

**PLANZER**



# 2017

## SUSTAINABILITY REPORT

This is what Planzer Group does for the environment and society.



# Find out interesting facts and information

- 3 Editorial
- 4 Facts and figures
- 6 Core values
- 7 Mission statement
- 8 Employees
- 10 Encouraging the next generation
- 14 Training
- 15 Occupational safety and business continuity
- 17 Sponsoring
- 18 Environment
- 20 2017 ecological footprint
- 21 Contact



# Thinking in generations

Dear reader,

Most companies express their sustainability in facts and figures. For us as a family business, it in fact reflects a set of values, and although we can present key figures and annual financial statements on the subject, we measure it in a different unit: generations. This is because we act towards the environment and society in a way that means our activities can also be successfully continued in the future.

In the following pages, we will show you how we reconcile economic, environmental and social targets. Here, you will learn more about our values as a company, about our commitment to employees, apprentices and those hungry for further training, about our occupational safety, about Planzer Group's ecological footprint and finally about our own fitness.

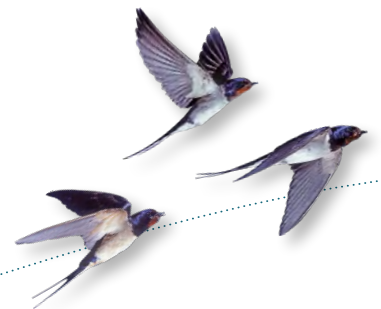
On behalf of the Planzer and Baer families, we wish you an engaging read with a long-term impact.



  
Nils Planzer

  
Severin Baer

  
Nicolas Baer



# Realising continuity

There are a number of things that can be said about Planzer Group. Speed readers will find the most important facts here at a glance. The variable data are based on the 2017 financial year.

## LEGAL FORM

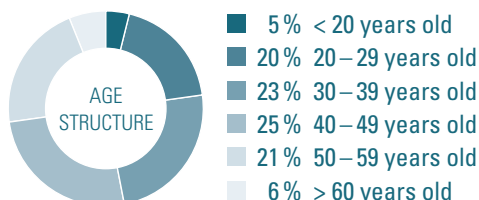
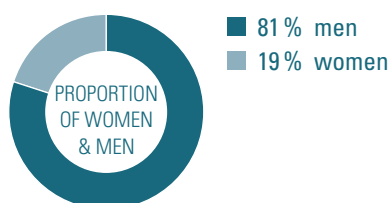
Joint stock corporation (Aktiengesellschaft – AG), 100 % family-owned

## INCORPORATED

In 1936 as a sole proprietorship, in 1966 as an AG (joint stock corporation)

## EMPLOYEES

4902 people  
322 apprentices  
78 nations  
14.8 % staff turnover



## HEADQUARTERS

CH-6423 Seewen, Canton of Schwyz

## LOCATIONS

**Switzerland** 47 companies on 57 sites  
**Abroad** 1 in Italy, 1 in Luxembourg, 3 in Germany,  
2 in France, 1 in Hong Kong, 1 in Lichtenstein

## REVENUE

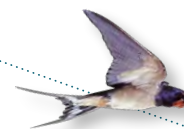
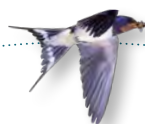
50 % national transport  
15 % international transport  
25 % warehouse logistics  
10 % special transport

## VEHICLES

960 vehicles owned by the Group  
390 subcontractors (in exclusive use)

## WAREHOUSE

1 040 000 m<sup>2</sup> of warehouse space  
11 high-bay warehouses for 172,000 pallets



**SERVICES****National transport**

- Transport of general cargo and partial and complete loads
- Transport of air freight shipments
- Temperature-controlled road transport
- Transport of packages
- Crane transport
- Night transport
- Special transport
- Hazardous goods transport
- Container logistics

**International transport**

- Conventional road transport
- Temperature-controlled road transport
- Intermodal transport
- Air freight replacement services
- Customs clearances
- Freight business

**Warehouse logistics**

- Storage and retrieval
- Storage of foods, pharmaceuticals, goods for daily use and hazardous goods
- Order picking
- Packaging
- Procurement of packaging and advertising material
- Set-up and management of online shops
- Processing of air freight shipments

**Special services**

- 2-person service
- High-tech logistics
- Special transport
- Private and business relocations

**Parcel Service**

- Collection and delivery of parcels (50 g to 30 kg)



# Growing from the inside out

Every employee embodies a vast spectre of qualities. Together, these represent the Planzer brand. For example, our corporate values determine our economic and environmental added value.

