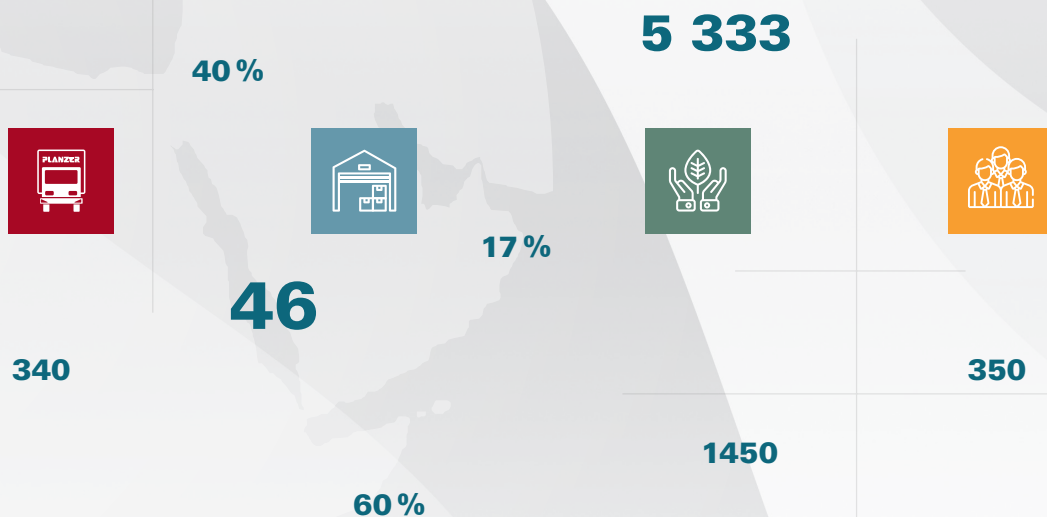


## Bearing responsibility

### » SUSTAINABILITY REPORT 2020

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, taking the UN's 17 Sustainable Development Goals as our guide. These goals aim for the economical, socially and environmentally balanced development of companies and countries. Switzerland has played an important role in defining the agenda and has strongly advocated the inclusion of specific targets.


On the following pages, you will find out what we are doing to advance the agenda. In this report, we will show you how we arrange our sustainability goals for the world of work, the environment and society. Lastly, we will clarify where we want to make improvements.

Health and well-being are among our most important accomplishments. And since COVID-19, no one would deny that. This is something we also became aware of through the Global Compact Action Manager, a web-based self-assessment tool, so we made the UN Sustainable Development Goal number three, 'Health and well-being', the focus of our efforts in the 2020 reporting year. This is because healthy people are sustainably efficient and contribute to a healthy economy and society.

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

  
Nils Planzer

  
Severin Baer

  
Nicolas Baer



All figures published in this report originate from the year 2020, unless stated otherwise.

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## 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 **5 300 employees** at **59 locations** in **Switzerland** and at **10 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 **4% of CO<sub>2</sub> emissions** per processed kilogram in 2020 – which we think is a highly encouraging result (see 'Environment' chapter, pages 12 and 16).



**40 %**  
road network



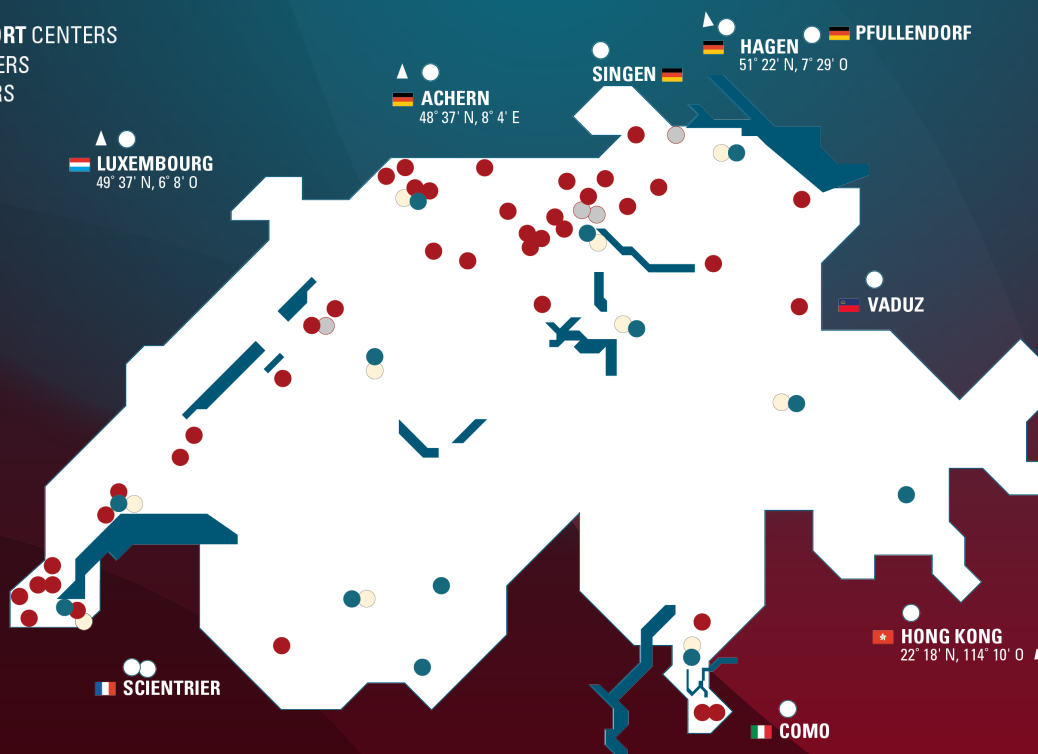
**60 %**  
Low CO<sub>2</sub>-emission rail



