

SUSTAINABILITY REPORT QUEHENBERGER LOGISTICS 2021

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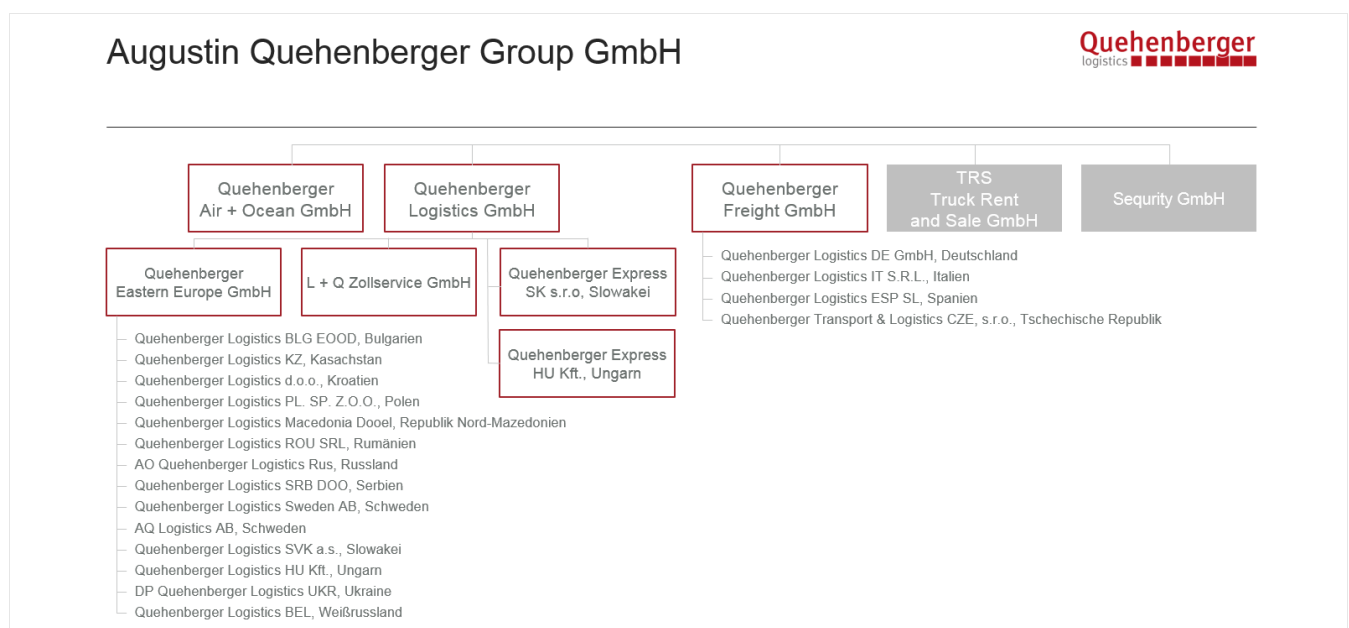
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1. The Company

TRUST IN – AND GOOD RELATIONS WITH – CUSTOMERS, PARTNERS AND EMPLOYEES IS OUR GREATEST SUCCESS.

High-quality work and a medium-sized corporate culture characterise the Quehenberger business. Within the group of companies, internationally active logistics companies operate with a strong commitment to quality.



Quehenberger Logistics is a medium-sized, owner-operated, high-quality and internationally oriented provider of transport management, network and contract logistics. The quality of the service depends on the competence of the international Management, the experience of long-term employees, and the flexibility of an organization with flat hierarchies.

At Quehenberger Logistics, personal contact with customers and partners and the mutual commitment is determined by trustworthiness. As a medium-sized company, Quehenberger Logistics focuses on those industry sectors and regions in which we can meet our high quality standards.

Our own network structures, standardized products, proven industry solutions, and an excellent database of partners guarantee the highest level of efficiency.



1.1. Our vision and mission

The diagram illustrates the company's strategic roadmap from 2010 to 2025, divided into three phases of growth and three core values.

Our Mission (Icon: Scales of Justice)

To impress our customers every day anew

Our Vision (Icon: Eye)

To be the best medium-sized logistics company in Central- and Eastern Europe

Our Values (Icon: Handshake)

Trustworthiness and 'handshake quality'

Strategic Roadmap 2010-2025

Phase 1 [2010-2015]
The most dynamic logistics company
Focus: Growth and market position

Phase 2 [2015-2020]
The most powerful logistics company
Focus: Quality and efficiency of our work

Phase 3 [2020-2025]
The most economic logistics company
Focus: Earnings

Vision [2025] (Icon: Arrow pointing up and right)

We aim to be the best medium-sized logistics company in Central and Eastern Europe with the most competent and friendly employees: Convincing due to the quality of our services, unparalleled in efficiency and with a profitability that secures our future.

»2021_Nachhaltigkeitsbericht en Sustainability report – Version 22.02.2022«

1.2. Our mission statement

We are passionate about quality.

The quality of our service is based on our expertise, experience and commitment. We operate our business with the passion to be the best. In this context, every employee understands his or her role and assumes personal responsibility at the workplace.

We work for our customers.

Our customer relations form the basis of the success of our company. That is why, first of all, we always orient ourselves towards our customers. We are not simply satisfied to fulfil their current needs, we strive to positively surprise our customers.

We fulfil our promises.

We are a medium-sized, internationally orientated owner-operated company. We work with flat hierarchies in which personal contact is vital. We are flexible and responsive, seeking the most direct path and ensuring that we deliver what we promise to customers and partners.

We generate profits.

We work with profit. It is only with profits that we are able to invest in customer projects, personnel development, equipment, tools and systems. This boosts our competitiveness, thus ensuring our future employment.

We rely on each other.

We deliver sophisticated services, which depend primarily on our employees and their commitment. Our work involves numerous interfaces and is only successful if every link of the chain is as strong as the next.

We support each other.

Our employees have a right to a working environment that fosters their abilities so they can deliver the performance that is demanded of them. That is why we endeavor to have an open and fair relationship and provide goal-oriented training as well as cutting-edge equipment and resources.

The economic success of our company is indeed simultaneously the basis and the result of this philosophy. Only this allows us, in the long run, to compete on the market, to beat international competition, and above all, to act sustainably, and to participate in the shaping of economic situations. In addition to our economic success, it has always been a declared

objective for the company and its employees to make services and processes as sustainable, ecological, and socially responsible as possible.

Therefore, as part of our quality, environment and safety management, we maintain a permanent dialogue with the public, as well as with authorities and associations.

2. Our employees

The employees of Quehenberger Logistics are the most important factor of our successful environmental work. Their inventiveness and commitment contribute significantly to the development of our environmental objectives.

Only by working together is it possible for us to successfully respond to the challenges of our future.

More than 4783 employees in around 95 branch offices worldwide ensure the smooth flow of goods, efficient process control, and high customer satisfaction. For them, competence, performance, experience and commitment, as well as ongoing qualification and training are indispensable components of their self-image.

The values are characterized by the slogan, “close to your business”. On this basis, we have developed a brand handbook, which sets out the company guidelines.



Figure 3: Our brand equity

3. Integrated management system

Our company has implemented an integrated management system.

An integrated management system is more successful if the co-operation and commitment of everyone involved in the system can be better guaranteed. This applies to the management board and to the Department of Quality, Safety and the Environment, the environmental officers, and of course, to each individual employee.

