

An aerial photograph of a winding asphalt road with yellow lane markings, cutting through a dense, lush green forest. The road curves through the trees, which are in various shades of green, suggesting a healthy, mature forest. The overall scene is vibrant and natural.

**Sustainability**

**at GO!**

**Voluntary CSR Report**

**GO!**



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**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.

We are continuously optimising our short- and long-distance traffic networks in the digital supply chain. Wherever possible, we use cargo bikes and electric vehicles. Right from the start, we have remained dedicated to striking a balance between cost-effective operations and an eco-friendly approach to doing business.

As a network association, we combine long-term economic success with social responsibility.

On the following pages, we wish to address topics such as sustainability and social responsibility at GO! while also presenting potential future-oriented approaches and paths.

Yours sincerely,  
Martina Baerecke

# GO!

# Express & Logistics

Founded 40 years ago by eight courier services in a taxi control centre in Frankfurt, the company now delivers more than ten million shipments a year. The founders' basic idea still remains central to our more than 1,700 couriers and approximately 1,400 employees, and continues to spur them on around the clock every day: logistics for maximum expectations.

Be it with a cycle courier, directly with a car, within the regular service network or via an On-Board-Courier on a plane, GO! delivers 24 / 7 on 365 days a year: on time, flexibly and reliably. Our stringent safety measures result in the lowest damage rate in the CEP market.

### **At any time. Anywhere. And for all needs.**

As specialists in the area of business customers, we identify tailored solutions to meet our customers' requirements no matter the company size. Quite simply because we enjoy a challenge. And if ever things don't go according to plan, we act promptly and proactively. Because GO! doesn't operate a call centre. Each and every customer has a dedicated contact – and their direct extension number.

### **We like things complicated.**

Be it healthcare, high tech, automotive, fashion and lifestyle, or media and trade, the various industries with which we collaborate require our services to be diverse and flexible. There are special requirements attached to a shipment? Or perhaps it has a high sentimental value? An especially complicated case? Count us in! We will transport documents in hand luggage on a scheduled flight, hand over haute couture clothes in the catwalk backstage area and head out into a field to deliver a spare part for a tractor. When our customers are stuck for solutions, this is when our work begins.

Our staff are trained in the shipping of hazardous goods as well as in shipping pharmaceutical products as per the strict EU Good Distribution Practice (GDP) guidelines. We always find the right solution.

### **When delivery really matters: GO!**

# Sustainability at GO!

Our commitment to sustainability is firmly anchored in our corporate philosophy and extends throughout our entire business and value chain. We have been implementing sustainability measures within the scope of centrally and regionally defined areas of focus for years.

These measures form the basis for further strategic development.

