



Contents



■ Beyond limits	5
■ Our company	6
Our network	
Our service	
■ Our guiding principles	12
Our mission statement	
Our customers	
Our quality	
Our safety and security	
■ Our employees	18
GO! principles	
Staff development	
■ Our couriers	22
■ Our commitment	26
■ Our environment	28
Sustainable vehicle fleet	
■ Our facts and figures	32
Our history	
Our stations	
Our business performance	



Beyond limits

Globalisation and digitalisation. Overall, these developments present many different challenges for logistics companies and their customers. Nowadays, business is determined by increasing online trade, complex customer demands, and constant availability. However, this is no problem for us. What ultimately counts is what has always counted – a firm focus on the customer and the ability to deliver goods reliably.

This calls for a mix of standardised processes and tailored logistics solutions. That is precisely our passion: GO! is a logistics company beyond limits. While other logistics giants are sluggish and unadaptable, we run a highly flexible operation. While corporations fail to understand the needs of small and medium-sized businesses, as a medium-sized business ourselves we approach tasks with a great deal of understanding. While others are unable to meet special transport needs, we are specialists who can provide the right solutions.

In short, we not only deal in quantity. Above all else, we deliver quality – 24 / 7, without exception. And it goes without saying that we are on time. This is evident from our service portfolio. It goes way beyond express delivery. From our standard overnight express to sophisticated logistics solutions, we find individual solutions for every delivery need. We can also meet special industry needs with the right services – as in the case of the pharmaceutical sector, for example.

How exactly do we do this? It is undoubtedly due to our long-standing experience, not to mention the fact that we are really close to our customers and have an extremely efficient network as well as committed employees. And, as you are about to see, there are other factors that can also give you that invaluable competitive edge. Would you expect anything less from an extraordinary express and logistics service provider?

Our company

GO! This also means unerring commitment – for our customers as well as our company. Growth has been correspondingly rapid: We started out in 1984 as the ‘Arbeitsgemeinschaft deutscher Kurierdienste’ (Consortium of German Courier Services) – a company made up of experienced couriers. We have come a long way since then – and are now Europe’s biggest independent provider of express and courier services.

Whatever we undertake, our network is driven by cooperation and partnership, both in terms of how our stations and employees relate to each other and in the course of interaction with our globally operating partner network.

The GO! head office in Bonn coordinates the processes and ensures uniformly highest standards of quality. At the same time, the various GO! stations are independent to a large extent. This degree of freedom benefits GO! customers with every order, because it allows GO! to react flexibly to local conditions and meet individual demands – naturally to your satisfaction too.





Our network

Niederaula in the German state of Hesse is the location of the central HUB and thus the key HUB in the GO! system. It covers a correspondingly large area – over 7,600 m² just for logistics and state-of-the-art technology. In other words, it is perfectly equipped to meet your demands as well.

We are also investing in other locations and Regio-HUBs, allowing GO! to offer short, resource-friendly transport routes and fast processing times.





Flexibility, quality, reliability, and efficiency – the four factors that we bring in tune every day. In this regard, it is essential to ensure that the route planning and sorting schedule in all HUBs and the available resources (transport capacity and staff) are perfectly coordinated.

More than 350 routes cover the nationwide network of over 60 stations in Germany and a further 40 stations in the neighbouring countries. This means that our customers benefit from logistics services with very short transit times.

We are continually investing in our infrastructure in order to further optimise the operation. In Europe, besides Germany, GO! also has national subsidiaries in Denmark, Luxembourg, Austria, Poland, the Czech Republic, Slovakia, and Switzerland. Other neighboring countries – including Belgium, England, France, the Netherlands, Italy, Slovenia, and Hungary – are connected through permanent cooperation partners.

