbound)<br>• Production<br>• Energy use<br>• Waste | • Transport (inbound, outbound)<br>• Production<br>• Energy use<br>• Waste | • Use of materials<br>• Transport (outbound)<br>• Energy use<br>• Waste | Use / consumption of goods | • Production<br>• Energy use<br>• Waste |
| Our **positive impacts** and others' most significant positive impacts | Job opportunities | Job opportunities | Job opportunities | • Job opportunities<br>• Development and training<br>• Efficient and sustainable logistics<br>• Industry development | Reuse | Recycling |
| **Important issues** for us in the value chain | • Human rights<br>• Responsible business conduct<br>• Choice of raw materials<br>• Production methods | • Human rights<br>• Responsible business conduct<br>• Choice of products<br>• Production methods<br>• Transport<br>• Climate and environment | • Human rights<br>• Responsible business conduct<br>• Transport<br>• Logistics solutions<br>• Climate and environment | • Human rights<br>• Responsible business conduct<br>• Resource efficiency<br>• Logistics solutions | Purchasing behaviour | Recycling |
| Our **approach** | Keep ourselves informed | • Keep up with developments<br>• Close cooperation | • Help drive and actively contribute to the development of the industry<br>• Close cooperation with customers and suppliers | Development with care | Keep ourselves informed | Keep ourselves informed |

Nowaste's value chain, degree of influence, impacts, material issues and approach.


RAW MATERIALS
PRODUCERS
MANUFACTURING
GOODS
OUR SUPPLIERS
OUR CUSTOMERS
REUSE
RECYCLING
NOWASTE LOGISTICS
• Packing
• Picking
• Warehousing
• Transport
• Customs
E-COMMERCE
ORDER ONLINE
STORE
REUSE
END USERS
DISPOSAL

# Our stakeholders

Nowaste has several stakeholders, all of whom either influence our operations, are affected by them, or both. In our stakeholder analysis, we have identified six key stakeholder groups: our owners, employees, customers, suppliers, authorities and the planet on which we live and operate.

Through our approach to business and the way we operate, we maintain an ongoing dialogue with our key stakeholders. Depending on what we and our respective stakeholders consider important, we focus on different issues to strengthen collaboration, improve outcomes and reduce our environmental impact. We consider the dialogue open, constructive and forward-looking, something we see evidence of every day. We also see this when establishing operations in new locations, where we build new relationships. For example, we work closely with both customers and suppliers to develop sustainable and smart logistics solutions.

The analysis has been discussed with selected key stakeholders.




**Nowaste's stakeholders**

Partners, schools and universities are not key stakeholders, but dialogue and collaboration with them are important for the long-term development of the industry and its practices.



| Key stakeholder | Dialogue | Key issues |
|---|---|---|
| **Owners** | • Ongoing dialogue<br>• Monthly reviews/follow-ups<br>• Development and investment projects | • Code of Conduct<br>• Corporate social responsibility<br>• Climate impact<br>• Profitable growth |
| **Employees** | • Ongoing daily dialogue<br>• Information and involvement meetings<br>• Departmental follow-up and development meetings<br>• Performance and development reviews | • Working environment and working conditions<br>• Skills development<br>• Compensation and feedback<br>• Gender equality and diversity |
| **Customers** | • Ongoing dialogue<br>• Weekly, monthly and quarterly customer meetings<br>• Development and investment projects | • Code of Conduct<br>• Community engagement<br>• Logistics solutions<br>• Customer satisfaction<br>• Transport<br>• Climate and environment |
| **Suppliers** | • Ongoing dialogue<br>• Supplier meetings and visits<br>• Contract reviews | • Code of Conduct<br>• Community engagement<br>• Supplier relationships<br>• Transport<br>• Climate and environment |
| **Authorities** | • Ongoing follow-up and reporting<br>• Contact when needed | • Legal compliance<br>• Safety<br>• Climate and environment |
| **Planet** | | |

Stakeholder dialogue and key issues



# Our double materiality assessment

To identify areas that are important to us and that we should prioritise, we have conducted a double materiality assessment of our operations. In the assessment, we have used the ten topical standards and sustainability aspects included in ESRS (European Sustainability Reporting Standards).

We assessed our business impact on people and the environment – impact materiality (inside-out) – as well as how sustainability factors affect us financially – financial materiality (outside-in). We considered probability, i.e. how likely an impact is to occur, and consequence, i.e. how severe the impact would be if it occurred, and calculated a risk/opportunity score. Based on this, we plotted the different topics/standards in a graph and assessed whether the impact was greater or smaller.

