

BEARING responsibility

SUSTAINABILITY REPORT 2024

How Planzer is committed to the environment, the world of work and society.

Plan 

The Planzer plan for a
(more) sustainable en-
vironment and logistics

01 GETTING STARTED

DEAR READER

For Planzer, sustainability is a family matter – so it’s an issue that’s close to our hearts. As a family-run company, we see treating people and resources sustainably as our corporate responsibility towards our employees, customers, business partners, society and the environment – and towards future generations. That’s why we have been publishing our sustainability efforts in our Sustainability Report for more than a decade now. Our Sustainability Report 2024 continues this tradition and further sets the scene for the increasingly strict requirements of the future.

That’s why we set the bar high for our sustainable actions, taking the UN’s 17 Sustainable Development Goals as our guide. Switzerland helped to formulate these targets and based its Climate Strategy 2050 on them. In addition, laws have come into force in recent years that define the sustainability journey more precisely. On the following pages, you will find out how we contribute to the agenda and orchestrate our sustainability activities for the environment, the world of work and society, but also where we want to further improve.

In the 2024 reporting year, we were able to define our company-wide carbon footprint even more precisely. We have further increased the energy efficiency of our warehouses and thus reduced CO₂ emissions. We also set a record in the area of training: in summer 2024, we had 400 apprentices at the Planzer Group, continuing our efforts to train the young talent and specialists of tomorrow. Finally, we have launched a pioneering pilot project to further develop city logistics: Our first self-driving, all-electric delivery vehicle is on the road. These developments make us proud and are in line with our guiding principle: if we embrace sustainability now, future generations can do it too.

We wish you a sustainable informative read.



N. Planzer
Nils Planzer



S. Baer
Severin Baer



M. Novak
Martina Novak

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01 HIGHLIGHTS

Pioneering pilot project to further develop city logistics

In September 2024, we launched the pioneering pilot project «Planzer – Dynamic Micro-Hub w LOXO» together with the Swiss tech start-up LOXO. Our common goal is to make city logistics in Switzerland's urban areas more efficient, sustainable and future-proof. The project relies on the use of a self-driving, innovative and all-electric delivery vehicle. This is equipped with two exchange boxes and, as part of the pilot project, will regularly transport parcels from the Planzer railway centre in Murtenstrasse to various transfer points in the city of Bern. Here, these interchangeable chassis will be loaded into small electric vehicles and delivered to end customers by Planzer drivers. To implement this ambitious project, we have been joined by strong partners: as well as LOXO, we are also working closely with the City of Bern, Bozzio, SwissMoves, Noviv Mobility and SAAM. Together,

we are using state-of-the-art technologies to make urban supply chains fit for the future.



«Together with LOXO, we are laying the foundations for sustainable, data-driven city logistics. This pilot project is making urban supply chains more efficient and environmentally friendly.»
Nils Planzer



loxo.planzer-paket.ch



01

Record number of apprentices and training company of the year awards

In summer 2024, we set a new record with 400 apprentices across all apprenticeships within the Planzer Group. In doing so, we are continuing our efforts to train the young talent and specialists of tomorrow and to support them on their career path. Our apprentices benefit from internal training and targeted support programmes that facilitate their entry into the world of work. Logistics occupations continue to be our most popular apprenticeships.

From summer 2025, these will even be expanded to include a new profile in the field of distribution. Our commitment to training was honoured with prizes for the first time last year: our locations in Härkingen in the canton of Solothurn and Lancy in the canton of Geneva were awarded the title of training company of the year.



Greater energy efficiency and lower CO₂ emissions in our warehouses

For ten years, we have been working with the Energy Agency of the Swiss Private Sector (EnAW) to implement efficiency improvement measures for the building envelope, heating, ventilation, cooling systems, hot water and electrical installations at 15 of our locations. In 2024, for example, we converted the offices, employee cafeteria and warehouse to LED lights at our Schaffhausen location, and successfully replaced the windows in Villmergen. This not only reduces our CO₂ emissions but also saves energy and ultimately money. That's why, in 2024, we suc-

cessfully included 16 more Planzer Group locations in this energy management programme and defined measures for reducing energy consumption for these.



02 COMPANY PROFILE

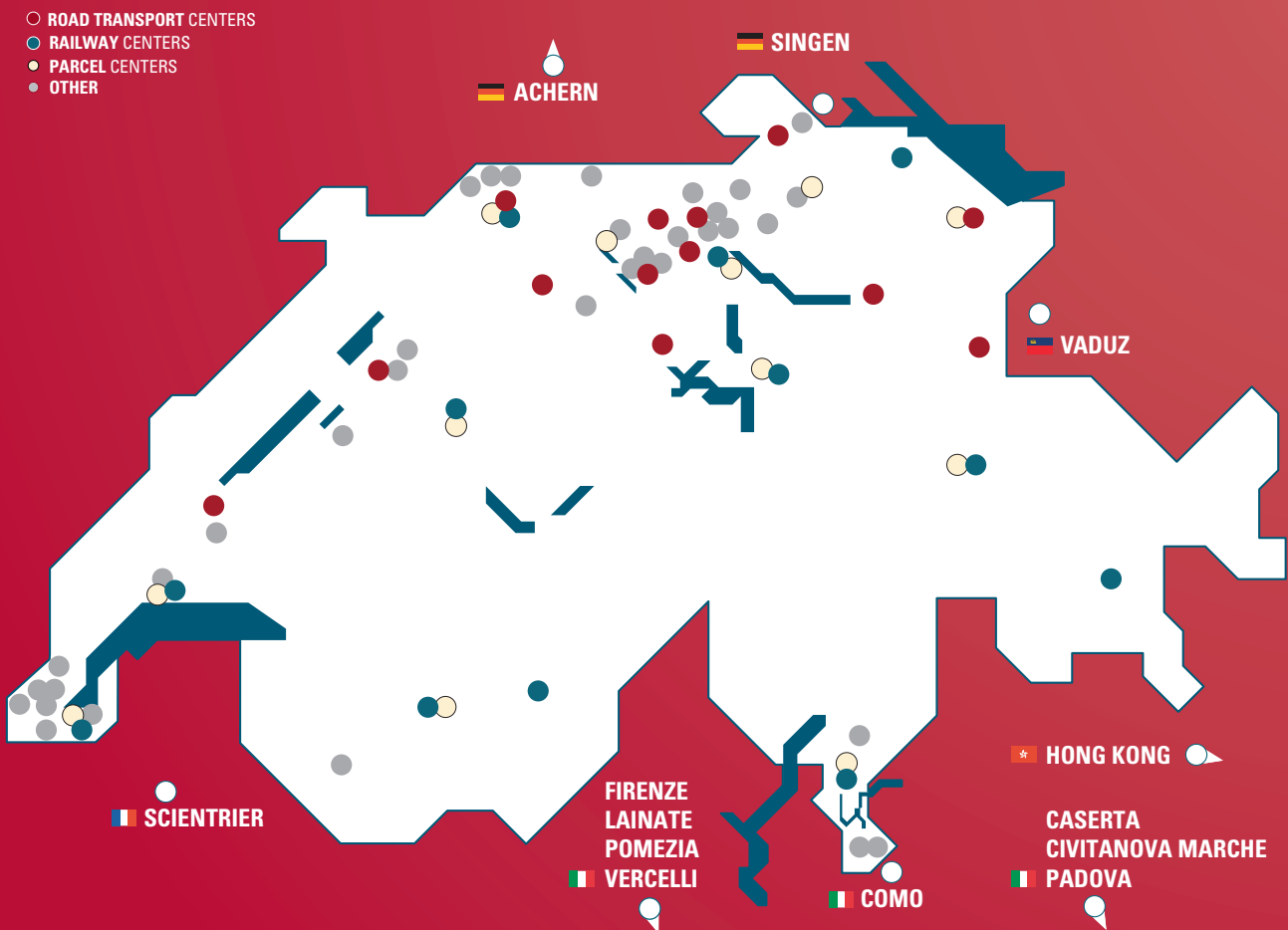
Interesting facts about our company

Headquartered in Dietikon, Planzer is a stock company and 100 % in family hands. The company was founded by Max Planzer in 1936 as a sole proprietorship. In 1966, son Bruno Planzer started the stock company Planzer Transport AG. Today, Nils Planzer and Severin Baer are the third and fourth generations to lead the long-standing company.

We employ over 6800 employees at 62 locations in Switzerland and at various other locations abroad. With locally anchored companies and a dense network of partners, our operations extend far beyond the Swiss border.

We transport goods and parcels by road and rail. For years, we have handled 40 % of our transports via the road network and over 60 % by low-emission rail.

ROOTED IN SWITZERLAND, PRESENT ABROAD



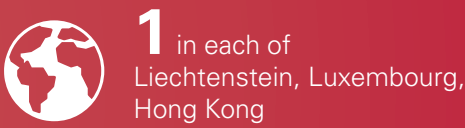
02

Planzer in numbers

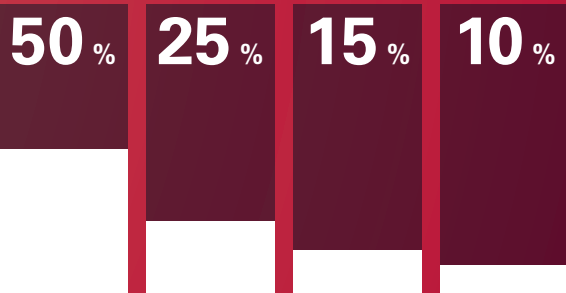
EMPLOYEES



LOCATIONS AND COMPANIES



SALES



VEHICLES



WAREHOUSE LOGISTICS



Transport and storage services at a glance

WIDE ARRAY OF TRANSPORT AND WAREHOUSE LOGISTICS SERVICES

OUR SERVICES



National Transport
General cargo via rail/road, containers, hazardous goods, overnight express, pharmaceuticals, special transportation incl. cranes, private and business relocations (eastern Switzerland), valuables and security logistics



National/International Warehouse Logistics
Storage, packaging (product refinement, assembly, etc.), order picking (Kanban, production logistics, etc.), cross docking



National/International 4PL
Supply chain management as a neutral fourth-party logistics provider



National/International Parcel Service
Pick-up and delivery of parcels (50 g to 30 kg) with additional options



Homeservice national
Homedelivery
Delivery to the kerbside without additional services

Homedelivery+
Delivery to the end location with additional options such as unpacking and removal of packaging material, disposal, assembly and installation

Total solutions
E-commerce, replacement parts logistics, event logistics, fitness, food, hazardous goods, home + garden, household/professional appliances, home electronics, home/personal care, high-end logistics, medical technology, furniture, outsourcing, pharmaceuticals + healthcare, production supply, repair logistics, supply chain management

Our service portfolio under the Planzer umbrella is as diverse as the requirements of our customers.

This means we carry out national and international transport, customs clearance and forwarding orders with proven quality, and we store, assemble and pick goods precisely according to the specifications of our clients. As a neutral 4PL provider, we can also unlock valuable synergies in your supply chain when needed.

Smaller parcels and general cargo to your private customers are delivered under the old-style signature logo of our founder Max Planzer. The logo adorns vehicles for our parcel service «Planzer Parcel» and for our home delivery service «Planzer Homeservice».

And with a wide range of total solutions, we can take care of every logistics request.

By train, electric truck or cargo bike, by day or by night, to Switzerland or abroad: we aim to meet the needs of our customers with 100 % reliability and quality.

02

Business areas

NATIONAL TRANSPORT
We offer flexible transport solutions for general cargo, partial and complete loads and temperature-controlled transport. By combining rail and road transport, we can offer environmentally friendly and efficient logistics. In addition, we provide road feeder services for time-critical deliveries and handle forwarding for air and sea freight. Our expertise in customs clearance guarantees smooth clearance and punctual deliveries. Customers benefit from sophisticated logistics solutions that combine efficiency, security and sustainability.