**17 %**  
CO<sub>2</sub> 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

<b>PLANZER</b>	<b>National Transport</b> 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	<b>International Transport</b> General cargo, partial and full loads, temperature-controlled, combined rail/road transport, road feeder service with air and sea freight, customs clearance
<b>PLANZER</b>	<b>National/International Warehouse Logistics</b> Storage, assembly, commissioning, cross docking	
<b>PLANZER</b> SYNERGISTICS	<b>National/International 4PL</b> Supply chain management as a neutral fourth-party logistics provider	
<i>Planzer</i>	<b>National/International Parcel Service</b> Pick-up and delivery of parcels (50 g to 30 kg) with additional options	
<i>Planzer</i>	<b>Homeservice national</b> <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 **premium 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



**5 333**  
people



**350**  
apprentices



**82**  
nations



**26**  
cantons

### LOCATIONS & COMPANIES



Switzerland



**46**  
companies



**59**  
locations

Abroad



**4**  
Germany



**2**  
France



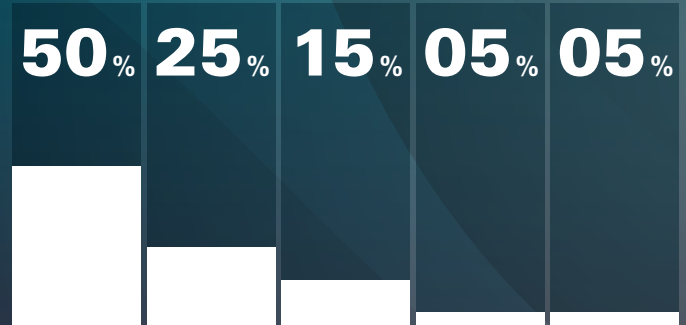
**1** each  
Liechtenstein, Italy,  
Luxembourg, Hong Kong



**10**  
locations worldwide

### SALES

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



### VEHICLES



**1 450**  
own vehicles



**340**  
subcontractors  
(in exclusive operation)

### WAREHOUSE LOGISTICS



**1 060 000**  
m<sup>2</sup> in total



**118 000**  
palettes in 11 high-bay  
warehouses and  
1 automatic small-  
parts warehouse for  
24 000 containers



**40 000**  
m<sup>2</sup> 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

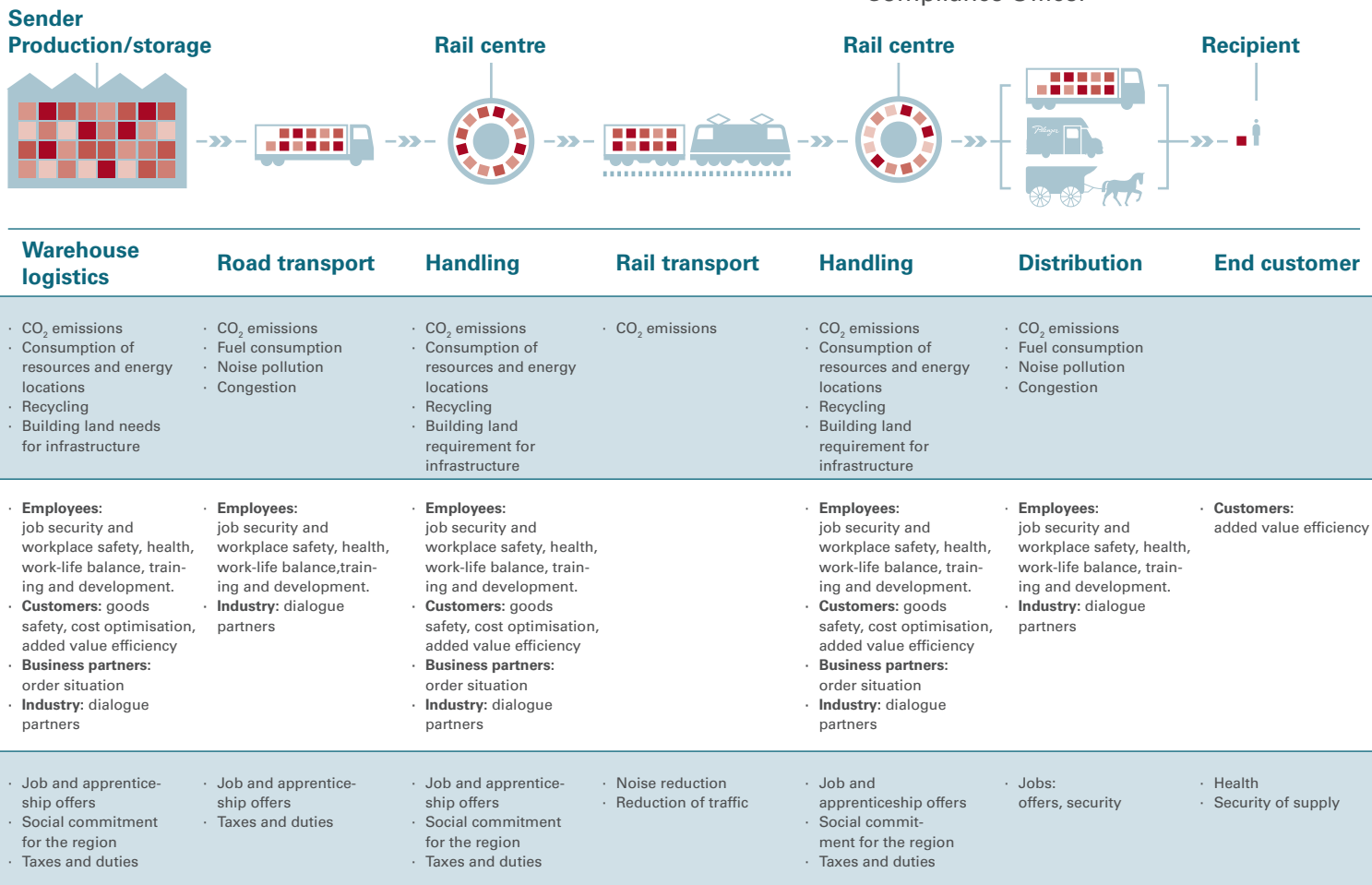
By adhering to laws, guidelines and our ethical principles, we are a competent, trusted partner for our stakeholders.