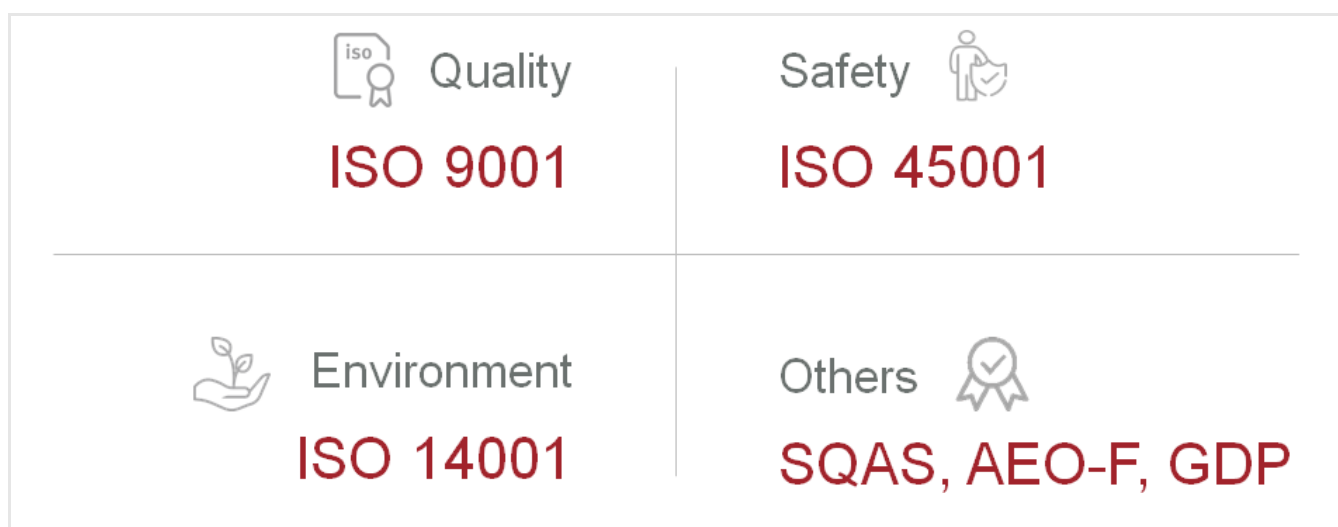


Figure 4: Standards by which we work

These standards help to coordinate and implement the various requirements in the fields of quality, environment, occupational safety, and health.

Standards/certification/assessments	
Quality management	In accordance with the international quality management standard DIN EN ISO 9001:2015
Environmental management	In accordance with the international environmental management standard DIN EN ISO 14001:2015
Occupational health and safety management	In accordance with the international occupational health and safety management standard DIN EN ISO 45001:2018
The Safety and Quality Assessment System (SQAS)	SQAS is a standard of the European Chemical Industry Council. It is used to assess the quality, safety and environmental compatibility of logistics providers.
Authorized Economic Operator (AEO F)	As an authorized economic operator (AEO) – the company is recognized as a certified company under the customs legislation of the European Union, which enjoys certain privileges.
GDP	Good Distribution Practice. Certificates issued explicitly for the transport sector confirm that transport services are executed in accordance with good distribution practice, but not that the certificates are entered in the central, pan-European database EudraGMDP.

For us, sustainability is not a burden – it gives us a stable base for global competition. Many people believe that sustainability in times of economic tension and collateral requirements is “not an issue”. On the contrary, at Quehenberger Logistics, we strongly believe that we are on the right track with our social and ecological commitment. Sustainability is a key competitive factor for international companies in the course of globalization. The goal of corporate action is clearly and unambiguously defined. Through our economic success, as well as the continuous optimization of our services, and the independent involvement of our employees, we want to do our bit to improve living and working conditions for people on a sustainable and long-term basis.

4. Environmental aspects / Sustainability



We therefore regard quality, safety and the environment as integrated and inseparably linked building blocks for sustainable corporate success.

We endeavor to bear in mind the positively reinforcing effects of each individual factor on both of the other factors, and we are aware of our environmental responsibility. We are therefore committed to active and preventive environmental protection.

In times of climate change and other threats to the environment, we use low-emission modes of transport to the greatest possible extent.

We focus on the legal provisions, regulations and requirements but our aim is to exceed them.

We want to do more than just comply with the legal requirements.

We note the effects in the air, water, soil and noise sectors. The bases for the review are compliance with legal provisions, the requirements specified in the standards, and the formulated environmental objectives.

Our understanding of sustainability is based on the definition of sustainable development set out in 1987 in the Brundtland Report of the United Nations. In our business activity, we therefore strive for development which “meets the needs of the present without compromising the ability of future generations to similarly meet their own needs.”

In order to ensure such development, we take into account the three pillars of sustainability: Economic, Environmental and Social. We are convinced that we can only be commercially successful if we do so in harmony with our natural and social environment.

As part of our technical and economic opportunities, we strive for continuous improvement. This is an aspect of the environmental orientation of our company. Therefore, it is necessary to transparently present environmental effects, and to derive concrete objectives and measures from them. Without this constant monitoring of the development of data and facts relating to the environment, it is hardly possible to represent improvements.

It is always necessary to go through this process, to ensure an improvement that contributes to climate and environmental protection.

Our commitment to sustainability is reflected, among other things, in our membership of various projects that promote environmental and socially responsible business:

Quehenberger Logistics is a member of CNL (Council for sustainable logistics)



CNL's focus: The first priority of CNL is to develop a co-operation with the manufacturers of commercial vehicles which meet the requirements of CNL members.

Services from CNL:

- Regular information on the latest developments, renewals and technologies in the sustainable logistics sector.
- Creation of environmental, social, political, legal and economic aspects.
- Financial advice

Details at: <http://councilnachhaltigelogistik.at/>

Close to your business.

We are a member of Ecovadis (international platform for CSR-Ratings)

EcoVadis' aim is to improve environmental and social practices through the systematic use of global supply chains. EcoVadis operates the first collaborative platform that provides companies with sustainability ratings across 200 sectors and 160 countries. Companies can manage risks and drive environmental innovations in their global supply chains.

We are evaluated every year by EcoVadis and endeavor to improve through constant development. Our customers can gain an overview of our company by viewing our scorecard.



Congratulations! Your company was awarded a silver medal in recognition of its sustainability success!

4.1. Environmentally sustainable

As a transport service company, the fleet is the focus of our analysis. We control our fuel consumption and the resulting emissions. Reducing greenhouse gases and air pollutants is our greatest challenge. In this area, we are proud of our gains in efficiency and strive to maintain and improve this high level.

So that we can always ensure the best possible innovative and future-oriented standard of knowledge, we have created the role of an environmental officer.

In analyzing the environmental impact and the consumption of natural resources, we consider the following key indicators: emissions, energy, water, materials, waste.

