

## 2022 Sustainability Report

# Together on a journey

We have been in motion for 150 years.  
And what moves us, is the future.  
Join us on our journey towards a  
sustainable tomorrow.





## Dear Readers,

We have a big goal: We want to pass on our 150-year-old family business to the next FIEGE generation as a carbon neutral company. We know that the journey towards achieving this goal follows a long and rocky road – yet we are determined to resolutely follow it.

Because we are very serious about our responsibility – for our 23,000+ colleagues, for our clients, for our society – and for the one planet that we share. We have already taken many important steps, but many more will and must follow. For this reason, we are adopting a holistic approach to corporate sustainability throughout our business.

# Foreword Felix Fiege & Jens Fiege

## How do we define our mission? And how do we aim to fulfil it?

Our three pillars of corporate sustainability encompass the **environment (planet), social responsibility (people), and the economy (partners)**. These three pillars are of equal value to us. As a service provider, this is a major challenge which we wish to champion together with our clients and suppliers. At the same time, we want to support our clients in achieving their own sustainability goals.

These past years, we have been witnessing the industry's growing awareness about sustainability. Even in terms of our clients, we can tell how much the desire for greater transparency along the entire supply chain has evolved. "Where does my product come from?"; "Which journey has it taken?"; "How can I minimise my environmental footprint as best as possible?" This in turn creates new challenges for us, but also new opportunities which we want to live up to and wish to harness. Ultimately, it is always about achieving a balance between environmental protection, the health of society and financial growth.

## What is our plan? What can we do?

Our industry is called upon because of its enormous involvement in global supply chains. Next to prominent public topics such as greenhouse gas emissions, factors like noise pollution, particulates, air pollutants and soil sealing all have a major impact on the health of our environment. We thus continue to advance ideas for sustainable logistics buildings, propel strategic partnerships, integrate innovation and digitalisation within our organisation, invest in e-mobility, and create a logistics network that optimises routes and shortens delivery channels.

With our first sustainability report, we wish to give our stakeholders insight into the sustained initiatives, projects, and solutions that we are already successfully involved in and continue to work on. Moreover, we will look at the challenges in the years ahead that we will need to overcome together.

**Jens & Felix Fiege**

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# Facts and figures

## How are we positioned?

Starting out as a small haulage business in Greven in Westphalia in 1873, we have grown to become one of Europe's largest, most innovative contract logistics providers in our company's **150-year history**.

## And we want to take things further.

With a **workforce of 23,000+** employed across **135 locations** in **14 countries**, ranging from Europe all the way to China, we optimise the entire value chain for our clients – customised, and thought out. Modular solutions covering Logistics, Digital Services, Real Estate and Ventures form the essence of our portfolio.





## HR Overview of countries

FTE and Headcount		
	Full-time equivalent	Number of people
<b>FIGE Group</b>	<b>20,881</b>	<b>23,575</b>
<b>Austria</b>	<b>67</b>	<b>69</b>
<b>Belgium</b>	<b>156</b>	<b>161</b>
<b>China</b>	<b>89</b>	<b>92</b>
<b>Czech Republic</b>	<b>310</b>	<b>312</b>
<b>Germany</b>	<b>10,991</b>	<b>13,397</b>
<b>Hungary</b>	<b>363</b>	<b>369</b>
<b>Italy</b>	<b>1,972</b>	<b>2,121</b>
<b>Netherlands</b>	<b>152</b>	<b>165</b>
<b>Poland</b>	<b>6,119</b>	<b>6,210</b>
<b>Switzerland</b>	<b>377</b>	<b>394</b>
<b>Slovakia</b>	<b>35</b>	<b>35</b>
<b>Ukraine</b>	<b>250</b>	<b>250</b>

\* Figures for Singapore and Turkey will be available in 2023 only



Last update: December 2022

## Our family business

### What defines us?

We are proud that FIEGE, five generations after its **foundation by Joan Joseph Fiege in 1873**, is still a wholly owned family business. It is tradition that motivates each generation in turn to pass the company on stronger and healthier – and if necessary, to reinvent it.