≈ **350**
routes

> **100**
stations

9
HUBs

- over 7,600 m² of production and storage space
- 127 loading bays, including 10 truck bays
- 1,637-metre-long conveyor belt system with:
 - 68 chutes
 - 4 sliding shoe sorters
 - 14 telescopic unloading conveyors

➔ **night after night: sorting capacity for 10,500 parcels per hour on the 30,000 m² site**

We are specialists. All-rounders – in our field. With everything that goes with it. As such, we continue to invest heavily in infrastructure, products, and services.

Our service

Initially specializing in time-critical express delivery, GO! has gradually expanded its portfolio over the decades and is now an extraordinary express and logistics service provider. That is good news for our customers, as they can rely on us to provide solutions and cater to their needs at all times. And it is a highly personal service – a call center is simply out of the question.

The greatest possible standardisation gives us secure and flexible processes. At the same time, we offer our customers the right solutions for special requirements. In addition to industry solutions, this allows us to handle special shipping commodities, some of which are subject to strict conditions.

We provide an overview of our entire service portfolio in our product range brochure.



Our guiding principles

Our guiding principles are an expression of our corporate DNA. They reveal who we are and how we see ourselves. And, above all else, they show the perfect way to integrate the company's employees.

The principles that guide our actions are not just abstract ideas from an agency's ideas laboratory. They come from us; from the heart of our company – a vital foundation – carefully developed together and formulated with a clear focus on consistency.

That is why our guiding principles are readily accepted and actively embraced. Having been successfully integrated into day-to-day business activities, they play a key role in our ability to offer our customers the best possible support.





Our mission statement

Our mission – logistics for maximum demands

We have the perfect setup. As an integrated network, we have an infrastructure that can always cope with every challenge – locally, regionally, nationally, and internationally.

Our driving force – we deliver an advantage

The GO! network never stands still for a second. It is working flat out even at night, 365 days a year – personally, rapidly, and reliably, allowing us to satisfy high demands at all times. Our actual job is to create benefits for our customers in order to give them a competitive advantage.

Our aim – we deliver solutions

Finding the best solution for and with our customers is what makes us what we are – a flexible and reliable partner. We are transparent and provide continuity and efficiency at the highest level, both today and tomorrow. In short, the quality doesn't stop for a single second.

Our culture – we belong together

We can rely on one another, because our community is the root and the future of our success. We fulfil our mission with passion and commitment. In doing so, we act with honesty, consideration, and responsibility.

Our network – we connect partners

Shared commercial success on the one hand and steady growth on the other – both aspects can be found in our foundations, the GO! network. We are continuously consolidating its strengths by liaising closely with others and taking responsible decisions that are also in the interests of our couriers, colleagues, business partners, and the entire system.



GO! thinks of its customers in everything it does: service level agreements, performance analyses and meetings, etc. This is also evident in our mission statement, in which customers play a special role.

Our customers

Intensive contact and dialogue are essential to us. We develop solutions through partnership-based cooperation. And this always pays off, particularly when it comes to specific requirements. The result: tangible benefits and a real competitive advantage.

Close cooperation allows us to gain a deeper insight into customer processes, understand them better, and transform them into needs-based logistics solutions. In addition, we work with named contact persons in the GO! network, making it possible to respond even to urgent customer needs at short notice, unlike a call center, whose employees only have a limited understanding of their customers' processes and products.

In short, GO! attaches a great deal of importance to being close to the customer – and it will continue to do so to an even greater extent. After all, customer demands are becoming ever more complex – a consequence of globalisation and digitalisation in recent years.



Our quality

With the highest performance rates and the lowest loss ratios, GO! is the premium service provider and quality leader in the parcel delivery market. At this level, our employees and of course our couriers do their utmost every day to deliver the GO! quality promise, dealing with more than 77,000 customers and handling over 9.7 million shipments every year.

Quality always takes precedence, which is why our GO! quality management is certified in accordance with DIN EN ISO 9001:2015. In addition, we comply with the Guidelines for Good Distribution Practice of Pharmaceuticals for Human Use (GDP). The audit covers all of the company's processes and is the basis for the performance of our transport services.



