

ARCTIC IMPORT

March 2024



PRESENTATION OF 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.

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.

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.

AI AND DIGITALIZATION IN OPERATIONS

In Arctic Import we are embracing the future through the integration of Artificial Intelligence (AI) and digitalization in our operations. This strategic move not only streamlines our supply chain management but also enhances our customer service experience.

By leveraging AI, we have been able to optimize back-office extensively, introduce AI to support purchases and forecasting and launch a new webshop. This technological advancement ensures that we can remain at the forefront of the B2B wholesale market, and constantly increase our focus on developing customer contact and uncovering customers' real needs.

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.

FOOD	<ul style="list-style-type: none">• Bread and cake• Beverages• Poultry and fish	<ul style="list-style-type: none">• Fruit and vegetables• Meat• Dairy products	<ul style="list-style-type: none">• Frozen goods• Canned goods• Dry goods
NONFOOD	<ul style="list-style-type: none">• Furniture and fixtures• Toys and sporting goods• Cleaning supplies & machines• Consumables• Mobility aids• Office supplies• First aid equipment• Detergents and chemicals• Disposable items for catering• Personal care articles• Nursing articles• Textiles, bed linen & curtains	<ul style="list-style-type: none">• Lubricating oil, gasoline, and diesel• Tires and snow chains• Hand tools & Power tools• Welding machines• Nails, screws & bolts• Automobile parts• Plumbing articles• Construction materials• Scaffolds• Containers• Lifting gear	<ul style="list-style-type: none">• Equipm. for industrial kitchens• Laundry solutions• Work clothes & footwear• Personal protective equipment (PPE)• Ventilation, exhaust systems, and filters• Batteries and spare parts• Electrical components and cables• Measuring and calibration equipment



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 AFSKAF FATTIGDOM



2 STOP SULT



3 SUNDHED OG TRIVSEL



4 KVALITETS-UDDANNELSE



5 LIGESTILLING MELLEM KØNNENE



6 RENT VAND OG SANITET



7 BÆREDYGTIG ENERGI



8 ANSTÅNDIGE JOBS OG ØKONOMISK VÆKST



9 INDUSTRI, INNOVATION OG INFRASTRUKTUR



10 MINDRE ULIGHED



11 BÆREDYGTIGE BYER OG LOKALSAMFUND



12 ANSVARLIGT FORBRUG OG PRODUKTION



13 KLIMA-INDSATS



14 LIVET I HAVET



15 LIVET PÅ LAND



16 FRED, RETFÆRDIGHED OG STÆRKE INSTITUTIONER



17 PARTNERSKABER FOR HANDLING



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.

GREENLAND'S MOST SUSTAINABLE COMMERCIAL BUILDING

As part of our commitment to environmental sustainability and responsible practices, we are building Greenland's largest and most eco-friendly commercial domicile in Nuuk, which is set for completion by the end of 2024. This project includes advanced refrigeration and freezing facilities.

This state-of-the-art facility is designed with energy efficiency and minimal environmental impact in mind. Incorporating cutting-edge green technologies, the building will utilize renewable energy sources, sustainable materials and the use of non-essential chemical products.

Our goal is to set a new standard for commercial buildings in Greenland, reflecting our dedication to preserving the pristine Arctic environment. This initiative reflects our belief in sustainable development as a cornerstone for the future of business in Greenland.

