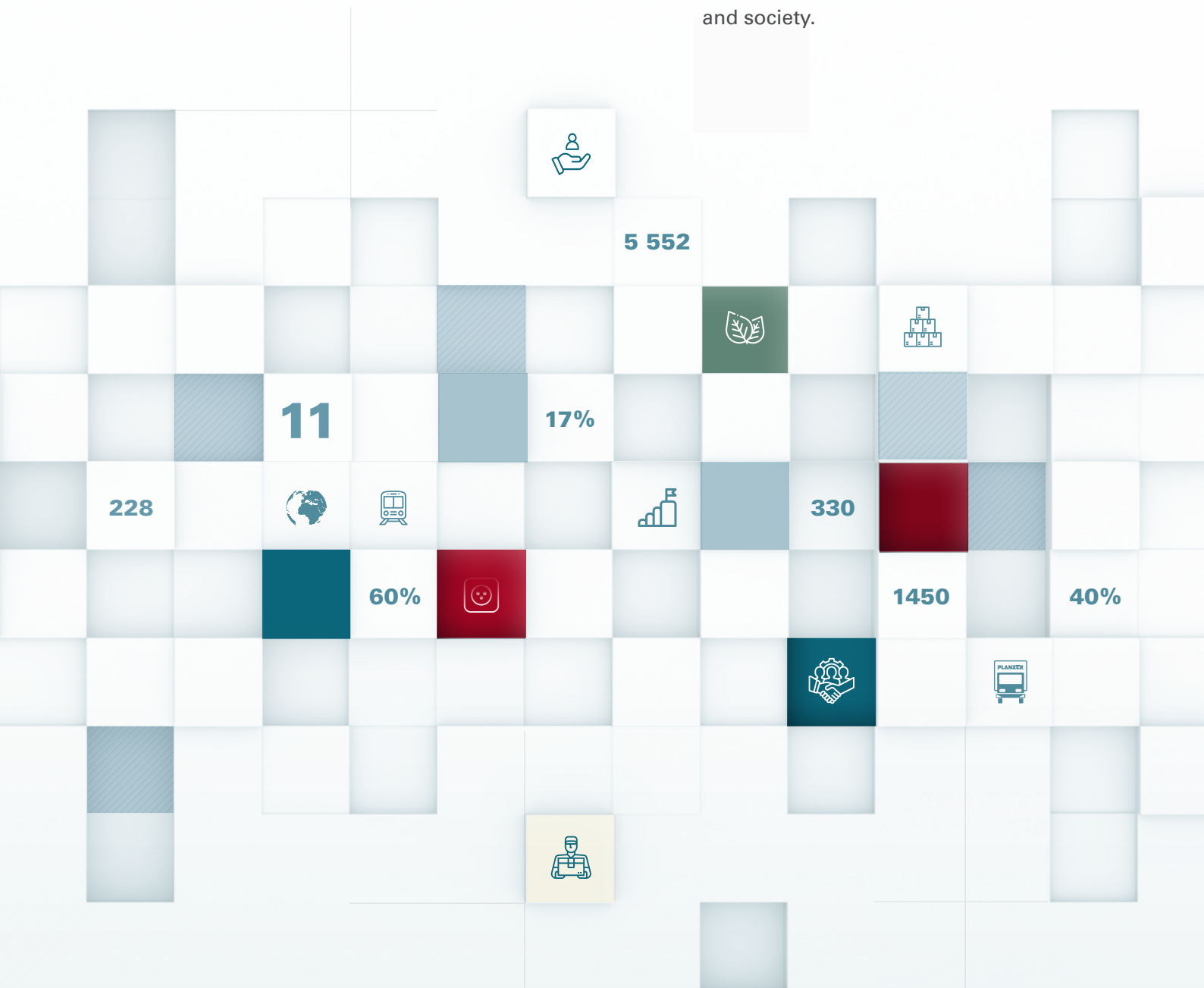


Bearing responsibility

» **SUSTAINABILITY REPORT 2019**
How Planzer is committed to the environment, the world of work and society.



01 GETTING STARTED



Dear Reader,

For us as a family business, the **sustainable approach to people and resources** is more than an obligatory topic to attract media attention. We see it as 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 for our sustainable actions high: we are aligned with the UN Agenda 2030 and its 17 sustainable development goals. These take account of the economic and social dimensions of a balanced development by companies and countries. **Switzerland has played an important role in defining the 2030 Agenda and has strongly advocated the inclusion of specific targets.**

We place particular emphasis on **high-quality education and the possibility for life-long learning.**

You can read what we are doing in this area on the following pages. In this sustainability report, we will show you how we are striking a healthy balance between our **sustainability goals for the world of work, the environment and society.** Lastly, we will clarify where we want to make improvements.


We describe the sum of our efforts in the name of sustainability with one word:

responsibility.

We wish you an informative read that has a long-term impact.


Nils Planzer


Severin Baer


Nicolas Baer

01 TABLE OF CONTENTS

PLANZER



Getting started
Table of contents

02
03

01

Introduction



Interesting facts about our company
Transport and storage services at a glance
Planzer in numbers
Value management

04
05
06
07

02

Facts and figures



Context and stakeholders
Impacts of the value chain
Strategy and objectives
Materiality for society

08
09
10
11

03

Sustainability



Resources and emissions
Environmental footprint in national transport
Environmental footprint in warehouse logistics
Energy efficiency in building technology

12
13
14
15

04

Environment



Working environment
Extensive training and development
Fostering junior talent/diversity
Occupational safety and health protection
Business continuity management

16
17
18/19
20
21

05

World of work



Social commitment
Interview with Nils Planzer

22
23

06

Society and
contact



Contact

24



02 FACTS AND FIGURES

... Interesting facts about our company

Headquartered in Seewen, 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 **5 500 employees** at **59 locations** in **Switzerland** and at **nine 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 **20.6% of CO₂ emissions** per processed kilogram in 2019 – which we think is a highly encouraging result (cf. 'Environment' chapter, pages 12 and 14).