INTERNATIONAL TRANSPORT
In the «Transport International» business area, we offer a comprehensive range of services to handle international freight transport efficiently and reliably. We offer general cargo transport, partial and complete loads as well as temperature-controlled transport. Through combined transport by road and rail, we are helping to reduce pollution. The road feeder service is available for time-critical shipments. As a member of various European logistics networks, we facilitate smooth international transport, complemented by comprehensive services in the area of customs clearance. Our solutions cover all transport routes – road, rail, air and sea.

NATIONAL/INTERNATIONAL WAREHOUSE LOGISTICS
The warehouse logistics business area comprises the professional storage and packing and picking of goods in modern logistics facilities. Optimised warehouse processes ensure safe and efficient handling of goods. In addition, cross-docking enables faster goods distribution by reducing storage costs and shortening throughput times. These services contribute to the optimisation of logistics processes and offer efficient and flexible solutions that are tailored to individual customer needs.

NATIONAL HOMESERVICE
As part of our Homeservice, we offer two different delivery options. Home Delivery delivers goods to the customer's kerb. The extended Home Delivery+ option includes delivery directly to the end location, supplemented by additional services such as unpacking the goods, disposal of the packaging material and, on request, assembly and installation. These services offer flexible solutions for private customers and guarantee a comprehensive service that goes beyond just delivery.

NATIONAL/INTERNATIONAL 4PL
As a neutral fourth-party logistics provider (4PL), we handle the comprehensive management of the entire supply chain for our customers. Our supply chain management services include the coordination and optimisation of all logistics processes, from procurement to transport to distribution. By integrating different service providers and technologies, we ensure that supply chains are designed efficiently and transparently. As an independent partner, we offer customised solutions that are tailored to the specific requirements of our customers and enable continuous improvement of logistics processes.

NATIONAL/INTERNATIONAL PARCEL SERVICE
Our parcel service transports parcels up to 30 kg. Our drivers use modern vehicles and technologies to ensure reliable delivery. Our twelve rail centres handle long-distance transport with low emissions by rail, before our drivers take over the «last mile» and deliver the parcels to the recipients. With the «Planzer Parcel» service, we also offer flexible options for tailoring shipping to customers' individual needs. This is how we ensure efficient and sustainable parcel delivery.

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Opportunities and risks of our business model

Our industry is the link between the economy and global trade and is systemically important for a functioning society. It enables the smooth flow of goods and services and thus contributes significantly to a resilient value chain. With our bridging position, we also face a variety of challenges and risks that have an impact on the efficiency and stability of our industry.

A major driver for positive developments in our industry is the growing awareness of sustainability and the demand for environmentally friendly solutions. Companies that, for example, invest in low-emission technologies at an early stage have the opportunity to position themselves as sustainable market leaders. At the same time, technological innovations are gaining in importance. The digitalisation of processes

and the targeted use of artificial intelligence to optimise supply chains or the automation of storage and transport processes open up opportunities to increase efficiency and reduce costs. In addition, the market is growing as a result of e-commerce, which is opening up new business areas, especially in the last mile segment.

However, these developments are also associated with risks. A key risk is the high investment costs associated with the switch to sustainable technologies and digital solutions. Our industry is also subject to high cost pressure as customers increasingly expect deliveries that are both fast and cheap. This may, for example, lead to companies being forced to make price reductions that reduce their margins and jeopardise profitability. Another risk is the sector's vulnera-

bility to the economy. Economic downturns or geopolitical uncertainties can severely affect demand for transportation services, which has a direct impact on companies' sales. Increasing regulatory complexity, particularly with regard to environmental requirements, is also a challenge. Below, we summarise the main opportunities and risks in the three sustainability areas planet (environment), people (world of work) and perspective (society).



PEOPLE

- The prevailing skills shortage and the competition for qualified workers are a major challenge in our industry.
- With this in mind, ensuring the well-being and motivation of our employees and occupational health and safety are key.



PLANET

- Our customers' growing sustainability requirements represent both a challenge and an opportunity. In light of this, close dialogue with our customers in order to jointly develop viable solutions, for example for low-emission services, is crucial.
- The legal requirements placed on our industry, such as emission thresholds for trucks and emissions charges, will continue to increase in the future. This may increase operating costs and have an impact on competitiveness.



PERSPECTIVE

- A potential (complete) IT outage poses a significant risk: it could mean the loss of customer and goods data, paralysing the entire supply chain.
- Knowledge and transparency of the supply chain are essential in order to meet growing regulatory requirements.

Stakeholders

TOGETHER WITH OUR STAKEHOLDERS

As a logistics service provider, we stand between manufacturers, employees, customers and other stakeholders. Within this ecosystem, we keep one another in motion. We form a bridge between these different players and see it as a contribution to healthy added value for all concerned. Because we are not the only ones who should be able to act in a sustainable manner; so should our customers, business partners, employees and stakeholders.

With that in mind, the topic of sustainability at Planzer is in no way limited to environmentally friendly behaviour.

We would like to take a pioneering role in this context. That's why we cultivate an open dialogue with our customers and regularly canvas the opinions of our employees. We also invest our experience and financial resources in various industry associations.

We are a member of the following organisations (not exhaustive): Federal Coordination Commission for Occupational Safety (FCOS), the Swiss Road Transport Association (ASTAG), Energy Agency of the Swiss Private Sector (EnAW), International Featured Standard Logistics (IFS), Good Distribution Practice (GDP), GS1 Switzerland, Quality Alliance Eco-Drive (QAED).

«Our stakeholders trust us because we comply with standards, legal requirements and ethical principles and work professionally.»

Marius Buhl, Member of the Executive Board, CFO



03 SUSTAINABILITY STRATEGY

Our understanding of sustainability

For us, sustainability is not just a buzzword but a deeply rooted value that combines economic, environmental and social action in harmony. But that's not all. For us, sustainability also means providing current and future generations with goods in a prudent, far-sighted manner – and giving them the chance to create a (more) liveable world. We call the sum of these efforts our «Plan P». In a

nutshell: sustainability is about everything we do today, tomorrow and in the distant future. It's what keeps us going day after day: people, planet, perspective.



«In a family business, a generation is the most important unit of time. We act in a way that ensures our company continues to contribute to a healthy society in the future.»

Severin Baer, Member of the Executive Board Head of National Transport



SUSTAINABILITY ORGANISATION

Sustainability is a top priority for us and we created an executive role for it in 2023. In summer 2023, we also established a Sustainability Committee headed by the sustainability officers. The Sustainability Committee consists of representatives from the divisions and experts from our departments. It helps the management draw up a sustainability strategy and with other important decisions relating to sustainability management. It also works to enshrine sustainability aspects in all divisions and monitor current developments in sustainability and how they affect the company.

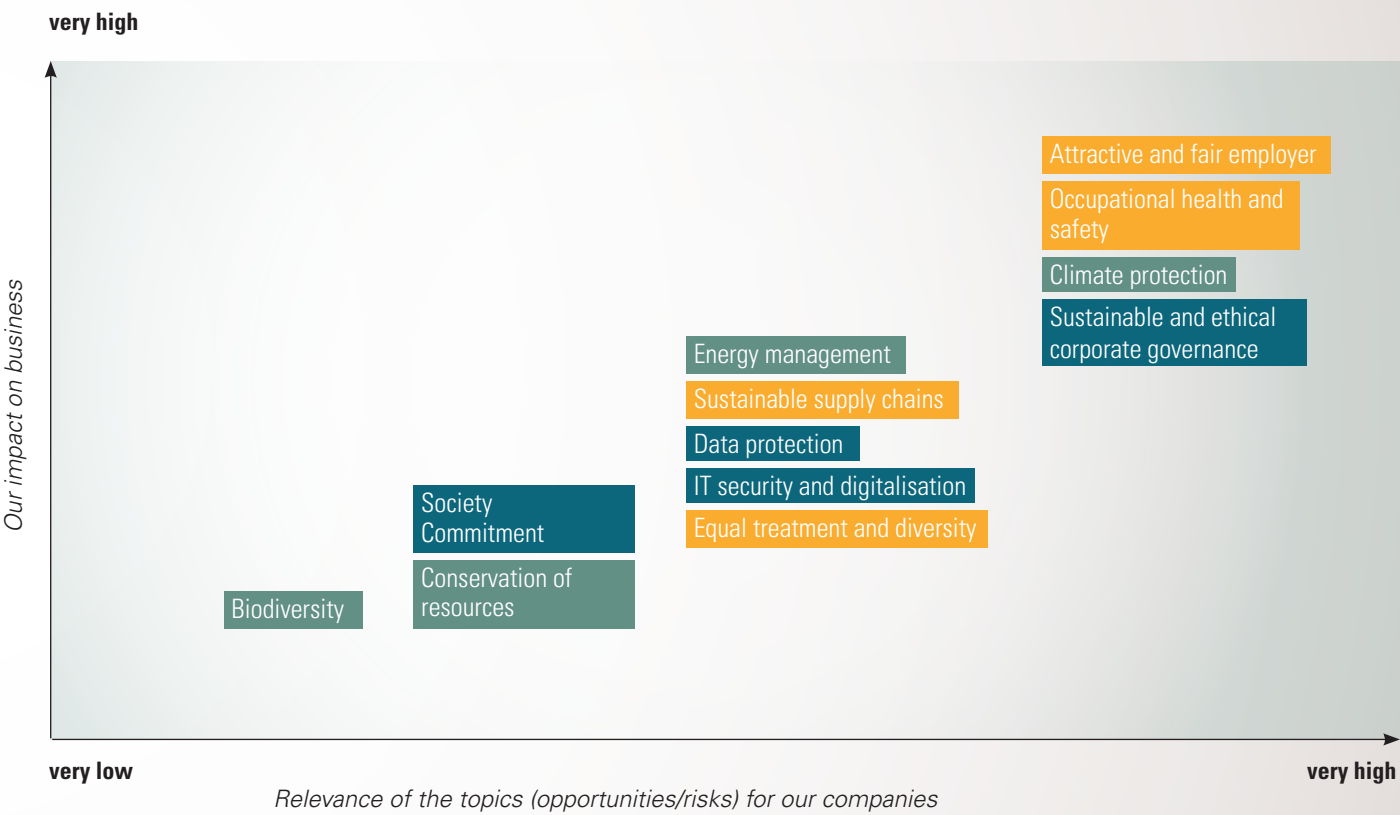
The Executive Board is ultimately responsible for developing and implementing a group-wide sustainability strategy. As the supreme governing body, the Board of Directors approves the sustainability strategy and supervises its implementation.

03

Material topics

Sustainability is a broad, multifaceted topic that affects all our areas of business. The identification of material topics helps us sharpen our focus on implementation. To identify these topics, we used the double materiality approach according to the European Corporate Social Responsibility Directive (CSRD): an assessment is made of the relevance of certain topics to the company (outside-in perspective). Specifically, we assess the opportunities and risks of topics for the company, such as the impact of climate change on

our company. In addition, the significance of the economic, social and ecological impacts of our business activities is assessed in specific subject areas (thus, from an inside-out perspective). In a dialogue with our stakeholders, we have identified the material topics from our perspective and will review them regularly.



The topics of energy management and climate protection in particular have proven to be especially relevant, as they are of great importance both for business performance and for their potential impact on the environment. The topics of attractive and fair working conditions and occupational health and safety are just as important, as they have a direct impact on the well-being of our employees and the stability of our corporate culture.

In addition, the topics of sustainable supply chains, IT security, digitalisation and data protection were identified as key areas for action. These topics not only ensure

compliance with regulatory requirements but are also decisive for our future competitiveness and risk management.

Topics such as biodiversity and resource conservation are of slightly less direct operational relevance but play an important role in minimising our environmental impact and complying with our environmental responsibility.

This analysis provides us with a clear orientation for developing focused and effective measures that not only safeguard our economic performance but also strengthen our contribution to social and environmental responsibility.