We are proud of our business and work hard for it every day. For example, we set ourselves ambitious targets, for which we need strong performance, perseverance and innovation – and a very particular level of carefulness.

We use our combined power to serve our customers, for occupational and product safety and ultimately to achieve the highest quality. Our character strengths include being accommodating and fair and repeatedly challenging ourselves in a self-critical way.



## ENTERPRISING

We combine our strengths for the benefit of our core services of transportation, warehouse logistics and special solutions. And for the benefit of maximum quality of work. To this end, we do our best day after day, always with our common goal in mind.



## CLOSE-KNIT

Loyalty and team spirit are part of our mindset as a family business – as are trust, appreciation and individual responsibility. Satisfied customers, and not we ourselves, are at the heart of our business. And we're all on first name terms from apprentice to managing director.



## SUSTAINABILITY

A family thinks about posterity, and therefore so do we. For example, we take care of our fellow human beings, the environment, the vehicles, tools and resources – simply everything.



## MOBILE

It is in the nature of our business to remain mobile. That applies to our thinking in terms of solutions and also to the way we act in processes. We do not always choose the direct way, but often the cleverest and always the most efficient way.



## FAR-SIGHTED

With our courage to try new things and a sense of the doable, hardly any prospect is too daring for us. In the process, we ensure full safety and security for people and goods. In addition, we care about a sustainable trade and well-trained young talent

# Retain what is valuable in the long term

The way we behave is reflected in how others behave towards us, whether it is a work colleague, customer or business partner. That is why we value mutual respect, fairness and a healthy performance focus so highly.

## **RESPECTFUL**

We greet, help and treat each other with respect, foster trust and decency, are loyal, and openly express what we think and feel.

## **CONSTRUCTIVE**

Anyone who works a lot spends a lot of time at the workplace. Together we make this place to live as pleasant and safe as possible.

## **PERFORMANCE FOCUSED**

We want to encourage and challenge our employees. This is the only way everyone can achieve constantly high performance.

## **COMMITTED**

We enjoy going to work and like to have fun doing it. That's why we are open to new things and continue to develop. After all, we forge our future together.

## **OPEN TO CRITICISM**

We welcome criticism because it is a good teacher. Whether an apprentice or a manager, everyone is allowed to offer criticism in our business – that is the only way we will become better.

## **PARTNERSHIP**

Our customers and suppliers are part of the family and at the heart of what we do. We are happy if they are happy. That's what we call quality.





# Caring together and for each other

Our performance is first and foremost based on our cooperation as a team. That's why every single person should feel at ease with us. We do and expect several things to achieve this.

He who leads wins. Our managers' training is based on this principle. In the 2017 financial year, 119 people declared their leadership qualities the number one priority at our management seminar.

## **CLEVER BENEFITS**

Modern social security arrangements with generous basic and management plans mean we make a handsome contribution to the occupational benefits of our employees.

## **HEALTHILY INSURED**

Anyone employed at Planzer Group can benefit from attractive special terms for Helsana health and accident insurance.

## **EXCELLENT FOOD**

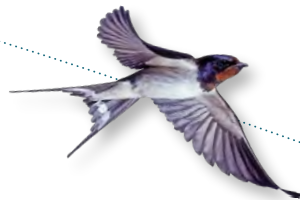
Fill up on food and pay little for it – that's the motto of our canteens. We provide our employees with large portions of delicious food at low prices. Some branches even provide free fruit platters for a daily vitamin kick.

## **LOW-PRICE FUEL**

Our employees can fill their company and private vehicles with lower-price fuel at 16 convenient locations across Switzerland.

## **PARK FOR FREE**

Free parking spaces are available to our staff both at the Group headquarters and in most of the Planzer branches.









# Learning from life

The kids of today are the bosses of tomorrow. We therefore consider encouraging the next generation to take on core tasks – with exciting job descriptions, apprenticeships and activities.

In 2017 we were responsible for around 300 trainees. Our apprenticeships thus make up 6,5% of the Group's positions. Every year we advertise around 125 new apprenticeships. We are able to take on 65 to 70 % of apprentices after their final apprenticeship exam.

