

VERSION 1.0 · APRIL 2024

Company Policies

Kim Johansen Transport Group

Kim Johansen
TRANSPORT GROUP

About us

The company was founded in Denmark, in 1980, when Kim Johansen bought a small haulage company with a fleet of nine trucks. Today KJTG is a multinational company with offices all over Europe and more than 900 employees.

Our expertise lies in business-to-business transportation of air-cargo and other time-sensitive goods. We design the process as simple and smooth as possible with our unique logistic setup with driver hubs all over Europe.

This allows our drivers to work close together and support each other to provide our customers with time-sensitive delivery as lean and environmentally friendly as possible. At the same time, our many hubs give our drivers a good place to stay for the needed resting time, to make sure the goods are also delivered safely.

Our business model is based on a setup in which we aim to keep our trucks on the road 24/7. To do this, team spirit and flexibility between drivers and office team is the key. We change drivers along the route, while our trucks carry on, ensuring a fast and safe delivery of goods to our customers.

Our Service Desk colleagues assist our drivers with support all day and all night 24/7. Specific education is provided within our MyKim Academy with a focus on delivering on-time great service with a smile and living our values of respect, responsibility, teamwork, and flexibility. Every day.

Our Mission

*We provide
time-sensitive and
efficient transport
solutions
with respect for
the environment
and road safety.*

Our Vision

*We are striving to
have a market-leading
position within air cargo
trucking in Europe while
expanding our services
within time-sensitive
transport solutions.*



1980
Founded
by Kim
Johansen
in Valby,
Denmark



1992
Air-Cargo
business
increasing
+ office in
Norway



2002-'04
Establish
of entities
in **France**
and
Estonia



2007
New entity
in **Poland**.
+ new
driver hub
& main
workshop
in DK



2014
Establish
of entity in
east and
west of
Romania



2018
Transport
company
acquired
in **Latvia**



2021
Bring
Trucking
entity
acquired
in
Slovakia

Where we are

We have offices and HUBs all over Europe to support our mission of providing time-sensitive transport, in the most effective way respecting the environment. All hubs are continuously updated and renovated to give the drivers the best possible working day on the roads.



- Here you can find our offices
- And here we have some of our hubs and Hotels



Values

Our Values are the foundation and core of everything we do, in KJTG.

The values are the solid ground on which we build our Company House and are fundamental to achieving our vision of a market-leading position within air cargo trucking and time-sensitive transport solutions in Europe.

We expect all employees to contribute to an attitude and behavior that build up the team spirit we aim for. Do this by creating a psychologically safe environment and by living the values every day.



Teamwork

Communicate in a clear, efficient way, with a focus on solutions – not the problem or person. Don't be afraid to share relevant thoughts and ideas. Also, when things go wrong. Mistakes are very important lessons to learn from. Give constructive feedback. Receive feedback as a gift. Listen and "be present". We are all working towards the same goal: *Getting Better Together*.



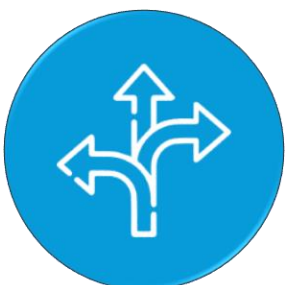
Respect

Show kindness, empathy and compassion. Treat others in a way that shows them that you care. Consider them as a person of worth. Accept and appreciate our differences. Smile, listen and pay attention to others. Be open minded and show gratitude. Apologize when you are wrong. Drive safe and be considerate of people and environment when driving in traffic. Follow the rules and be polite.



Responsibility

Understand the work you and your colleague are responsible for and make the effort to complete on-time and to the expected standard. If our customers are happy, they continue to call us for more work. Know your task, the rules we operate within and do your job professionally. If we all take responsibility for our work, we will reach our common goal to succeed in our business.



Flexibility

Always search for solutions of doing things smarter – not harder. Be ready to help others despite your own schedule of the day. Be open-minded to change and be ready to adapt to new ways. Share your ideas. This is the best way for us to continue to improve our business and make every day a great day at Kim Johansen.

