

PLANZER

Bearing responsibility



Plan 

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

SUSTAINABILITY REPORT 2023

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

01 GETTING STARTED

DEAR READER

For Planzer, sustainability is a family matter – so it’s an issue that’s close to our hearts. As a family-run company, we see treating people and resources sustainably as our corporate responsibility towards our employees, customers, business partners, society and the environment – and towards future generations. That’s why we have been publishing our sustainability efforts in our Sustainability Report for a decade now. Our Sustainability Report 2023 continues this tradition and sets the scene for the increasingly strict requirements of the future.

That’s why we set the bar high for our sustainable actions, taking the UN’s 17 Sustainable Development Goals as our guide. Switzerland helped to formulate these targets and based its Climate Strategy 2050 on them. On the following pages, you will find out how we contribute to the agenda and orchestrate our sustainability activities for the world of work, the environment and society, but also where we want to improve.

In the reporting year 2023, for the first time in our history, we assessed our inter-company carbon footprint and outline how innovation can help make great strides in terms of sustainability. The report also offers insights into our current experience with alternative drive technologies in our vehicle fleet, our future efficiency goals for our buildings and our commitment to training and development – for both the professional and social skills of our employees. Our motto is: If we embrace sustainability now, future generations can do it too. We wish you a sustainable informative read.


Nils Planzer


Severin Baer


Martina Novak

PEOPLE
for more future
for committed people

PLANET
for more green
around the globe

PERSPECTIVE
for the best prospects
for a better tomorrow

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02 FACTS AND FIGURES

Interesting facts about our company

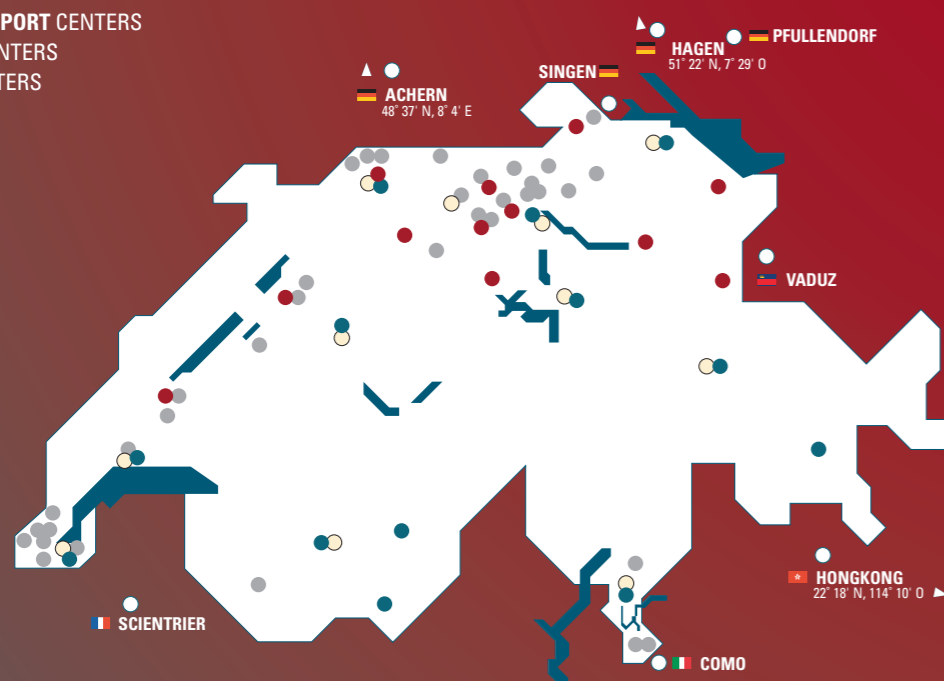
Headquartered in Dietikon, Planzer is a stock company and 100 % in family hands. The company was founded by Max Planzer in **1936** as a sole proprietorship. In **1966**, son Bruno Planzer started the **stock company Planzer Transport AG**. Today, Nils Planzer and Severin Baer are the third and fourth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

We employ over **6100 employees at 60 locations** in Switzerland and at various other locations abroad. With locally anchored companies and a dense network of partners, our operations extend far beyond the Swiss border.

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

ROOTED IN SWITZERLAND, PRESENT ABROAD

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



1936
sole proprietorship

1966
stock company

Today
in the third generation

40 %
road network

60 %
low CO₂-emission rail

02

Transport and storage services at a glance

WIDE ARRAY OF TRANSPORT AND WAREHOUSE LOGISTICS SERVICES

PLANZER	National Transport General cargo via rail/road, containers, hazardous goods, overnight express, pharmaceuticals, special transportation incl. cranes, private and business relocations (eastern Switzerland), valuables and security logistics	International Transport General cargo, partial and full loads, temperature-controlled, combined rail/road transport, road feeder service with air and sea freight, customs clearance
PLANZER	National/International Warehouse Logistics Storage, assembly, commissioning, cross docking	
PLANZER SYNERGISTICS	National/International 4PL Supply chain management as a neutral fourth-party logistics provider	
<i>Planzer</i>	National/International Parcel Service Pick-up and delivery of parcels (50 g to 30 kg) with additional options	
<i>Planzer</i>	Homeservice national Homedelivery Delivery to the kerbside without additional services	Homedelivery+ Delivery to the end location with additional options such as unpacking and removal of packaging material, disposal, assembly and installation

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

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

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

Smaller parcels and **general cargo to your private customers** are delivered under the old-style signature logo of our founder Max Planzer. The logo adorns vehicles for our **parcel service «Planzer Parcel»** and for our **home delivery service «Planzer 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: We aim to meet the needs of our customers with **100 % reliability and quality**.

02 FACTS AND FIGURES

Planzer in numbers

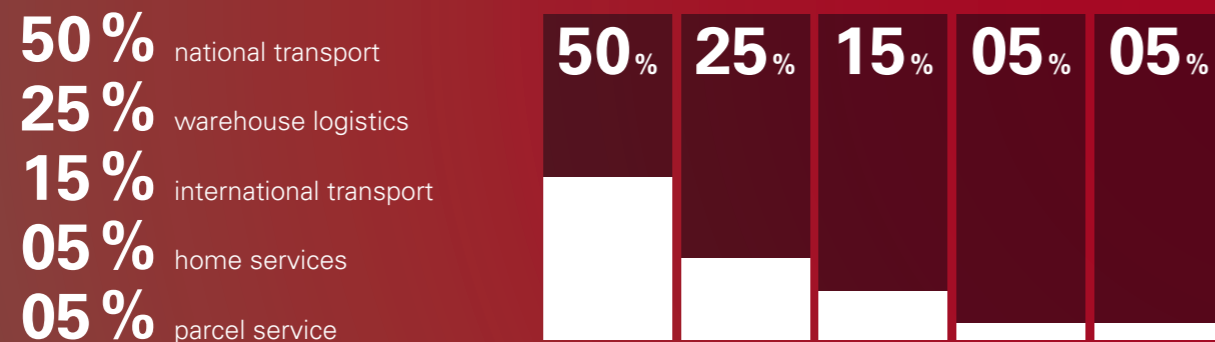
EMPLOYEES



LOCATIONS & COMPANIES



SALES



VEHICLES



WAREHOUSE LOGISTICS



02

Value 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 challenges, such as scarcity of resources, climate change, employee exploitation, globalisation, new health risks and requirements, and the increasing complexity in the world of work, including digitalisation.