- GO! Express: Overnight and Worldwide
- GO! Courier: flexible direct connections
- GO! Solutions: sophisticated logistics solutions for industries, special shipping contents or special requirements.

In addition, we comply with the Guidelines for Good Distribution Practice of Pharmaceuticals for Human Use (GDP). Our compliance with GDP is independently certified in writing. All GO! stations have also committed themselves to compliance with the GO! principles. Regular quality training and audits ensure the high standard.



Our safety and security

Location security

We have a simple attitude to our customers' property – we treat it as carefully as if it were our own. In general terms, this involves employing the utmost sensitivity and established security standards. More specifically, we ensure that our sites are fully secured and monitored. It goes without saying that we conduct regular security audits to review the level of security.

Employee safety

GO! especially values the backbone of the group – healthy staff. It is the employees and couriers that allow GO! to manage a relatively high level of vertical integration.

One of our most important internal tasks involves continually improving occupational health and safety for our employees. To this end, we regularly train our employees, carry out site inspections, and conduct audits. These measures are complemented by the company's health management programme and the funding of locally organised prevention initiatives.

Data security

We are equally committed to protecting personal data and treating it in the strictest confidence. Any customer and consignee data supplied to us to allow us to provide our services is treated with particular care. It also goes without saying that we comply with the provisions of the EU General Data Protection Regulation.

Our employees

Approximately 1,400 employees make GO! a company beyond limits. They are a key element of our highly functional system – in which everything runs like clockwork. This is recognised by our customers as a commitment beyond limits.

It is not just our nearly 40 years of experience and expertise that form the foundations of this high level of service. Team spirit, commitment, and reliability are also essential factors, providing a good basis for solving real challenges.

The GO! principles embrace the aspects that are important to us in our everyday business activities – values that we share and that determine everything we do. 'I treat you as I would want to be treated myself', is of course all part of this.







Customer satisfaction

We thrive on our customers. The number-one priority is meeting their wishes and needs. In other words, we are not satisfied until they are.

Performance promise

Our service is outstanding and our advice is individual and honest. We enjoy the trust of our customers and this is warranted by the careful way in which we handle their property and our total commitment to meeting deadlines.

Quality

In every role, whether courier, sales associate, dispatcher, controller, or station manager, and in every location, whether at the HUB, head office, station, or on the move, the quality of our work secures our outstanding position on the market and is thus the prime driving force behind everything we do.

GO! principles

Opportunities

We regard feedback and complaints as an opportunity to improve and make our customers even more satisfied. Our approach to comments and criticism is always constructive. We never stop learning – instead, we encourage development.

Cooperation

Understanding starts by talking. That is why we find solutions by engaging in dialogue – beyond the walls of the stations themselves. Every decision is taken with our colleagues and partners in mind. Reliability counts, because we follow the rules of the system, nurture a spirit of respect and collegiality, and show commitment, allowing us to work on our continued success.

A focus on the future

Continually improving and providing ever more market-relevant solutions is in our nature, so to speak. We do this by engaging in dialogue within the GO! system and staying in close contact with our customers.



Everybody is talking about employer branding these days. We choose not to, however, because we prefer to let actions speak louder than words. Ever since our company was formed, we have been helping our employees to develop both personally and professionally.

Staff development

We train

Every year, apprentices embark on their professional careers at GO! in a wide range of trades. We attach importance to integrating the apprentices into the GO! system from the very beginning by offering them opportunities across the entire system.

We are committed to continuing education

Numerous internal and external training and continuing education opportunities ensure that our employees possess the requisite expertise across the board.

We are responsible

Our everyday business activities are characterised by flat organisational structures, short decision-making channels, and a high degree of individual responsibility. Our employees can play a part by contributing their ideas, giving them the chance to work their way up to management level.

We create satisfied employees

On the website kununu, 5.3 percent of companies have been awarded the 'TOP COMPANY' seal of approval. GO! is part of this exclusive circle. We have also qualified for the 'OPEN COMPANY' seal of approval. This is for our good HR work. We inspire people to choose a career in the logistics industry, attract them to our company, and know how to retain them.