Environmental figures	Unit	2018	2019	2020	2021	Comparison 2020-2021 (%)
Direct GHG emissions	t	15.947	8.448	12.237	18.557	+51,65
Fuel consumption	l	18.518.110	14.078.265	8.458.834	7.605.251	-10,09
Direct GHG emissions per freight ton				0,0200	0,0300	+50,00
Total GHG emissions per freight ton				0,0300	0,0400	+33,33
Proportion of empty runs	%	11,3	9,9	11,7	9,3	-20,24
Energy consumption - electricity	kWh	7.323.699	7.208.863	7.568.328	7.995.852	+5,65
Energy consumption - electricity / m²	kWh/m²	-	36,68	28,14	16,67	-3,30
Energy consumption - heating	kWh	4.865.504	8.729.679	6.943.193	8.508.433	+22,54
Energy consumption - heating / m²	kWh/m²	-	97,21	72,27	17,74	+12,17
Energy consumption - transport	kWh	178.388.940	136.563.601	84.588.343	76.052.510	-10,09
Waste production at workshop	t	285,5	243,6	164,9	177,1	+7,40
Waste production at warehouses AT	t	391,6	266,8	247,7	208,1	-16,00
Waste production at warehouses DE	t	4,8	5,8	5,1	5,7	+12,32
Waste production at warehouses EE	t	1.484,5	1.220,0	1.581,6	1.305,1	-17,48
Water consumption - car washer	m³	425	338	325	402	+23,88
Copy paper consumption AT	t	34,4	22,1	27,7	24,2	-12,64
Copy paper consumption Other countries	t	65,1	79,9	57,4	59,6	+3,83

Figure 5: Environmental figures Quehenberger Logistics

4.1.1. CO₂ emissions

4.1.1.1. Current situation

Carbon dioxide is the world's most common greenhouse gas (GHG) released by combustion processes and therefore contributes significantly to global warming. We always try to reduce CO₂ emissions through measures that are economically and environmentally compatible.

A conventional combustion engine using fossil fuel diesel emits 2,433 kg direct emissions of CO₂ equivalents per liter. Whereas using biodiesel the overall GHG emissions are only 0,033 kg per liter (according to Federal Environmental Agency).

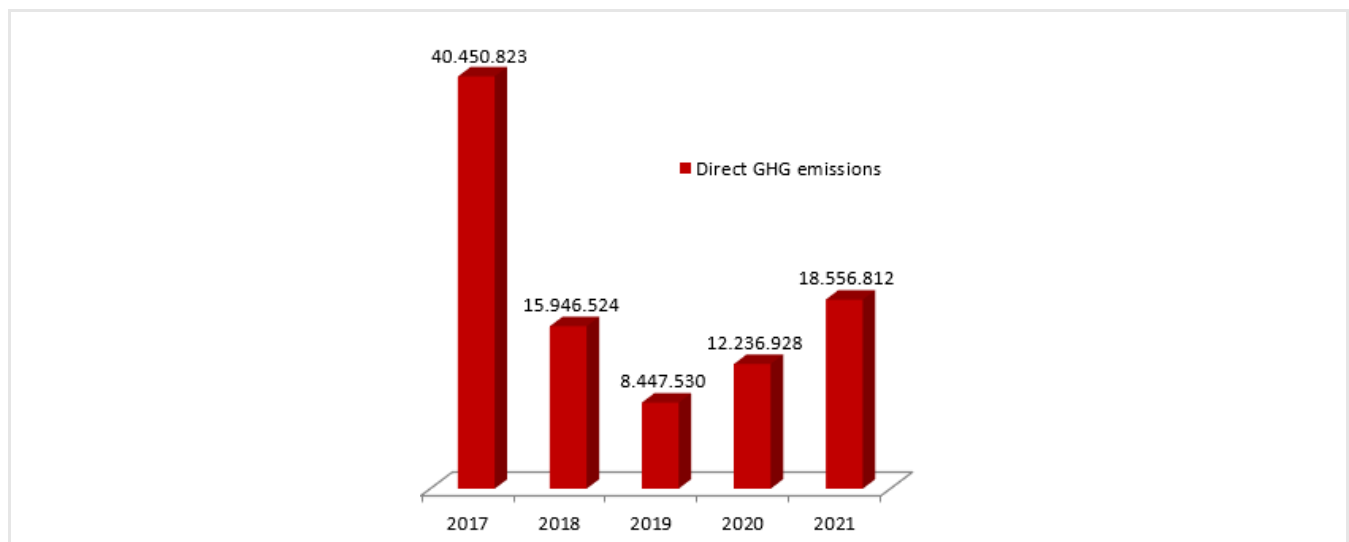


Figure 6: Absolute greenhouse gas emissions of truck fleet in tonnes CO₂ equivalents [kg]

GHG emissions	2017	2018	2019	2020	2021
g/km	789,44	289,95	199,80	435,32	730,46

Figure 7: Relative greenhouse gas emissions of truck fleet in g CO₂ equivalents

In Addition to emissions from combustion within the engine, emissions are also caused by the extraction, production and transport of fuels. This year, we are also taking a well-to-wheel approach in how we consider greenhouse gases, i.e. evaluating levels from the extraction of the fuel to its combustion in the engine. In this context, we take into account emissions arising from the cultivation, production and transportation of the biodiesel used. In 2021, total emissions from the activities of our own fleet of trucks amounted to 23.424 tonnes.

Increase in direct greenhouse gas emissions by 51.6% compared to the previous year. In 2021, biodiesel was no longer used for economic reasons, which also explains the increase in direct emissions.

Year	Fuel consumption total [l]
2021	7.605.251
2020	8.458.834
2019	14.078.265
2018	18.518.110
2017	16.578.206

Figure 8: Absolute fuel consumption of our company truck fleet

Electric mobility

We are expanding our fleet with two more Sprinters. (Order October 2021)

Furthermore, our fleet of passenger cars is being expanded with 10 electric vehicles.
(Delivery 3rd + 4th quarter 2022)

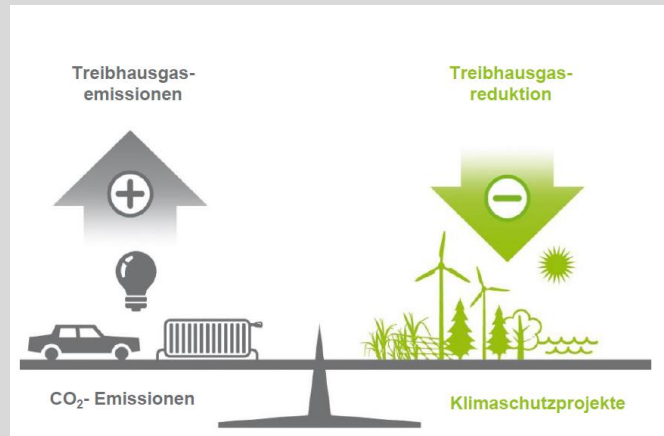
In addition, we will receive two Volvo 6x2 vehicles for the Vienna site by the end of 2022.

We are involved in research in the field of e-mobility.

Climate-neutral transport

From 2022, we will offer transport options that can be realized on a climate-neutral basis.

Climate protection projects are supported and promoted.



EcoDriving-Trainer

Currently three of our employees have completed a climate active trainer's course as Eco Driving Trainers and are therefore trained fuel-saving experts. In 2021 we conducted 187 climate active-driver training sessions in the company to motivate our drivers to drive efficiently.

Driver analysis

Further, the driving style of our drivers is permanently recorded and analyzed so that we can identify opportunities for improvement in this area. Where deficiencies are identified, our internal Eco Driving trainers are in action to give drivers the knowledge to gain a more efficient driving style.

Our assessment criteria are driving behavior regarding fuel consumption as well as braking performance. Weight and route profile are also being considered. An automatically fuel analysis is being carried out:

- Total consumption
- Driving consumption
- Power consumption while idling
- AdBlue-consumption
- CO₂ emissions

The rating is on a scale from 0% (poor) to 100% (very good). The average score in 2021 was 88.8%. This represents a deterioration of 1.5% compared to the previous year. This is due to the fact that, in 2021, 153 trucks have already been converted from Daimler's "Fleetboard" to MAN's "RIO", which has stricter assessment parameters.

Air filter cleaning

We clean our vehicle air filters after every 100,000 kilometers travelled using our own in-house cleaning machine. Clean air filters extend engine life and lower fuel consumption.

