

Sustainability as the core

Sustainability Report 2022

Our goal is to work profitably and at the same time in harmony with the interests of our employees, the environment and the society in which we are firmly anchored.

Wolfgang P. Albeck
Chief Executive Officer

Imprint

Sustainability Report 2022

Publisher:

trans-o-flex Express GmbH & Co. KGaA
Hertzstr. 10
69469 Weinheim, Germany
trans-o-flex.com

Contact:

change@tof.de

Design:

trans-o-flex Express GmbH & CO. KGaA, Public Relations

Photos and illustrations:

Adobe Stock/Felix (Titel), Adobe Stock/Vladyslav (9), Eurodis (13).

In this report, the information always refers to the trans-o-flex Group and the year 2022, unless otherwise indicated. For reasons of readability, the abbreviated form trans-o-flex is used for the corporate group. Where information relates to individual companies, this is mentioned separately. The masculine form is used to refer to persons (e.g. the customer). These formulations are to be understood as gender-neutral. Despite careful editing, incorrect information may occur. The English translation was prepared on the basis of the German report.

GRI 102-14

Statement from senior decision-maker

This report is based on deep conviction and at the same time is proof that sustainability leads companies to success in the long term. For this to happen, however, it must not just be a buzzword or some vague idea, but must be firmly anchored organisationally in the company. We have been implementing this at trans-o-flex for a number of years and, not least, this report is proof of that.

Because the abbreviation ESG (Environment, Social, Governance) has now become the key term for sustainable companies, we have made this term the guiding principle and benchmark for our corporate governance. Our goal is to work profitably and at the same time in harmony with the interests of our employees, the environment and the society in which we are firmly anchored. ESG is about integrated, responsible corporate governance. On the one hand, this includes being profitable in the long term. At the same time, it is about good working conditions, using fewer resources in transport and causing fewer emissions – in other words, making sure that we do not saw off the branch we are sitting on. We want and need to think and act this way today so as not to jeopardise the basis for our business tomorrow.

All this only works with a corporate culture in which differentiated feedback and objective, constructive criticism are a matter of course and in which the work of each individual is appreciated. This is the reason why we have invested in staff surveys and 270-degree feedback for managers in recent years and why we are constantly developing and expanding management qualifications as well as the training and further development of all employees. All these aspects come together under the umbrella term sustainability. ESG is the perspective that ensures that all these things are taken into account in our corporate development. This guarantees success in the long run. Uniform structures, clearly defined rules and transparency are just as important as clear criteria for the selection of suppliers and service providers. That is why we anchor our standards in all contracts – thus securing orders and our future.

In order to further raise awareness of ESG issues and firmly anchor them in the company, ESG has been an integral part of every bonus agreement since 2022. We have also included the topic of sustainability as a separate category in our five-year planning and defined goals for the years 2022 to 2025. This integrated the topic fully into the corporate strategy and highlighted the need for a company-wide approach.

Wolfgang P. Albeck
Chief Executive Officer



Material topics

On the one hand, the structure of ESG with its three pillars of environment, social and governance specifies the material topics of sustainability management. On the other hand, we also wish to contribute to the achievement of key global sustainability goals. That is why our agenda is also consciously aligned with the United Nations Sustainable Development Goals. Last but not least, the results of our risk assessments are incorporated into the formulation and implementation of our material topics.

GRI 3-1

Process to determine material topics

The material topics of the sustainability report are derived from trans-o-flex's sustainability strategy. This is further developed by the ESG department, coordinated with the CEO and then implemented accordingly. In doing so, the department follows the basic principles of materiality and effectiveness. Accordingly, the sustainability strategy is regularly evaluated and adjusted as necessary. This way, we manage to keep an eye on the material topics and adapt them to current developments.

GRI 3-2

List of material topics

The material topics that trans-o-flex pursues with its sustainability strategy are derived from the management approach. These are:

Environment

- Environmental protection
- Decarbonisation
- Energy management
- Resource efficiency

Social

- Work-life balance
- Education and training
- Health management
- Corporate citizenship

Governance

- Monitoring and reporting of ESG activities
- Stakeholder Dialogues
- Supply chain management

GRI 3-3

Management of material topics

Management approach

Business enterprises in Germany are part of a democratic society and a constitutional state. This entails entrepreneurial freedom, enforceable rights, but also obligations. The duties also include taking responsibility for society and its foundations, such as the environment. We are fully aware of this responsibility. That is why we seek to meet the requirements of our customers and the operational business as well as the needs of the environment and society with a corporate strategy geared towards corporate responsibility and sustainability. We see this as a dynamic process that takes into account not only corporate interests, but also the protection and further development of the people who work with us and the preservation of the natural environment. Responsible corporate governance means not least promoting the profitability of our company. Only a profitable company can secure the jobs of its employees in the long term.

Because trans-o-flex believes that the sustainability strategy and its implementation play a central role in the successful further development of the company, we have integrated sustainability as a fixed component of our corporate strategy. To give this more weight in future, the ESG (Environment, Social, Governance) department was established in 2021, which is under the direct responsibility of the CEO of trans-o-flex via a direct reporting line. The task of the ESG department is to anchor sustainability integrally in the company and in all departments, to coordinate the various sustainability activities of trans-o-flex, to push sustainable approaches in the company and to document the success of the commitment.

To satisfy all three dimensions of sustainable development – economic, environmental and social – we regularly review our processes. We ask ourselves, for example, whether our economic success

also promotes and supports social progress, whether we always and sufficiently consider the environmental impact of our business activities, and whether our decisions are also compatible with the interests of our customers and employees in the long term. Decisions are not always free of conflicting goals. However, our mission is to make this transparent and to find the best possible solution. Responsible use of natural resources, targeted investments in sustainable technology that enable profitable growth and give our customers a competitive edge, and a corporate ethic that goes beyond compliance with the law and places integrity at the heart of everything we do – all this forms the basis of our decisions and our actions. We are convinced that this is how we operate sustainably and lay the foundation for a successful future for our company.

Acting responsibly

At trans-o-flex, integrity and ethics are more than just abstract concepts. They are, of course, a natural part of everyday business life and, together with the values of "sustainable", "innovative" and "excellent quality", form the basis for trans-o-flex's success. Our values give us a clear orientation for how we work together as well as with customers and business partners.

For trans-o-flex, it is therefore both an incentive and a challenge to develop sustainable solutions that make us a reliable and strong partner for all stakeholders, both today and in the future. As we make a significant contribution to maintaining medical care in Germany, trans-o-flex has a special responsibility in the health sector. This responsibility towards suppliers and employees, our customers, investors and the public is formulated and laid down in our code of conduct. It provides the basis for ethically, socially and legally correct behaviour by the company and all its employees. Our code of conduct follows generally accepted legal standards, the ILO Declaration on Fundamental Principles and Rights at Work, anti-corruption laws and the Declaration of Human Rights. In addition, we are committed to the goals and requirements of the United Nations Global Compact (UN Global Compact) in our business activities, to whose guidelines we voluntarily adhere – without being a member.

Our social responsibility also includes clearly stating the basis of our actions with all our partners. This is why, along the lines of the code of conduct for our own employees, we have also developed a code of conduct for our suppliers. All of this together forms a common foundation on which trust can grow. This trust enables long-term and successful cooperation and at the same time sets standards for everyone who enters into business relationships with a trans-o-flex company. Further information on our values, principles, standards and norms of conduct is summarised in this report under GRI section 102-16 (Values, principles, standards and norms of conduct).

The Sustainable Development Goals (SDGs)

On its mission to become more sustainable, trans-o-flex uses and promotes the Sustainable Development Goals (SDGs) of the United Nations (UN). In 2015, the UN agreed on a total of 17 Sustainable Development Goals (SDGs) as part of its 2030 Agenda for Sustainable Development. These 17 goals, with their 169 specific targets, are each dedicated to a global challenge. Achieving these goals will require a major collaborative effort and rapid innovation. trans-o-flex is committed to making a contribution to this. trans-o-flex is focusing on the nine SDGs on which we have the greatest influence. At the same time, focusing on these SDGs supports us on our path to greater sustainability by making it easier for us to categorise and prioritise projects.



trans-o-flex incorporates the nine United Nations Sustainable Development Goals named in the squares into its own sustainability strategy. To the right are examples of how trans-o-flex contributes to the achievement of each goal.

Focuses of our sustainability management

The goal of our sustainability management is constant progress. This applies to our economic development as described, but also to the areas of the environment and social affairs. We report in detail on the progress we have already made in the individual sections of this report.

Basically, we have summarised our planning for the coming years in our medium-term planning (Agenda 2025). It is the central strategic steering tool with which we also address strategic ESG matters. Numerous specific projects have been developed for each pillar of our mid-term planning. At the same time, clear structures, responsibilities and timetables have been defined for each project.

One of the fundamental things we are planning to change is, for example, the successive conversion of our reporting to the GRI standard. We started doing this in the 2021 reporting year and continued this consistently in 2022. By doing so, we want to expand our reporting scope, make it easier for our stakeholders to compare us with other companies, and increase transparency and credibility.

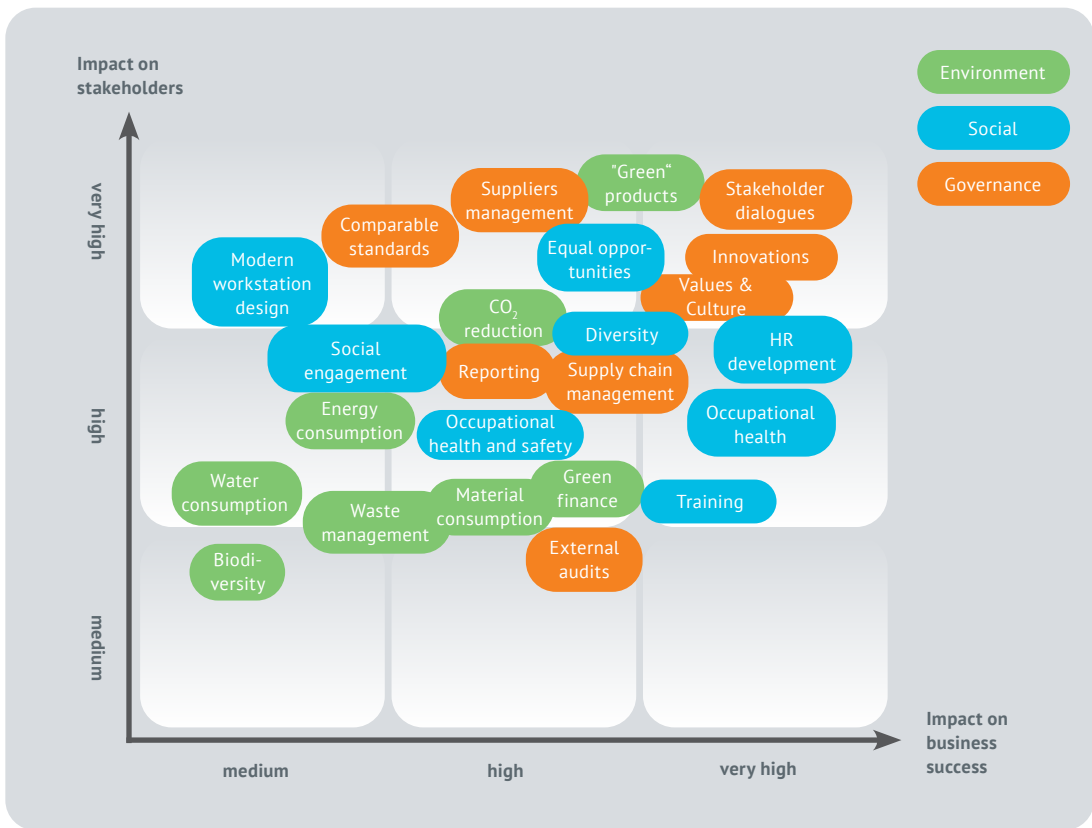
Other ESG projects in our medium-term planning include, for example, the automation of the data we need for reporting, the expansion of ESG monitoring and reporting, the certification of our emissions accounting, the gradual switch to vehicles with alternative drives and sustainable city logistics.

We also place a special focus on our employees in the operational area. We intend to communicate more with them in order to constantly improve working conditions and health protection and to take better account of individual needs. We already employ people from around 60 nations, but we would

like to become even more diverse and colourful. We also intend to support this through targeted promotion and recruiting of people from other nations. We are convinced that our guiding principle of unity in diversity (60 nations – 1 team) is an effective means of promoting tolerance, counteracting staff turnover and strengthening team spirit. At the same time, we can increase productivity through access to a broader range of skills and in turn increase our business success.

All these changes are professionally accompanied by our Change Management department. It coordinates and monitors the implementation of our ESG measures as well as taking care of innovation management and project management for the entire company. It also ensures that the long-term change resulting from megatrends such as the digital transformation, demographic changes or globalisation is successfully implemented at trans-o-flex and that the risks associated with the incisive changes are contained. A core task of Change Management is therefore also to support employees in successfully mastering the necessary change.

The materiality analysis from 2021 based on the material topics (see also GRI 102-47) was followed up in 2022. The topics were discussed both with the trans-o-flex management and the other internal stakeholders. No new topics have been added, but some of the existing topics have been reprioritised (see chart). The adapted materiality analysis is discussed with external stakeholder groups in the next step in order to obtain a 360° view of the material topics.



Classification of key ESG issues in terms of their importance for business success and stakeholders.

Key impacts, risks and opportunities

The impacts, risks and opportunities that trans-o-flex has identified for its business activities are listed in this report under GRI 102-15 (Key impacts, risks and opportunities).



General information

It is in the interest of every company to operate in such a way that today's actions do not undermine future business operations. Put positively, this means: by helping to reduce air and traffic pollution in inner cities today through optimised processes, for example, we as a carrier and logistics company prevent future driving bans and can thus still deliver efficiently in inner cities tomorrow. So by incorporating ESG criteria into our strategy and implementing them in our operational processes, we are helping to future-proof our business.

GRI 102-1

Name of the organisation

trans-o-flex Express GmbH & Co. KGaA

GRI 102-2

Activities, brands, products and services

The success of the trans-o-flex logistics group, which is active throughout Europe, is based on three pillars whose services can be seamlessly linked for one-stop logistics shopping:

1. trans-o-flex has developed special industry solutions that allow added value to be created for consignors and consignees alike. The focus is on the shipment and handling of sensitive goods, especially from the healthcare, beauty and consumer electronics sectors. To provide these services, a unique, full-coverage network is available in Germany for the joint shipment of parcels and pallets (combined freight). It offers numerous express and additional services, such as the transportation of dangerous goods without being limited to minimum quantities. At the same time, trans-o-flex, in its capacity as shareholder and partner of the EURODIS network, ensures full-coverage combined freight shipments in 36 European countries*.
2. For customers in its core sector of healthcare, trans-o-flex has established USPs with two special networks. On the one hand, the Ambient service ensures the GDP-compliant delivery of pharmaceuticals with active temperature control in the range 15 to 25 °C. While on the other hand, the trans-o-flex subsidiary ThermoMed ensures the GDP-compliant shipment of temperature-sensitive goods in the range from 2 to 8 °C and delivery to homecare patients. International consignments with active temperature control are shipped via the EUROTEMP network in six European countries.
3. trans-o-flex's Logistik-Service develops comprehensive logistics services from warehousing and commissioning to added-value services through to customer-specific shipment networks and implements these.

trans-o-flex's vision is to be the first choice in Europe for all companies that need fast, reliable and excellent logistics for sensitive goods.

GRI 102-3

Location of headquarters

The head office of the German trans-o-flex companies is located at Hertzstraße 10, 69469 Weinheim, Germany.