## WIDE VARIETY OF JOBS

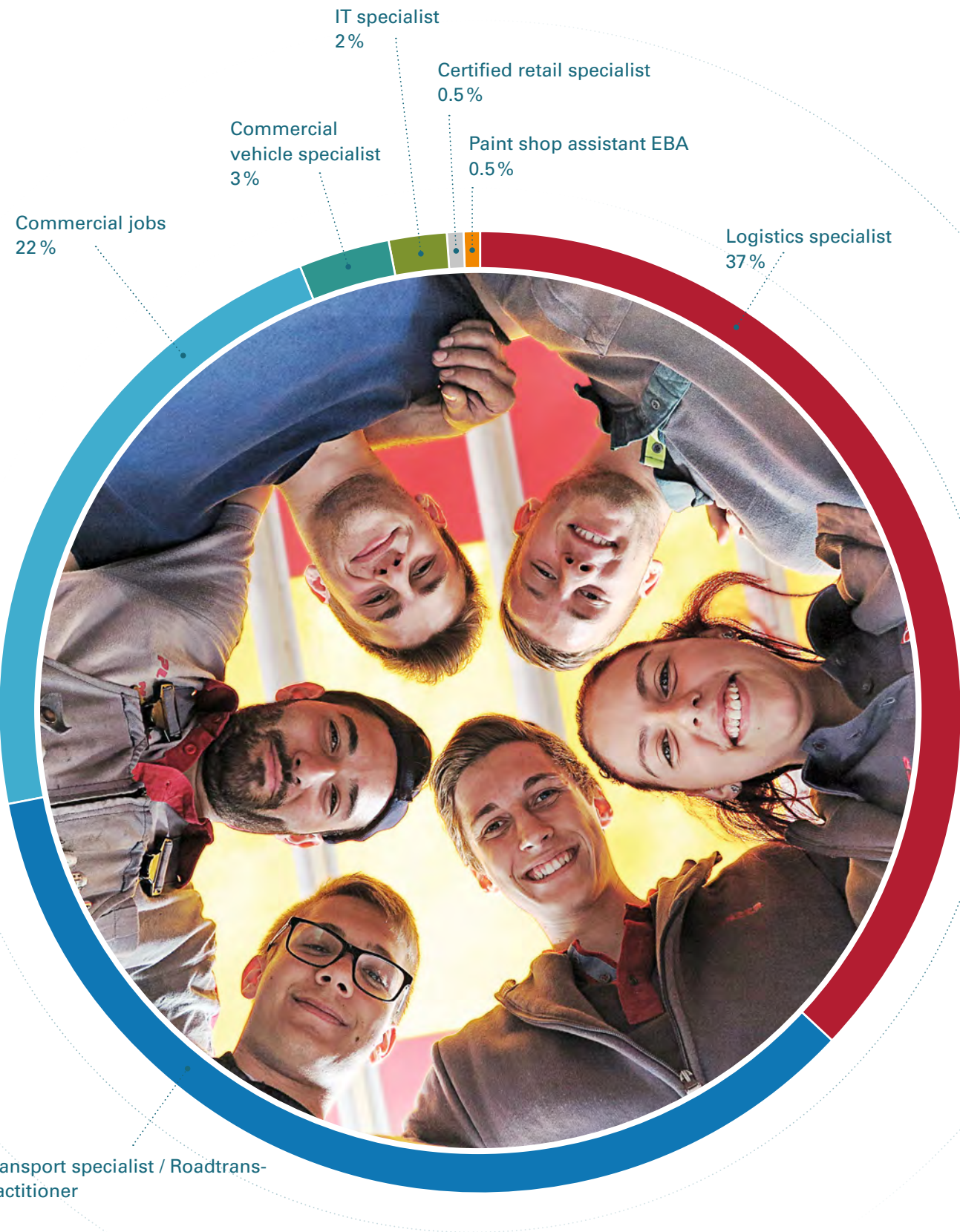
In our companies across Switzerland, we train young people for 12 different jobs:

- Commercial vehicle specialist (Federal Vocational Education and Training Diploma)
- Automotive electronics engineer (Federal Vocational Education and Training Diploma)
- Certified retail specialist (Federal Vocational Education and Training Diploma)
- Building maintenance manager (Federal Vocational Education and Training Diploma)
- IT specialist (Federal Vocational Education and Training Diploma)  
(focus on systems engineering)
- Management assistant profile B (Federal Vocational Education and Training Diploma)  
(basic training)
- Management assistant profile E (Federal Vocational Education and Training Diploma)  
(extended basic training)
- Management assistant profile M (Federal Vocational Education and Training Diploma)  
(federal vocational baccalaureate)
- Logistics specialist (Federal Vocational Education and Training Diploma)
- Logistics specialist (Federal Vocational Certificate)
- Paint shop assistant EBA
- Road transport specialist (Federal Vocational Education and Training Diploma)
- Road transport practitioner (Federal Vocational Certificate)

## TRY IT FIRST

Anyone who is interested in an apprenticeship at Planzer Group can spend a couple of trial days with us. During this time, participants can get to know their dream job and test their talent. And: A first connection is already established in their young network.