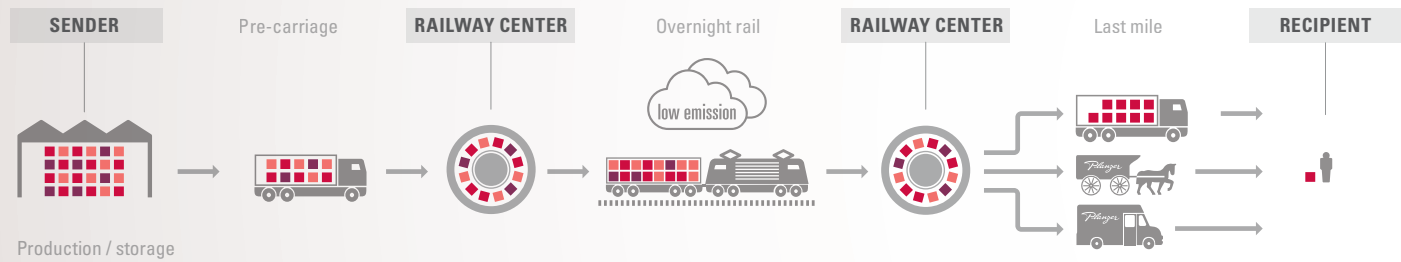
Impacts of the value chain

Our activities across the entire value chain affect our company, our stakeholders and the environment – and vice versa. For example, the pandemic and its impact on online retail made us change the way we provide our services. These effects can be value forming, value protecting or value reducing – or a combination thereof. That

is one of the reasons why we maintain a far-sighted, holistic understanding of sustainability that takes into account the long-term impact and consequences of our business activities.



OUR ECONOMIC ACTIVITY HAS A WIDE-RANGING IMPACT



Warehouse logistics	Road transport	Handling	Rail transport	Handling	Distribution	End customer
<ul style="list-style-type: none">CO₂ emissionsConsumption of resources and energy locationsRecyclingBuilding land needs for infrastructure	<ul style="list-style-type: none">CO₂ emissionsFuel consumptionNoise pollutionCongestion	<ul style="list-style-type: none">CO₂ emissionsConsumption of resources and energy locationsRecyclingBuilding land needs for infrastructure	<ul style="list-style-type: none">CO₂ emissions	<ul style="list-style-type: none">CO₂ emissionsConsumption of resources and energy locationsRecyclingBuilding land needs for infrastructure	<ul style="list-style-type: none">CO₂ emissionsFuel consumptionNoise pollutionCongestion	
<ul style="list-style-type: none">Employees: job security and workplace safety, health, work-life balance, training and developmentCustomers: goods safety, cost optimisation, added value efficiencyBusiness partners: order situationIndustry: dialogue partners	<ul style="list-style-type: none">Employees: job security and workplace safety, health, work-life balance, training and developmentIndustry: dialogue partners	<ul style="list-style-type: none">Employees: job security and workplace safety, health, work-life balance, training and developmentCustomers: goods safety, cost optimisation, added value efficiencyBusiness partners: order situationIndustry: dialogue partners		<ul style="list-style-type: none">Employees: job security and workplace safety, health, work-life balance, training and developmentCustomers: goods safety, cost optimisation, added value efficiencyBusiness partners: order situationIndustry: dialogue partners	<ul style="list-style-type: none">Employees: job security and workplace safety, health, work-life balance, training and developmentIndustry: dialogue partners	<ul style="list-style-type: none">Customers: added value efficiency
<ul style="list-style-type: none">Job and apprenticeship offersSocial commitment for the regionTaxes and duties	<ul style="list-style-type: none">Job and apprenticeship offersTaxes and duties	<ul style="list-style-type: none">Job and apprenticeship offersSocial commitment for the regionTaxes and duties	<ul style="list-style-type: none">Noise reductionReduction of traffic	<ul style="list-style-type: none">Job and apprenticeship offersSocial commitment for the regionTaxes and duties	<ul style="list-style-type: none">Jobs: offers, security	<ul style="list-style-type: none">HealthSecurity of supply

Strategy and objectives

As a family business, we think and act in generations because those after us should be able to continue to operate with success in the long run. That's why we have set ambitious targets for sustainability in three areas: the environment, the world of work and society.



We offer our customers resource-conserving logistics services. These should be transparent, first class and understandable.

We strive to continuously improve our resource efficiency. That begins with sustainable procurement. We also aim to further increase the rail share of our modal split and invest in additional, alternative forms of vehicle propulsion.

These measures will also boost the amount of CO₂ emissions saved.

We also classify our attractiveness as an employer under sustainability. We strive to ensure that our employees are satisfied, well trained and productive. Our aim is to further reduce the turnover rate of new employees in the first two years of employment. In this context, it is also important that we look after junior talent; for example, we already employ 400 apprentices, which accounts for 6.5 % of all full-time positions.

Our company is also engaged with the topic of gender diversity. We are making efforts to constantly increase the proportion of women in the workplace and also promote the employment of female staff.

For us, sustainable action also means that we promote local well-being and the added value of every region in which we are active.

We therefore manage our companies as independent businesses, each with an autonomous image. They are considered locally based SMEs that predominantly employ staff from the local region.

Moreover, we support various local and national non-profit organisations and sports clubs. We aim to continue this commitment in the medium term.



«Sustainability and economic viability are not mutually exclusive if you consider them both equally important.»

Martina Novak, Head of Sustainability

04 PLANET – ENVIRONMENT

Climate protection

GREENHOUSE GAS INVENTORY

Transport and warehouse logistics services would simply not be possible without the use of energy. It is extremely important to us to make sustainable use of resources and intelligent use of energy whilst optimising our emissions at the same time. In light of this, we have compiled a company-wide greenhouse gas inventory.¹ This delivers transparency and will enable us to identify the emissions in our company and along our value chain.

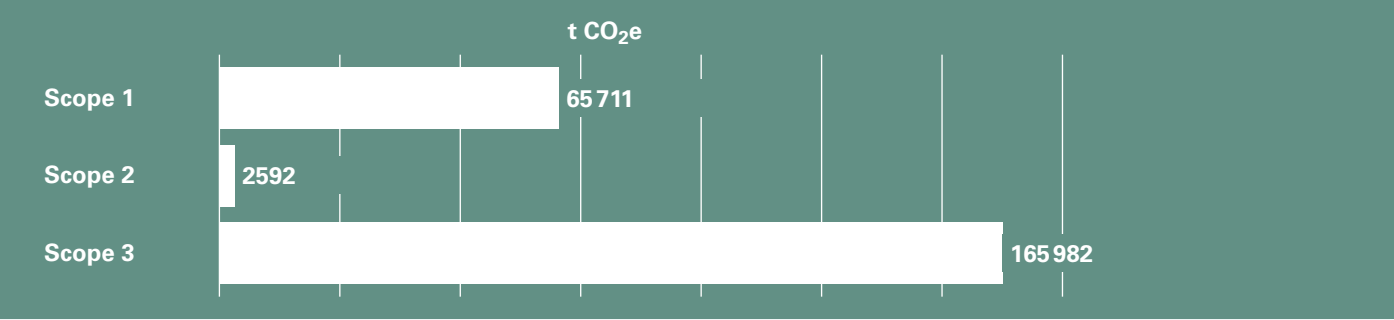
OBJECTIVES AND MEASURES

Working on the basis of our greenhouse gas inventory, we are developing an emissions reduction pathway with the aim of achieving net zero emissions by 2050 at the latest, in line with Switzerland's Climate and Innovation Act. The following pages present our efforts to reduce the emissions of our core business – transport and warehouse logistics – and our efforts to improve efficiency in even greater detail.

DATA COLLECTION AND ANALYSIS

Our method of calculating the greenhouse gas inventory is aligned with the Greenhouse Gas (GHG) Protocol, the world's most commonly used standard for calculating corporate carbon footprints. The GHG Protocol provides a transparent, consistent approach to assessing a greenhouse gas inventory and identifying ways to reduce emissions. It accounts for the direct emissions from sources controlled by the company (Scope 1), indirect emissions from purchased electricity and heat (Scope 2) and other indirect emissions from supply chain activities and waste disposal (Scope 3). According to this assessment, our greenhouse gas emissions in 2024 were approximately 235 000 tonnes of CO₂e.² This is roughly equivalent to the emissions of around 45 000 residents in Switzerland, emitted within the country's national borders.

Greenhouse gas inventory 2024



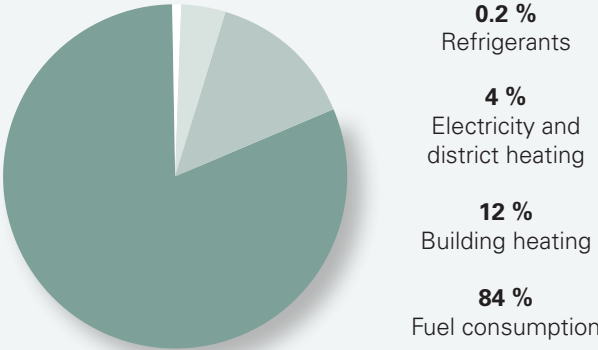
- Scope 1** Fuel consumption by company-owned vehicles, to heat buildings (owned and leased space), fugitive emissions (loss of refrigerants in vehicles and buildings)
- Scope 2** Electricity and district heating
- Scope 3** Value chain (e.g. procurement, investments, external transport)

Around two thirds of our emissions are attributable to our value chain (Scope 3). This is not surprising considering that machines, vehicles and fuels we purchase are manufactured in an energy-intensive process and that external transport service providers and businesses in which we are financially invested also release emissions.

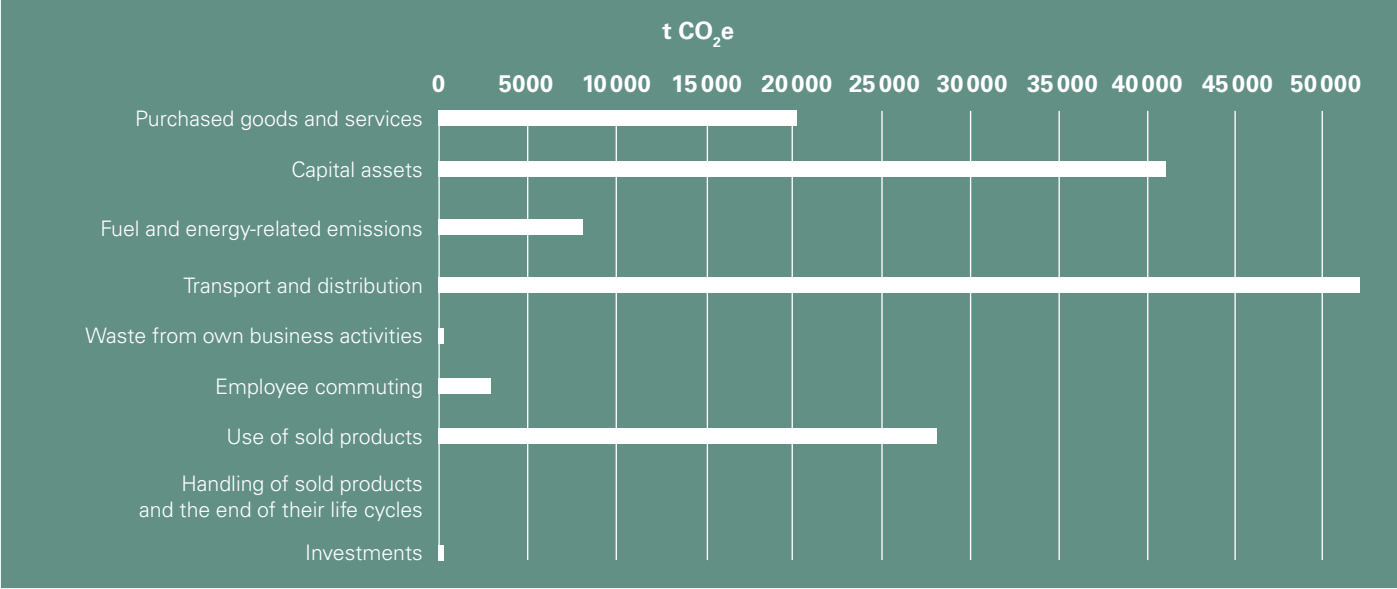
¹ Our greenhouse gas inventory is based largely on measured values. Where the data is incomplete, we have used estimates and extrapolations in line with the GHG Protocol and indicate where these were used, with the aim of continuously improving the data collection and thus making the inventory (especially Scope 3) more accurate.
² CO₂e stands for CO₂ equivalents, a unit of measurement designed to standardise the environmental impact of various greenhouse gases.