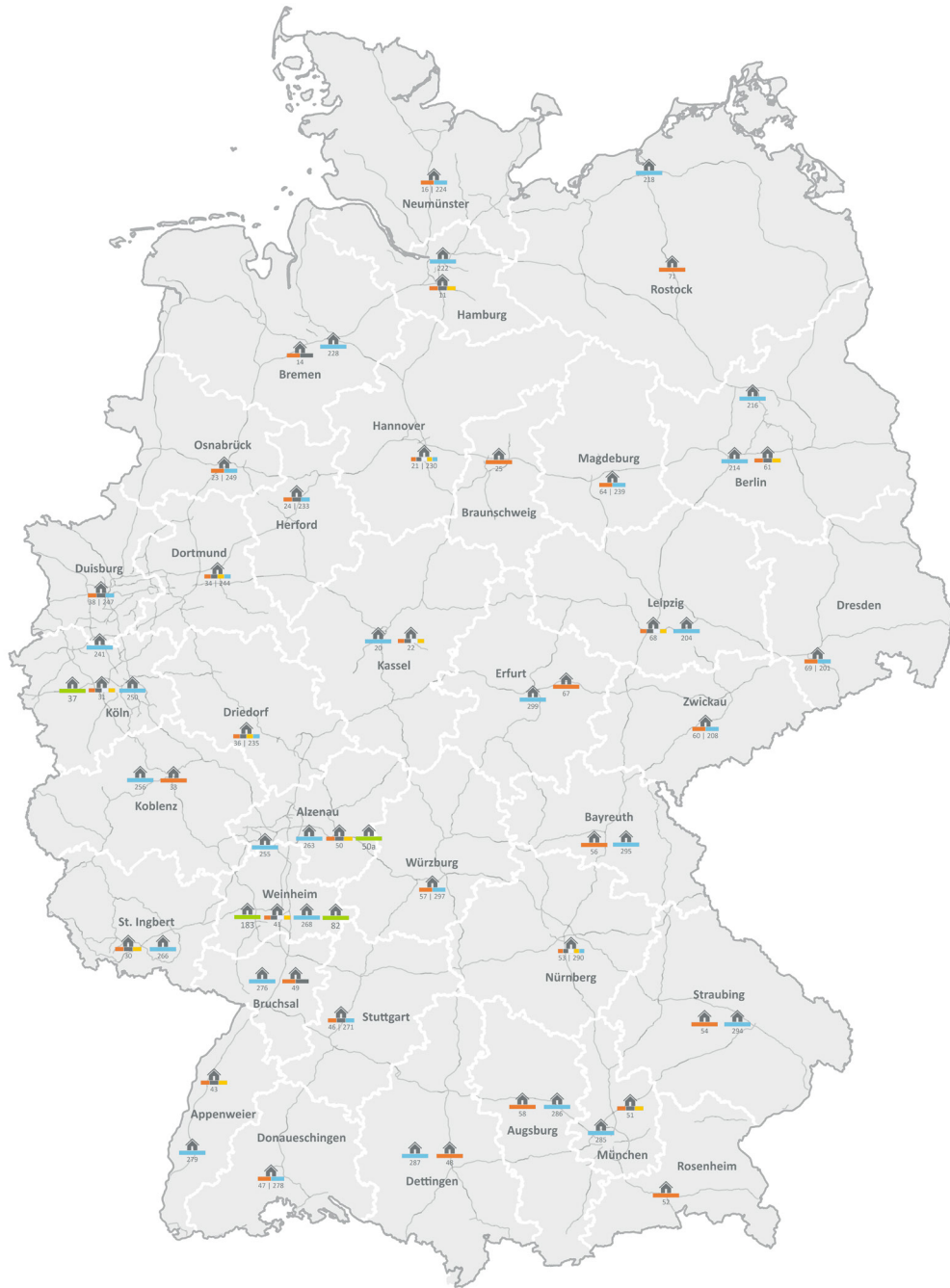
GRI 102-4

Location of operations











In 2022, trans-o-flex had companies in Germany and Austria. At the end of 2022, 35 Express sites, 36 ThermoMed sites and five Logistik-Service sites were operated in Germany in addition to the head office (Weinheim). In Austria, the subsidiary trans-o-flex ThermoMed Austria operates a total of four sites.

* Status: end of 2022

Overview of trans-o-flex locations in Germany*



Legend

-  Location
-  Delivery
-  Pick up
-  HUB
-  Ambient HUB
-  ThermoMed
-  Logistik-Service
-  Country border
-  Delivery area
-  Motorway

* Status: 31.12.2022

GRI 102-5

Ownership and legal form

Since September 2021, trans-o-flex has had the legal form of a limited liability company & partnership limited by shares (GmbH & Co. KGaA).

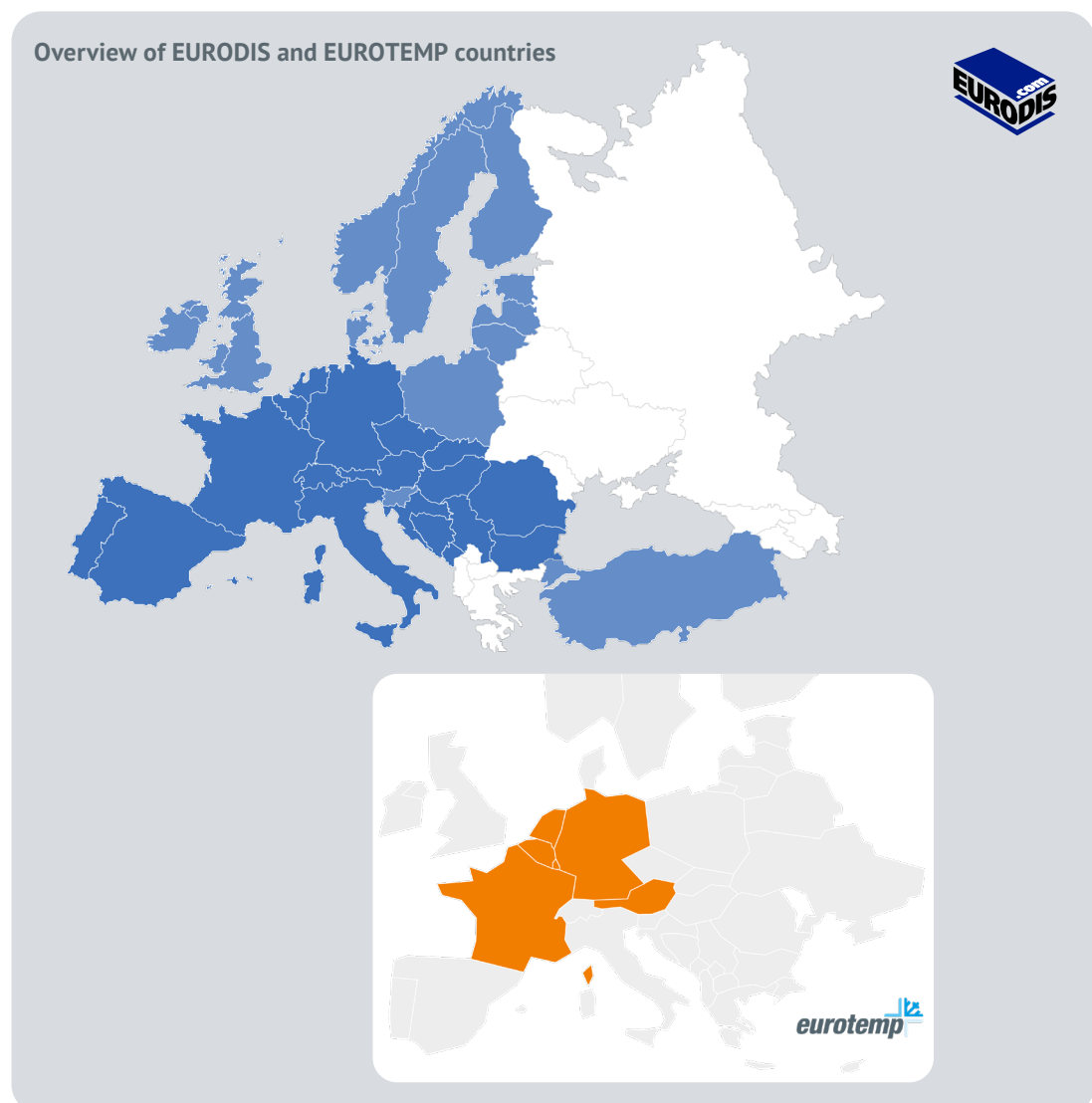
The owners of the company in 2022 were M + P GmbH (47.5 %), LFH3 Verwaltungs GmbH (47.5 %) and ALJ 2 Vermögensverwaltungsgesellschaft mbH (5.0 %).*

GRI 102-6

Markets served

The focus of trans-o-flex's business activities is in Germany. Here, trans-o-flex operates two transport networks and numerous warehouses. In addition to Germany, trans-o-flex also operates its own network in Austria.

trans-o-flex operates internationally via the networks EUROTEMP (temperature-controlled logistics in 6 European countries) and EURODIS (in 36 European countries**).



* Since March 2023, trans-o-flex has a new owner.

** Status: end of 2022

Scale of the organisation

As of 31 December 2022, trans-o-flex had a total of 2,029 employees, of which 1,912 were employed in Germany and 117 in Austria.

The total number of companies is made up of the head office in Weinheim, 35 Express sites, 36 ThermoMed sites and five Logistik-Service sites. In addition, there are four trans-o-flex ThermoMed Austria sites.

All in all, trans-o-flex offers products and services that enable customers to cover their entire supply chain from procurement to warehousing, distribution and fulfilment. The products such as national express shipping, international express shipping, temperature-controlled consignments and contract logistics are aimed at small, medium-sized and large companies. The service portfolio ranges from the Europe-wide shipment of parcels and pallets in one network to shipments with active temperature control in the range of 2 °C to 8 °C or 15 °C to 25 °C to storage, order picking, pick & pack or value-added services.

trans-o-flex's sales amounted to around 617.5 million euros in the 2022 financial year. trans-o-flex regularly publishes the total capital in the Federal Gazette after the end of the financial year.

Information on employees and other workers

The number of employees in 2022 has decreased slightly compared to the previous year. As of the reporting date 31.12.2022, 24 employees fewer than in 2021 were employed at trans-o-flex.

The personnel structure of trans-o-flex was as follows as of the reporting date 31.12.2022:

Employees in 2022*	Women	Men	Total
Employees in Germany	558	1,354	1,912
- Full-time	404	1,245	1,649
- Part-time	154	109	263
- Permanent	524	1,265	1,789
- Fixed-term	34	89	123
Employees in Austria	9	108	117
- Full-time	6	107	113
- Part-time	3	1	4
- Permanent	9	108	117
- Fixed-term	0	0	0

* Further information on the personnel structure is provided in the "Social" chapter of this report.

GRI 102-9

Supply chain

The core competence of trans-o-flex is the provision of shipping and logistics solutions for sensitive goods in selected industries. For this purpose, the company has set up shipping networks in which goods are shipped throughout Germany and Austria both without temperature control and with active temperature control at 15 to 25 degrees Celsius or at 2 to 8 degrees Celsius, as documented. The range of services is complemented by warehousing, order picking and individual value-added services such as serialisation and deserialisation of pharmaceuticals. This means that the company covers the entire logistics chain from procurement through to fulfilment in the field of road transport.

In order to expand and secure the seamless supply chain necessary for these services, cooperation with additional companies is necessary. Managing this cooperation is one of the key tasks of trans-o-flex's Central Purchasing department. In this way, we increase supply security, create added value through trusting cooperation and help to implement our standards in the supply chain.

To provide its services, trans-o-flex works together with independent partner companies. In the year under review, a total of 1,339 partners were deployed. 430 of these are transport partners that trans-o-flex uses regularly and irregularly for the transport of goods. In the sorting process, we worked together with 65 partner companies. trans-o-flex procures the products required for performing its own services from a large number of suppliers. In the year under review, around 844 suppliers were regularly active for our companies. Their headquarters are usually in Germany, in a few cases the parent companies of the suppliers may be located abroad.

When we conclude a contract, our supplier code obliges our suppliers to comply with the environmental goals and ethical values of trans-o-flex and to implement the same standards in their own supply chain.

GRI 102-10

Significant changes to the organisation and its supply chain

In 2022, trans-o-flex was able to further expand the capabilities of its networks. For example, the new facility in Wildenfels (Zwickau) commenced operations as part of the continuous network optimisation.

GRI 102-11

Precautionary principle or approach

Taking responsibility for our actions along the entire supply chain is second nature to us. Because we are the organiser of an extensive value chain, it is also our duty to take responsibility for the impact of our business activities. The integrity of the goods entrusted to us is crucial to the business success of trans-o-flex. And that is why processes and technology at trans-o-flex are specially designed to prevent damage. Prevention of this kind is part of our core competence and has for decades led to trans-o-flex achieving low loss and damage rates and the highest level of goods protection. And to ensure that this remains the case in the future, we always keep an eye on the security of the entire transport route.

Supply chains are exposed to multiple and growing risks and are potential targets for criminal activities of various kinds, including organised crime, terrorism or cybercrime.

The Corporate Security department regularly analyses the relevant security risks – in each case with regard to the specific requirements of the different business areas. However, Corporate Security does not only assess the potential impact of damage. It also defines and implements measures to counteract potential damage with appropriate security processes. The principle that also applies in this area at trans-o-flex is: prevention before reaction.

To promote a security culture that is accepted throughout the company and complies with the law, and to be able to protect employees and the goods entrusted to us even better, the Corporate Security department has developed various crime prevention measures.

In addition, work on risk management continued in the year under review. For example, the existing internal control system was formalised more strongly in order to be able to identify and eliminate potential process risks more quickly. The expansion of the risk management system is also intended to enable the systematic recording of risks so that they can be directly incorporated into the evaluation of business development. The future plan is to map all ESG risks here. In addition, an external assessment of ESG risks took place in the year under review. The ESG risk rating evaluated the management system already in place, so that targeted analyses of strengths and weaknesses (SWOT analysis) can now be carried out and the ESG department can derive appropriate strategies from this in order to achieve sustainable improvements for trans-o-flex. For example, in the year under review, in the area of sustainability (Environment), in addition to the renewal of the environmental management certification (ISO 14001) of the Express division, the certification process of the companies trans-o-flex Logistik-Service and trans-o-flex ThermoMed also began. Not only have the efforts in the field of environmental management been significantly expanded as a result, but synergies between the companies have also been created. New insights that arise during the certification of one company can thus also be used directly for the other companies.

GRI 102-12

External initiatives

We are committed to the 10 Principles for Sustainability of the United Nations Global Compact (UN Global Compact). Although trans-o-flex is not a member of the UN Global Compact, we voluntarily abide by its rules.

Furthermore, we are committed to the 17 Sustainable Development Goals of the United Nations and the Science Based Targets. The UN Sustainable Development Goals, or SDGs for short, are to be achieved by 2030 by all developing, emerging and industrialised countries. They cannot be divided and are mutually dependent. The SDGs focus on particularly disadvantaged and discriminated population groups. Achieving them can make the world fairer, healthier, more peaceful and more social. The SDGs include all three dimensions of sustainability: social, economic and environmental. In addition, the Sustainable Development Goals are preceded by five core messages under the headings of people, planet, prosperity, peace and partnership as principles to guide action. More specifically, it is about ensuring that all people live in a socially just world, receive a good education and have the opportunity to work in a decent job.

We also continue to work consistently to support the achievement of the Science Based Targets (SBTs). The SBTs are reduction targets for greenhouse gas emissions. They are calculated on a scientific basis to ensure that global warming is limited to well below 2 °C.

We are already making a small contribution to reducing greenhouse gas emissions through our cooperation with the Click a tree organisation. With Click a tree we plant trees. In doing so, we are actively combating climate change, creating habitat for endangered species and jobs and full-time incomes for people in developing countries. In addition to the cooperation with Click a tree, further projects are to be added in 2023 with which trans-o-flex wants to contribute to the reduction of greenhouse gas emissions in line with the SDGs.

GRI 102-13

Membership of associations and interest groups

trans-o-flex is a member or associate member of the following associations and interest groups.

- TAPA –Transported Asset Protection Association
- BAH – Bundesverband der Arzneimittel-Hersteller e. V.
- AVSL – Arbeitgeberverband Spedition und Logistik
- Verband Spedition und Logistik e. V.
- Verband Verkehrswirtschaft und Logistik e. V.
- Landesverband Bayrischer Spediteure e. V.
- Bundesverband Güterkraftverkehr Logistik und Entsorgung (BGL) e. V.
- DSLV – Bundesverband Spedition und Logistik e. V.
- Gesamtverband Verkehrsgewerbe Niedersachsen GVN e.V.

GRI 102-14

Statement from senior decision-maker

The highest decision-maker at trans-o-flex is the CEO. He has made his statement in the foreword of this report.

GRI 102-15

Key impacts, risks and opportunities

trans-o-flex's business is exposed to various risks. Identifying these and limiting them through effective prevention is an essential part of our business strategy. Last but not least, we also use our sustainability management as a basis for identifying and minimising risks to our work or even developing new opportunities for trans-o-flex.

- Risks for the company arise on the sales side from the competitive B2B market, where intense price pressure prevails. This is triggered on the one hand by traditional parcel service providers and on the other hand by smaller specialised logistics companies. Additional pressure stems from globally active logistics groups that are trying to increase their share of the pharmaceutical logistics market.
- Due to the economic development, especially in the area of online trade, the demographic development as well as the ongoing driver shortage, capacity bottlenecks may occur in the market for carriers and drivers. This could result in a risk of cost increases, which could have a negative impact on future earnings.

- In the administrative processes, the shortage of skilled workers can lead to key positions not being filled or not being filled according to the required qualifications. This can have a negative impact on the company's competitiveness.
- As with any company, there are liquidity and default risks associated with receivables. This is countered, among other things, by taking out trade credit insurance, factoring and permanent monitoring of the receivables portfolio.
- Price increase risks for fuel costs are countered by concluding fuel surcharge agreements with customers. This means that possible cost increases can be passed on to customers.
- The increasing number of cyber attacks poses a risk to any company that relies on the functionality of its IT systems in its production process. trans-o-flex counters this with a wide range of security precautions.
- There are currently no significant risks from legal disputes.
- Due to the existing agreements with shareholders and banks, there is no financing risk.
- The "task force" set up during the coronavirus pandemic, consisting of experienced trans-o-flex employees, has been maintained beyond this period. This means that it is possible to react flexibly to unforeseeable staff absences or process uncertainties, for example.
- Opportunities arise due to the market position in the business with actively temperature-controlled and documented logistics services in the temperature ranges 2° to 8° Celsius and 15° to 25° Celsius. Growth opportunities for the trans-o-flex Group will arise in particular if the requirements for the transport of pharmaceutical products set by the EU Good Distribution Practice (GDP) Directive are demanded more stringently by regulatory institutions from manufacturers and non-compliance is sanctioned. In this area, the trans-o-flex networks are well prepared thanks to their GDP certification.
- The focus of sales on the national express business offers upselling opportunities. An increased share of comparatively high-priced express products offers the opportunity to increase sales and margins.
- Additional opportunities arise from numerous projects to increase productivity and optimise processes at the sites and in the central divisions. There are opportunities here for additional cost reduction potential and quality improvements. There is also the opportunity to tap into new product advantages.
- We regularly record and monitor risks with environmental relevance and the resulting opportunities as part of our environmental management in accordance with DIN ISO 14001. These include the environmental risks arising from our business activities, which result from the operation of vehicles (transport of goods) and the operation of sites (handling, storage and administration). The management of these risks and the resulting opportunities are reviewed and certified at regular intervals by certified auditors.

