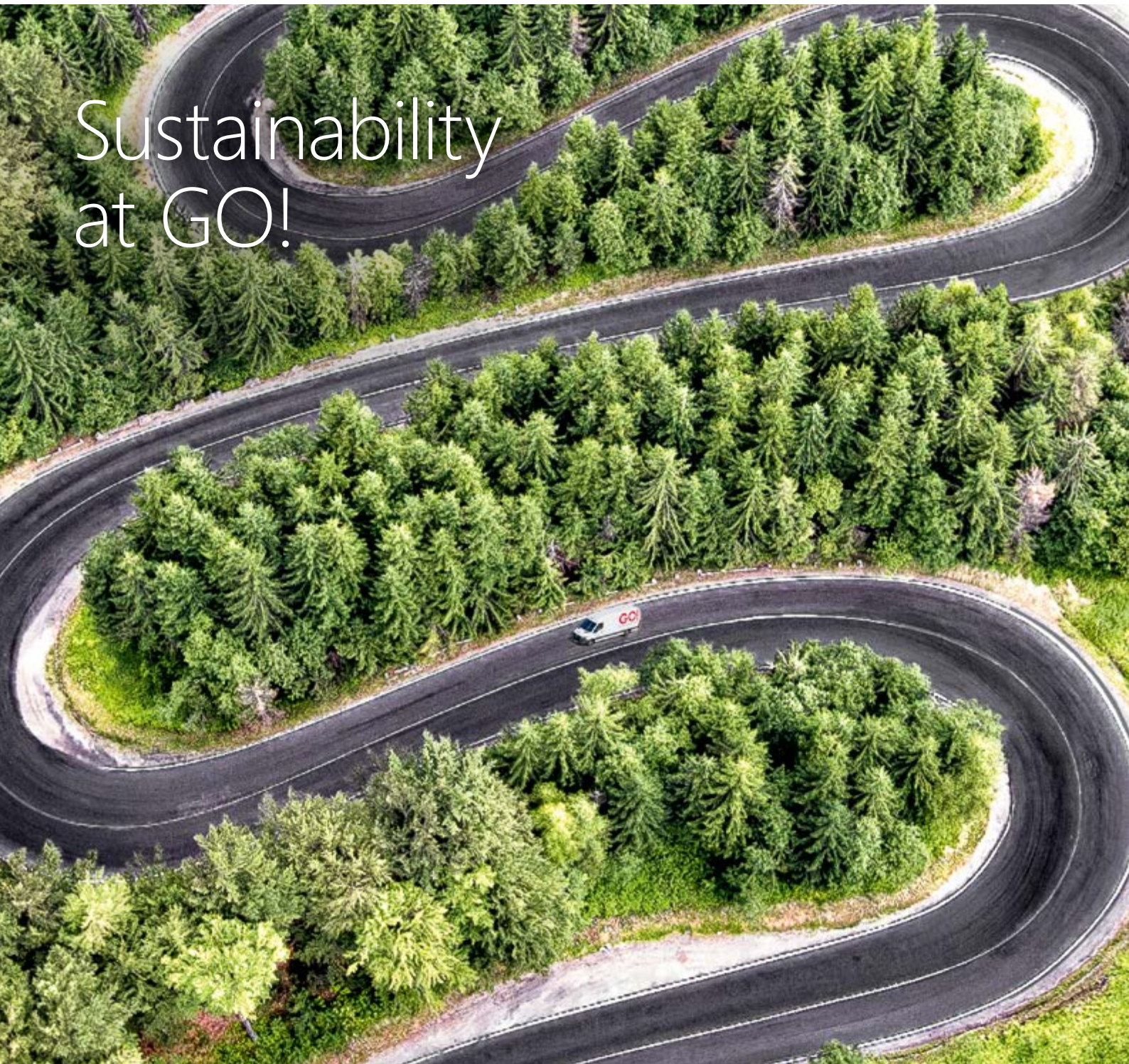




beyond
limits

Sustainability at GO!