Our activities 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  
Compliance Officer

### 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 **CO<sub>2</sub> 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 **350 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

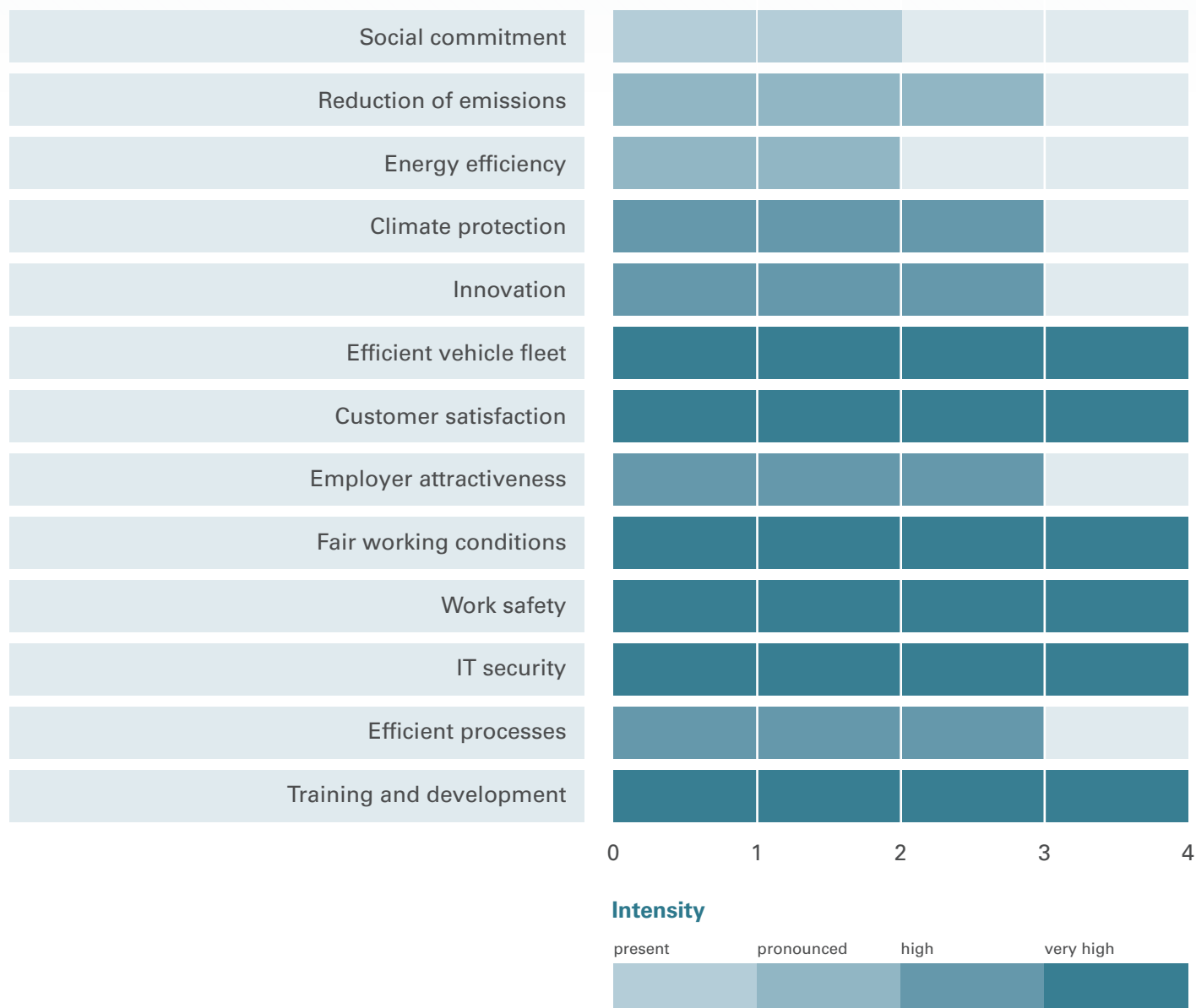
This sustainability report has been a **part of our annual reporting since 2014**. We are not legally required to submit a non-financial declaration about

