



PLANZER

Bearing responsibility

» **SUSTAINABILITY REPORT 2022**

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

Plan 

The Planzer plan for a
(more) sustainable
environment and logistics

01 GETTING STARTED

Dear Reader

For us as a family business, the sustainable approach to people and resources is our corporate responsibility towards our employees, customers, business partners, the general public and the environment – and the generation after us.

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.

On the following pages, you will find out how we contribute to the agenda and orchestrate our sustainability activities for the world of work, the environment and society, but also where we want to improve. As sustainability is a top priority, we have created an executive role for it and appointed Martina Novak as Head of Sustainability.

In the reporting year 2022, we focused on UN Sustainable Development Goal 13: 'Climate action'. We have optimised the technology mix in our vehicle fleet and tested new types of drive technology. For example, we have added 15 battery electric vehicles to bolster our carbon-neutral city logistics. Our new 'Plan P' platform at www.plan-p.swiss demonstrates that our sustainability activities are reflected in our carbon footprint from a 360-degree perspective.

We wish you a sustainable informative read.



Nils Planzer



Severin Baer



Nicolas Baer



All figures published in this report originate from the year 2022, unless stated otherwise.

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02 FACTS AND FIGURES

... 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, Severin Baer and Nicolas Baer are the **third generation** to lead the long-standing company.



1936
sole proprietorship



1966
stock company



Today
in the third generation

We employ over **5 900 employees** at **59 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**. In the area of **warehouse logistics**, we were able to save **3% of CO₂ emissions** per processed kilogram in 2021 – which we think is a highly encouraging result (see 'Environment' chapter, pages 12 and 16).



40 %
road network



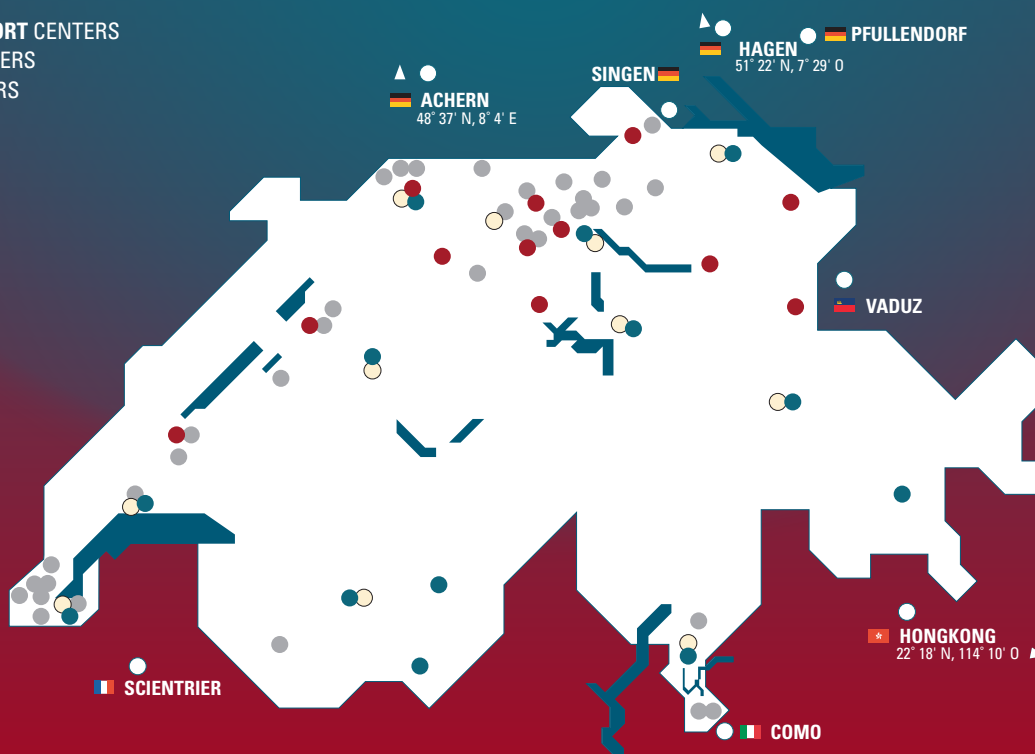
60 %
Low CO₂-emission rail



17 %
CO₂ emissions saved





Rooted in Switzerland, present abroad

- ROAD TRANSPORT CENTERS
- RAILWAY CENTERS
- PARCEL CENTERS
- OTHER



... Transport and storage services at a glance

WIDE ARRAY OF TRANSPORT AND WAREHOUSE LOGISTICS 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	International Transport General cargo, partial and full loads, temperature-controlled, combined rail/road transport, road feeder service with air and sea freight, customs clearance
	National/International Warehouse Logistics Storage, assembly, commissioning, 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 <u>Homedelivery</u> Delivery to the kerbside without additional services	<u>Homedelivery+</u> 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 Home Services'**.

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: our services all boast **100% reliability** and **200% quality**.



02 FACTS AND FIGURES

... Planzer in numbers

EMPLOYEES



5 900
people



370
apprentices



82
nations



26
cantons

LOCATIONS & COMPANIES



Switzerland



46
companies



59
locations

Abroad



4
Germany



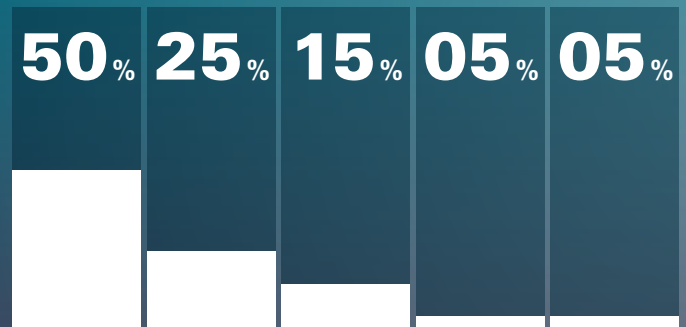
2
France



1 each
Liechtenstein, Italy,
Hong Kong

SALES

50 % national transport
25 % warehouse logistics
15 % international transport
05 % Home Services
05 % parcel service



VEHICLES



1 600
own vehicles



340
subcontractors
(in exclusive operation)

WAREHOUSE LOGISTICS



1 182 090
m² in total



157 000
pallets in 11 high-bay
warehouses and
1 automatic small-
parts warehouse for
24 000 containers



40 000
m² fully automated
management

The way we conduct ourselves is an expression of our family business tradition and our sense of responsibility. 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.

OUR BUSINESS PRINCIPLES

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:

- We are part of our society, so we respect its laws.
- We put the company's interests ahead of our personal interests.
- We don't do anything that could affect the reputation of Planzer.
- We are loyal.
- We fight and penalise corruption.
- We speak out firmly against child labour.
- We are committed to diversity and inclusion.
- We stand for equal pay and equal opportunities.

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.

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. .

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.

MOBILE

This applies to our thinking in terms of solutions and our processes. We usually 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 belongs to those
who face it boldly and
make preparations.