40%
road network



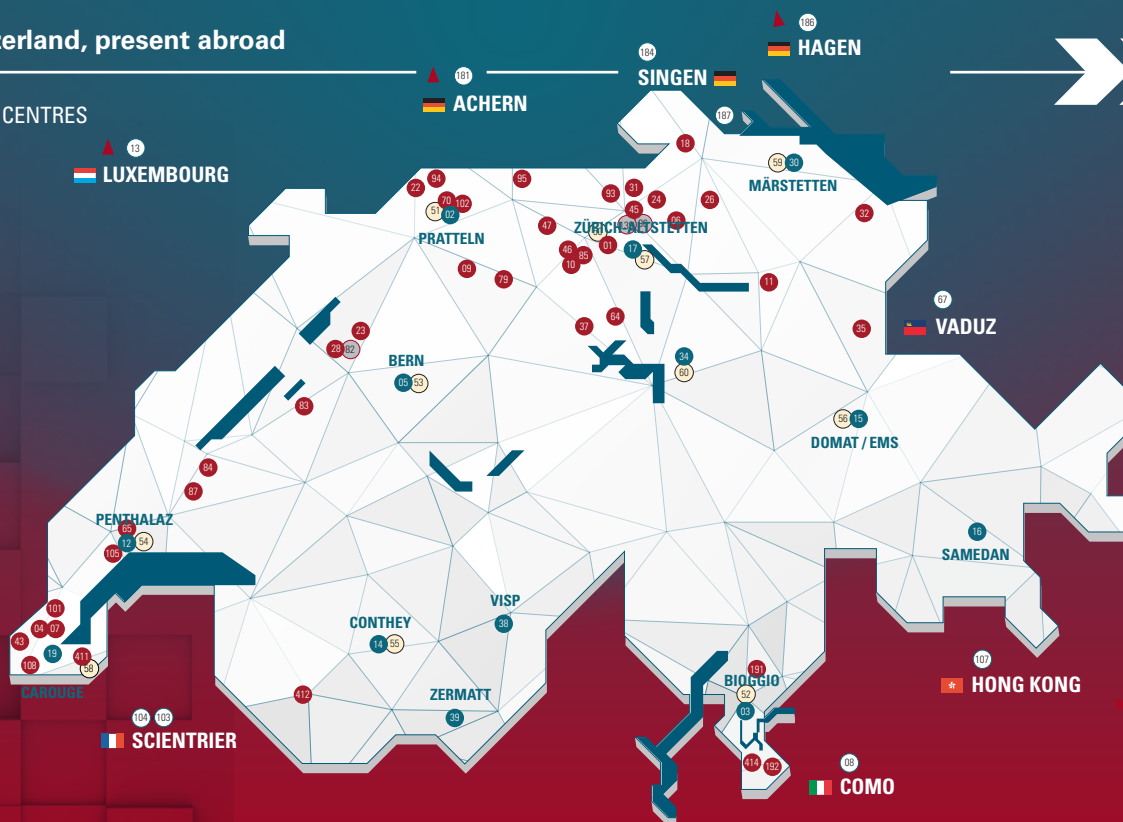
60%
CO₂-neutral rail



17%
Saved in CO₂ emissions

Rooted in Switzerland, present abroad

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



... Transport and storage services at a glance

Wide array of transport and warehouse logistics services

NATIONAL	<ul style="list-style-type: none"> – Transport of general cargo, partial and complete loads (road/rail with freight wagons and swap bodies) – Transport of air freight shipments – Temperature-controlled road transport – Transport of pharmaceuticals according to GDP guidelines 	<ul style="list-style-type: none"> – Crane transport – Night transport – Special transport (excessive width, length, weight) – Hazardous goods transport – Container logistics
INTERNATIONAL	<ul style="list-style-type: none"> – Conventional road transport – Temperature-controlled road transport – Intermodal transport (road/rail combined) – Security logistics (transport of valuable goods and security escort for high-risk goods) 	<ul style="list-style-type: none"> – Road feeder service (RFS) – Customs clearances – Forwarding business – Supply chain management
LAGERLOGISTIK	<ul style="list-style-type: none"> – Storage and retrieval (handling) – Storage of foodstuffs, pharmaceuticals, everyday goods and hazardous goods – Order picking – Assembly 	<ul style="list-style-type: none"> – Procurement of packaging and promotional material – Set-up and management of online shops – Handling of air freight shipments
SPEZIAL	<ul style="list-style-type: none"> – Home services (delivery and assembly of new furniture, televisions, white goods such as refrigerators, washing machines, etc.) – Security logistics – Private and business relocations 	<ul style="list-style-type: none"> – High-tech logistics (storage, delivery, installation, support and repair of high-tech equipment such as multi-functional devices, X-ray machines, etc.)
PAKETSERVICE	<ul style="list-style-type: none"> – Pick-up and delivery of parcels (50 g to 30 kg) 	

We offer our customers **national** and **international transport** and **warehouse logistics services**.

In addition to the traditional transportation of general cargo, we also offer other **national** services such as crane and night transport and the transport of hazardous goods.

International business includes temperature-controlled transport, intermodal transport, road feeder service and customs clearance.

We store various goods in our **storage facilities** and can **pick and assemble** these on request.

Special solutions is the name we give to the transport of over-sized cargo and heavy freights, furniture transport, business and private relocations as well as high-tech logistics for large electronic equipment.

In January 2018, we expanded our line of offers to include a **parcel service** for the pick-up and delivery of parcels up to 30 kg.