Values, principles, standards and norms of behaviour

Our values

At trans-o-flex, we are convinced that lasting success is based on integrity. Integrity builds a company's reputation and fills the corporate brand. That is why responsible action is anchored as a fundamental value in our corporate culture. The aim is to always conduct our business in accordance with applicable laws and ethical standards, thus consolidating our good reputation.

We have laid down our most important corporate values in a mission statement and anchored them in the organisation. They are:

- We convince customers with our excellent quality.
- We act for our customers and their customers.
- We interact with each other openly, with trust and respect. We keep our word!
- We achieve our goals together and are results-driven in our work.
- We welcome new directions and actively drive developments.
- We are aware of our responsibility and act sustainably.

Our code of conduct

For trans-o-flex, it is both an incentive and a challenge to develop sustainable solutions that make the company a reliable and robust partner for all its stakeholders, today and in the future. This includes that we as a company are part of the society in which we live and work. That is why we have a social responsibility and take it seriously. In addition, trans-o-flex has a special responsibility in the health sector. Because in this sector, we are part of the system-critical infrastructure in Germany. For example, trans-o-flex has officially been named a partner of the Federal Republic of Germany's civil emergency response services because we make a significant contribution to maintaining medical supplies. trans-o-flex enjoys numerous advantages and special privileges as a result of this status enabling it to provide the services reliably in the event of crises or disasters. At the same time, the company is responsible for providing the German federal government with transport capacity for medication and medical supplies for emergency care.

We have formulated our responsibility towards service partners and employees, our customers, investors and the public and laid it down in our code of conduct. It provides the basis for ethically, socially and legally correct conduct by trans-o-flex and all its employees.

As a guideline for our decisions and our actions, the code of conduct specifies binding minimum standards for responsible conduct within the company, towards business partners and the public. By raising awareness of legal risks, it helps to avoid legal violations. The topics it contains cover the entire range of our daily work with all its facets. They concern the awarding and acceptance of contracts, customer orientation and profitability, equal opportunities and human rights, occupational health and safety, quality and reliability. The code of conduct provides a binding framework for action for all trans-o-flex employees, regardless of their duties or position.

The code of conduct is updated regularly and is available for all to download on the trans-o-flex website.

Code of conduct for suppliers

With our code of conduct for suppliers, we ensure that our environmental and ethical principles and values are consistently anchored in the supply chain we organise. We therefore conclude corresponding agreements with our suppliers and encourage them to implement the same standards in their process and supply chain. Our understanding of respect for human rights, equal opportunities

and non-discrimination, fair working conditions, occupational health and safety, improper payments, trade secrets, data and environmental protection is precisely formulated in our code of conduct for suppliers.

We regularly review the contents of our code of conduct for suppliers and update them if necessary.

GRI 102-18

Governance structure

In its management structure, trans-o-flex combines small central control units with a flat hierarchy and a high level of expertise in all specialist areas. The aim is to be able to make decisions quickly and to implement the decisions taken quickly in all relevant teams with the help of a broad management organisational structure. trans-o-flex relies on the advantages of a matrix organisation that separates professional and disciplinary responsibility. For example, those who are responsible for local transport at a branch office report technically to the head of local transport at the Weinheim headquarters. In disciplinary terms, however, the local transport employees of a branch are assigned to their respective branch manager.

The four-eyes principle also applies to the top management of all trans-o-flex companies. Accordingly, the management of both the central company (trans-o-flex Express GmbH & Co. KGaA) and its subsidiaries consists of several persons. At the time of publication of this report, a total of six people in various constellations made up the management of all operating companies of trans-o-flex.

For the management of its operational teams and divisions, trans-o-flex also relies on around 120 managers, each of whom is assigned to one of five management levels. All the managers usually come together once a year for an executive meeting lasting several days, at which the annual and medium-term planning is presented, discussed and the cornerstones of implementation are decided.

In addition to professional training, trans-o-flex has introduced systematic 270-degree feedback as a central element for the further development of its managers. In the process, each manager receives feedback on his or her leadership skills from three perspectives (each perspective represents 90 degrees, hence 270-degree feedback): from their supervisor, from employees, from themselves. The 270-degree feedback thus reports back to the managers on how they perceive themselves and how they are perceived by others. It is organised by an independent, external service provider and is structured in such a way that the feedback is anonymous and no employee has to fear that their feedback will bring them disadvantages. Each manager can discuss his or her feedback with an external trainer in an individual coaching session and receive tips for personal development as a manager.

The management of trans-o-flex in the individual trans-o-flex companies is made up of the following natural and legal persons:

Company name	Managing director (as of 30 June 2023)
trans-o-flex Express GmbH & Co. KGaA	Managing Partner: trans-o-flex Express Verwaltungs GmbH
trans-o-flex Express Verwaltungs GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt, Eugen Günther
trans-o-flex Logistik-Service GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt
trans-o-flex ThermoMed GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt, Michael Löckener, Stefan Gerber (abeyant)
trans-o-flex Netzwerk Group GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt
trans-o-flex Netzwerk GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt
trans-o-flex Netzwerk zwei GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt
trans-o-flex Netzwerk drei GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt
trans-o-flex Netzwerk vier GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt
trans-o-flex IT-Service GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt, Stefan Thömmes
trans-o-flex Training & Service GmbH	Wolfgang P. Albeck (CEO), Michael Schmidt, Michael Löckener
trans-o-flex ThermoMed Austria GmbH	Eugen Günther (Spokesman), Stefan Gerber, Michael Schmidt

Since 2021, trans-o-flex has had a Supervisory Board due to its conversion into the new legal form of a partnership limited by shares (Kommanditgesellschaft auf Aktien, KGaA)*. The Supervisory Board of trans-o-flex consists of six persons and is made up as follows:

- Erich Sixt (Chairman of the Supervisory Board)
- Christoph Schoeller (Deputy Chairman of the Supervisory Board)
- Peter Amberger (Member of the Supervisory Board)
- Johannes Baratta (Member of the Supervisory Board)
- Stephanie Czerny (Member of the Supervisory Board)
- Dr Anke Nestler (Member of the Supervisory Board)

trans-o-flex's goal is to anchor its commitment to sustainability at all levels and in all areas. For this purpose, the ESG department was created in 2021, which organisationally belongs to the Change Management department and thus reports directly to the CEO. The ESG employees ensure that the ESG goals are integrally and strategically anchored throughout the trans-o-flex Group and communicated to all relevant stakeholders. The preceding definition of goals and strategies as well as the adoption of measures is carried out by the management team, which consists of the managing directors of all trans-o-flex companies as well as other top executives. Once the management team has made its decisions, one of the core tasks of the ESG team is to implement the adopted measures. In addition to the ESG department, the central and operational departments of trans-o-flex are also responsible for this.

* Since March 2023, trans-o-flex has had a new supervisory board following a change of ownership. The current composition of the Supervisory Board is listed on the trans-o-flex website in the "About us" section under "Bodies".

GRI 102-40

List of stakeholder groups

Depiction of the main stakeholders of trans-o-flex:

- Employees
- Customers
- Investors (owners, banks)
- Trade unions
- Transport partners/suppliers
- Governmental organisations
- Non-governmental organisations (NGOs)
- Associations/consumer protection organisations
- Media

GRI 102-41

Collective bargaining agreements

There are collective labour agreements in place at various companies and sites. At the sites covered by collective labour agreements, the respective regional collective agreement applies.

GRI 102-42

Identifying and selecting stakeholders

trans-o-flex has identified and grouped the key stakeholders. Employees and customers, suppliers and partners, trade unions, associations and consumer organisations, governmental and non-governmental organisations, media as well as investors such as owners and banks were identified as relevant stakeholders.

In the year under review, after the initial identification of the relevant stakeholders, the interests and influences of the individual stakeholder groups on our company and our sustainability strategy were recorded. In addition, a start was made on checking whether further or other stakeholders need to be taken into account and what the different interests of the individual stakeholder groups are. All of this should be taken into account in the implementation of projects and the further development of the sustainability strategy. In addition, positive and negative impacts are to be identified, risks calculated and excluded, and conflicting goals analysed.

In an initial brief analysis, trans-o-flex identified financial, non-material, environmental and social interests. In the next step, these are to be fleshed out with the internal stakeholders before the interests of the external stakeholders are also recorded and evaluated in a second step.

GRI 102-43

Approach to stakeholder engagement

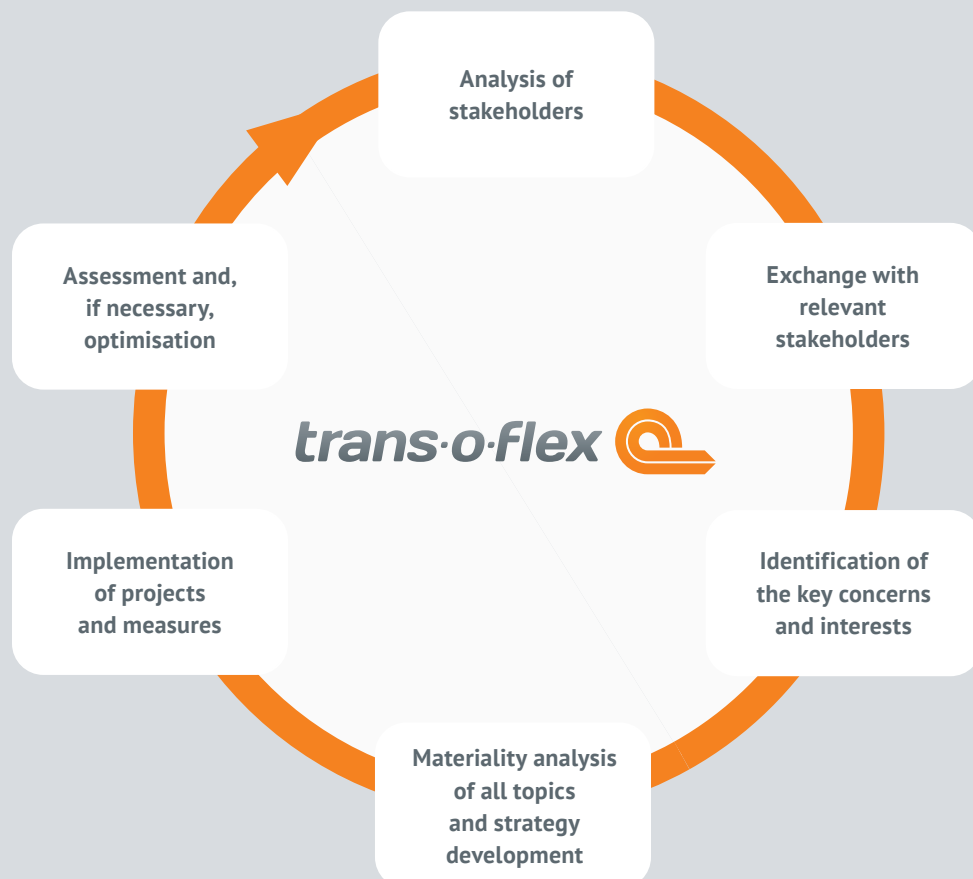
The best solutions are achieved in a team – regardless of whether it is a fixed internal team or a mixed project team, which can, for example, consist of the company's own employees and those of clients. What has long been standard practice in internal cooperation at trans-o-flex is to be increasingly transferred to cooperation with the relevant stakeholders. We want to enter into a regular exchange with all our stakeholders in order to get to know their expectations better, to take on board their assessments and feedback and to be able to work together on solutions for the challenges in the areas covered by ESG.

We have already created a good basis for dialogue through regular exchanges with our employees, our customers and our shareholders. Specifically, the management and the shareholders regularly exchange information at fixed meetings. Various tools and channels are used for a close exchange with our employees. Specifically, we conduct employee surveys, provide employees with all important information about the company and our sustainability strategy via internal media and also offer direct dialogue with the management. We maintain close contact with our customers. The exchange takes place both in person and in writing. Examples of personal exchange are regular customer visits, especially by our sales force, but also special customer forums where selected representatives from the pharmaceutical industry, for example, exchange ideas with trans-o-flex specialists, or the Pharma Logistics Day, where customers are informed about the latest developments in the company and the industry and there are many opportunities for networking and professional exchange. Examples of written exchange are the customer magazine published twice a year and the regularly published customer newsletter.

As a general rule, we inform our customers about important strategic issues promptly by letter or e-mail. In addition, we have established quarterly customer surveys in which customers have the opportunity to rate their customer experience. trans-o-flex can identify potential for improvement and development through the responses.

We not only want to maintain the dialogue elements described above, but also intensify them and involve further stakeholder groups. Through the structured recording and analysis of the interests of the other stakeholders, we aim to develop and implement improvement strategies.

Depiction of the analysis and development process around the key stakeholders of trans-o-flex.



GRI 102-44

Key topics and concerns raised

Overall, we find that expectations of trans-o-flex are changing and tending to increase continuously among all identified stakeholders. This is why regular dialogue and exchange with our key stakeholders is becoming increasingly important, as this is the only way to ascertain and assess expectations. Through direct dialogue with our stakeholders, we ensure that our information is transparent, that it is understood and that our sustainability strategy is supported by the stakeholders.

A key tool for communicating our commitment to sustainability and our sustainability strategy is trans-o-flex's sustainability report. In it, we try to take into account the different interests of the various stakeholders and meet their expectations. By giving equal weight to environmental, social and governance issues in our sustainability strategy and reporting, we are confident that we can meet the key information needs of our various stakeholders.

Regular dialogue with our stakeholders will continue to ensure that we can always meet the information needs of all relevant groups. This is especially true against the backdrop of increasingly rapid developments and higher demands concerning sustainability, which are becoming more and more pressing due to climatic or socio-political framework conditions. Finding sustainable answers to these will be an essential requirement.

Central topics of our stakeholders – especially on the customer side – are the GDP-compliant logistics chain and how it can be set up and implemented most efficiently. As a long-established B2B logistics provider, trans-o-flex is also increasingly confronted with the fact that the shipment of pharmaceuticals and healthcare products to private recipients is also on the rise (B2C) and that shippers increasingly want to deliver to both business and private addresses.

GRI 102-45

Entities included in the consolidated financial statements

The information in this report relates to the sustainability-relevant business activities of trans-o-flex. This includes all companies in which trans-o-flex Express GmbH & Co. KGaA directly or indirectly holds an interest of at least 50%.

GRI 102-46

Defining report content and topic boundaries

The material topics of the sustainability report are derived from trans-o-flex's sustainability strategy. This is further developed by the ESG department, coordinated with the management of trans-o-flex and then implemented. In doing so, the department follows the basic principles of materiality and effectiveness. Accordingly, the sustainability strategy is regularly evaluated and adjusted as necessary. In this way, we succeed in keeping an eye on the material topics and adapting them to current developments.

GRI 102-47

List of material topic

The list of material topics is included in this report under "Material topics", GRI 3-2.

GRI 102-48

Restatements of information

The presentation of material information has not changed compared to the previous year.

GRI 102-49

Changes in reporting

In the year under review, trans-o-flex supplemented missing or insufficient information directly in the individual GRIs. In addition, information and content were reallocated and new GRI sub-requirements were included.

The following topics have been newly assigned:

Key topics that were still published in the 2021 report in the area of GRI 200 (Economy) have been published by trans-o-flex in this report under GRI 3. This means that all material topics are summarised in one place in the report.

The following topics have been newly added:

- Minimum notice period for operational changes (GRI 402)
- Non-discrimination (GRI 406)
- Freedom of association and collective bargaining (GRI 407)
- Sites and suppliers where the right to freedom of association and collective bargaining may be threatened (GRI 407-1)
- Child labour (GRI 408)
- Sites and suppliers with a significant risk of incidents of child labour (GRI 408-1)
- Forced or compulsory labour (GRI 409)
- Sites and suppliers with a significant risk of incidents of forced or compulsory labour (GRI 409-1)
- Safety practices (GRI 410)
- Security personnel trained in human rights policies and procedures (GRI 410-1)
- Rights of indigenous peoples (GRI 411)
- Incidents in which the rights of indigenous peoples were violated (GRI 411-1)
- Checking for compliance with human rights (GRI 412)
- Sites at which a human rights audit or human rights impact assessment has been conducted (GRI 412-1)
- Training for employees on human rights policies and procedures (GRI 412-2)
- Significant investment agreements and contracts that contain human rights clauses or have been screened for human rights aspects (GRI 412-3)
- Local communities (GRI 413)
- Social assessment of suppliers (GRI 414)
- New suppliers vetted on the basis of social criteria (GRI 414-1)
- Public policy (GRI 415)
- Political contributions (GRI 415-1)
- Customer health and safety (GRI 416)
- Assessing the health and safety impacts of different categories of products and services (GRI 416-1)
- Violations relating to the impact of products and services on health and safety (GRI 416-2)
- Marketing and labelling (GRI 417)

- Requirements for product and service information and labelling (GRI 417-1)
- Product and service information/labeling incidents of non-compliance resulting in a fine (GRI 417-2)
- Violations in connection with marketing and communication (417-3)
- Protection of customer data (GRI 418)
- Socio-economic compliance (GRI 419)

GRI 102-50

Reporting period

The report covers the 2022 financial year of trans-o-flex, which is identical to the calendar year.