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

### EXPERIENCE-BASED ASSESSMENT

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

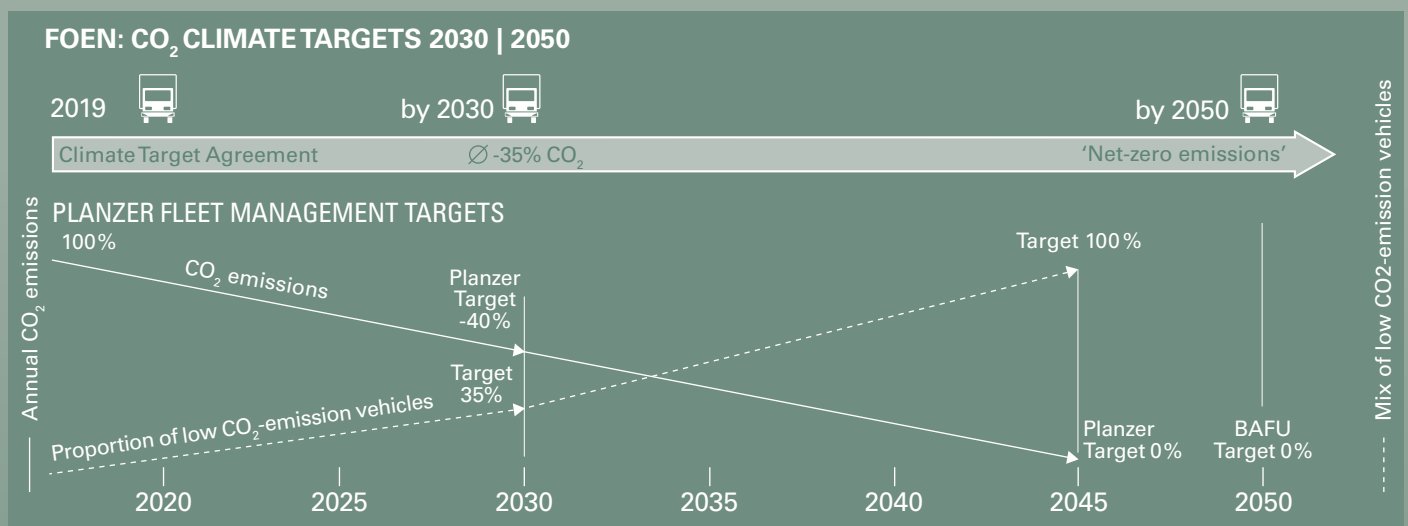
## ... Resources and emissions

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

### STAGGERED GOALS

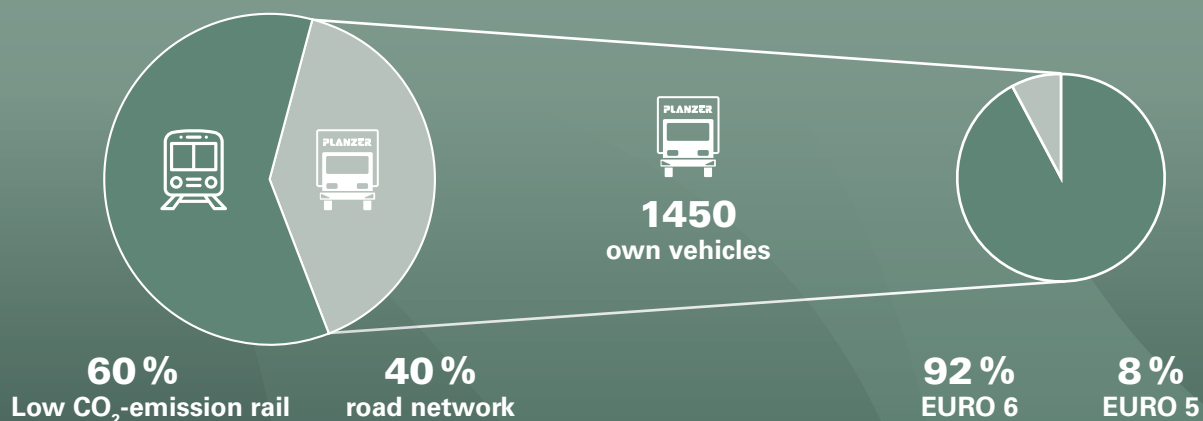
We want to support the **2030/2050 climate targets** set by the Federal Office for the Environment (**FOEN**) and continuously **reduce** our **emissions** of **exhaust gases** and **pollutants**. To do this, we **invest** in **modern drive technologies** and in the **sustainable use** of **operating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

