



Code of Conduct

Ethical guidelines for employees at RTC Transport A/S

Contents

1

- Mission and values
- Environment
- Our employees

2

- Working environment
- Use of IT
- Drugs and alcohol

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3

- Anti-corruption and bribery
- Data protection
- Business partners

4

- Whistleblower System

In addition to complying with the Code of Conduct, employees are expected to stay continuously updated on the Employee Handbook, including the policies and guidelines described therein.

Alongside the Code of Conduct and the Employee Handbook, all employees must comply with applicable laws and regulations in the legal system in which they operate.

Violation of the above will be taken seriously and may have consequences for the employment.



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WE CARE

Dear reader

RTC has, since its inception in 2006, maintained a strong focus on becoming the best at handling the final part of the customer journey when purchasing 'odd-size' products. We have developed many systems and procedures, but our most valuable asset is the people who work every day to ensure that our vision can be fulfilled and to make both our customers and their customers satisfied.

We rely on all employees behaving properly and respectfully towards both colleagues and customers. RTC strives to ensure that everyone working for RTC feels safe, valued, and empowered to make a meaningful impact through their work.

We want our customers to know that when they partner with RTC, they can trust that we are dedicated to ensuring the well-being and satisfaction of our employees, while fully complying with all applicable laws. We are constantly striving to be a stable and long-term partner that can be relied upon.

RTC is a company that prioritizes responsibility and aims to make a positive contribution to society wherever possible. Our Code of Conduct sets out the core principles of RTC and defines our approach to both internal and external behaviour in relation to social, ethical and environmental issues.

Enjoy reading!



Peter Røddik
CEO



Mission and values

RTC's mission is to be Denmark's leading company in service logistics, where we go far beyond simply delivering a shipment. Our aim is to create value by offering customized, value-adding solutions that include installation and assembly at the end-customers location - designed to ensure a smooth and positive experience for the end-customer.

Innovation is a key priority for us, and we are continuously working to develop new value-adding services in close collaboration with our customers. Our core values are built on delivering quality, flexibility and dedicated service that addresses customer needs in an efficient and meaningful way.

Environment

As a responsible company, we are constantly seeking new opportunities to protect the environment. Our goal is to reduce our environmental impact by leveraging the latest technology and minimizing our consumption of resources. In doing so, we strive to achieve the best possible outcomes within the environmental, technical, and economic conditions in which we operate.

We actively engage our employees in environmental initiatives by informing and encouraging them to support the company's environmental policy, such as optimizing driving routes to reduce environmental impact.

Our employees

At RTC, we acknowledge that our employees are a crucial asset for the company's continued growth. Their commitment, ideas, and enthusiasm are the driving force behind our progress and the key to successfully accomplish RTC's mission.

Therefore, we are dedicated to creating a meaningful work environment for everyone, where taking responsibility and supporting one another comes naturally.

Our competitiveness relies on employees thriving in their work and actively sharing responsibility for achieving RTC's goals. We believe that a positive work environment and a strong sense of responsibility not only contribute to well-being - they create results.



Work environment

At RTC, we are committed to creating a healthy, safe, and positive work environment where all employees feel valued and respected. Our aim is to attract, develop, and retain skilled and motivated individuals in a workplace that supports both personal and professional growth, while encouraging cooperation and well-being across the organization.

To maintain a healthy work environment, we conduct annual employee satisfaction surveys and workplace assessments (APV) in accordance with applicable legislation. These initiatives provide us with valuable insights into employee well-being and the state of the work environment, enabling us to implement necessary improvements.

We urge all employees to contact their direct leader or workplace representative if they feel the work environment is not safe, healthy, or satisfactory.

Use of IT

The use of the company's IT equipment, such as computers, phones, tablets/terminals, and the internet, is crucial for our employees to perform their tasks effectively. We trust common sense and caution are exercised by everyone.

If there is any uncertainty, we refer to RTC's IT policy, designed to inform employees about our clear guidelines for the use of IT in the workplace. The policy can be found in our Employee Handbook.

Drugs and alcohol

All employees are required to arrive at work unaffected and must not consume intoxicating substances, drugs, or alcohol during work. Use of illegal substances on the premises is strictly forbidden and will lead to immediate dismissal. Smoking is only allowed in the designated smoking areas.

On special occasions, such as company events where alcohol consumption is allowed, it should be done responsibly and thoughtfully, ensuring it does not lead to inappropriate behavior.

Anti-corruption and bribery

RTC is committed to actively combating corruption, including the abuse of power and influence for personal gain. At RTC, we have zero-tolerance policy towards any form of bribery, and we expect the same from our suppliers and partners.

The purpose of this policy is to ensure transparency, accountability, and integrity within the organization, as well as to clarify expectations regarding employee behavior in relation to services that may involve bribery or corruption.

Data protection

We manage customer data in accordance with RTC's Data Protection Policy, which has been developed with reference to the regulations in the General Data Protection Regulation (GDPR) and Danish data protection laws. RTC is committed to protecting personal data and has implemented internal information security policies, which include instructions and measures to protect personal data from unauthorized disclosure and prevent unauthorized access to or knowledge of RTC's data.

We regularly review the Data Protection Policy and update it if there are changes in our processing of personal data or in the applicable legislation. Any updates will be published on our website under Privacy Policy.

Business partners

RTC expect all our business partners to comply with national laws and respect international human rights and labor rights, as defined by the UN Declaration of Human Rights.

The work environment must be healthy and respectful, with the workplace free from any form of violence, threats, demeaning behavior, harassment (including sexual harassment), discrimination, bullying, and physical or psychological coercion.

Discrimination based on race, gender, age, sexual orientation, religion, ethnicity, disability, or any other protected characteristic is completely unacceptable and will not be tolerated.



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Whistleblower System

To ensure transparency and accountability, RTC has implemented an independent third-party Whistleblower System, enabling employees, customers, suppliers, and other partners to report any breaches of this Code of Conduct or relevant legislation.

We are committed to protecting all individuals who use this system, ensuring that every report is treated with confidentiality and seriousness.

The Whistleblower System allows individuals to report concerning issues or actions that are unethical, illegal, or in breach of internal policies.

HR-related matters cannot be submitted through this system and should instead be addressed with the immediate supervisor or HR.

You can find more details on the guidelines for when and how to use the system through the link below, which will direct you to the Whistleblower System.
<https://whistleblowersoftware.com/secure/rtc>