Proportion of apprentices (total 300) in basic vocational training





### FROM GENERATION TO GENERATION

Motivated young people should be able to get started in our working environment. The list of our apprentice activities therefore keeps getting longer each year:

- Extensive range of apprenticeships on [planzer.ch/education](http://planzer.ch/education)
- On-trend apprentice magazine in electronic and printed form
- 60 apprentice trainers within Planzer Group
- Seminars for apprentice trainers
- Participation in various careers fairs
- Organisation of careers information days for schools
- Presentation of our apprenticeships at sports club events
- Seminars for new trainees
- «Logistics World» seminar
- Graduation parties
- Apprentice camp
- Preparatory courses for qualification procedure

### CARRY ON CAMPING

Each year we run two apprentice camps at different places in Switzerland. Here, we put the strengths of our next-generation to use for a charitable purpose. The apprentice camps of the last three years are shown below.

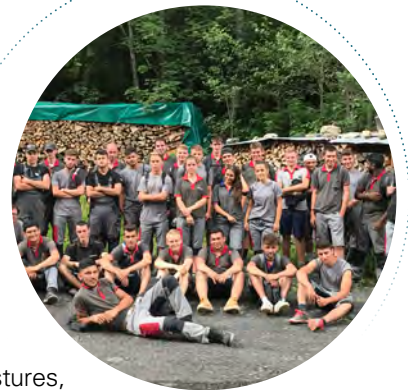
#### 2017 Adelboden (BE)

Our staff assisted the tourism association with the renovation of a steep hiking path at 1,500 – 2,200 MASL. The highlight of the week was a scooter ride.  
100 trainees | 3,000 working hours



#### 2016 Adelboden (BE)

For the Alpschaft bonder we cleared pastures, replaced water pipes and made our labour available during the hay-making season on high-altitude steep grasslands. 81 apprentices | 2,450 working hours

