

## Fast Forward Freight Corporate Responsibility and Sustainability policy

Corporate responsibility and sustainability is inherent in every aspect of Fast Forward Freight's operations. We strive to go beyond our statutory obligations to be a top employer, to deliver above expectations for our customers and stakeholders and to minimise our impact on the environment, in compliance with applicable laws and consistent with international norms of behaviour.

Guided by ISO 26000 and in accordance with attaining ISO 14001:2004 certification, this commitment and practice is underpinned by three sustainability pillars that are critical to our business success – **social, environmental and economic**.

### Social Sustainability

**We seek to respect both people and place by embracing diversity and inclusion within our business and enhancing the lives of the people in the communities in which we and our supply chain operate.**

Our employees are our most important asset. We can only maintain our service excellence and competitive position in the logistics industry if we have motivated and qualified employees in our team.

Fast Forward Freight works consistently to maintain a high standard of employee satisfaction and performance by setting clear satisfaction and training goals as part of ongoing business improvement programmes, regularly evaluating our performance through annual employee surveys and service audits.

By continuously investing in our personnel, we strive to:

- Meet the diverse needs of people now and in the future
- Promote personal well-being
- Promote social cohesion and inclusion
- Create equal opportunities for all
- Promote good governance
- Engage people's creativity, energy and diversity.

Fast Forward Freight supports the communities in which we operate by using local suppliers for site operations wherever feasible, and by supporting local and international charities, social enterprise initiatives and environmental education programmes as chosen by our staff, including:

- [The Gyapa Cookstoves Project](#). A project to build and install energy efficient stoves, reducing deforestation and improving health and creating jobs in Ghana
- [Mary's Meals](#). A global charity that sets up school feeding programmes in communities where poverty and hunger prevent children from gaining an education

## Environmental Sustainability

**We are committed to a safe and healthy work environment for our employees and minimising our potential impact on the environment.**

Fast Forward Freight operates in compliance with all relevant health and safety and environmental regulations and strives to use pollution prevention and environmental best practices in all we do.

Fast Forward Freight strives to:

- integrate the consideration of environmental concerns and impacts into all our decision making and activities
- promote environmental awareness among our employees and encourages them to work in an environmentally responsible manner
- train, educate and inform our employees about environmental issues that may affect their work
- reduce office waste through re-use and recycling and by purchasing recycled, recyclable or re-furnished products and materials where these alternatives are available, economical and suitable
- promote efficient use of materials and resources throughout our facility including water and electricity
- avoid unnecessary use of hazardous materials and products, seek substitutions when feasible, and take all reasonable steps to protect human health and the environment when such materials must be used, stored and disposed of
- purchase and use environmentally responsible products accordingly
- source and promote a range of services to minimise the environmental impact on distribution
- where required by legislation or where significant health, safety or environmental hazards exist, develop and maintain appropriate emergency and spill response programmes
- communicate our environmental commitment to clients and customers and encourage them to support it
- continually improve our environmental performance and minimise the social impact and damage of activities by reviewing our environmental policy on an annual basis in consideration with our current and planned future activities

Fast Forward Freight is also helping to accelerate global progress toward a low-carbon economy and contributing to the 17 UN Sustainable Development Goals by:

- funding [Gold Standard verified emission reduction projects](#). Gold Standard is considered the most stringent standard for carbon emission reduction by many NGOs, including WWF and the David Suzuki Foundation.
- [commitment to Green energy use](#). Since the beginning of 2014 Fast Forward Freight have committed to purchase only green energy for our Dutch locations and aim to implement throughout other Fast Forward Freight owned locations.

## Economic Sustainability

**We aim to deliver best in class global freight forwarding solutions through ethical, innovative and economically sound business practices and investments.**

Our highly experienced team and intelligent information systems help Fast Forward Freight create a virtual line between our customers and supply chain that helps maintain our competitive pricing and ensure each and every shipment is successful.

Fast Forward Freight's global operation and supply chain model ensures our customers benefit from:

- a full control tower service where we will be responsible for the complete logistic operation of our clients with our main focus to lower the final landed costs
- in-house management of all bookings and documentation
- Economic Route Management: finding the fastest and most attractively priced way our customers cargo can travel
- a Track and Trace system providing visibility of shipments at all times

Fast Forward Freight aim to safeguard the integrity and long-term success of our operations and business partnerships by:

- ensuring our employees are guided by and adhere to our Code of Conduct
- compliance with both national and international legislation and specific requirements for our industry
- operating within the regulations set by the WCA. Fast Forward Freight is a founding member of the WCA: the world's largest and most powerful network of independent freight forwarders
- taking a Zero-tolerance approach to corruption, prohibiting our employees from accepting or offering any kind of bribery
- operating an anonymous whistle-blower programme to ensure transparency and integrity of our operations
- applying Business Continuity and Risk Assessment procedures to ensure we respond effectively and efficiently to threats to our people, our operations, and our supply chains
- adhering to strict privacy and data protection procedures to protect our people, our information, our systems, our customers' assets, our competitiveness and brand reputation
- minimising business-related travel and promoting the use of digital communications and services wherever practicable and cost-effective

The principles and standards set out by this policy are binding upon all managing directors, managers and employees of Fast Forward Freight B.V. and we encourage our business partners to follow these principles as well.

**CEO Fast Forward Freight B.V. Marc Terpstra**