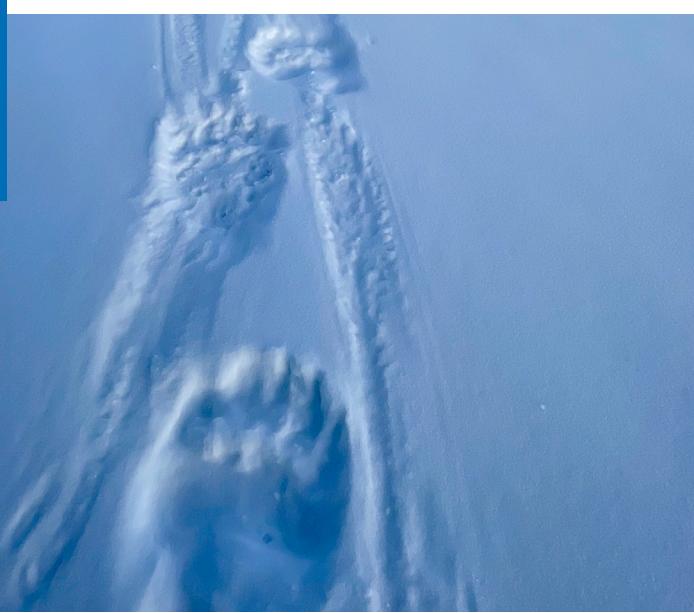


# WE ACT

- In partnership with the North Atlantic



2025

## ARCTIC IMPORT

Arctic Import is a family-owned company. Since it was founded in 1978, it has developed into one of the strongest market leaders in Greenland within B2B wholesale with a focus on local social responsibility and commitment.

Arctic Import's business focuses on the Greenlandic, Faroese, and Icelandic markets, and the company is a specialised trade partner cooperating with public institutions and private companies with a particularly wide range of retail, food and non-food products.

The customer portfolio is very diverse, from smaller businesses with day-to-day deliveries to larger hotel chains, restaurants, the building- and construction industry, the healthcare system as well as public institutions and private companies. Our competences and service have been strengthened over the years, and today, Arctic Import is a distributor and trade partner in both Greenland and the rest of the North Atlantic.

Service, insightful consultancy and efficient logistics form a natural part of the experience when customers do business with Arctic Import. Our services are provided not only to the larger cities of the North Atlantic, but also in the most remote areas in the north. Today Arctic Import counts 100 employees. To bring our services as close to our customers as possible, Arctic Import has a wholesale warehouse and office in Nuuk (Greenland) and in Tórshavn (the Faroe Islands) as well as an office in Aalborg, Denmark. In the future, we also plan to establish a permanent presence in Iceland.



It is important to us to be close to our customers, know their challenges and needs and always go the extra mile to service any customer. We assist in supporting the crucial supply chain security – within grocery retailing, tourism and the construction and raw materials industries.

### A GREENLANDIC COMPANY

Our individual markets in the North Atlantic are very different, but all characterised by a very strong culture. Culture and history are proudly preserved. Via our sales offices, warehouses and activities, we are present and have registered companies in the respective markets and pay local tax.



Being one of the strongest market leaders in the North Atlantic market, and it is crucial for us to use our position to create growth and jobs in the Nordic region, and above all, to educate young people for the future.

To a great extent, we do business with Greenlandic companies and institutions such as banks, logistics partners and a great variety of suppliers. Our customers include major players in Greenland as well as larger public and private companies, municipalities, schools, elder care institutions as well as the Greenland Self-Government. We have long-term cooperative relationships with many of our customers, suppliers, and partners.

## **MARKET ENTRY TO CANADA AND THE U.S.**

Being a well-positioned market leader in Greenland, the Faroe Islands and Iceland we have a commercial focus and an interest in collaborating with companies and stakeholders in the Canadian Arctic and the U.S.

We see a tremendous amount of untapped potential in emerging North Atlantic markets and an international expansion as an opportunity for potential growth.