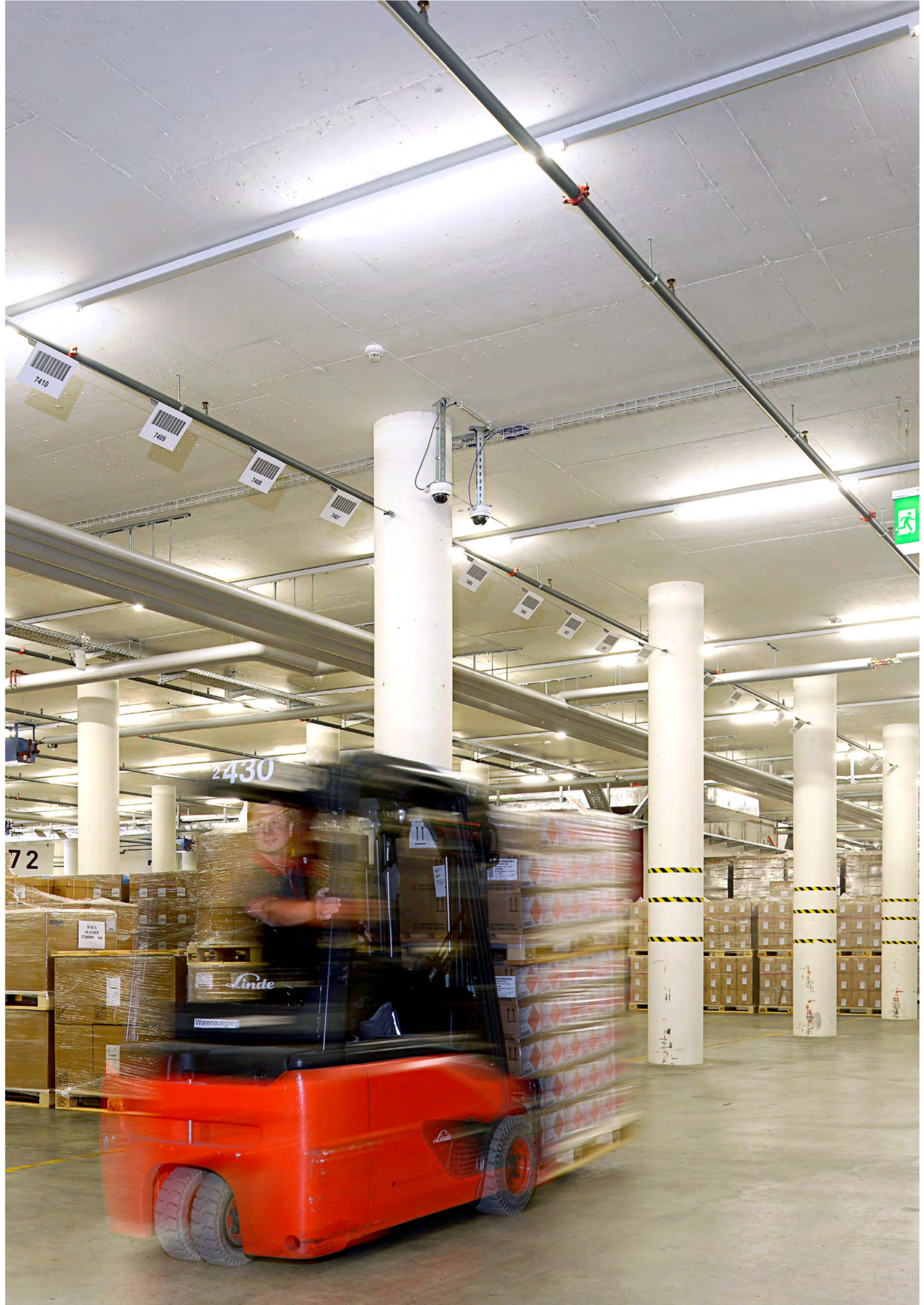


#### Flumserberge (Canton of St Gallen) in 2015

For the Flums-Kleinberg area we repaired dirt tracks and cleaned up pastures. In the fun part, we tested our power at sledging and alpine cheesemaking. 66 apprentices | 1,980 working hours









# Going further and getting further

Anyone who wants to stay ahead on the street needs to be fit. And keep fit. That's why we have our own two training centres with extensive training options.

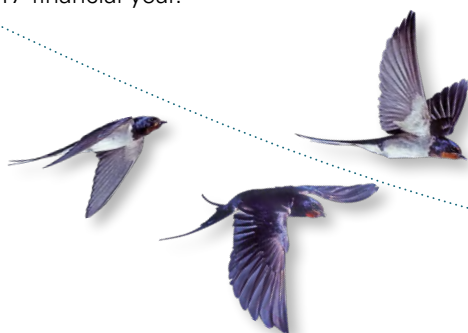
At our training centres with driving school and teaching workshop in Dällikon and Penthalaz, participants learn the theory of the practical side. We put our own Planzer driving instructor at the side of our driving school learners, and we even recruit the course instructors primarily from our own ranks. In 2017, a total of 3598 employees took one or more of our training courses.

Training course	Number of participants
Suva-recognised forklift training	90
Lifting platform	11
Hazardous goods courses for drivers	306
External hazardous goods courses for other areas/modes of transport	257
Internal hazardous goods courses	1925
Courses for occupational safety in conformity with FCOS (Federal Coordination Commission for Occupational Safety)	342
Dispatcher training	46
TDLO course modules	621
Total	3598

## SKILLS IN TOP GEAR

The Transport Driver Licensing Ordinance (TDLO) requires commercial goods transport drivers to provide evidence of five days of further training within five years of receiving their certificate of capacity. Our TDLO courses are set up as modules and tailored to the drivers' daily routine.

621 people proved their talent under the TDLO in the 2017 financial year.





# Drive safely

Safety is not only an absolute value but a key factor in our business. Only if we do everything for the safety of people and goods can we guarantee our continued existence and success.

## THE INDUSTRY BRINGS RESPONSIBILITIES WITH IT

As a leading logistics company, we have adopted the FCOS/ASTAG sector solution in the area of occupational safety. This manual with various checklists helps us to guarantee safe and healthy workplaces. The FCOS/ASTAG safety system covers ten areas:

- 1 Safety goals and guiding principles** are at the start of every improvement
- 2 Safety organisation** regulates the tasks 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** reduces or eliminates risks
- 7 Emergency organisation** helps if the worst comes to the worst
- 8 Getting involved** turns affected parties into participants
- 9 Health protection** is needed for optimum working
- 10 Audit** checks if targets have been reached



**The FCOS representatives at the branches will be responsible for the following tasks in 2018:**

**COLLECT FACTS**

Accident investigations (workplace accidents) will be carried out with the event log. The results will be tracked in UKA under the analysis/action planning rubric.

**REDUCE OR ELIMINATE RISKS**

After a workplace accident, corresponding measures must be decided upon and implemented. These are then entered into UKA under the analysis/action planning rubric.

**POINT OUT HAZARDS**

Hazard identification in the risk assessment basic and sub-processes should be carried out using additional checklists.

**ACCIDENTS**

Those responsible report all accidents to the HR department in Dietikon. The department analyses the results with the e-tools of the accident, illness and absence management system. The accident investigation with the person affected takes place face-to-face; the Suva event log serves as an aid for this. This system means we can identify risks and their causes promptly and counter them with technical, organisational or staff measures.