Voluntary CSR Report



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Our five pillars for sustainable success

1
Ecological
commitment /
the environment

2
Community
involvement

3
Customer focus
and orientation

4
Employees /
job security

5
Securing the
company's
future

Editorial



Dear reader,

Logistics experts like GO! play a key role in ensuring the smooth flow of goods that is essential to driving today's closely knit economy. To meet this level of responsibility, we remain steadfastly committed to providing sustainable logistical solutions.

Consequently, right from the start, we have remained dedicated to striking a balance between cost-effective operations and an eco-friendly approach to doing business. We also support efforts to achieve social justice.

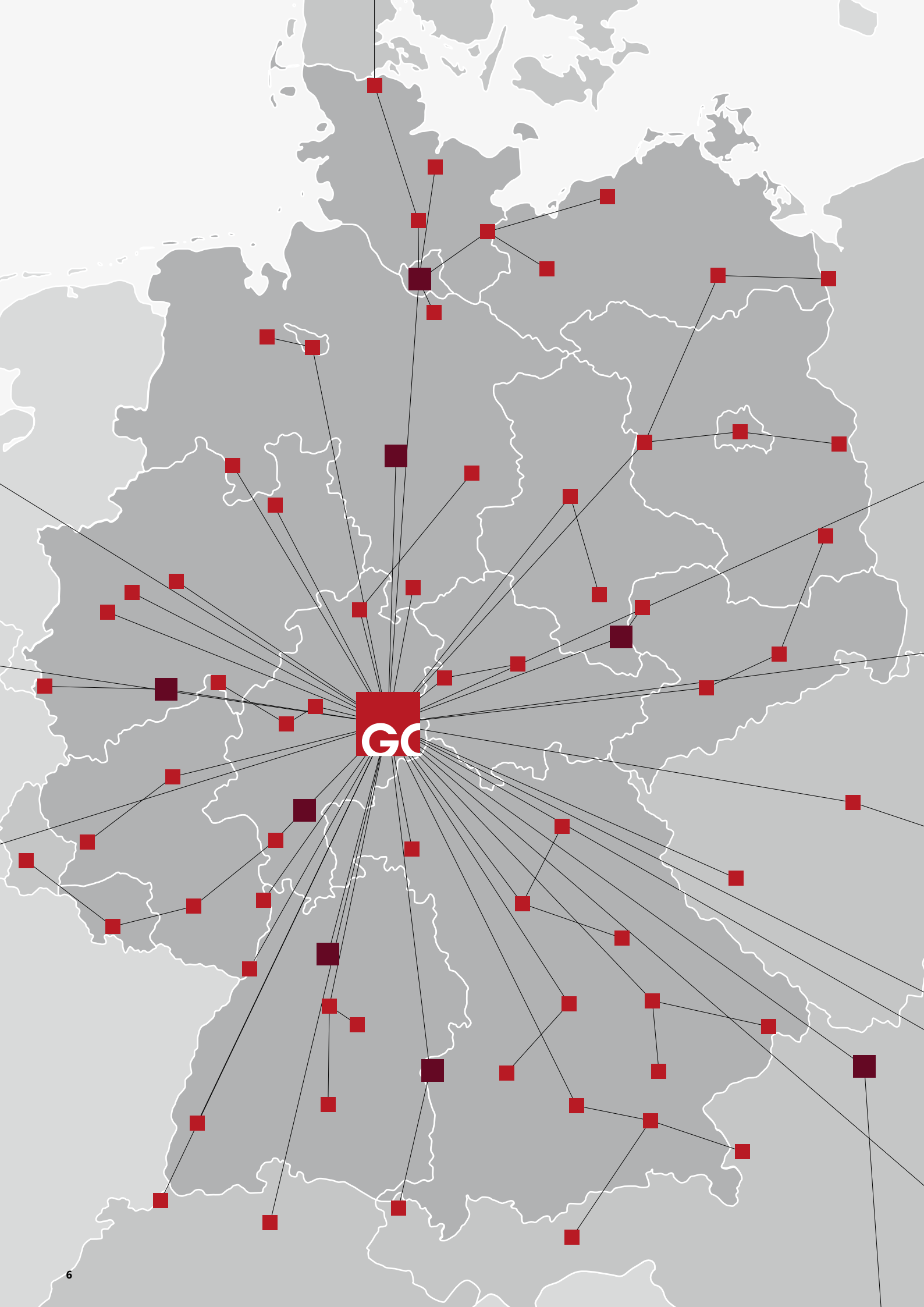
As a network association, we combine long-term economic success with social responsibility and build on five pillars:

- 1. Ecological commitment / the environment**
- 2. Community involvement**
- 3. Customer focus and orientation**
- 4. Employees / job security**
- 5. Securing the company's future**

On the following pages, we would like to invite you to discover our guiding principles, our understanding of sustainability and the direction that we intend to take as we further develop our business.

Yours sincerely,

Martina Baerecke



About GO! Express & Logistics



Nearly 40 years ago, in 1984, our company was founded by eight seasoned city couriers as the 'Arbeitsgemeinschaft Deutscher Kurierdienste' (Consortium of German Courier Services). Right from the start, the focus was on networking and merging to form a single unit. The foundation of GO! General Overnight in 1993 marked the creation of a unified umbrella brand that has been used for all services ever since. Just three years later, the company achieved a volume of over 500,000 shipments per year. Since then, GO! has experienced steady growth in shipping volume, with annual growth rates of between 7 and 15 per cent over the past nine years, far outpacing the market.

Today, GO! Express & Logistics is Europe's largest independent provider of express and courier services, with a globally operating partner network that currently includes over 100 GO! stations in Europe. Outside of Germany, GO! is represented through national subsidiaries in Denmark, Luxembourg, Austria, Poland, the Czech Republic, Slovakia and Switzerland. More than 1,400 employees and 1,700 drivers and couriers work every day to ensure the transport of over 9.7 million shipments a year (2022).

Our logistics portfolio also reflects our slogan 'beyond limits'. Our services extend far beyond traditional express shipping: from standard overnight express to sophisticated logistics concepts, we offer tailor-made solutions for goods, documents, time-critical consignments, special shipping contents and complex customer requirements. This is made possible by an efficient combination of standardised processes and the highest degree of flexibility for special requirements, such as in the pharmaceutical industry, supplemented by a wide range of additional services. And we do this 365 days a year, 24 hours a day.

The main transshipment centre and thus the central HUB of the entire GO! system is located in the German town of Niederaula, in the state of Hesse. This is complemented by eight regional HUBs in Germany and Austria that transport shipments via optimised routes with the lowest possible emissions.



Sustainability @GO!



Our commitment to sustainability is firmly anchored in our corporate philosophy and extends throughout our entire business and value chain. Now we intend to further consolidate and improve on this aspiration with a long-term, company-wide sustainability strategy. We have already taken the first step on this path: for years, we have been implementing sustainability measures within the scope of centrally and regionally defined areas of focus, which form the basis for further strategic development.

These include:

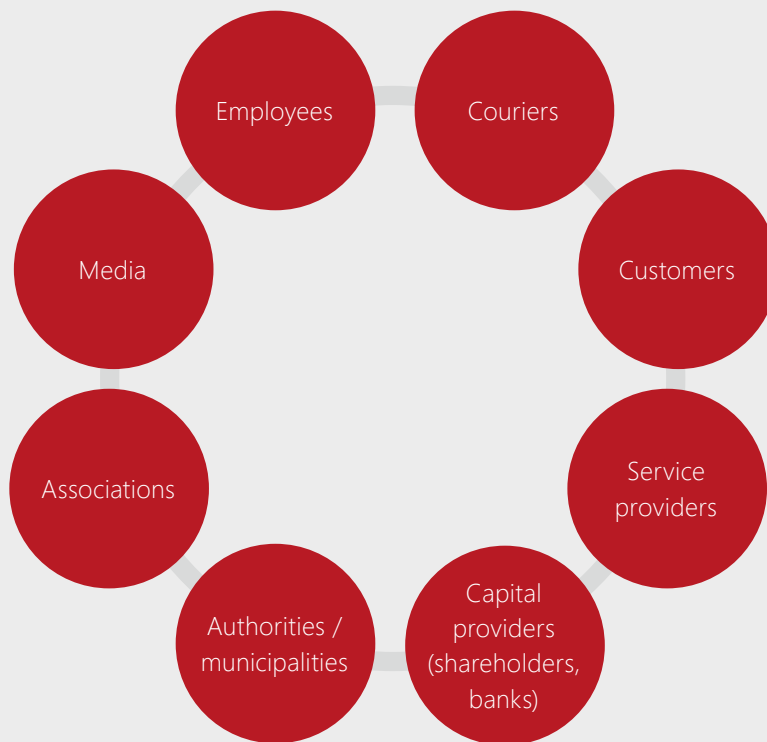
- regular reviews of quality management in accordance with DIN EN ISO 9001
- implementation of a system-wide environmental management scheme in accordance with DIN EN ISO 14001
- sustainable vehicles
- route optimisation
- employee development