For that reason alone, sustainable action and business practices form a key element in our company history and are firmly embedded in FIEGE's DNA. As early as the 1990s, Heinz Fiege and Dr Hugo Fiege – fourth-generation owners of the business – created and patented *Ecologistics*<sup>®</sup>, a brand that focuses on environmental aspects in logistics. What is behind this? Well, the fact that the environment and business are not mutually exclusive. On the contrary: they complement each other. That is why we offer logistical solutions that are interesting from an environmental as well as business perspective.

### What are our core sectors?

Our logistical solutions cater to the Fashion & Lifestyle, Consumer Products, Fast Moving Consumer Goods, Healthcare, Industrial Goods and Industry & Tyres sectors as well as the delivery of press products and mail. We devise custom-fit solutions along the entire value chain for our clients. We add value to important key intersections and continue to develop our portfolio of services – from optimising already existing logistical process flows to the integration with ongoing logistical systems to planning and implementing completely new logistical concepts.



We offer custom-fit solutions for the entire value chain to our clients and continuously develop these further.

## What is our competence?

**Our core competence is the development and optimisation of complex logistics systems.** We are supply chain architects. Warehouse logistics and the associated value-added services are at the heart of our logistical and services offering.

The product range encompasses all Customer Solutions services, and here in particular eCommerce solutions, customs clearance, CEP services and returns management, international road transports plus the project-related development of logistics properties as well as the design of logistical processes and systems.

## What does working with our clients look like?

Our thinking is centred on sustainability especially when it comes to our business relationships. Based on long-term contracts, we work with our clients on all entrepreneurial development stages, creating significant added value as their reliable partner through scalable business models and ongoing process efficiency for comprehensive logistics concepts. Our clientele predominantly covers chosen industries. We support them by strategically directing information and material flows and finding entrepreneurial solutions for marketplace economics.

And we take things even further, which is why we even offer the design and realisation of complex property developments for the logistics sector. From site acquisition to planning to subsequent facility management, we can secure a long-term, efficient usability of logistics properties. Over the past years, we have joined Germany's top ten logistics property developers.



**FIEGE as a family business**

**FOUNDED IN  
1873, TODAY A  
5TH GENERATION  
ENTERPRISE**



# Our approach to corporate sustainability

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Sustainability presents an opportunity for the future. But also, a responsibility we need to face. We view sustainable action also as requisite for the ongoing economic success of our family business. These actions need to be implemented holistically – at all our locations worldwide and across the supply chain, based on complying with the law and official guidelines, and in close collaboration with our partners.

# Economic, social, and environmental change

**Holistic is the way. Now is the way.  
Together is the way.**

Sustainability as part of our company's DNA must become integral to our processes and taken into consideration every step of the way, in every area, and every department. This is the only planet we have. There are no second chances. And our goals are ambitious. Therefore, we need to pool our forces now, to secure the future of the company and of our planet – together. This will make our company even more efficient, more resilient, and allow us to benefit from the holistic direction of our sustainability actions.

**A long journey ahead.**

With our Executive Board taking a clear position and the perennial engagement of all colleagues, we have the foundation for our company's sustainability management. We have a long journey ahead of us, which we are documenting and communicating with a series of strategic milestones. Sustainability is to become one of the most important factors in all decisions taken by the company. The goal is to live up to our mission of creating exemplary value in society and mitigating the impact on the climate and the environment.

## Sustainability at FIEGE

### → Family

As a family business, it is in our DNA to think long-term.

### → Responsibility

We are shaping the transition towards sustainable development and show what sustainable logistics will look like in the future.

### → Market trends

We add value for our clients by integrating sustainability with our services and products.

### → The future

It is our goal to pass a healthy, climate neutral enterprise to the next generation.