We have vast experience across a wealth of industries and categories and are particularly interested in collaborating with Canadian and U.S. foodservice and nonfood suppliers who are interested in sourcing to the North Atlantic market.

Our customers benefit from a very diversified supply chain, and have access to more than 400,000 unique products. Many products are picked from our warehouses in Nuuk and Tórshavn, other products are sent directly from our approx. 400 suppliers primarily located in Europe, but we source from all over the world.

## INVESTING IN GREENLAND'S FUTURE

Greenland is on the brink of significant growth, and as a dedicated partner to the region, Arctic Import is aligning with this development through strategic investments. Central to this is the construction of a new, state-of-the-art logistics center in Nuuk, the largest investment in the company's history. This modern facility is designed to meet the increasing demand for goods and services, featuring expanded storage capabilities for frozen, cold, and dry goods, alongside office spaces and a showroom.

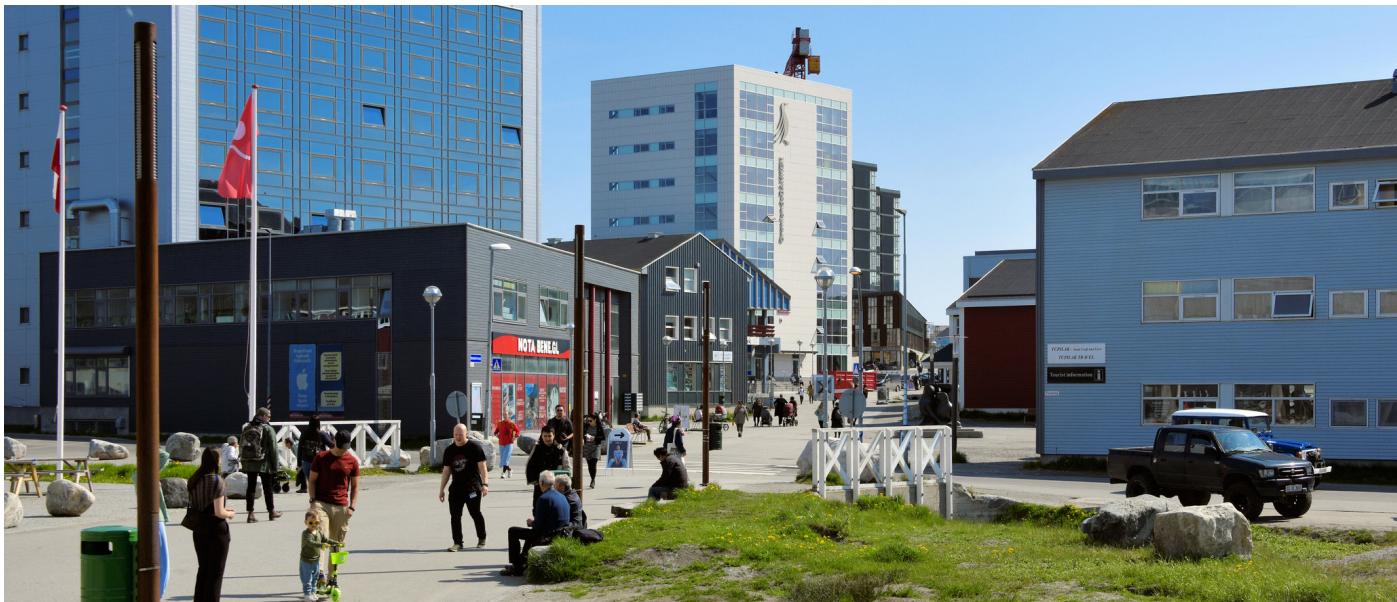
With this new infrastructure, capacity will be tripled, enabling faster and more efficient deliveries to businesses, residents, and tourists across Greenland. Additionally, the new premises will bring Arctic Import and its sister company, Konpap, under one roof, following their merger on January 1, 2025. This consolidation ensures a stronger foundation for delivering innovative solutions and meeting the evolving needs of both public and private customers.