Our couriers

GO! handles 38,000 shipments – every single day. This would not be possible without our committed couriers, making them an essential part of our service promise and quality standards. We promote a pleasant working atmosphere in many different areas in order to give our couriers the best possible support:

We offer secure jobs

There are more than enough job orders at GO! After all, our couriers work for a top company in a growing industry.

We offer a diverse range of jobs

From the urgent courier delivery in the city to the VIP courier; from the fixed round trip to the direct journey to a neighboring country. Whether with a bike, car, or even by plane; whether involved in technical service or performing other service options, one thing is certain: Our couriers never get bored.

We offer flexibility

We give our couriers as much freedom as possible. Depending on their personal circumstances, they decide which jobs they wish to take on, as their time and flexibility permit.

We are reliable

We pay our couriers on time and reliably, irrespective of whether the customer has already paid his bill or not.

We value expertise

Road safety, load securing, dangerous goods, etc. The demands in our industry are increasing all the time. Our couriers are keeping pace. They are constantly up to date thanks to continuing professional education.





We are a team

Team spirit, openness, and a readiness to help colleagues are all part of everyday working life at GO! – across all hierarchy levels and organisational units. After all, the job that we do can only be done really well as part of a team. GO! couriers are only too happy to confirm this – by talking to them or by reading their comments on this page:

Mehmet Ö., Stuttgart:

“ Rather than being just a number here, I am treated as a person. If there are problems, we work together to find solutions. I also get recognition for my work, even at management level. This is not only reflected in words, but also in the on-time payment. The relationship with my colleagues is also very friendly. I like coming to work and I give it my all every day, in keeping with the motto: 100 percent responsibility, 100 percent commitment, 100 percent team.

The work is very different from my previous driving jobs. I used to be under a great deal of physical and mental stress as a result of the high pressure. These days I work in a very friendly partnership. Challenges are discussed and mastered together; in tight situations, you can always rely on the support of GO! partners, giving me the opportunity to develop as a person every day – and I am very grateful for that! ”

Danny H., Mainz:

“ Every year, I cover around 3,680,000 steps, plus the 100 km I drive each day doing the job I love. And I still have a smile on my face for my customers and consignees as well as my managers and colleagues. I am happy to fill in for my colleagues in emergency situations, because I also need a helping hand from time to time, whether from colleagues or even the bosses, and that is something that I really appreciate – helping one another, talking to one another, and living and working side by side. I love demanding tasks, because they are often particularly challenging. The balancing act between guaranteeing express delivery and maintaining high standards of quality is a real motivation for me and makes my job as a driver especially attractive – along with the fact that I can always rely on my employer and others take my personal needs into consideration. ”



Ingo R., Cologne/Bonn:

I will soon be celebrating 20 years with the company. I have been working as a GO! courier since 2001 and the very informal relationship surprised me in an incredibly positive way from the beginning. Obviously, we have grown considerably since then, but you can still depend on all of your colleagues and managers. Everybody plays their part on a daily basis, allowing me to rely on the good organisation of my colleagues and act fully independently in my daily business dealings with my customers. I am also able to pursue my second passion and look after Hennes, the billy goat and mascot of 1. FC Köln; then my colleagues support me whenever they can. ,

Bruno S., Hamburg:

I started working as a self-employed courier driver at GO! in Hamburg in 2001. I love driving around Hamburg city center every day in my Nissan electric car and enjoy the personal contact with my colleagues and the customers I meet daily. ,

Mehmet A., Mainz:

For one of my colleagues, it was once literally a matter of life and death. An essential piece of equipment had failed in a hospital's operation room in Saxony and had to be repaired as quickly as possible. The necessary spare part was at the manufacturer's premises in Wiesbaden. The GO! courier picked it up from there, but shortly after he drove past Erfurt, the A4 was completely blocked! My colleague wasted no time in informing the police. After explaining the situation, he was given special permission to drive past the traffic jam in the breakdown lane with a police escort to ensure that the spare part arrived in time. It is precisely such situations that characterise the life of a courier driver and make clear just how much you are needed when you see the immense gratitude in the eyes of the consignee. For that one brief moment, you are a hero! ,

Our commitment

GO! assumes social responsibility. Among other things, this can be seen in its support for a whole range of charitable projects, many of them with regional links. This allows us to get actively involved and play a greater role in addition to funds we contribute.