TOGETHER WITH OUR STAKEHOLDERS

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

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

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

We cultivate regular dialogue with our stakeholders



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).



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

Marius Buhl, Member of the Executive Board, CFO

03

Impacts of the value chain

Our activities across the entire value chain affect our company, our stakeholders and the environment – and vice versa. For example, the pandemic and its impact on online retail made us change the way we provide our services. These effects can be value forming, value protecting or value reducing – or a combination thereof. That is why we maintain a **far-sighted, holistic understanding** of sustainability that takes into account the long-term impact and consequences of our business activities.

OUR ECONOMIC ACTIVITY HAS A WIDE-RANGING IMPACT



	Warehouse logistics	Road transport	Handling	Rail transport	Handling	Distribution	End customer
Impacts on Environment	<ul style="list-style-type: none"> CO₂ emissions Consumption of resources and energy locations Recycling Building land needs for infrastructure 	<ul style="list-style-type: none"> CO₂ emissions Fuel consumption Noise pollution Congestion 	<ul style="list-style-type: none"> CO₂ emissions Consumption of resources and energy locations Recycling Building land needs for infrastructure 	<ul style="list-style-type: none"> CO₂ emissions 	<ul style="list-style-type: none"> CO₂ emissions Consumption of resources and energy locations Recycling Building land needs for infrastructure 	<ul style="list-style-type: none"> CO₂ emissions Fuel consumption Noise pollution Congestion 	
Impacts on World of work	<ul style="list-style-type: none"> Employees: job security and workplace safety, health, work-life balance, training and development. Customers: goods safety, cost optimisation, added value efficiency Business partners: order situation Industry: dialogue partners 	<ul style="list-style-type: none"> Employees: job security and workplace safety, health, work-life balance, training and development. Industry: dialogue partners 	<ul style="list-style-type: none"> Employees: job security and workplace safety, health, work-life balance, training and development. Customers: goods safety, cost optimisation, added value efficiency Business partners: order situation Industry: dialogue partners 		<ul style="list-style-type: none"> Employees: job security and workplace safety, health, work-life balance, training and development. Customers: goods safety, cost optimisation, added value efficiency Business partners: order situation Industry: dialogue partners 	<ul style="list-style-type: none"> Employees: job security and workplace safety, health, work-life balance, training and development. Industry: dialogue partners 	<ul style="list-style-type: none"> Customers: added value efficiency
Impacts on Society	<ul style="list-style-type: none"> Job and apprenticeship offers Social commitment for the region Taxes and duties 	<ul style="list-style-type: none"> Job and apprenticeship offers Taxes and duties 	<ul style="list-style-type: none"> Job and apprenticeship offers Social commitment for the region Taxes and duties 	<ul style="list-style-type: none"> Noise reduction Reduction of traffic 	<ul style="list-style-type: none"> Job and apprenticeship offers Social commitment for the region Taxes and duties 	<ul style="list-style-type: none"> Jobs: offers, security 	<ul style="list-style-type: none"> Health Security of supply

03 SUSTAINABILITY

Material topics and organisation

MATERIAL TOPICS

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

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

ENVIRONMENT	Climate protection Energy efficiency	Chapter 04 Chapter 04
WORLD OF WORK	Attractive and fair employer Occupational health and safety	Chapter 05
SOCIETY	Data protection IT security Sustainable supply chain Sustainable corporate governance and ethical conduct	Chapter 05 Chapter 05 Chapter 04 Chapter 02

OUR COMPANY'S SUSTAINABILITY ORGANISATION

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

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

03

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**.



ENVIRONMENT

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

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

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

WORLD OF WORK

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 **380 apprentices**, which accounts for 6.5 % of all full-time positions.

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

SOCIETY

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

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

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

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

Martina Novak, Head of Sustainability



04 PLANET

Greenhouse gas inventory

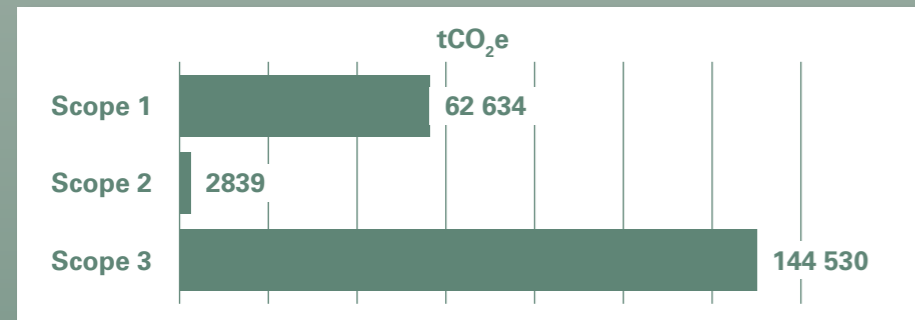
OUR GREENHOUSE GAS INVENTORY

Transport and warehouse logistics services would simply not be possible without the use of energy. It is extremely important to us to make sustainable use of resources and intelligent use of energy whilst optimising our emissions at the same time. Consequently, in the reporting year 2023, we assessed our inter-company greenhouse gas inventory for the first time in our history. This delivers transparency and will enable us to identify the emissions in our company and along our value chain.

Our method of calculation is aligned with the **Greenhouse Gas (GHG) Protocol**, the world's most commonly used standard for calculating corporate carbon footprints. The

GHG Protocol provides a transparent, consistent approach to assessing a greenhouse gas inventory and identifying ways to reduce emissions. It accounts for the direct emissions from sources controlled by the company (**Scope 1**), indirect emissions from purchased electricity and heat (**Scope 2**) and other indirect emissions from activities such as the supply chain and waste disposal (**Scope 3**).¹ According to this assessment, our greenhouse gas emissions in 2023 were approximately **210 000 tonnes of CO₂e**². This is roughly equivalent to the emissions of around 40 000 residents in Switzerland, emitted within the country's national borders.

GREENHOUSE GAS INVENTORY 2023



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

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

¹ Our greenhouse gas inventory is based largely on measured values. Where the data is incomplete, we have used estimates and extrapolations in line with the GHG Protocol and indicate where these were used, with the aim of continuously improving the data collection.