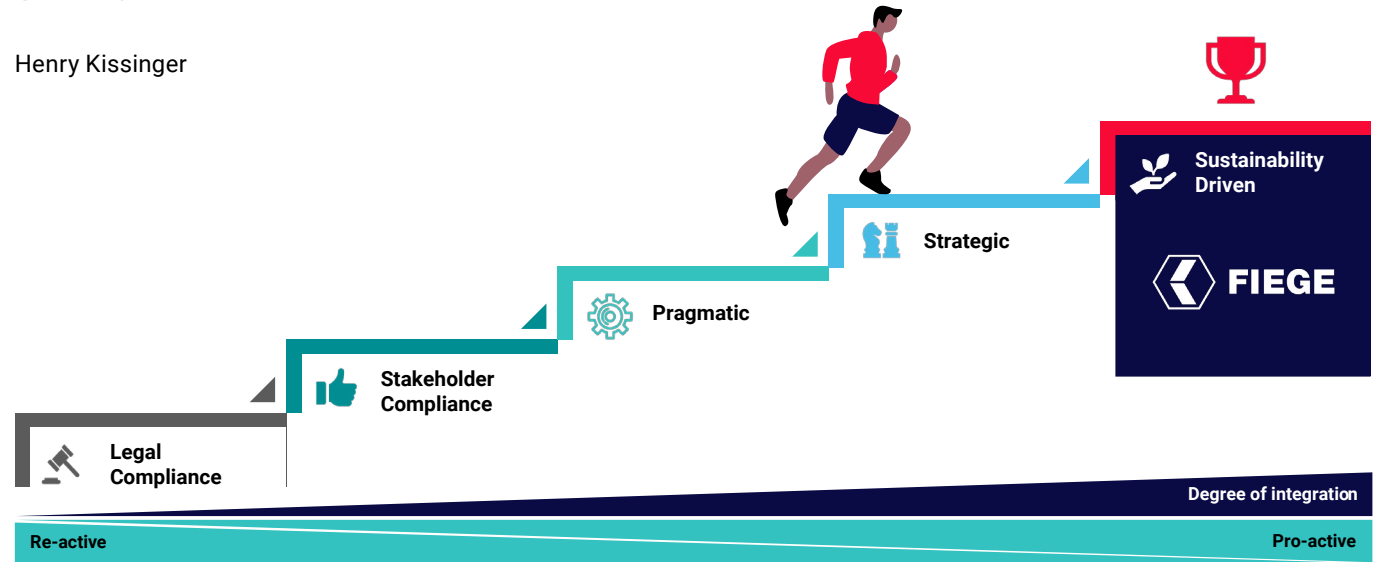


**Therefore: the time to act is now**

Our Corporate Sustainability department oversees the necessary activities and holds everything together. We are proud of all the steps taken so far! Yet we want to advance sustainability even further through Corporate Sustainability, to integrate it with the individual business processes.

“If you don’t know where you’re going, every road will get you nowhere.”

Henry Kissinger



Source: Corporate sustainability informed by Ecochain's Sustainability Maturity Model

**Our level of ambition**

## Objective of the sustainability report

We are committed to quality reporting, which is why this report is **informed by the Global Reporting Initiative (GRI)**, the leading international guideline on sustainability reporting which vouches for comparability based on which we will be able to benchmark ourselves in the future.

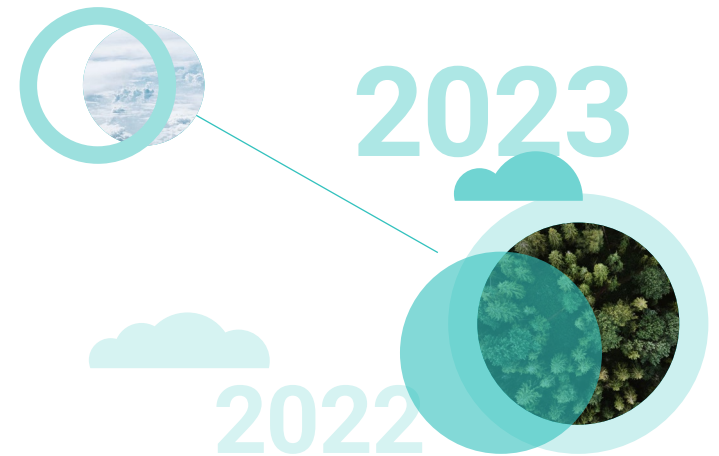
This report encompasses the **reporting period from 1 January to 31 December 2022**. The key figures were collected from the respective business units and apply, unless otherwise indicated, to the specific reporting period and refer to the FIEGE Group. The report is complemented by information from periods prior to and after the specified date, until the copy deadline on 31 January 2023. These details have been pointed out accordingly. Actions and key figures that refer to individual divisions, locations and brands have also been identified.