**ENSURING CONTINUING EXISTENCE WITH BUSINESS CONTINUITY**

For emergency and crisis situations, we need not just a plan B, but also a plan C. We are talking about business continuity management (BCM) here. We react to events that threaten the Group's existence with this systematic approach. These would come about if our employees, infrastructure or technologies were impaired in a way that meant we were not able to replace or rebuild them quickly. Our BCM was created against the background of the call for crisis plans by legislators and economic players becoming louder and louder. It helps us to manage emergencies and crises with the aid of scenarios and to guarantee the continuity of our business – a stability that we need for our future. The BCM plan is adapted annually in every subsidiary, or immediately if there are significant changes.



# Mobilise for more than one good thing

We support various organisations and bring their ideas far closer to reality. We particularly focus on the topics of health, safety and encouraging the next generation.



## SCHWEIZER TAFEL

"Food distribution instead of food waste" is the motto of Schweizer Tafel. The organisation collects almost eighteen tonnes of food a day from producers, major distributors and retailers and distributes it free of charge to social institutions. We have been supporting Schweizer Tafel with transport services since 2015. In addition, we offer Schweizer Tafel good terms for fuelling its vehicles.

## NEZ ROUGE

Traffic safety is one of the rules for survival in transport. During the Christmas season, Nez Rouge always engages a network of volunteers to offer a taxi service to prevent drunk driving. We have been financially supporting this organisation since 2010 and promote its valuable service on the tail ends of our lorries.



## BRAIN TRUCK

Road traffic accidents frequently result in serious brain injuries. So that other people can understand a life with this disability, the benefactors' association "pro integral" has launched the brain truck. In this 16-metre-long lorry trailer with tent attachment, experts make it possible to experience the topic in a playful manner. We provide the brain truck's towing vehicle.

## REGIONALLY ACTIVE

We campaign not just at national level, but also for selected regional projects. In Dietikon, for example, we support the junior team of the football and handball club. In addition, we campaign for the LPlus initiative of company group competitiveness. With real projects and level-appropriate tasks, this brings practical entrepreneurship to the classroom.

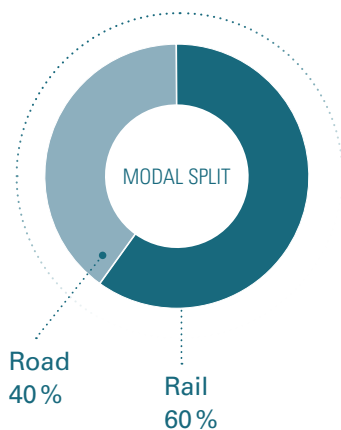




# On the move naturally

As a family company, environmental awareness is an inherent quality of ours. Only if we tailor our business activity to nature can coming generations also use and enjoy both. And because there is no mobility without energy, we target the right balance and intelligent use of our energy consumption.

There is no mobility without energy. That is why we do not target a zero footprint in our energy consumption, but the right balance and intelligent use.



## ROAD/RAIL – A NOTICEABLE SPLIT

In order to minimise our emissions of exhaust gases and pollutants in road transport, we have been spreading our customers' shipments across various modes of transport since 1981. Today, we already handle a good 60 % of our transport volume via carbon-neutral rail transport. Planzer Group has thirteen railway centers available to it for loading in the Swiss rail network. Every night around 210 goods wagons travel by rail. Each year, our customers' goods travel around 9.4 million km by rail. In 2017, we were thus able to avoid 39,663 lorry journeys. This is equivalent to approximately 6,717 tonnes of CO<sub>2</sub> emissions that we have spared the environment.

## FLEET FLEET

For the fleet, we rely entirely on the power of sustainability. We keep a state-of-the-art fleet with EURO-6 vehicles and an electric truck. So that we can identify technical problems that impact emissions early, we carry out regular maintenance on all commercial vehicles.

## THE TRUCK IS ELECTRIC

Our electric truck is on the road for customers in city traffic in particular. We are thus making use of the benefits of this 100% emission free, quiet technology. We will certainly expand our investments in this area – always combined with other environmentally friendly measures.