GRI 102-51

Date of the most recent report

This sustainability report was published on 13 November 2023 and relates to the 2022 financial year.

GRI 102-52

Reporting cycle

trans-o-flex prepares its sustainability report annually and publishes it on its website..

GRI 102-53

Contact point for questions regarding the report

If you have any questions about the report, you can contact our ESG team via email: change@tof.de.

GRI 102-54

Claims of reporting in accordance with the GRI standards

This report is based on the core content of the GRI standard and was prepared in accordance with the mandatory content.

GRI 102-56

External assurance

This sustainability reporting has not been subject to an external audit.

Economy

If you wish to ensure the economic success of a company, you cannot measure and control this with economic factors alone. Rather, a comprehensive sustainability approach is the prerequisite for lasting economic viability. This is why for trans-o-flex, taking responsibility and creating lasting value for all stakeholders is an essential part of economic success: for customers, employees and investors as well as for our transport partners, suppliers and society. trans-o-flex is convinced that economic, environmental and social actions belong together and that it is crucial for our long-term success that we fulfil our responsibilities in all three areas equally.

Economic performance

Information about the management approach

An integral part of trans-o-flex's corporate purpose is to contribute to securing supplies in Germany and Europe by providing efficient networks, especially for the healthcare, cosmetics, consumer electronics and other sensitive goods sectors. In particular, temperature-sensitive pharmaceuticals are to be actively temperature-controlled and documented in these networks in accordance with the EU rules for pharmaceutical transport. In order to generate the necessary investments to maintain and expand these networks, securing long-term economic success is an essential requirement.

To achieve this, trans-o-flex uses financial performance indicators to measure and manage the economic success of the various companies in the Group. The performance indicators are compared with the previous year's and planned data on a monthly or annual basis so that the achievement of the targets can be continuously monitored and, if necessary, readjusted.

The key indicator for the economic development of the Group's segments is the development of sales and EBITDA. EBITDA is defined as earnings before interest, taxes, depreciation and amortisation of property, plant and equipment, rights of use and intangible assets. EBITDA is adjusted for non-operational factors in order to be able to assess the company's operational performance without being influenced by temporary non-recurring effects. The trans-o-flex Group reports internally on the basis of the "Express" and "ThermoMed" segments. The Express segment comprises the Network division, which organises the collection, transport and delivery of non-temperature-controlled consignments as well as temperature-controlled shipment in the range between 15 °C and 25 °C, and the Logistics division, which is responsible for warehousing and order picking. In the ThermoMed segment, goods in the temperature range between 2 °C and 8 °C are mainly transported in a separate network.

Further key figures, such as the equity ratio, defined as the quotient of balance sheet equity and balance sheet total, are considered in order to assess the assets and financial investments. The company is not aiming for a defined target value here, but is aiming for the equity ratio necessary to secure financial stability and independence. Another key figure is cash flow, i.e. the ability to generate cash from operations that will enable the company's future growth.

Direct economic value generated and distributed

Specific information on this is published by trans-o-flex in its annual financial statements, which are published in the Federal Gazette.

Financial implications of climate change for the organisation and other climate change related risks and opportunities

trans-o-flex has published information on this in this report, namely in GRI sections 102-11 (Precautionary principle or approach) and GRI 102-15 (Key impacts, risks and opportunities).

Environment

Transport and mobility are an indispensable part of daily life. However, transport is also one of the biggest emitters of greenhouse gases. We are consciously taking action against the latter and have made climate protection a core element of our business strategy. Our ambition is to become completely CO₂ neutral by 2045. We therefore constantly reduce the negative impacts of our activities with the help of effective environmental management systems, modern technology and active greenhouse gas offsetting.

Introduction

As a logistics service provider, we support the value chain of industry and trade. On the one hand, this makes opportunities and prosperity possible; on the other hand, it has an impact on the environment, which is facing serious challenges: important ecosystems are being destroyed, numerous animal and plant species are threatened or have already disappeared, important resources are becoming scarce and the earth is heating up more and more, which we are increasingly feeling in Germany as well. Since logistics is one of the most important factors for global climate development, contributing to the scarcity of natural resources and the increase in climate-damaging emissions, companies like trans-o-flex are particularly challenged. Logistics service providers still rely on the consumption of fossil fuels and other forms of energy and materials to collect, handle, store and transport goods to their respective destinations. Consequently, we have a special responsibility to reduce the negative impact of our business on the environment.

Our greenhouse gas emissions and other air pollutants are our top priority when it comes to climate protection, as they represent the most significant pollution factor. That is why we measure emissions, avoid them wherever possible and constantly reduce them, for example by taking measures to increase efficiency. Specifically, trans-o-flex has set itself the goal of being CO₂ neutral by 2045. To achieve this goal as quickly as possible, we are working on the continuous improvement of our own processes and at the same time involving our transport partners. Together we achieve constant progress in route planning, vehicle utilisation and the avoidance of empty runs. In addition, we are in close contact with vehicle manufacturers and are testing all environmentally friendly technologies and vehicles with alternative drives available on the market. With all this, we can constantly increase the efficiency of our networks and in doing so improve the CO₂ efficiency of every parcel and pallet transported. This is rounded off by the higher priority that trans-o-flex attaches to offsetting the remaining emissions. trans-o-flex's climate protection approach can therefore be briefly summarised with the following four keywords: measure, avoid, reduce and offset.

In addition to the reduction of greenhouse gases, trans-o-flex is also concerned with the reduction of noise, NOx and particulate matter (PM10) emissions. Here, too, the principle applies that we measure, avoid and reduce these emissions as best we can.

On the organisational and management side, we primarily use our DIN EN ISO 14001-certified environmental management system for continuous improvement. In addition, we voluntarily commit to the principles of the UN Global Compact, the world's largest and most important initiative for sustainable and responsible corporate governance. The ESG department, which reports directly to the CEO, ensures that these sustainable approaches are strategically anchored throughout the company. Its core tasks include the consideration of environmental, social and governance criteria at all levels of the company. Examples of the actual tasks of this central department are the review of corporate processes with regard to ESG criteria as well as their implementation in the corporate strategy, the initiation of ESG projects and the provision of advice and support to the management and department heads on all ESG issues. The goals developed by the ESG team and the progress made in the reporting year 2022 are listed below.

Ecology: key targets and progress 2022

Short and medium-term goals

- Implement environmental controlling as part of ESG monitoring and gradually establish it in the company
- Pool all reporting-relevant environmental data centrally via own IT systems, including transport partner data
- Include ESG criteria in the planning of new buildings
- Renew energy audits of the sites
- Energy concept for head office and new buildings
- Test other types of vehicles with alternative drives
- Extend the trial with cargo bikes to other city centres
- Switch over company cars to hybrid or purely electric drive systems
- Further reduce energy and fuel consumption
- Further optimisations in load factor and route planning
- Establishment of a nationwide concept for the recycling of recyclable materials
- New projects always taking into account the Sustainable Development Goals (SDGs)
- Have greenhouse gas reduction targets verified by Science Based Targets Initiative (SBTi)

Long-term goals

- Decarbonisation of all business activities by 2045
- Positive greenhouse gas balance by offsetting greenhouse gas emissions by more than the prescribed amount
- Continuously increase environmental protection through voluntary commitment

Progress

- Energy and fuel consumption reduced further
- Emissions resulting from the operation of the sites were reduced by 16%
- Further environmental criteria included in the assessment of network and site plans
- Average load factor further increased and route planning further improved
- Further company cars switched over to hybrid or purely electric drive systems
- Charging concept for electric vehicles developed at all trans-o-flex sites
- Partial automation of ESG key figures further advanced
- Average CO₂ efficiency (kg CO₂ per kg transported) improved by 4.51% compared to previous year
- Quantity of tof.ecoboxes (returnable shipping containers) used increased by 22%
- A further 14% of customers switched to digital billing, further reducing paper consumption in relation to the overall increase in customers

Each of these points contributes to making trans-o-flex a 100% sustainable company in the long term. Structurally, the ESG department can identify areas of low sustainability more quickly than before and initiate appropriate measures to help trans-o-flex meet its sustainability goals.

Materials

Materiality

Humans are using nature 1.6 times faster than ecosystems can regenerate. Every sheet of paper, every pallet and every metre of wrapping film that is not consumed is therefore a benefit for the environment. However, materials such as paper, packaging, wrapping film and pallets fulfil many essential functions, especially for logistics service providers. They contain important information about the goods to be transported, are sometimes required by law, are the prerequisite for efficient processes, protect the goods and enable their shipment. They cannot yet be completely dispensed with in logistics. To reduce negative environmental effects along the value chain, we aim to utilise the materials we use as efficiently as possible. On the other hand, we want to constantly reduce the impact on the environment. That is why we regularly check and optimise the relevant resource consumption and business processes. Where possible, we also want to focus on upstream and downstream stages of the value chain in order to achieve even greater progress.

Measures

An essential component of sustainable development is the careful and efficient use of natural resources. For this reason, trans-o-flex uses recycled or recyclable materials wherever possible.

For example, we only use secondary materials for the necessary packaging in the Logistik Service division, are increasingly using renewable raw materials for paper consumption and goods handling, and are making our processes more and more efficient. To reduce the consumption of energy, water and waste, we are continuously working on making our processes more efficient and environmentally friendly. In doing so, we involve our suppliers in the best possible way, for example by taking account of their recycling rate and the carbon footprint of the most important materials. We also audit suppliers on a regular basis. The basic requirement for working together with suppliers is that they comply with the criteria of our code of conduct for suppliers. This sets out the standards for business relations with trans-o-flex. Among other things, this stipulates that suppliers must comply with all applicable laws. Suppliers also commit to upholding the principles of the United Nations Global Compact, the UN Universal Declaration of Human Rights and the International Labour Organization (ILO) declaration on fundamental principles and rights at work in accordance with national laws and practices.

As we also mindful of our environmental footprint when sourcing materials, we can replace less environmentally friendly products with greener alternatives in the short term. This is rounded off by the planned update of our procurement guidelines. In the short to medium term, this is to be expanded to include ESG criteria, revised, replaced by a more sustainable update and established in our organisation.

With regard to paper procurement, we again succeeded in using 100% recycled paper in the year under review. At the same time, the increasing digitalisation of processes has achieved a relative reduction in paper consumption. The increasing switch from paper invoices to digital invoices has made a significant contribution here. Specifically, a further 14% of customers were switched to digital billing in 2022. It is not yet possible to completely dispense with accompanying documents in paper form due to legal requirements for the transport of dangerous goods, the transfer of liability to transport partners or due to customer specifications.

When pallets are transported within the trans-o-flex network, the goods are wrapped in film for protection. trans-o-flex plans to consistently increase the recycled content of the film it purchases. In addition, cages are used on the first lines in the network. This fixed frame can be used to secure and protect the goods without the need for full wrapping of the pallets.

Progress

- 100% recycled paper procurement.
- Supplier audits carried out.
- Through joint projects with customers, the proportion of returnable containers in the system was increased by 22%.
- The use of cages in line haul services has reduced the consumption of wrapping film.
- Absolute film consumption fell by around 6 tonnes.
- Use of durable and hygienic plastic pallets in internal goods handling between trans-o-flex sites (H1 pallet).

GRI 301-1

Materials used by weight or volume

At trans-o-flex, mainly wrapping films and paper are needed for the provision of our services. While we have been recording and documenting paper consumption and its recycled content since 2018, this was also done for wrapping film for the first time in 2021, so that the development can now be made transparent for this as well. The consumption of paper and wrapping film is as follows:

Paper consumption	2018	2019	2020	2021	2022
Paper consumption (t)*	75.36	77.83	97.79	101.67	110.98
- of which recycled paper (t)	66.31	77.76	97.73	101.67	110.98
Recycled content (%)	87.98	99.92	99.94	100.00	100.00

Wrapping film consumption	2021	2022
Wrapping film consumption (t)	380.75	374.71
Recycled content (%)	~ 18	15

GRI 301-2

Recycled input materials used

The percentages of recycled input materials to fulfil our service mandate are:

- Paper: 100% recycled content
- Wrapping film: 15% recycled content

* Bezieht sich auf die eingekaufte Menge, nicht auf die tatsächlich verbrauchte Menge.

Energy

Materiality

As service providers along the value chain of industry and trade, logistics companies are particularly challenged when it comes to energy. This is because logistics service providers are and will remain dependent on the consumption of energy to collect and store goods. However, the supply of fossil energy sources is limited, their use releases critical greenhouse gases and CO₂-neutral forms of energy are not yet available in sufficient quantities. Therefore, we are challenged to keep consumption as low as possible and to reduce the use of energy at all trans-o-flex sites in Germany and Austria. As a specialist in the actively temperature-controlled storage and transport of temperature-sensitive pharmaceuticals in the ranges 2 to 8 °C and 15 to 25 °C, we have to solve a particular conflict of objectives. On the one hand, it is important to consistently reduce energy consumption. On the other hand, it is important to ensure that the temperature ranges specified by legislation and pharmaceutical manufacturers are always adhered to during transport and storage, so that sensitive medicines such as vaccines, insulin or ointments can be fully effective for the end users.

Measures

On the organisational and management side, DIN EN ISO 14001 in particular is the basis for managing the environmental impact of our warehousing, handling and administrative activities. We only use green electricity at our sites. So that we basically know where to start, we record our main consumption as part of our emissions auditing. We derive additional measures from the reports of the regular energy audits.

In order to consistently reduce our consumption, we are focusing specifically on the following areas.

- New sorting plants meet the most modern energy efficiency criteria.
- For existing properties, we are continuously increasing energy efficiency by improving insulation, switching to LED lights and checking which buildings can have solar panels installed. There are plans to install solar panels at the Weinheim sites (head office, branch office and Logistik-Service) in order to increase the company's own production of renewable energy. This will allow us to increase the amount of electricity we produce ourselves and reduce the load on the grid. This is an important factor especially in the summer months, when both solar power production and energy consumption for cooling the goods are high. In addition, we regularly check with the property owners which further energy improvement measures are possible.
- We are increasingly using the principle of free cooling in addition to conventional temperature control via air conditioning units. The temperature in the building is regulated by a controlled ventilation system. Only when the specified temperature ranges can no longer be maintained via this type of air conditioning are the additional air conditioning units automatically activated.
- To save energy, ThermoMed sites are integrated into Express sites where possible. This reduces external temperature influences, as there is already a controlled temperature environment in the Express facilities.
- Further energy-saving measures are to be achieved using "green IT". This means that the future use of information and communication technology is to be designed in an environmentally friendly and resource-saving way throughout its entire life cycle – i.e. from manufacture and operation to the disposal of the devices.
- The coronavirus pandemic has further driven the trend to replace business trips and meetings with video calls or conferences. Although this increases energy consumption at the sites, this is more than compensated for by the elimination of travel and the increased carbon footprint associated with travel.

In addition to the consistent further development of systems to avoid and reduce emissions, raising employees' awareness of environmental issues is also a focal point with regard to saving energy.

Progress

- In the year under review, the proportion of green electricity at our own sites remained at 100%.
- An energy-saving new sorting plant was commissioned in Wildenfels.
- Contribution to addressing the energy crisis: The use of fossil fuels at the sites was reduced. This has led to a 16% reduction in emissions caused directly by our sites.
- To achieve greater energy efficiency, four more ThermoMed sites were integrated into Express sites in the year under review.
- A concept for a company-wide energy management system was developed.

GRI 302-1

Energy consumption within the organisation

	2018	2019	2020	2021	2022
Electricity (million kWh)	18.17	18.14	16.82	16.36	16.37
- of which through renewable energies (%)	94.06	95.09	97.74	100.00	100.00
Natural gas (million kWh)	29.31	27.81	26.33	31.00	25.72
Heating oil (million kWh)*	2.40**	2.80**	2.30**	3.32*	2.12
Liquid gas (million kWh)***	-	-	-	0.61	0.82
District heating (million kWh)	3.82	4.15	4.18	4.21	4.20
Electricity sold (million kWh)	0.00	0.00	0.00	0.00	0.00
Heat energy sold (million kWh)	0.00	0.00	0.00	0.00	0.00
Cooling energy sold (million kWh)	0.00	0.00	0.00	0.00	0.00
Steam sold (million kWh)	0.00	0.00	0.00	0.00	0.00
Total energy consumption (million kWh)	53.70**	52.90**	49.63**	55.50**	49.23

* Refers to the quantity purchased, not the quantity actually consumed.