We have staggered our **reduction targets** as follows: Our medium-term strategic goal is to reduce CO<sub>2</sub> **emissions** by **40%** by **2030** (FOEN target: minus 35% on average). Our **long-term** strategic goal is to reduce CO<sub>2</sub> **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-CO<sub>2</sub> 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 **204 rail wagons** travel by rail. **Each year**, our customers' goods cover about **9.5 million kilometres of track**. In the reporting year, we were thus able to **avoid around 36 464 lorry journeys**. This is the equivalent of about **7 073.29 tonnes of CO<sub>2</sub> 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 steering and **ecological handling** of the vehicle. We train our dispatch specialists in **efficient route planning and how to avoid empty trips that cost CO<sub>2</sub>**. 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 CO<sub>2</sub> emissions of our vehicles. In 2020, 92% of our vehicles already met the Euro 6 emission standards. We will safely expand our **investments in alternative drive forms** and increase our proportion of Euro 6 vehicles to 100%. The **electrification of vehicles** in city logistics and urban traffic is a **focus of our fleet management** and will have a significant impact on mobility in these areas. We also use **electric trucks, electric delivery vans and 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** are unbeatable, with almost 100% efficiency. New battery forms and manufacturing methods **reduce environmental impact** and enable significantly longer reach. A development that we eagerly await.



### HYDROGEN H<sub>2</sub> (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/ED95)**

**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/FCEV)

**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.



## ... 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.



« Did you know that we save an additional 1 000 t CO<sub>2</sub> each year thanks to the use of premium tyres and their long service life as well as our sustainable tyre management? »

### Upcycling

Around **20 to 25 bags** can be made from a **truck tarpaulin**. **Disposing** of old truck tarp would produce a **considerable amount of CO<sub>2</sub>**. That's why the innovative Zurich-based company **FREITAG** has been turning our used tarp into **iconic bags** and **accessories** for the past **25 years**.



1x

= 25





## ... Environmental footprint in national transport

The CO<sub>2</sub> value is considered by many as a currency of sustainability behaviour. We collect **CO<sub>2</sub> 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 CO<sub>2</sub>e emissions according to the **tank-to-wheel method** (TTW). This describes the CO<sub>2</sub> equivalent (CO<sub>2</sub>e) released by the combustion of fuel.

### Environmental performance in national transport

according to DIN 16258: 2013-02

	Road	Rail	Planzer total
CO <sub>2</sub> emissions in kg – factor tank-to-wheel	39 095 927	21 529 788	60 625 715
Gross transported weight in kg	1 865 905 600	1 333 851 300	3 199 756 900
CO <sub>2</sub> emissions in g / kg transported weight	21.0	16.1	18.9

### 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 **CO<sub>2</sub>e 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).

#### Severin Baer

Member of the Executive Board  
Head of National Transport



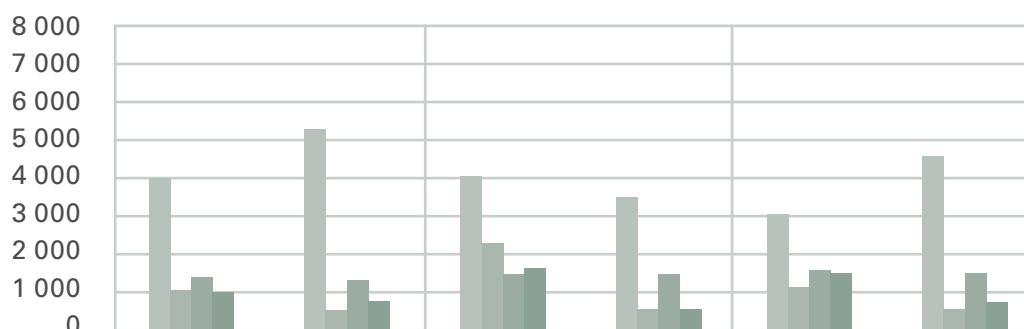
« Mobility generates emissions. That's why we are making targeted investments in a sustainable approach to operational resources and energy. »

# 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



	2018		2019		2020	
	1st HY	2nd HY	1st HY	2nd HY	1st HY	2nd HY
CO <sub>2</sub> waste disposal in tonnes	3 975.20	5 382.32	3 009.19	2 891.81	3 056.35	4 442.70
CO <sub>2</sub> gas consumption in tonnes	1 095.14	626.32	2 290.25	531.57	1 294.39	588.21
CO <sub>2</sub> power consumption in tonnes	1 463.65	1 495.79	1 473.61	1 511.00	1 505.21	1 531.84
CO <sub>2</sub> oil consumption in tonnes	947.12	700.34	1 538.26	479.30	1 440.29	689.44

### SEPARATE CALCULATION

In the reporting year, we processed **1 750 634 tonnes of goods** across all storage locations. This produced CO<sub>2</sub> emissions of **14 548 tonnes**, or **8 grams** of CO<sub>2</sub> per processed kilogram of goods. This corresponds on average to an extremely pleasing **reduction** of 4% CO<sub>2</sub> 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.