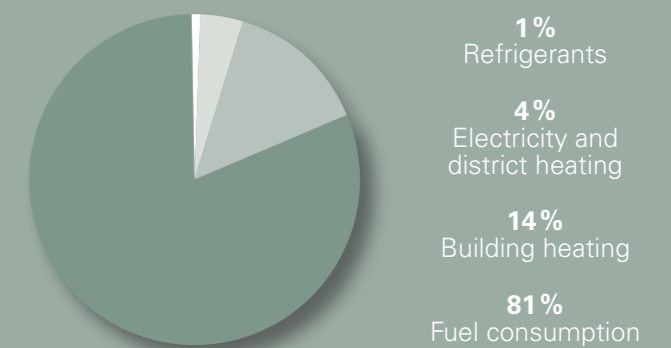
² CO₂e stands for CO₂ equivalents, a unit of measurement designed to standardise the environmental impact of various greenhouse gases.

04

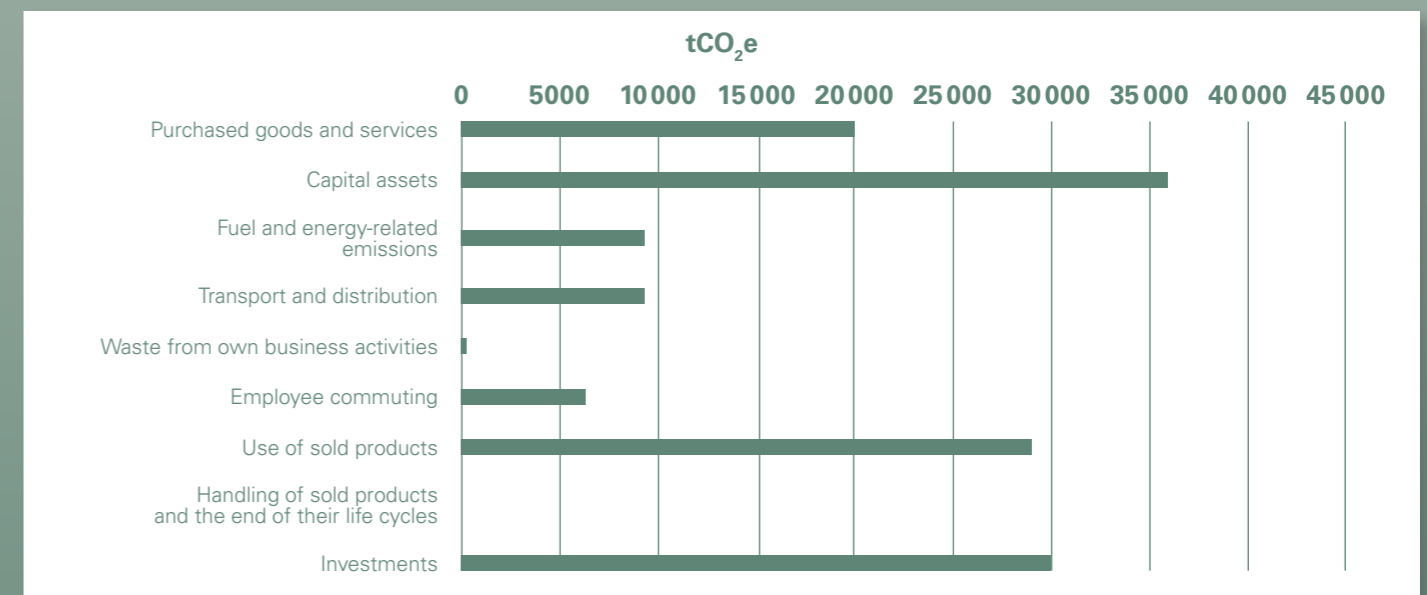
Greenhouse gas inventory

GREENHOUSE GAS INVENTORY 2023 – SCOPE 1 & 2 EMISSIONS

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



GREENHOUSE GAS INVENTORY 2023 – SCOPE 3 EMISSIONS



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

³ The fuel consumption for approx. 10 % of the energy reference area in Switzerland and for international sites (approx. 5 % of the total building area belonging to Planzer) and the fuel consumption of international sites (approx. 10 % of Planzer's fuel consumption) have been extrapolated on the basis of average values. Refrigerant losses in buildings have been estimated based on average loss rates.

⁴ The external transport service providers (road, sea and air freight) for our international sites are not yet included in our greenhouse gas inventory. We plan to include the missing emissions by next year.

04 PLANET

Emissions and modal split

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

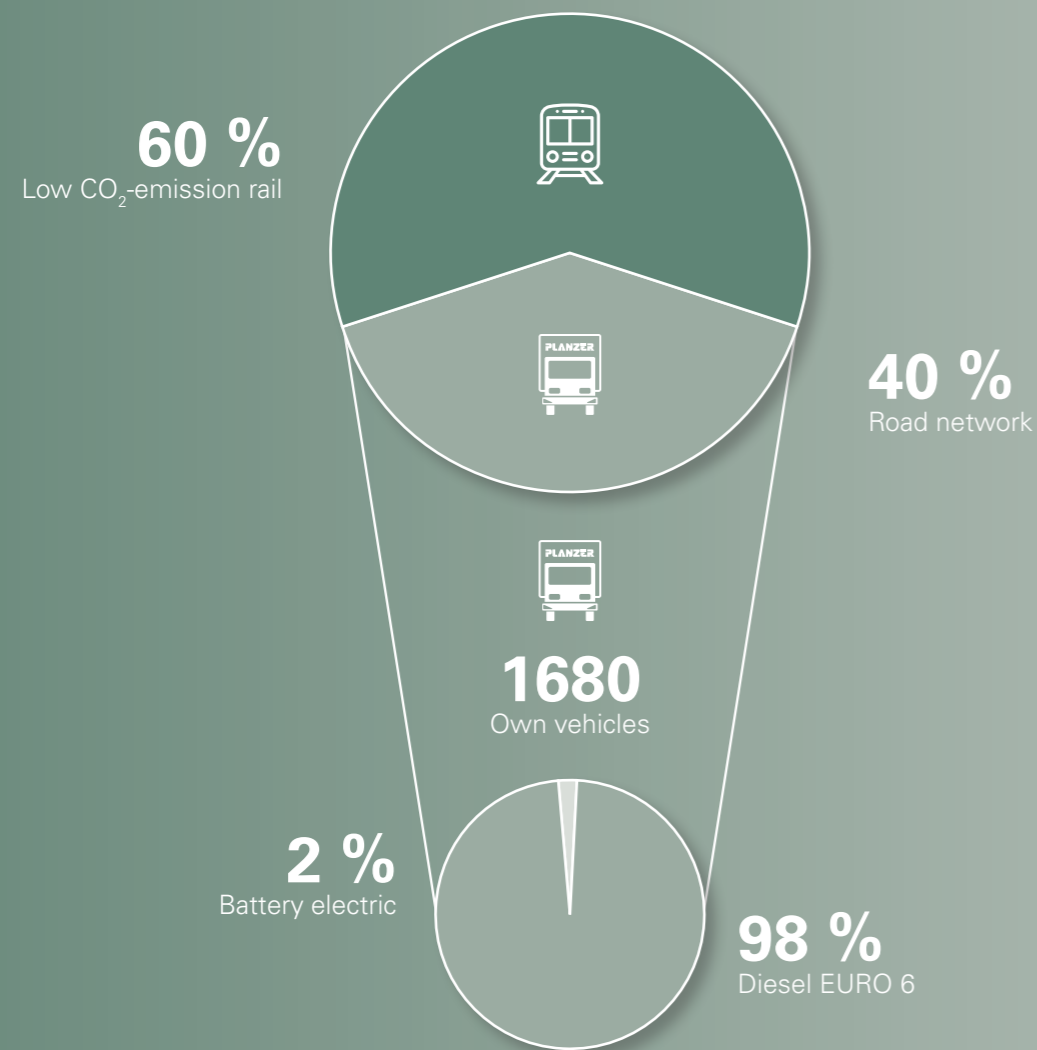
EMISSIONS

We want to reduce our **emissions of exhaust gases and pollutants** continuously. To do this, we invest in modern drive technologies and in the sustainable use of operating resources and energies.