Greenhouse gas inventory 2024 – Scope 1 & 2 emissions

In the Scope 1 and 2 assessment,³ the majority of our emissions are attributable to fuel consumption by company-owned vehicles, followed by fuel consumption for heating owned and leased space. For Scope 3 emissions,⁴ our largest sources of emissions are purchased goods and services (e.g. the cost of materials and IT), capital assets (machines, vehicles, equipment, etc.) and the use of products sold by us (sale of fuel).



Greenhouse gas inventory 2024 – Scope 3 emissions



Our greenhouse gas inventory is slightly higher than last year. This is due partly to the fact that the group has grown through acquisitions and partly to the fact that we were able to record and calculate our Scope 3 emissions more accurately.

On the following pages, we outline our approaches to reducing our emissions.

³ The fuel consumption for approx. 10 % of the energy reference area in Switzerland and for 50 % of international sites (approx. 5 % of the total building area belonging to Planzer) and the fuel consumption for approx. 3 % of total fuel consumption have been extrapolated on the basis of average values. Refrigerant losses in buildings have been estimated based on average loss rates.
⁴ In contrast to last year, only the Scope 1 & 2 emissions of investments were taken into account in accordance with the updated SBTi minimum boundary requirements. For this reason, we were able to include external transport service providers for air and sea freight and those of our international sites in the greenhouse gas inventory.

BACKGROUND INFORMATION

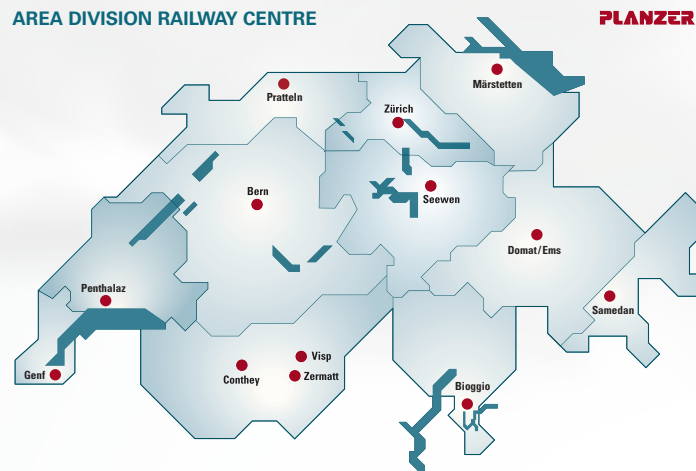
As our greenhouse gas inventory shows, we achieve the greatest environmental impact by providing our services in the area of transport and warehouse logistics. This is where we apply the greatest leverage to reduce CO₂ emissions in a targeted manner.

Transport

In the field of transport, we place great emphasis on rail as a mode of transport. We have our own rail network with 12 railway centres that are connected to the Swiss freight rail network. We send out an average of 226 rail wagons per night through our transport partner SBB Cargo. During the day, the network includes a further 23 rail wagons in the Graubünden region (via Rhätische Bahn) and Valais (via Matterhorn-Gotthard-Bahn), as well as 11 rail wagons for combined transport via SBB Cargo. In the current year, our customers' goods covered a total of around 11 million kilometres by rail. Through rail transport with SBB Cargo, we saved around 42 428 lorry journeys in the current year. This avoided around 7280 t of CO₂ emissions.

We can evaluate the CO₂ emissions consumption for our customers and make this information available to them. This includes evaluating Planzer's own vehicles and those of our third-party drivers. In the current year, we worked with our industry association ASTAG to develop a guideline for the standardised recording and declaration of CO₂ emissions. We follow the ISO standard 14083:2023 for collection and analysis. It states the method for calculating and declaring energy consumption and greenhouse emissions for transport services (freight and passenger transport).

AREA DIVISION RAILWAY CENTRE



A journey through the night (YouTube)

Our efforts to further develop our vehicle fleet are explained in the following pages.

Warehouse logistics

Our warehouse logistics require significant amounts of energy. To process our orders, we primarily need energy resources such as electricity for the production of the service, heating oil and natural gas for heating the buildings and energy for waste disposal. This is all recorded by our internal energy monitoring system.

On behalf of our customers, we manage and store goods on more than 1.45 million m² of storage area in Switzerland and in neighbouring Germany (Singen, Pfullendorf, Achern) and Italy (Como, Lainate, Verzcilli and Pomezia). This means that we run the distribution warehouses for each market and market segment. As a production warehouse for domestic manufacturing sites, we also ensure that our customers obtain the prefabricated components or raw materials for the production process promptly through the Kanban system. The products range from sales packaging for medication, food and non-food products and spare parts to 1100-litre IBCs for the chemical industry. We prepare highly detailed, level-appropriate monthly reports on our key quality and performance indicators. Our delivery fulfilment rate is 99.94 % with more than 10.5 million picked items. This figure has stabilised over the years and is a guarantee to our customers that the goods are available in the right place, at the right time.

Our logistics centres adopt the multi-user warehouse approach. This means that we can consolidate similar goods from different customers at various locations, thereby using the infrastructure in a way that optimises energy and resources. Our logistics concepts are also designed for optimum goods and process flows. We also ensure that we select the best possible location and achieve the goods' synergy potential for our customers in terms of consolidated shipments, handling, storage and distribution.



planzer.ch/en/warehouse-logistics



Fleet strategy and development

OBJECTIVES AND MEASURES

Fleet strategy

With the help of modern telematics and fleet management software solutions, we are continuously optimising our vehicle fleet and the CO₂ emissions of our vehicles. All of our diesel vehicles have met the Euro 6 emission standards since 2022. Retired vehicles leave our fleet in good condition, as we regularly maintain and service them. We pass them on to countries where they can continue to be put to good use. The electrification of vehicles in city logistics and urban traffic is a focus of our fleet management and will have a significant impact on mobility in these areas. We also use electric trucks, electric delivery vans and small electric motorbikes for distribution in noise-polluted urban areas, and we even have two horse-drawn carriages in Zermatt. This allows us to take advantage of this low-emission, quiet technology for the benefit of the environment and society.

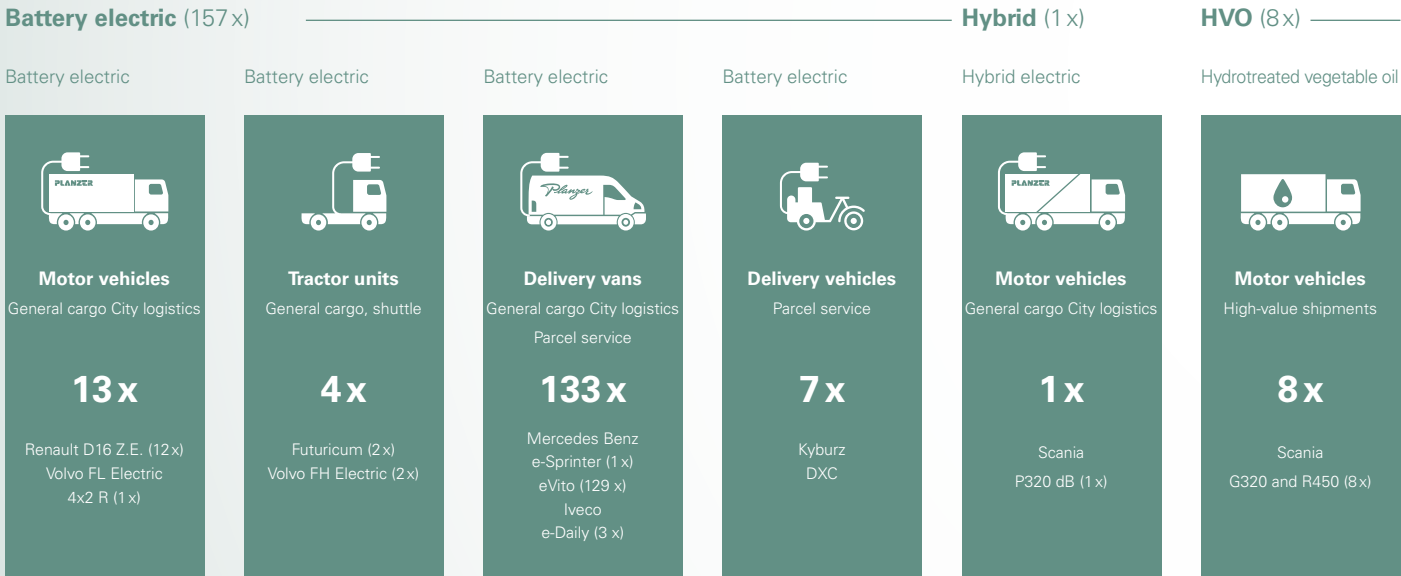
Servicing and road performance

The experts at our in-house repair shops carry out regular maintenance in line with manufacturer guidelines for all our commercial vehicles so that we can identify technical problems that impact

emissions early. At our training centres, we train drivers in environmentally optimised behaviour on the road. We train our dispatch specialists in efficient route planning and how to avoid empty trips that cost CO₂. We are also a member of the Quality Alliance Eco-Drive (QAED). This association of transport associations, course providers, federal agencies and private organisations teaches car and truck drivers about environmentally aware driving.

DATA COLLECTION AND ANALYSIS

In 2024, Planzer had 158 vehicle with electric drive systems in operation. One vehicle has a hybrid drive and the remaining 157 have purely battery electric drives (BEVs).



In terms of our entire fleet, the proportion of electric drives is 8 %. For heavy vehicles, the proportion is 2 %. If we look only at delivery vans, the figure is 14 %. The electric fleet is being further expanded. Ten further heavy battery electric vehicles are already in the pipeline. This underlines our efforts and represents the next step towards the decarbonisation of our fleet.

Drive technologies

In parallel with the change to drive technology, we are significantly lowering the CO₂ emissions of existing vehicles with internal combustion engines by switching from fossil-fuel diesel to alternative fuels. In 2023, we converted eight vehicles to run on HVO100 fuel. This is a hydrotreated vegetable oil based on waste materials and is treated so that it can be used as a 1:1 replacement for fossil diesel. This achieves a CO₂ reduction of up to 90 % compared with conventional fuel. Naturally, we require our fuel suppliers to deliver only HVOs that meet the strictest requirements in the production process. This ensures that the waste materials used do not compete with food production. In 2024, investments were made in significant quantities of HVO. Since mid-2024, use has been expanded across part of the fleet in the form of HVO R32.

This is a mixture of 25 % HVO, approx. 7 % biodiesel FAME and 68 % fossil-fuel diesel. HVO R32 fully meets the EN 590 standard that defines the ingredients and properties of diesel fuel. In the 2024 reporting year, HVO R32 used more than 5 % of the annual fossil diesel demand. The CO₂ saving compared to 100 % fossil-fuel diesel is around 27 %. 10 to 20 % of the entire annual diesel requirement of our own fleet can therefore be replaced with HVO at our internal filling stations – depending on future availability.