Here are some of the organisations we support:

DKMS gemeinnützige GmbH

Many colleagues have been 'tissue typed' by the DKMS as potential stem cell donors in order to work with others to beat leukemia. We have already launched appeals for registrations within our company and we have assisted organisations such as Potsdam Canoe Club with registration campaigns for tissue typing. We are especially delighted that two colleagues from Bonn and more recently from Augsburg have been able to help sick people with a stem cell donation.

Charity for Charité

Charité University Hospital in Berlin is one of Europe's biggest university hospitals and also the oldest hospital in Berlin. The Charité's clinics for child and adolescent medicine get together with charity partners and celebrities to organise the 'Charity for Charité' gala to raise funds for children with serious, chronic, and rare diseases. We have actively supported this project on a number of occasions.

Sternenbrücke Children's Hospice, Hamburg

Sternenbrücke Children's Hospice opened its doors in May 2003 in Hamburg and has been supporting terminally ill children and their families on their difficult journey ever since. The patients come to stay at the hospice for at least 28 days each year and in the final life phase they stay there together with their relatives for an unlimited period of time. This extraordinary level of care is only possible because private individuals and companies support the hospice with donations and by working voluntarily. GO! in Hamburg has been helping for a number of years by donating money and various items and in a very direct way at the annual 'Social Day', when employees, couriers, and their relatives get actively involved in organising events at the hospice itself.

Hände für Kinder e. V.

This long-standing project that funds breaks for disabled children, young people, and their families is one which is close to our hearts. Further backers have been found and more funds raised by taking part in an online donation marathon in addition to the Christmas donation from GO!

Plan International Deutschland e. V.

This children's charity runs projects in more than 70 countries on the African, Asian, and South American continents and helps to give children a self-determined and better future. GO! lends its support by sponsoring a child.

Hamburger und Lübecker Tafel e. V.

We regularly support this charitable organisation and thus play our part in ensuring that food no longer intended for consumption – despite still being of perfectly good quality – is distributed to those in need of it. This is a matter close to our hearts. The local Tafel branches are constantly kept in mind, with the active support coming from the stations and directly from the families.



Our environment



In our opinion, logistics companies have a particular responsibility for ensuring that transport routes have as little negative impact on the environment as possible. That is why we are committed to finding the right balance between economic operations and eco-friendly business activities. Our prime concern is to achieve maximum fuel efficiency and further reduce harmful CO₂ emissions.

GO!



We are constantly working on keeping traffic volume and harmful emissions as low as possible when transporting our shipments across our entire network. We reduce the route network kilometers per parcel by directing shipments via Regio-HUBs or using direct transport.

We further reduce the burden on the environment by means of the following measures:

- offering complementary delivery options, e.g. individual agreements for substituted services
- bundling deliveries and pick-ups, wherever possible
- minimizing traffic. Routes are permanently reviewed and optimised.
- reduction of avoidable traffic. Consignees are informed about deliveries. Almost 100 percent of shipments are accepted at the first delivery attempt.
- ensuring climate-neutral production of printed matter such as promotional material and business stationery
- opting for eco-friendly design, using photovoltaics, electric and gas filling stations, and energy-saving LED technology

Sustainable vehicle fleet

Environmental regulations in city centers, such as vehicle bans, call for new, sustainable solutions. We are playing our part by modernising our vehicle fleet, using urban cargo bikes in large cities, and testing vehicles with alternative drive systems.