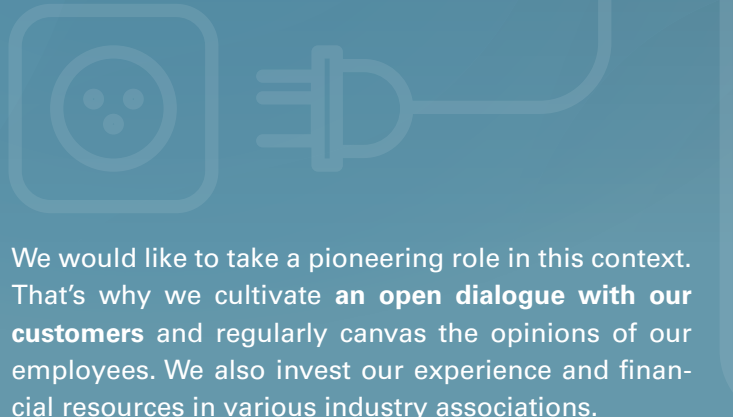
Nils Planzer, VRP & CEO

03 SUSTAINABILITY

... Context and stakeholders

Our daily business is shaped by **global megatrends** and problems such as scarcity of resources, climate change, employee exploitation, globalisation, new health risks and requirements as well as the increasing complexity in the world of work, including digitalisation.

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



TOGETHER WITH OUR STAKEHOLDERS

As a logistics service provider, we stand between manufacturers, employees, customers and 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.

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).

We cultivate regular dialogue with our stakeholders



« With individual transport and warehouse logistics, we contribute to our customers' added value. »



Nicolas Baer, Member of the Executive Board
Head of International Transport

... Impacts of the value chain

By adhering to laws, guidelines and our ethical principles, we are a competent, trusted partner for our stakeholders.

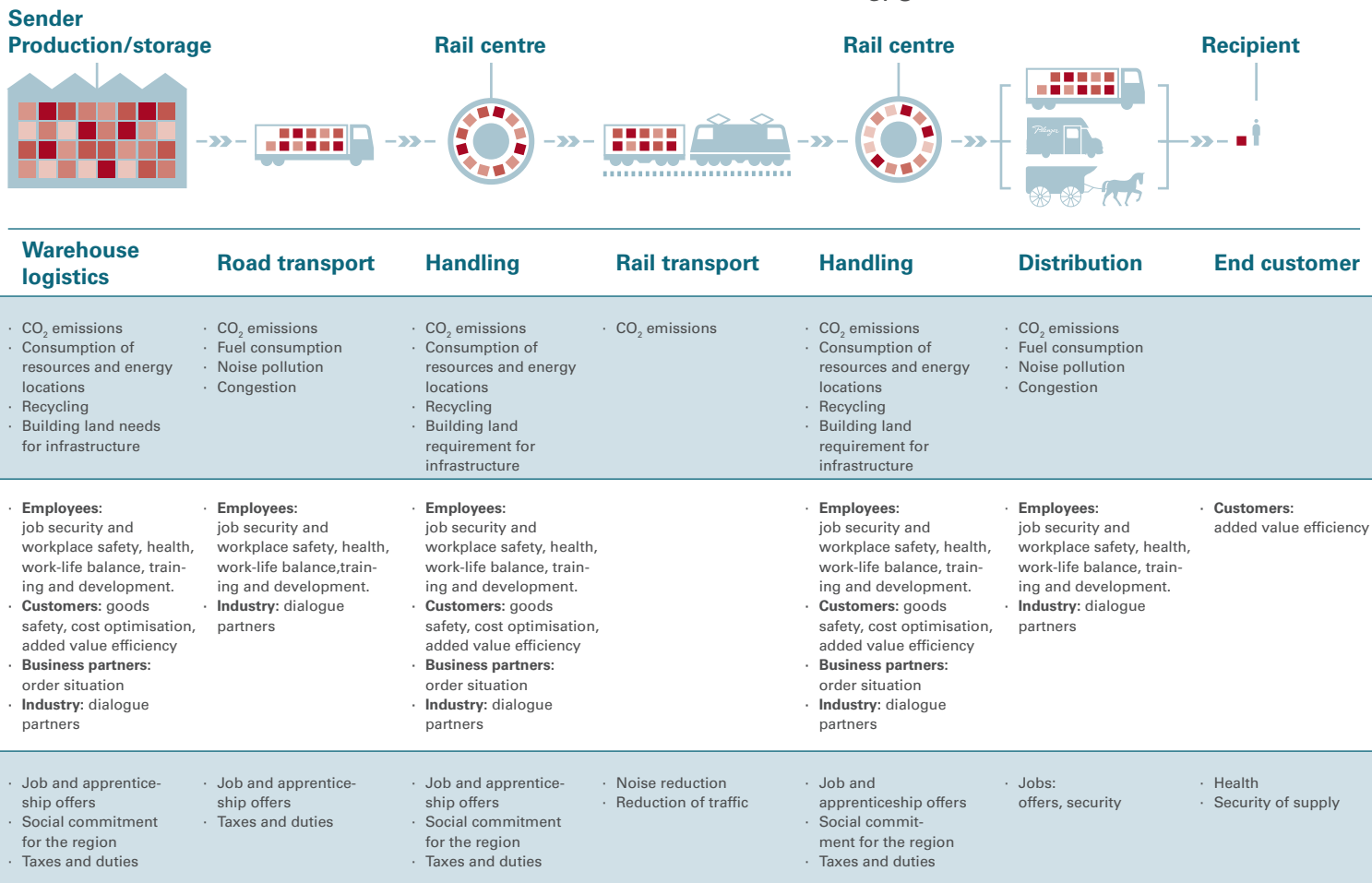
Our activities across the entire value chain affect our company, our stakeholders and the environment – and vice versa.

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



Marius Buhl,
Member of the Executive Board,
CFO

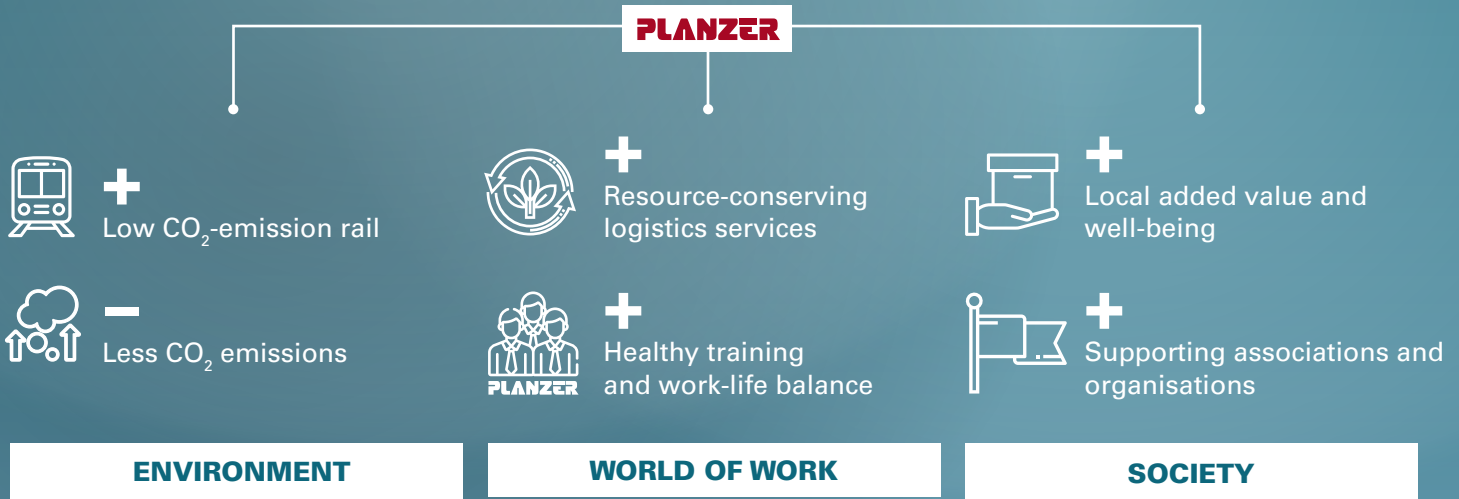
Our economic activity has a wide-ranging impact



03 SUSTAINABILITY

... 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 **well trained** and can strike a healthy **work-life balance**.