Tire tread

Our tires are refurbished in our own workshop within the approved limits. Re-grooving prolongs tire life and reduces rolling resistance, which also has an impact on fuel economy.

Semi-automatic transmission

Our trucks are fitted with semi-automatic transmission, so that the engine always runs within the optimum speed range. This lowers fuel consumption and increases the cost efficiency.

Tire pressure control

The tire pressure is measured by us every 50,000km. Optimum tire pressure reduces fuel consumption.

Speed limit

In the course of 2020 was the speed of our trucks limited in the international fleet to a maximum of 84 km/h. As a result, there was a reduction in fuel consumption.

4.1.2. Air pollutant

4.1.2.1. Measures

We seek to ensure that the vehicles in the company fleet in Austria and the Czech Republic are always up-to-date with the latest technology. For this reason, one third of the fleet is replaced with new vehicles every year. As a result we can ensure our fleet is fully up-to-date and in accordance with the latest Euro emission classes



Figure 10: Euro 6 in action

Euro classes define the maximum permissible emission levels of air pollutants. Since the introduction of the Euro VI emission class (2013), heavy goods vehicles (HGVs) have been equipped with special NOx exhaust after treatment systems, known as SCR catalysts. As a result, the NOx emissions of vehicles have been massively reduced.

Euro Class	2018	2019	2020	2021
Euro VI	233	47	-	-
Euro VI c	146	193	151	117
Euro VI d	-	-	43	113
Total	379	240	194	230

Figure 11: Status of company vehicle fleet (AT, CZ) by Euro class

Over the last four years, we have been able to improve continuously, so that since 2020 and 2021 we have been operating exclusively with vehicles in Euro classes VI c and VI d.

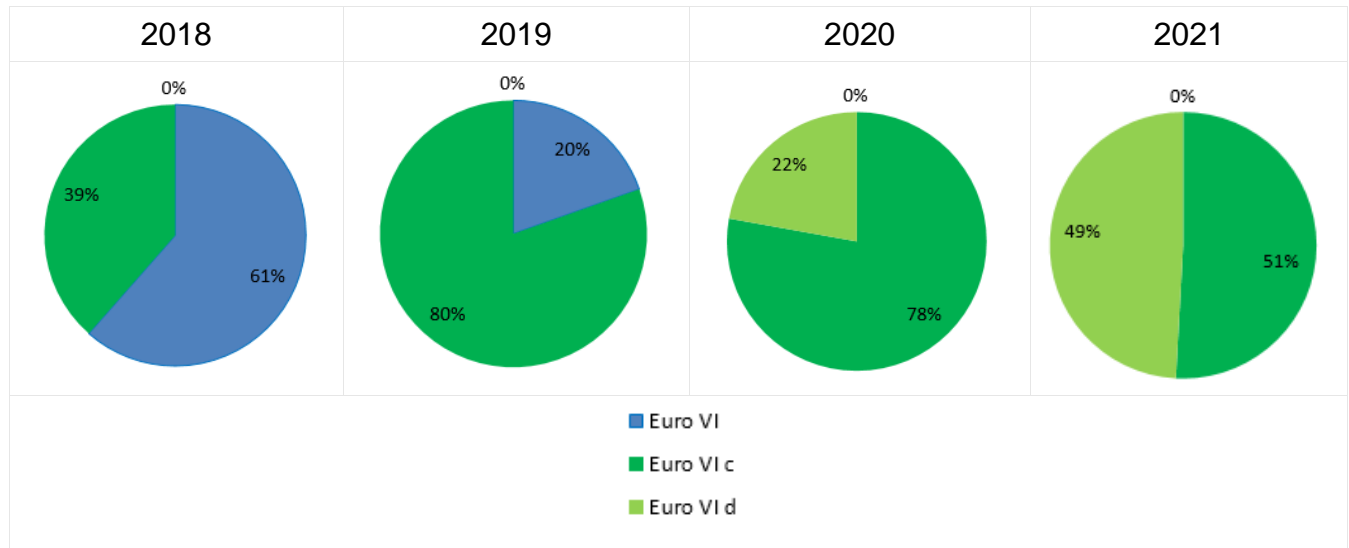


Figure 12: Euro Class shares of internal truck fleet in percent

Our trucks comply with the latest Euro VI c and Euro VI d emissions standards.

Fixed contract hauliers

We also include our fixed hauliers in our analyses in this regard. The majority of the trucks of our contract hauliers already comply with EURO VI emission standards. Nevertheless, we still see a significant room for improvement here.

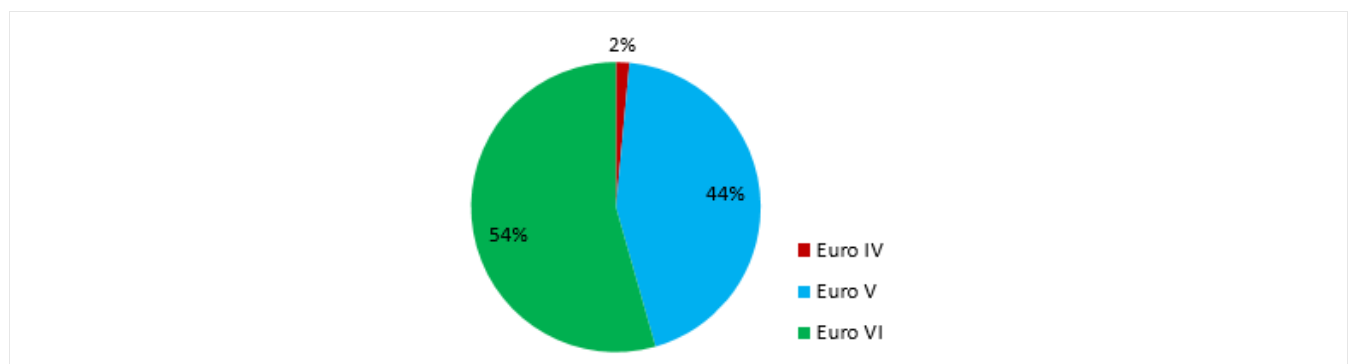


Figure 13: Number of vehicles of our carriers by Euro class, 2021

The majority of trucks used by our fixed hauliers are compliant with the Euro VI emissions class.

4.1.3. Capacity utilisation

4.1.3.1. Measures

Handling of goods in our HUBs

In addition, we always pay attention to combining orders in our transport hubs to achieve optimum utilization of our vehicle loading capacities. Partial loads are collected by Quehenberger across Europe in our hubs and delivered efficiently according to destination. This is our proposed solution for short transit times, as well as for the reduction of emissions, and our understanding of environmental protection.

Reduction of empty runs

We also set ourselves high reduction targets in respect of empty runs, as these are not sustainable both from an environmental and a business perspective.

The proportion of empty runs is 9,28%, a level that has been achievable thanks to optimal alignment between our dispatchers and our drivers.