In accordance with the Climate and Innovation Act, we aim to reduce our emissions to **net zero** by **2050** at the latest, and are currently developing a climate strategy.

MODAL SPLIT

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



04

Modes of transport and fleet strategy

RAIL TRANSPORT

In the Swiss freight rail network, **12** Planzer rail centres are connected for freight loading. Every night, **228** rail wagons travel by rail. Each year, our customers' goods cover about **11 million kilometres of track**. In the reporting year, we were thus able to avoid almost **44 300** lorry journeys. This corresponds to about **7789** tonnes of CO₂ emissions that we have spared the environment.

SERVICING AND ROAD PERFORMANCE

The experts at **our in-house repair shops** carry out regular maintenance in line with manufacturer guidelines for all our commercial vehicles so that we can identify technical problems that impact emissions early. At our **training centres**, we train drivers in environmentally optimised behaviour on the road. We train our dispatch specialists in **efficient route planning** and how to avoid CO₂-expensive empty trips. We are also a member of the Quality Alliance Eco-Drive (QAED). This association of transport associations, course providers, federal agencies and private organisations teaches car and truck drivers about environmentally aware driving.

FLEET STRATEGY

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

TOTAL VEHICLES – 27 IN USE – 13 IN THE PIPELINE

Battery electric 18x ————— Hybrid 1x ————— HVO 8x ————— In the pipeline 13x —————

MOTOR VEHICLES	TRACTOR UNITS	DELIVERY VANS	MOTOR VEHICLES	MOTOR VEHICLES	DELIVERY VANS (CEP)	MOTOR VEHICLES
General cargo City logistics	General cargo shuttle	General cargo City logistics	General cargo City logistics	High-value shipments	parcel service	General cargo City logistics
13X	4X	1X	1X	8X	3X	10X
12x Renault D16 Z.E. 1x Volvo FL Electric 4x2R	2x Futuricum 2x Volvo FH Electric	1x Mercedes Benz e-Sprinter	1x Scania P320 dB	8x Scania G320 & R450	3x Iveco e-Daily	10x Scania

Hydrotreated
vegetable oil

Battery
electric

Battery
electric

04 PLANET

Drive technologies

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 city logistics, urban and national transport.

BATTERY ELECTRIC VEHICLES (BEV)

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

HYDROGEN H2 (FCEV)

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

ALTERNATIVE FUELS

Gas (CNG/LNG/CBG/LBG)

Biofuel (HVO / FAME)

Synthetic fuels (SYN-FUELS)

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



« At Planzer, we're open to new technologies and adopt an extremely holistic approach to the drive system when purchasing our vehicles. »

Raphael Hertach, Project Manager, Fleet Management

HYBRID VEHICLES (HEV/PHEV)

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

ALTERNATIVE DRIVES AT PLANZER – OUR CURRENT FLEET

In **2023**, Planzer had **19 vehicle** with alternative drive systems in operation. One vehicle has a hybrid drive and 18 have battery electric drives (BEVs).

As such, alternative drives make up 2 % of the total transport fleet of Planzer. A further **13 battery electric vehicles** are already **in the pipeline**. This underlines our efforts and represents the next step towards the decarbonisation of our fleet.

USE OF ALTERNATIVE FUELS TO REDUCE CO₂ IN CONVENTIONAL DRIVES: HVO

In parallel with the change to drive technology, we are lowering the CO₂ emissions of existing vehicles with internal combustion engines significantly by switching from fossil diesel to alternative fuels. In 2023, we converted **eight vehicles** to run on **HVO100** fuel. This is a **hydrotreated vegetable oil** based on waste materials and is treated accordingly so that it can be used as a 1:1 replacement for fossil diesel. This achieves a CO₂ reduction of up to 90 % compared with conventional fuel. Naturally, we oblige our fuel suppliers to deliver only HVO100 that meets the strictest requirements in the production process. This ensures that the waste materials used do not compete with food production.

04

Environmental footprint in national transport

The CO₂ value is considered by many as a currency of sustainability behaviour. We collect CO₂ emissions figures for Planzer every year and publish them in our sustainability report. In doing so, we prove our environmental performance for road and rail transport and for the entire group. We measure our CO₂ 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	33 528 786	19 784 700	53 313 486
Gross transported weight in kg	1 899 972 700	1 441 403 900	3 341 376 600
CO ₂ emissions in g/kg transported weight	14.1	13.7	13.9

RAIL TRANSPORT

We have our own rail network with **12** railway centres that are connected to the Swiss freight rail network. We send out an average of **228 rail wagons** per night through our transport partner SBB Cargo. During the day, the network includes a further **23** rail wagons in the Graubünden region (via Rhätische Bahn) and Valais (via Matterhorn-Gotthard-Bahn), as well as 11 rail wagons for combined transport via SBB Cargo.

This represents an increase of 10 rail wagons per night compared to the last financial year.

In the reporting year, our customers' goods covered around **11 million kilometres** by rail. This is equivalent to about **7789** tonnes of CO₂ emissions that we have spared the environment. In transport terms, it means that we avoided almost **44 300 lorry journeys** on the Zurich–Bern route.

Our Cityliner has been in operation since 2021. It promotes combined transport by building new relationships and strengthening others. Watch our video for more information.



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 CO₂ emissions consumption per customer and give this to them.

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

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



« By using rail, we were able to reduce 7789 tonnes of CO₂ emissions, which is equivalent to almost 44 300 lorry journeys. »

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

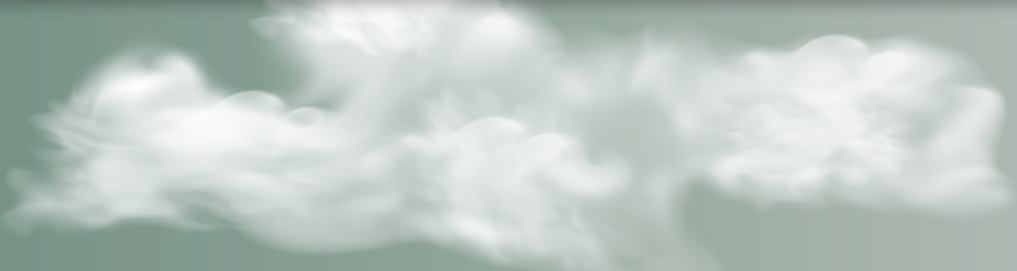
04 PLANET

Environmental footprint in warehouse logistics

We require large quantities of energy resources for our **warehouse logistics operations: electricity** to light the storage areas and for co-packaging, **oil** and **natural gas** to heat the buildings, and **energy** for waste disposal.