«As a driver of innovation, we constantly analyse and test new technologies. Especially when procuring vehicles, we assess all drive options from a holistic perspective.»
Raphael Hertach, Project Manager, Fleet Management

BACKGROUND INFORMATION

We take a holistic approach to sustainability when it comes to our life cycle assessment. Here, we use findings from research and development and apply the most appropriate technologies available on the market, broken down into the segments of in city logistics, urban and national transport. Our assessment of current developments is as follows:

Battery electric vehicles (BEVs)

Electric motors offer significant advantages, with extremely high efficiency. New battery forms and manufacturing methods reduce environmental impact and enable significantly longer reach. A development that we eagerly await. The network infrastructure needed to charge the battery electric vehicles is only partially available at the moment and constitutes a major challenge.

Hydrogen H₂

We generally see potential in hydrogen as an energy source. The success of this fuel comes from the sustainability of energy generation for the production of hydrogen and proximity to the consumer.

Alternative fuels

- Gas (CNG/LNG/CBG/LBG)
- Biofuels (HVO/FAME)
- Synthetic fuels (SYN-FUELS)

One of the earliest sustainability movements involved the development of alternatives to fossil fuels. With the advantages of electric motors fuelled by sustainably produced electricity appearing more promising, none of these alternatives has managed to fully establish itself in the market. The latest generation of synthetic fuels could play a key role in the future. It will be a long time before the first synthetic fuels are available in larger quantities and ready for use. We are following developments with great interest.

Hybrid vehicles (HEV/PHEV)

Hybrid vehicles use electric motors with batteries as an energy source to relieve the internal combustion engine. Two drive variants in one vehicle bring more weight with higher manufacturing, maintenance and recycling costs and, when viewed over the entire life cycle assessment, they have a relatively small effect on emissions. We have been using hybrid vehicles since 2016. Based on cost-benefit analysis, we are currently making no further investments in this technology.

Energy management

OBJECTIVES AND MEASURES

We have been a member of the Energy Agency of the Swiss Private Sector (EnAW) since 2014 and have agreed targets with the federal government for reduction of our energy consumption and CO₂ emissions at our «high-consumption locations» (with annual power consumption in excess of 500 megawatt hours).

As part of the high consumption energy management project, we continued to implement numerous measures to reduce our energy consumption in 2024.

In 2025, we will continue to raise awareness of energy-related issues among technical managers at our high-consumption locations and provided them with relevant training.

In line with our high-consumption programme as part of the target agreement with the federal government, in 2024 we voluntarily assessed the energy balance of a further 16 Planzer Group locations and defined measures to reduce their energy consumption. The measures will be implemented in the coming years, and the energy consumption of Planzer properties will be reduced on an ongoing basis.

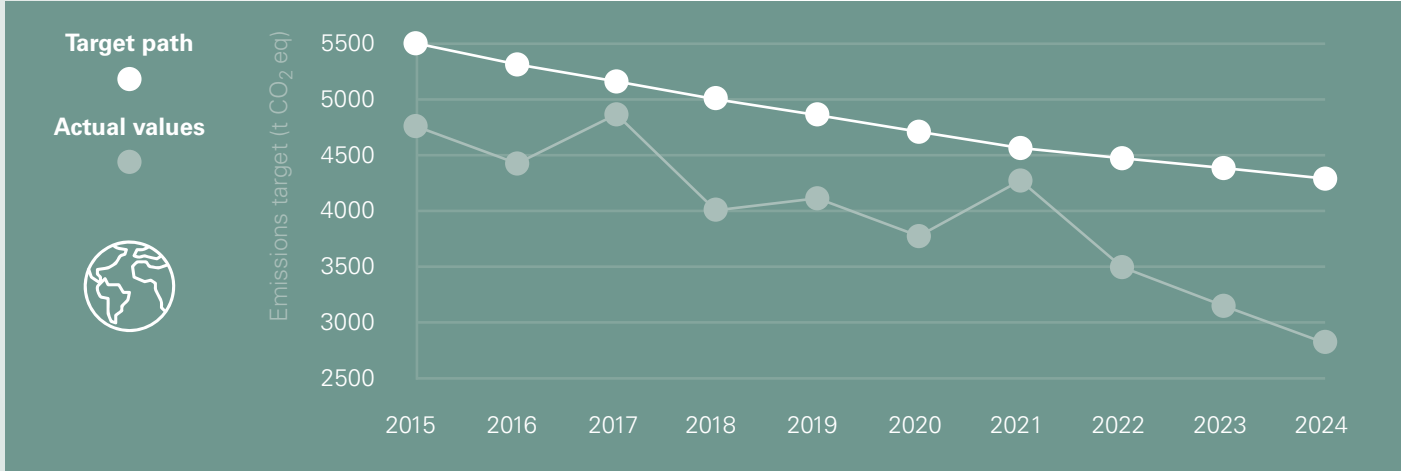
DATA COLLECTION AND ANALYSIS

The CO₂ emissions and energy consumption of all Planzer sites will be monitored in one coherent monitoring system; the consumption history will be available to see at all times.

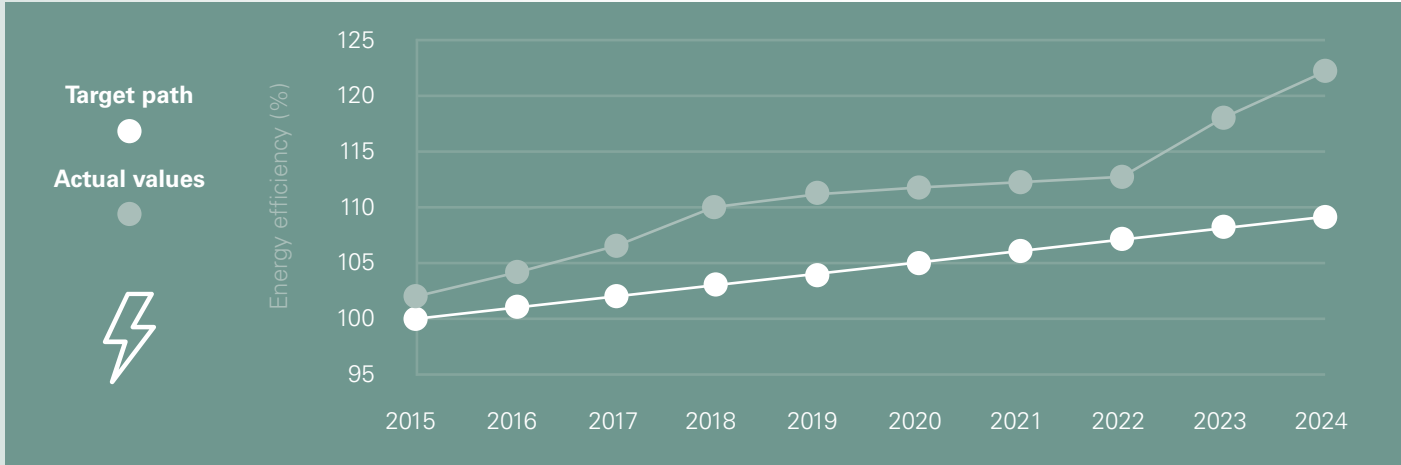
By replacing energy consumers (motors, lamps, etc.), implementing structural measures (replacing windows, etc.) and optimising processes, we were once again able to outperform our emissions target of 4288 tonnes of CO₂ by some 1475 tonnes in the reporting year 2024. The reduction of CO₂ emissions was achieved in particular by replacing two oil heating systems with bivalent heat pumps and connecting them to a district heating network.

We also made improvements in the area of energy efficiency. In 2024, the actual value (121.9) was 13.5 % above the agreed efficiency curve (108.4 %). This improvement is due to the implementation of structural measures and the improved configuration and regular monitoring of technical systems.

Mid-term emissions targets for our high-consumption locations



Target path and actual values of our high-consumption locations' energy efficiency



Resource conservation – procurement

PROCUREMENT

Sustainability is also central to our procurement. This applies to the areas of vehicles and accessories, real estate, clothing and IT hardware, as well as advertising and customer gifts.

OBJECTIVES AND MEASURES

Our procurement principles

We maintain supplier relationships based on partnership, relying on local partners and (where possible) on local products. Together with our suppliers and business partners, we strive for healthy growth and progress. We support innovative projects in the interests of sustainable mobility.

Selection criteria and value consistency

We expect our suppliers and business partners to have an ethically correct code of conduct that they adhere to in accordance with local customs. We expect progressive thinking and action and an understanding of sustainability that corresponds with our own.

DATA COLLECTION AND ANALYSIS

Auditing and dialogue

To ensure quality standards, we review our ambitious goals using risk analysis as well as internal and external audits and seek dialogue with the bodies concerned in the spirit of mutual exchange.

Data collection and processing are in progress and are continuously being developed further.



Resource conservation – circular economy

OBJECTIVES AND MEASURES

We are aware of our responsibility for the environment. That is why we are actively working to implement the principles of the circular economy. This enables us to reduce our environmental impact, respond to resource shortages more effectively, lower costs and contribute to a more sustainable economic system.

Sustainable tyre strategy

By using premium tyres and embracing what is known as a multi-life model, we can protect the environment in two ways: with lower fuel consumption and by reducing the need for raw materials to manufacture new tyres.

The model involves recutting and retreading used tyres, as well as a combination of these two measures. When the tyres reach their initial wear limit, they are recut in our workshops in Dällikon and Kallnach. This reduces their rolling resistance. In turn, this improves their operational performance by 25 % and reduces fuel consumption. After further use, the carcasses that make up the basic structure of a tyre are re-rubberised by a tyre specialist, i.e. a new tread is applied and they are put back into use. The retreaded tyres can even be recut again when their tread is almost worn out. This process can be repeated twice on premium tyres.



Reverse logistics for disused electronic devices

The ICT association Swico built a unique collection system for electronic devices 30 years ago. Swico Recycling ensures that waste electrical and electronic equipment is recycled cost-effectively, be it office and IT, communication, entertainment, measurement or medical equipment. The primary purpose is to recover raw materials and dispose of hazardous substances in an environmentally friendly manner, in order to make a long-term contribution to the protection of our environment. Swico manages the funds paid as an advance recycling fee when purchasing new IT and electronic entertainment devices. These funds are used to finance the disposal, proper processing and recycling of equipment that is to be disposed of. End users can drop their small devices off free of charge at specialist shops or special disposal points.

Larger quantities are where we come in. As part of CDS Cargo Domizil AG and in close cooperation with Camion Transport AG and Galliker Transport AG, we are a logistics partner of Swico Recycling and responsible for transport. Companies and specialist shops can arrange for IT and electronic entertainment devices to be collected free of charge, provided that they fill at least one Euro pallet with three frames or include large copiers at least 80 cm in height. The collection orders are placed on the Swico website, sent to the CDS headquarters in Bern and then passed on to the CDS partner in charge of the collection zone in question.

Circulus: pathways to a circular industry

The research project «Circulus» aims to show how the Swiss mechanical, electrical and metal industry (MEM industry) can become more circular and help accomplish the government's net-zero climate target by-2050. Under the leadership of the Institute of Sustainable Development at the Zurich University of Applied Sciences (ZHAW), Circulus is being driven forward by four research institutes and five implementation partners, including Planzer Synergistics.

The project aims to identify and implement tangible measures to transform into a circular industry. It assigns responsibilities strategically along the product life cycle. The Institute of Product Development and Production Technologies at ZHAW focuses on the design of products and the question of how and which materials need to be adapted to make them circular. The team at Switzerland Innovation Park Biel is focusing on the development of efficient and largely automated solutions to dismantle products at the end of their life cycle. The Institute of Sustainable Development at ZHAW is working on the redesign of supply chains to ensure that the entire supply chain is circular, and not just individual actors. The Swiss Institute for Entrepreneurship at the UAS Grisons focuses on the development of innovative new business models, including financial considerations relating to possible future solutions. The project is to be piloted and put into practice with the implementation partners, including Planzer Synergistics. The goal is to test the changes to the business models, products, partner structures and processes in the supply chains of the MEM industries and examine whether they can help them evolve in a more circular direction.