### 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**. That means reducing our CO<sub>2</sub> equivalence **in this business area with greater precision and quality** in warehouse logistics. For this, we carry out **targeted training courses for our warehouse logistics staff**.

Our **delivery compliance rate** is **99.966%** 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

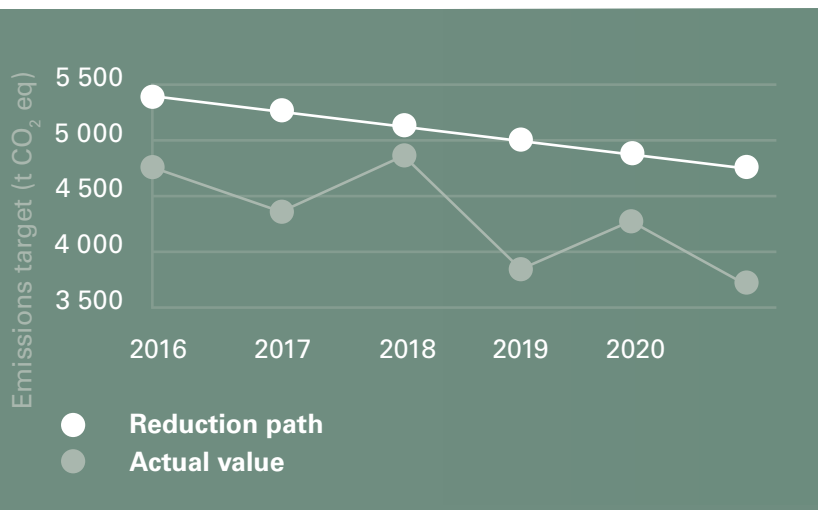
We have been collecting and analysing the energy consumption of our high-consumption locations since 2014 and are a member of the Energy Agency for Industry (EnAW).

For our properties with an annual electricity consumption of over 500 megawatt hours, we have concluded a target agreement with the local cantons and the federal government to reduce our energy consumption and CO<sub>2</sub> emissions.

The target agreement was drawn up with specialists from Lemon Consult AG, who are EnAW accredited. The target agreement specifies the measures we have to implement to achieve the agreed reduction targets. We implement measures and monitor the achievement of goals in close cooperation with our partners at EnAW/Lemon Consult AG.

In 2020, we once again implemented numerous measures to reduce energy consumption as part of the 'High-Consumption Energy Management' project.

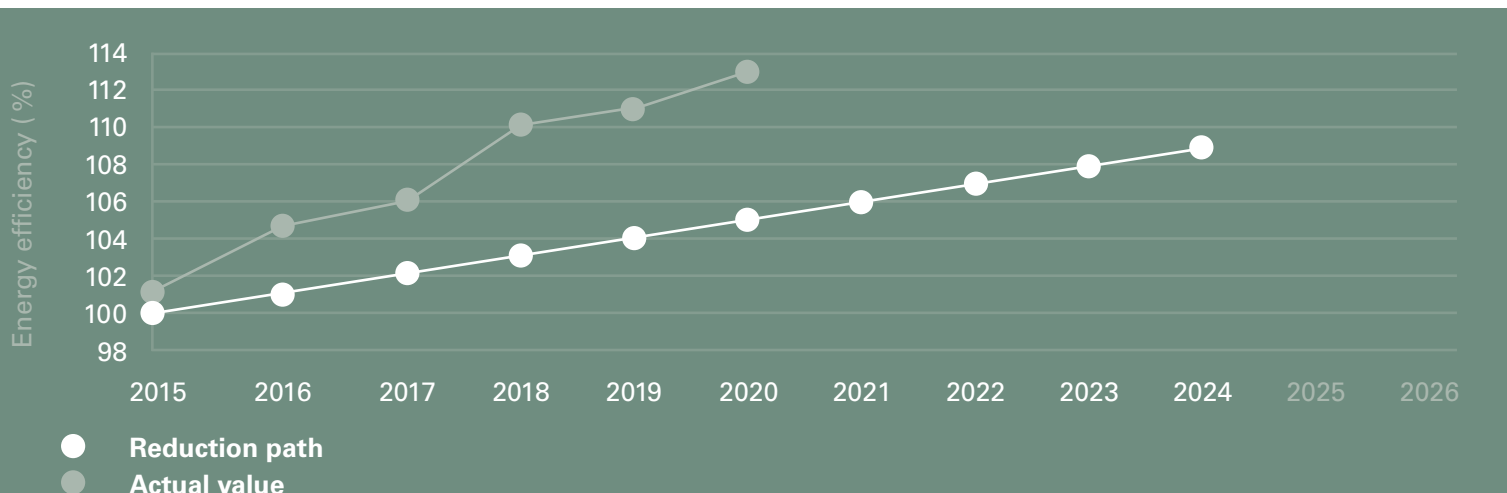
### MID-TERM EMISSIONS TARGETS FOR OUR HIGH-CONSUMPTION LOCATIONS



We were able to reduce **CO<sub>2</sub> emissions** (heating oil and natural gas) at the high-consumption locations with targeted measures (replacement of energy consumers, process optimisation) **by around 21 % in 2020** compared to 2019 consumption.