4.1.4. Energy

4.1.4.1. Current situation

Energy consumption	Heating	kWh	kWh / m²	Electricity	kWh	kWh / m²
Sites AT						
Straßwalchen	gas	841.243	237,95	Salzburg AG	17.950	5,08
Salzburg Bachstraße	gas, heating oil	261.375	29,31	Salzburg AG	205.671	23,07
Bergheim HZ	district heat	302.882	67,27	Salzburg AG	89.430	19,86
Bergheim PB	gas	205.177	77,68	Salzburg AG	81.930	31,02
Eberstallzell	gas/wood chips	898.082	36,01	Salzburg AG	544.557	21,84
Wien	gas	939.827	31,98	Salzburg AG	416.949	14,19
Loosdorf (Since May 2021)		689.768	14,57	Salzburg AG	607.476	12,83
Graz	-	-	-	Salzburg AG	149.225	10,85
Kirchbichl	-	-	-	T Netz	35.061	46,19
Sites abroad	-	3.857.498	43,79	-	6.360.184	41,10
Total		7.995.852	17,74		8.508.433	16,67

Figure 14: Sources and consumption 2021¹

¹ Not complete (energy consumption often included in rental price)

4.1.4.1. Measures

Because of the size of the company, as an energy consumer in Austria, we are subject to the Austrian Energy Efficiency Act, which provides for an energy audit every four years. This includes measures to increase efficiency, which we report to the Energy Monitoring Centre in Vienna. Within this, the following areas are considered: Buildings (~ 1% of energy consumption), Processes (0% as a service company we do not operate production facilities), Transport (~99% due to the extent of the fuel used).

Since we are also an energy supplier through our filling station, we report annual commercial energy saving measures to the Energy Monitoring Centre.

These include:

- Upgrading the truck fleet
- Driver training by Eco Driving trainers: A total of 187 training sessions were held in 2021
- Exchange charging stations for forklift trucks: In 2021, mainly new, more efficient charging stations have already been used; in addition, a self-charging forklift truck is in use
- LED lighting for new buildings and repairs
- In Straßwalchen, a total of 21 neon beams were replaced with LED beams in 2021.
- A photovoltaic system with an output of 140 kW has been installed in Straßwalchen since September 2021.
- Planned for 2022: Installation of a photovoltaic system in Eberstälzell (with 400kW output) and in Loosdorf (with 1000kW output).
- In 2022, the radiators will be equipped with thermostatic heads in order to be able to set the temperature optimally and thus save energy.

4.1.5. Waste management

Because of the size of the company in Austria, we have a waste manager and produce an annual waste management plan for our Austrian sites.

4.1.5.1. Current situation

The most significant waste volumes arise within the company. These are located in Austria, Germany and ten Eastern European countries.

Waste	2018	2019	2020	2021
AT				
Commercial waste	138,1	98,7	139,0	98,7
Paper / cardboard	212,7	131,7	83,2	79,4
Light fraction	40,8	36,4	25,6	30,0
DE				
Commercial waste	2,5	1,7	1,4	2,8
Paper / cardboard	1,3	3,6	2,8	1,4
Light fraction	1,0	0,5	0,9	1,5
EE	1.484,5	1.220,0	1.581,6	1.305,1
Total (t)	1.880,9	1.492,7	1.834,4	1.518,9

Figure 15: Generated waste at Warehouses

Due to the customer structure, the quantities of waste have decreased and the ratios of the waste groups have also changed.

Furthermore, great importance is attached to employee training with the aim of ensuring proper separation and also disposal of recyclable materials.

We also document waste production in our workshops, where skilled employees work on repairing vehicles and vehicle components.

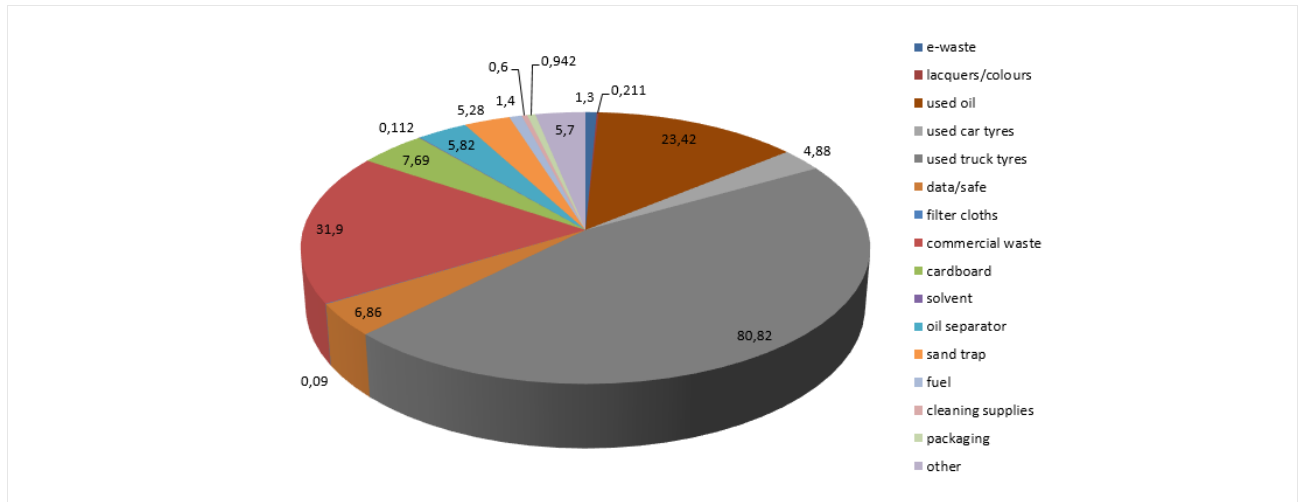


Figure 16: Waste production at Straßwalchen workshop in tonnes, 2021

The waste shown in the diagram amounts to a total quantity of 177,1 tonnes. Used batteries are temporarily stored on the company premises in a ventilated room.

Old tire Truck	2018	2019	2020	2021
Piece	2103	1705	1404	1347
Quantity Truck	379	240	194	230
Wear piece/truck	5,55	7,1	7,23	5,86
Percentage		plus 1,28%	plus 1,02%	minus 1,19%

Figure 17: Truck tire wear.

4.1.5.1. Measures

Disposal and waste management

All **waste from the warehouses and the workshop** is collected on our business premises and then transferred to the appropriate waste disposal company. In order to ensure that waste is managed in compliance with the applicable legislation and in the manner most appropriate to the individual resources, we work f.e. in Austria with the following companies: Energie AG, Höller Entsorgungs GmbH, Prima Pellets, Schienen- und Stahlhandel GmbH, Fahrzeugbedarf Kotz und Co KG as Reifen-John GmbH und Co KG.

We have also established special measures for our used **toner cartridges and mobile phones**:

Tire wear

The increasing wear and tear on truck tires is counteracted by the Eco-training driver measure.

Recycling4Smile

To avoid throwing away empty toner cartridges from our printers as residual waste, we support the “Red Nose” action and collection boxes. The empty cartridges are collected and made available to the Red Nose Clown Doctors, who pick them up from our locations. The Clown Doctors hand them over to Embatex AG, which has specialized in recycling of toner cartridges by re-manufacturing. Every recyclable printer and toner cartridge means a donation to the Red Nose Clown Doctors. Further information under: <https://www.rotenasen.at/firmen-und-partner/druckerpatronen-sammeln/#.VriGX9JRHpE>

Affects all locations throughout Austria and in Slovenia.

4.1.6. Water

We record the water consumption in our vehicle tunnel washer, as the most significant quantities of water are used here:

Car wash	2018	2019	2020	2021
consumption [m³]	425	338	325	402

Figure 18: Absolute water consumption of vehicle tunnel washer Straßwalchen

The water consumption for a truck wash (18 m vehicle) is 250 liters. Due to the danger of frost in winter, washing is mainly done in the warm season. The increased consumption in 2021 is due to the installation of a new car wash and a disconnection of the consumer meter.

4.1.7. Materials

Copy paper

By advancing digitalization, we will be able to use reduction opportunities in this area in the future.