FREITAG®

Upcycling with FREITAG

Disposing of old truck tarps would produce a considerable amount of CO₂, so we work with FREITAG to implement the circular principle of upcycling. Based in Zurich, this innovative company has been turning discarded tarpaulins into iconic bags and lifestyle accessories and returning the material to a new product life cycle for over 25 years. The average lifespan of a tarp is four to five years. About 20 to 25 bags can be made from a truck tarpaulin.

Circular tarp

FREITAG, known for its bags made from used truck tarpaulins, wants to continue the cycle that previously ended with bag production. Together with other industry partners, we are participating in FREITAG's project for a recyclable truck tarpaulin that can be reused as a raw material. While FREITAG is driving forward the vision of a circular tarpaulin, companies such as BieriTenta AG and Rivertex are ensuring that this vision becomes a reality. The new recyclable tarpaulin will – like its conventional predecessors – consist of a robust fabric and a water- and dirt-repellent coating. Two main materials have been developed so far: a polyester thermoplastic tarpaulin (PES/TPU) and a monomaterial tarpaulin made of polypropylene (PP/PP). Our test fleet, consisting of six trucks and five trailers, is now on the road with these new tarpaulins. Testing under real-world conditions is intended to provide important insights into durability and recyclability and is crucial for assessing the suitability of the tarpaulins for daily use in truck transport.

DATA COLLECTION AND ANALYSIS

Sustainable tyre strategy

In 2024, we avoided purchasing an additional 160 tyres as a result of recutting and saved the raw materials needed to produce over 1000 tyres thanks to retreading.

Reverse logistics for disused electronic devices

In 2023, we CDS partners proudly collected 13 750 pallets and pieces of bulky equipment and ensured that they were recycled properly. This is equivalent to approximately 2700 tonnes.

Upcycling with FREITAG

In financial year 2024, we sent 67 tarpaulins to FREITAG, equivalent to a net weight of 2304 kg (gross weight 4892 kg).

(*Net kg is the weight after the tarps have been dismantled and eyelets, buckles and other non-recyclable parts removed.)

1 x

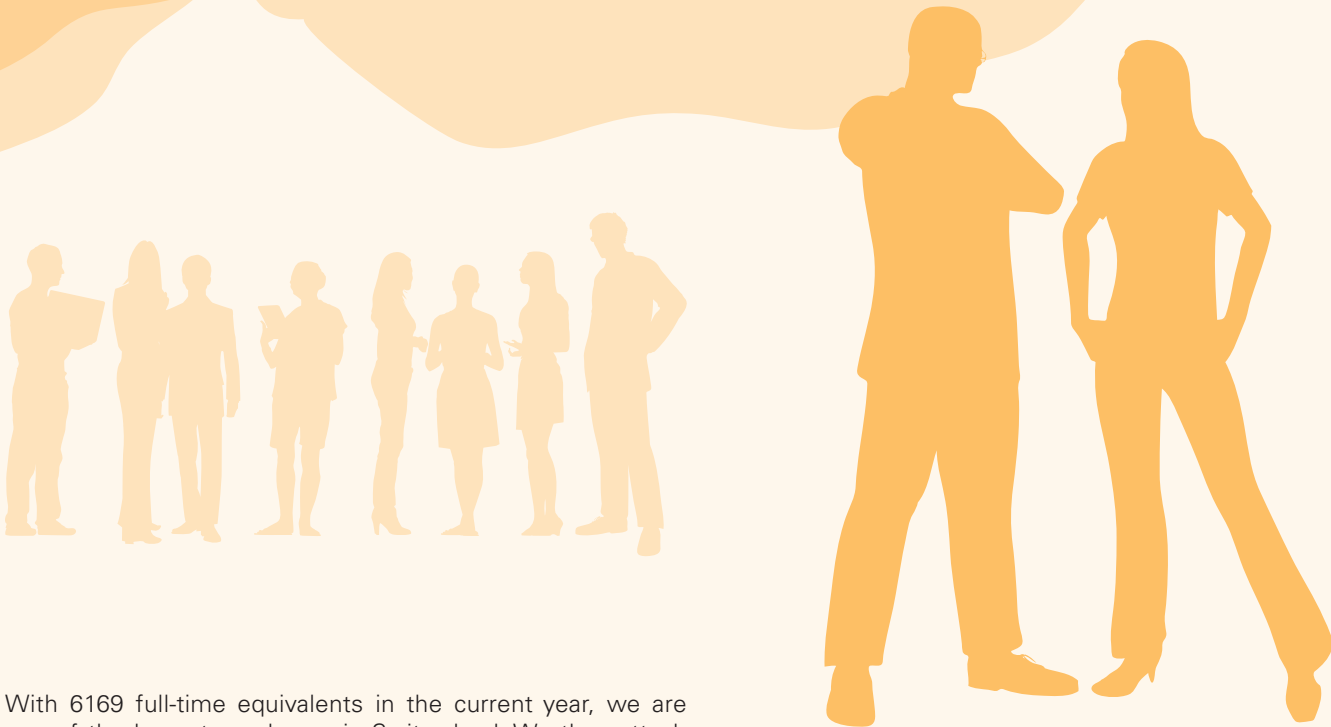


= 25 x



05 PEOPLE – WORLD OF WORK

Attractive and fair working conditions



With 6169 full-time equivalents in the current year, we are one of the largest employers in Switzerland. We thus attach all the more importance to a positive working atmosphere, the health of our employees and fair working conditions.

OBJECTIVES AND MEASURES

Working conditions, training and development

We aim to be a good and dependable employer. Well-trained employees provide high-quality services and strengthen the customer base – i.e. our existence – in the long term. We have developed various guidelines and have a code of conduct and contract annexes that govern our collaboration. In particular, these include regulated employment relationships based on signed employment contracts between Planzer and employees (including conducting and analysing year-end discussions, compliance with the statutory maximum working hours, the right to freedom of association and collective bargaining), observance of all human rights, the prohibition of child labour and the prohibition of discrimination. We also worked on a collective labour agreement for our parcel service. We also place particular emphasis on training and development and train and develop employees ourselves.

We cultivate an open and appreciative corporate culture that involves and motivates our employees. This exchange promotes our company's development and innovative strength. We maintain three company-owned training centres with a driving school and training workshop. We recruit driving instructors and instructors from within the company. As soon as new drivers start, we introduce them to the Planzer environment at our training centres for three to five days, depending on the division. This introduces them to our high standards for quality in logistics services and

they come away with a lot of knowledge relating to their area of responsibility and daily work.

Skilled workers are in demand in transport and warehouse logistics.

The lack of skilled workers in road transport is considerable. We are training apprentices ourselves and, if possible, employing them after they complete their training to ensure that we have enough qualified personnel for the future. We offer twelve apprenticeships. We have been offering a preliminary apprenticeship in logistics for people with migration backgrounds since 2016. The concept for this training was developed together with the Zurich Office of Intermediate and Vocational Training Schools and the Swiss Association for Vocational Training in Logistics (SWISS LOGISTICS by ASFL SVBL). As part of this one-year training, the students acquire the necessary basic skills to make entry into a two or three-year apprenticeship easier. These services demonstrate that we take our socio-political responsibilities seriously. In addition to practical and specialist training, we also attach great importance to the development of social, personal and methodological skills. Around 90 vocational instructors and 350 practical trainers are responsible for our apprentices. In our annual meetings with vocational instructors and practical trainers, we train and raise the awareness of these specialists in the targeted teaching of professional and social skills.

Planzer apprenticeships

Logistician (Federal Vocational Diploma) – warehouse and distribution specialisation	Specialist in customer dialogue (Federal Vocational Diploma)
Logistician (Federal Vocational Certificate)	Specialist in operations maintenance (Federal Vocational Diploma)
Automotive mechatronic engineer (Federal Vocational Diploma)	Digital business developer (Federal Vocational Diploma)
Automotive specialist (Federal Vocational Diploma)	Computer scientist (Federal Vocational Diploma)
Certified vehicle painter (EFZ)	Commercial employee (Federal Vocational Diploma and Federal Vocational Certificate)
Bodywork repair technician (Federal Vocational Diploma)	Road transport specialist (Federal Vocational Diploma)
Retail specialist (Federal Vocational Diploma)	Road transport practitioner (Federal Vocational Certificate)

Occupational health and safety

In line with our philosophy of prevention rather than intervention, investing in employees' health is very important to us. Safety, in turn, is a basic human requirement and a corporate task. We aim to achieve both. Under the banner of Planzer Health Management (PHM), we have been working regularly and systematically to promote the health of our employees and reduce absenteeism since July 2020. In the area of occupational safety, we have adopted the industry solution (25) of the Federal Coordination Commission for Occupational Safety (FCOS) and the Swiss Road Transport Association (ASTAG). By using this manual, we ensure safe and healthy workplaces. We have a safety mission statement with safety objectives. We ensure the protection of health with rules, an action plan, emergency organisation and control mechanisms. In a safety organisation, we regulate the tasks and responsibilities. We provide our employees with training, instructions and targeted information to enable them to act correctly.

In recent years, a systematic absence control system has enabled us to develop key indicators that identify challenges and new areas of action for us. In addition to the key figures, we have focused more heavily on health promotion since last year: we have hired a specialist to offer comprehensive occupational health management and thus support our employees at various levels.

All accidents are recorded and evaluated by our safety officer and the occupational health and safety officers. The accident is investigated face-to-face with the person concerned, with the Suva event log serving as an aid. This system and additional hazard investigation mean that we can identify risks and their causes early on and counter them with technical, organisational or staff measures. In 2024, we focused on systems and processes. An additional module was introduced at the end of 2023 to provide structured support and guidance and to serve as a guideline for HR managers. This was further developed last year and introduced in all branches. A particular focus is on a checklist with content relevant to employment contracts, insurance and health-related issues, which are listed chronologically so that no issues are forgotten during a longer absence. As a result of this structured working method, contact with our insurance company (especially SWICA) has also intensified, as cases are discussed on a regular basis. As a health promotion and prevention measure, the PGM headquarters invested a lot of time in the Exoskeleton Project last year and has already been able to test it in many branches and activities. It was evident that it was interesting in particular for work involving a lot of manual lifting in a short time (e.g. package sorting).

DATA COLLECTION AND ANALYSIS

Working conditions, training and development

In 2024, our employees took part in a total of 13 238 training and development courses. We strive to further continue developing our educational services to address the needs of our employees and the requirements of the customer and job market.

We mentored 400 trainees in the current year. This equals an apprenticeship rate of 6.5 % of the group's positions. We advertised 167 new apprenticeships in the current year. We aim to keep at least two-thirds of apprentices on after the end of their apprenticeships

and have achieved this on average over the last five years. The rate of continued employment across all occupational groups stood at 58 % in the current year.

Since its launch in 2016/17, 32 people with experience of being a refugee have started the pre-apprenticeship for migrants, of whom 31 have successfully completed the training. Twenty of the pre-apprentices subsequently signed an apprenticeship contract with the Planzer Group and seven others took up employment with Planzer.

Training and development courses attended in the reporting year 2024

Suva-recognised forklift training	168
Hazardous goods courses for drivers	354
Internal hazardous goods courses	4931
Courses for occupational safety	5906
Dispatcher training	88
Commercial vehicle (CZV) course modules	998
Leadership courses	222
Driver induction	569
Total	13 238



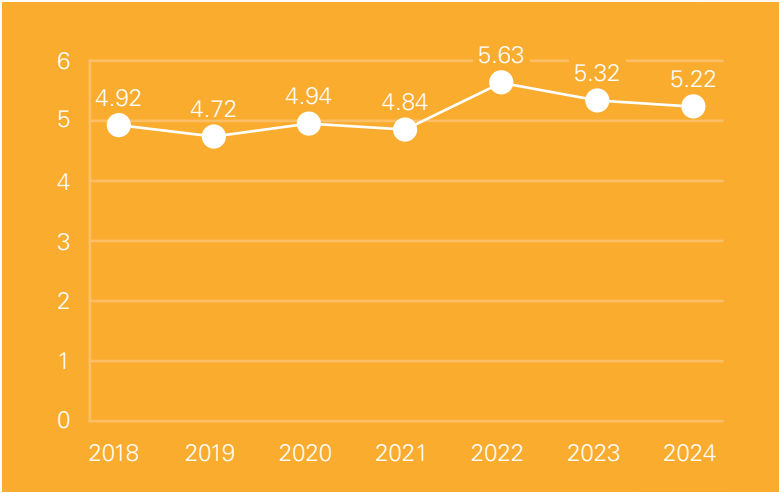
«As a good and reliable employer, we attach particular importance to the training and development of our employees.»
Simon von Arx, Director of Training

Occupational health and safety

The Planzer Group's absentee rate in 2024 was 5.22% of target working hours. The number of absences has dropped compared with the previous year and we are once again moving in the right direction. Looking back at previous years (in 2018-2021 the rate was below 5 %), there is still room for improvement.