CO₂ EMISSIONS OF HANDLING AND WAREHOUSE LOGISTICS 2023

	TOTAL	HANDLING	WAREHOUSE LOGISTICS
Waste disposal	105	18	87
Gas consumption	3973	676	3297
Power consumption	14.1	13.7	13.9
Oil, pellet and district heat consumption	2245	382	1863
Total CO ₂ emissions in tonnes	6635	1192	5506



On behalf of our customers, we manage and store goods on more than **1.1 million m² of storage area** in **Switzerland** and the border areas of **Singen, Pfullendorf, Achern** and **Como**. This means that we run the distribution warehouses for each market and market segment. As a **production warehouse** for domestic manufacturing sites, we also ensure that our customers obtain the prefabricated components or raw materials for the production process promptly through the **Kanban system**.

The products range from sales packaging for medication to 1100 litre IBCs for the chemical industry. We prepare highly detailed, level-appropriate monthly reports on our key quality and performance indicators. Our delivery fulfilment rate is **99.94 %** with more than 10.5 million picked items. This figure has stabilised over the years and is a guarantee to our customers that the goods are available in the right place, at the right time.

To process these orders, we need primarily energy resources such as **electricity for the service production** and, of course, **oil and gas to heat the buildings**. This is all recorded by our internal energy monitoring system.

In 2023, a total weight of **1 856 253 tonnes** was processed in warehouse logistics, or a **4 %** decrease year-on-year. The lower throughput rate is due to the general slowing of all customer segments in the market. It is also worth noting that the extraordinarily high volume of 2022 was influenced by the pandemic. The emissions created in this area amount to a total of **6635 tonnes of CO₂**. The underlying data is based on the recorded effective consumption figures of Planzer itself. As part of the assessment of our greenhouse gas inventory, we calculated the emissions for the first time on the basis of the Greenhouse Gas Protocol.

04

Energy efficiency in buildings

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

As part of the high consumption energy management project, we continued to implement numerous measures to reduce our energy consumption in 2023.

By replacing energy consumers (motors, lamps, etc.), implementing structural measures (replacing windows, etc.) and optimising processes, we were able to undercut our emissions target of 4379 tonnes of CO₂ by some 1300 tonnes in the reporting year 2023. Since the launch of this project in 2015, we have reduced the CO₂ emissions of our high-consumption sites by a total of **1676.5 tonnes of CO₂**.

We have also made improvements in the area of **energy efficiency**. In 2023, the actual value was 10.5 % above

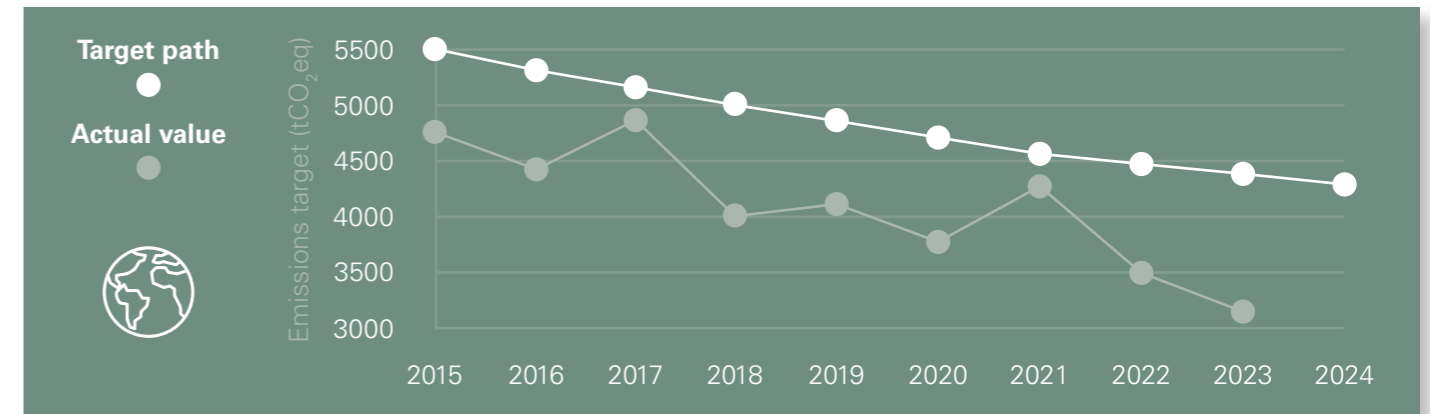
the agreed efficiency curve (107.5 %). This improvement is due to the implementation of structural measures and the improved configuration and regular monitoring of technical systems.

In 2023, we again **raised awareness of energy-related issues among technical managers** at our high-consumption locations and provided them with relevant training.

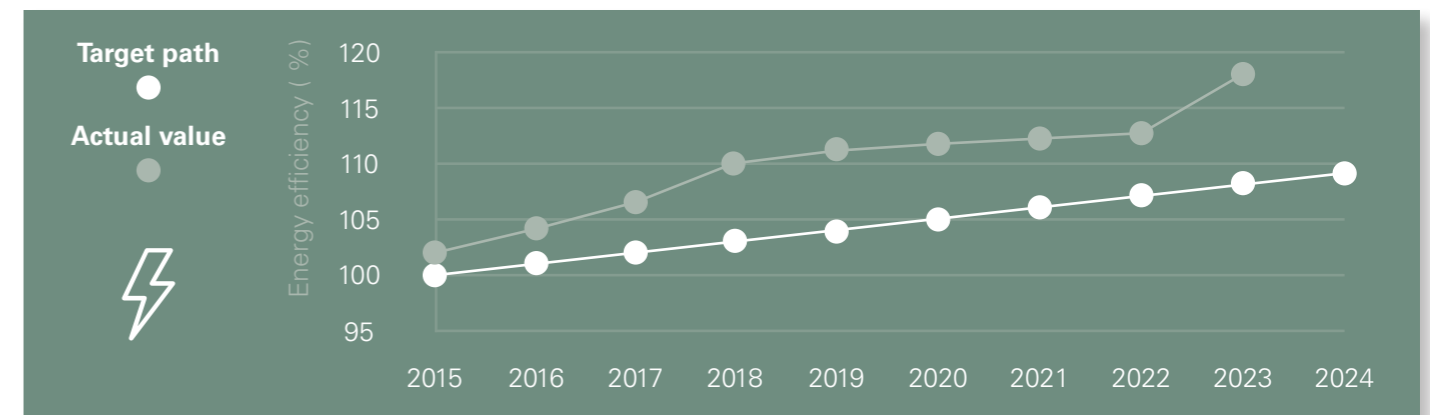
In light of the excellent results, we have decided to add another **14 Planzer Group sites** to this programme starting in 2024. By the end of 2024, we will assess the energy balance at all our logistics properties and define measures to reduce energy consumption.