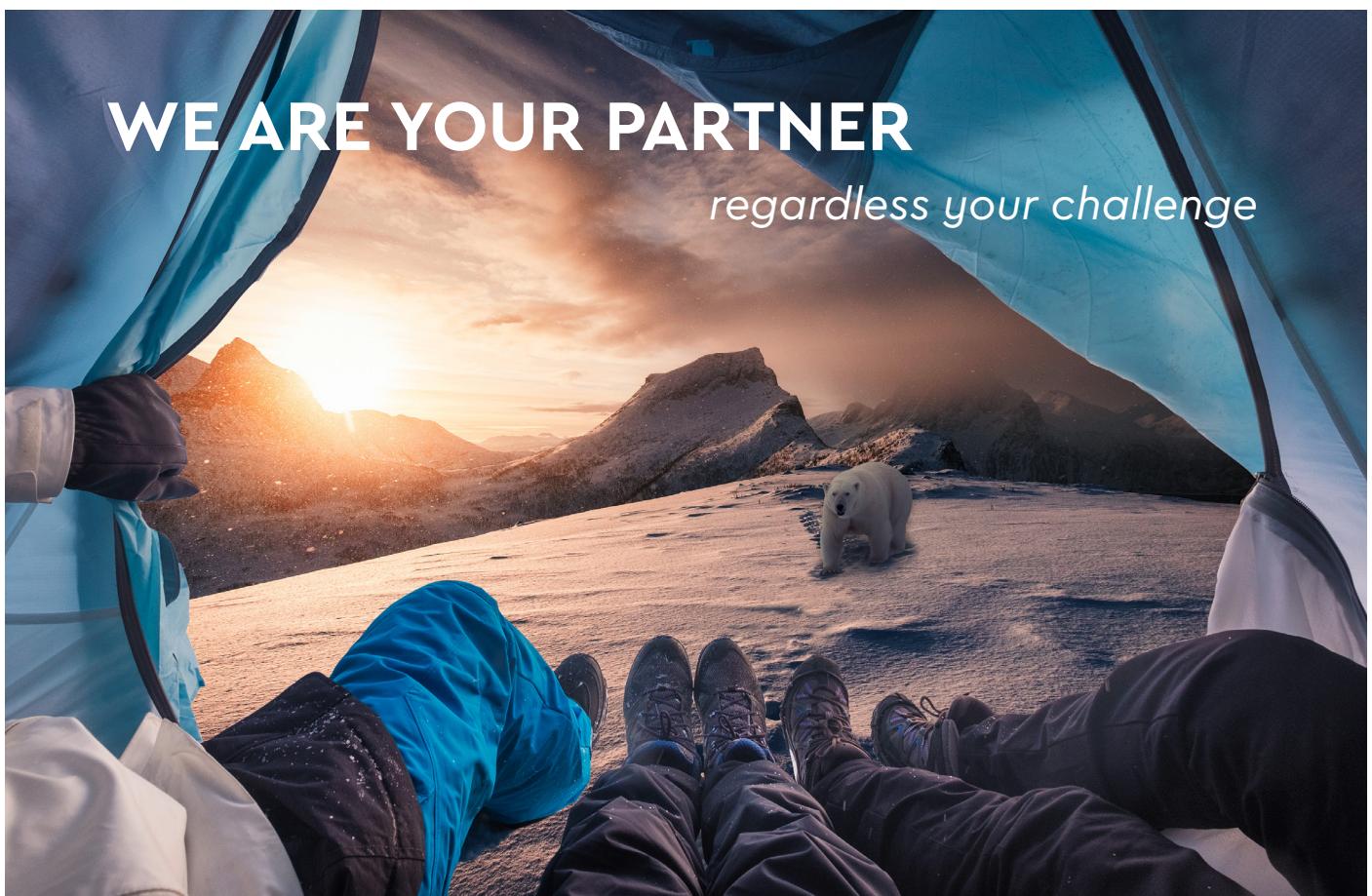
Explore our cases on the website





WE ARE YOUR PARTNER

regardless your challenge



Being a strong company in the North Atlantic; service runs in our DNA. We go above and beyond for our customers. We are used to – and committed to – doing it under the particular circumstances. And it has always come quite natural to us. At Arctic Import, we are close to you as a customer. We do not just sell products, we sell solutions, pro-

vide advice and we are your partner regardless the challenge. At Arctic Import, we work from a total solution concept. With an understanding of your tasks, access to the right products and a unique service, it is our passion to develop your business and the North Atlantic.



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