

# Alfa Quality Moving A/S

Document Environmental aspects	Reg nr M 3.1	Page 1(6)
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		Valid from 2013-04-18

## Purpose

This document describes the environmental aspects of AQM A/S. 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 environmental aspects or if the evaluation of one or more aspects should be changed.

## Evaluation

The management group is responsible for evaluation and identification of significant environmental impact. They also make decisions about which aspect targets and their rating. Evaluation of these 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 environmental impact, volume and probability for environmental impact. 1 on the scale means minor or no environmental impact and 3 means relatively large environmental impact.
- Evaluation of legal and other 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.

# Alfa Quality Moving A/S

Document Environmental aspects	Reg nr M 3.1	Page 2(6)
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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 significant. Environmental aspects where the environmental rating is evaluated as a 3 are always significant.
- Further an assessment of stakeholder rating for each aspect will be done regarding cost savings, risk reduction and company profile. The assessment is done on a three-point scale where 1 means no or small potential and 3 means large potential. This evaluation will form the basis for both significant and not significant environmental aspects.

The management group 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 that the most current version of M 3.1 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.

# Alfa Quality Moving A/S

Document Environmental aspects	Reg nr M 3.1	Page 3(6)
-----------------------------------	-----------------	--------------

Environmental aspect	Description	Environmental rating	Stakeholder rating	Sum	Business rating
Purchase removal services	Removal services are bought by one supplier in Denmark and from a network of agents that AQM cooperates with worldwide. Environmental impact comes from local transports, use of packaging material, the risks for claims, accidents and from waste management.	<b>3</b> <b>Environmental impact/volume</b> Percentage of green suppliers unknown <b>Volume</b> 1500 moves <b>Probability of environmental impact</b> Occurs frequently	<b>2</b> <b>Legal demands</b> No direct. Suppliers in Denmark have to consider legal demands regarding waste, environmental zones and idling. <b>Other stakeholder demands</b> Customer demands regarding claims. Internal quality guidelines	<b>5</b>	<b>3</b> Important for brand image
Purchase transports Europe	Road transports for European moves with origin in Denmark are handled by AQM AB. These transports generate emissions that affect air quality and contribute to climate change.	<b>2</b> <b>Environmental impact/volume</b> 12,1 kg CO2/m3 <b>Volume</b> 300 moves <b>Probability of environmental impact</b> Occurs frequently	<b>3</b> <b>Legal demands</b> No direct. AQM AB and the suppliers have to consider legal demands regarding environmental zones and idling in European countries. <b>Other stakeholder demands</b> No explicit customer demands from AQM A/S customers Strict internal guidelines I AQM AB	<b>5</b>	<b>2</b> Important for brand image
Purchase transports Overseas	Transports for Overseas moves are conducted by sea and air. These transports generate emissions that affect air quality and contribute to climate change. They also contribute to local environmental affects at harbor and airports.	<b>3</b> <b>Environmental impact/volume</b> 85 % green suppliers <b>Volume</b> 1200 moves <b>Probability of environmental impact</b> Occurs frequently	<b>2</b> <b>Legal demands</b> No direct. Suppliers have to consider EU regulations regarding the fuel used. <b>Other stakeholder demands</b> Maersk works with clean shipping index.	<b>5</b>	<b>2</b> Important for brand image for some accounts

# Alfa Quality Moving A/S

Document Environmental aspects	Reg nr M 3.1	Page 4(6)
-----------------------------------	-----------------	--------------

Purchase of relocation services	Includes move out services like cleaning, painting and carpentry and airport pick-up services. The environmental impact from these services is indirectly affected by purchasing guidelines.	<b>2</b> <b>Environmental impact/volume</b> Small <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 quality guidelines	<b>3</b>	<b>3</b> Important for brand image
Other purchases	AQM DK purchase office supplies, food. The environmental impact of these products is indirectly affected by purchasing guidelines.	<b>2</b> <b>Environmental impact/volume</b> Small <b>Volume</b> Medium Paper purchased 520 kg <b>Probability of environmental impact</b> Occurs frequently	<b>1</b> <b>Legal demands</b> No direct.  <b>Other stakeholder demands</b> No direct.	<b>3</b>	<b>1</b> Potential for cost reduction
Warehouse purchases	Warehousing services are purchased from one single supplier. The use of the services indirectly contributes to use of energy and to waste.	<b>2</b> <b>Environmental impact/volume</b> Medium <b>Volume</b> 2250M3 of goods stored <b>Probability of environmental impact</b> Occurs frequently	<b>2</b> <b>Legal demands</b> No direct. Supplier has to consider legal demands regarding waste.  <b>Other stakeholder demands</b> Internal quality guidelines regarding safety and pest control	<b>4</b>	<b>3</b> Important for brand image
Claims	Handling of claims generates resource use related to repairs, purchase of replacement products and transports of damaged goods.	<b>1</b> <b>Environmental impact/volume</b> Depending on type of claim <b>Volume</b> Claim rate about 13 %	<b>1</b> <b>Legal demands</b> No direct <b>Other stakeholder demands</b> Customer quality demands Internal guidelines	<b>2</b>	<b>3</b> Important for brand image costs

# Alfa Quality Moving A/S

Document Environmental aspects	Reg nr M 3.1	Page 5(6)
-----------------------------------	-----------------	--------------

		<b>Probability of environmental impact</b> Occurs frequently			
Emergency risks	The main emergency risks are the risk of fire at the offices and a car accident during local travel. The company's suppliers handle risks of accidents and of damage to consumer goods related to production of services.	<b>2</b> <b>Environmental impact/volume</b> Medium <b>Volume</b> No incidents reported <b>Probability of environmental impact</b> Small	<b>!</b> <b>Legal demands</b> No direct <b>Other stakeholder demands</b> Internal regulations	<b>3</b>	<b>1</b> Some effect on brand image
Local travel	Management, sales and move managers conduct local travel. Relocation services also include transport of clients. Transport affects air quality and contributes to climate change.	<b>2</b> <b>Environmental impact/volume</b> AQM car fleet 22,7 km/l <b>Volume</b> Car 44 500 km <b>Probability of environmental impact</b> Occurs frequently	<b>1</b> <b>Legal demands</b> No direct <b>Other stakeholder demands</b> No direct	<b>3</b>	<b>2</b> Important for brand image and some potential for cost savings
Premises	AQM A/S has two offices. The energy use for heating and electricity are the main environmental aspects of the premises. The company's landlord supplies heating and electricity.	<b>2</b> <b>Environmental impact/volume</b> No info available <b>Volume</b> Office area 741 m2 Coal/Oil/CO2-fee 27 300 DKr <b>Probability of environmental impact</b> Occurs frequently	<b>1</b> <b>Legal demands</b> No direct <b>Other stakeholder demands</b> No direct	<b>3</b>	<b>1</b> No obvious business potential at the moment
Waste	Waste is primarily paper, cardboard and household waste from the canteen. A limited amount of hazardous waste also	<b>1</b> <b>Environmental impact/volume</b> Fairly limited	<b>2</b> <b>Legal demands</b> National and local waste regulation	<b>3</b>	<b>2</b> Some potential for brand image and cost savings

# Alfa Quality Moving A/S

Document Environmental aspects	Reg nr M 3.1	Page 6(6)
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	occurs when old electronics, batteries and fluorescent lamps are disposed.	<b>Volume</b> No info available <b>Probability of environmental impact</b> <i>Occurs frequently</i>	<b>Other stakeholder demands</b> No direct		
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