Our aim is to reduce the turnover rate of new employees in the first two years of employment from **20% to zero**. In this context, it is also important that we look after junior talent: for example, we already employ **370 apprentices**, which accounts for nearly **7,6% 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. »



Willi Gärtner,
Member of the Extended Executive Board
Quality Management, Sustainability

... Materiality for society

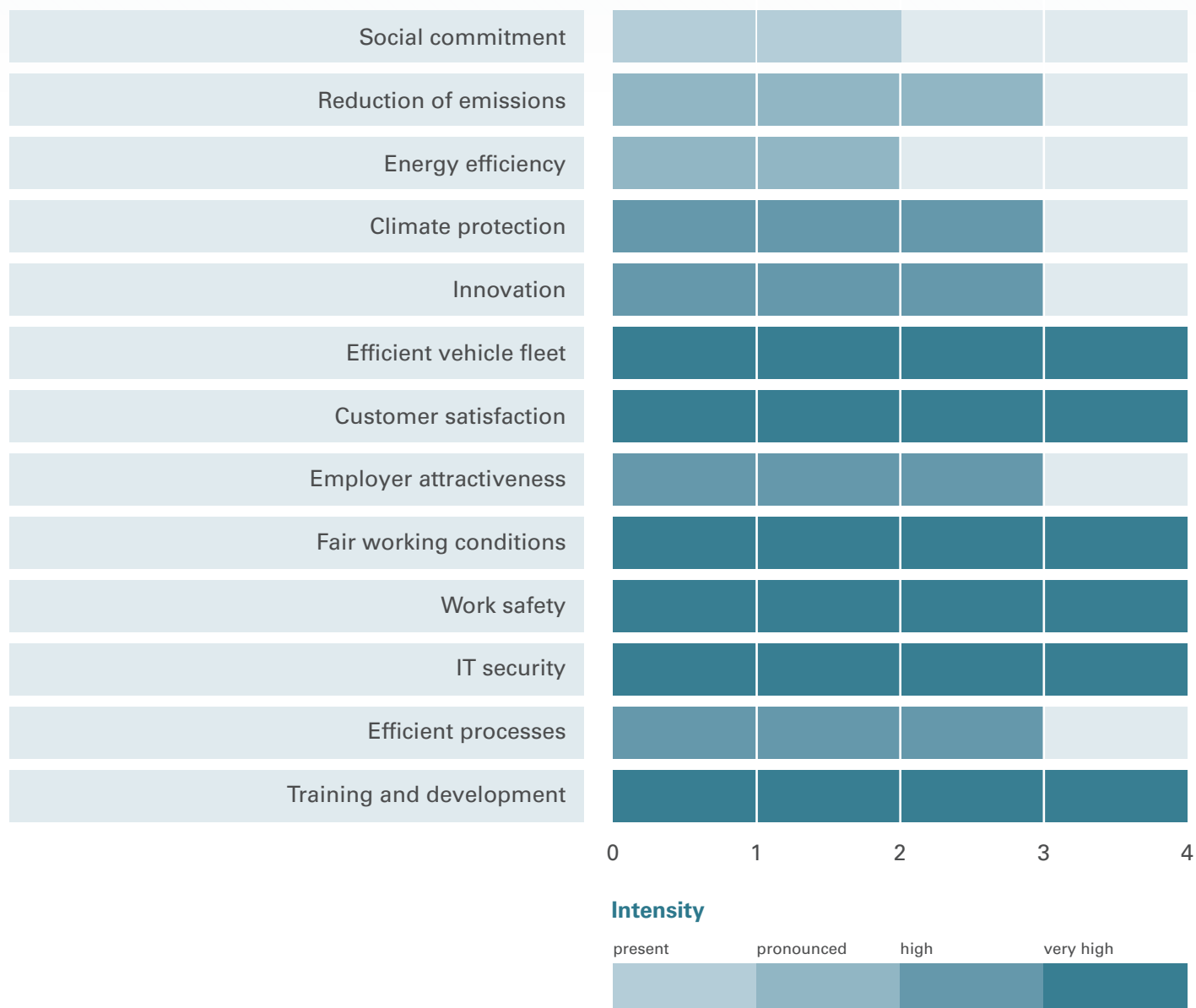
This sustainability report has been a **part of our annual reporting since 2014**. We are not legally required to submit a non-financial declaration about

our business activities. We nevertheless consider it a part of our **corporate commitment to our stakeholder groups**.

EXPERIENCE-BASED ASSESSMENT

We are refining this publication to include a **qualitative assessment of the material effect** of our economic activity on society. As topics and areas for action, we defined the criteria from past sustainability reports, our business areas and the dialogue with stakeholders. This approach is **purely qualitative in nature** and illustrates our **understanding of the topic of sustainability**. It makes no claim to being complete or based on science.