The assessment shows that three areas/sustainability aspects in particular have a significant impact, were assessed as material from both an impact and a financial perspective, and are therefore material to us: our own workforce, climate change and responsible business conduct.

The other areas/sustainability aspects are also important, but given our current operations they are of secondary importance.

### Material topics

- **Own workforce (S1)**
- **Climate change (E1)**
- **Responsible business conduct (G1)**

### Less material

- **Workers in the value chain (S2)**
- **Resource use and circular economy (E5)**
- **Affected communities (S3)**
- **Biodiversity and ecosystems/nature (E4)**
- **Water and marine resources (E3)**
- **Pollution (E2)**
- **Consumers and end-users (S4)**

## Descriptions of our material topics

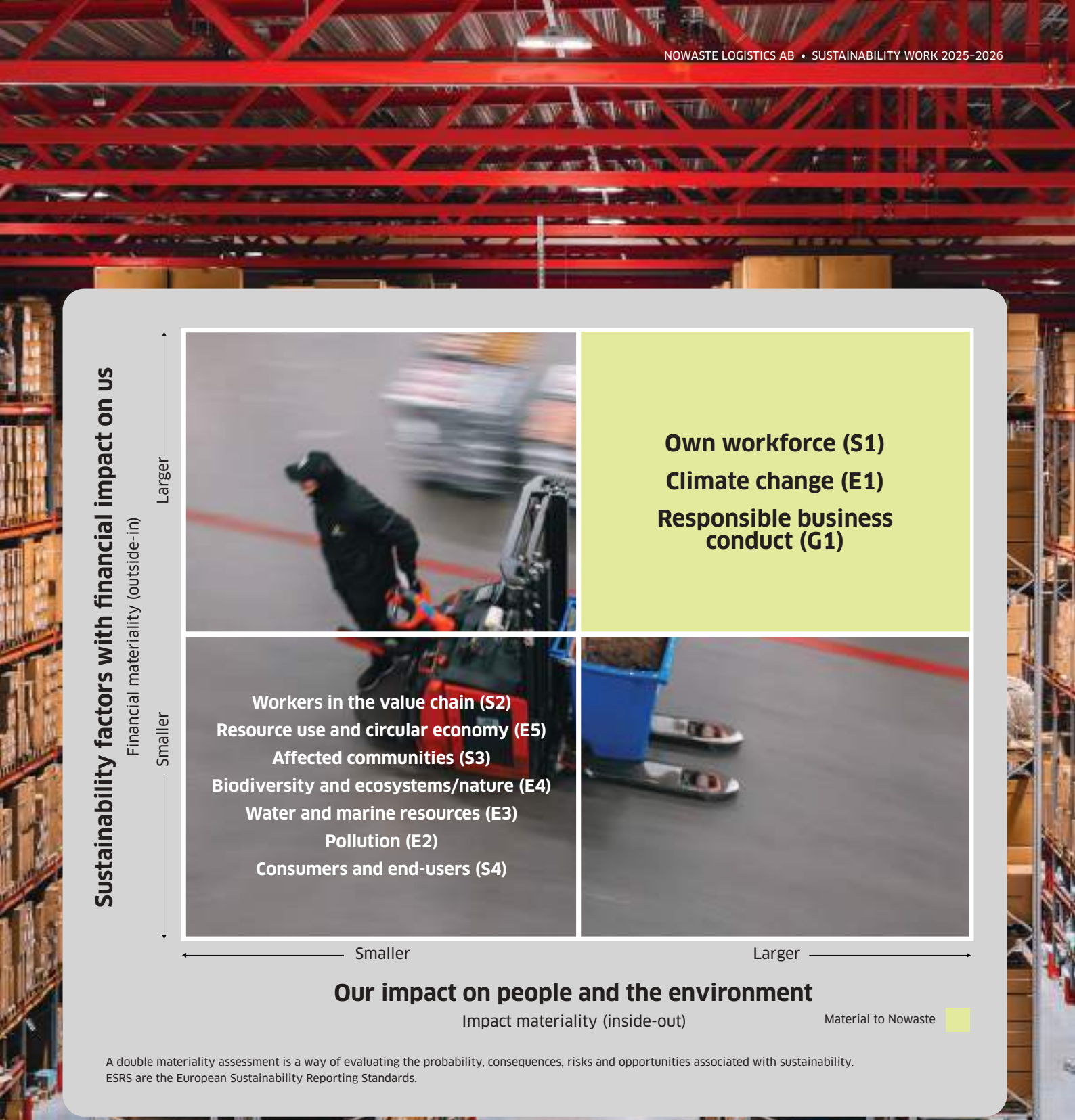
**Own workforce (S1)**
At Nowaste, our own workforce is the most important thing we have; it is our most important resource. We are a values-driven company and work purposefully to maintain and develop a strong corporate culture. We continuously create opportunities for people to develop both personally and professionally. Health and wellbeing are important to us and we provide secure employment. We believe that we have a very positive impact on people. Our approach to social sustainability is a major part of our brand. If we fail in this area, it represents a significant risk and could have a major financial impact on our current and future operations.