We aim to reduce absences further by expanding our systematic documentation of long-term cases in combination with a focus on health promotion.

Absentee rate in %



In the reporting year 2024, we recorded 117.59 occupational accidents per 1000 full-time positions, which represents an increase of 1.7 % over the reporting year 2023. 41 % of occupational accidents in the financial year 2024 were categorised as «Trips and falls». This represents an increase of 8 cases or 3 % year on year. 21 %

of occupational accidents were categorised as «Manual load handling». This means that trips and falls remain the most common cause of accidents within the group.



«Safety is vital for the survival of people and companies alike. That's why we see it as our fundamental mission and make it our top priority.»
Marc Lerch, Hazardous Goods and Safety Officer

BACKGROUND INFORMATION

Ensuring safe and healthy workplaces is an essential part of our business. The safety system, based on industry solution 25 of the Federal Coordination Commission for Occupational Safety (FCOS) and our industry association (ASTAG), covers the following topics:

Industry solution safety plan by FCOS/ASTAG

1	Safety goals and guiding principles are at the start of every improvement
2	Safety organisation regulates the task and responsibilities
3	Training, instruction and information make it possible to act correctly
4	Safety rules set limits and guidelines
5	Hazard identification and risk assessment show where caution and foresight are necessary
6	Planning and implementing measures reduce or eliminate risks
7	Emergency organisation helps if worst comes to worst
8	Getting involved turns affected parties into participants
9	Health protection is needed for optimum working
10	Audit to check if targets have been reached

Training young talent

We want to give young people the opportunity to choose an occupation that not only aligns with their individual skills and interests but also promotes their personal development. We are convinced that every young person has the potential to grow in their chosen professional field and to develop their strengths.

That's why we offer a wide range of apprenticeships that appeal to diverse talents and open up different career paths. This diversity is important to us. It allows us to respond to different needs and talents in a targeted manner.

At the same time, we are constantly developing our training opportunities. We closely monitor changes in the world of work and continually evaluate new professional fields in order to be prepared for current and future challenges. In this way, we take responsibility by not only responding to change but also actively shaping it.

Our aim is to train future-oriented specialists who are optimally prepared for the challenges of a dynamic professional world. Continuous quality assurance and adaptation of our training options ensure that our apprentices have the best possible prerequisites for a successful career.

«Our goal is to produce enterprising specialists who are prepared for the future.»
Patrizia Manduca, Head of Basic Occupational Training



Equal treatment and diversity

OBJECTIVES AND MEASURES

We regard our employees' diversity as an essential factor for success. As with every person, we expand our company with new viewpoints and experiences. This helps us understand our customers and serve them in the best way possible. Furthermore, mixed teams consider risks and opportunities from different perspectives, leading to fresh ideas and innovative solutions.

DATA COLLECTION AND ANALYSIS

In the current year, people from 98 nations worked at Planzer. Compared to the high level of cultural diversity, gender diversity has a lot of catching up to do. There are currently two women on the Executive Board. We recognise the existing under-representation and are committed to making roles in transport and logistics more attractive to women.

The age structure of our workforce is balanced. One in five employees is under 30 years old. Over-60s are under-represented. Only 8 % are over 60 years old. We are tackling this problem with innovative approaches such as mentoring or supervision roles, so we can better benefit from the knowledge of experienced employees who are nearing retirement.

We carry out an equal pay analysis as required by law.

Human rights

We also conduct the Sedex Members Ethical Trade Audit (SMETA). This is a world-leading social audit. This method enables companies to evaluate their locations and suppliers to optimise working conditions in their supply chain. A SMETA auditor visits a company and assesses the working conditions on site. This helps companies evaluate their suppliers, monitor the health and safety of their employees and signal their zero tolerance stance on human rights violations such as child or forced labour.

«Our company's success is as diverse and unique as our employees.»
Helen Mazza, Head of HR



SMETA audits have been carried out in our Dietikon, Villmergen, Härkingen, Avenches, Pratteln and Penthälz branches. This confirmed our compliant behaviour as follows:



Sustainable supply chain

Responsible procurement is one of our basic principles. We want to work with contractual partners who ensure sustainability in economic, social and environmental terms.

OBJECTIVES AND MEASURES

We maintain supplier relationships based on partnership, relying on local partners and, where possible, on local products. Together with our suppliers and business partners, we strive for healthy growth and progress. In the area of procurement, a new Code of Conduct for Suppliers was established in 2024 and will apply throughout the Group from January 2025. We have also established a supplier management process as an important basis for our supplier relationships.

We take measures to ensure that our supply chain meets our high standards of quality, integrity and sustainability. We are aware that this is an ongoing process requiring the definition of measures, the review of them, and also transparent communication and adaptation. However, we believe that this will not only improve our own performance, but also make a positive contribution to our stakeholders and society.

DATA COLLECTION AND ANALYSIS

Our Supplier Management aims to ensure that all suppliers and service providers (third parties) in the Planzer Group are categorised, classified and evaluated according to the same qualification criteria. The process is divided into three steps: needs assessment, evaluation and qualification and requalification. The needs assessment, evaluation and qualification serve to assess and decide on the initial award of the contract. Requalification serves the purpose of continuous quality assurance of the services received. We check criteria relating to service, adherence to deadlines and social skills here.



06 PERSPECTIVE – SOCIETY

Sustainable and ethical corporate management



Code of conduct for suppliers

As a systemically important company and with our bridging position, we are firmly committed to meeting the highest standards of corporate ethics and integrity.

OBJECTIVES AND MEASURES

We have a code of conduct for the Planzer Group. This is based on our mission statement. It is an expression of a family-business tradition and responsibility that have been successfully embodied by the company for many years. It sets out the principles of our business activities. Our contract annexes also contain specific instructions regarding corruption and bribery. In particular, we do not accept any personal or inappropriate financial or other benefits (e.g. gifts, services or invitations) that fall outside the bounds of customary hospitality. We also do not offer such benefits to third parties. Nor do we do this directly or indirectly via third parties in order to establish a business relationship with a third party or to influence their decisions. If we become involved in such activities, we distance ourselves in the interests of our integrity and report the incident immediately to our compliance reporting office. The same applies if an employee is unsure whether these principles are being violated.

As of January 2025, we also have a Group-wide code of conduct for suppliers. This sets out clear expectations for responsible, ethical and legally compliant business activities on the part of our suppliers and their group companies, representatives, subcontractors and employees. The code of conduct for suppliers is publicly available on our website and on the websites of all our subsidiaries.

DATA COLLECTION AND ANALYSIS

We have a compliance office to which violations of our rules of conduct can be reported anonymously. No incidents were reported in the current year.

Principles of conduct

The principles of conduct at Planzer form the basis of our business ethics and therefore the yardstick for our daily work. They motivate us to give our best, day after day. We are responsible, honest and entrepreneurial in thought and deed. We are all – members of the Executive Board, managers and employees alike – guided by these principles in every respect:

- As part of our society, we respect its laws.
- The health and safety of our employees is vital to long-term survival, which is why we look after them.
- We are committed to equal treatment and diversity and ensure equal pay and equal opportunities.
- Child labour violates universal human rights, which is why we strongly condemn it.
- An intact environment is key to our economic future, which is why we take care of it.
- We stand for fair competition and believe in a free market economy characterised by competition – we condemn agreements that unlawfully restrict competition.
- Bribery or corruption violate our business ethics, which is why we punish such practices.
- Confidential information is a competitive advantage, which is why we protect it.
- Planzer quality management ensures the quality of our services, creates high added value and helps our customers gain a competitive edge.
- We are loyal, put the interests of the company above our personal interests and do nothing that could damage Planzer's reputation.

OUR VALUES

We are a company with tradition, maintaining values that have kept us on the road to success for a long time now. We focus on our customers, not ourselves.

Familial

Loyalty and team spirit are a part of our thinking as a family business. As is trust, appreciation and individual responsibility.

Sustainable

As a family business, this quality is in our DNA. It includes ensuring strong professions and a capable next generation.

Passionate

We combine our strengths for the benefit of our core services of transport, warehouse logistics and total solutions, in the interest of maximum quality of work.

Mobile

This applies to our thinking in terms of solutions and our processes. We choose the smartest and most efficient route.

Personal

There is hardly a perspective too daring for us. We take care to ensure people and goods are safe in every aspect. For us, a handshake is like a contract.



«The future is an opportunity to change and improve things. That's why we approach it with courage and foresight.»

Nils Planzer, VPR and CEO

Data protection

Data protection is a key aspect of the digital age, as the processing and use of personal data is omnipresent. All employees in their areas of activity share the personal responsibility for the careful and secure handling of personal data.

OBJECTIVES AND MEASURES

Based on Switzerland’s new Data Protection Act, which sets out clear rules for the collection, processing and security of personal data, we have issued a policy, established an internal data protection organisation and strengthened our data protection office.

To ensure data security and implement data protection regulations, technical measures such as back-ups, virus protection, firewalls, access restrictions and data encryption are implemented. This is also achieved through organisational measures such as guidelines and training for employees. The interaction of the two approaches is crucial to achieving data security goals, as human misconduct is still the main cause of data protection incidents.

DATA COLLECTION AND ANALYSIS

In 2024, we started collecting key figures on data subject requests and data security requests.



IT security

In the digital age, IT security is a key component of corporate responsibility. At Planzer, we see IT security not only as a means of protecting ourselves, but also as a fundamental contribution to the resilience of entire supply chains. As a logistics service provider, we connect numerous players along the value chain – and we are aware of this special role and responsibility. Our security precautions therefore also aim to protect customers and partners from digital threats, thus contributing to the long-term stability of shared processes.

OBJECTIVES AND MEASURES

We have several IT security guidelines. We rely on our business continuity management (BCM) for emergency and crisis situations. This systematic approach guards us against events that threaten the group’s existence. These would arise if our employees, infrastructures or technologies were impaired to such an extent that we were not able to replace or rebuild them quickly. At least one BCM officer is entrusted with this task in every Planzer subsidiary. We regularly conduct training and exercises on IT security and provide our employees with in-depth information on IT security topics. In case of an emergency, we would boot up a parallel IT system to bridge the failure with alternative resources, detect any possible cyber attacks and keep the time window of the outage as short as possible.

We rely on a multi-layered security concept to defend against specific attacks and to prevent them. A key component of this approach is comprehensive identity and access management (IAM), which ensures that only authorised individuals – within clearly defined roles and with time-limited rights – have access to sensitive systems and data. In addition, we have implemented systems that support the consistent implementation of a zero-trust policy. This means that no user, device or network is trusted by default. Instead, every request for access to a resource is rigorously reviewed and authorised, regardless of whether the request comes from an internal or external user. Actions in our systems and networks are constantly monitored and strictly controlled. We pay particular attention to defending against phishing attacks and social engineering. That’s why we make targeted investments in raising awareness amongst our employees: with training, targeted information campaigns («Dänkä voräm Klickä» – think before you click) and training, we strengthen security awareness throughout the company. In this way, we play an active role in identifying risks at an early stage and minimising potential vulnerabilities.