## SUPPORTING GREENLAND'S GROWING TRADE AND TOURISM

As Greenland's economy and tourism sector flourish, there is a growing demand for reliable suppliers who can adapt to these rapid changes. The enhanced logistics center positions Arctic Import to play a pivotal role in this expansion, ensuring timely deliveries to hotels, restaurants, and tour operators across the country.

By significantly increasing storage capacity, we are well-prepared to handle everything from daily essentials to large-scale orders for new restaurants, hotels, and office spaces.

A focus on maintaining a wide selection of modern and functional office furniture ensures faster access for clients, contributing to improved workplace environments that emphasize comfort and productivity.



## DELIVERING EXCELLENCE TO THE CRUISE INDUSTRY

The cruise industry has become an integral part of Greenland's tourism landscape, requiring precise logistics and dependable partnerships. With the capability to handle shipments of all sizes, Arctic Import plays a key role in ensuring smooth operations for cruise lines, whether during brief port stops or resupply operations during turnarounds.

An extensive product range – including frozen and fresh goods, as well as international specialty items – ensures that even the most demanding requirements are met. Expertise in documentation management and a dedicated advisory team further contribute to seamless deliveries, allowing cruise operators to focus entirely on enhancing guest experiences.

This readiness extends beyond Nuuk to serve every corner of Greenland, demonstrating a commitment to supporting not only tourism but the broader growth of the region. With expanded infrastructure and expertise, Arctic Import is positioned to help shape Greenland's exciting future while ensuring quality, reliability, and innovation remain at the forefront.



## NEW AIRPORTS IN GREENLAND

The new airport projects are expected to be a catalyst for economic growth and development in Greenland. At Arctic Import, we are committed to leveraging these opportunities. We recognize our responsibility to support the potential created by the new airports, seeing it as our obligation to enhance local economic benefits. With the commercial potential brought about by improved air-cargo capacity, we look forward to exploring new commercial horizons and welcoming increased competition.

The new airports will open doors to new markets for food products, allowing us to introduce a broader range of daily goods, convenience items, and foodservice products. Enhanced proximity and mobility will not only strengthen our presence in Greenland but also improve travel possibilities from Greenland, thus fostering closer connections.

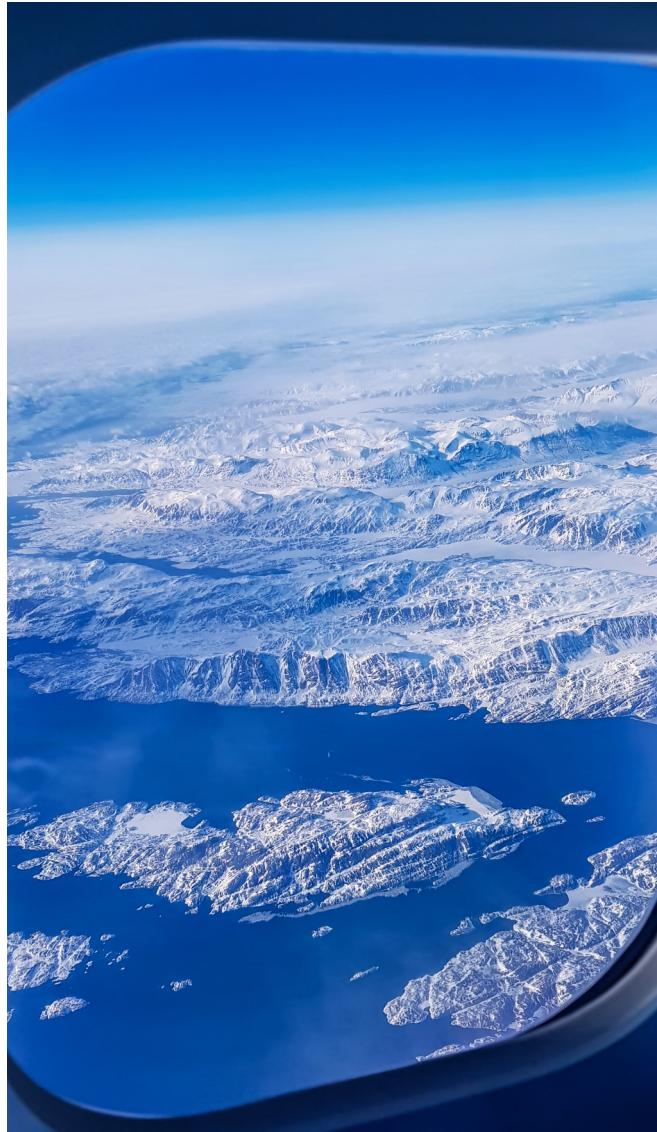
Significant investments in Nuuk, Ilulissat, and Qaqortoq over the coming years will further bolster Greenland's growth. Nuuk, in particular, will become the gateway to Greenland, driving urbanization and increasing international engagement in various aspects, including business, products, and language.