## **These include:**

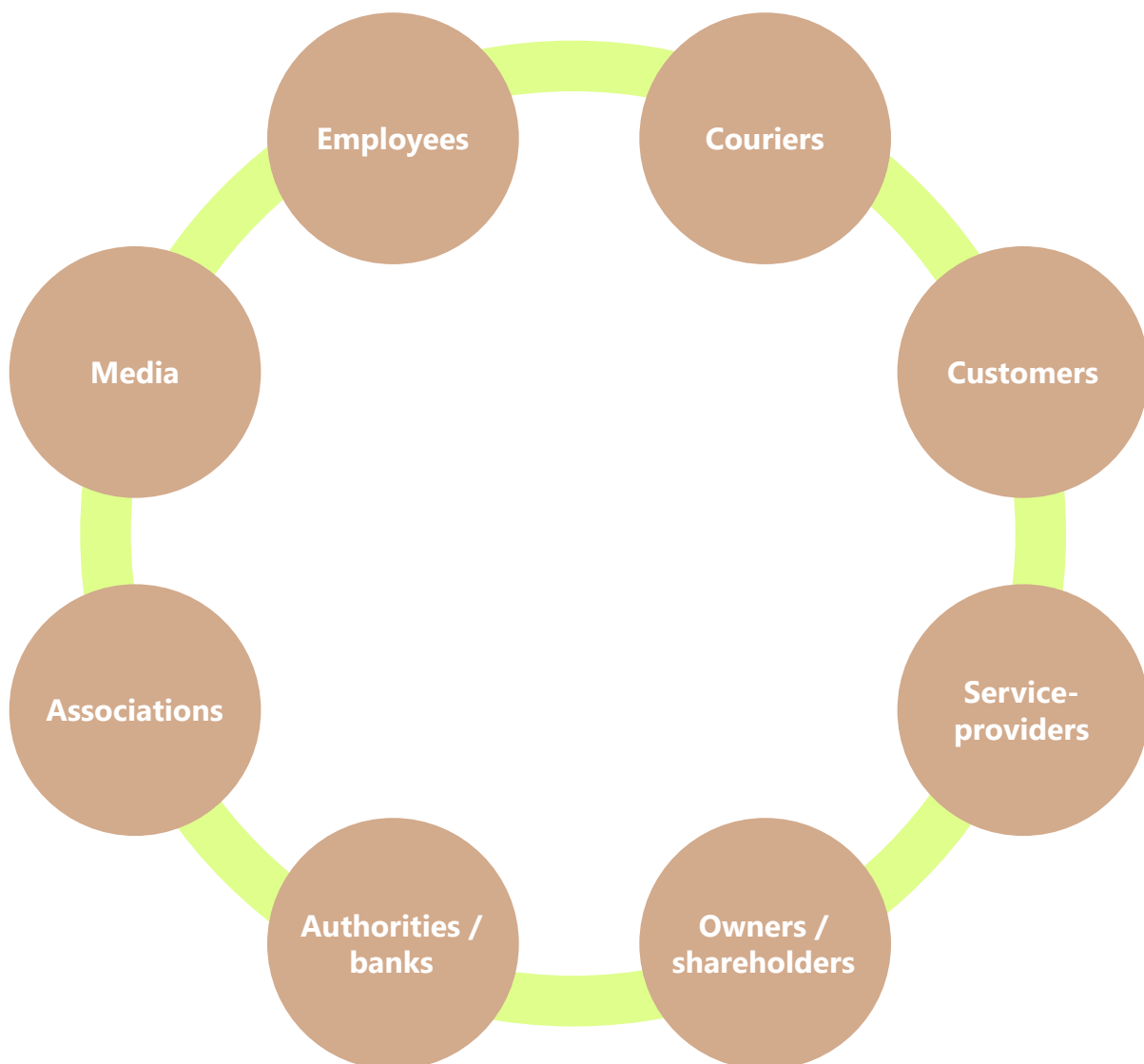
- regular reviews of quality management in accordance with DIN EN ISO 9001
- implementation of a system-wide environmental management scheme in accordance with DIN EN ISO 14001
- sustainable vehicles
- route optimisation
- employee development

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

As a member of the Bundesverband Paket- und Expresslogistik (BPEX, 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 successfully scaling back the amount of road traffic and thus reducing CO<sub>2</sub> 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.

# GO! stakeholders

The stakeholder groups listed have the 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. Working together, we seek solutions to the challenges that we face on the road to achieving our sustainability goals.



# 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.







# Climate protection and ecological commitment

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. To date, our PV system at the central HUB in Niederaula alone has generated 91,742.90 kWh of renewable energy in 2024. 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.

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. We see the environmentally relevant statutory and regulatory specifications 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 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).

The CO<sub>2</sub>e footprint for 2023 has already been calculated. In addition, our system-wide Scope 1 and Scope 2 footprints as per the GHG Protocol have been determined, using data on the kilometres driven and fuel consumption in our local and regular service vehicles along with the energy consumption at our GO! sites in Germany and abroad. GO! system emissions totalled 35,612 t CO<sub>2</sub>e in 2023.

# Transport und 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 seven 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.