In the GO! Code of Conduct, we have established binding standards for sustainable approaches for all our employees and business partners. In our view, achieving these standards is a dynamic process that encourages us and others to continuously improve what we do. These standards merely reflect the current focus of the social, environmental and ethical concerns to be addressed and are regularly reviewed to determine their relevance.

We still have many challenges to meet in the future – challenges that are greater for us than for others due to our heterogeneous corporate structure. To achieve our objectives, we encourage the stations to share their experiences so that they can achieve their goals more quickly, and set targets that take into account their respective sizes.



GO! stakeholders



The key stakeholders in GO! Express & Logistics are:

- employees
- couriers
- customers
- service providers
- capital providers (shareholders, banks)
- authorities / municipalities
- associations
- media

These stakeholder groups have greatest influence on our business and our future sustainability strategy.

We regularly review the interests of existing stakeholders and ascertain their impact on our system. We also determine whether other stakeholders need to be taken into consideration.

Working together, we seek solutions to the challenges that we face on the road to achieving our sustainability goals.

BIEK

As a member of the Bundesverband Paket & Expresslogistik (BIEK, German Parcel and Express Logistics Association), we are committed to working together with the parcel industry to continuously reduce emissions per parcel in Germany over the course of the current decade. All association members agree that achieving this goal requires a combination of both climate protection and innovation. By investing in innovations, the parcel industry is actively contributing to climate protection. The industry is already today successfully scaling back the amount of road traffic and thus reducing CO₂ emissions in cities and rural areas. This reduces the ecological footprint per shipment even further, for instance through efficient pooling and organisation of the tremendous diversity of goods flows.



UN Global Compact and Sustainable Development Goals



We are committed to upholding and adhering to the Ten Principles of the United Nations Global Compact. Respecting, safeguarding and promoting human rights, the environment and business integrity are key values and essential core elements of our company.

The 17 Sustainable Development Goals (SDGs) and their 169 targets adopted by the UN in 2015 as part of its 2030 Agenda serve to sustainably shape ecological, economic and social global development. They form a framework for action for us as we in the GO! association also do our part to achieve the 2030 Agenda.

We have identified 6 of the 17 United Nations Sustainable Development Goals where we as a company can have the greatest influence and contribute to their achievement.





Ecological commitment

We see environmental protection as a corporate mission and are committed to the wise use of natural resources and the reduction of harmful impacts on the environment. Our environmental awareness is reflected in our corporate philosophy and actions.

We are well aware that many resources are precious and only available in finite quantities. Furthermore, we are particularly aware of our responsibility in the area of resource management and, within the scope of our business activities, we pursue a wide range of activities to reduce and, in some cases, even completely eliminate environmental pollution. We attach great importance to the sensible use of energy and water, both in our stations and at all other sites, as well as along the supply and value chain. Waste disposal, recycling and the CO₂e footprint are only some of the relevant concepts here.

Of course, legal and statutory requirements determine our actions in the area of environmental protection. We see the environmentally relevant laws and regulations as minimum requirements and endeavour to take as many measures beyond them as are technically and economically feasible.