HOW WE ASSESS THE MATERIALITY OF OUR EFFORTS



04 ENVIRONMENT

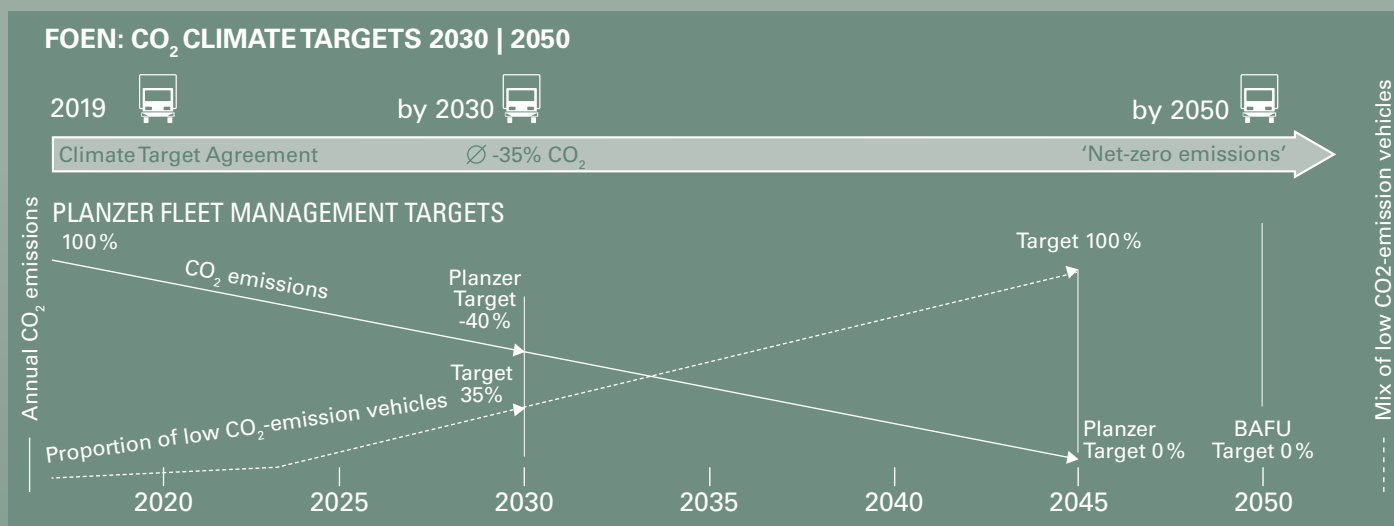
... Resources and emissions

Mobility is simply impossible without energy. That's why we strive for intelligent use of energy while simultaneously optimising emissions.

STAGGERED GOALS

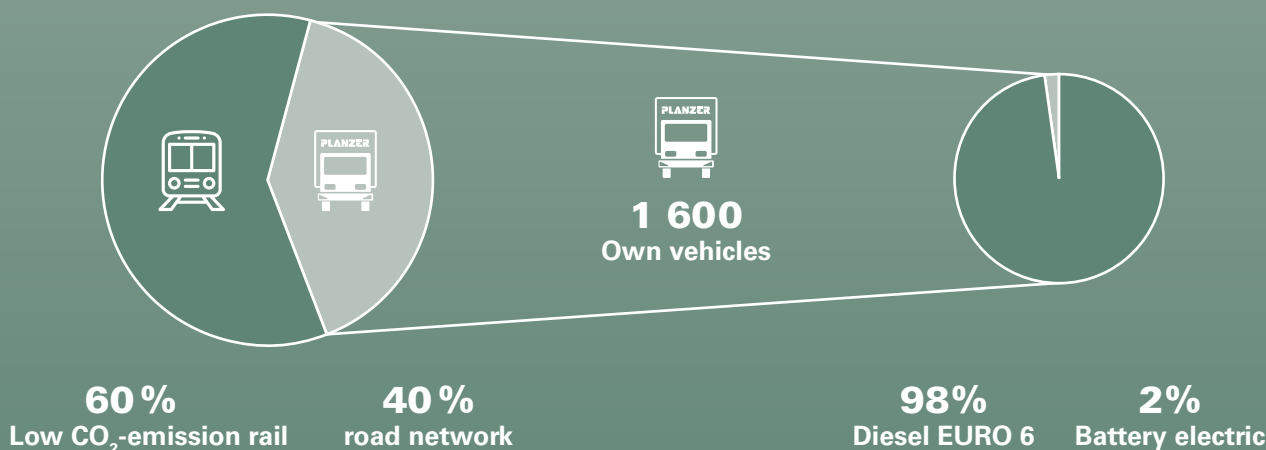
We want to support the **2030/2050 climate targets** set by the Federal Office for the Environment (**FOEN**) and continuously **reduce** our **emissions of exhaust gases and pollutants**. To do this, we **invest in modern drive technologies** and in the **sustainable use of operating resources and energies**.

We have staggered our **reduction targets** as follows: Our medium-term strategic goal is to reduce **CO₂ emissions** by **40%** by **2030** (FOEN target: minus 35% on average). Our **long-term** strategic goal is to reduce **CO₂ emissions** to **0%** by **2045** (FOEN target: 0% by 2050).



MODAL SPLIT

We send our customers' shipments by different modes of transport. Today, we already handle 60% of our transport volume with low-CO₂ emission rail transport.



... Resources and emissions



RAIL TRANSPORT

In the Swiss **freight rail network**, **13 Planzer rail centres** are connected for freight loading. **Every night**, around **260 rail wagons** travel by rail. **Each year**, our customers' goods cover about **10.9 million kilometres of track**. In the reporting year, we were thus able to **avoid around 39 658 lorry journeys**. This is the equivalent of about **7 466.55 tonnes of CO₂ emissions** that we have **spared** the environment.



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 teach drivers about environmentally optimised driving. 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.

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. In 2022, 100% of our diesel vehicles already met the Euro 6 emission standards. 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 added 15 new battery electric vehicles to our fleet in 2022. We also use **electric trucks, electric delivery vans and electric bikes** 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 emission-free, quiet technology for the benefit of the environment and society.

Drive technologies and environment schedule

The **sustainability** of our entire **environmental balance** is important to us. 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.

BATTERY ELECTRIC VEHICLES (BEV)



Electric motors offer significant advantages, with almost **100% efficiency**. New battery forms and manufacturing methods **reduce environmental impact** and enable significantly longer reach. A development that we eagerly await. A development that we are tracking closely. The network infrastructure needed to charge the battery electric vehicles is only partially available at the moment and constitutes a major challenge.



HYDROGEN H₂ (FCEV)

We see **great 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)

Biofuel (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 fuels of this type are available 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.

04 ENVIRONMENT

... Resources and emissions

Procurement

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

PARTNERSHIPS AND CO-CREATION

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. Our suppliers are committed to sustainable environmental protection.

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.

Plan

As an experienced family business, sustainability is part of our DNA – it's in our nature to plan and act both with and on behalf of the generations. For us, innovative climate action is not just a necessity, but above all a unique business opportunity. With this in mind, all our related campaigns and activities come under the heading 'Plan P' – Planet, Perspective and People. Planzer's plan for our planet. We are consolidating this action plan on various strategic and operational levels.

If you are interested in learning more, visit www.plan-p.swiss to read about our initiatives and approaches for (more) sustainable logistics and a greener planet.



SUSTAINABLE TYRE STRATEGY

The use of premium tyres and a multiple life policy ensures our carcasses can be reused and thus extends their life cycle. We regroove the tyres at our workshops in Dällikon and Kallnach and they are then re-rubberised by a tyre specialist; i.e. a new tread is applied. This process can be repeated twice and provides an increase in multi-tread performance by up to 25% per tyre. Tyre regrooving also reduces rolling resistance and thus also lowers fuel consumption.

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 between four and five years. About 20 to 25 bags can be made from a truck tarpaulin.

In financial year 2022, we sent 103 tarpaulins to FREITAG, equivalent to a net weight of 4 121 kg (gross weight = 10 707 kg).

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

1x



= 25



... Environmental footprint in national transport

The CO₂ value is considered by many as a currency of sustainability behaviour. We collect **CO₂ emissions figures for Planzer every year and publish them** in our sustainability report. In doing so, we prove our environmental performance for road and rail transport and for the entire group. We measure our CO₂e emissions according to the **tank-to-wheel method (TTW)**. This describes the CO₂ equivalent (CO₂e) released by the combustion of fuel.