Copy paper	2018	2019	2020	2021
Sites AT	34,4	22,1	27,7	24,2
Sites abroad	65,1	79,9	57,4	56,6
Total [t]	99,5	102,0	85,1	80,8

Figure 19: Consumption of copy paper Quehenberger Logistics

The reduced quantities result from the exchange of printed to electronic invoices.

Cleaning supplies

The cleaning agents used in our workshop and for vehicle washing are ÖNORM tested and labelled, free of phosphates and phosphonates in their composition and comply with the Salzburg guidelines.

Hazardous substances

The hazardous substances used in our workshop were recorded and compared to the number of trucks.

Stoffdatenbank - gefährliche Arbeitsstoffe - Verbrauchsvergleich 2020 - 2021									
		Mengen				Vergleich pro LKW			
Kategorie	Maßeinheit	2020	2021	Veränderung	Veränderung	173	233	Veränderung	Veränderung
				in Stk/kg/L	in %	2020	2021	in Stk/kg/L	in %
Aerosole	Dose	663,00	547,00	-116,00	-17,50%	3,83	2,35	-1,48	-38,74%
Dichtmittel / Kleber	kg / L	286,00	289,00	3,00	1,05%	1,65	1,24	-0,41	-24,97%
Farben	kg	185,00	208,00	23,00	12,43%	1,07	0,89	-0,18	-16,52%
Farbzubehörstoffe	kg	440,50	443,00	2,50	0,57%	2,55	1,90	-0,64	-25,33%
Fette	kg	1271,00	611,00	-660,00	-51,93%	7,35	2,62	-4,72	-64,31%
Frostschutz	L	1900,00	2600,00	700,00	36,84%	10,98	11,16	0,18	1,60%
Gase	Flaschen	11,00	8,00	-3,00	-27,27%	0,06	0,03	-0,03	-46,00%
Öle	L	28152,00	28478,00	326,00	1,16%	162,73	122,22	-40,51	-24,89%
Reiniger	kg / L	2975,00	2715,00	-260,00	-8,74%	17,20	11,65	-5,54	-32,24%
Scheibenfrostschutz	L	7000,00	8800,00	1800,00	25,71%	40,46	37,77	-2,69	-6,66%

Figure 20: Consumption of hazardous substances der Quehenberger Freight

The increased levels are explained by a few parameters:

- ✓ In 2020, far fewer materials were consumed due to the lockdowns.
- ✓ Paint consumption has increased because the fleet has been expanded and external painting work has also been carried out.
- ✓ Antifreeze consumption has increased as we have more trucks 173/2020 to 233/2021

4.1.8. Creating awareness

4.1.8.1. Measures

In order to promote awareness of environmental protection measures among our employees, possible measures have been summarized in an environmental guide. This document, which is accessible via the intranet, contains tips for making everyday office life more environmentally friendly and less resource-intensive; it also provides information on separating waste and energy-saving measures, along with other helpful information.

4.2. Socially sustainable

We strive to take appropriate action within the field of social sustainability, especially with regard to our employees. In addition, we also consider other groups that come into contact with the company, otherwise referred to as stakeholders, and strive for sustainable coexistence.

4.2.1. Corporate Social Responsibility (CSR)

The term CSR (corporate social responsibility) refers to topics associated with sustainable development that are applied in business. ISO 26000 defines CSR as:

The responsibility of an organization for the impacts of its decision and activities on society and the environment, through transparency and ethical behavior that:

- contributes to sustainable development, including health and welfare of society;
- takes into account the expectation of stakeholders;
- is in compliance with applicable law and consistent with international norms of behavior;
- is integrated throughout the organization and practices in its relationship.“

ISO 26000 defines six core subjects: human rights, labour practices, the environment, fair operating practices, consumer issues, community involvement and development.

We see social responsibility as part of our entrepreneurial activity and have manifested this in our corporate policy as well as in our ethics and compliance guideline.

4.2.2. Employees

As a service company, our employees are our most valuable asset. Only when our employees are thriving do we too thrive as a company. It is out of this attitude that we have launched the recreation and health program "QActive – achieve more together, stay healthy, have fun". This aims to boost mental and physical fitness while enhancing a sense of belonging among our staff.

We promote diversity in the company and are proud to employ people from 27 different nations in Austria alone. We want to integrate our employees into the company with lasting benefit, while regularly conducting employee satisfaction surveys for this purpose – as we will do in 2020/2021. To ensure that all 4783 employees are always up-to-date and informed, we use the following communication channels: Intranet, email newsletter, social media, as well as eLearning.

4.2.2.1. Measures

Health and recreation

Our QActive recreation and health programme includes a wide variety of benefits for our employees. These range from free participation in sporting events, after-work sports classes and organised hikes, as well as tips and information on healthy eating. Unfortunately, most of these events could not be carried out due to the pandemic.


	QActive Events	2018	2019	2020	2021
	Employees motivate employees	5	4	0	0
	External sporting events	4	4	0	3
	Football tournament	1	1	0	0
	Frischluf After-Work-Units	107	120	0	0
	Total	117	129	0	3

Figure 21: QActive Events

Employees motivate employees

Many of our employees have interesting hobbies that they would like to share with others. Through our “Employees motivate employees” action, we organize interesting workshops, which are conducted by the appropriate “experts”. This contributes to team building and also motivates to pursue the interest further. Unfortunately, all of these events could not be carried out due to the pandemic.

External sporting events

Our employees can participate in the following popular sporting events free-of-charge:

- Salzburger Charity Challenge
- Fuschlseelauf
- Wien Energie Business Run

Football tournament in Straßwalchen

Anyone who knows our company knows that we have close ties to football. It has already become a custom for our employees to meet once a year for a joint football tournament. This tradition was resumed and so in summer 2021 a tournament was again planned. Unfortunately, due to the pandemic, the implementation was not possible



Figure 22: Football tournament Straßwalchen 2019

We were able to offer a small range of events in 2021 in collaboration with our partner Frischluft. Unfortunately, due to the pandemic, the planned events had to be cancelled and postponed indefinitely.

During the pandemic and the still existing permission to hold events, the meals were delivered packaged and consumed at an appropriate distance from one another.

Internal training programs

- Young Generation Program (YGP): For our trainees/apprentices, featuring a wide range of varied modules for the acquisition of specialised knowledge as well as methodical and social skills.
- Young Professional Program (YPP): This program is aimed at employees who have been working in the company for some time and who would like to pursue a managerial position or want to continue professional development in their field of expertise. The program lasts 1.5 years and has a university orientation

For 2022, taking into account the current global situation and the unpredictable economic developments, a training plan was drawn up that will cover the

- »Focus on INTERNAL knowledge transfer as well
- »Focuses on ONLINE training.

Mobility programme

We give our employees the opportunity to spend time at our sites abroad, in order to gain international work experience and refresh their language skills. In 2021, unfortunately had to be done without due to the pandemic.

Check-In Day

We organise check-in days at regular intervals for our new employees. The aim is to make it easier for them to get started in the company and to develop initial contacts. The new employees are offered exciting insights into the history of the company, our brand values, company strategy and corporate culture.

QeLearning

With our QeLearning platform, we want to allow all of our employees to gain further training in various specialist areas and to acquire further knowledge or refresh their existing knowledge. These QeLearning courses are available to all employees, so they all the same access to information and the same level of knowledge. The content is being gradually expanded to include further learning programmes.

We conduct annual employee appraisals that address the goals, expectations and development opportunities of our employees. We create this space for dialogue between employees and supervisors, in order for everyone to develop according to their abilities and for us, as a company, to be able to make optimum use of this potential. In Austria, the appraisal interview also includes a professional development interview.

