

# Corporate Policy Schenker Cluster Germany Switzerland

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\*Translation of the original German version. All signatures in the German version have been provided.

## 1 Schenker Cluster Germany/Switzerland ...

is part of Schenker Europe GmbH, Frankfurt. With around 16,000 employees at over 200 locations (main sites, operating and branch offices) and a corresponding sales volume, the Schenker Cluster Germany/Switzerland is one of the market leaders for integrated logistics services in Europe.

The company operates successfully for customers from a wide range of sectors in industry and trade, including numerous market leaders in procurement, production and distribution logistics. DB Schenker supports industry and trade in the global exchange of goods in land transport, worldwide air and sea freight, and all related logistics services. Contract logistics/SCM, projects, trade fair logistics, innovative packaging solutions and other special projects round off the extensive range of services. Due to its position in the market, DB Schenker can be described as one of the "global players" for integrated logistics services.

Due to the consistent market changes, a sustainable profit generation is the company's top priority. This creates the basis for the company's existence and is a prerequisite for all subsequent - monetary and non-monetary - goals. Sustainable profit generation is only guaranteed if corresponding "successes" are achieved on the transport and logistics market. The realization of these market successes is essentially based on:

- customers,
- satisfied and motivated employees, combined with know-how and commitment
- the company itself, its structures and its transparent and cost-optimized processes,
- as well as the social framework conditions.

The organization has implemented management systems to meet the internal and external requirements of the influencing factors mentioned. These management systems currently focus on the areas of quality, environment, occupational health and safety, hazardous goods, product safety, product protection and security.

The certifications in accordance with ISO 9001, ISO 14001 and ISO 45001 are the foundation for all industry or customer-specific standards. These or additional requirements of a legal nature, such as GDP or aviation security, can thus be easily integrated.

The same applies to Corporate Social Responsibility (CSR), which describes corporate responsible action. From ecological aspects to interaction from employees and interested parties. (a.o., Code of Conduct)

The interaction of the management systems with the influencing factors mentioned to establish a continuous improvement process is described in the following chapters.

## 2 Company

The aim of the Germany/Switzerland cluster is to create sustainably successful and competitively superior performance potentials, while taking into account quality, environmental, occupational health and safety aspects such as:

- Process oriented transport operations and logistics chains as well as value-added services geared to customers' needs and finding solutions to problems
- Structured procedures with standardized guidelines

- Continuous analysis, improvement and optimization of operational processes using standardized indicators, benchmarks and "best practice"
- The premise that economy and ecology must be regarded as equally important, the structure of the processes or the infrastructure takes into account the best possible state of the art - economically justifiable - so that the services provided can be carried out in an environmentally compatible manner in the long term. This includes, under consideration of the life cycle and a suitable risk and opportunity assessment, a sustainable "disposal".
- The economically, ecologically and socially sustainable realization of processes. The entire organization understands this as a principle for the optimized use of resources. This includes the aspects of regeneration, stability and the preservation of essential properties.

Economic sustainability:

- An optimized quality management
- A resource-minimizing process optimization

Environmental sustainability:

- An environmental management system designed for the company
- A commitment to climate protection, resource conservation and emissions reduction

Social sustainability:

- Occupational health and safety management oriented toward the needs of employees
- Health protection offers derived from occupational health management.

All aspects, as well as defined goals and processes, are analyzed and evaluated under the aspects of risk consideration and opportunity identification.

### 3 Customer

The declared goal is to become and remain the market leader (Unleash) in all company-specific core activities regarding customer orientation, the environment, safety and quality. This requires:

- A high-quality and environmentally friendly realization of the company's services, taking into consideration the required safety standards
- The constant observation and analysis of the market
- Consistent consideration of customers' and markets' demands in order to develop new markets by means of demand and needs based products and services.
- The commitment to develop flexible, innovating and processes regarding changing requirements and customer needs.

The constant analysis of processes and their continuous improvement serve to increase customer satisfaction. This is reached through clearly defined workflows in accordance with quality, environmental and occupational health and safety standards. This is documented in guidelines, process instructions, work instructions and job-descriptions.

## 4 Employee

In order to achieve customer satisfaction, monetary stability and quality goals it is required to have motivated employees who think for themselves; are open to change and who identify themselves with the corporate policy. The goals derived thereof can be consistently implemented through the employees in their daily work.