02 FACTS AND FIGURES

... Planzer in numbers

EMPLOYEES



5 552
people



350
apprentices



82
nations



26
cantons

LOCATIONS & COMPANIES



Switzerland



47
companies



59
locations

Abroad



3
Germany



2
France



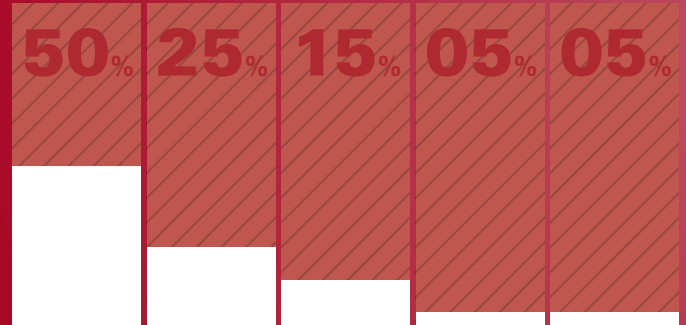
1
Liechtenstein, Italy,
Luxembourg, Hong Kong



8
locations

SALES

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



VEHICLES



1 450
own vehicles



450
subcontractors
(in exclusive operation)

WAREHOUSE LOGISTICS



1 040
m² in total



172
pallets in 11 high-bay
warehouses and
1 automatic small-
parts warehouse for
24 000 containers



40 050
m² fully automated
management

... Value management

We base our added value on clear corporate values. We have laid out these standards in our corporate strategy and mission statement. Both shape the day-to-day dealings and behaviour of our employees.

Passionate

We combine our strengths for the benefit of our core services of transport, warehouse logistics and special solutions. And to the advantage of maximum quality of work. To this end, we give our best day in and day out, while always keeping our common goal in mind.

Familial

Loyalty and team spirit are a part of our thinking as a family business. As is trust, appreciation and individual responsibility. We focus on satisfied customers – not ourselves. And we are on a first-name basis with everyone – from apprentices to the board.

Sustainable

A family thinks about future generations, we do too. We care for our fellow human beings, the environment, tools and resources – simply everything. Moreover, we foster sustainable professions and well-trained junior talent.

Mobile

It is in the nature of our profession to remain mobile. This applies to our thinking in terms of solutions and to our processes. We do not always chose the direct path, but often the cleverest and always the most efficient way.

Personal

With courage for new things and a sense for what is doable, hardly any prospect is too daring for us. We take care to ensure people and goods are safe in every aspect And although we are digital, we still value a handshake and a face-to-face talk.



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, such as by digitalisation.

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

... Together with our stakeholders

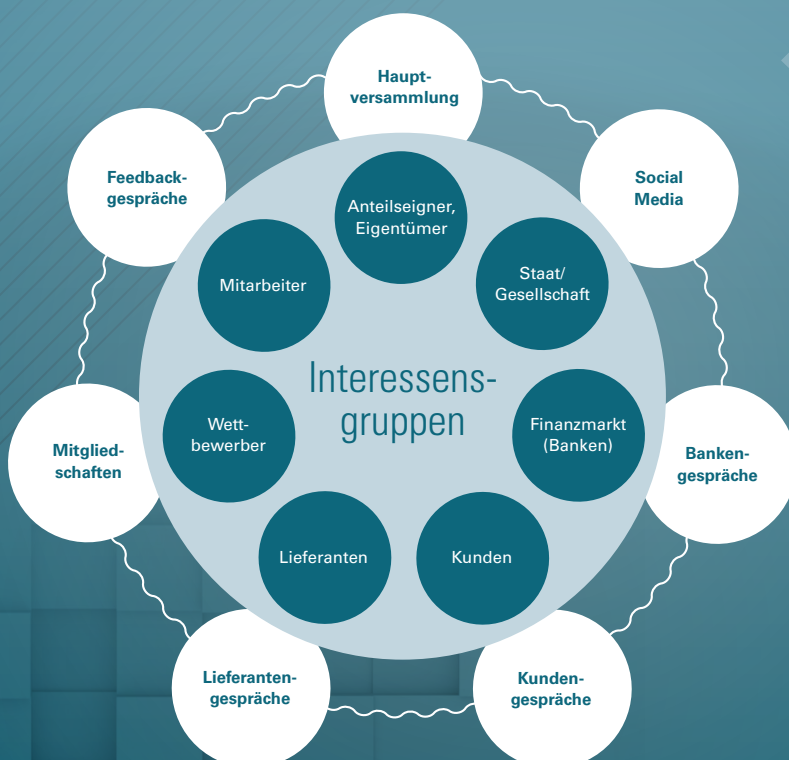
As a logistics service provider, we stand between manufacturers, employees, customers and stakeholders. Within this ecosystem, we keep one another in motion. We form a bridge between these different players and see this role as contributing to a healthy added value for all those involved. We are not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

We cultivate regular dialogue with our 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 gather our employees' opinions. Moreover, we 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 Swiss Private Sector (EnAW), International Featured Standard Logistics (IFS), Good Distribution Practice (GDP), GS1 Switzerland.