General and city-specific examples show how much we have already achieved:

CARGO!BIKE

Following successful trials of cargo bikes in Mainz, Wiesbaden, and Berlin, their use is now being expanded. There is considerable demand. Feedback from customers has been as positive as the reactions of our couriers and employees.





Alternative drive systems

Around ten percent of all our vehicles have alternative drive systems. The proportion of these vehicles in relation to the total volume is constantly being increased.

Stuttgart | Germany

City center deliveries are especially challenging here due to the access restrictions. Electric vehicles have an exemption permit, allowing us to deliver and collect shipments even on Königsstraße in the heart of Stuttgart with no major complications.

Berlin | Germany

Traffic jams, stressed drivers, and a lack of parking spaces are part of everyday life in the capital, making it the ideal place for our bike couriers. That is why we are accelerating the changeover to the CARGO!BIKE, which has proven especially effective over short distances.

Hamburg | Germany

In Hamburg, we continue to press ahead with the use of the Nissan e-NV200. With their load volume of more than four cubic meters, capacity for a good 660 kilograms, compact dimensions, and a range of around 280 kilometers, these electric cars are ideal for city traffic. As such, they are primarily used for trips within the urban area. Thanks to their large battery capacity, the e-NV200 cars can be driven throughout the day for pick-ups and deliveries without having to make use of the specially installed power sockets at any point. If the currently very positive experiences are confirmed, expanding the electric car fleet may be an option.

Our facts
and figures

GOI

Our history

- 1984** The 'Arbeitsgemeinschaft deutscher Kurierdienste' is founded. The consortium offers overnight delivery via the express network of Deutsche Bahn and air traffic to and from Berlin.
- 1988** The company is renamed 'Arbeitsgemeinschaft der Kurierdienste' (ADK).
- 1989** The company's own route system is established.
- 1994** ADK becomes GO! General Overnight.
- 1995** The launch of GO! Austria is the first step toward the internationalisation of the GO! brand.
- 1996** The first GO! HUB is inaugurated in Neuenstein.
- 2000** The umbrella company is renamed GO! General Overnight.
- 2002** International network expansion: GO! Luxembourg is established and GO! Czech Republic, based in Prague, is launched.
- 2003** International cooperation partnerships, the start of the Kassel-London air route, EU eastward enlargement, HUB expansion
- 2005** Internationalisation continues: GO! Poland, based in Warsaw, is launched.
- 2006** Expansion of the European GO! system with the launch of GO! Switzerland
- 2007** Building work starts on the new sorting center for GO! in Niederaula. A 3,500 m² transshipment hall with sliding shoe sorting technology is built in the first phase.
- 2008** The new GO! HUB in Niederaula starts operations.
- 2012** The new GO! Austria is formed and the new partners are integrated in Salzburg, Graz, and Vienna.
- 2014** The company is renamed GO! Express & Logistics.
- 2016** Focus on internationalisation: The Central European Network in Poland is enlarged with the addition of Katowice, and the same-day region in the Czech Republic is expanded.
- 2017** Groundbreaking ceremony for the extension of the central HUB in Niederaula. The network is expanded with the opening of GO! Slovakia in Bratislava.
- 2018** The modern central HUB is launched.

