


# Alfa Quality Moving & Relocation group

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## Purpose

This document describes the environmental aspects of the Alfa Quality Moving & Relocation group (AQM AB, AQM Denmark A/S and AQM Norway AS. It also states our procedures for identification, evaluation, documentation and communication of environmental aspects.

## Identification

The operations environmental aspects are identified in the environmental review. In case of major changes of the operations and before for the management review the environmental coordinator will prepare documentation about the environmental aspects. In this process we examine the need to add/change environmental aspects or if the evaluation of one or more aspects should be changed.

## Evaluation

The management team is responsible for evaluation and identification of significant environmental impact. They also make decisions about for which aspects objectives should be set. Evaluation of the environmental aspects is conducted in the following:

- Evaluation of environmental impact will be done on a three-point scale where a weight of the evidence assessment is conducted based on the criteria EPI (Environmental Performance Indicator), volume and probability for environmental impact. | on the scale means minor or no environmental impact and 3 means relatively large environmental impact.

- Evaluation of legal and stakeholder requirements will be done on a three-point scale where the weight of evidence assessment is conducted based on market demands, legal requirements and requirements from other parts of the business environment such as employees, owners, etc. 1 means no immediate demands at present and 3 means clear and strong demands.

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- A sum of the evaluations for each aspect will determine which of the aspects are significant. Environmental aspects with a total sum of 5 or 6 are considered significant. Environmental aspects where the environmental rating is evaluated as a 3 are always considered significant.
- Further an assessment of business risks and opportunities for each aspect will be done. It will focus on costs, business risk and brand image. The assessment is done on a three-point scale where 1 means no or minor impact on business risks or opportunities and 3 means major impact on business risks and opportunities. This evaluation will form the basis for management team decisions regarding strategies and objectives regarding both significant and not significant environmental aspects.

The management team evaluates environmental aspects at the management review, and if a major change takes place in the operation e.g. purchasing of a new warehouse this must be discussed at the next management meeting. Changes in the evaluation of environmental aspects are documented in meeting minutes.

### Documentation and communication

The environmental coordinator is responsible for that the most current version of M 1.2 Environmental aspects is documented in the environmental handbook on Alfresco and that the organization has knowledge about the operations environmental aspects. They should be communicated in the environmental training and in the introduction for new employees.

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Environmental aspect	Description	Environmental rating	Stakeholder rating	Sum	Business rating
European removal services	Road transports and removal services related to European moves with origin in the Nordic countries are purchased by contracted suppliers and by a network of agents.  Environmental impact comes from air emissions and noise generated by road transports, use of packaging material and waste handling. AQM can influence this impact by purchasing procedures, training and information activities	<p><b>3</b></p> <p><b>EPI</b> 60 % green suppliers 80 % Euro 5 trucks</p> <p><b>Volume</b> 57645 m3</p> <p><b>Probability of environmental impact</b> Occurs frequently</p>	<p><b>3</b></p> <p><b>Legal demands</b> ECC and the suppliers have to consider legal demands regarding hazardous goods, environmental zones and idling in European countries.</p> <p><b>Other stakeholder demands</b> Customer demands regarding CO2-emissions and Euro-classification of vehicles. Procedures for supplier evaluation.</p>	<b>6</b>	<p><b>3</b></p> <p>Opportunities to reduce risk, cost and improve brand image</p>
Overseas removal services	Transports by sea and air for Overseas moves are purchased by Overseas rates Local removal services are supplied by contracted, local suppliers in Sweden, Denmark and Norway and from a network of agents that the AQM group cooperates with worldwide.  Environmental impact comes from air emissions, water emissions, use of packaging material, waste handling and noise. AQM can influence this impact by purchasing procedures, training and information activities	<p><b>3</b></p> <p><b>EPI</b> 86 % green suppliers Sea &amp; Air 21 % green suppliers Local production</p> <p><b>Volume</b> Sea transport 11 025 m3 Air transport 771 m3</p> <p><b>Probability of environmental impact</b> Occurs frequently</p>	<p><b>2</b></p> <p><b>Legal demands</b> Suppliers have to consider regulations regarding the fuel used for sea transport. OCC and the suppliers of local production have to consider legal demands regarding hazardous goods, environmental zones and idling.</p> <p><b>Other stakeholder demands</b> Maersk works with Clean shipping index</p>	<b>5</b>	<p><b>2</b></p> <p>Opportunities to reduce risk, cost and improve brand image</p>