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



Nicolas Baer, Member of the Executive Board

... Impacts of the value chain

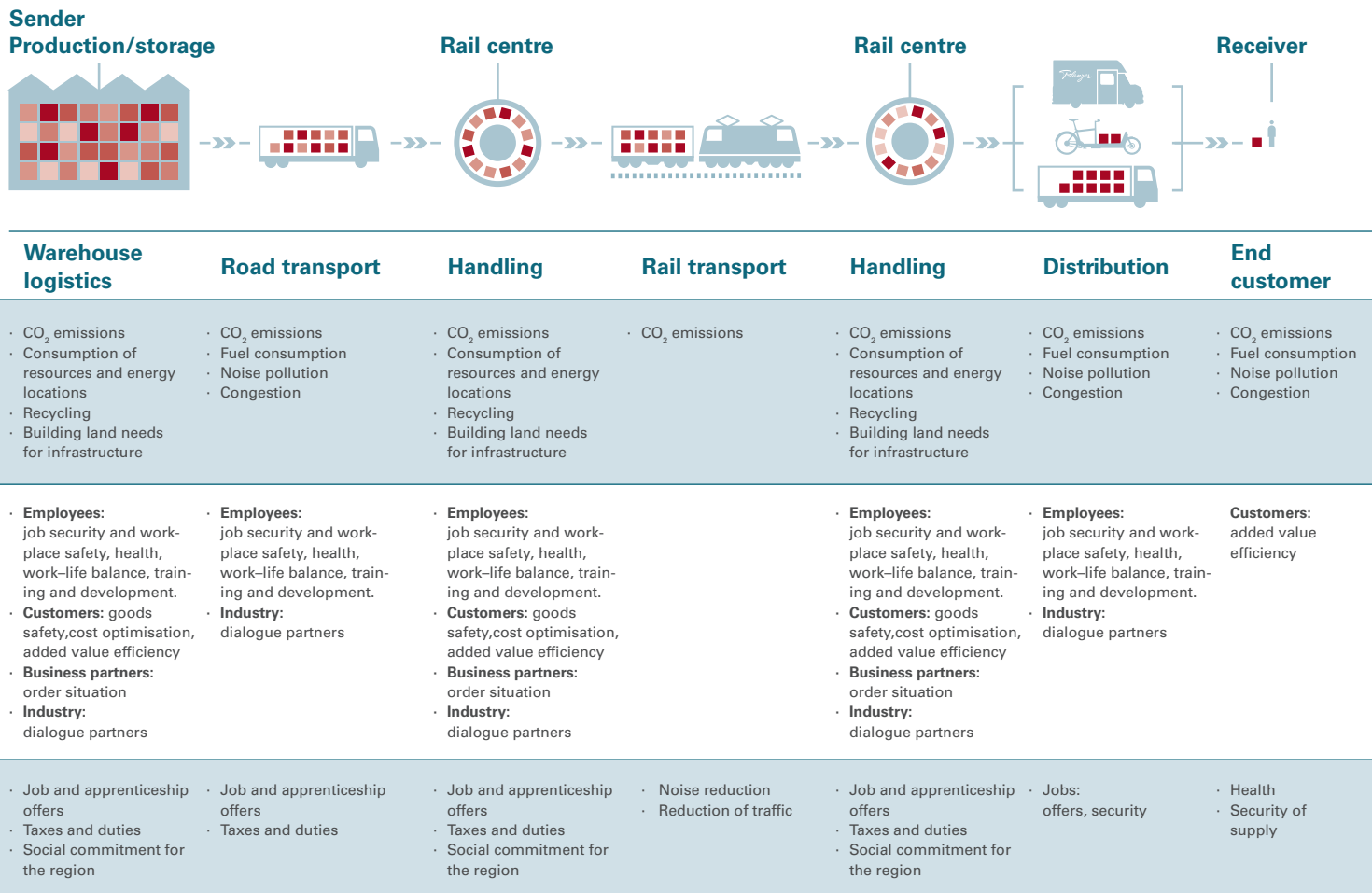
By adhering to laws, guidelines and our ethical principles, we are a competent, trusted partner for our stakeholders.

Our activities have an impact across **the entire value chain**, on our company, the environment and our stakeholders. These impacts take different forms, such as value forming, value protecting or value reducing – or several at the same time. That's why we demonstrate a **holistic understanding of sustainability** and give serious thought to the consequences of our business activities.



Roland Straub, Member of the Executive Board, CFO

Unsere Wirtschaftstätigkeit wirkt sich umfassend aus



03 SUSTAINABILITY

... Strategy and objectives

As a family business, we think and act in generations as 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's why we aim to further increase **the rail share of our modal split** and invest in additional, alternative forms of vehicle propulsion.

These measures should also lead to a boost in the **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 new employees' turnover rate 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 **330 apprentices**, which accounts for nearly **7% 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 Executive Board
Head of Logistics

... Materiality for society

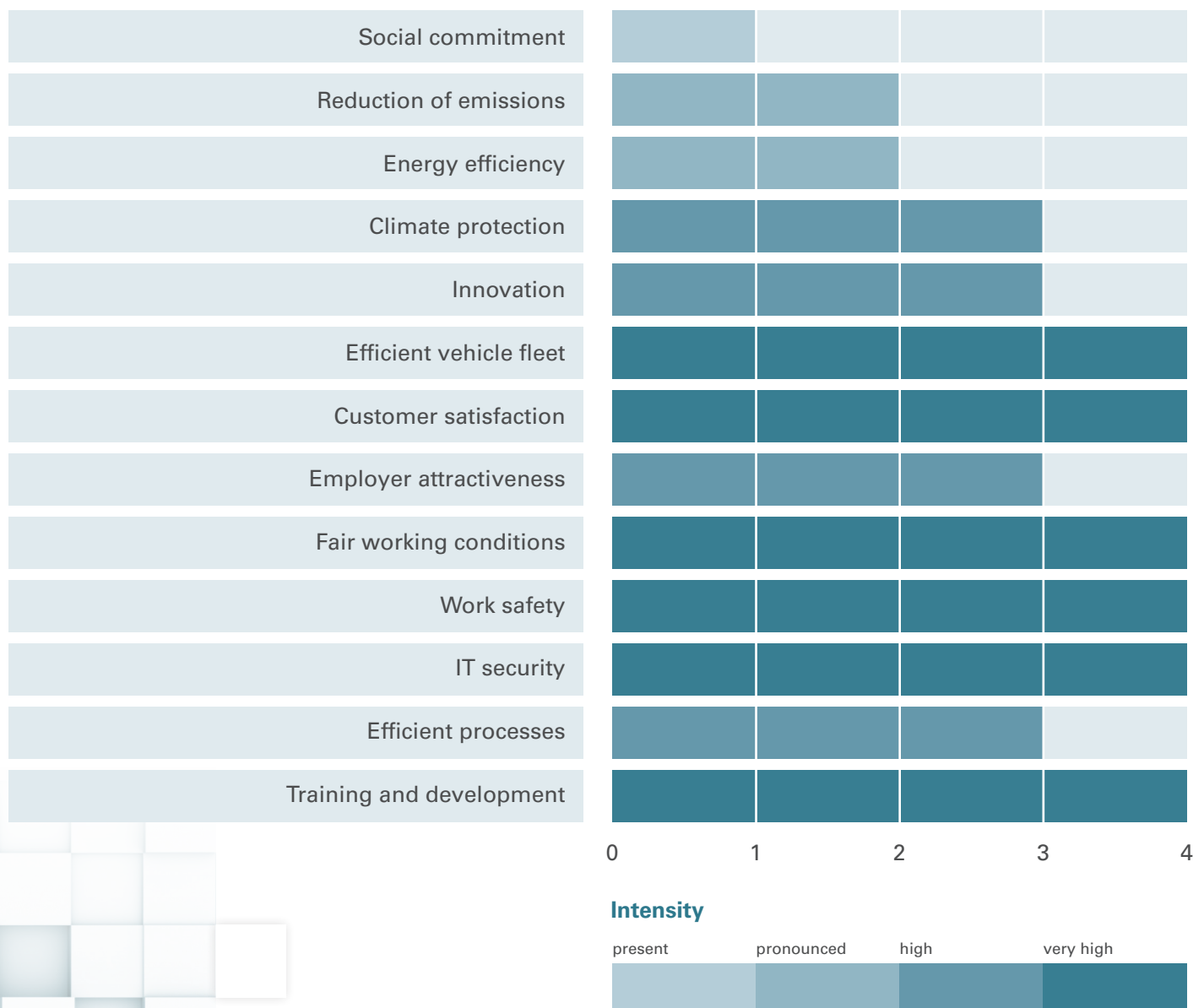
This sustainability report has been a **part of our annual reporting since 2014**. We are not legally required to submit a non-financial declaration about