We believe that as competition intensifies, the demand for shorter lead times and a more extensive product range will grow, making local presence increasingly critical.

We see a bright future for Greenland filled with opportunities. Infrastructure investments, particularly new airport constructions, create increased potential for trade and connectivity. Growing interest in the

Arctic region is driving our growth, attracting both tourists and business partners. Furthermore, the resource potential in raw material and mineral extraction adds new dimensions to our business.

Arctic Import is committed to these opportunities, ensuring we remain a key player in the evolving landscape, supporting growth and development across Greenland.





## AI AND DIGITALIZATION: DRIVING THE FUTURE OF OPERATIONS

At Arctic Import, digitalization and Artificial Intelligence (AI) are not just tools; they are essential components of our operations, enabling us to stay competitive and deliver exceptional service. By integrating AI across our workflows, we are streamlining supply chain management and elevating the customer experience to new heights.

This transformative approach has allowed us to optimize back-office processes, implement AI-driven purchasing and forecasting tools, and launch a cutting-edge webshop.

These advancements ensure we remain a leader in the B2B wholesale market while deepening our focus on understanding and meeting the evolving needs of our customers.

In today's business landscape, adopting AI is no longer about embracing the future – it is a necessity. By leveraging technology, we are not just keeping pace with change; we are actively shaping the future of B2B operations.



## SOCIAL RESPONSIBILITY

It is a clear goal for Arctic Import to be an active Greenlandic partner and contributor to both the economic and social development of Greenland. Besides our Corporate Social Responsibility strategy, Arctic Import also follows a Greenlandic Social Responsibility strategy.

We are strongly focused on our responsibility towards our Greenlandic employees, Greenlandic partners and the Greenlandic society in a wider sense. Thus, Arctic Import takes on both Corporate Social Responsibility and Greenlandic Social Responsibility.

## THREE UN SDGS AS A SPECIAL BASIS

Arctic Import has been an A member of CSR Greenland since 2010 and the company's strategic and business priorities are based on the UN's global goals.

Based on the needs of the North Atlantic region, Arctic Import focuses on three UN SDGs:



### GOAL 4

Quality Education



### GOAL 12

Responsible Consumption and Production



### GOAL 17

Partnerships for the goals

## INVESTMENT IN YOUNG, LOCAL LABOR

A place where the effects of increased focus on 'Quality Education' and a desire for local anchoring are noteworthy, is in our Nuuk office. Of the current 16 employees, six employees have started as trainees in the company and they now cover core roles in daily operation. Arctic Import has great success in retaining our trained employees and further developing them during their careers.

Arctic Import offers young people a unique workplace with good career opportunities where they have experienced sales people and consultants to learn from. In return, the company gets dedicated employees who are passionate about delivering the best solutions to customers. All in line with the chosen UN SDGs.

Our trainee program in Nuuk is a very successful investment which provides dynamism and a remarkable return. The training program is adapted to local conditions, and it is a great benefit for the company to invest in energetic and competent young Greenlandic employees.