Emissions

In providing our services – which ensure the constant availability of goods and products – emissions are produced along the transport routes. It is our declared goal to reduce these. We calculate our carbon dioxide equivalent by collecting relevant key figures for transport emissions and energy consumption, which are also ascertained in accordance with the requirements of our environmental management system (DIN EN ISO 14001). We are currently calculating the carbon footprint for GO! Germany for the year 2022. Over the coming year, we will calculate our Scope 1 emissions – GLEC / GHG – for all of our GO! stations in Germany, using data on the kilometres driven and fuel consumption in our local and regular

service vehicles along with the energy consumption at our German sites.

*Reduction of CO₂ emissions in scheduled transport through network optimisation

15 per cent

(when loading via our central HUB or one of our regional HUBs, compared to 2019).



Transport and logistics

In responsibly getting from A to B, we enhance the sustainability of our processes and evaluate logistical routes for their ecological compatibility.

In doing so, we pay special attention to the intelligent coordination of logistics flows. Our routing is constantly reviewed and adjusted if necessary. Three additional regional HUBs have been put into operation since 2017 alone. With the use of our eight regional sorting centres and an optimal capacity utilisation of our regular service vehicles, which also circulate directly between the locations, we have managed to reduce the number of kilometres travelled per parcel in the regular service network.

When it comes to the delivery process, we are reducing the burden on the environment by offering complementary delivery options, such as individual agreements for substitute services, pooling of deliveries and pick-ups, as well as continuously reviewing and optimising routes and reducing avoidable trips. Consignees are notified in advance to avoid multiple delivery attempts.

Our fleet

We are supplementing our vehicle fleet with sustainable and alternatively powered vehicles. Furthermore, we are increasingly deploying cargo bikes and electric vehicles, especially in urban environments. We also regularly take part in pilot projects, for example, to help reduce CO₂ emissions and traffic noise pollution in inner-city areas. Aside from the immediate positive impact on the environment, it is important for us here to gain experience and share it with providers of alternative drive systems, with municipalities, customers and consumers and with other representatives from the logistics sector so we can make the most of additional solutions that can contribute to achieving our climate goals.




Climate protection

By implementing a carefully crafted and efficient energy management system at our stations, sorting centres and sites, we are taking an important step towards climate protection. Moreover, we are pressing ahead with the use of ecological measures at our locations through the use of photovoltaics, electric and gas filling stations and energy-saving LED technology. Our PV system at the central HUB in Niederaula alone allows us to reduce our annual CO₂ emissions by as much as 141,984 kg.

We also place great importance on the carbon-neutral production of printed matter like advertising materials and business stationery. Carbon reduction certificates from Gold Standard-certified humanitarian projects in Africa and South America are purchased and retired as emissions offsets for unavoidable printing products.



A responsible use of resources

A high-speed photograph of a water splash that has formed into a perfect circular ring. The water is a vibrant blue, and the ring is composed of a thick, textured band of water with many small droplets and bubbles visible within it. The background is a clean, bright white, which makes the blue water stand out prominently. The ring is centered on the page, framing the text that is placed within its hollow center.

Whenever possible, we endeavour to reduce the amount of waste generated in our stations, at our HUBs and the head office and not to simply dispose of the materials that we need for our business activities, but rather to recycle them as extensively and sustainably as possible.

The same is true for water as a resource.

Certified environmental management



We are implementing an environmental management system in accordance with DIN EN ISO 14001. The certification of GO! Germany and the regional HUBs already took place in 2021 and 2022. The next step is to add the entire GO! system to the certificate.

Sustainable packaging and clothing

Over the long term, we also intend to make our packaging and staff clothing more sustainable. We are currently testing the use of alternative packaging solutions like paper and new types of sustainable plastics and recycled materials. There is also a gradual transition to sustainable and recycled courier and staff clothing.





Reducing poverty – social projects in Germany

It is important to us to be able to make a contribution to the society in which we are a successful company and to provide support to those who are less fortunate in life.

Out of a sense of social responsibility, we are involved in numerous social projects, both financially and actively on-site. These range from support for non-profit projects and associations to charity events and sports sponsorships.