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

EXPERIENCE-BASED ASSESSMENT

This year we are going **one step further** and refining this publication to include a **qualitative assessment** of the materiality 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 on 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 outright impossible without energy. That's why we strive for **intelligent use of energy while simultaneously optimising emissions.**

40%

Road

Modal Split

MODAL SPLIT ROAD/RAIL

In order to minimise our emissions of exhaust gases and pollutants in road transport, we **spread our customers' shipments across different modes of transport.** Today, we already handle **60% of our transport volume via CO₂-neutral rail transport.**

We strive to use the **optimal carrier** for every transport by harnessing **findings from research and development.**

60%

Rail

Our customers' shipments travel great distances by rail.

RAIL CENTRE

13 rail centres are at the ready to load freight in **Planzer's Swiss rail network.** Every night, around **228 rail wagons** travel by rail. Each year, our customers' goods cover about **10.5 million kilometres of track.** In the reporting year, we were thus **able to avoid around 39 516 lorry journeys.** This is the equivalent of about **6 949.68 tonnes of CO₂ emissions** that we have spared the environment.

ROAD FLEET

In 2019, **75% of our vehicles already met the Euro 6 emission standards.** Moreover, we prefer to use **electric trucks** for distribution in noisy urban areas. This allows us to **take advantage** of this 100% emission-free, quiet technology **for the benefit of the environment and society.** However, the **purchase costs** are still **enormously high** and the **operating range** with a full battery is **limited.** This has so far prevented us from purchasing more. We will safely expand our investments in alternative drive forms and **increase our proportion of Euro 6 vehicles to at least 85%.**

SERVICING AND ROAD PERFORMANCE

The experts at our in-house repair shops carry out **regular maintenance** of 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 steering** and **ecological handling** of the vehicle. We train our dispatch specialists in **efficient route planning** and how to **avoid empty trips that cost CO₂.**

DID YOU KNOW...

...that between **20 and 25 bags** can be **cut from the tarp** of a single truck? Disposing of old truck tarp would produce a considerable amount of CO₂, which is why we've had the innovative Zurich-based company **FREITAG re- and upcycling our used tarp** into iconic bags and accessories **for the past 25 years.**



... Environmental footprint in national transport

The CO₂ value is considered by many as a currency of sustainability behaviour. We raise the **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	36 223 708	22 991 281	59 214 989
Gross transported weight in kg	1 478 347 800	1 012 903 400	2 491 251 200
CO ₂ emissions in kg / kg transported weight	0.0245	0,0227	0,0238
CO ₂ emissions in g / kg transported weight	24,5	22,7	23,8

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 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).

« Mobility generates emissions.

That's why we are making targeted investments in a sustainable approach to operational resources and energy. »



Severin Baer

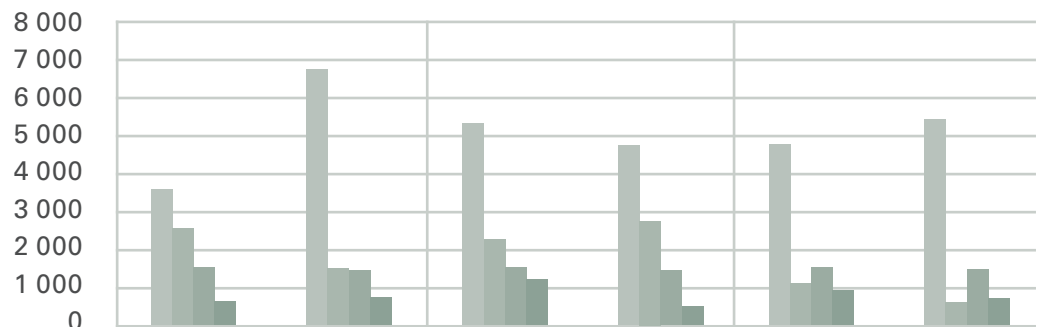
Member of the Executive Board
Head of National Transport

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



■ CO₂ waste disposal in tonnes

■ CO₂ gas consumption in tonnes

■ CO₂ power consumption in tonnes

■ CO₂ oil consumption in tonnes

SEPARATE CALCULATION

In the reporting year, we processed **1 772 708 tonnes of goods** across all storage locations. This produced CO₂ emissions of **13 725 tonnes**, or **8 grams** of CO₂ per processed kilogram of goods. This corresponds on average to an extremely pleasing **reduction of 16.9%** CO₂ per processed kilogram compared to the previous year. We used the effective consumption figures of our storage locations for the underlying data. The emission factors are based on the values from the **GEMIS environmental database**, version 4.7. We aim to further reduce the CO₂ emissions per kilogram of processed goods to **8 grams by 2020**.