## 2023 outlook – what can we expect?

**2022** was a special year full of pioneering projects, exciting events, and important issues that were on our mind. Amongst other things, we established an independent department for sustainability which devised a sustainability strategy, drafted the first carbon footprint and, in this context, evaluated a series of measures to meet the company's goals. **2023** is yet again a year in which we are looking to achieve a lot: we want to roll out our sustainability strategy Group-wide and further strengthen and communicate our commitment in this regard.

**In 2023**, for example, we are working towards achieving our *EcoVadis* sustainability rating as well as our *Carbon Disclosure Project (CDP)* score. And there is more. We track our Corporate Carbon Footprint (CCF) via the *Greenhouse Gas Protocol (GHG)*. The GHG protocol is a globally recognised standard for measuring and managing greenhouse gas emissions of companies and their value chains. This supports the development of measures that mitigate emissions. To align our climate targets with those from the *Science Based Targets* initiative, we will improve our carbon footprint in the years to come to gain full transparency of FIEGE-wide emissions. The *Science Based*

*Targets initiative (SBTi)* makes it possible for us to establish emission reduction targets for FIEGE in order to achieve the goals as established by the Paris Agreement which aims to limit global warming to 1.5°C above pre-industrial levels by 2050. This matter is very close to our hearts.



# Our sustainability strategy

Our overarching goal is to **pass the company on to the next, i.e., sixth generation**. Naturally, we will only want to hand over the reins of our family business if it is healthy and climate positive.

## Where are we today?

To develop our sustainability strategy, we started out with a status quo analysis. This involved drafting a first rough overview of our activities and our business relations, the sustainability context in which they take place and an overview of our stakeholders. This provided us with important information to identify the actual and potential impacts of our activities.

Are there actions that have both a positive and a negative impact on people and the environment? If so, where? What solutions can we offer? Which ones are needed compellingly? Where can we lead by example, also with the industry in mind? A **materiality analysis** is needed to determine material topics.

## Materiality analysis execution

1. Definition of economic, environmental, or social topics considered material that may impact on our organisation or our stakeholders.
  - Screening of internal and external sources to establish sustainability topics that are possibly central to us
  - Creating a topic-centric shortlist of in total 13 topics to be evaluated by internal and external stakeholders
2. Interviewing the various stakeholders by means of **expert-level dialogue, surveys, and analyses** to classify the material sustainability topics based on their respective significance
3. Classifying the germane sustainability management topics by relevance plus illustration in a **materiality matrix**
4. Workshops with the Executive Board and the Managing Directors of the business units, to finalise the current relevance of individual issues for us



Our Executive Board: Peter Scherbel, Felix Fiege, Jens Fiege, Martin Rademaker, Alfred Messink (left to right)