** The value has been corrected.

*** Liquid gas was added as a separate item in the table.

GRI 305

Emissions**Materiality**

Logistics service providers still rely on fossil fuels such as oil and gas to collect, handle and deliver goods. The consumption of these resources causes emissions that have a negative impact on the climate. Climate protection is therefore one of the essential issues of our time. Politicians and companies alike are called upon to take countermeasures and effectively reduce emissions. Only if everyone does their bit can the global rise in temperature be stopped and the 1.5 degree target called for by the Intergovernmental Panel on Climate Change (IPCC), which must be urgently met globally, be achieved.

The German greenhouse gas reduction target for 2030 was raised to minus 65 per cent compared to 1990 by an amendment to the law. Previously, the reduction target was minus 55 per cent. By 2040, greenhouse gases must be reduced by 88 per cent and greenhouse gas neutrality is to be achieved by 2045. The federal government has thus already transferred the European goals to the federal level. That is why trans-o-flex is also aiming for climate neutrality by 2045 at the latest. To achieve this, trans-o-flex will, on the one hand, work constantly to reduce its carbon footprint. In addition, from mid-2022, customers were brought on board to offset CO₂ emissions more quickly.

Measures

More than 90% of CO₂ emissions are caused by the transport service providers used by trans-o-flex (scope 3). Continuously reducing these is therefore our most effective tool. Together with the transport service providers, we are working on several levels. Taking into account the special requirements of the goods entrusted to us, we regularly test vehicles with alternative drives, for example, and evaluate whether temperature-sensitive goods and dangerous goods can be transported with them just as reliably as goods without special requirements. In addition, together with the transport service providers, we are in close exchange with the automotive industry in order to support technical innovations and to be involved in tests of new vehicle generations at an early stage.

In practice, we are also forging ahead with a whole range of other measures to constantly reduce energy and fuel consumption. This includes a regular and consistent renewal of the vehicle fleet as well as a consistent review of vehicle scheduling so that the routing of individual delivery runs can be further optimised. Because fewer kilometres on a route always mean fewer emissions per consignment. For every litre of fuel we reduce our consumption by, our emissions go down and our carbon footprint improves at the same time.

In terms of CO₂ emissions, buildings are in second place as the main polluter. Heating and cooling the sites in particular is energy-intensive. However, this energy has so far been necessary to ensure the quality of the sensitive medicinal products entrusted to trans-o-flex at all times and thus to meet the temperature requirements of the EU Good Distribution Practice, the guideline for the good distribution practice of medicinal products for human use. Independently of this, we do a great deal to constantly reduce the energy required and thus further reduce the environmental impact. Specifically, we are working on different levels. For example, more and more solar panels are being used to increase the amount of electricity produced by the company and to reduce the amount of electricity purchased. At the same time, heating systems that currently still run on oil or gas are to be gradually renewed and replaced with more energy-efficient systems. This is done at the latest when moving into new buildings. Here, the most economical heating and cooling concepts possible are already taken into account during the planning stage. This includes so-called free cooling, which enables sophisticated natural ventilation of the operational sites and thus reduces the operating hours of the air-conditioning units.

In addition, we implement a wide range of other sustainability approaches in buildings. These include multiple glazing and solar shading for office windows, daylight harvesting, high-speed doors and door seals, and rainwater harvesting. Furthermore, we take into account solutions for service water and wastewater recovery, use ecological building materials, and ensure their environmental compatibility when selecting insulation materials and paints. Recyclable materials are separated and recycled at all our sites.

The consistent use of electricity from renewable sources is another important contribution to keeping the environmental impact of operating our two energy-intensive temperature controlled networks as low as possible. One of the ways in which this is achieved is that 100 per cent of the electricity used by trans-o-flex now comes from renewable sources. In the year under review, trans-o-flex again incurred considerable additional financial expense for the purchase of electricity from hydropower compared to conventionally generated electricity.

In order to further reduce energy consumption, trans-o-flex already changed its company car regulations in 2021. The new regulation stipulates that employees will gradually receive a vehicle with a purely electric drive or a hybrid drive. The vehicles are not only quieter, but their CO₂ emissions are considerably lower than those of the diesel vehicles used to date. In order to enable electric vehicles to be charged directly at the trans-o-flex sites, a suitable charging infrastructure is to be installed there, which both company car drivers and employees with private electric vehicles will be able to use.

On the management side, in addition to the internationally established certifications for quality (ISO 9001) and environmental management (ISO 14001), the annual EcoVadis rating is an effective tool for assessing the sustainability of our actions and thus further optimising our corporate processes. The globally active company EcoVadis specifically evaluates the performance of companies with regard to the environment, social issues and governance and thus provides a neutral basis for constant improvements.

In addition, there are a large number of other projects and steps to advance climate protection. It starts with energy and water saving measures, the use of the latest technology, waste separation, the use of returnable systems and environmentally friendly plastic pallets. It continues with driver training, supporting environmental projects, recycling wrapping films used in transport and opting for the standard use of recycled paper.

The plastic pallets already purchased in 2019 and the new returnable system introduced in 2020 do not yet have a directly measurable impact on our own emissions balance. Nevertheless, we are thus ensuring greater sustainability, as trans-o-flex is helping its customers to improve their own carbon footprint with the returnable containers. Since customers can reduce the packaging-related CO₂ emissions by about 50% with the returnable system, customers are to be successively accompanied in using the returnable containers instead of conventional cardboard packaging for shipping. In addition, in 2023 customers will have the option of using the plastic pallets currently used at trans-o-flex for internal goods handling and long-distance transport for the transfer of goods to trans-o-flex. The changeover will bring both operational benefits and greater sustainability for both sides. This is because wooden Euro pallets can only withstand an average of eight returns. After that, they are usually so damaged that they have to be replaced. The Euro H1 pallets have been proven to withstand more than 500 returns. They are also lighter than a wooden pallet, which weighs 24 kilos when new, absorbs more and more moisture in the course of its short life and becomes even heavier. The plastic pallet weighs 18 kilos, a quarter less, and maintains its weight and appearance. This reduces the weight to be transported and consequently lowers the transport-related emissions compared to conventional wooden pallets.

The basis and yardstick for determining where it is most worthwhile to start and how successful we are in doing so is our annual emissions balance sheet. Only by measuring resource usage and emissions can we know where to start most efficiently to achieve the greatest effects with the least amount of resources. As a matter of principle, trans-o-flex pursues the goal of avoiding or at least reducing emissions wherever possible. With our "co₂de green" service, we also support our customers in optimising their environmental efficiency and achieving their climate protection goals. At the heart of co₂de green is the fact that the climate-damaging emissions generated during the transport of consignments are offset via certified climate protection projects. For this purpose, we acquire certificates from recognised climate protection projects in the co₂de-green programme, which are proven to have saved CO₂ emissions and thus ensure that the emissions generated during transport are offset. We already take an integrated approach when selecting climate protection projects. To this end, we are guided by the Sustainable Development Goals (SDGs) of the United Nations. In essence, these goals aim to ensure sustainable development, end poverty and hunger, fight inequalities, empower people, ensure gender equality and a good and healthy life for all. They also aim to promote prosperity for all and make lifestyles sustainable worldwide. As the consequences of the climate crisis are becoming increasingly noticeable, the offsetting of CO₂ emissions was significantly expanded in 2022. The aim is to introduce it as standard.

Finally, emissions generated in upstream processes are also to be recorded at trans-o-flex in future. This means that even when purchasing products and services, there is an opportunity to avoid emissions and thus further reduce the impact on the climate.

Progress

In 2022, trans-o-flex was able to achieve important steps on its way to climate neutrality planned for 2045. The achievements in detail:

- In 2022, our emissions decreased from 132,314.22 tonnes of CO₂ to 118,933.43 tonnes of CO₂ compared to the previous year. This corresponds to an emission reduction of 10%.
- The direct emissions caused by our sites were reduced by 16% compared to the previous year.
- Scope 1 emissions were reduced by 6%.
- Due to higher load factors, fewer empty runs and further optimisations in the network, the average CO₂ efficiency (kilograms of CO₂ per kilogram of goods transported) improved by 4.51% compared to the previous year.
 - CO₂ efficiency at trans-o-flex Express: 0.124 kg CO₂ per kg transported
 - CO₂ efficiency at trans-o-flex ThermoMed: 0.421 kg CO₂ per kg transported
- Compared to the previous year, the number of kilometres driven decreased by 20.7 million kilometres to 203.72 million kilometres.
- Diesel consumption has decreased from 45.99 million litres in 2021 to 42.5 million litres in 2022.
- Improved and new IT processes have further increased the accuracy of the measurement of emissions caused.
- The new company car regulation was implemented. Step by step, company car drivers are now being provided with purely electric or hybrid vehicles.
- trans-o-flex was awarded a bronze medal by EcoVadis.
- In the year under review, 1.1 million returnable containers made of 100% recyclable plastic were handed over to trans-o-flex, further reducing the proportion of packaging made of cardboard.
- A general CO₂ offset was introduced from mid-2022 with the involvement of trans-o-flex customers.

GRI 305-1

Direct GHG emissions (scope 1)

In 2022, the gross volume of direct GHG emissions (scope 1) was 10,788.68 tonnes of CO₂ equivalents. At trans-o-flex, the focus is on calculating CO₂ emissions. Other greenhouse gases are not relevant in the operational processes of trans-o-flex and were therefore not included in the materiality analysis.

Biogenic CO₂ emissions are not relevant in scope 1 of trans-o-flex and were not recorded.

The basis for CO₂ assessment at trans-o-flex is the Greenhouse Gas Protocol (GHG), which defines best practice reporting standards. The emission factors used for the calculation of the CO₂ balance come from the following sources: ProBas, Federal Environmental Agency.

Standards and methodologies used for environmental auditing are:

- The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
- The Greenhouse Gas Protocol: Scope 2 Guidance

GRI 305-2

Indirect GHG emissions (scope 1)

The gross volume of site-based, indirect energy-related greenhouse gas emissions (scope 2) amounted to 8,051.41 tonnes of CO₂ equivalents in the year under review. The gross volume of market-based, indirect energy-related greenhouse gas emissions (scope 2) amounted to 1,175.74 tonnes of CO₂ equivalents.

Our focus in the calculation is on CO₂. Other gases are not relevant in the operational processes of trans-o-flex and were therefore not included in the materiality analysis.

The basis of the CO₂ balance is the Greenhouse Gas Protocol (GHG), which defines best practice reporting standards. The emission factors used are from the following source: ProBas, Federal Environmental Agency.

Standards and methodologies used for environmental auditing are:

- The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
- The Greenhouse Gas Protocol: Scope 2 Guidance

GRI 305-3

Other indirect GHG emissions (scope 3)

The gross volume of other, indirect GHG emissions (scope 3) was 106,969.01 tonnes of CO₂ equivalents in 2022.

Our focus in the calculation is on CO₂. Other gases are not relevant in the operational processes of trans-o-flex and were therefore not included in the materiality analysis.

Biogenic CO₂ emissions were not explicitly recorded in scope 3, but can be part of the emission factors used.

The emission factors used come from the following sources: ProBas, Federal Environmental Agency.

Standards and methodologies used for environmental auditing are:

- The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)
- The Greenhouse Gas Protocol: Scope 2 Guidance
- DIN EN ISO 14064

In the consolidation approach for emissions, trans-o-flex relies on operational control. With this approach, trans-o-flex assumes responsibility for activities that arise under the control of the company and can therefore be influenced directly or indirectly.

GRI 305-7

Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant air emissions

In 2022, some 156.92 tonnes of NOx and 4.51 tonnes of particulate matter (PM10) were emitted.

The air pollutants associated with trans-o-flex's business activities are mainly caused by our transport partners and the consumption of diesel fuel required for driving operations. In addition, the refrigeration units of the vehicles and trailers used in the trans-o-flex networks are another major source of NOx and particulate matter emissions.

The calculation of significant air emissions was carried out on the basis of published emission factors from the German Federal Environment Agency and the EU Stage V standard for non-road engines.

Social

Whether through artificial intelligence, online meetings or new programmes – with increasing digitalisation, not only processes but also work itself is becoming more and more digital. Our employees have to deal with many new challenges as a result. In order for this to be successful, they need to be empowered to do so. Openness to digital change and digital skills form the basis for this, as do active health protection and a diverse and inclusive corporate culture. Only in a culture of respect and trust, and in workplaces that focus on protecting the health of employees, can all employees reach their full potential. All of this is a prerequisite for a sustainable digital transformation.

Introduction

Our employees are the key factor for the quality of our service. Because we have recognised this, we place high demands on human resources work. We want to attract, develop and retain qualified staff. That is why we are constantly working to improve our attractiveness as an employer. In addition to rewarding performance, we believe it is important to recognise and develop the individual strengths of our employees and to give them the responsibilities they deserve. Because when all this comes together, work can be fun. And that is the greatest motivator. Recognising and developing the strengths of individual employees and deploying them where they can make the best use of their strengths is therefore a particular focus at trans-o-flex.

We also want to live up to our corporate social responsibility by embracing diversity in our business. We believe that living together with people of different generations, backgrounds or religions, with different talents and life plans, is an enriching experience. It makes it easier for us to develop and implement creative solutions.

Performance-related pay, individual development, living diversity: trans-o-flex has derived specific fields of action in human resources management from these overarching objectives. They range from generational management to issues such as diversity, equal opportunities, work-life balance and skills development.

Our code of conduct sets out basic ethical guidelines for all employees, from trainees to managing directors. From the right to unionise to equal opportunities, it goes without saying that we respect key employee rights.

Employment

Materiality

The core business of trans-o-flex is the shipment, handling and storage of goods. As a result, the majority of our employees are involved in the operational handling of consignments. In addition, we mainly employ specialists in the set-up, organisation and optimisation of logistics chains for sensitive goods, as well as specialists from the fields of IT and finance. We employ a total of 1,912 people in Germany as of 31 December 2022. The trans-o-flex subsidiary ThermoMed in Austria had a total of 117 employees as of 31 December 2022.

The know-how, team spirit, loyalty and positive attitude of our employees are important factors in achieving our strategic goals and business success. It is only when our teams are satisfied with their work, when a loyal and positive atmosphere has been created, that employees can and will reach their full potential, remain committed and make the company successful. We want to inspire and support this attitude in our employees.

One of the biggest challenges facing many industrialised nations, and companies in Germany in particular, is demographic change and the shortage of skilled workers. We need to find answers to the rising average age of our workforce, as well as solutions to the growing shortage of skilled workers and drivers that is now being felt across the logistics industry. That is why we invest in the education of young people. At the same time, we try to recruit trained specialists and develop them into trans-o-flex specialists. To do this, we need to adapt to the ever-changing needs of our customers, the changing technical and regulatory environment and make our jobs more attractive.

Measures

In the year under review, trans-o-flex focused in particular on further digitalising employee-related processes and on further qualifying and training employees. In addition, at least at the beginning of the year, there was still a pandemic-related focus on employee health protection. Health protection and education and training are only touched on here. More detailed information on this can be found in GRI sections 403 (Occupational health and safety) and 404 (Training and education).

- The 'task force' of experienced employees set up during the coronavirus pandemic was maintained after the pandemic in order to be able to respond at short notice to unforeseen staff shortages or unforeseen operational events.
- In 2021, a 270-degree feedback survey was conducted for the first time for all managers. To measure progress, some of the questions from the 270-degree feedback survey were also included in the employee survey, which alternates with the 270-degree feedback survey on an annual basis. The 270-degree feedback survey is about managers learning to better assess themselves, their work and their impact. Managers were asked to rate themselves using a questionnaire. At the same time, employees and supervisors rated the managers from their point of view.
- In autumn 2022 employees had the opportunity for the third time to systematically and anonymously give their personal feedback on working at trans-o-flex. The employee survey became more streamlined, compact and shorter in the year under review. There were several reasons for this. Because the 270-degree feedback is also available for managers, the employee survey was compared with it. As a result, fewer questions were asked about their line manager in the employee survey. Only the core questions about their manager were still asked in order to be able to identify a trend. The employee survey was also updated and three topics were added or expanded: recognition, sustainability (ESG) and remote working. Translations of the questionnaire were also produced on a trial basis with the help of an artificial intelligence-based tool for the first time in 2022. In order to assess the impact in a limited environment, the languages chosen for the trial were primarily Slovenian, Hungarian, Czech and Slovak, which are widely spoken by Austrian employees. Based on good experiences in Austria, the questionnaire will be translated into other languages for the next survey.
- trans-o-flex has developed a concept for identifying and developing talent internally, taking into account aptitude, inclination, ideas for the future and wishes. The aim of talent management is to prepare high-potential employees for new roles and positions. In 2022, trans-o-flex again asked employees and managers to nominate talents to be promoted. Brief profiles were prepared for each of the persons nominated. In addition, several rounds of discussions were held to determine how these employees can and should be developed.
- In the year under review, trans-o-flex continued to conduct the majority of interviews online. Furthermore, approaching potential employees was predominantly digital. On the one hand, advertising opportunities in social media were used for this. On the other hand, the recruitment tools available on social media were also used to target people whose qualifications or interests would fit in with trans-o-flex. In 2022, trans-o-flex returned to the first in-person training fairs since the pandemic, following the applicable remaining hygiene guidelines. In particular, the "Jobs for future" event, which takes place in the vicinity of the trans-o-flex headquarters, has been an excellent platform for attracting young people to trans-o-flex for many years.
- Where their jobs allow, employees are free to organise their working hours flexibly, taking into account operational needs, in order to achieve the best possible work-life balance. It is also an increasingly important factor in employee satisfaction, long-term motivation and sustaining performance.
- Idea management was further digitalised in 2022. Ideas can now be sent directly via SharePoint to the appropriate department for review and evaluation. This made it easier to process the ideas submitted. It also made the process faster and more transparent. Anyone who has submitted an idea can now see the status directly.
- A concept for Corporate Citizenship (CC) was developed to give employees more opportunities for social engagement in order to strengthen and, if possible, expand their commitment in the long term. The background to this is that companies are increasingly expected to integrate social aspects into their strategic orientation and to provide employees with targeted and repeated opportunities to contribute to solving social problems as good corporate citizens. In order

to increase transparency, clear criteria have also been established on which organisations are supported and why, as well as why participation in certain actions takes place. For the criteria, trans-o-flex has based itself on internationally applicable standards, namely the United Nations Sustainable Development Goals (SDGs). All measures are under the central control of the ESG department and are therefore an integral and verifiable part of the sustainability strategy.