**Climate change (E1)**
Our warehousing and distribution operations have a direct climate impact, primarily through transport to and from our terminals and the energy we use in our operations. We work to reduce this impact, including by using renewable electricity and locating terminals in ways that make transport more efficient.

Climate is important both to our customers and to us, and we see continuous improvement in this area as strengthening our offering and competitiveness. If we fail to meet future requirements and expectations, this may create risks for our business, both financially and in our customer relationships.

**Responsible business conduct (G1)**
For us at Nowaste, honest, responsible and transparent business conduct is important in all circumstances and in all business relationships. Our values, together with our Code of Conduct, form the foundation of our corporate culture and are a defining feature of who we are. We believe our way of working and our approach have a positive impact on the collaborations in which we are involved. Our approach to responsible business conduct is a major part of our brand. If we fail in this area, it represents a significant risk and could have a major financial impact on our operations.

The assessment has been discussed with selected key stakeholders.



**Sustainability factors with financial impact on us**

Financial materiality (outside-in)

Larger

Smaller



**Own workforce (S1)**
**Climate change (E1)**
**Responsible business conduct (G1)**

**Workers in the value chain (S2)**
**Resource use and circular economy (E5)**
**Affected communities (S3)**
**Biodiversity and ecosystems/nature (E4)**
**Water and marine resources (E3)**
**Pollution (E2)**
**Consumers and end-users (S4)**



Smaller — Larger

## Our impact on people and the environment

Impact materiality (inside-out)

Material to Nowaste

A double materiality assessment is a way of evaluating the probability, consequences, risks and opportunities associated with sustainability.
ESRS are the European Sustainability Reporting Standards.

# Our ambition and direction

**We are pleased to see continued progress in sustainability, both across society and within the logistics industry. We talk more about sustainability, it is on all our agendas and we carry out activities that move us forward together. In Nowaste's strategy map, which management establishes each year, we have ambitions within six perspectives: employees, customers, processes, development, finance and environment.**

## Our ambitions

**Be the industry's most attractive employer**
Our strong corporate culture, the way we view and treat people, and the way we operate and develop the business from the foundation and a prerequisite.

**Increase our customers' competitiveness**
Our curiosity, responsiveness and desire for continuous development, together with the close and constructive collaboration we have with our customers and suppliers, are crucial.

**Have sustainable and safe work processes**
Our way of constantly challenging ourselves, our desire to improve and our active management of opportunities and risks are what move us forward.

**Drive the development of the industry**
Driving development requires deliberate action. Our genuine interest, our ability to keep up with developments and our courage to test new ideas, together with our cooperation and collaboration with others, are key success factors.

**Achieve profitable growth**
Cost awareness is important here. While we accelerate and maintain momentum, we also need to pause, analyse and evaluate so that we invest in the right things and the right collaborations.

**Work to minimise our climate footprint**
We see a clear connection between sustainability and our values. It is important that we understand our value chain and our role and degree of influence within it. We need the expertise and must follow developments so that we can make the right decisions and implement the measures that have the greatest positive impact.

# What we focus on

**Strengthen our corporate culture and organisation**
We take a forward-looking perspective and think long term when it comes to our culture, organisation and the people who work with us. We will continue to strengthen and spread our corporate culture, particularly when establishing new operations and welcoming new employees. Through clear leadership, common ways of working and a strong set of values, we will create engagement and cohesion throughout the organisation.

We do this, among other things, through our leadership programmes and employee participation forums.. We will create clearer career paths for our employees. Through training, knowledge sharing and internal development opportunities, we want to give more people the opportunity to develop and grow alongside technological change, take on new roles and contribute to both their own and the organisation's development.

**Develop the business through digitalisation and new technology**
Digitalisation and technological development create new opportunities to develop our business. We will continue to develop our systems, digital services and ways of working to create value for both customers and employees. By automating processes, strengthening information security and introducing new technological solutions, we can work smarter and more efficiently. We will also increase our knowledge of generative AI and other emerging technologies to be well prepared for the opportunities and requirements ahead.