In keeping with our decentralised organisation, we support local communities. In Hamburg, for example, we have been supporting the Sternenbrücke children's hospice for many years. We are also personally involved in numerous other social projects with a regional focus. For example, many employees have registered as potential stem cell donors in the German Bone Marrow Donor Center (DKMS) database, have helped out at the Die Arche and have supported the food banks in Kiel and Lübeck.



Creative donations for It's for Kids

Since 2022, we have been involved with the It's for Kids foundation for disadvantaged children. Working with its partners, It's for Kids collects creative donations, ranging from old jewellery and dental gold to real hair and leftover currency. These in-kind donations, usually of things that are no longer needed, are sold off so that the proceeds can be used to support specific projects.

Charity golf tournament, May 2022

Initiated and co-organised by GO! Express & Logistics, the tournament was held to benefit the It's for Kids foundation. The prize money and donations benefited selected aid projects. A total of nearly € 19,000.00 was collected on this day for the It's for Kids projects 'himmel & ääd' in Cologne, the Balthasar Children's and Youth Hospice in Olpe, the flood relief initiative Die AHRche e. V. and the 'Mutwald' project.

Promotion of amateur and elite sports

Our stations maintain close contact with regional sports clubs and support both amateur and elite sports. This includes supporting various sports and football clubs as well as Olympic champion canoeist Sebastian Brendel. In addition, the stations serve as sponsors of various regional sporting events and institutions.



Education and promoting young talent



Working in cooperation with secondary schools, we present the career opportunities and diversity of professions that are available in the courier, express and parcel (CEP) market. Our head office, HUBs and stations regularly organise taster days for schools in the region. We also offer extended internships.



Beyond limits – our approach to doing business

Our service is outstanding. We give our clients individual and honest advice. The trust placed in us compels us to strictly adhere to deadlines and handle our customers' property with care. That is the cornerstone of our future as a company.

We regularly consult with each other. Solutions are found by working together, even across national borders. In all our decisions, we take into account the impact on our customers, partners and colleagues. Respect, teamwork, tolerance, openness, fairness and dedication form the basis for the success of our work and are essential pillars of our approach.

Our company principles are embraced by all employees, drivers and couriers – so we do everything we can to promote our employees as much as possible. We place a premium on mutual respect, extensive training opportunities, investments in employee health and an integrated quality management system. Flat hierarchies, short decision-making channels and high levels of personal responsibility characterise our day-to-day routines. We encourage our staff to get actively involved by contributing their ideas.

Our principles: the GO! Code of Conduct

We and our partners adhere to the following principles of corporate responsibility in our business activities. Applicable German legislation provides the binding framework for this, for example the Supply Chain Act.

Our corporate responsibility principles

- prohibition of forced labour
- prohibition of slavery
- prohibition of child labour
- responsibility for the protection of minors and remuneration
- occupational health and safety
- prohibition of discrimination

Our business activity principles

We value fairness and integrity in all our business activities and work according to firmly established principles:

- fair competition
- prevention of corruption
- Whistle-blower Protection Act
- fair dealings with contract partners
- fair dealings with authorities

Staff, drivers and couriers: our corporate DNA

Our company is founded on the work and achievements of our staff, drivers and couriers. In return, we invest in secure and diverse jobs with career development potential in line with the latest requirements.

We provide training in various professions and place great importance on integrating our trainees into the GO! system right from the start throughout the entire network. We accompany each individual throughout their work history, support their personal and professional development and offer numerous opportunities for advancement.

We can only meet the increasing demands in our industry and, in particular, fulfil our service pledge to our customers with qualified and motivated employees and couriers. Internal and external training and further education programmes ensure comprehensive expertise.

All training measures aim to provide staff and couriers with the necessary knowledge for their daily work, but also to ensure their safety.

Number of training sessions offered

24,946

internal training courses via our online tool and face-to-face learning sessions

Equal opportunities for all



Diversity is enriching and, in our view, an important driver for success. Our employees reflect the wide diversity of our society. Fundamental logistics training, know-how from other sectors along with professional and life experience come together and complement each other across national borders and sites. Everyone has an opportunity to put their strengths to good use and contribute to our joint success.

We create a working environment for all that rejects any form of discrimination against employees, for instance on the basis of national and ethnic origin, social background,

health status, disability, sexual orientation, age, gender, political opinion, religion or belief, unless it is justified by the requirements of the job.