Progress

To measure the success of our actions, we document our progress. What we have achieved in 2022 is clearly summarised below.

- A company agreement on remote working was negotiated and successfully implemented for trans-o-flex Express employees.
- A new recruiting function was created.
- The trainee programme was continued.
- The employee survey (ES) was expanded and strengthened to include the topics of appreciation, sustainability (ESG) and mobile working. In addition, the MAB was translated into four other languages (Slovenian, Hungarian, Czech and Slovakian) for the first time in the reporting year.
- trans-o-flex has consistently rewarded employee and team performance in 2022.
- During the year, 58 young men and women took advantage of the training opportunities offered by trans-o-flex. Of these, 41 opted for the traditional apprenticeship as their vocational training and 17 for the dual study programme.
- As part of a trial, trans-o-flex has added another dual study option. The first student began studying Media Design at the International University of Applied Sciences in autumn 2022.
- In addition to the company's social commitment trans-o-flex has also started to make the social commitment of employees transparent. The aim is to encourage committed employees to continue their good deeds and to inspire others to do the same.
- During the year under review, the corporate citizenships (CC's) activities focused on supporting the annual Company Cup at the Hockenheimring, sponsoring and providing sporting activities around the Weinheim Trails, as well as making donations to Tafel Deutschland, the German Refugee Council and Joblinge, a non-profit organisation that supports young people on their way out of youth unemployment. In addition, trans-o-flex participated in Girls/Boys Day and the national Reading Aloud Day, set up the first beehives at selected locations, created space for flower meadows, supported CrowdFarming and once again took part in the Christmas parcel campaign of the Stiftung Kinderzukunft (Children's Future Foundation).
- In 2022, trans-o-flex employees were able to dedicate a working day to social commitment for the first time. Employees will continue to be able to use up to eight hours of their paid time each year for volunteering.
- trans-o-flex paid for the printing of a children's book on type 1 diabetes. It is hoped that children with the condition and those around them will gain a better understanding of the condition as well as the feelings of children affected by it.

GRI 401-1

New employee hires and employee turnover

For the first time this year, trans-o-flex is expanding its reporting to include information on new hires and employee turnover. Comparison with the previous year will be possible from next year. As far as possible, the additional reporting takes into account a separation between clerical and non-clerical employees. The ratio of new hires to the total number of employees is also shown.

New hires

New hires, including apprentices and student trainees, by age group, gender and region. The rate shown refers to the absolute number of new hires.

New hires	2022
Male	254
- of which apprentices	19
Female	86
- of which apprentices	7
Age group	
under 30	115
30 to 50	176
over 50	49
Region Germany	
South	116
East	34
West	81
North	24
Region Austria	85

New hires (%)	2022
Male	75
- of which apprentices	7
Female	25
- of which apprentices	8
Age group	
under 30	34
30 to 50	52
over 50	14
Region Germany	
South	34
East	10
West	24
North	7
Region Austria	25

Employee turnover

The following tables show the number of employees leaving, both in absolute terms and as a percentage of those employed, broken down by area of activity. The rate does not refer to the total number of employees, but to employee turnover.

Employee turnover	2022
Total employee turnover	446
- of which clerical	215
- of which non-clerical	231
Employee turnover, planned	171
Employee turnover, unplanned	275
Executive staff turnover	15
- of which male	12
- of which female	3
Employee turnover by gender	
Male	327
Female	119
Employee turnover by age group	
under 30	117
30 to 50	220
over 50	109
Employee turnover Region Germany	
South	171
East	37
West	118
North	33
Employee turnover Region Austria	87

Employee turnover (%)	2022
Total employee turnover	22
- of which clerical	11
- of which non-clerical	11
Employee turnover, planned	8
Employee turnover, unplanned	14
Executive staff turnover	12
Employee turnover by gender	
Male	64
Female	36
Employee turnover by age group	
under 30	26
30 to 50	49
over 50	25
Employee turnover Region Germany	
South	38
East	8
West	26
North	8
Employee turnover Region Austria	20

GRI 401-2

Benefits provided to full-time employees that are not provided to temporary or part time employees

Our employees are our greatest and most important asset. We treat all employees equally and fairly, and all employees have access to the same company benefits. Therefore, we do not distinguish between full-time and part-time employment, or between temporary and permanent employment.

The company pension scheme in the form of deferred compensation is one of the key benefits offered by trans-o-flex to its employees. This involves saving part of their salary as an additional retirement provision. Since taxes and social security contributions are saved during the savings phase, this form of salary conversion can be attractive. With the support of an insurance partner, an individual consultation is offered to determine together with the employee how the pension will ultimately work for the individual.

Parental leave

Employees of trans-o-flex in Germany and Austria are entitled to parental leave if the legal requirements are met.

The table below shows the total number of employees who took parental leave in 2022. It also shows how many employees were still working at trans-o-flex twelve months after their parental leave.

Parental leave	2022
Total	44
- of which female	32
- of which male	12
Return after end of parental leave	17
- of which female	7
- of which male	10
Return after end of parental leave and employment after 12 months*	15
- of which female	9
- of which male	6

* Only employees whose parental leave ended in 2021 and who were still employed at trans-o-flex 12 months after their parental leave are shown here. Employees whose parental leave has not yet ended are not included.

The following table shows, in relation to the total workforce, what percentage of employees took parental leave and what percentage of these employees returned at the end of their parental leave.

Parental leave (%)	2022
Total	2.17
- of which female	72.73
- of which male	27.27
Return after end of parental leave	38.64
- of which female	41.18
- of which male	58.82

Minimum notice periods regarding operational changes

At trans-o-flex, the employees of various companies are represented by works councils. Cooperation is based on trust and in compliance with legal requirements with the various unions and management bodies.

Occupational health and safety

Materiality

We see health and safety as an investment in our competitiveness. Used properly, preventive health and safety measures can prevent accidents, reduce absenteeism and improve employee health. In the long term, these measures help to maintain performance, reduce the cost of sick pay and reduce the need for temporary replacement of sick employees.

At trans-o-flex, we work to high standards every day. It is therefore very important to us to provide a healthy working environment. We are committed to protecting the health of our employees, enabling them to achieve a healthy work-life balance and providing health promotion services to each individual. This applies to employees who carry out clerical tasks, but especially to those who work at our operative sites. As the working environment of operative employees in particular is classified as potentially hazardous, trans-o-flex places particular emphasis on occupational safety.

Measures

The primary goal of occupational health and safety is to prevent accidents at work and to maintain the long-term health of employees. The central element of occupational health and safety is risk assessment. This allows us to identify where we need to focus our protection efforts and, in particular, to raise employee awareness.

In terms of preventive health protection, trans-o-flex aims above all to make employees aware of potential hazards. For example, each issue of the internal employee magazine contains information on general health protection, first aid and healthy eating. In addition, individual advice is always provided on the ergonomic design of their workplace. In addition, workplace inspections and audits take place on a regular basis. Furthermore, regular fire drills, briefings and training sessions help to raise employees' awareness of occupational safety. Protecting employees from hazards and risks in their respective work environments is one of the primary tasks of trans-o-flex's occupational safety organisation. The organisation of occupational health and safety is part of the DIN EN ISO 9001 certified quality management system and is therefore subject to recognised standards that are continuously improved.

Preventive medical check-ups are also among the measures that trans-o-flex uses to protect its employees. Because of the strain on eyes and posture associated with computer work, office staff are offered G37 occupational health screening during working hours. It is a tool for early detection and prevention of health problems. For forklift truck drivers, occupational health care is offered in accordance with G25 (driving, controlling and monitoring activities). In the true sense of precaution, personal injury to the employee (self-injury) or to colleagues (third-party injury), as well as damage to property, can be prevented or at least significantly reduced by screening.

Since the activities in the operational area are classified as potentially dangerous, trans-o-flex places a special focus on occupational safety here. To ensure the safety of these occupational groups, the workplaces, work sites and the work equipment used there are not only checked regularly, but training in safe working practices is also provided. This includes, for example, training in the handling of dangerous goods, fire safety exercises or instruction in the correct lifting of loads.

The transport and storage of dangerous goods and substances is one of our specialities. Careful handling of goods and their accompanying documentation is essential for safe and efficient working. Regular checks are therefore carried out to ensure that transport partners and their drivers comply with the legal requirements for the transport of dangerous goods. Due to the special hazards, this includes reviewing the specifications for the transport of radioactive goods. In addition, the Dangerous Goods unit has developed specific training for employees involved in the transport of dangerous goods. Employees and drivers are regularly trained in accordance with nationally and

internationally applicable hazardous goods regulations and provided with all necessary information. The courses are documented and the results are recorded in the dangerous goods annual report.

The coronavirus pandemic has created additional challenges for trans-o-flex. For the protection of employees, the specially developed hygiene concepts remained in place during the year under review. The aim was to reduce the risk of infection and maintain trans-o-flex's business operations at all times. The measures were defined centrally by the crisis team and implemented at the sites. The crisis team was guided by the requirements of its customers and by the legal requirements that were issued for occupational health and safety in the context of the coronavirus pandemic.

Progress

With infection prevention measures, remote working where possible and other measures, trans-o-flex has already achieved a great deal for the health of its employees. But it is only by regularly reviewing and challenging what has been achieved, consistently evaluating new processes and responding quickly to changes that health and safety is truly employee-focused. For this reason, the department was completely restructured. In addition, it was decided to train a dedicated occupational safety specialist who will also act as a liaison between all external occupational safety specialists deployed. Together with our company doctors, occupational safety specialists, the unions and management, we therefore regularly discuss where adjustments and improvements can be made at occupational safety meetings and coordination talks.

As part of its integration management, trans-o-flex invites employees who have been absent due to illness for more than six weeks to an interview. During the interview, the employee is asked whether there were operational reasons for their absence. Preventive measures are defined together if this is the case. Gradual reintegration aims to gradually return workers to full employment after a long period of sickness, thus facilitating the transition to full employment. Before the reintegration is completed, another interview takes place to check the success.

Severely disabled people are part of our society and our company. They are just as capable and willing to work as non-disabled people, although they often have to work harder. If necessary, they are supported by the representative body for people with disabilities. At trans-o-flex, severely disabled employees are fully integrated and perform demanding jobs.

In view of the special challenges posed by the coronavirus pandemic, trans-o-flex has adapted its hygiene and health protection measures during the year in line with the pandemic and the requirements of the SARS-CoV-2 Occupational Health and Safety Ordinance. Among other things, business trips and events were largely avoided, remote working was used where possible, fixed teams were formed, additional break rooms were set up and employees had access to the testing and temperature measurement facilities on offer. As a result, all sites were able to remain fully operational despite the exceptional pressures.

GRI 403-1

Occupational health and safety management system

trans-o-flex complies with the legal requirements for occupational health and safety applicable in Germany and Austria. For computer workstations, trans-o-flex Express has signed a company agreement with the unions and management. In addition, there are clear process descriptions for occupational health and safety that are embedded in the quality management system. Apart from this, trans-o-flex has not yet implemented a specific management system for occupational health and safety.

GRI 403-2

Hazard identification, risk assessment and incident investigation

Risk assessment is at the heart of occupational health and safety. It is the basis for systematic and successful health and safety management. The aim is to proactively identify and eliminate hazards before they lead to accidents or injuries. This assessment is the starting point for the protection of the health and safety of employees in the workplace.

In addition to the risk assessments, occupational safety meetings are held four times a year at trans-o-flex. During these meetings, the responsible occupational health and safety specialists discuss and review existing hazards with the site managers, the unions and management. All incidents are jointly investigated and, if necessary, a new risk assessment is carried out.

The risk assessment was carried out as part of the annual review of the DIN EN ISO 9001 quality management system. This goes hand in hand with a continuous improvement process that is influenced not only by legal requirements, but also by process developments and lessons learned from day-to-day operations.

If employees themselves identify hazards, they can either contact their supervisor, the responsible occupational health and safety specialist, the occupational health and safety department, the local unions and management or the external whistleblowing office. Special feature of the latter office: complaints or identified hazards can be reported confidentially without the identity of the whistleblower becoming known.

In principle, the process at trans-o-flex requires accidents at work and on the way to and from work to be reported to the occupational health and safety department. At the same time, a report is sent to the Employers' Liability Insurance Association and, if necessary, an accident investigation is initiated immediately. All commuting and work-related accidents are also discussed in the occupational health and safety committee. Where necessary, new work instructions will be issued and risk assessments currently in place will be adapted. The results of the meetings are recorded in writing and archived for documentation.

GRI 403-3

Occupational health services

Occupational healthcare at trans-o-flex includes services and measures that promote health in the workplace and prevent work-related or occupational diseases. The company doctor is available to all employees for consultation.

The company doctors regularly attend the works committee meetings. In accordance with legal requirements, they are also on site and available for workplace inspections. The company doctors can be reached at any time by telephone and e-mail. Contact details are available to all employees and are posted at the sites.

GRI 403-4

Worker participation, consultation and communication on occupational health and safety

In Germany, occupational health and safety committees are regulated by law. The organisation is the responsibility of the individual sites. The health and safety committees meet four times a year. Together with the site manager, the occupational health and safety specialist, the company doctor, the safety officers, the unions and management, employee concerns can be discussed and decisions can be made directly, which are then implemented.

Health and safety issues are regularly communicated to employees by e-mail and through the internal employee magazine. This is also available on the intranet.

GRI 403-5

Worker training on occupational health and safety

All employees receive regular health and safety training from their supervisors. New employees receive their first training as part of their induction or the onboarding sessions introduced for new employees, during which they get to know the various departments at trans-o-flex. When they start working for trans-o-flex, our non-clerical workers also receive special health and safety training that covers the specifics of working in warehouses and handling facilities. The second and all subsequent training sessions can then be carried out with the rest of the unit's staff. The Training & Service department, which is constantly working to provide more e-learning content, supports the managers in their work.

GRI 403-6

Promotion of workers' health

We want to motivate our employees to lead healthy lifestyles and encourage them to take personal responsibility for their health. For example, trans-o-flex supports its employees in avoiding factors that are harmful to their health and in maintaining a healthy lifestyle. To this end, regular health checks are offered within the company. In addition to this individual health care, trans-o-flex uses its internal communication media to inform all its employees about ways to protect their own health.

During the year, the ESG team launched a project to analyse and improve occupational health management at trans-o-flex. The first measures from the programme, which include cooperation with health protection organisations, recognised measures to promote physical activity, incentives for healthier eating and offers to organise breaks, have already been implemented in 2022. For example, employees are now regularly provided with fresh fruit at all our sites. Employees can also take part in regular running training sessions, which are also supervised by experts before the sponsored sporting events. At the Erfurt and Leipzig sites, the green spaces were also redesigned and picnic benches were installed during the year. Further ESG measures are under discussion and will be introduced gradually.

GRI 403-7

Prevention and mitigation of occupational health and safety impacts directly linked by business relationships

At trans-o-flex, Central Purchasing and Transport and Line Haul Management are primarily concerned with identifying and deploying reliable partners. While Central Purchasing focuses on service providers in general, Transport and Line Haul Management focuses on transport companies for collection, line haul and distribution of goods. All of our partners are required to comply with the legal requirements that apply to our business activities. They must also comply with our supplier code of conduct. The supplier code includes clear requirements to comply with applicable health and safety regulations.

GRI 403-8

Workers covered by occupational health and safety management system

One of trans-o-flex's principles is to comply with all legal requirements. This therefore applies to business activities in Germany as well as in Austria, where trans-o-flex operates four sites. As a result, all employees benefit from the occupational health and safety measures in place. trans-o-flex does not use a separate management system for occupational health and safety.

For its own employees, trans-o-flex regularly carries out the required training itself.

Work-related injuries

The key measurement and control parameter in occupational health and safety is the number of accidents per 200,000 hours worked. In the year under review it was 2.51, a decrease from the previous year (2.96). Throughout the company there were 45 reportable accidents involving more than three days' absence from work. Commuting accidents are not recorded separately at trans-o-flex. They are already included in the list of reportable accidents at work.