**Create growth through new opportunities and strong relationships**
To continue developing our business, we need to create new business opportunities and build long-term relationships. We will continue to develop our collaboration with existing customers while welcoming new customers and establishing new operations. By exploring new business areas, strengthening our market presence and making the most of new opportunities, we want to create the conditions for sustainable and profitable growth. Our ambition is to grow together with our customers and be a long-term partner in their development.

**Increase sustainability expertise**
Our analyses, not least our value-chain analysis, show that we need to continue to strengthen our ability to influence. This requires knowledge. We will continue to collaborate, learn from and be inspired by others in order to keep up with developments and increase our understanding. Increasing our knowledge also involves developing our measurement and data collection so that we have relevant and reliable information on which to base the right decisions. We will continue to share information and knowledge internally to create a common understanding of what sustainability is and what it means to us. We will continue to strengthen our constructive dialogue on sustainability issues that we have with our customers and suppliers.

In our ambition to minimise our climate footprint and achieve our targets, we will continue to:

- find solutions to increase reuse, use less material and improve the methods we use to sort the waste we generate.
- work together with our property owners to ensure that our terminals operate with low energy consumption and sustainable energy sources.
- work with our customers and suppliers on our transport agreements to find sustainable transport solutions.

Monitoring our key performance indicators shows whether we are on the right track or whether we need to revise our plans or change our activities.

**We recognise that this is a learning process in which collaboration is the key.**

While we have high ambitions and plans, we remain mindful of the complexity of the subject and the uncertainty ahead. We believe in collaboration, knowledge exchange and the contribution of long-term relationships to our shared success. We also believe that together we can make the greatest positive difference to working conditions, the climate and health. We look forward with excitement and confidence to everything we will do in the coming year.

# GRI Content Index

| DESCRIPTION | INFORMATION / COMMENT | PAGE |
|---|---|---|
| GRI 2: Foundation 2021 | Nowaste Logistics AB has reported the information included in this GRI Content Index for the period 1 January 2025–31 December 2025, with reference to the GRI Standards. | |
| **ORGANISATION & REPORTING** | | |
| 2-1 Organisational details | | 6 |
| 2-2 Entities included in the organisation's sustainability reporting | 556576-4338 Nowaste Logistics AB | |
| 2-3 Reporting period, frequency and contact information | Reporting period: 1 January 2025–31 December 2025.<br>Frequency: Annual.<br><br>Contact:<br>Johan Kallin (CEO), johan.kallin@nowaste.se<br>Jesper Brandin (Marketing Manager), jesper.b@nowaste.se<br>Anneli Eklöf (Quality & Sustainability Strategist), anneli.e@nowaste.se | |
| 2-5 External assurance | Not externally assured by a third party. | 2 |
| **ORGANISATION'S ACTIVITIES & EMPLOYEES** | | |
| 2-6 Activities, value chain and other significant business relationships | | 12-17, 24-25, 26-29 |
| 2-7 Employees | Employment type by gender (FTE as of 31 December 2025) | 10 |

| | 2025 | |
|---|---|---|
| Total number of employees: | 641 | |
| | Women | Men |
| FTE permanent: | 107 | 389 |
| FTE temporary | 59 | 86 |

| | | |
|---|---|---|
| **GOVERNANCE** | | |
| 2-9 Governance structure | | 6-7 |
| 2-14 Role of the highest governance body in sustainability reporting | Supporting function during the preparation and approval of the sustainability overview. | |
| **STRATEGY, POLICIES & PRACTICES** | | |
| 2-22 Statement on sustainable development strategy | | 4-5, 8-9, 18-19, 20-21, 22-23 |
| 2-23 Policy commitments | | 24 |
| 2-24 Embedding policy commitments | | 24-25 |
| 2-26 Mechanisms for seeking advice and raising concerns | Guidance is provided in the Code of Conduct, and a whistleblowing function is available to all employees. | |
| 2-27 Compliance with laws and regulations | The company is not aware of any significant breaches of laws and regulations and has incurred no fines during the reporting period. | |
| 2-28 Membership associations | • Sydsvenska Handelskammarens Hållbarhetsnätverk<br>• Sydsvenska Handelskammarens Trade Network<br>• Campus Vänner<br>• Network Logistics<br>• Helsingborgsdeklarationen<br>• Bossa Logistiknätverk<br>• Executives' Global Network, EGN Sverige<br>• Di Close | |
| 2-29 Approach to stakeholder engagement | | 28-29 |
| 2-30 Collective bargaining agreements | Handels for employees covered by collective agreements and Svensk Handel for white-collar employees. | |
| **MATERIAL TOPICS** | | |
| 3-1 Process to determine material topics | | 30 |
| 3-2 List of material topics | | 30 |
| 3-3 Management of material topics | | 30-31 |



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