Our stakeholders are all those interested parties who fall within the context of our company and therefore influence it to a lesser or greater extent. In the loyal and goal-oriented provision of services, we engage personally, directly, passionately in the common interest of all participants. These characteristics correspond to our brand values. We define the following groups of participants:

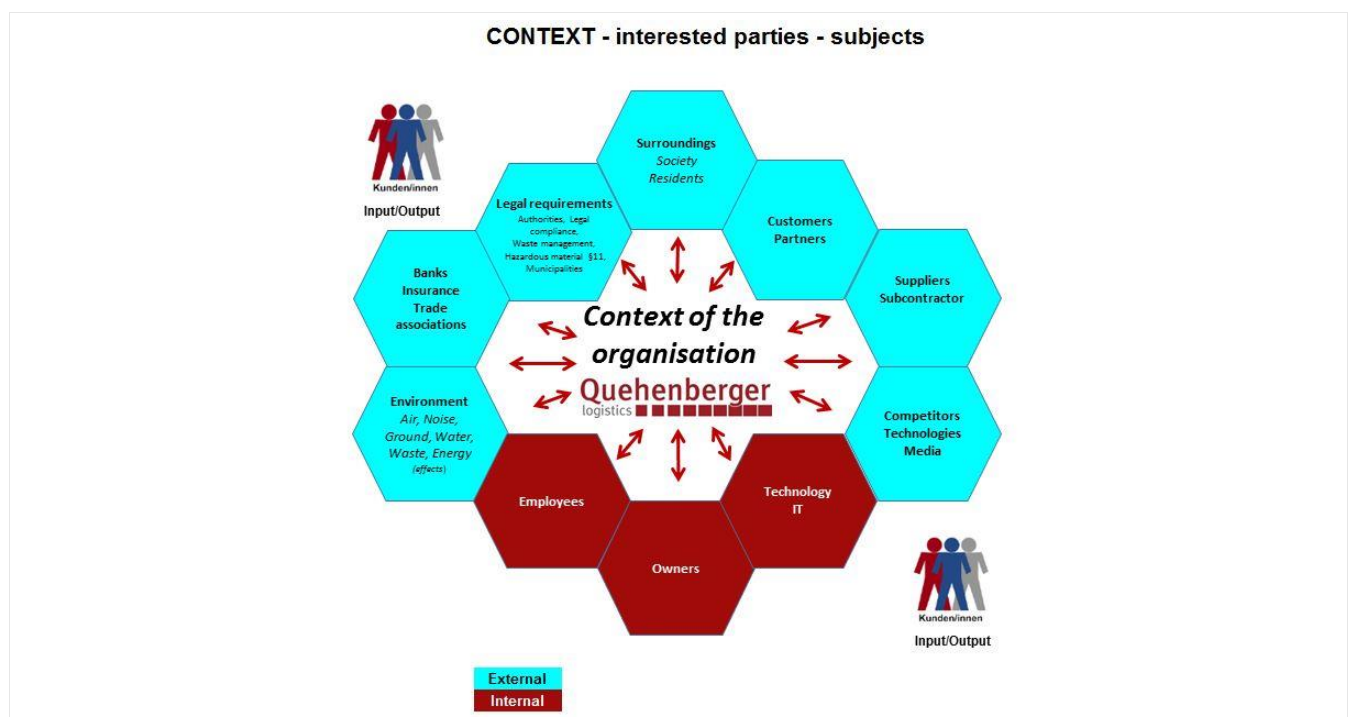


Figure 23: Interested parties from Quehenberger Logistics

Membership in associations / lobby groups

Communication with stakeholders

<p>Employees</p> <p>Intranet</p> <p>Email newsletter</p> <p>Employee newspaper</p> <p>Employee appraisals</p> <p>e-Learning</p>	<p>Customers</p> <p>Customer newspaper</p> <p>Customer appraisals</p>
<p>Behörden / Ämter</p> <p><i>Trade office:</i> General information</p> <p><i>District administration:</i> Administrative penalty issues</p> <p><i>Building authority:</i> Building issues</p> <p><i>Tax authority:</i> Questions/issues on financial topics</p> <p><i>Public employment service:</i> Hiring support, job ads</p> <p><i>Chamber of Commerce:</i> legal advice, secondment, apprentice support</p> <p><i>Chamber of Labour:</i> Clarification, information, enquiries (consensual termination of training contracts)</p>	<p>Occupational physician</p> <p>Employee protection committee</p>
	<p>Logistics/haulage partners</p> <p>Partner review meeting</p>
	<p>Public</p> <p>Web presence</p> <p>Social media</p>

Data protection

4.2.4. Safety

The aim of our Safety programme is to ensure that both people and the environment can be as safe as possible. We use our **Health and Safety Policy** to establish the required framework conditions. We are also trying to reduce the accident rate by means of appropriate measures.

4.2.4.1. Current situation

We maintain work and occupational accident statistics and have set ourselves the goal of reducing the number of accidents through ongoing training and safety instruction.

Accidents / Total number employees	2017	2018	2019	2020	Comparison 2019-2020 (%), in relation to total number employees
Accidents at work AT	16	11 / 591	16 / 518	6 / 474	-1,81
Accidents at work EE	14	21 / 1696	26 / 1833	19 / 2231	-0,57
Accidents fleet / intern./nat.	8	30 / 733	21 / 318	10 / 281	-3,05
Deaths	0	0	0	0	unchanged
Days lost	2017	2018	2019	2020	Comparison 2019-2020 (%)
AT	216	68	317	119	-62,46
EE	477	93	267	317	+18,73

Figure 25: Accident statistics Quehenberger Logistics

Under accidents fleet / nat. / Intern. we understand accidents of our drivers with personal injuries.

4.2.4.1. Measures

We do everything we can to prevent fatal accidents.

Since 2015, we have been equipping our trucks with driver assist systems such as **emergency braking assist and lane departure warning system as well as adaptive cruise control**.

To ensure a long-term view on preventing work-related accidents, so-called **near-misses** are reported by the branch Quality Managers and recorded in our Near Miss documentation.

This allows potential hazards to be identified, evaluated and eliminated in advance. As another precautionary measure, our **safety officers**, and the security support companies deployed in the other countries, perform

Filling station and workshop

The filling station operation is conducted in compliance with statutory regulations. Commissioned persons regularly check the operation and the systems. To prevent damage from fuel spill over, for example, binding agents are available. In order to create safe working conditions and reduce the risk of slipping, the workshop floors are cleaned several times a week.

Vehicle inspection and maintenance

Required statutory inspections such as TÜV, service, speedometer inspection, noise testing, and checking the ADR equipment are monitored by our electronic Sauer fleet management system. Here, a traffic light system comes into play, which makes it is easy to see which vehicles need to be inspected next.

Company doctor

Our company doctor checks the safety of the workplaces at regular intervals, and is also available to address health concerns and implement preventative measures such as vaccination programmes.

Prevention concept, risk analysis, task force

Due to the declared pandemic, a prevention concept including a risk analysis was drawn up with immediate effect in 03/2020 and a task force was established that guided us as a company with all employees safely through the crisis.

4.2.5. Charitable commitment

4.2.5.1. Measures

School tours

School classes are regularly given tours of our company. These tours are intended to give young schoolgoers an insight into the working world, and help them to decide on a career.

Christmas cards

Quehenberger Logistics annually supports the “Gesellschaft Österreichischer Kinderdörfer” (Austrian association of Children's Villages - GÖK) Salzburg, by purchasing Christmas cards. These Christmas cards are sent to our customers, suppliers and partners across the group.



