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## GO! continues to grow

Increased consignments for the quality leader in the CEP sector: GO! Express & Logistics enjoys a positive year in 2021. Investment in sustainability and the expansion of the route network are the top priorities for 2022.

With more than 9.2 million consignments in 2021, GO! Express & Logistics continues to grow. Ulrich Nolte, CEO of GO! Germany reflects on a positive year in 2021: 'Not only against the background of the second year of the coronavirus pandemic, the logistics expertise and experience of our employees and couriers were called upon more than ever. They drew up and implemented countless tailored logistics concepts for our customers. An important basis for this were the further expansions of our network and capacities. The positive figures and, in particular, high customer satisfaction are evidence of the quality and effectiveness of the measures we put in place.' With a delivery rate of 99.00 per cent and minimal damage rate of 0.03 per cent in 2021, GO! continues to lead the way in the CEP sector when it comes to quality. In the run-up to Christmas alone, GO! recorded increased consignment volumes of around 10 per cent compared to the previous year. For the entire 2021, GO! achieved an average growth in consignment volumes of almost 15 per cent, putting it well ahead of the rest of the market.

### **2021: Investment in the network, sustainability and employees**

In addition to consignment volumes, GO! has also moved forward in various other areas of the company, taking into account the increased requirements in relation to sustainability and customer satisfaction. In 2021, this included in particular the continuous expansion of capacities and network, especially at key business locations. With a new regional hub in Hamburg, the network was optimised in terms of performance and emissions. The relocation of GO! Berlin to a more easily accessible and larger location enables more efficient handling of goods. As part of its sustainability

responsibilities, the company participated in a pilot project run by the city of Kassel to reduce CO<sub>2</sub> emissions and road noise in the city centre.

For the first time, GO! Germany was certified according to DIN EN ISO 14001 for an environmental management system. This demonstrates the company's sustainability efforts.

To protect its employees in the challenging conditions brought on by the pandemic, GO! further invested in the safety of its employees and couriers and set about strengthening the spirit of togetherness within the company, thus improving employee loyalty. To counteract the continued shortage of skilled workers, GO! Express & Logistics has also taken various measures to recruit new employees. For example, GO! strengthened its digital measures to present itself as an attractive employer.

To also guarantee fair working conditions for subcontractors, GO! continued the pre-qualification procedure for the legally secure seal of approval 'PQ KEP', independently verified and certified by ZertBau GmbH, and implemented this fully throughout its scheduled services. The company is committed to fair and socially responsible standards and implemented these across all areas of its operations.

## Outlook for 2022

GO! wants to continue pursuing its sustainability targets this year. The system-wide implementation of the environmental management system will therefore be continued. The GO! sustainability programme also includes the gradual expansion of the mobility concept with the design of sustainable workflows, alternative drives in the vehicle fleet, improvement of virtual mobility through mobile working as part of an improved technical infrastructure, and the continuous switch to renewable energies. The company network will also be further expanded. After Hamburg in 2021, another regional hub will open in Ulm in 2022. To relieve the pressure on the central hub in Niederaula and on the individual regional hubs, there are plans for another large regional hub in Limburg. GO! is also exploring the possibility of expanding its sites in Nuremberg, Ulm and even Ingolstadt. Further direct and chain transport will ease the pressure on existing regional hubs.

By further expanding its digital structures, GO! aims to optimise the work and processes of its employees, drivers and couriers, as well as its customer service. Increased security will be achieved through the enhancement and harmonisation of technical security guidelines and the implementation of an IT security standard. GO! is responding to the increasing complexity of consignment operations with measures such as making its customer portal more flexible and offering additional communication options, enabling it to respond even faster to customer enquiries. An important step is the further implementation of web services that connect the GO! logistics solutions to the shipping systems of GO! customers. Thanks to API interface technology, consignment booking and tracking will be even more efficient in the future and consignment data will be accessible more quickly. In mid-February, the new GO! customer app will also be added to the digital portfolio of the express and courier service provider.

### **About GO! EXPRESS & LOGISTICS**

GO! Express & Logistics is Europe's largest independent provider of express and courier services. The global partner network was established in 1984 and currently comprises over 100 GO! stations in Europe. Around 1,400 employees and 1,200 couriers work every day to enable the transport of more than 9.2 million shipments per year.

Under the motto "beyond limits", GO! offers a comprehensive portfolio of logistics solutions ranging from regional courier transportation and global express shipping of goods, documents and extremely time-critical consignments to sensitive shipments or complex customer requirements. Its services also include tailored supply chain solutions and extensive value-added services 365 days a year and around the clock.

More information at [www.general-overnight.com](http://www.general-overnight.com)

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