

27 February 2023

# Social Responsibility at GO! Express & Logistics

## Corporate Social Responsibility Information Sheet

A closely interlinked economy and ensuring the availability of goods are inconceivable without logistics specialists like GO! Our levels of responsibility for and commitment to sustainable logistics solutions are correspondingly high. We are committed to striking a balance between cost-effective business operations and eco-friendly business practices.

### **Our maxims**

Our sustainability standards are firmly entrenched in our corporate philosophy and extend along our entire business and value chain.

GO! maxims are articulated in guiding principles, which all staff proactively put into practice and which enable us to provide our customers with optimum support.

### **Our staff**

Flat hierarchies, short decision-making channels and high levels of individual responsibility characterise our day-to-day work routines. We encourage our staff to get actively involved by contributing ideas.

We have always helped our staff to develop personally and professionally and offer a wide range of career advancement opportunities. Internal and external training and continuing education opportunities ensure that our staff possess the requisite expertise across the board.

We train people in various professions. In this regard we attach importance to integrating trainees into the GO! system right from the start, by providing opportunities throughout our system. Seals of approval like kununu's "Top Company" and "Open Company" as well as many other accolades that include an excellent recommendation rate are an acknowledgement of the high degree of staff satisfaction at GO!

### **Our couriers**

Our couriers are an indispensable component of our service promise and of our quality standards. In addition to secure employment as well as fair, on-time remuneration, we offer job variety and working time flexibility. Furthermore, we foster the career development and occupational safety of our couriers through regular training and continuing education opportunities. From road safety to dangerous goods: our couriers are up to date in terms of knowledge and skills and keep pace with increasing demands in the industry.

## Our environment

GO! Express & Logistics has committed to pursuing a sustainable environmental policy. We regard environmental protection as a corporate mission and undertake to handle natural resources with care and to reduce harmful impacts on the environment. Our environmental awareness is reflected in the way we think and act as a business.

Of course, relevant statutory and official requirements determine how we act in terms of environmental protection. We regard environment-relevant laws and regulations as minimum requirements and try, where technically and commercially feasible, to take as much action that goes beyond the scope of those requirements as possible.

In this regard we pay particular attention to the smart management of logistics flows: our routes are continuously reviewed and adjusted if necessary. Three additional regional HUBs have been established since 2017 alone. We are reducing route network kilometres per parcel by using our eight regional sorting centres and through optimum capacity utilisation of our regular service vehicles, which also travel between locations making direct deliveries.

We are supplementing our fleet by adding sustainable, alternatively powered vehicles. We are increasingly deploying cargo-carrying bicycles and electric vehicles, especially in urban environments. We are also regularly involved in pilot projects, such as the City of Kassel's current open-air experiment, in order to help reduce CO<sub>2</sub> emissions and roadway noise pollution in inner city areas, for example. What matters to us above all in this regard – in addition to having a directly positive impact on the environment – is gaining experience and sharing it with providers of alternative drive trains, municipalities, with customers and consumers and with other representatives of the logistics industry, in order to exploit further potential for achieving climate goals.

As far as the delivery process is concerned, we are reducing the burden on the environment by offering complementary delivery options, e.g. individual agreements for substitute services, pooling of deliveries and pick-ups, as well as permanently reviewing and optimising routes and reducing avoidable traffic. Consignees are notified about deliveries in order to avoid multiple delivery attempts.

Furthermore, we ensure climate-neutral production of printed matter, such as promotional material and business stationery and are driving eco-friendly design forward at our locations by using electricity and gas as fuels, solar power and energy-saving LED technology.

All the activities described above can be categorised as our social contribution to sustainable enterprise management. We are therefore currently implementing an environmental management system in line with DIN EN ISO 14001, and GO! Germany and Regio-HUBs have been certified.

### **Our commitment**

GO! assumes social responsibility and supports a wide range of social projects both by providing funding and getting actively involved at a local level. These range from supporting charitable projects and clubs via charity events to sports sponsorship. In keeping with our decentralised organisational structure, we do this on a local basis and support, for example, AIDS-Hilfe Frankfurt, and sponsor a child through Hamburg-based Plan International. Furthermore, there are numerous other social projects with regional links in which we get personally involved. Many colleagues have been tissue-typed in the DKMS database as potential stem cell donors, lend a hand on the premises of the Sternenbrücke Children's Hospice and support the food banks in Hamburg and Lübeck.

### **Safety and security**

Safety and security are firmly entrenched in our organisation. Enhancing both these aspects is a key component of our processes and applies equally to GO! stations, goods in transit, data and staff, and they are regularly reviewed through internal audits. We protect the property of our customers by treating it with maximum sensitivity and care.

The protection of personal data and handling such data in confidence is obligatory. We treat customer and consignee data, which is supplied to us, with maximum care and in compliance with the EU General Data Protection Regulation.

The health of our staff constitutes the backbone of our group of companies. We are continuously improving occupational health and safety to ensure our staff stay healthy. These efforts include regular training, inspections and audits. These measures are complemented by the company's health management programme and local prevention initiatives.

### **Our compliance guidelines**

GO! does not tolerate either corruption or breaches of competition law. Our dealings are transparent and we act in an honest, considered and responsible manner. Everybody is called on to put this proactively into practice in the context of their area of responsibility. Bribes and cartel agreements are not the methods employed at GO! to obtain orders and contracts.

[Here](#) you can find our Code of Conduct.

### **Last, but not least: certified quality**

We continuously audit and improve the quality we provide. The GO! quality management system is DIN EN ISO 9001:2015-certified. The audit includes all the company's processes and is the foundation on which the provision of our transport services is based. In addition, we comply with Good Distribution Practice (GDP) of medicinal products for human use guidelines. We have certified our compliance with GDP in writing.



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