Company House

With our Values as the foundation and core of everything we do in Kim Johansen Transport Group, and our **Mission** and **Vision** as our guiding star, our pillars in the company are the balance between our **Strategy, Structure, and Culture**.

A strong and careful company culture along with a clear organizational structure encourages people to effectively implement the strategy. Therefore, we work towards bringing the KJTG house in constant balance at all parameters.

Goals

- To have a market-leading position within air cargo and time-sensitive transport
- Achieve continuously improving customer satisfaction rating
- Be the Best Place to Work in a value-based culture of psychological safety
- To reduce our carbon footprint

Strategies

- Invest in technology to improve our efficiency and productivity
- Expand our network to reach new markets and customers
- Focus on customer service with the highest level of service and support
- Invest in sustainable practices to reduce our environmental impact

Implementation

Internally, we will focus on training and development, employee meaningfulness by a culture of psychological safety, and process improvement.

Externally, we will focus on partnerships, marketing, and sales.

We are confident that our business strategy will enable us to achieve our goals and become the premier provider of time-critical transportation solutions in Europe.



Human Rights & Labour Policy

Kim Johansen Transport Group is committed to delivering high standards towards a fair, respectable and safe workplace for all employees. The well-being of our employees is crucial for them to fulfill their potential and ensure success for the company.

*We support human rights and labour practices
as we believe that all employees should
work in a safe and careful environment,
free from discrimination and mistreatment.*

Our commitment to human rights

We are committed to respecting the fundamental human rights of all our employees, including (but not limited to):

- The right to freedom from discrimination
- The right to freedom of association
- The right to collective bargaining
- The right to a safe work environment free from harassment
- The right to fair wages and working conditions

Our commitment to labour practices

- We will not tolerate the hiring of children labour.
- We will not employ forced or compulsory labour.
- We will not tolerate any form of discrimination against our employees.
- We will respect the freedom of association and the right to collective bargaining.
- We will develop and implement policies and procedures to create a safe and healthy work environment for our employees.
- We will follow the applicable laws or industry standards, relating to minimum wages, working hours, overtime, and benefits

Our commitment to enforcement

We are committed to enforcing our policies through a compliance program including:

- MyKim Academy – training for all employees on our policies
- Regular audits of our operations to ensure compliance
- A whistleblowing hotline for employees to report violations

We believe that these commitments are essential to building a sustainable and successful business. We are committed to working with our employees, suppliers, and customers to create a more just and equitable world.

Health & Safety

Our employees are essential to us and our business. We strive to provide our employees with a healthy physical and psychological working environment and the necessary training to minimize and prevent the risk of work accidents. No employee should be exposed to unnecessary risk while working with us.



Employees are responsible for:

- Use the necessary health & safety equipment
- Participate and complete all education and training
- Following all safety procedures, policies, instructions and guidelines
- Driving safely and to take the necessary precautions before a trip
- Reporting any hazards or unsafe conditions
- Cooperating with safety inspections and investigations.

Managers are responsible for:

- Ensuring all employees are aware of the company's health & safety procedures
- Provide training and education on health and safety
- Investigating any accidents or incidents

The company is responsible for:

- Providing a safe and healthy work environment
- Ensuring employees have the necessary training and equipment to work safely
- Investigating accidents or incidents

Health and Safety Procedures

In Kim Johansen Transport Group we have health and safety procedures, including:

- Fire safety and first aid plan and instructions on site
- Equipment and inspection checklists
- How to drive with ADR and security-controlled cargo
- Driving/resting procedures

These procedures are designed to protect employees from health and safety risk.

Any accidents or incidents should be reported to the office immediately. The manager will then investigate the incident and take appropriate action.

Kim Johansen Transport Group is committed to providing a safe and healthy work environment for all employees. By following the procedures outlined in this policy, we can help to ensure that all employees return home safely from work each day.

Business Ethics & Code of Conduct

Kim Johansen Transport Groups' ambition is to be the preferred European choice of transport partner. We believe in Getting Better Together in a sustainable way and by conducting our business in an ethical, compliant and responsible manner,

Let us know

We want an open and honest culture of trust and integrity. To build a culture of trust it is important that we feel safe to speak up internally about any ethical or compliance concern and address any possible issues. By speaking up internally, our employees are doing the right thing and contributing to an ethical culture.