The positive development in energy efficiency was also further increased in 2020. **The actual value remains at a good 8 % above the agreed efficiency curve.** This increase is due, on the one hand, to the implementation of structural measures and, on the other, to the optimised regulation and regular monitoring of technical systems. In addition, the consultants from EnAW/Lemon Consult AG trained our technical managers in the energy-efficient operation of buildings and technical systems in a number of workshops using practical examples.

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



## 05 WORLD OF WORK

### ... Working environment

With **5 333 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

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

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**PGM**

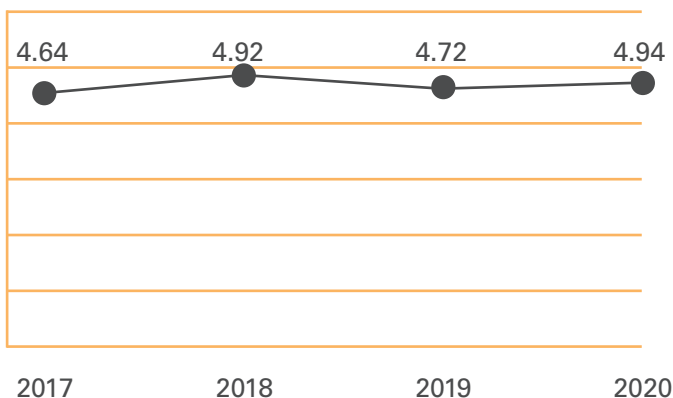
PLANZER GESUNDHEITSMANAGEMENT

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



- 👍 **Communicating PGM** in our employee magazine
- 👍 **Supporting employees** with recurring or long absences with high-quality on-site meetings
- 👍 Introducing user-friendly software to support executives and HR managers
- 👍 Recognising and processing cases that need addressing and **weak points** in the system through **systematic controlling**

Absentee rate in %



The absentee rate for 2020 was 4.94 % of target working hours. This is similar to the rate from 2018 (4.92 %). The renewed increase from 2019 to 2020 was driven in part by coronavirus absences. Overall, absenteeism has levelled off at a high rate over the last four years, while in Switzerland (all sectors) it has generally increased. **By developing and systematically integrating our PGM, we aim to steadily reduce absenteeism in the coming years.**

# 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

In 2020, a total of **4 211 employees** took one or more of our training and development courses. We strive to further continue developing our educational services to address the **needs of our employees** and the requirements of the **customer and job market**.

### Attended training and development courses in the reporting year 2020

Suva-recognised forklift training	35
Elevating work platform	1
Hazardous goods courses for drivers	315
External hazardous goods courses for other areas/modes of transport	39
Internal hazardous goods courses	2 183
Courses for occupational safety	687
Dispatcher training	35
Commercial vehicle (CZV) course modules	670
Leadership courses	246
Total	4 211



« 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

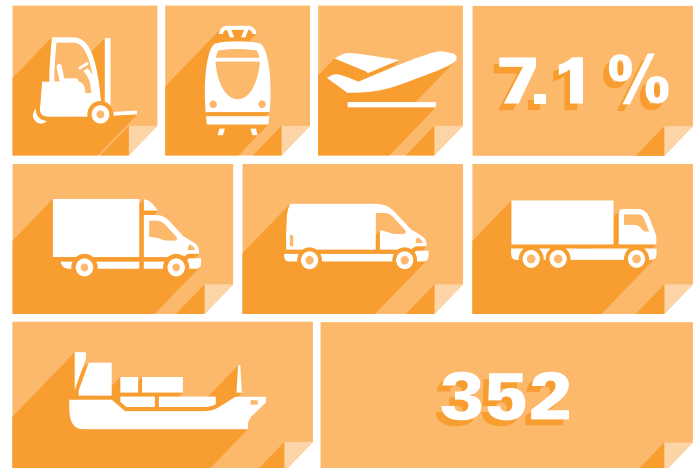
**Specialists** are in demand in the **transport and warehouse logistics industry**. The lack of skilled workers in road transport is considerable. **We are training apprentices ourselves** and, if possible, **employing them after they complete their training** to ensure that we have enough qualified personnel for the future.

We mentored **352 trainees** in the reporting year. This equates to an apprenticeship rate of **7.1% 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 high rate of continued employment of 72% across all occupational groups was very encouraging in the reporting year. In the KV, the proportion of trainees who are still employed was as high as 85%.

**In 2020, our apprentices completed their training in eleven different professions:**

- **Automobile specialist**
- **vehicle mechatronics engineer**
- **Retail specialist**
- **retail specialist**
- **operations maintenance specialist**
- **IT specialist**
- **Commercial employee (Profiles B, E and M)**
- **automotive paint assister**
- **Logistics specialist**
- **Road transport specialist**
- **Road transport practitioner**
- **Tire practitioner**



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 120 apprentices who took part in the qualification process, two unfortunately failed. This equates to a rate of 1.7%. This number is within normal limits, but clearly the goal should be 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:

- **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 **300 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**, 24 refugees **have started the preliminary apprenticeship in integration, of whom 23 have successfully completed the apprenticeship**. **Eleven 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 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.