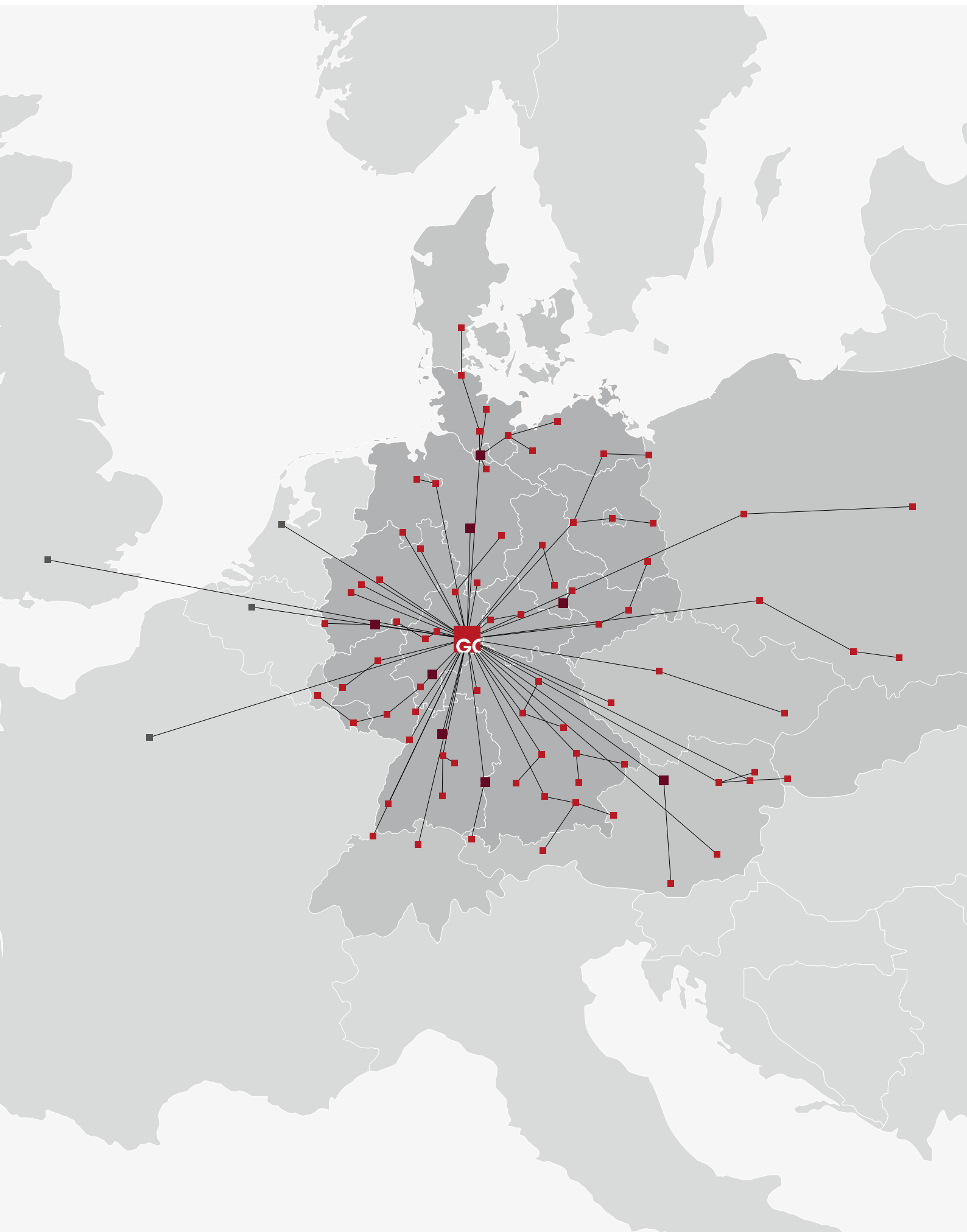
Our stations

> 100
stations
in Europe

More than 100 stations in Europe with the company's own GO! national subsidiaries in Germany, Austria, the Czech Republik, Denmark, Luxembourg, Poland, Slovakia and Switzerland are currently networked with up to 350 routes.

Our business performance

- significant growth rates of between five and fifteen percent over the last nine years
- 2022 business year: more than 9.7 million shipments
- services for more than 77,000 customers



We want to offer a complete service. That's why we put together our brochures very carefully, and they're intended for your exclusive information. But we hope you will understand that a service can only be provided if permitted by external circumstances upon which we have limited influence. That's why the information we provide is subject to change, and we cannot guarantee that it is correct, complete, or that it entails assurances of any kind, or that it is entirely up to date.