## HOW TO DRIVE

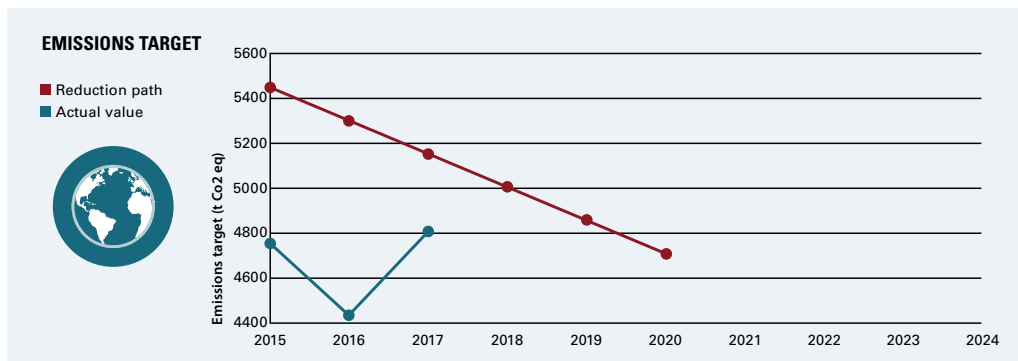
In our in-house training centres, our drivers are schooled in environmentally optimised driving and environmental handling of their vehicle. At these centres, our dispatchers learn efficient route planning and the avoidance of empty runs that cost additional CO<sub>2</sub>.



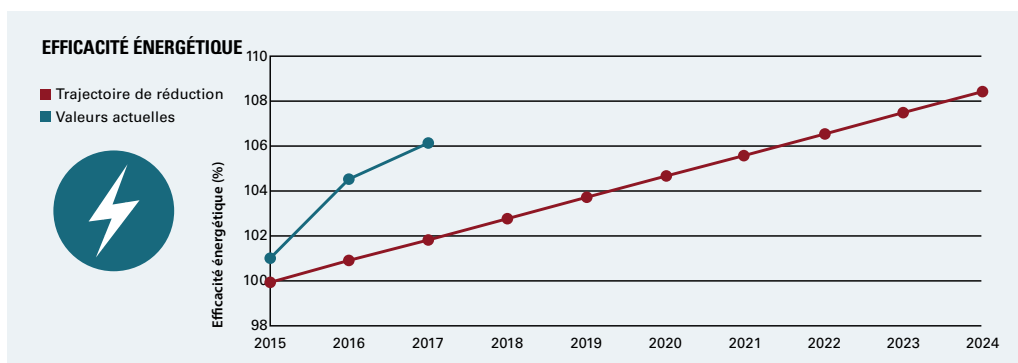
### A FOCUS ON ENVIRONMENTAL PROTECTION

Planzer Immobilien AG has been collecting and analysing data on the power consumption of its most high-consumption locations since 2014 (sites with an annual power consumption of more than 500 MWh).

We have concluded a target agreement for these 14 locations with the local cantons and the federal government, defining the measures which should be implemented in order to reduce energy consumption. In return, these sites are entitled to reclaim CO<sub>2</sub> levies on fuel oil and natural gas.