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Move management	Move managers plan and coordinate European and Overseas removals. They also coordinate the move of goods in and out of our warehouses.  This process influences the efficiency of local and european transports.	<p><b>EPI</b> <b>3</b></p> <p>Load factor Europe 71% 12,8 kg CO2/m3 Europe</p> <p><b>Volume</b> Total volume 69 441 m3</p> <p><b>Probability of environmental impact</b> Occurs frequently</p>	<p><b>Legal demands</b> <b>3</b></p> <p>General principles in legislation promotes efficient resource use</p> <p><b>Other stakeholder demands</b> Some customers are interested in load factor. Coordination of moves is an essential part of AQM group's business concept.</p>	<b>6</b>	<p><b>3</b></p> <p>Opportunities to reduce cost</p>
Relocation services	Includes administrative services, search for home and schools, purchase of move out services like cleaning, painting and carpentry and airport pick-up services.  The services have an indirect impact related to purchasing procedures and advice related to housing and schools.	<p><b>EPI</b> <b>1</b></p> <p>No specific</p> <p><b>Volume</b> Medium</p> <p><b>Probability of environmental impact</b> Occurs frequently</p>	<p><b>Legal demands</b> <b>1</b></p> <p>No direct.</p> <p><b>Other stakeholder demands</b> Procedures for supplier evaluation</p>	<b>2</b>	<p><b>2</b></p> <p>Opportunities to improve brand image</p>
Mobility services	Administrative services related to human resource management. Environmental impact is primarily related to the use of office supplies.	<p><b>EPI</b> <b>1</b></p> <p>No specific</p> <p><b>Volume</b> Medium</p> <p><b>Probability of environmental impact</b> Occurs frequently</p>	<p><b>Legal demands</b> <b>1</b></p> <p>No direct.</p> <p><b>Other stakeholder demands</b> Procedures for supplier evaluation</p>	<b>2</b>	<p><b>1</b></p> <p>Opportunities for cost reduction</p>

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Packaging solutions	Our choice of packaging material and our production of packaging solutions have a direct environmental impact.  We also have indirect effects related to purchasing procedures and training of suppliers.	<b>EPI</b> <b>2</b> 66% green suppliers <b>Volume</b> 84 775 st <b>Probability of environmental impact</b> Occurs frequently	<b>Legal demands</b> <b>2</b> We have to consider legal demands regarding recycling  <b>Other stakeholder demands</b> Internal quality guidelines Procedures supplier evaluation	<b>4</b>          <b>1</b> Opportunities to reduce risk, cost and improve brand image
Warehousing	Warehousing is partly supplied by our own warehouses and partly by external warehousing services.  Warehousing primarily generates environmental impact through use of energy and through waste.	<b>EPI</b> <b>2</b> Load factor 68 % <b>Volume</b> 2250 M3 of goods stored <b>Probability of environmental impact</b> Occurs frequently	<b>Legal demands</b> <b>2</b> We have to consider legal demands regarding waste and use of chemicals.  <b>Other stakeholder demands</b> Internal quality guidelines regarding safety and pest control	<b>4</b>          <b>3</b> Opportunities to improve brand image
Claims	Handling of claims generates resource use related to repairs, purchase of replacement products and transports of damaged goods.  AQM indirectly affect the number of claims by purchasing procedures, packaging procedures, choice of packaging material and training of suppliers.	<b>EPI</b> <b>1</b> Claim ratio 18,3 % <b>Volume</b> 561 claims <b>Probability of environmental impact</b> Occurs frequently	<b>Legal demands</b> <b>1</b> No direct <b>Other stakeholder demands</b> Customer quality demands Internal guidelines	<b>2</b>          <b>3</b> Opportunities for cost reduction and improve brand image
Emergency risks	The main emergency risks in AQM are the risk of fire, risks for accidents related to production of warehousing services and risks related to local travel.  Emergency risks are influenced by procedures, knowledge and	<b>EPI</b> <b>3</b> No specific <b>Volume</b> No incidents reported <b>Probability of environmental impact</b> Small	<b>Legal demands</b> <b>3</b> Demands related to fire safety and handling of fork lifts  <b>Other stakeholder demands</b> Internal procedures for emergency preparedness	<b>6</b>          <b>3</b> Opportunities to reduce risk and improve brand image