Environmental performance in national transport

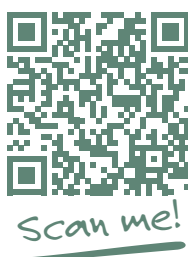
according to DIN 16258: 2013-02

	Road	Rail	Planzer total
CO ₂ emissions in kg – factor tank-to-wheel	37 055 731	19 892 047	56 947 778
Gross transported weight in kg	1 958 288 200	1 472 489 100	3 430 777 300
CO ₂ emissions in g / kg transported weight	18,92	13,51	16,60

RAIL TRANSPORT

We have our own rail network with 13 railway centres that are connected to the Swiss freight rail network. **We send out an average of 233 rail wagons per night through our transport partner SBB Cargo.** During the day, the network includes a further 18 rail wagons in the Graubünden region (via Rhätische Bahn) and Valais (via Matterhorn-Gotthard-Bahn).

This represents **an increase of 47 rail wagons per night** compared to the last financial year. On the one hand, this development reflects the higher volume of goods that could be sent by rail, and the greater influence of the pandemic on the previous year. On the other hand, we launched a new intermodal transport **pilot project («Rail Cityliner»)**, with new routes being added and existing ones improved.



Scan me!

In the reporting year, **our customers' goods covered around 10.9 million kilometres by rail.** This is equivalent to about **7 500 tonnes of CO₂ emissions that we have spared the environment.** In transport terms, it means that **we avoided almost 40 000 lorry journeys** on the Zurich–Bern route.

STANDARDISED EVALUATION

The values shown here include the emissions of our own vehicles and those of our contractual drivers. Thanks to these combined values, we are able to evaluate the **CO₂e emissions consumption per customer** and give this **to them.**

We follow the European standard DIN EN 16258: 2013-02 for collection and analysis.

It states the **method for calculating** and declaring energy consumption and greenhouse emissions for transport services (freight and passenger transport).

« By using the railroad, we were able to reduce 7,500 tons of CO₂ emissions equivalent to 40,000 lorry journeys. »

Severin Baer

Member of the Executive Board
Head of National Transport

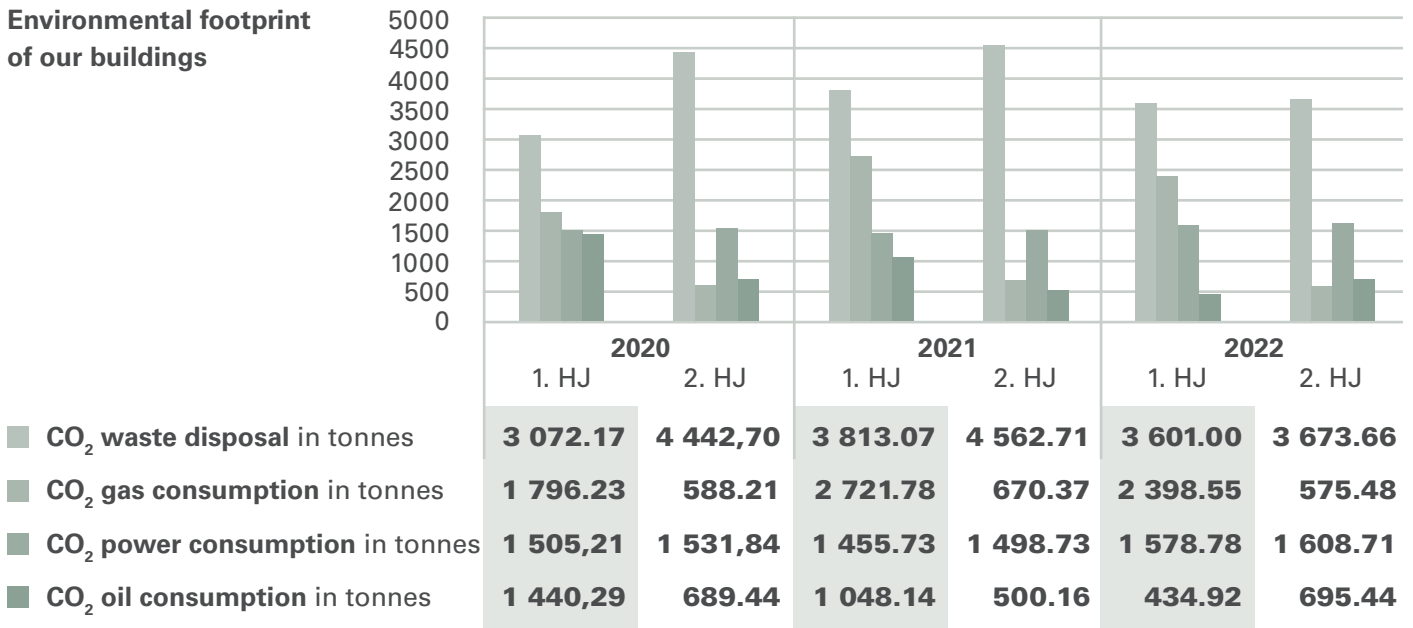


04 ENVIRONMENT

... Environmental footprint in warehouse logistics

We require large quantities of energy resources for our warehouse logistics operations: power for the lighting of storage areas and for co-packaging, fuel oil and natural gas for the heating of the building and energy for waste disposal.

Environmental footprint of our buildings



On behalf of our customers, we manage and store goods on more than **1.1 million m² of storage area** in Switzerland and the border areas of Singen, Pfullendorf, Achern and Como. 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 we obtain the prefabricated components or raw materials for the production process promptly through the **Kanban system**.

The products range from sales packaging for medication to 1 100 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.

To process these orders, we need **primarily energy resources** such as **electricity** for the service production and, of course, **oil and gas** to heat the buildings.

In 2022, these resources were consumed on a smaller scale relative to the processed weight. Specifically, about **a quarter less gas** was consumed than in 2021 and **29% less oil**. The mild winter in 2021 is the reason for the decrease.

In 2022, a total weight of **1 940 978 tonnes** was processed in warehouse logistics, or a **7.9% increase year-on-year**. This higher throughput rate was due to the integration of diverse customers and a higher volume from existing customers.

The emissions attributable to this area amounted to **14 565 tonnes of CO₂** or 7.50 g of CO₂ per processed kg, which averages at a **decrease of 21.28%** in CO₂ per kg processed.

The underlying data is based on the recorded effective consumption figures of Planzer itself. The emission factors are based on the values of the GEMIS environmental database, version 4.7.

... Energy efficiency in buildings

We have been a **member of the Energy Agency for Industry (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).

In 2022, we **extended the agreement with the federal government until 2024**.

As part of the high consumption energy management project, we continued to plan and **implement meas-**

ures to reduce our energy consumption in 2022. Implementation of these measures, and the monitoring of target achievement, is conducted **in close cooperation with our partners EnAW and Lemon Consult AG**.

By replacing energy consumers, implementing structural measures and optimising processes, we were able to **undercut our emissions target of 4 470 tonnes of CO₂ by some 950 tonnes** in the reporting year 2022.