OPTIMISING PRECISION AND QUALITY

We apply indicators such as **deadline quotas**, **warehouse set-up errors** and **on time in full (OTIF)** for the performance of our added value in warehouse logistics. The OT figure indicates how many orders were delivered on time, while the IF figure reflects the proportion of orders delivered in the correct amount and quality at the first attempt. The more **precisely** and thus **resourcefully** we manage warehouse orders, **the greater our OTIF figure**. This means that, **with greater precision and quality** in warehouse logistics, **we reduce** our CO₂ equivalence in this business segment. To achieve this, we conduct **specific training courses** with **our warehouse logistics employees**.

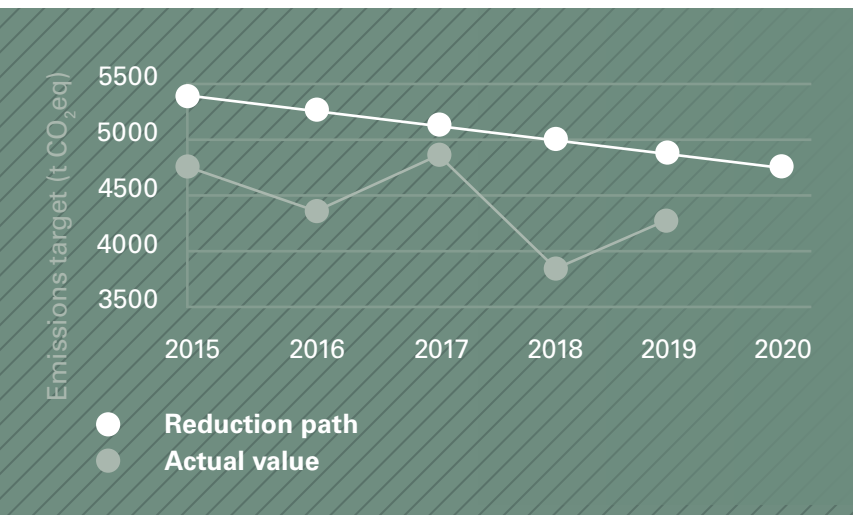
Our **delivery compliance rate** is **99.969%** for **8 million picked items**. This figure has **stabilised over the years** and is a guarantee for our customers that **the goods ordered are available in the right place, at the right time**.

... Energy efficiency in building technology

Since 2014, we have been collecting and analysing the energy consumption of our 14 so-called high-consumption locations. These are sites with an annual power consumption of more than 500 megawatt hours. We have concluded a target agreement for these 14 locations with the local cantons and the federal government. In addition to the consumption reduction targets, this also defines what measures we need to

implement to achieve these targets. In return, the sites are allowed to reclaim CO₂ levies on fuel oil and natural gas. Various measures were also implemented in 2019 (switch from oil firing to district heating in Dietikon, refurbishment of façades in Penthalaz, etc.), allowing the figure to be below the reduction path for the third time in a row.

Medium-term emissions targets for our high-consumption sites

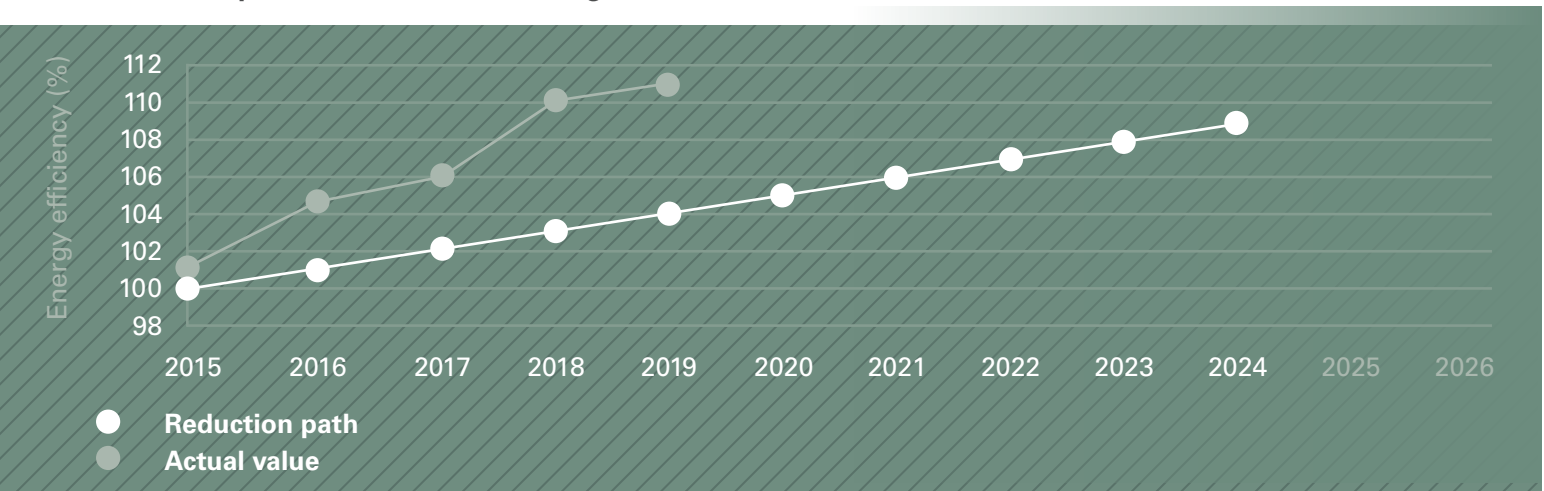


The positive development in energy efficiency in 2019 could also be further increased. Since 2015, the actual value has been above the agreed efficiency curve. This increase in efficiency can be traced back to construction measures, such as the replacement of fluorescent lamps with LED lights. Our employees are also taking a more conscientious approach to using electronic devices and reducing unused operating hours. This allowed us to achieve an efficiency target that is 10% above the specified reduction path.