Our workforce is equipped with expertise, skills and a deep local knowledge. This is a clear competitive advantage for us, and we have – and will continue to have – students and trainees in permanent rotation based on our good experience. Also in future, we will make a great effort to strengthen our trainee program in Nuuk as well as our overall presence in Nuuk, from where a significant part of our business is handled.



## THE GLOBAL GOALS

**1** NO POVERTY



**2** ZERO HUNGER



**3** GOOD HEALTH AND WELL-BEING



**4** QUALITY EDUCATION



**5** GENDER EQUALITY



**6** CLEAN WATER AND SANITATION



**7** AFFORDABLE AND CLEAN ENERGY



**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**10** REDUCED INEQUALITIES



**11** SUSTAINABLE CITIES AND COMMUNITIES



**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



**13** ACTION



**14** LIFE BELOW WATER



**15** LIFE ON LAND



**16** PEACE AND JUSTICE STRONG INSTITUTIONS



**17** PARTNERSHIPS FOR THE GOALS



## RESPONSIBLE CONSUMPTION AND PRODUCTION

At Arctic Import, we believe that the future for Greenland is based on sustainable solutions and social responsibility. Both parameters are important prerequisites for growth, but also for the Greenlandic society of which we are a part. We take on that responsibility without hesitation.

Among other activities, we are working with several suppliers who focus on environmentally friendly solutions, and we set high standards when selecting products for our product range. In this way, we ensure that we always have sustainable goods on the shelves.

We want to help promote sustainable purchasing practices and ensure relevant information and knowledge about sustainable products and consumables. We want to make it easy for our customers to make a sustainable choice.



## PARTNERSHIPS FOR THE GOALS

We actively work on and take our social responsibility seriously. At Arctic Import, we want to support development in both the Greenlandic society and locally in the population by involving ourselves, contributing to social activities and supporting children and young people. It is also important for us to commit and involve ourselves through sponsorships and donations to various projects and activities.