DATA COLLECTION AND ANALYSIS

We collect various key figures in the area of IT security and grant access to them on request. Suspicious processes and unusual data movements are systematically recorded, analysed and, if necessary, automatically prevented. In addition to collaboration with leading Managed Extended Detection & Response (MXDR) partners, state-of-the-art intrusion detection and prevention systems are used to detect potential threats at an early stage and enable targeted countermeasures to be taken.

Background information

We are aware that IT security is a collective responsibility – because when others protect themselves, we also benefit indirectly. For this reason, we have initiated a pilot project together with the National Cyber Security Centre (NCSC). The aim is to develop practical and easy-to-understand recommendations on how companies can implement basic protective measures along the supply chain. The project also explains how cyber risks can be properly assessed and shows which security-related questions should be asked of affiliated suppliers and service providers.



OBJECTIVES AND MEASURES

The Planzer Workbench innovation programme

The programme is an initiative to address the challenges of the logistics sector with a future-oriented approach and turn them into opportunities. Planzer Workbench promotes the conceptualisation and realisation of innovative solutions that are closely linked to our core business, and which create value for customers, employees and society. We strive to tap our full potential and innovation is the key to doing so. We process all types of input in a lean, results-driven process and assign them to three categories:

- Groundbreaking innovations that we have never seen before
- Proposed improvements to existing processes
- Simple problems to which the solution is not yet evident

When an idea reaches our Workbench, the innovation team supervises the process: the idea is examined in depth and discussed by the team. If the Executive Board agrees, the idea is incorporated into the regular development process.



To manage the diversity of proposed ideas, we categorise them into five subject areas:

- Sustainable logistics
- The future of working in logistics
- Highly automated transport
- Automation and robotic solutions
- Data usage and artificial intelligence

With more than 400 ideas submitted since its launch in mid-2021, the Planzer Workbench is the next step towards broad-based and sustainable establishment throughout the company. A joint process developed in collaboration with the Logistics division in 2024 helps us to do this. It is tailored to the varying requirements of the different departments and allows innovations and ideas for the continuous improvement of existing processes or systems (CIP) to be processed in the same tool. The focus of the further development was on easy accessibility for all employees and professional cross-departmental collaboration across different levels.

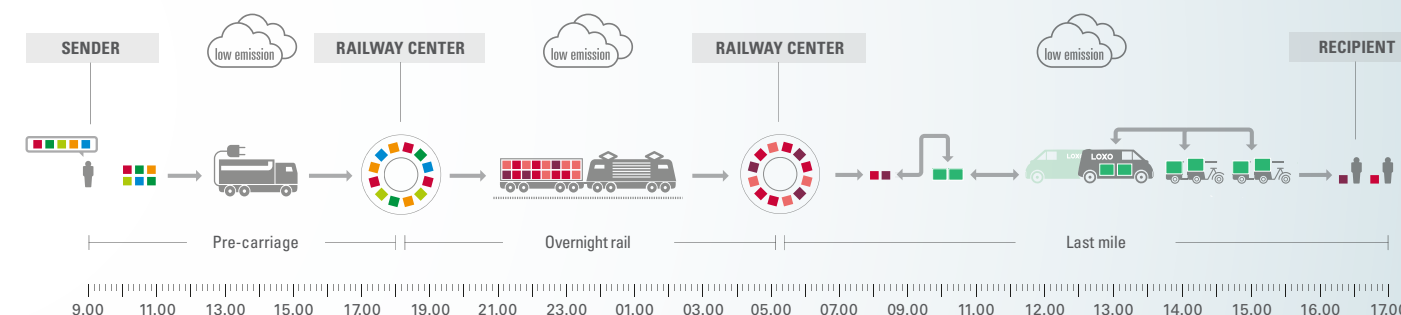
City Logistics 2028 – dynamism in the last mile

The logistics industry is facing major challenges, especially in urban areas where efficiency, sustainability and flexibility are increasingly required. We are facing these challenges and have supplemented our city logistics concept with a strategy for the future.

One of the key aspects of city logistics is the last mile. The demands placed on this last stage of the supply chain are constantly increasing: customers expect fast, flexible and environmentally friendly deliveries. At the same time, the challenges posed by urban traffic conditions and environmental regulations are increasing. To meet these requirements, our City Logistics Concept 2028 combines low-emission transport methods with highly automated processes that enable more environmentally friendly, faster and more efficient delivery. For example, our «Planzer – Dynamic Micro Hub with LOXO» project, which we launched together with the Swiss tech start-up LOXO. The project relies on the use of an innovative, all-electric VW ID. Buzz, which is equipped with the specially developed LOXO Digital Driver™ navigation software and two Kyburz swappable boxes.



loxo.planzer-paket.ch



DATA COLLECTION AND ANALYSIS

During the Christmas season, the system was able to make a valuable contribution to coping with the flood of parcels in Bern. Figures collected between 9 and 20 December 2024 show that during this time, 1733 parcels were successfully delivered using this process. This corresponds to an average of just under 87 shipments per vehicle per day. Overall, the two Kyburz vehicles covered

almost 890 kilometres during this time, completing the last mile with extremely low emissions. These were the first months of deployment and first lessons learnt. The processes and use of Kyburz vehicles are constantly being further developed with the aim of delivering the same number of shipments per day as an IVECO delivery van.

«Problems are there to be solved.
That's how we see things as a family business
and why we want to act before we have to react.»
Anna Baschung, Project Manager Innovation



Social commitment

As a family-run company with a strong regional focus, it goes without saying that we are committed to social issues. We support various organisations with financial resources and benefits in kind. We place particular emphasis on health, safety and sustainability.

SWISSCLEANTECH

We are a member of the trade association swisscleantech, which enables us to join forces with other players from business, politics and society in helping make Switzerland carbon-neutral by 2050. The association sees itself as a leading authority on energy and climate policy, and highlights solutions for a climate-compatible economy. It has over 600 members from all sectors, including over 40 associations. Together with its affiliated associations, swisscleantech represents over 24 000 Swiss companies and around 400 000 employees.

SAAM – SWISS ASSOCIATION FOR AUTONOMOUS MOBILITY

As a member of the Swiss Association for Autonomous Mobility (SAAM), we can make a key contribution to shaping the mobility of the future in Switzerland. The association serves as a platform for new technology with the aim of making mobility sustainable. SAAM focuses on three main points: regulation, social acceptance and technology.

In the area of regulation, SAAM serves as a platform for the development of safe, accepted regulations for the integration of autonomous vehicles. It aims to encourage social acceptance through pilot projects and information campaigns in order to address possible concerns among the general public. In terms of technology, SAAM researches best practices to drive technological development in the field of autonomous mobility.

As an idea-sharing platform, SAAM promotes dialogue between members and stakeholders in order to share ideas and advance tangible projects.

TRAFFIC AND INFRASTRUCTURE WORKING GROUP

Represented by CEO Nils Planzer, Planzer is part of the traffic and infrastructure working group of the association for entrepreneurial competitiveness (UGW). Transport routes and well-developed infrastructure are key to our economy and our personal mobility. Our economic structures and our private lives require a high degree of personal mobility, which in turn requires a well-developed infrastructure and efficiently organised modes of transport. The working group aims to help improve the current traffic situation through a dialogue with politicians, cities, the canton and the federal government. It deals with planned and potential infrastructure projects with consideration for ecological and economic dependencies. The working group consists of various actors from the world of business and transport companies.

SCHWEIZER TAFEL

«Food distribution instead of food waste» is the motto of Schweizer Tafel (Swiss table). The project collects nearly 25 tonnes of food every day from producers, major distributors and retailers and distributes it free of charge to social institutions. We have been providing Schweizer Tafel with free transport since 2015.

SENIOR THEATRE GROUP

The theatre enthusiasts from the senior theatre group Zürcher Senioren Bühne have been touring with a new play every year since 1975. As a travelling theatre group, Zürcher Senioren Bühne operates largely in the city and canton of Zurich, and gives around 60 performances a year. As a sponsor, we support the group with free parking and a fuel card for our petrol station and car wash.

SAPOCYCLE

SapoCycle is a non-profit organisation that collects discarded soaps from hotels, which are then recycled by people with disabilities and distributed to families in need to improve their sanitary conditions. We organise the pick-up and transport of the soaps.

NEZ ROUGE

Road safety is one of the rules for survival in transport. During the Christmas holidays, Nez Rouge (red nose) gathers a network of volunteers to provide a taxi service to prevent drink driving. We have been giving this organisation a financial helping hand since 2010 and promoting its valuable service on the tailgates of our lorries.

LABDOO

The NPO Labdoo is a voluntary organisation active throughout the world. Labdoo collects discarded laptops, tablets and mobile phones for educational projects. The organisation is reducing the digital divide and giving children, young people, orphans and refugees access to IT and education. Planzer donates some of its used IT hardware to Labdoo.

Interview

Björn Lindner, Head of Innovation, speaking about the developments and challenges in the field of sustainability and the future of the logistics sector.



Björn Lindner

Planzer

What are your personal highlights from the area of innovation at Planzer in 2024?

2024 was a particularly motivating year for innovation at Planzer. A real highlight was the successful start of our pilot project with the tech start-up LOXO: a self-driving delivery vehicle that we were able to test live in Bern for the first time. We have also made exciting progress in the field of artificial intelligence. For example, we are currently working on an innovative, cross-divisional service offering that will enable our parcel customers to enter into profitable collaborations within our customer network on the basis of data. Another highlight for me was the start of a new training course in collaboration with the ZHAW. Together with other industry partners, we immerse ourselves and the students in the entire supply chain in a hands-on way – including its particularities, challenges and opportunities.

Which projects will be particularly challenging for you in the near future?

We have the privilege of dealing with issues that could be relevant to Planzer in the next five to ten years. It's always a question of careful consideration: which areas do we invest time and resources in? And how early do we want to be involved in certain trends? I think we've found a good «Planzer way» here – an approach that aligns closely with our core business while still allowing us to take bold steps. A good example is the field of highly automated driving: we made a conscious decision to be there as a first mover. The aim is to understand at an early stage what specific benefits the technology offers us, what changes it entails – and also how we can play an active role in shaping the mobility landscape in Switzerland. This issue will continue to challenge us. Another area that we want to specifically strengthen is the involvement of all our employees. Their ideas and practical knowledge hold enormous potential – and we want to make even greater use of this potential in the future. Last but not least, the issue of artificial intelligence will also play a key role. Here, we work closely with other departments to identify and assess the potential for our company.

How important is collaboration with external partners for implementing innovations?

I'd say you can't do without it. The issues we deal with are often complex – and this is where the added value of cooperation becomes apparent. City logistics is a good example. Previous concepts have usually been developed very one-sidedly from only one perspective. Our approach, on the other hand, aims to incorporate the different perspectives and objectives of all parties involved – while at the same time using their expertise to jointly develop viable solutions. The prerequisite for this is active networking and the openness to discuss challenges transparently. In this context, universities in particular play a key role for me: they bring together players, contribute scientific depth and benefit from proximity to practice. Both sides – academia and business – benefit from joint projects. This is precisely what makes partnerships such as the one with the ZHAW so valuable.

About this report and subscription

This Sustainability Report covers all controlled domestic and foreign companies. The reporting includes the same fully consolidated companies as the company financial statements. The material topics described in this report are defined using the double materiality approach. On the one hand, this includes material impacts of the company's activities on people and the environment (inside-out perspective), while on the other hand, material risks and opportunities for the business model (outside-in perspective) are also taken into account.

The topics were defined in dialogue and collaboration with internal and external stakeholders, including customers, suppliers, competitors and stakeholders from civil society, politics and the financial market. This report has been prepared to the best of our knowledge and belief, taking into account the legislation. We will continue to develop it further in the years to come.

FOR THE BOARD OF DIRECTORS



Nils Planzer, President of the Board of Directors