As an employee in KJTG, **you are the official representative of the business**. We expect you to **act in loyalty** and do not express any frustrations to customers, clients or others outside of the company. And **especially not on Social Media**.

If you are unsure of our standards or values in a given situation, or you find a potential compliance issue, contact your manager or our whistleblower channel in MyKim APP.

Business Ethics

We are committed to conducting our business responsibly, with integrity, honesty, and transparency. We maintain awareness and comply with the applicable laws, regulations and relevant industrial standards, international conventions and guidelines.

All employees are expected to prevent, detect and address any potential ethical issue.

KJTG and its employees shall not accept or offer bribes in any form, inappropriate gifts or entertainment or engage in any type of fraud or anti-competitive behavior.

Any employee who engages in or assists others with theft, fraud or anti-competitive behavior will be subjected to disciplinary action that might include immediate termination of employment. Employees must report suspicious activity immediately.

All employees are expected to prevent conflicts of personal interests. We make decisions based solely on objective criteria and professional judgment and are never improperly influenced by our personal, social, financial, or political interests. If an actual or potential conflict arises, you must report it to the closest manager or by whistleblower channel in MyKim APP.

All employees shall not misuse confidential information obtained through business transactions or otherwise. All employees should take steps to ensure that confidential information relating to the company, its suppliers and customers is protected. Such steps should include the safeguarding of confidential information by ensuring appropriate use of technical equipment, and printed materials as well as avoiding discussions involving confidential information in public areas.

Environmental Policy

Kim Johansen Transport Group is committed to reducing its environmental impact and becoming a more sustainable business. We recognize that the transportation industry has a significant environmental impact, and we are committed to doing our part to mitigate this impact. But we can only do this in partnerships with colleagues, customers, providers and other business partners.

Our **internal environmental policy** is focused on the following key areas:

- **Reducing our emissions:** We are committed to reducing our greenhouse gas emissions from our vehicles and operations. We will do this by investing in new fuel-efficient vehicles, investigating renewable energy sources, improving our fuel efficiency in existing fleet, optimizing our way of working and by incentive programs for employees.
- **Reducing waste:** We will reduce our waste production by reusing, recycling and composting whenever possible. We will also work with our suppliers to reduce the amount of packaging we receive.
- **Educating our employees:** We will educate our employees about the importance of environmental sustainability and encourage them to adopt environmentally friendly practices in their work.



External Environmental Policy

Kim Johansen Transport Group is committed to working with our customers and suppliers to reduce the environmental impact of our transportation services by:

- **Working with our customers** to develop transportation solutions that reduce their greenhouse gas emissions. This may include using more fuel-efficient vehicles, using renewable energy sources, and optimizing routes.
- **Working with our suppliers** to reduce their environmental impact. This may include working with them to reduce waste, use renewable energy, and adopt more sustainable practices.
- **Advocating for sustainable transportation policies** at the local, national, and international levels. This may include supporting policies that promote the use of fuel-efficient vehicles, renewable energy, and industrial optimization.

We are committed to being a sustainable transport company. By taking action to reduce our environmental impact, we can create a better future for our business, customers, and our planet.

Projects and goals are specified in our **ESG/CSR report** published on our webpage.

Diversity, Equity & Inclusion

At Kim Johansen Transport Group we are committed to encouraging a culture of diversity, equity, and inclusion because we care for the well-being of our colleagues.

With many different people in a team, we bring with us all our special features and differences of life experience, beliefs, nationalities, age, gender etc. These differences can create new, unique, and innovative solutions because we think differently, and can challenge the status quo to making new solutions. But we can only be innovative when we feel included and equal. That is why our behavior towards each other is so extremely important if we want these unique capacities to result in learning from each other and development of ourselves and the company.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, and other characteristics that make our employees unique.

KJTG's diversity initiatives are practices and policies on areas like: recruitment and selection, promotion, onboarding, compensation and benefits, training etc.