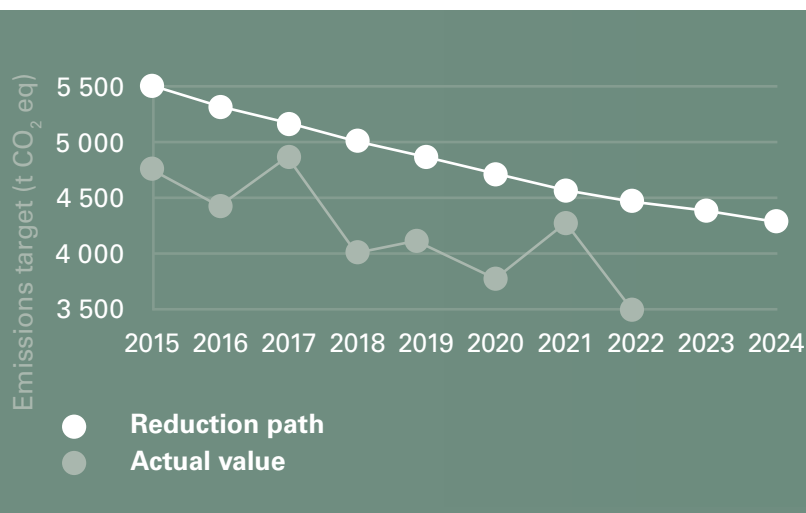
We also made improvements in the area of energy efficiency. In 2022, the actual value was **6.3% above the agreed efficiency curve (106.5%)**.

This improvement is due to the **implementation of structural measures** and the **improved configuration and regular monitoring of technical systems**.

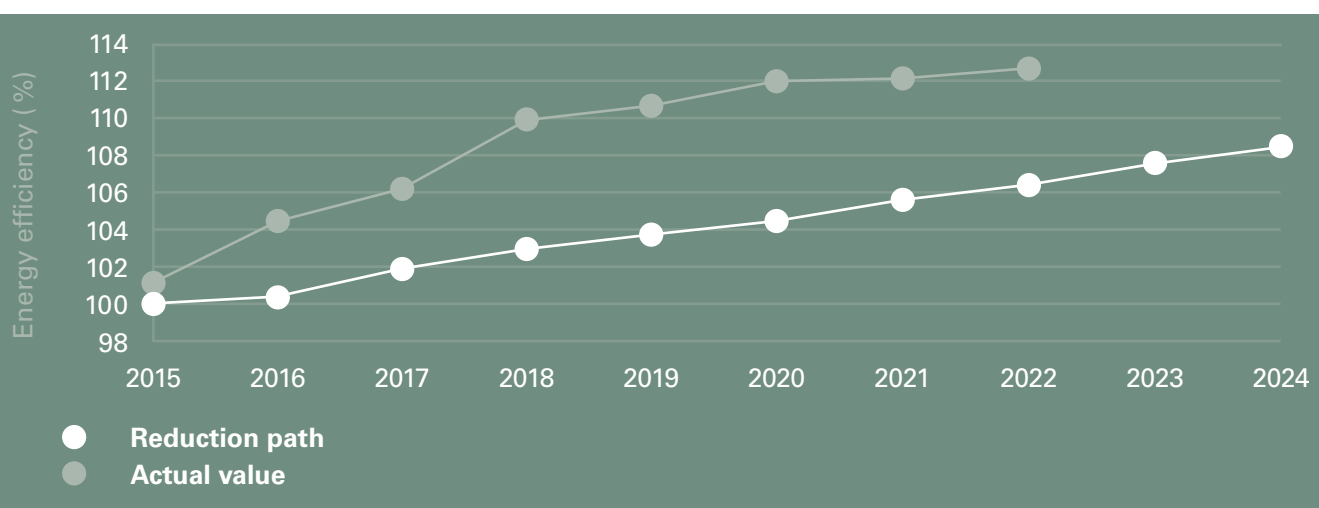
In 2022, we again **raised awareness** of energy-related issues among technical managers at our high-consumption locations and provided them with relevant training.

We **completed the development of an internal energy consumption monitoring system at Planzer in 2022**. The database provided by this monitoring system will serve as a basis for us to plan further measures to reduce energy consumption at all operating locations on a long-term basis.

MID-TERM EMISSIONS TARGETS FOR OUR HIGH-CONSUMPTION LOCATIONS



REDUCTION PATH AND ACTUAL VALUE OF OUR HIGH-CONSUMPTION LOCATIONS' ENERGY EFFICIENCY



05 WORLD OF WORK

... Working environment


With **5 435 full-time equivalents** in the reporting year, we are one of the **most important employers in Switzerland**. We thus attach all the more importance to a **productive working atmosphere**, the **health of our employees** and **fair working conditions**. We maintain a **modern social security scheme** with **generous basic and management plans**.

HEALTH AND MOTIVATION

We offer various **benefits** so that every employee feels comfortable at Planzer:

 **Activities** related to **healthy eating**, such as making free **fruit** available

 **Discounted fuelling** at 16 convenient locations all over Switzerland

 **Exclusive offers** in collaboration with various vendors for leisure, food, sport and technology all over Switzerland

 **Health-conscious workouts** in cooperation with **Kieser** at 23 locations across Switzerland

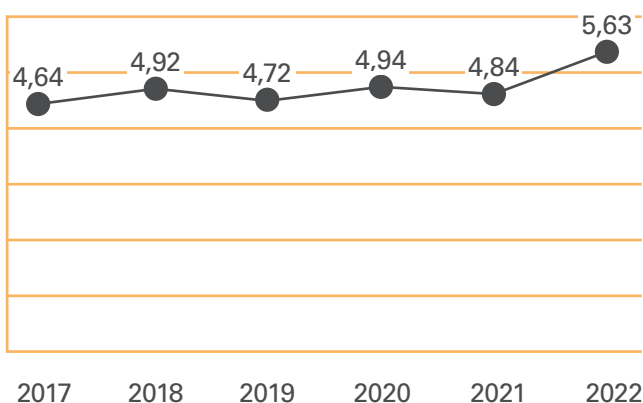


Investments in the health of employees are generally sustainable. Under the banner of Planzer Health Management (PHM), we have been working regularly and systematically to improve the health of our employees and reduce absenteeism since July 2020. Focal points in 2022 were:



- 👍 **Creating less demanding roles at multiple sites** in a structured manner
- 👍 **Giving affected employees an outlook** with less demanding roles and **handling their return to work gradually**
- 👍 **Supporting employees** with recurring or long absences **through high quality consultation**
- 👍 **Recognising and processing cases** that need addressing and **weak points in the system** through systematic controlling

Absentee rate in %



ABSENTEE RATE

The absentee rate of the Planzer Group in 2022 was 5.63% of target working hours. This is significantly higher than in previous years. It is attributable to the large number of brief absences caused by Covid-19 in the first quarter and the many long-term cases throughout the year. We want to continue investing in this area and expand the development of less demanding roles to other branches. Absences should be reduced further by the systematic integration of PGM in HR processes and operations.

05 **WORLD OF WORK**

Working environment

We are in **constant dialogue** with our **employees**. This exchange promotes our company's **development** and **innovative strength**. We **involve** our **employees** in decisions wherever possible – in the **design of workspaces** and **working-time models**, for instance. This allows us to reduce interfaces, **increase** our **efficiency** and promote staff **satisfaction**.