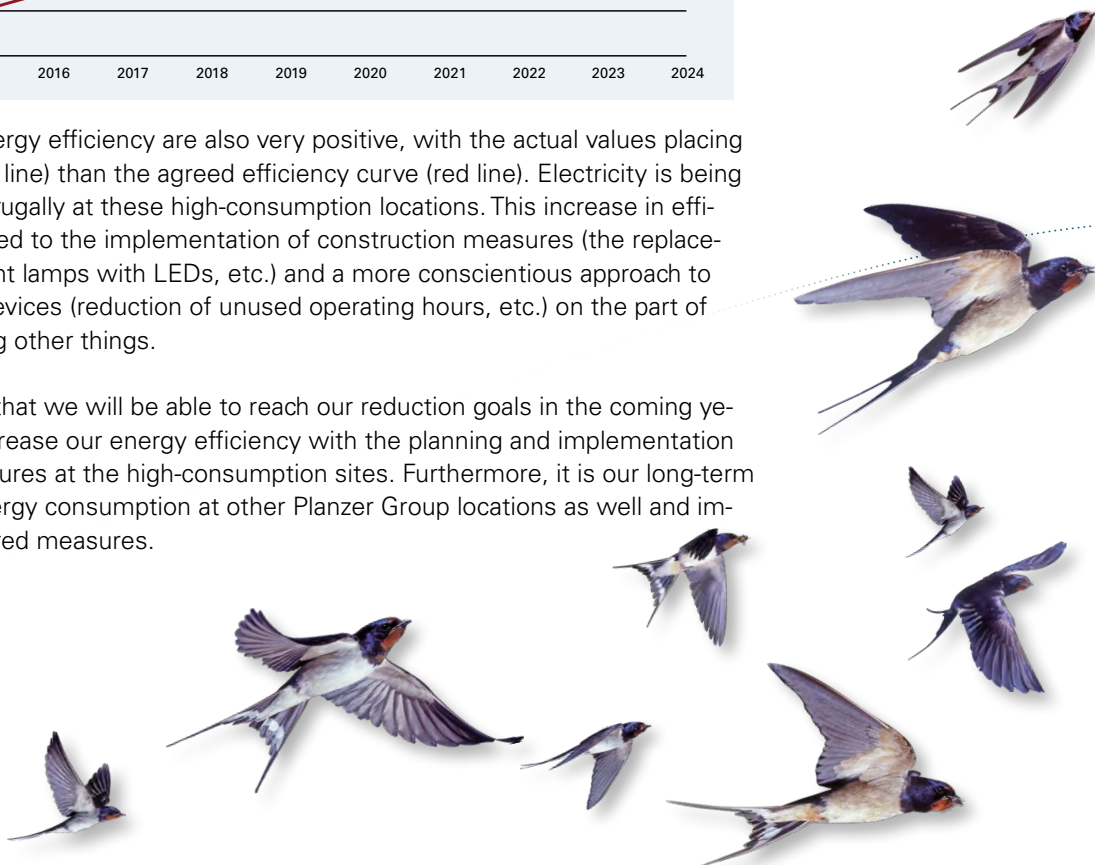


Thanks to the measures implemented (operational improvements regarding heating, replacement of burners, etc.), CO<sub>2</sub> emissions (blue-green line) could be significantly reduced at these high-consumption sites. More energy has been saved than the amount specified in the agreement (red line). In terms of CO<sub>2</sub> reduction, the objective for the years 2015 to 2017 was met with ease.



The figures for energy efficiency are also very positive, with the actual values placing higher (blue-green line) than the agreed efficiency curve (red line). Electricity is being consumed more frugally at these high-consumption locations. This increase in efficiency can be traced to the implementation of construction measures (the replacement of fluorescent lamps with LEDs, etc.) and a more conscientious approach to using electronic devices (reduction of unused operating hours, etc.) on the part of employees, among other things.

We are confident that we will be able to reach our reduction goals in the coming years and further increase our energy efficiency with the planning and implementation of additional measures at the high-consumption sites. Furthermore, it is our long-term goal to reduce energy consumption at other Planzer Group locations as well and implement the required measures.



# Giving numbers the floor

The complexity of sustainability cannot be reduced to a chemical symbol. Nevertheless, the CO<sub>2</sub> figure is already treated almost as a currency for environmental performance. Here is an overview of our 2017 ecological footprint.

We collect Planzer Group's CO<sub>2</sub> emission figures quarterly and publish them once a year. The analyses below show our transport environmental performance for road and rail transport and for the entire Planzer Group. We collect the equivalent figures for our warehouse services in a separate process.

## NATIONAL TRANSPORT 2017 ENVIRONMENTAL PERFORMANCE

	CO <sub>2</sub> e in kg ttw*	Gross weight transported in kilograms	CO <sub>2</sub> e-emissions in grams per kilogram transported
Road transport branches	32 381 842	1 628 929 100	20
Rail transport branches	19 336 623	1 330 762 600	15
Planzer Group national transport	51 718 465	2 959 691 700	17.5

\* We measure our CO<sub>2</sub>e-emissions based on the tank-to-wheel approach. This describes the CO<sub>2</sub>e-emissions that are released through burning fuel.

The aforementioned figures show the emissions of our own vehicles and those of our contracted drivers. On this basis, we are also able to analyse our customers' CO<sub>2</sub>e-emission consumption and provide them with the figures. When making the calculations and analysis in transport, we strictly comply with European norm DIN 16258.

## WAREHOUSE LOGISTICS ENVIRONMENTAL PERFORMANCE 2017

We are able to carry out warehouse logistics work for our customers at various locations in Switzerland. In order to handle these jobs, we need a high level of energy resources, such as electricity to produce the service and oil/gas for heating the building. In addition, there is waste disposal.

In 2017, a total weight of 1,719,236 tonnes of goods were processed in warehouse logistics. The emissions that arose as a result amount to 20,191 tonnes of CO<sub>2</sub> – or in other words, 12 grams of CO<sub>2</sub> per kilogram processed. The data is based on the record of the effective consumption figures made by Planzer itself. The emission factors are based on the figures of the GEMIS database version 4.7.





# Stay in touch

Would you like containing details of further information about our work in the field of sustainability? We look forward to hearing from you.

**Planzer Transport AG**

Lerzenstrasse 14

CH-8953 Dietikon

T +41 44 744 64 64

[nachhaltigkeit@planzer.ch](mailto:nachhaltigkeit@planzer.ch)