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

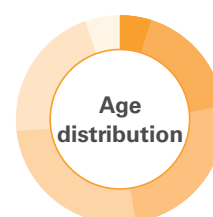
## ... Diversity

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.

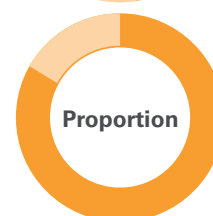
In the reporting year, **people from 82 nations** worked at Planzer. Compared to the high **level of cultural diversity**, gender diversity has a lot of catching up to do. There is currently one woman on the Executive Board. This clear under-representation is primarily driven by the masculine connotations 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 aim to increase this percentage to **10% by 2020**. 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 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	<b>Safety goals and guiding principles</b> are at the start of every improvement
2	<b>Safety organisation</b> regulates the task and responsibilities
3	<b>Training, instruction and information</b> make it possible to act correctly
4	<b>Safety rules</b> set limits and guidelines
5	<b>Hazard identification and risk assessment</b> show where caution and foresight are necessary
6	<b>Planning and implementing measures</b> reduce or eliminate risks
7	<b>Emergency organisation</b> helps if worst comes to worst
8	<b>Getting involved</b> turns affected parties into participants
9	<b>Health protection</b> is needed for optimum working
10	<b>Audit</b> to check if targets have been reached

### FCOS OFFICERS' DUTIES

In the 2020 reporting year, Planzer recorded **485 occupational accidents**, which was **5% lower** than in the 2019 reporting year. All accidents are recorded and evaluated by our FCOS 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.

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

From 01/01/2019 to 31/12/2019, **99 hand and finger injuries** and **110 foot injuries** were recorded. From 01/01/2020 to 31/12/2020, **109 hand and finger injuries** and **93 foot injuries** were recorded. This amounts to a **10% reduction in hand and finger injuries**. For foot injuries, this represents a reduction of **15.5%**.

The following goals will be addressed in the 2021 financial year:

1	<b>Reduction in occupational accidents compared to the previous year</b> In the 2020 financial year, <b>485 occupational accidents</b> were reported. In the 2021 financial year, the target is a <b>reduction of 6 %</b> .
2	<b>Accidents due to falls and tripping to be reduced through increased employee awareness</b> In the financial year 2020, <b>157 incidences of falling and tripping</b> were recorded. This equates to approx. <b>33 %</b> of all occupational accidents in the Planzer Group. These are to be <b>reduced by 5 %</b> in the 2021 financial year through raising awareness and targeted training for employees.
3	<b>Development of new training courses in e-learning for the area of occupational safety</b> Short training courses for everyday life such as the 'vital rules' that are completed via our e-learning platform. This guarantees ongoing refreshers and further training in occupational safety.
4	<b>Development of a refresher course for operators of floor conveyors</b> To increase safety in the operation and driving of floor conveyors, a refresher course is to be developed in cooperation with the training department. Refresher courses are to take place at the employee's place of work.



« 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 **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 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.

#### Revie

Revie GmbH is fighting climate change and the decline in biodiversity. One problem is the plastic pollution of the world's oceans and land. The Revie stainless steel drinking water bottle enables a huge reduction in single-use PET bottles. In the reporting year 2020, Planzer acquired Revie drinking bottles and distributed them to employees.

#### 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.**





... Post enquiry

As a company and an entrepreneurial family, **sustainability is a key issue for Planzer. Andrea Bros, Head of Human Resources**, explains why, and also what Planzer is doing in this regard.

... **Planzer**

In the 2020 reporting year, our efforts were focused on the 'Health and Well-being' sustainability goal of the United Nations. What do you personally find particularly important in relation to this goal?

**Andrea Brosi**

As people, health is one of the most important 'assets' we have. So we need to take care of it accordingly. There are many things we can only really enjoy if we are physically and mentally well. So, personally, I see support and provision for employees as a form of appreciation. As a company, we have to contribute to the good health and well-being of our employees.

## ... Which specific efforts by Planzer in this area do employees particularly value?

It's a very individual thing. What some value as worthwhile support, others might see as annoying. We've all been there – when you're sick or have an accident, you can't deal with things like you normally do. People with long-term illnesses particularly value the contact with the company. We want them to feel that they are still part of the company, that we won't forget them and, above all, that we are looking for solutions to reintegrate them into everyday work.

## ... What long-term goals are we pursuing in the area of employee health and well-being?

In the future, we would like to further expand and professionalise the areas of provision and care management. This will mean better coverage of the entire process, from prevention to support and reintegration.

## ... Last but not least: what does the head of HR himself do to promote his health and well-being?

Exercise and a varied diet are part of my life, and they're things I think about every day. But balanced rather than extreme, because enjoyment is also essential for a healthy and happy life.

# We are here for you

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

**We look forward to hearing from you.**

**59**



**1966**



**118 000**

**1936**

**AG**

**82**

**PLANZER**

**PLANZERTRANSPORT AG**

**Willi Gärtner**

Member of the Executive Board

Head of Logistics and Quality Management

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