## A COMMITMENT TO SUSTAINABILITY

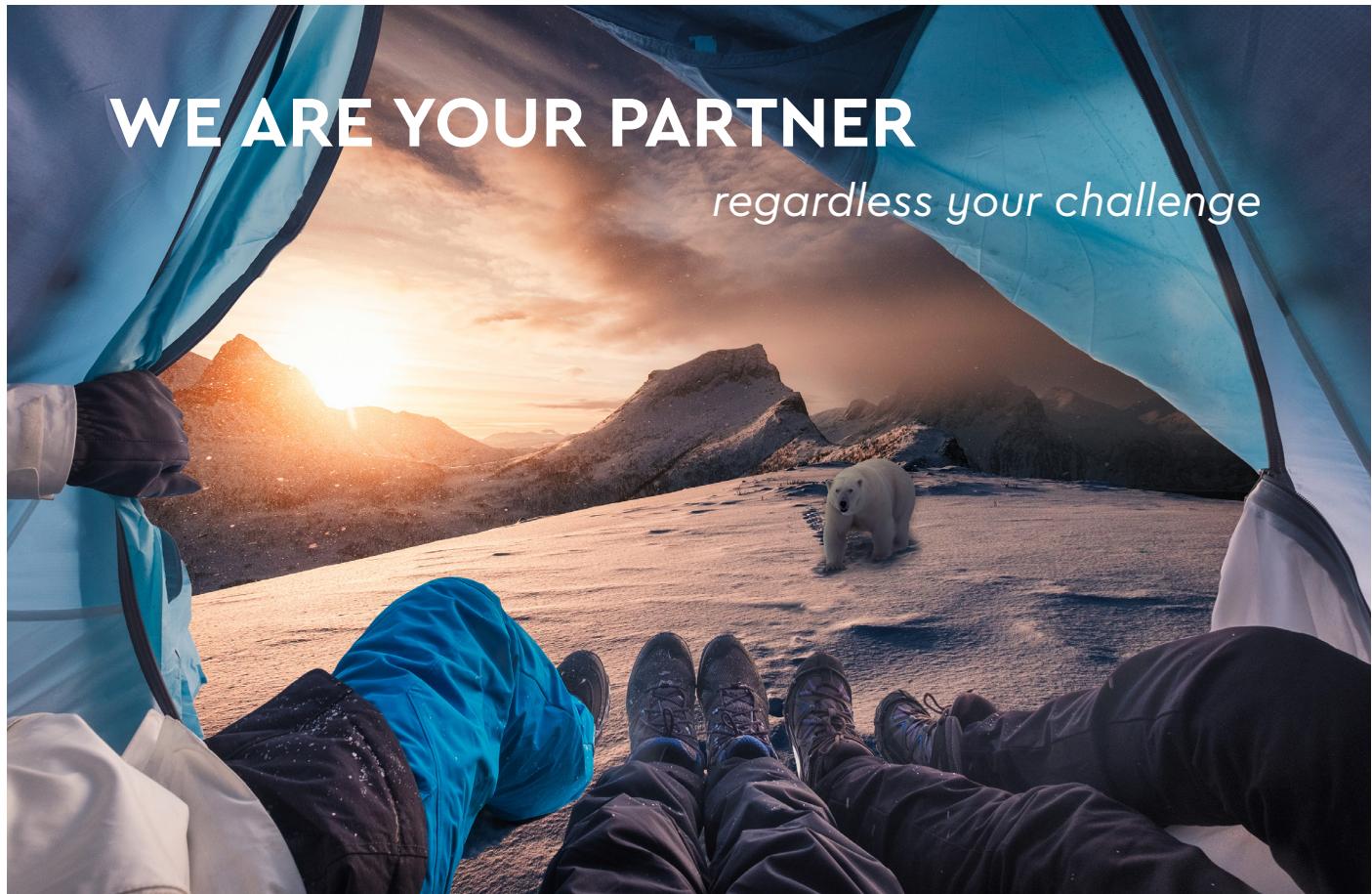
At Arctic Import, sustainability is a core value guiding our operations and long-term strategy. Our new logistics center in Nuuk is a testament to this commitment, incorporating innovative solutions to reduce environmental impact while enhancing efficiency.

The facility integrates advanced refrigeration and freezing technologies designed to minimize energy consumption, alongside the use of renewable energy sources and sustainable materials. By prioritizing eco-friendly practices, we aim to lead the way in setting new standards for responsible business operations in Greenland.

This focus on sustainability reflects our broader dedication to preserving Greenland's pristine Arctic environment while fostering growth and development. At Arctic Import, we believe that balancing progress with environmental stewardship is key to securing a sustainable future for generations to come.

*Explore our cases on the website*





## WE ARE YOUR PARTNER

*regardless your challenge*

### WE ACT – IN PARTNERSHIP WITH THE NORTH ATLANTIC

We deliver goods no matter where you live in the North Atlantic. Because we take pride in delivering exactly what you need, exactly when you need it. With deep respect for people, nature, and the communities of the North Atlantic, we supply interior solutions, gastro solutions, everyday essentials, life's big moments, and everything in between – from the northernmost point of Greenland to the shores of Iceland and the Faroe Islands in the south. We call it good business sense.

Navigating procurement, shipping, and delivery in the North Atlantic requires deep expertise, as we humans remain deeply connected to – and often at the mercy of – nature's forces. Trade has always connected people, and the space we create – whether by inspiring the next gourmet experience, designing the local school's interior, or providing daily necessities to small communities – helps create local jobs and educate the next generation in commerce.

At Arctic Import, our work is rooted in community, and our hearts beat in rhythm with the North Atlantic, where we have always believed in long-term presence. Because we understand that our work is not just about business – it's about you, your loved ones, and the strong, lasting community of the North Atlantic.



Contact information: CEO Thomas Hjort, [thj@arcticimport.dk](mailto:thj@arcticimport.dk), +45 4082 9191