SOCIAL AUDITING THROUGH SMETA

The **Sedex Members Ethical Trade Audit (SMETA)** is one of the **world's best social audits**. 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.



In the reporting year, SMETA audits were carried out in our **Dietikon, Villmergen, Härkingen, Avenches, Pratteln and Penthalaz** branches. This confirmed our compliant behaviour as follows:

Human rights are observed in full.

A management system is in place.

Year-end discussions are held and analysed.

Freedom of association and the right to collective bargaining are respected.

The working conditions are safe and hygienic.

No child labour is used, the youngest employee is over 18 years old.

The statutory maximum working hours are observed.

There is no discrimination.

There are regulated employment relationships between Planzer and its employees on the basis of signed employment contracts.

There is no inhumane or brutal treatment.

The company ethics are in line with SMETA requirements.



... Extensive training and development

Well-trained employees perform high-quality services **within the company**. As soon as new drivers start, and strengthen the customer base – i.e. our existence – we introduce them to the **Planzer environment** at our training centres for **five days**. 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**. For this, we maintain **two company-owned training centres with a driving school and training workshop**. We recruit driving instructors and instructors from

Our employees took part in 13 324 training and development courses in 2022. 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**.

Attended training and development courses in the reporting year 2021

Suva-recognised forklift training	91
Hazardous goods courses for drivers	312
External hazardous goods courses for other areas/modes of transport	51
Internal hazardous goods courses	4 259
Courses for occupational safety	6 890
Dispatcher training	83
Commercial vehicle (CZV) course modules	758
Leadership courses	219
Driver induction	661
Total	13 324



« We aim to be a good and dependable employer. We place particular emphasis on training and development.

Andrea Brosi, Extended Executive Board
Head of Human Resources



05 WORLD OF WORK

... Fostering young talent

Specialists are in demand in the **transport and warehouse logistics industry**. 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.

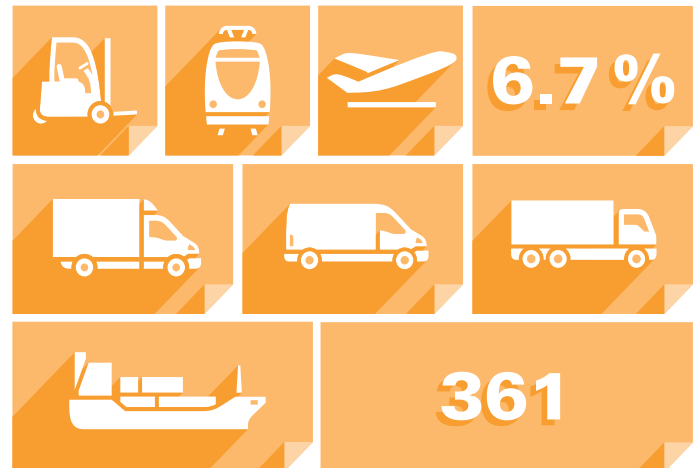
We mentored **361 trainees** in the reporting year. This equals an apprenticeship rate of **7.6% of the group's positions**.

We advertised **146 new apprenticeships** in the reporting year. We aim to retain at least **two-thirds of the apprentices** after they have completed their training, which we have been able to **achieve on average over the past five years**. The rate of continued employment across all occupational groups stood at 64.7% in the reporting year.

We offer the following apprenticeships:

- Automotive specialist (EFZ)
- Automotive mechatronic engineer (EFZ)
- Certified retail specialist (EFZ)
- Specialist in operations maintenance (EFZ)
- Computer scientist (EFZ)
- Commercial employee (Profiles B, E and M) (EFZ)
- Certified vehicle painter (EFZ)
- Bodywork repair technician (EFZ)
- Logistics provider (EFZ/EBA)
- Road transport specialist (EFZ)
- Road transport practitioner (EBA)
- Tyre practitioner (EBA)

146 new apprenticeships in 2022



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**.

Out of a total of 118 apprentices who took part in the qualification process, 13 unfortunately failed. This corresponds to 11%, but clearly the goal should be a success rate of 100%.

In addition to **practical and specialist training**, we attach great importance to the **development of social, personal and methodical skills**. That's why we equip our apprenticeships with a range of activities:

- Extensive range of apprenticeships
- Trendy apprentice magazine in electronic and printed form
- Participation in various careers fairs
- Organisation of various careers fairs for schools
- Presentation of our apprenticeships at sports club events
- Seminars for incoming trainees
- 'Logistics World' seminar
- Graduation parties
- Apprentice camp
- Preparatory courses for the qualification process



«The young rebels of today are the experienced hands of tomorrow.»

Rolf Widmer, Head of Basic Education

The logistics branch is not just attractive for men. Women can also realise their ambitions in this industry.



VOCATIONAL INSTRUCTORS AND PRACTICAL TRAINERS

Around **80 vocational instructors** and **350 practical trainers** are responsible for our apprentices. In our annual meetings with vocational instructors and practical trainers, **we train and sensitise** these specialists in **focused communication of professional and social expertise**.

Selina Lulay

Apprentice
transport specialist

PRELIMINARY APPRENTICESHIP IN INTEGRATION

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 (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. We thus remove prejudices, language barriers and

intercultural hurdles to better integrate the students **into working life**. Since **its launch in 2016/17**, 29 refugees **have started the** preliminary apprenticeship in integration, **of whom 28 have successfully completed the apprenticeship**. **Seventeen of the preliminary apprentices** subsequently signed an **apprenticeship contract** with the Planzer Group and **seven others took up employment with Planzer**. Two of the apprentices **successfully completed their apprenticeships in the reporting year** and one didn't pass the qualification process. Integration apprenticeships are offered as an addition, so they do not affect the number of regular apprenticeships.

TESTING THE WATER

Those who are interested in an apprenticeship at Planzer can apply to do work experience with us. During this time, they can **find out about their dream job**, test their talent and also determine if the **business environment and the team suits them**. For the vocational instructors in particular, the work experience is a very important aspect of recruiting.

Our apprenticeship website (planzer-lehrstellen.ch) received a major update in 2022. Its new design makes it clearer and more modern, and the new videos offer a perfect insight into our apprenticeships.

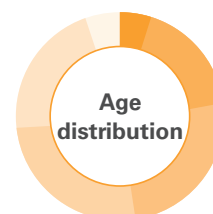
... Diversity

We see the **diversity of our employees** as an essential factor for success because we expand our company with new viewpoints and experiences with each new person. 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.

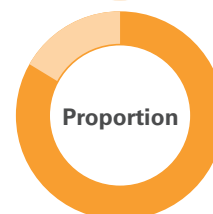
In the reporting year, **people from 82 nations** worked at Planzer. Compared to the high **level of cultural diversity**, gender diversity has a lot of catching up to do. There is currently one woman on the Executive Board. This clear under-representation is primarily driven by the masculine connotations of transport and logistics. Here, we are endeavouring to make professions in our industry attractive for women.