We implement this by:

- Respectful communication and cooperation between all employees. Be kind and keep a nice tone when interacting with your colleagues. Smile, be present in mind and body language and communicate in a clear, efficient way.
- Teamwork and employee inclusion. Help others whether you know them or not and no matter age, gender, nationality etc. Your Buddy during onboarding will help you be included in our team in the best possible way from day one.
- Life balance through flexible work schedules to accommodate employees' varying needs.
- We are open-minded to change and ready to adapt for new ways.



All employees of KJTG have a **responsibility** to treat others with dignity and respect at all times. In that way we can take care of each other.

All employees are also required to attend and complete awareness training in MyKim APP to expand their knowledge and know their responsibilities concerning Diversity, Equity and Inclusion.

Diversity, Equity & Inclusion *(continued)*

Kim Johansen Transport Group is committed to provide a workplace free from discrimination and harassment.

Any employee found threatening or demonstrating any inappropriate behavior against others will be subject to disciplinary action.

No-discrimination policy

In Kim Johansen Group we have 4 strong values to live every day. One of them is **RESPECT**, and comply with our non-discrimination policy.

We expect you to treat others with respect and dignity and treat all people in the same kind way, regardless of age, nationality, color, religion, sex, gender, choice of union, marital status and any other characteristic that makes us all unique.

Every day should be a great day at Kim Johansen Transport Group. It's simple – just be kind.

Respect all your colleagues – both truck drivers, office staff, management and others you meet during your work - no matter who they are, how they look, where they are from and what they believe in. We are all human - no one is more valuable than others.

Let us know

If you feel discriminated or witness any irregularities at work, we would appreciate it if you report the case to your manager, HR colleague or report it to our whistleblower channel. If we know – then we can act on it.

You have the right to anonymously report the case to us. Report it to our **whistleblower** channel.

You can find our whistleblower channel in your **MyKim** APP.



IT Policy

Best Practice to ensure a safe IT environment

In Kim Johansen Transport Group we want to have the highest IT security standard and make sure our employees know their do's and don'ts in IT security.

IT security is one of the most serious threats we have as a business and therefore it is very important that all employees understand and follow the instructions.

To maintain a high standard of security, all employees are obliged to participate in and pass relevant IT education, sent throughout the year in different modules specified to the needed level decided by IT department.

DO's and DON'Ts

To obtain the highest level of security, all employees are continuously educated in all aspects of IT security. Here is the "Best Practice" you must always follow:

- User accounts are **strictly personal** and are not allowed to be shared with anyone
- Always handle KJTG data with **discretion and care**
- Do **not** access data or systems that are not relevant to your line of work
- Do **not** share confidential information with others
- Passwords, access codes, and PIN codes are **strictly personal**. Never keep them on paper, in a mail on the hard drive
- **Passwords** must contain at least 8 digits including 1) Capital letters, 2) small letters, 3) numbers, and 4) signs. At least 3 out of 4 requirements must be met.
- Always **lock or disconnect** your workstation when you leave it
- **Never connect** unauthorized equipment that is not approved by IT department to wired or wireless networks
- Do **not connect** USB or other devices you do not know the content of
- Do **not install** software on your computer that is not approved by the IT department
- All **equipment** delivered to you from KJTG are property of KJTG. It is only for employees' use and is not allowed to be used by other than employees.
- Always **report** to the IT department if any hardware or data is (or might be) lost,



Are you in doubt?

Call your IT department. We are here to help you make our business safe.

IT Policy *(continued)*

Your mobile phone is your second laptop

If you have been granted a phone in connection with your work in KJTG, you must be careful about how to use it, and protect it with an extra high-security level, as company phones are popular targets for hackers.

DO's and DON'Ts - company phone

- Avoid and do not download insecure or unknown apps
- Use a screen lock on the device and use antivirus
- Never click on links or attachments – unless you are sure the sender is trustworthy
- Be careful about using public free Wi-Fi in a café, airport, or places like that, as malware can spread through the network.
- Back up the data on your phone regularly
- Always update software – both the operation system (iOS or Android) and apps
- Avoid visiting sites on the web with pornographic content, places that express extremism or other content strongly against our company values or other sites that may be associated with risks

Be alert for threats

IT security is everyone's responsibility. As a transport company, we are at high risk of cyber-attacks. In the worst case, this can close down our entire company. All must be aware of phishing tricks in mails, SMS, calls and other types of cybercriminal threats.