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

MID-TERM EMISSIONS TARGETS FOR OUR HIGH-CONSUMPTION LOCATIONS



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



04 PLANET

Procurement and circular economy

PROCUREMENT

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

OUR PROCUREMENT PRINCIPLES

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

SELECTION CRITERIA AND VALUE CONSISTENCY

We expect our **suppliers** and **business partners** to adhere to an **ethically** correct **code of conduct in line 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.

CIRCULAR ECONOMY

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

SUSTAINABLE TYRE STRATEGY

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

The model involves recutting and retreading used tyres, as well as a combination of these two measures. When the tyres reach their initial wear limit, they are recut in our workshops in **Dällikon** and **Kallnach**. This reduces their

rolling resistance. In turn, this improves their operational performance by 25 % and reduces fuel consumption. After further use, the carcasses that make up the basic structure of a tyre are re-rubberised by a tyre specialist, i.e. a new tread is applied and they are put back into use. The retreaded tyres can even be recut again when their tread is almost worn out. This process can be repeated twice on premium tyres.

In **2023**, we avoided purchasing an additional **150** tyres as a result of recutting and saved the raw materials needed to produce over **1000** tyres thanks to retreading.

REVERSE LOGISTICS FOR DISUSED ELECTRONIC DEVICES

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

Larger quantities are where we come in. As part of CDS Cargo Domizil AG and in close cooperation with Camion Transport AG and Galliker Transport AG, we are a logistics partner of Swico Recycling and responsible for transport. Companies and specialist shops can arrange for IT and electronic entertainment devices to be collected free of charge, provided that they fill at least one Euro pallet with three frames or include large copiers at least 80 cm in height. The collection orders are placed on the Swico website, sent to the CDS headquarters in Bern and then passed on to the CDS partner in charge of the collection zone in question. In **2023**, we CDS partners proudly collected **13 750 pallets and pieces of bulky equipment** and ensured that they were recycled properly. This is equivalent to approximately **2700** tonnes.



04

CIRCULUS: PATHWAYS TO A CIRCULAR INDUSTRY

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



PLANZER
SYNERGISTICS

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



UPCYCLING WITH FREITAG

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

In the financial year **2023**, we sent **120** tarpaulins to FREITAG, equivalent to a net weight of 4121 kg (gross weight = 11 390 kg).

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

1X



= 25X



05 PERSPECTIVE

Innovation



PLANZER WORKBENCH INNOVATION PROGRAMME

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

- Groundbreaking innovations that we do not yet use
- Proposed improvements to existing processes
- Simple problems to which the solution is not yet evident

In this context, our **employees** play a **key role on a variety of levels**. Aside from contributing their ideas, we believe it is important to involve employees in the process: we embrace participatory principles to turn the «affected» into «participants» and impart our spirit into our core business. **Together** with employees, customers, students and everyone else who contributes to the Workbench, we will become cleverer and find better solutions.

When an idea reaches our Workbench, the **innovation team** supervises the process: The idea is examined in depth and discussed by the team. If the team approves of the idea, a **prototype** is developed. If the prototype is successful, a **pilot project** is launched with state-of-the-art software and technology in collaboration with employees, customers and business partners. The Workbench team prepares a report on the findings and presents it to the Executive Board with its recommendation. If the Executive Board agrees, the idea is incorporated into the regular development process.

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

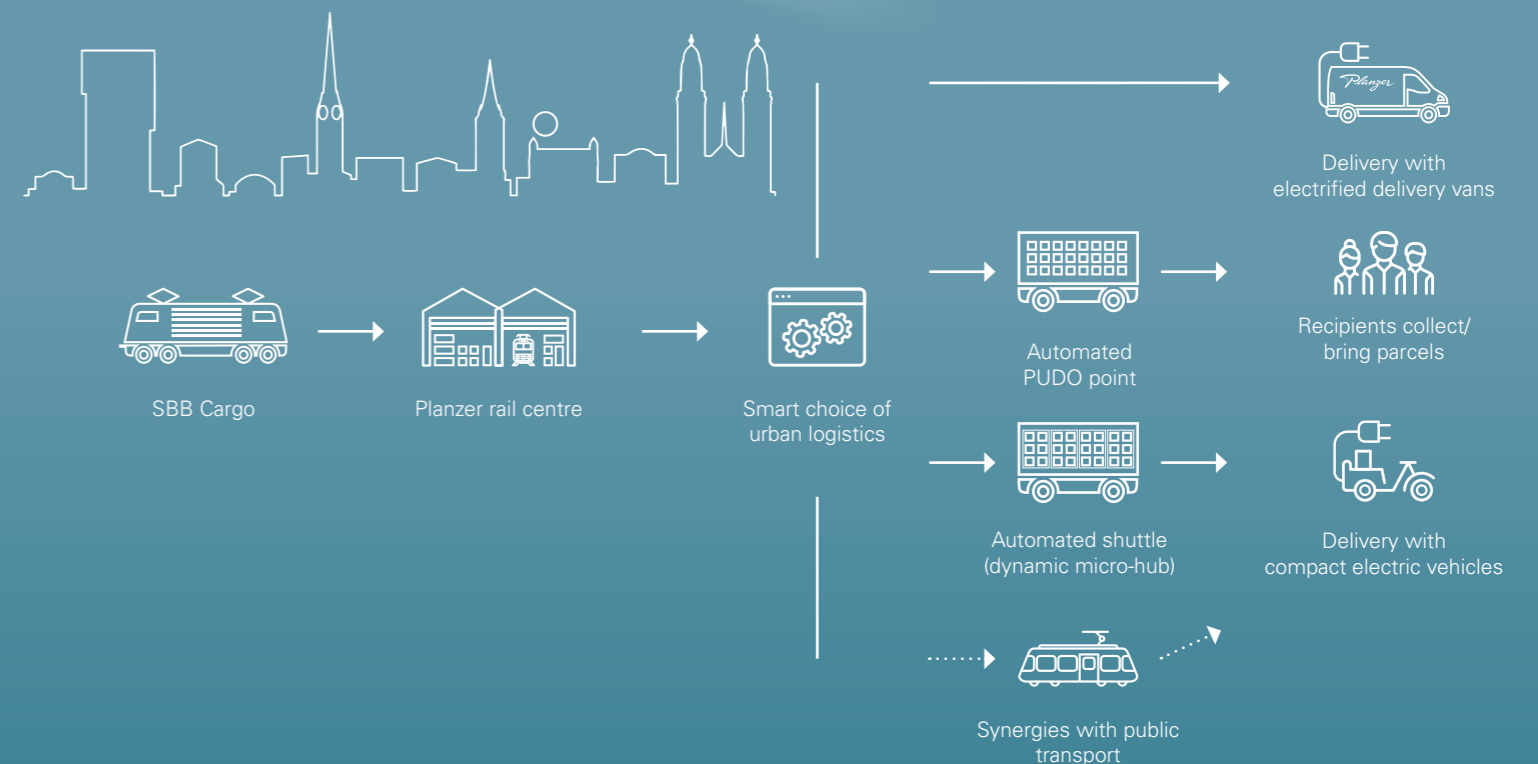
- Sustainable logistics
- The future of working in logistics
- Autonomous transport
- Automation and robotic solutions
- Data usage and artificial intelligence