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	awareness in AQM and among their suppliers.				
Local travel	Primarily travel by car within the Nordic countries. Environmental impact comes from air emissions and noise generated by the transports. AQM can influence this impact by using alternative forms of meetings, planning of travel, choice of company cars and fuel efficient driving.	<b>EPI</b> <b>2</b> 83 % eco cars <b>Volume</b> Car 294 000 km <b>Probability of environmental impact</b> Occurs frequently	<b>1</b> <b>Legal demands</b> No direct <b>Other stakeholder demands</b> Internal procedures for travel	<b>3</b>	<b>2</b> Opportunities to reduce risk, cost and improve brand image
Business travel	Primarily air travel outside the Nordic countries. Has a direct impact by air emissions and noise generated by the transports. AQM can influence this impact by using alternative forms of meetings and planning of travels.	<b>EPI</b> <b>2</b> Air 114 g CO2/km Train 0 g/km <b>Volume</b> Air 454 150 km Train 14 434 km <b>Probability of environmental impact</b> Occurs frequently	<b>1</b> <b>Legal demands</b> No direct <b>Other stakeholder demands</b> Internal procedures for travel	<b>3</b>	<b>1</b> Opportunities to reduce cost
Administration	Administration has a direct impact by use of office supplies. This is influenced by administrative procedures.	<b>EPI</b> <b>2</b> No specific <b>Volume</b> Medium <b>Probability of environmental impact</b> Occurs frequently	<b>1</b> <b>Legal demands</b> No direct <b>Other stakeholder demands</b> Internal procedures for purchasing	<b>3</b>	<b>1</b> Opportunities to reduce cost
Market communication	Marketing has an environmental impact related to the choice of marketing channels and suppliers of marketing material.	<b>EPI</b> <b>2</b> 70 % of key customers have environmental demands <b>Volume</b>	<b>2</b> <b>Legal demands</b> Information regarding hazardous goods <b>Other stakeholder demands</b>	<b>4</b>	<b>2</b> Opportunities to improve brand image
	Sales have an important role in	<b>Volume</b>	<b>Other stakeholder demands</b>		

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	supporting move management and providing relevant environmental information to customers.	Large volume of contacts <b>Probability of environmental impact</b> Occurs frequently	Customers requirements for environmental information Procedures for supplier evaluation Procedures for communication		
Premises	The energy use for heating and electricity is the main environmental impact of AQM's premises. We also have an indirect environmental impact related to purchase of furniture, equipment and maintenance services related to premises.	<b>EPI</b> 2 Electricity 0 g/kWh Oil 266 l kg/m3 District heating 52 g/kWh <b>Volume</b> Electricity 585 MWh Oil 48 m3 District heating 211 MWh <b>Probability of environmental impact</b> Occurs frequently	<b>Legal demands</b> 1 No direct <b>Other stakeholder demands</b> Internal purchasing procedures	3	<b>2</b> Opportunities to reduce cost
IT solutions	IT solutions have a direct environmental impact related to energy use and generation of electronic waste. They also indirectly affect environment by purchasing procedures. IT solutions can support work towards resource efficient planning, administration and communication.	<b>EPI</b> 2 Average age <b>Volume</b> Purchase of new equipment Cassation of equipment <b>Probability of environmental impact</b> Occurs frequently	<b>Legal demands</b> 1 Hazardous waste <b>Other stakeholder demands</b> Internal purchasing procedures	3	<b>2</b> Opportunities to reduce cost
Waste	Waste is generated in the offices and at the warehouses. Transports and treatment of waste generate environmental impact. Reuse and recycling reduces this impact. A limited amount of hazardous waste occurs when old electronics, batteries and fluorescent lamps are disposed.	<b>EPI</b> 2 63 % of the waste to incineration <b>Volume</b> 100 ton <b>Probability of environmental impact</b> Occurs frequently	<b>Legal demands</b> 2 National and local waste regulation <b>Other stakeholder demands</b> Internal procedures for waste management	4	<b>2</b> Opportunities to reduce cost



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