Always remember

- **Never share** passwords, bank or credit card information, social security no. etc.
- **Look for** bad spelling/translations or strange e-mail addresses
- **Don't click** on links/attachments unless you are 100% sure the sender is trustworthy
- **Check** if a website has an SSL certificate in the URL box where you normally enter websites. If a website has an SSL certificate, a green lock will appear and "https" will appear instead of "http".



Are you in doubt?

Call your IT department. We are here to help you make our business safe.

Protection of Personal Data

Kim Johansen Transport Group is committed to protecting the privacy of its customers and employees. This policy sets out how we collect, use, and share personal data in accordance with the Data Protection Regulation (GDPR).

What is personal data?

Personal data is any information that can be used to identify an individual. This may include name, address, email address, phone number, or any other information that is uniquely associated with an individual.

How do we collect and use personal data?

We collect personal data from a variety of sources, including:

- Recruitment: When you apply for a job with us, we will collect personal data from you, such as your name, contact information, and resume (CV).
- Employment records: We maintain employment records for all of our employees, which include personal data such as your name, address, date of birth, social security no. and salary to process your payroll, provide you with benefits etc.
- To communicate with you about your job, such as sending you work assignments, guidelines, policies, training, education, and other important information.
- To comply with legal requirements such as tax laws or to respond to legal requests.

How do we share and protect personal data?

We may share personal data with third parties to administer your employment such as payroll providers and benefits administrators to comply with legal requirements such as tax laws or to respond to legal requests.

We take steps to protect personal data from unauthorized access, use, disclosure, alteration, or destruction. These steps include:

- Physical security: We store personal data in secure facilities.
- Technical security: We use security measures to protect personal data from unauthorized access, use, disclosure, alteration, or destruction.
- Employee training on the importance of protecting personal data.

Your rights

You have certain rights under the GDPR, including the right to:

- request that we correct any inaccurate or incomplete personal data that we hold
- request that we delete your personal data in certain circumstances, such as if the data is no longer necessary for the purposes for which it was collected.
- object to the processing of your personal data in certain circumstances, such as if the processing is for marketing purposes.
- request that we provide you with a copy of your personal data in a structured, commonly used, and machine-readable format.

To exercise your rights, please contact us at e-mail: GDPR@kim-johansen.com

Best Place to Work

Kim Johansen Transport Group is committed to being the **Best Place to Work** for our employees. We believe that employees with a high level of well-being deliver great results and service to our customers. This people strategy outlines our vision and goals for creating a workplace in which everyone feels valued, respected, and supported.

Vision & Goals

To be the best place to work for our employees, where everyone can thrive and reach their full potential.

To achieve our vision, we will focus on the following goals:

- Create a culture of trust, inclusion, and belonging, where everyone feels psychologically safe and equally valued, listened to, and respected.
- Provide opportunities for development and growth.
- Promote a healthy work/life balance and foster a sense of teamwork and collaboration.

Key Initiatives

To achieve our goals, we will implement the following key initiatives:

- Promote a culture of open feedback and continuous learning. Create a safe space for employees to share their ideas, concerns, and feedback without fear of judgment or reprisal. Encourage employees to test new things out and learn from their mistakes.
- Invest in our employees' development by offering a variety of training and development programs, as well as opportunities for mentorship and coaching. We make an effort to find the right person for the right positions and onboard them well to give them a platform to be the best version of themselves.
- One of our values is **FLEXIBILITY**. When implemented in the work schedules it gives the employee influence on finding the best possible work/life balance for them.
- **TEAMWORK** is also an important value for us. We foster a sense of teamwork and collaboration by encouraging employees to work together across departments and levels of the organization, communicate with **RESPECT** and take **RESPONSIBILITY** for their own behavior and make an effort to do our best every day.

Metrics for Success

We will measure the success of our people strategy by tracking improvement in employee surveys, turnover rates, training and education participation rates and by continuous one-to-one review throughout the year with the closest manager.

By implementing the key initiatives outlined in this people strategy, we will create a workplace where everyone feels valued, respected, and supported.