As promising as our efforts in reduction at the high-consumption sites are, there is still work to be done at the other Planzer Group sites. Here too, we plan to substantially reduce energy consumption and boost overall energy efficiency. Our target value for power consumption by 2020 is a 5% CO₂ equivalent of the

annual megawatt hours. For this, we are implementing site-specific measures. For example, we give preference to energy-efficient systems when replacing installations due to old age.

Reduktionspfad und Ist-Werte der Energieeffizienz unserer Grossverbraucherstandorte



05 WORLD OF WORK

... Working environment



We attach importance to a **rewarding working atmosphere** and **fair working conditions**. With **5 338 full-time equivalents** in the reporting year, **Planzer** is one of the most important employers in Switzerland. We maintain a modern **social security scheme** with generous basic and management plans. Moreover, **our employees benefit from attractive preferential rates for health and accident insurance**.

HEALTH AND MOTIVATION

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

- 👍 **Activities** related to **healthy eating**, such as free fruit
- 👍 **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



INCLUSIVE LEADERSHIP CULTURE

We are in **constant dialogue** with our employees. This exchange promotes our company's **development and innovative strength**. We take a **horizontal view of processes** and always involve

our employees in decisions wherever possible, such as when **designing workspaces** or **working-time models**.

This allows us to reduce interfaces, increase our efficiency and promote staff satisfaction.

... Extensive training and development

Well-trained employees perform high-quality services and strengthen the customer base – i.e. our existence – in the long term. That's why **we pay particular attention** to the proper training and development of our personnel. **To this end, we maintain two company-owned training centres with a driving school and training workshop.** We recruit driving instructors

predominately **from our own ranks.** As soon as new drivers start, **we introduce them to the Planzer environment** at our training centres **for five days.** They thus get to know our high demands for **quality in logistics services** and take away **a lot of knowledge relating to their area of responsibility and daily work.**

In 2019, at total of **3 441 employees** took one or more of our training and development courses. We strive to continue to further develop our educational services and, in doing so, **address our employees needs and the requirements of the customer and job market.**

Attended training and development courses in the reporting year 2019

Suva-recognised forklift training	49
Elevating work platform	0
Hazardous goods courses for drivers	348
External hazardous goods courses for other areas/modes of transport	152
Internal hazardous goods courses	256
Courses for occupational safety	688
Dispatcher training	55
Commercial vehicle (CZV) course modules	819
Leadership courses	201
Total	2 907



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

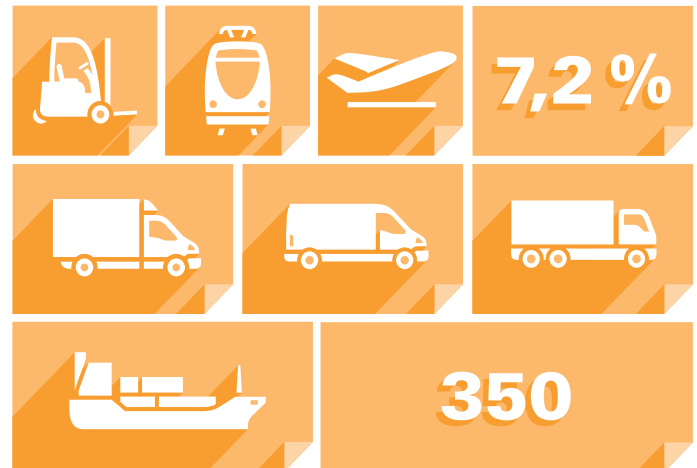
... Fostering junior talent

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 **350 trainees** in the reporting year. This equals an apprenticeship rate of **7.2% of the group's positions**.

We advertised **145 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**. Fortunately, the target of 66% was exceeded in road transport for the first time in the last five years. In 2019, we were only able to convert 50% of apprenticeship contracts into regular permanent employment.

145 new apprenticeships in 2019



In 2019, our apprentices completed their training in **10 different professions**:

- Automotive specialist for commercial vehicles
- Automotive mechatronics engineer for commercial vehicles
- Retail trade specialist
- Specialist in operations maintenance
- IT specialist
- Trader (Profiles B, E and M)
- Paint shop assistant
- Logistics specialist
- Road transport specialist
- Road transport practitioner

These services demonstrate that we take our sociopolitical responsibilities seriously. In addition to **practical and specialist training**, we also attach great importance to the development of **social, personal and methodical skills**.

Across Switzerland, the failure rate for **qualification procedures is approximately 10%**. In our group, **ten trainees** failed their exams in 2019, this is equivalent to a **10%**.

For 2020, we are striving for a success rate of **100%**.

WIDE VARIETY OF APPRENTICESHIPS

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:



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

Rolf Widmer, Head of Basic Education

- Extensive range of apprenticeships
- Trendy apprentice magazine in electronic and printed form
- Participation in various careers fairs
- Organisation of careers information days 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 logistics branch is not just attractive for men. Women can also realise their ambitions in this industry. »



VOCATIONAL INSTRUCTORS AND PRACTICAL TRAINERS

Around 70 vocational instructors and 300 practical trainers are responsible for our apprentices. In our annual meetings with vocational instructors and practical trainers, we train and sensitise these specialists on the 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. In doing so, we remove prejudices, language barriers and intercultural hurdles to **better**

integrate the students into working life. Since its launch in 2016/17, 22 refugees have started the preliminary apprenticeship in integration, of whom 21 have successfully completed the apprenticeship. Ten of the preliminary apprentices subsequently signed an apprenticeship contract with the Planzer Group and five others took up employment with Planzer. Two of the apprentices successfully completed their apprenticeships in the reporting year and one graduate 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 for recruiting.

In 2019, a website for the Planzer Group's apprenticeship scheme (planzer-lehrstellen.ch) went live to ensure the recruitment of future apprentices.

