

Function: All JP Functions	Name of Policy Quality and Environment Policy	Revised: 2022-06-14	Approved by: NLT
Owner: NLT	Created: 2008-01-11	Revised by: Pernilla Fridh	Version 1.0

Jetpak Group Quality & Environment Policy

Jetpak is in the door-to-door express delivery business with a network of more than 1000 drivers and 3000 flights per day. Our express delivery scope includes our suppliers' transportation activities within ground transport, handling and linehaul operations. The scope also includes all Jetpak's internal activities at our facilities and locations in our geography which is currently Nordics and Northern Europe. Quality, environment and security is a natural part of Jetpak's business process.

Jetpak's desire is to fulfill and exceed our customers' demands and expectations for every shipment and the aim is to improve the environmental climate by the following actions:

- All staff should be personally involved and always environment- and result orientated in their daily activities.
- The environmental and quality results are measured for every single shipment, i.e. timeliness of deliveries and kilos of CO₂ generated per shipment
- Results are analyzed and used to draw conclusions to improve the operations towards set targets
- Customers', partners' and co-workers' wishes are listened to and taken into account
- The continuous improvement philosophy is central in the corporate processes and the way staff works
- Jetpak staff is trained in the relevant and necessary topics to be able to give the customers the best service they can get
- Jetpak continuously follows the laws and regulations that apply to their operations. Non- legal requirements from internal and external stakeholders are being handled through business development, follow-up and discussions with the customers and by following the development of the market.