BALANCED AGE DISTRIBUTION

Our employee's age distribution is balanced. **One in five employees** is under **30 years old**. Under representation is clearly evident in the **over 60 bracket**; only **7% are over 60 years old**. We are tackling this problem with innovative approaches such as **mentoring and supervision roles**, so we can better benefit from the experienced knowledge of employees who are nearing retirement.



- 5% < 20 years
- 19% 20–29 years
- 24% 30–39 years
- 23% 40–49 years
- 22% 50–59 years
- 7% > 60 years



81% men

19% women

05 WORLD OF WORK

... Occupational safety and health protection

Safety is not an absolute value but a **key factor in our business**. 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**. The **FCOS/ASTAG safety system** encompasses the following subject areas:

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

SIBE/KOPAS OFFICERS' DUTIES

In the 2022 reporting year, Planzer recorded **569 occupational accidents, which was 4,9% higher** than in the 2020 reporting year. All accidents are recorded and evaluated by our **SIBE/KOPAS** 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.

Falls and trips down by 10% year-on-year

In the financial year 2021, **213 accidents due to falls and trips** were recorded. In this financial year, **216 falls and trips** were recorded. Thus in 2022, 1.4% more accidents due to falls and trip were recorded than in 2021. We did not accomplish our goal of reducing these occupational accidents by 10%.

The following goals will be addressed in the 2023 financial year:

1	Reduction in occupational accidents compared with the previous year In the financial year 2022, 569 occupational accidents were reported. In the financial year 2023, the target is a reduction of 5% year-on-year.
2	Involving employees Preventing accidents and raising awareness require the cooperation and involvement of our employees. This increases acceptance of safety measures and makes them more effective. It also allows staff to play a more active role in protecting themselves and others.
3	Evaluation of occupational accidents in full-time positions Accidents are evaluated based on the number of occupational accidents. In order to obtain an accurate reference value, from 2023 occupational accidents will be evaluated based on full-time positions.
4	Development of new training courses in e-learning for the area of occupational safety Short training courses for everyday life such as the 'vital rules' are completed via our e-learning platform. This guarantees ongoing refreshers and further training in occupational safety.



« Safety is a basic human requirement and a corporate task. We aim to achieve both. »

Marc Lerch, Hazardous Goods and Safety Officer

... Business continuity management

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.

Our BCM helps us to tackle emergencies and crises with the aid of scenarios and ensures the continuity of our business – a stability we need for the future. At least one BCM officer is entrusted with this task in every subsidiary. They immediately adapt the BCM plan in the event of significant changes in the risk assessment.

BLACKOUT IN A PLANZER COMPANY

One possible crisis scenario is the **complete failure of the IT systems** at a **group company**. An event like this could mean the **loss of customer and goods data**, which could **paralyse the entire supply chain**. **Schedules and the safety of goods** would be at risk as well as the **security of sensitive data**. We would initiate clear **emergency measures in such a case**: for example, 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.



06 SOCIETY

... Social commitment

As a family-run company with a strong regional focus, it goes without saying that we are committed to social issues. Wir unterstützen diverse Organisationen mit **finanziellen Mitteln** und **Sachleistungen**. Besondere Akzente setzen wir bei den Themen **Gesundheit, Sicherheit und Nachhaltigkeit**.

Schweizer Tafel

'**Food distribution instead of food waste**' is the motto of SchweizerTafel (Swiss table). The project collects nearly 18 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**. In addition, we offer SchweizerTafel favourable terms for fuelling.

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.

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.

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.**

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 climate-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 500 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.

BPN entrepreneur sponsorship

Together with the BPN Foundation, we are fighting poverty in developing countries. For example, we have taken on a corporate sponsorship for Enkhbayar N. in Mongolia, enabling Enkhbayar, a vehicle lighting specialist, to earn a living for himself and his family, and to create jobs. With our contribution, we want to help him to perfect his business idea and expand his market presence. Because we believe that people can turn good ideas into practical solutions and implement them successfully. As long as values like respect, hard work, decency, enjoyment and passion are upheld at work.

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, with about 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.

... Post enquiry

Raphael Hertach, Project Manager for Fleet Management, speaks about the development of our fleet of vehicles. He also shares his initial experience of the new electric trucks.

**Planzer**

...

How did the electric trucks perform in 2022, what is running well and where are there challenges?

Raphael Hertach

We started using 15 battery electric vehicles in 2022. These consist of 13 cars and two tractor units, which are used at nine locations. They enable these branches to make low-carbon deliveries to their customers with zero local emissions, plus they are exceptionally quiet. In line with their specifications, the cars are used mainly in city logistics, whereas the tractor units operate on shuttle routes. The vehicles are largely flawless from a technical standpoint and our drivers find them extremely pleasant to drive, which makes them a popular piece of equipment. The battery capacities are pushed to their limits by some applications, especially when the outdoor temperature is low, although the necessary ranges can be achieved. Rather, the challenges are to be found in the network and charging infrastructure of our locations: it would take considerable investment to make it possible to charge our electric vehicles, and even more to enable us to expand our electric fleet.

...

In future, will our entire fleet consist of electric vehicles?

From a current perspective, we believe that we will need a technological mix. Sustainability is a large, comprehensive topic and the group is going to great lengths to achieve the government's net zero target by 2050, or even sooner if possible. Naturally, the choice of drive technology plays a crucial role. It is important that we look at our carbon footprint in its entirety, which means not focusing solely on the emissions from our operations, but also emissions from the production of energy sources and from the manufacture and use of the vehicle at the end of its lifespan. Various types of battery electric vehicles are already available on the market, from practically every manufacturer, and they can be operated with low carbon emissions thanks to the energy mix in Switzerland. If we were to operate such vehicles on a large scale in our fleet, however, the challenges facing the network infrastructure would be massive. We are keeping a close eye on developments and currently think that in a few years hydrogen fuel cells will play a part in the low-carbon operation of vehicles with internal combustion engines, particularly in applications with challenging requirements in terms of range, followed by synthetic fuels further down the line.

...

What other ways are there to improve the performance, cost-effectiveness and environmental friendliness of the fleet?

When it comes to the vehicle fleet, we make sure that our existing fleet receives the best maintenance possible. This not only enables the fleet to run as economically and cleanly as possible, but also improves its availability. We gain additional advantages through our tyre policy in combination with premium manufacturers. In the procurement process, we ensure that we purchase vehicles that are best suited to their intended purpose. Moreover, we always order vehicles that comply with the largest emissions standard, including with regard to diesel engines: our fleet of diesel vehicles consists entirely of Euro 6 vehicles and we are eagerly awaiting the upcoming Euro 7 standard, and will procure those trucks as soon as they become available.

We work closely with our drivers and dispatchers to tap the full potential of our vehicle fleet: economical driving training, regular tyre pressure checks and vehicle load optimisation – which we boost further by incorporating our telematics data – make a crucial contribution to further improving the carbon footprint of our environmentally friendly fleet.

We are here for you

Would you like more details or information about our commitment to sustainability?

We look forward to hearing from you.

PLANZER
PLANZER TRANSPORT AG

Willi Gärtner

Member of the Extended Executive Board
Quality Management, Sustainability

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