DIGITALISATION, AUTOMATION, TRANSFORMATION

Most ideas can be categorised using one or more of these key words. Some topics are even in the heart of this triangle, such as our **project «PAUL»** – an **autonomous vehicle** without a driver's cabin that will soon take to the **roads of Dietikon** as part of a pilot project. What does this have to do with sustainability? We see a number of ways:

- **Electrically operated:** and one step closer to our net zero target. We want to automatically shuttle boxes filled with parcels into the city centre for greener, more efficient distribution.
- **Less work for employees:** deploy people where machines cannot replace them. And that is in local distribution. Our drivers remain centralised in the cities, so have less transfer time and stress in traffic.
- **Automated journeys:** this means less road traffic. Compared with conventional delivery vehicles, fewer trips from the depot to the inner city are needed, as the parcel boxes can be loaded more compactly.
- **New vehicle:** means new services. We see huge potential in this new technology to offer our customers and society additional, innovative services.

CITY LOGISTICS – WHAT HAPPENS TO THE BOXES WHEN THEY REACH THE CITY?



A focal point of the innovation programme is **urban freight mobility**, which is changing due to the evolution of urbanisation, e-commerce and new living models. One project exemplifying this, which is running as part of the Planzer Workbench innovation programme, is **city logistics with small electric vehicles**. In cooperation with **Kyburz**, we are testing parcel deliveries in Altstetten with agile, environmentally friendly vehicles that are well suited to urban traffic. Our **aim** is to improve **efficiency** and the **customer experience**, and reduce **emissions**. Based on the experience of the pilot, we work together to develop new concepts and services that meet the needs of the city's population. In this project, we are working with partners including **universities**. As such, we are not only **in tune with the times**, but are also investing in a strong employer brand with attractive projects and topics.



« We are all about **DOING** – we see problems as opportunities and actively look for solutions. It's in our DNA. »

Anna Baschung, Project Manager Innovation

05 PERSPECTIVE

Social commitment

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

SWISSCLEANTECH

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

SAAM – SWISS ASSOCIATION FOR AUTONOMOUS MOBILITY

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

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

As an **idea-sharing platform**, SAAM promotes dialogue between members and stakeholder groups in order to share ideas and advance tangible projects. One of these projects is our pilot project **«PAUL»**. PAUL is an autonomous vehicle that will soon provide us with initial findings on the roads of Dietikon in collaboration with our partners (more about PAUL on page 23).

TRAFFIC AND INFRASTRUCTURE WORKING GROUP

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

05

SCHWEIZER TAFEL

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

BPN ENTREPRENEUR SPONSORSHIP

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

SENIOR THEATRE GROUP

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

SAPOCYCLE

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

NEZ ROUGE

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

LABDOO

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

05 PEOPLE

Working environment

With **5 724** full-time equivalents in the reporting year, **we are one of the largest employers in Switzerland**. We thus attach high 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

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



In recent years, a **systematic absence control system** has enabled us to develop key indicators that identify **challenges and new areas of action for us**. In addition to the key indicators, we have focused more heavily on health promotion since last year, in order to provide comprehensive occupational health management and support our employees at various levels. **The following focal points were initiated in 2023** and will be bolstered further:

Systematic documentation in Carema of long-term cases for improved employee oversight and support.

Investment in exoskeletons to reduce strain on back muscles. These are available to our sites for a trial phase, including supervision by Planzer Health Management.

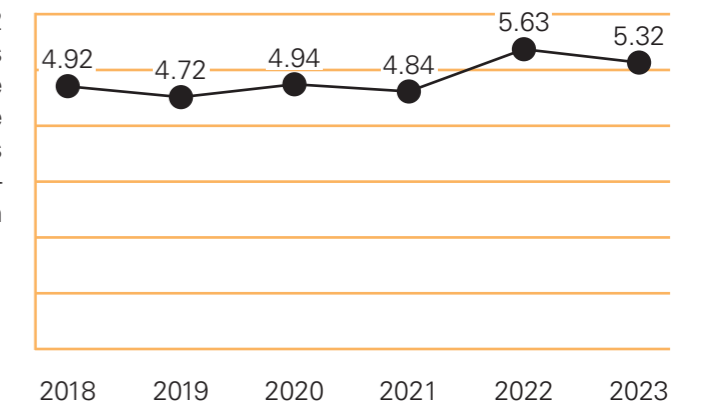
Increased resources in Planzer Health Management to further anchor it in the Planzer Group.

Supervision in processes for more efficient absence management.

ABSENTEE RATE

The absentee rate of the Planzer Group in 2023 was 5.32 % of target working hours. The number of absences has dropped compared with the previous year and we are once again moving in the right direction. However, there is still room for improvement with regard to previous years. We aim to reduce absences further by expanding our systematic documentation of long-term cases in combination with our focus on health promotion.

Absentee rate in %



05 PEOPLE

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.

SMETA audits have been 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.

05

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. For this, we maintain **two company-owned training centres** with a driving school and training workshop. We recruit driving instructors and instructors from within the company. As soon as new drivers start, we introduce them to the **Planzer environment** at our training centres for 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.

Our employees took part in 13 238 training and development courses in 2023. 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 2023

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



« 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 PEOPLE

Occupational safety and health protection

Safety is not an absolute value but a key factor in our business. In the area of **occupational safety**, we have adopted the industry solution 25 of the Federal Coordination Commission for Occupational Safety (**FCOS**) and the Swiss Road Transport Association (**ASTAG**). By using this manual, we ensure **safe and healthy workplaces**. The FCOS/ASTAG safety system encompasses the following subject areas:

INDUSTRY SOLUTION SAFETY PLAN BY FCOS/ASTAG

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

SAFETY/OHAS OFFICERS' DUTIES

In the reporting year 2023, we recorded **122.82 occupational accidents per 1000 full-time positions**, which represents an increase of **1.5 %** over the reporting year 2022. All accidents are recorded and evaluated by our safety officers and occupational health and safety (OHAS) officers. Accidents are investigated and discussed with the victim in person.

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.

41 % of occupational accidents in the financial year 2023 were categorised as **«Trips and falls»**. This represents an increase of 55 cases or **20 %** year on year.

23 % of occupational accidents were categorised as **«Manual load handling»**.

This means that trips and falls remain the most common cause of accidents within the group. We did not accomplish our goal of reducing this accident category.

05

Business continuity management

THE FOLLOWING GOALS WILL BE ADDRESSED IN THE FINANCIAL YEAR 2024:

1

More detailed investigation of occupational accidents

Our accident investigation will be reworked and updated. The employees and managers involved will be under stricter obligations during investigation of the accident. A more detailed accident investigation should explain how an accident occurred and how it can be prevented in future.