Since 2015, data on occupational accidents has been collected centrally and is regularly evaluated. All employees working directly for trans-o-flex and its subsidiaries are included in the accident data. These statistics do not include the system partners used by trans-o-flex, nor the logistics partners and their drivers. An evaluation of accidents in terms of injury frequency has not yet been carried out at trans-o-flex.

Work-related injuries	2022
Reportable work accidents (number)	45
Reportable work accidents (%)	76.15
Fatal occupational accidents (number)	0
Fatal occupational accidents (%)	0
Accident-related days lost (calendar days)	1,511
Accident rate (%)*	29.31
Actual hours worked (number)*	3,580,973
Lost time injuries per 200,000 hours (LTIFR)	2.51

* ohne Österreich

Work-related ill health

Incidents of work-related ill health have not yet been evaluated separately by trans-o-flex. However, we are working to ensure that this information is also evaluated and made public in future.

Training and education

Materiality

German society is ageing and there is a shortage of skilled workers. The logistics sector also faces a shortage of drivers. The coronavirus crisis has brought this shortcoming to the fore and highlighted the need to address this important issue.

Strategic succession planning is therefore one of the most important tasks of our human resources work, alongside employee development. This is not just about constantly improving our attractiveness as an employer or attracting and retaining young talent. Above all, it is about identifying, nurturing and targeting the potential of our employees in all age groups. At the same time, it is important to provide our employees with consistent training and to enable them to develop as individuals. Another important factor in maintaining our competitiveness is that we accompany and support our employees as the tasks and requirements in our company change.

Measures

- Depending on their school-leaving qualifications and personal aptitudes, young people can apply for eight different training and study programmes at trans-o-flex in Germany. They range from freight forwarding and logistics administrators to IT specialists and warehouse logistics specialists. In addition to these state-recognised apprenticeships, trans-o-flex has been offering dual courses of study in Germany in cooperation with the Baden-Württemberg Cooperative State University for many years now. Students can obtain the following degrees through the dual study programmes: Bachelor of Arts, Bachelor of Science and Bachelor of Engineering. Since 2021, trans-o-flex has also offered a dual course of study in "Logistics Management" and "Real Estate Management" at the International University of Applied Sciences. In 2022, an additional place was offered in Media Design. As they train and study, the young professionals get to know all the departments internally. In this way, trans-o-flex can prioritise training according to skills and interests at an early stage and support targeted qualification. We also offer young people the opportunity to gain an insight into our company through work study placements and internships. This is another way of attracting young people to trans-o-flex.
- A separate company, trans-o-flex Training & Service GmbH, is responsible for employee training at trans-o-flex. In addition to the training and development of its own employees, trans-o-flex places particular emphasis on training the drivers of its transport partners. This makes it easier for trans-o-flex to prepare not only its own employees, but also employees of system partners or employees of transport partners for their tasks in the trans-o-flex network and to ensure the necessary qualifications and further training. Employees should receive comprehensive training and development, from onboarding (when they join trans-o-flex) to targeted further professional qualification and talent management. In this way, trans-o-flex aims to ensure the highest possible consistency in delivery quality, to secure and improve quality in the operational area in general, and to increase the skills and satisfaction of its employees. To help employees become specialists in their field, a range of training courses are already being prepared for operations, sales, customer service and administration. In addition to in-person training, the various modules will also be offered online as e-learning courses. The aim is to develop a training catalogue that employees can use both to develop their own skills and to create learning pathways for specific areas.
- Onboarding days are held regularly for new employees. All new employees receive a structured induction over three days. This gives them an insight into all business areas and all processes at trans-o-flex. As well as providing basic knowledge, the aim of the onboarding days is to enable new employees to make contacts in the various departments and with colleagues as quickly as possible. This foundation is then followed by a series of modular induction days, tailored to the specific needs of operations or sales, or taking into account information that is important for new managers. Operative onboarding, which also lasts three days, is aimed specifically at

operative employees to give them a deeper insight into operational processes. Operative onboarding includes, for example, a meeting with the branch manager, accompanying a delivery tour, an introduction to process control and secure storage. For new sales colleagues, the focus is on learning about the CRM system, tender management, contribution management and sales controlling. New managers receive training tailored to their new role, with either an administrative or operational focus. The induction also includes one-to-one meetings with specialists from the various departments with whom the new manager will have frequent contact in his or her day-to-day work. The onboarding sessions are rounded off with personal meetings as required, for example with management or representatives of the two operational units, ThermoMed and Logistik-Service.

- In addition to onboarding, managers and sales staff regularly receive additional training and coaching. Management development is carried out with the support of external trainers, who help the managers to develop their management skills in a targeted manner. It is therefore part of human resource development. Management development focuses specifically on positively influencing and developing the thinking and actions of managers, and includes theory sessions as well as practical phases where learning can be put into practice. Sales training is also carried out with the support of external specialists. The concept is that every salesperson goes through two modules, one on communication and one on conscious selling. The focus of the training is on preparing for a discussion, entering into a discussion, arguing in a discussion, needs analysis and other communication topics. Targeted coaching and workshops on specific topics complete the sales training.
- The team at trans-o-flex Training & Service GmbH has developed a new, comprehensive training concept for all trans-o-flex employees. In this way, trans-o-flex aims to further qualify all employees. The concept consists of a two-day basic training course for all participants, supplemented by individual subject-specific training sessions. In addition to providing a uniform, basic technical knowledge of industry-oriented express logistics, the basic training also addresses and promotes the values and culture of trans-o-flex and strengthens identification with the company. Trainers are internal managers who have been specially prepared for this role through a train-the-trainer course. At the end of the basic training course, each employee is issued with a personal training pass confirming their attendance. The pass accompanies employees throughout their time at trans-o-flex and also documents any further training. Training is planned for all trans-o-flex departments, i.e. Operations, Sales, Customer Service and Administration. In addition to classroom sessions, various modules are planned as online training. To provide the necessary infrastructure, professionally equipped training centres have been set up at seven sites, each responsible for a specific region.
- Satisfied customers are important for the success of a company. The skills of customer service staff are therefore important, as they have a significant impact on the customer experience. Everything from the first contact to the completion of the purchase is part of the customer experience. Customer service is therefore one of the most important areas at trans-o-flex for improving this experience. Therefore, a dedicated trainer was hired in 2022. His training focuses on achieving excellence in customer service, optimising customer focus, improving productivity and accessibility, communicating corporate values, standardising processes across sites and improving internal communication. After an initial round of training in 2022, the plan is for all customer service staff to receive training once per quarter in 2023. In the medium term, the plan is to develop a comprehensive customer service training programme that can be used by other departments. In addition, the range of training on offer is to be continuously improved and expanded.

- At trans-o-flex, management feedback is an important tool for improving cooperation, organisational culture, employee satisfaction and motivation, productivity and working relationships. To open up dialogue on these issues, trans-o-flex has established a process through which managers systematically receive feedback from their employees every two years, as through their supervisor. This feedback is complemented by the manager's perception of himself or herself. The different perspectives allow managers to compare how others see them with how they see themselves, and to learn from this. This feedback is therefore of great value in the context of leadership development.
- Attracting and retaining highly qualified people for demanding jobs is one of the tasks of our human resources development. To achieve this, trans-o-flex relies on both its talent management programme introduced in 2021 and the new trainee programme introduced in 2022. The aim of talent management is to guide and support internal talent on their career path at trans-o-flex. Talent management works closely with HR development to identify where new talent is at an early stage and how they can be helped to prepare for positions as specialists or managers in our company. The trainee programme, on the other hand, is aimed primarily at graduates and/or highly qualified career changers. The aim is to increase the attractiveness of trans-o-flex on the labour market and to attract specialists and managers to trans-o-flex who might not otherwise have become aware of the company.
- Because the world we work in is constantly changing, as are the demands and tasks within our organisation, trans-o-flex relies on structured change management. A core task of change management is therefore also to support employees in successfully managing the necessary change. This includes topics such as lifelong learning, where the department provides advice and supports personnel development and talent management in long-term planning and process documentation.
- At trans-o-flex, knowledge is a key production factor. One way to influence this important resource is through knowledge management. Its objectives are to acquire, develop, store and use knowledge. Knowledge transfer plays an important role in this. A new position was created at the end of 2022 to record existing knowledge in a structured way and make it available to all employees. The goal is to introduce knowledge management at trans-o-flex in 2023. It is intended to support employees in self-development, to become an important tool in succession planning, to support onboarding and to help achieve process optimisation more quickly, for example by enabling best practice solutions to be adapted more quickly across the country. By externalising knowledge from the minds of individual employees, it is made accessible to the whole organisation through its transfer and archiving. Because knowledge is stored in a structured way, all employees have the same access to it, enabling the establishment of a uniform standard of knowledge and improving internal communication. This applies not only to day-to-day work, but also to project collaboration and external communication.

Progress

- Participation in the jobs for future job fair to attract new recruits.
- The application process has been further digitised and simplified. For recruiting purposes, on-line interviewing was again the main method used.
- To simplify communication, an onboarding SharePoint was created to complement the onboarding process, where employees can find all the presentations given during the onboarding process.
- Creation of a new knowledge management position in Training & Service.
- In 2022, two new driver instructors joined the existing team of 17 instructors. There are plans to expand the team further.
- A trainer specialising in Customer Service (CS) issues and the specific training requirements of this area has been recruited in the Training & Service area.
- In the area of training and service, the conditions have been created for employees to proactively suggest individual training and development measures. The department then provides targeted support and guidance to employees until they complete their training.
- The basic training courses provided for all trans-o-flex members in the new further training concept have got off to a successful start in 2022. The training was initially rolled out to managers, but from autumn 2022 any employee will be able to sign up for open dates. A total of 213 employees were trained in this way in 2022.
- To provide the necessary infrastructure for the basic training courses, professionally equipped training centres have been set up at seven sites, each responsible for a specific region.
- The sales and management training series continued in 2022.

GRI 404-1

Average hours of training per year per employee

In recent years, trans-o-flex has significantly expanded its range of training courses. In 2022, a total of 9,282 hours were spent on training. The following table does not include hours spent in traditional or dual studies or in statutory training and instruction.

Further education and training	2022
Number of hours spent by employees on training	9,282
- of which number of hours by males	5,390
- of which number of hours by females	3,892
- of which number of hours in the clerical area	7,510
- of which number of hours in the non-clerical area	1,772
Average hours of training per employee	4.58
Average hours of training per male	3.69
Average hours of training per female	6.87
Average hours of training per clerical employee	6.45
Average hours of training per non-clerical employee	2.05

GRI 404-2

Programmes for upgrading employee skills and transition assistance programmes

Talent management is an important part of human resources development at trans-o-flex and stands for personnel policy, strategic measures to ensure the long-term development of talent and the filling of critical positions for specialists and managers. The aim is to identify talent within our organisation at an early stage and prepare them specifically for specialist or management roles. We deliberately do not allow only managers to nominate talent for specific development programmes. All employees can influence their own careers by applying directly for talent management programmes at trans-o-flex.

The foundations of talent management at trans-o-flex were laid in 2021. In the same year, the first ten talents were identified for inclusion in the talent management programme. Based on the experiences from the first talent identification round, the talent management programme was optimised and adapted in 2022.

GRI 404-3

Percentage of employees receiving regular performance and career development reviews

In principle, all trans-o-flex employees are entitled to an annual appraisal. So far, trans-o-flex has not recorded the number of people who have taken up this offer. We are working on being able to record and publish these key figures in future.

Diversity and equal opportunity

Materiality

Every person is unique. This therefore also applies to the employees at trans-o-flex. We believe that the diversity of our employees is an important basis for the performance and success of trans-o-flex. That is why diversity management has been part of our daily practice for many years.

At trans-o-flex, around 2,000 people from 60 nations work together constructively and respectfully. Without employees from different cultures, with their language skills, knowledge of traditions and peculiarities, trans-o-flex would not be able to sustain its business. By embracing diversity, we improve our adaptability to changes in market conditions and our ability to compete for the best talent. As part of our human resources management, we therefore seek to promote a diverse workforce and ensure that our employees are provided with a workplace free of discrimination, regardless of their age, origin, religion, gender, sexual identity or disability. At the same time, we are committed to providing equal opportunities for all employees.

Measures

Our code of conduct sets out a zero-tolerance policy on discrimination. After all, openness, trust and mutual respect are some of the core values of our corporate culture. The equal inclusion of all employees in the day-to-day life of the company is as much a matter of course for us as the firm rejection of prejudice, discrimination and segregation. Because we believe that our company's success is first and foremost a team success. It is based on the commitment, the creativity and the knowledge of each and every one of our employees.

trans-o-flex has developed a code of conduct and requires all its employees to comply with it. The code provides the basis for ethically, socially and legally correct behaviour. trans-o-flex has set up a whistleblowing office to enable employees to contact a neutral, external body confidentially to investigate suspected or actual violations of the code of conduct. Employees who wish to report information about illegal or inappropriate behaviour can contact this office. As this is an external point of trust in a law firm to which no one from trans-o-flex is authorised to give instructions, whistleblowers need not fear any disadvantages for themselves. In addition, violations can also be reported directly to the respective managers or to the social partners of trans-o-flex.

Progress

- In 2022, there were no reported violations of the trans-o-flex code of conduct.
- trans-o-flex is now working with Jobs4refugees. Jobs4refugees is a non-profit organisation that places refugees with trans-o-flex according to a defined set of requirements. The aim of the cooperation is to help refugees find work and training. This will enable them to participate in our society. Jobs4refugees supports trans-o-flex in all matters relating to the employment of refugees in order to promote sustainable employment.

GRI 405-1

Diversity of governance bodies and employees

The gender ratio and age of the Supervisory Board members and employees of trans-o-flex are shown in the following table.

Diversity	2022
Governance bodies	
Persons in governance bodies	6
- of which male	4
- of which female	2
Age group	
under 30	0
30-50	0
over 50	6
Employees in the non-clerical area	
Total	866
- of which male	782
- of which female	84
Age group	
under 30	60
30-50	419
over 50	387
Employees in the clerical area	
Total	1,164
- of which male	681
- of which female	483
Age group	
under 30	191
30-50	524
over 50	449
Nationalities	
Number of nationalities	60
Number of foreign employees	546

GRI 405-2

Ratio of basic salary and remuneration of women to men

To date, trans-o-flex has not collected any data on the ratio of remuneration between women and men. Our human resources management is working on a concept for this.

Non-discrimination

Materiality

Our employees represent many different cultures, social, religious and generational backgrounds. Equal opportunities and non-discrimination are therefore a matter of course for us, especially at a time when there is a shortage of young talent in the labour market and it is becoming increasingly difficult to find and retain skilled workers. As an employer, we believe it is our responsibility to create an environment in which all our employees are treated with respect and without prejudice. This is enshrined in our mission statement and made mandatory for all employees in our code of conduct. Among other things, it states: "We do not tolerate discriminatory behaviour towards employees or applicants on the grounds of ethnic origin, nationality, gender, age, disability, religion or belief, sexual orientation or any other legally protected characteristics."

Our corporate culture is built on working together and respecting each other. All employees are required to comply with the code of conduct.

Measures

Violations of the code of conduct may result in consequences under labour law. Any employee can report violations of the code of conduct to their manager or, anonymously, to the external whistleblowing hotline.

In order to check where we stand in terms of mutual recognition, this point is an essential part of the employee survey, which was carried out for the third time at trans-o-flex in 2022.

Progress

- Measurable progress has been made in terms of recognition. This was shown by the 2022 employee survey.
- A workshop on diversity sensitive recruitment has been developed.

Freedom of association and collective bargaining

Materiality

Our code of conduct applies to all of our employees at all of our sites. It explicitly states that human rights and fundamental social standards, including the right to freedom of association, must be respected. Specifically, it states that: "Every employee is also free to join an employee representative body or a trade union if he or she wishes to do so. We recognise and respect the right to collective bargaining in accordance with applicable laws and regulations."

trans-o-flex operates primarily in Germany and Austria. Internationally, we work with partners in the EURODIS association, whose network covers 36 European countries*. When it comes to suppliers, trans-o-flex also works mainly with business partners in Germany and Austria. Suppliers are often located close to our sites, which helps the local economy. A number of the trans-o-flex companies are members of employers' associations. In particular, they represent the socio-political and economic interests of their members in collective bargaining with the trade unions.

* Status: end of 2022

Progress

- We are not aware of any violations of the right to freedom of association and collective bargaining at trans-o-flex sites during the reporting period.
- A separate company agreement was concluded for one site in 2022.

GRI 407-1

Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk

No violations are known for the reporting period. There was no increased risk or threat at our own sites. We are also not aware of any violations of the right to freedom of association and collective bargaining among our transport partners and the factory contractors we use.

GRI 408

Child labour

Materiality

Our code of conduct applies to all of our employees and sites. It explicitly states that human rights and fundamental social standards must be respected. This also includes the banning of child labour. Specifically, our code of conduct states: "Accordingly, we respect human rights within our sphere of influence and are expressly committed to the abolition of all forms of child and forced labour."