... Diversity

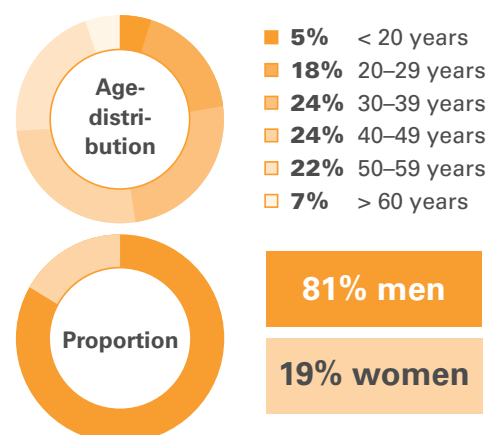
We see our employees diversity as an essential factor for success. As with every person, we expand our company with **new viewpoints and experiences**. This helps us understand our customers and serve them in the best way possible. Furthermore, **mixed teams consider risks and chances from different perspectives**, leading to **fresh ideas** and **innovative solutions**. In the reporting year 2019, people from **82 nations** worked at Planzer.

Gender diversity – we endeavour to also offer women attractive jobs: compared to the high level of cultural diversity, gender diversity has a lot of catching up to do.

This clear under representation primarily leads back to masculine connotations of **transport and logistics**. In this area, we endeavour to make professions in our industry also **attractive for women**.

BALANCED AGE DISTRIBUTION

Our employee's age distribution is balanced. **One in five staff is under 30 years old. Under representation is clearly evident in the over 60 bracket: only 7 % are over 60 years old.** We aim to **increase this percentage to 10% by 2020**. We are tackling this problem with innovative approaches such as **mentoring or supervision roles**, so we can better benefit from the experienced knowledge of employees that are soon entering retirement.



05 WORLD OF WORK

... Occupational safety and health protection

Safety is not an absolute value but a **key factor in our business**. We have adopted the industry solution by the **Federal Coordination Commission for Occupational Safety (FCOS)** and the **Swiss Road Transport Association (ASTAG)** in the area of **occupational safety**. We ensure **safe and healthy workplaces** with the help of this manual. 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 checks if targets have been reached

FCOS OFFICERS' DUTIES

570 workplace accidents occurred at Planzer in the reporting year 2019. We aim to **decrease this by 5 % in 2019**. Our FCOS officers report all accidents to the **HR department in Dietikon**. **HR analyses the results using an electronic accident tool**. The accident investigation takes place **face-to-face** with the person concerned, the **SUVA event log** serves as an aid for this.

This system means that we can **identify risks and their causes promptly** and counter them with **technical, organisational or staff measures**. We set annual targets for our FCOS officers every year. The targets for 2019 were:

Reduction in finger, hand and foot injuries compared to the previous year.

107 hand and finger injuries and **123 foot injuries** were reported from 01/01/2017 to 31/12/2017. **111 hand and finger injuries** and **98 foot injuries** were recorded from 01/01/2018 to 31/12/2018.

This amounts to a reduction in hand and finger injuries by 20.3%. For foot injuries, a reduction of 4.5%.

IN THE EVENT OF A WORKPLACE ACCIDENT, WE ENTER THE CORRECT MEASURES INTO THE UKA

The audits revealed that an accident investigation took place and measures were taken and implemented in many cases, meaning that we achieved this annual target.

RAISING STAFF AWARENESS ON THE TOPIC OF OCCUPATIONAL SAFETY

Raising staff awareness on the topic of occupational safety regularly takes place in our branches. Awareness is implemented through employee training or selected campaigns. As a result, we achieved this annual target.

For 2019, we set the following targets for our FCOS officers:

1	Hazard identification in the risk assessment basic and sub-processes should be carried out and measures should be taken.
2	Reduction of accidents due to falls and tripping by 5% through increased employee awareness.
3	Development of new preventative measures in occupational and non-occupational accidents.



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 in such a way that meant 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, paralysing 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 failure as small as possible**.



06 SOCIETY

... Social commitment

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

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 SchweizerTafel 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 tail-gates 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.

... Post inquiry

Sustainability is a key issue for Planzer, as a company and an entrepreneurial family. Nils Planzer, CEO and representative of the third generation of management, explains why this is the case and what Planzer is doing in this regard.



Planzer

... Sustainability is in Planzer's DNA. What does it mean to you personally?

... How do you anchor this way of thinking in the company?

... The call for measurable sustainability is increasing. What effect does this have on Planzer?

... Companies need new ways of thinking about sustainability in response to the coronavirus crisis. How is this happening at Planzer?

... What will be the focus for Planzer in the years to come?

Nils Planzer

Sustainability isn't a new concept to me. As a family business, we have been aiming for long-term development rather than short-term profit maximisation for generations. **This means** having highly trained staff, clean infrastructure, intelligent tools, sophisticated processes, and showing fairness and respect towards each other. Only then can we offer our customers **added value** that can be turned into **satisfaction and ultimately loyalty**. This costs money, but in the long run it is more direct than if we were to constantly focus on profit and growth.

We, as executives, need to set a good example every day, exemplify **our values** and pass them on to the **next generation of employees**. Sustainability is **part of our corporate culture**. It's not something you can lay out in a set of regulations or guiding principles – you have to **demonstrate in person how it works in everyday life**.

Both **society and the economy** are calling for **ways to measure sustainability**. We need to respond to **this demand** and be transparent about what we are already implementing. True to the motto **'Do good and talk about it'**. Today, for example, we can systematically calculate the **carbon footprint per shipment** and show this to our customers.

Every crisis brings **the culture of a company** to light and shows whether it is truly being lived, or **simply feigned**. When push comes to shove, everyone looks out for themselves. This has become very apparent in the EU throughout the coronavirus crisis. We hope that the crisis will **linger in our minds for a long time to come** and bring **long-term values** back into focus. But that's probably wishful thinking.

We want to **remain authentic** and behave with **common sense**. We don't just talk the talk – we also walk the walk.

We are here for you

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

We are looking forward to hear from you.

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1966

20,6%

AG



PLANZER

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