2

Involving employees

Preventing accidents and raising awareness require the cooperation and involvement of our employees. This increases acceptance of safety measures and makes them more effective. It also allows staff to play a more active role in protecting themselves and others.

3

Evaluation of occupational accidents in full-time positions

Accidents are evaluated based on the number of occupational accidents. In order to obtain an accurate reference value, from 2023 occupational accidents will be evaluated based on full-time positions.

4

Support our safety and OHAS officers with the investigation

A systematic investigation is necessary to identify the causes of an accident. Our safety and OHAS officers will therefore receive further training in an accident investigation workshop in 2024.



« 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.

05 PEOPLE

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 **380 trainees** in the reporting year. This equals an apprenticeship rate of **6.5 % of the group's positions**.

We advertised **170** new apprenticeships in the reporting year. We aim to retain at least **two thirds of the apprentices** after they have completed their training, which we have been able to achieve on average over the past five years. The **rate of continued employment across all occupational groups stood at 68.5 %** in the reporting year.

WE OFFER THE FOLLOWING APPRENTICESHIPS:

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

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.

Of the **118 apprentices** who participated in the qualification process, **110** passed the examination. This equates to a success rate of **93.2 %**, although we strive to achieve 100 %.

WIDE VARIETY OF APPRENTICESHIPS

We not only want to train our apprentices in specific technical subjects, but also encourage the development of their social, personal and methodological skills. That is why we provide them with a variety of activities and workshops:

- Extensive range of apprenticeships
- Organisation of various careers fairs
- Presentation of our apprenticeship jobs and courses at various trade fairs and schools
- Welcome day for incoming trainees
- Follow-up seminar with various models such as technical knowledge, communication, study techniques, use of social media

- Apprentice camp in the form of voluntary service in the Swiss alpine regions
- Preparatory courses for the qualification process

VOCATIONAL INSTRUCTORS AND PRACTICAL TRAINERS

Ninety vocational instructors and around **350** practical trainers are responsible for our apprentices. In annual meetings, we train and sensitise these specialists in focused communication of professional and social expertise. With our job-specific **experience-sharing groups**, we network our trainers in the regions, enabling us to **identify and respond to needs quickly**. Our primary objective remains to guarantee quality education and training for our talented young people. **They are our future.**



170 new apprenticeships in 2023



« Young people need role models more than critics. »

Patrizia Manduca, Head of Basic Occupational Training

05

Fostering young talent

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, 30 refugees** have started the preliminary apprenticeship in integration, of whom **29 have successfully completed the apprenticeship**. **Eighteen of the preliminary apprentices** subsequently signed an **apprenticeship contract** with the Planzer Group and seven others took up employment with Planzer. 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.



THE VOCATION

We want to give **school pupils** the opportunity to choose an occupation that not only aligns with their individual skills and interests, but also provides scope for **personal development**. We firmly believe that every individual pupil has the potential to thrive in their chosen field of work and get the best out of themselves. Variety is tremendously important to us, so we offer **a wide range of vocations**. This enables us to embrace the various talents and interests of our pupils in full.

Yet we are not resting on our laurels. On the contrary, we are working to find new ways to improve the **quality of our training courses**. We are therefore always interested in evaluating **new occupational fields**. We recognise the need to respond to **changes in the world of work** and see it as our responsibility to not only acknowledge these changes, but also **actively help define them**.

Our goal is to produce enterprising specialists who are prepared for the future. By continuously evaluating and adapting our vocations, we can ensure that our pupils receive the best education possible and succeed in a constantly changing world of work.

« Our goal is to produce enterprising specialists who are prepared for the future. »

Patrizia Manduca, Head of Basic Occupational Training



05 PEOPLE

Diversity

DIVERSITY

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

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.



« We regard our employees' diversity as an essential factor for success. »

Vanessa Schadegg, HR Manager

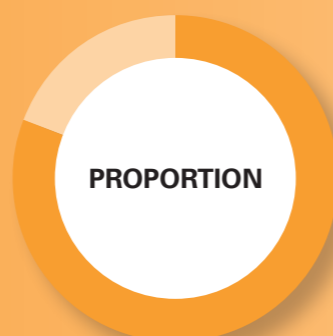


BALANCED AGE DISTRIBUTION

Our employees' age distribution is balanced. **One in five employees is under 30 years old.** Under-representation is clearly evident in the over 60 bracket: only **8 %** are over 60 years old. We are tackling this problem with innovative approaches such as mentoring or supervision roles, so we can better benefit from the experienced knowledge of employees who are nearing retirement.



- 5% < 20 years
- 20% 20 – 29 years
- 24% 30 – 39 years
- 23% 40 – 49 years
- 20% 50 – 59 years
- 8% > 60 years



82.5% men

17.5% women

05

Post enquiry



Martina Novak, Head of Sustainability, speaking about the developments and challenges in the field of sustainability and the future of the logistics sector.

Planzer

You've been with Planzer for one year now. What have you accomplished in that time?

Martina Novak

Last year was extremely exciting and eventful. We did a lot of groundwork to define our starting position and began work on our sustainability strategy and implementation roadmap. For example, we defined the material topics for our sustainability work through dialogue with internal and external stakeholder groups and prepared our first inter-company greenhouse gas inventory. We have continued our efforts to improve efficiency in the buildings sector and gained more experience with low-emission drives and fuels in the fleet. We have also set up a sustainability steering committee to better anchor the topics within the company and ensure a coordinated approach across the divisions.

What challenges does the logistics sector face? Where can we make the biggest difference?

One challenge we are currently facing across the industry is the new regulatory requirements concerning companies' sustainability activities. These developments are important in terms of delivering transparency, comparability and planning security, but it is not easy for companies to find their way through this regulatory jungle. As a service provider in the area of transport and warehouse logistics, we are also part of our customers' supply chains. For example, our customers want to know how many emissions are caused by our transport operations – and what we are doing to reduce them. Our vehicle fleet and building stock are two major factors and a lot will be done here over the next few years. In terms of social sustainability, the skills shortage is a challenge that must be taken very seriously. We are committed to investing in the training and development of our employees and in occupational health management.

How does the future look for the logistics sector and for Planzer specifically?

The topic of sustainability will gain momentum in the coming years, in terms of both regulation and market developments. Our bridging position will play a central role here: our sector is systemically relevant and we connect different sectors of the economy and society. This brings with it a responsibility, but also the opportunity to play a formative role in the area of sustainability. We are in a strong position as a company, we will build on what we have accomplished so far and will continue this work into the future. The maxim in 2024 is to roll up our sleeves and keep at it. Last but not least, we aim to intensify our dialogue with our industry, customers and universities. After all, sustainability efforts cannot have a broad impact without cooperation.



PEOPLE

PLANET

PERSPECTIVE

Plan 

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

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

PLANZER

PLANZER TRANSPORT AG

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