Football camps for kids

The Team der Rasselbande (Team of Rascals) in Austria organises and runs a movement school and football camps for children: „Especially for pre-school children, it is important to acquire a wide range of relatively simple movement skills, as these will later serve as the basis of all sports.“ (Franz Aigner, founder of Rasselbande) As one of the main sponsors, since 2014, Quehenberger Logistics contributes significantly to the preservation of the Rasselbande. Further information available under <http://www.rassel-bande.at/>

Giving the gift of hope

“Weihnachten im Schuhkarton” (Christmas in a shoebox) is a major global gift-giving campaign. Quehenberger Logistics DE has been supporting this campaign for several years now, organising transport of the boxes to Eastern Europe, among other supporting tasks. Our customs department takes care of the export formalities to third countries. The trucks are tracked using GPS so that donors can track their packages along their journey. This increases transparency and also boosts donor trust.



20. November, 2020
Weihnachten im Schuhkarton
Quehenberger Deutschland
12.11.2020, 10:00 Uhr
Gefällt mir 19 Mitglieder haben reagiert

Further information under <https://www.geschenke-der-hoffnung.at/projekte/weihnachten-im-schuhkarton/>

Animal lovers in Romania

The problem of stray dogs has been recognized not only by the public, but also by Quehenberger.

In the meantime, 60 animals have been reared and fed by the “Dog Team” at the Clinceni site near Bucharest. An employee of Quehenberger Clinceni is a voluntary keeper, and prepares food for the dogs. The animals are regularly taken to the vet, where vaccinations are the order of the day.



Christmas trees for selected customers

Since thousands of Christmas trees are disposed of every year after the Christmas season, we thought of something more sustainable and sent a mini Christmas tree to selected customers in September as a small pre-Christmas greeting under the motto "We always plan ahead for our customers". This will grow year after year and can therefore be used again and again as a Christmas tree, at least in the office or home office. As the positive reactions showed, we were able to surprise our customers in a positive way.



4.3. Economically sustainable

Thanks to our successful business management we are securing jobs and supporting regional economic development around our 95 sites in 18 European countries.

Corporate key figures	2021
Employees	4.783
Sites	95
Countries	18
Cargo handling/warehouse area	808.600 m ²

Figure 26: Key Performance Indicators Quehenberger Logistics 2021

4.3.1. Our services

We transport and store products/goods of the industry (automobile, machines, food, clothing, paper, wood, steel, pharmaceuticals) as well as consumer goods, white goods and recyclable material.

The following services are part of our company's fixed portfolio:

- Transport and Logistic Services, as well as Contract Logistics
- Special Services

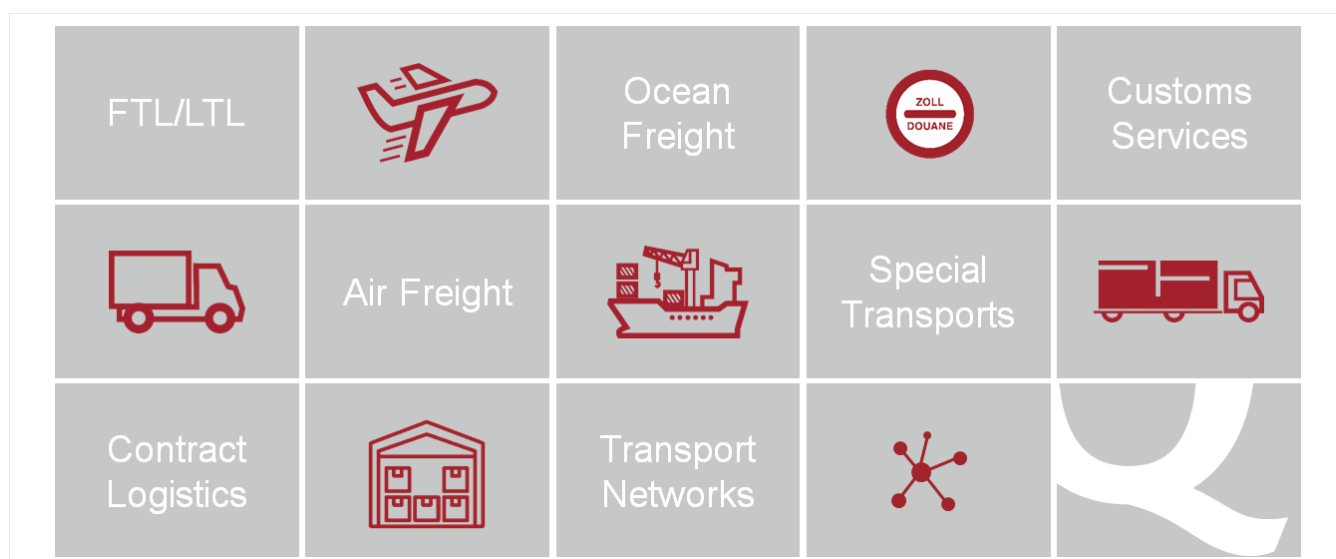


Figure 27: Product overview Quehenberger Logistics

Recyclables transport – an area of increasing importance

In the face of a growing population, increasing consumption and related waste volumes, we believe that being able to offer our transport services for the transport of recyclables means we are contributing to a sustainably functioning society. In 2021, we transported approximately 80,000 tonnes of recyclables. For recyclables transport, we take all statutory regulations into consideration, in particular the Waste Shipment Directive and the national statutory waste regulations.

In 2021, Quehenberger Logistics was also the **sponsor** of the annual **Austrian waste management trade fair**.

4.3.2. Market presence

We are active in the following European regions:



Figure 28: Regions Quehenberger Logistics 2021

4.3.3. Digitization

Innovative IT systems help to carry out the tasks effectively and efficiently.



5. The sustainability report 2021 applies to the following business segments

Branch offices worldwide:	95
Branch offices in Austria:	19
Employees:	4,783

Transport and logistics services, contract logistics *	
<p>Quehenberger Logistics GmbH*</p> <p>Quehenberger Freight GmbH</p>	<p>The organization of transport of any kind is one of our key competencies. By merging the individual sectors, synergies can be better used, and comprehensive solutions can be developed. Our leading forwarding infrastructure is the basis for outstanding logistics projects. Our core markets are central and eastern Europe. Through our European network, it is possible to draw up global logistics concepts and to send goods to almost any location in Europe. Complete logistics solutions are characterized by seamless communication and the connection of all processes. Through its complete logistical solutions as part of the supply chain management, the group of companies has created a new, demanding standard for the logistics market</p> <p>http://www.quehenberger.com</p>
<p>Quehenberger Air + Ocean GmbH</p>	<p>As a holistic logistics company, Quehenberger is also involved in air and sea freight. For this purpose, Quehenberger Air + Ocean GmbH was founded, which offers all services in the fields of air and sea freight with selected partners worldwide. In addition, the associated upstream and downstream services such as customs clearance, packing, pre-shipment, delivery, and the like are available. Quehenberger Air + Ocean GmbH offers services of the highest quality and defined standards through its subsidiaries in central and eastern Europe.</p> <p>http://www.quehenberger.com</p>

TRIS Truck Rent and Sale GmbH

To allow our contractors and carriers to provide their services using vehicles of the latest generation, our team has many decades of experience of selling and renting commercial vehicles.

<http://www.truckrentandsale.com>

Report created by: Corp. QSE Management


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Strasswalchen, am 22.02.2022

Ort / Datum

The release with original signature was made in the German version and is valid for all country-specific languages.