This also means that everyone has equal opportunities to develop professionally. We help our employees to reconcile work and family life by offering them individual work schedules that are adapted to their respective personal and living situations. Our employee development programmes also focus on promoting the careers of female managers.

Occupational health and safety

The health of our employees is the backbone of our corporate group. We ensure total compliance with the applicable occupational health and safety laws of the place of employment. On top of that, we continuously improve our occupational health and safety to maintain a healthy workforce. This includes regular training, inspections and audits, which are complemented by company health management and local prevention measures.

To avert hazards, we are constantly working to improve safety standards in the provision and maintenance of the workplace and work equipment. We address any lack of appropriate protective measures to avoid exposure to chemical, physical or biological agents. Furthermore, we take measures to prevent excessive physical and mental fatigue, in particular due to inadequate work organisation concerning working hours and rest breaks, or due to inadequate training and instruction of employees.



Digital tools to lighten the load

We rely on AI-controlled route optimisation, primarily to reduce the workload of our couriers. Programmes calculate the optimal routes on a daily basis, taking into account all existing orders and available employees. This streamlines route and vehicle planning and proves useful for training new staff.

Additional tools are used to improve the planning and organisation of shipments and thereby reduce time-consuming manual processes.

PQ KEP – the seal of approval for subcontractors

It is important to us that our subcontractors also adhere to high standards. In August 2020, through our membership in the BIEK, we joined forces with other parcel and express service providers to initiate and develop the legally binding 'PQ KEP' seal of approval. Through a pre-qualification process, subcontractors provide documentation of fair working conditions for their drivers. They undergo an annual review to maintain this approved status. This ensures that, in addition to professional qualifications, they also deliver on financial performance and reliability.


The seal of approval is awarded by the independent certification organisation Zertifizierung Bau GmbH.

We are currently implementing the approval process for our regular service network and have completed it for all subcontractors.

We are currently implementing the approval process in the regular service network and all companies working for GO! have passed the test with flying colours. New contractors are audited by Zertifizierung Bau within the first three months of the working relationship. Upon successful completion of the programme, the companies are also included in the list of prequalified firms (zert-bau.de/kep).



Data security



Our desire for safety and security naturally also applies to the handling of data. It is mandatory to protect personal data and treat it as confidential in both analogue and digital environments. We treat customer and consignee data provided to us with the utmost care and in accordance with the European General Data Protection Regulation. We protect our clients' property with utmost sensitivity and care.

Certified quality

GO! quality management is certified according to DIN EN ISO 9001:2015 and forms the basis for providing our transport services. The audit covers all in-company processes and motivates us to continuously improve our quality. In addition, we comply with the guidelines for the good distribution practice (GDP) of medicinal products for human use. Our conformity to GDP is certified in writing.

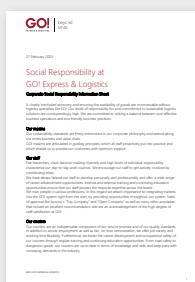


Whistle-blower system to safeguard commercial success

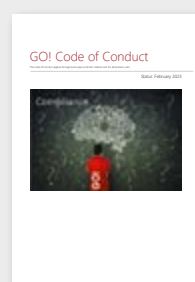


Lawful conduct and ethical behaviour are an integral part of our business activities and an important requirement for the sustainable safeguarding of our business success. Accordingly, GO! has established a whistle-blower system that came into effect on 1 January 2023. The goal of the system is for our employees and service providers to furnish information on violations of rules and other irregularities. This will help us to avoid, or at least to identify at an early stage, risks that could jeopardise the trust of employees, customers, service providers, business partners and the public in GO!

Sources:



To go to the Corporate Social Responsibility Information Sheet, click [here](#):



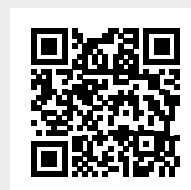
To go to the GO! Code of Conduct, click [here](#):



UN Sustainable Development Goals
unglobalcompact.org/sdgs/about



BIEK
www.biek.de





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