Reduction of CO<sub>2</sub> emissions in  
scheduled transport by

**15 per cent**

thanks to network optimisations when  
loading via our central HUB or one  
of our regional HUBs,  
compared to 2019



# 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 CO<sub>2</sub> 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 experts from the logistics sector so we can make the most of additional solutions that can contribute to achieving our climate goals.

# Certified environmental management system

System-wide certification in accordance with DIN EN ISO 14001 was implemented in 2021. Next, we plan to implement further DIN EN ISO certificates.

The DIN EN ISO 45001 occupational health and safety management system standard is also taken into account as part of the integrated management system. As the management system is continuously further developed and expanded, all the relevant norms and standards are incorporated in order to lastingly optimise the processes and continuously improve working conditions.





# Our engagement

**GO! assumes responsibility and supports numerous social projects of regional importance. Here are just a few of the projects we are actively engaged in:**

- **DKMS:** many employees have been typed as stem cell donors in order to combat blood cancer. Two GO! co-workers have already saved lives.
- **Charity for Charité:** supporting children with serious illnesses at the university hospital in Berlin by participating in the fundraising gala.
- **Hände für Kinder e. V.:** funding breaks for disabled children and their families by means of donation drives.
- **Kinder-Hospiz Sternenbrücke, Hamburg:** years of providing the children's hospice with monetary donations and donations in kind as well as the active support of our employees on site.
- **Hamburger Tafel e. V. and Tafel Lübeck e. V.:** regularly supporting food banks with the distribution of surplus food to those in need.
- **Plan International Deutschland e. V.:** child sponsorship to increase opportunities for children in over 70 countries.
- **It's for Kids:** engagement for disadvantaged children by working with cooperation partners to collect creative donations such as old jewellery and dental gold. We support the project with our transport services.

**Our engagement demonstrates that we are not only helping financially, but are also actively making a contribution.**

# Our approach to doing business

We give our customers individual 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.

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.

# 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 an inspirational working environment for all, irrespective of national and ethnic origin, social background, health status, disability, sexual orientation, age, gender, political opinion or religion.

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.



# GO! Code of Conduct and corporate DNA

In our business activities, we and our partners adhere to the principles of corporate responsibility presented on the right. Applicable German legislation provides the binding framework for this, for example the Supply Chain Act.

## 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
- Whistleblower Protection Act
- fair dealings with contract partners
- fair dealings with authorities

## Our couriers and staff

Our company is founded on the work and achievements of our staff 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 the 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.

# 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 and, on top of that, continuously improve occupational health and safety measures to maintain a healthy workforce. This includes regular training, inspections and audits, which are complemented by company health management and local prevention measures.

## **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 BPEX, 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.

# 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 customers' property with the utmost sensitivity and care.

GO! Express & Logistics GmbH has been certified in accordance with DIN EN ISO 27001 (information security management system) since early 2024.

# Certification

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. GO! is also certified in accordance with DIN EN ISO 14001. The introduction of this standard establishes a structured approach that promotes ongoing improvements in environmental performance. A system of this kind also contributes to compliance with statutory requirements and to the achievement of sustainable development goals.

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. GO! is certified in accordance with the international standards DIN EN ISO 27001 for information security management and DIN EN ISO 45001 for occupational health and safety management. These certificates additionally confirm our commitment to the continuous improvement of the safety and working conditions within our company.





The logo for GO! Express & Logistics is positioned in the top right corner. It features the word "GO!" in a large, bold, red sans-serif font. Below it, the words "EXPRESS & LOGISTICS" are written in a smaller, black, all-caps sans-serif font. The entire logo is set against a semi-transparent white rectangular background.

We seek to offer 100 per cent service. The contents of this brochure, which is for informational purposes only, were therefore put together with the utmost care. Please accept, however, that we can only maintain this service if permitted by the underlying parameters, which we can only influence to a degree. We must therefore make the information provided subject to reservations, meaning we are unable to assume liability for the accuracy, completeness, inferable assurances and currency of the contents. (Version: 11 / 2024)

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