This is supported by the corporate group objective of becoming the "Best Employer". Employee satisfaction is significant as a key performance indicator. Accordingly, Occupational health and safety has a significant role. In addition to the prevention of occupational health and safety incidents and possible work-related illnesses, the minimization of health risks is also considered an important component in this policy (Risk and opportunity Analysis). This is reflected above all, in the definition of objectives and compliance with binding obligations. The aim is to improve occupational health and safety performance through the management system. Management supports the management system in all respects

An essential part of the management system is the consultation and participation of employees and their representatives.

These demands require a leadership style that promotes creativity, awareness, commitment and the will to make decisions within the given framework conditions that must be adhered to. In this context, leadership means:

- Define responsibilities and authorities
- Set clear performance requirements and recognize good performance
- Identify the training needs of all employees and provide training as required
- Promote employee identification with the company
- Pursue an offensive and timely information policy
- Strengthen the sense of unity within the company (Team Development)
- Harmonize the interests of the employees, the company and the legal requirements when designing the working environment
- Ensure the avoidance of work-related health hazards through preventive measures (e.g., regular site inspections)
- The involvement of employees or their representatives (works council) in decision-making processes within the framework of occupational health and safety management.
- The execution of employee surveys and the results define further action, leading to the implementation of relevant measures
- Make working life more purposeful, productive, agile and flexible through "New Ways of Working" (e.g., FLOW, State of the Art Workplace concepts)

This requires a high degree of learning ability and flexibility from everyone for the benefit of the customer, the environment and the safety of the company's employees. We therefore see ourselves as a learning organization whose most important success factor are the employees.

## 5 Service Realization

For the company, legal framework conditions and specific customer requirements are the essential foundation for the realization of the range of services. This applies in particular to customer products which require sensitive handling in a wide variety of forms. For example, the handling of food/feed, pharmaceutical products, high value goods, hazardous goods and other products that are subject to special requirements. Accordingly, the Schenker organization meets the needs of individual industries within specific requirements and regulated systems. These include:

- Food-feed industry (EU hygiene package, WHO Codex Alimentarius, IFSL)
- Pharma/Chemical (GxP/ SQAS); Balanced Behavior Safety approach for own drivers
- Automotive industry (VDA, TISAX)
- Aviation industry (DIN EN 9120)
- Relocation services (EN 12522)
- Art logistics (DIN EN 15946/16648)
- Customer-specific security requirements (TAPA, Schenker minimum security standard for high-tech industry and customers with theft-prone products)
- Legal security requirements for counterterrorism such as a regulated agent, AEO, sanctions list checks, embargo regulations

The handling of food and feed is subject to considerable requirements by the legislator and the Germany/Switzerland cluster treats this sensitive area with very special care. This applies subsequently to all medical and pharmaceutical products in accordance with specific standards. Accordingly, the organization has defined the segment of sensitive goods.

As a result of incidents with social impact, the security topic is now also very much in the focus of the legislator. The Schenker organization is not only committed to the consistent implementation of all relevant legal regulations but is also proactively involved in the further development of the security topic up to and including the safeguarding of the entire supply chain.

## 6 Society

Principally, the employees of the Germany/Switzerland cluster are aware of their social responsibility as a company

Taking responsibility means:

- To bear the consequences of their own actions and those performed on their behalf
- To be able to provide answers to all questions concerning the environment and society
- Determine responsibilities and persons in charge

Consequently, the effects of our activities that may have an impact on the environment and society must be examined, monitored and evaluated to avoid and minimize a negative impact in accordance with the technical and economic conditions.

This results in the goal of minimizing these possible impairments and always using resources carefully ("Green Logistics"). For this purpose, an open dialog with customers, employees, authorities and the public serves as part of the continuous improvement process.

Our commitment to protecting the environment is a high priority. It is not limited to the avoidance of negative environmental impacts, but also includes the proactive approach of our daily activities (including "climate protection"). This is reflected in the corporate goal of becoming an "ECO Pioneer". Here, in addition to other goals and measures, a special focus is placed on reducing emissions with an emphasis on avoiding CO<sub>2</sub>.

Compliance with legal requirements or binding obligations is therefore only a minimum criterium for the Schenker organization. The fulfillment of these obligations is regularly assessed to minimize risks through preventive measures. Should deviations occur, these are corrected as quickly as possible and unconditionally implemented.

Accordingly, the company's own infrastructure and organizational structures are always kept up to date by reviewing the risk potential to minimize risks through preventive measures.

Our essence: The management system shall continuously improve the environmental performance of the organization. The management supports this in all respects.