With our operations in Germany and Austria, we are automatically subject to the laws in force in these countries that prohibit the use of child labour. The same applies to our suppliers who operate exclusively in Germany and Austria. All our major suppliers, including those operating in other countries, have signed the trans-o-flex code of conduct, which includes an explicit commitment to the banning of child and forced labour.

Measures

Legal changes such as the German Act on Corporate Due Diligence Obligations in Supply Chains (Lieferkettensorgfaltspflichtengesetz, LkSG) are already being prepared in projects so that the necessary steps can be implemented.

Progress

- There was no increased risk of child labour at trans-o-flex sites during the reporting period.
- No violations of the banning of child labour are known for the reporting period.

GRI 408-1

Operations and suppliers at significant risk of incidents of child labour

- There was no increased risk of child labour at trans-o-flex sites during the reporting period.
- There were no known violations of the banning of child labour among the suppliers used by trans-o-flex during the reporting period.

GRI 409

Forced or compulsory labour

Materiality

Our code of conduct applies to all of our employees and at all of our sites. It explicitly states that human rights and fundamental social standards, including the banning of forced labour, must be respected.

With our operations in Germany and Austria, we are automatically subject to the laws in force in these countries that prohibit the use of child labour. The same applies to our suppliers who operate exclusively in Germany and Austria. All our major suppliers, including those operating in other countries, have signed the trans-o-flex code of conduct, which includes an explicit commitment to the banning of child and forced labour.

Measures

Legal changes such as the German Act on Corporate Due Diligence Obligations in Supply Chains (Lieferkettensorgfaltspflichtengesetz, LkSG) are already being prepared in projects so that the necessary steps can be implemented.

Progress

- There was no increased risk of forced labour at trans-o-flex sites during the reporting period.
- No violations of the banning of forced labour are known for the reporting period.

GRI 409-1

Operations and suppliers with a significant risk of incidents of forced or compulsory labour

We are not aware of any verifiable violations of the ban on forced labour at trans-o-flex suppliers for the reporting period.

GRI 410

Security practices

Materiality

To protect our sites and the goods they contain, we work with external service providers and authorities such as the police for out-of-hours security services. Our sustainability standards require them to respect human rights. All external service providers have access to our code of conduct and are required to comply with its standards. Due to our focus on Germany and Austria, the applicable laws apply to us and the security services we use.

Measures

If necessary, we would always call on the local police, who are trained in human rights issues. In the case of the security services we use, we would review the relationship as necessary or terminate it if we found anything suspicious.

Progress

In the period under review, we are not aware of any verifiable breaches by the security services used by trans-o-flex.

GRI 410-1

Security personnel trained in human rights policies and procedures

trans-o-flex does not employ its own security personnel. If necessary, we would always call on the local police, who are trained in human rights issues. We have not had to make use of this option during the period under review.

GRI 411

Rights of indigenous peoples

Materiality

Our code of conduct requires employees and suppliers not to discriminate based on colour, gender, race or ethnicity.

Measures

No violations of the rights of indigenous peoples are known for the reporting period. Given that trans-o-flex focuses on Germany and Austria, there is no explicit programme for their rights.

GRI 410-1

Incidents of violations involving rights of indigenous peoples

We are not aware of any violations of indigenous peoples' rights during the reporting period.

GRI 412

Human rights assessment

Materiality

In Germany and Austria, there are laws that prohibit work that is inhumane. We also expect our suppliers to comply with human rights standards, as most of them are based in Germany and Austria and only operate in these countries. trans-o-flex also only works with partners in Central Europe and the European Union.

Measures

Our code of conduct forms the basis of our relationship with all our suppliers, service providers and business partners. It covers all human and labour rights relevant to our business activities, as well as related international conventions.

Progress

We are not aware of any violations of human rights during the reporting period.

GRI 412-1

Operations that have been subject to human rights reviews or human rights impact assessment

No such reviews or assessments took place during the reporting period.

GRI 412-2

Employee training on human rights policies and procedures

During the reporting period, no such training sessions were held.

GRI 412-3

Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening

No investment agreements or contracts were concluded in this regard during the reporting period.

GRI 413

Local communities

Materiality

Our sites are located in Germany and Austria. There were no particular negative impacts on local communities here. Accordingly, there were no significant programmes for their involvement or promotion.

Measures

There are no reportable measures or progress for this GRI.

GRI 414

Supplier social assessment

Materiality

The Supply Chain Due Diligence Act (Lieferkettensorgfaltspflichtengesetz, LkSG) implements the requirements of the UN Guiding Principles for Business and Human Rights in Germany. For trans-flex, the contents of this Act, which came into force at the beginning of 2023, will only apply from 2024 due to the number of employees. Irrespective of this, all the necessary conditions are already being put in place to ensure that the five cornerstones of the new law are met. This includes incorporating the following into our management approaches:

- Policy statements and guidelines
- Assessment of particular risks and impacts on human rights
- Implement and review measures
- Establish effective complaints mechanisms
- Transparent reporting

Measures

In 2022, a concept for internal procurement was developed, which is to be implemented next year. The overall project on sustainable procurement guidelines is to come into force in 2025.

GRI 414-1

New suppliers screened on the basis of social criteria

We are working on being able to present these figures transparently in future. Disclosure is planned for next year with the introduction of the Supply Chain Due Diligence Act.

GRI 415

Public policy

Materiality

Companies today have a responsibility to ensure fair working conditions. Implementation along the value chain requires a high level of commitment, which is unfortunately still a competitive disadvantage today. This is where we see the responsibility of politics: to intervene and pave the way for corporate responsibility to become the norm. In this respect, we welcome the introduction of the Supply Chain Due Diligence Act, which will ensure that all market participants are subject to the same rules. We also welcome the government's initiatives and plans to make Germany carbon neutral by 2045. We support the Climate Change Act and have aligned our internal sustainability strategy with the government's targets. We see corporate responsibility as being both a social and environmental responsibility.

Measures

We demonstrate our support in the above areas by aligning our strategies and plans with policy and regulatory interventions. We do not comment publicly on political projects.

GRI 415-1

Political contributions

No donations, in cash or in kind, were made to political parties during the reporting period.

GRI 416

Customer health and safety

Materiality

Focusing on actively temperature-controlled pharmaceutical shipments, we are one of the leading companies in Germany that offer this. Our processes are certified to the exacting standards of GDP (Good Distribution Practice). For us and our customers, cleanliness, safety and excellent quality are paramount. For trans-o-flex, high quality means meeting customer requirements for safety, reliability and punctuality in the best possible way. The central quality management department is responsible for ensuring that the right conditions are in place to promote a culture of quality throughout the company and that all employees act in a quality-conscious and responsible manner.

All our services are subject to a defined quality assurance process. This is especially true for the sensitive medicines that trans-o-flex transports and delivers to pharmaceutical wholesalers, hospitals, pharmacies or even directly to patients. Quality Assurance, Corporate Safety, Health and Operations share responsibility for ensuring that services are provided in accordance with legal requirements and that neither people nor property are harmed. Compliance with all processes designed to protect goods and people is regularly verified by independent certification bodies. In addition, trans-o-flex customers regularly check for themselves whether trans-o-flex is consistently complying with the GDP specifications.

The security of cargo is an important factor in every industry. For this reason, trans-o-flex is continuously working to certify its sites according to the demanding standards of TAPA FSR. TAPA's Facility Security Requirements (FSR) were developed by supply chain security experts. They help protect products that are specifically targeted for theft.

Measures

trans-o-flex has introduced its own process for dealing with errors that may occur despite its own high standards. In accordance with the CAPA principles (Corrective and Preventive Action), any discrepancies/deviations/errors that occur are systematically investigated and corrective measures and subsequently preventive measures are implemented. trans-o-flex has achieved a high standard in the handling of complaints and responds directly and solution-oriented in individual cases.

In order to exclude errors from the outset as far as possible, all employees and drivers receive regular training. This includes, in particular, the special hazards and risks that may arise during the transport of dangerous goods. As trans-o-flex is one of the few service providers able to transport dangerous goods in quantities that require labelling, all our employees are trained in the handling of dangerous goods. Our drivers are required to have special training for the transport of dangerous goods, without which they would not be employed by trans-o-flex. Drivers also receive annual training from the dangerous goods department. This is documented in the dangerous goods annual report.

In addition to its quality management system and the GDP certification based on it, trans-o-flex has developed its own quality guidelines, which are regularly communicated in training sessions. In addition, trans-o-flex has introduced numerous security mechanisms to protect its customers and their goods. This includes having an exclusion procedure for unpackaged and dangerous goods that could pose a risk to our employees, our drivers or to consignees.

Because trans-o-flex often stores and transports high-value, theft-prone products and controlled substances for its customers, security is one of the biggest challenges in the supply chain. As a logistics company, many of our sites are now certified to TAPA standards to ensure the security of goods and commodities. This includes the use of security services as well as access controls and other security measures that trans-o-flex does not disclose for reasons of corporate security.

No breaches or incidents concerning customer health and safety came to light in the year under review.

Progress

- In the year under review, trans-o-flex successfully had its GDP compliance verified by two independent certification companies.
- There were no significant deviations from the defined processes.
- In 2022, seven sites were TAPA certified: Driedorf, Cologne, Nuremberg, St. Ingbert, Alzenau, Wildenfels and Herford.

GRI 416-1

Assessment of the health and safety impacts of product and service categories

There are no known effects in this regard for the reporting period.

GRI 416-2

Incidents of non-compliance concerning the health and safety impacts of products and services

There are no known violations in this regard for the reporting period.

GRI 417

Marketing and labelling

Materiality

trans-o-flex focuses on honesty, credibility and transparency in its sustainability communication. Our code of conduct forms the basis of our corporate communications. Among other things, it requires us to be fair and respectful of others. This includes a commitment to the values accepted in liberal democracies. This also includes respecting the dignity of all people, regardless of their nationality, origin, colour, ancestry, gender, age, religion, sexual orientation, beliefs, political views, appearance or other personal characteristics.

We always try to use sustainable materials when developing products. We also design our products in such a way that fairness towards the people in our supply chain is always maintained. We also comply with data protection requirements. To help our customers understand our approach, services and communications and make informed decisions, we have made a wide range of information about our products and communications available on our website.

Measures

Customer awareness of trans-o-flex's commitment to sustainability was further enhanced in the year under review. Among other things, this means that sustainable aspects are now taken into account in product development. For example, a biodegradable packaging material was deliberately chosen for the new document transport offer (tof.cover). ESG criteria are taken into account for marketing materials and service providers that comply with sustainable and social standards are also specifically selected. ESG topics are also deliberately placed on the agenda of internal and external events to increase customer awareness of the company's commitment to sustainability.

A key element was the introduction of trans-o-flex's CO₂ offset scheme in 2022. The trans-o-flex CO₂ offset scheme is a carbon offset for the transport of our customers' goods. It is a polluter-pays levy that is already helping to protect the climate today and to improve the carbon footprint of trans-o-flex's customers. This is because the income from the CO₂ offset scheme is used to buy carbon credits from projects that have a proven track record of avoiding CO₂ emissions. This ensures maximum transparency. It also ensures fair offsetting of emissions. We document and confirm the offsetting in a traceable manner by providing customers with a certificate which they can then use for their own communications under a user agreement.

With its Sustainable Development Goals (SDGs), the United Nations has adopted a detailed agenda – 17 goals and 169 sub-goals – for a future worth living. trans-o-flex focuses on the nine SDGs over which we have the greatest influence. At the same time, focusing on these SDGs helps us on our journey towards greater sustainability by making it easier for us to categorise and prioritise projects, as well as the accompanying communication.

Progress

- In 2022, we have significantly expanded our communication of our ESG commitments. This is particularly true of social media.
- To keep employees up to date on ESG measures and how they can get involved, they receive all relevant information through the employee newsletter.
- The newsletter and trans-o-flex magazine keep customers informed about environmental, economic and social developments.
- An "Orange Day" was organised for the first time in 2022 to raise employee awareness of sustainability. To help achieve this, trans-o-flex has teamed up with CrowdFarming. This involved planting 200 orange trees, which can produce up to 10,000 oranges. This involves the use of environmentally friendly cultivation techniques, responsible use of water and sustainable packaging. All CrowdFarming transport is overland to minimise CO₂ emissions. This is because fruit is often airfreighted, which is associated with a higher carbon footprint. Last but not least, CrowdFarming tries to minimise packaging, sending most products in recycled cardboard boxes and not delivering individual portions at all. In total, CrowdFarming is now supporting more than 260 farmers in 8 countries. As part of the "Orange Days" campaign, each employee received two oranges that were sustainably grown and transported. The campaign was accompanied by communication to show employees and the public that economic growth can go hand in hand with environmental and socio-economic impacts.
- In 2022, the groundwork was laid for ESG issues to be included and tracked in regular customer surveys from 2023.
- In 2022, the biennial employee survey included several ESG questions.
- Information on ESG (Environment & Responsibility) has been added to the website.
- The tof.cover product was launched. In connection with this, trans-o-flex now offers its customers biodegradable shipping bags.
- Trees were planted during the year as a thank you for participating in the customer survey. The partner in this campaign is the "click a tree" organisation, which has planted a total of 1,406 trees in 2022 with the support of trans-o-flex.
- The vehicle fleet has been expanded to include vehicles with alternative drives. In addition, a design element was developed for the vehicles to attract the public's attention.

GRI 417-1

Requirements for product and service information and labelling

Where possible, we look for appropriate environmental and social product labels and standards in the services we commission and products we buy. When buying print products, for example, we look for FSC (Forest Stewardship Council) certification, biodegradable inks and the Blue Angel logo, a German eco-label for environmentally friendly products and services.

We also undergo an annual EcoVadis rating, which covers a wide range of non-financial management systems, including environmental, labour and human rights impacts, ethics and sustainable procurement.

GRI 417-2

Incidents of non-compliance concerning product and service information and labelling

There are no known violations in this regard for the reporting period.

GRI 417-3

Incidents of non-compliance concerning marketing communications

There are no known violations in this regard for the reporting period.

GRI 418

Customer privacy

Materiality

To deliver excellent, sustainable logistics services to our customers, we need IT systems to store and process information. They are also essential to our human resources management and internal administrative processes, which are essential to our excellent quality.

It goes without saying that we act in accordance with the applicable laws and protect the data. This applies not only to customer data, but also to all other personal data and our trade secrets.

The European General Data Protection Regulation (GDPR), as well as national data protection laws, are our guardrails for handling personal data. That is why trans-o-flex integrates data protection into all relevant business processes. And that is why the responsibility for data protection is also clearly defined. At trans-o-flex, an external service provider fulfils the legal duties of the data protection officer. Internally, data protection issues are handled by the legal department and coordinated with the data protection officer. Responsibility for the implementation of legal and internal requirements for data protection and information security lies directly with the departments and the individual companies.

Measures

Every single employee of trans-o-flex shares responsibility for compliance with the laws and rules of data protection. Data protection awareness is therefore regularly communicated to employees.

Effective data protection also depends on the security of our IT systems. For this reason, the responsible department regularly carries out appropriate stress tests to check the security of the IT systems.

Socio-economic compliance

Materiality

For trans-o-flex, acting in accordance with the law is an important basis for sustainable and successful business. The basis for this is our code of conduct (CoC), which is binding for all trans-o-flex employees, and which governs dealings with customers, business partners and suppliers. Our CoC is based, among other things, on the principles of the Global Compact, the core labour standards of the International Labour Organisation (ILO) and other international guidelines. It prohibits, for example, any form of corruption, granting of advantages or acceptance of benefits. If an employee violates any of the principles, he or she may be subject to sanctions under labour law.

We offer all employees, customers and suppliers the opportunity to report possible misconduct (whistleblowing) via an anonymous and independent body. Abuses can also be reported to management, the legal department, the human resources department or the works council. The trans-o-flex code of conduct (CoC) is available to the public in the Media section under Downloads.

Measures

Our business is exposed to various risks. As part of our holistic risk management approach, we identify these risks and mitigate them through effective preventive measures. We make a fundamental distinction here between supply chain risks and corporate risks. This also includes compliance risks that may arise from a failure to comply with legal requirements. Policies and measures to mitigate compliance risks are defined by the Legal department. These include, for example, preventive measures (regulations and awareness-raising), responding to misconduct and continuously improving the system by integrating compliance into business processes.

We have integrated social and environmental requirements into our purchasing and quality processes to prevent risks in procurement and freight carrier management. For example, we rely predominantly on national, regional and long-standing partnerships and, where possible, we are gradually reducing the number of our suppliers.

We reduce operational and IT risks, for example, through a continuous improvement process and consistent training and development of our employees. Furthermore, through clear requirements for the vehicles used for trans-o-flex, long-term maintenance contracts as well as redundant IT systems and data transmission facilities. These measures are rounded off by numerous verification and monitoring measures, which include regular self-audits, audits by our customers and audits by independent certification bodies. Specifically, trans-o-flex is certified according to DIN EN ISO 9001:2015 (quality management), DIN EN ISO 14001:2015 (environmental management), DIN EN ISO 20000:2018 (IT service management) and the exacting standards of GDP (Good Distribution Practices), which identifies trans-o-flex as a competent and reliable partner for pharmaceutical logistics.

trans-o-flex.com

Nachhaltigkeitsbericht trans-o-flex