## The many faces of sustainability

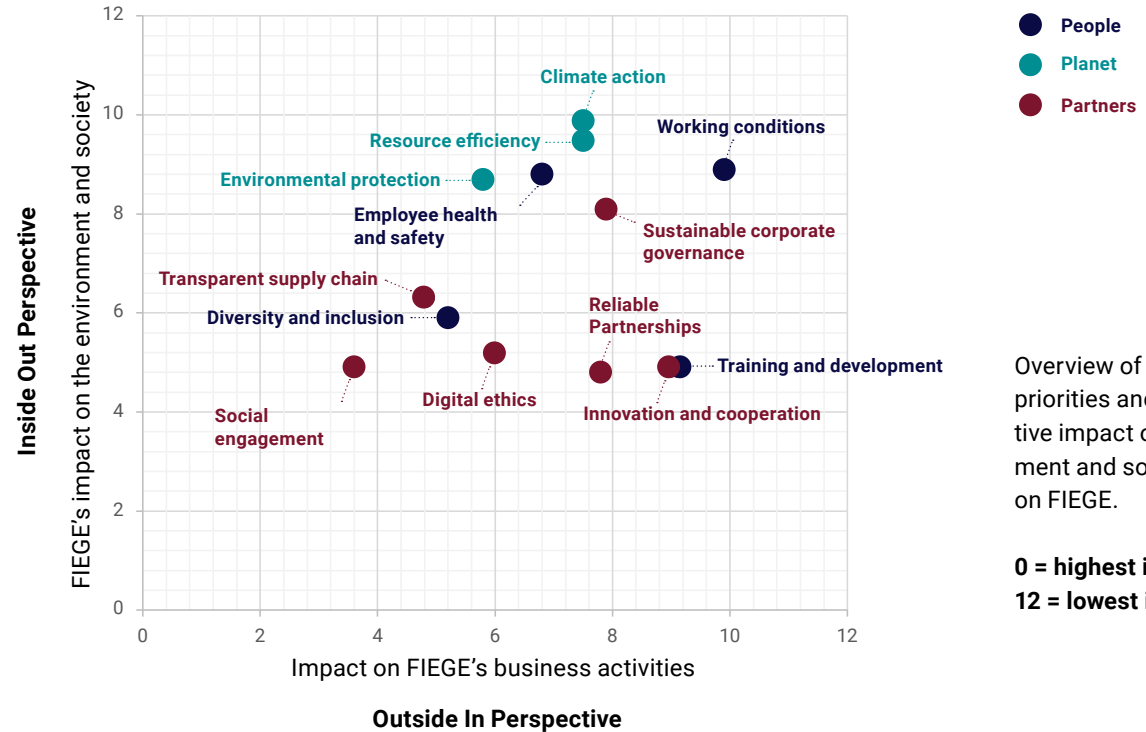
The different stakeholders of our company, both internal as well as external, move different things. Their interests diverge. This in turn results in specific expectations as to our company's sustainability management.

We spoke with

- the Executive Board
- Colleagues
- Clients
- Suppliers
- Non-governmental organisations (NGOs)
- Academics
- Competitors

Topics were prioritised in relation to the extent the issue will have a future impact on the success of our company and to which extent we, in turn, can impact the environment and society (0 = highest impact; 12 = lowest impact). For example, internal and external stakeholders consider climate action to have a high impact on the success of FIEGE as a company, and if FIEGE pursues climate action, this will have a high impact on the environment and society.

## Materiality matrix



Overview of all materiality priorities and their respective impact on the environment and society, as well as on FIEGE.

**0 = highest impact**  
**12 = lowest impact**

## Findings from the materiality analysis

### Three fields of action – seven focus topics

Based on the answers, we were able to identify and define a total of three fields of action as well as seven associated focus topics. Focus topics are currently rated as highly material. One consequence of the analysis is that we formulate strategic goals which we then co-ordinate with the respective departments and the company management.

Further relevant topics from our materiality analysis are also part of the sustainability report for reasons of transparency and completeness in relation to our business activities.

In line with our two-year cycle, the next update will be published in 2024. The latest developments regarding, e.g., new EU Directives on non-financial reporting or new standards will then be given complete coverage.



## More about our three fields of action and seven focus topics

### What are fields of action?

The overriding fields and areas for which measures need to be found in order to reach a specific goal. Focus topics are assigned to these which differ in detail, yet which are part of the individual fields of action.

### What are focus topics?

Differentiated topics that have a strong impact on the environment and society which are also relevant to a company's further business development. They form subsections of the fields of action and call for different approaches.



## Fields of action and focus topics

Our sustainability strategy with its three fields of action and seven related focus topics

1 PEOPLE		2 PLANET		3 PARTNERS		
1.1	1.2	2.1	2.2	3.1	3.2	3.3
Working Conditions	Training and Development	Climate Action and Environmental Protection	Resource Efficiency	Sustainable Corporate Governance	Innovation and Co-operation	Social Engagement
Fair working conditions form the basis for a lasting and successful co-operation with our employees.	We believe that encouraging our employees is essential to our company's success.	We reduce all emissions through the sustained transformation of our business activities and secure the preservation of our environment.	We cultivate the responsible and considerate use of natural resources, determine potential savings, and adapt our processes accordingly.	We are and will remain a healthy enterprise by implementing sustainable measures and activities.	We revolutionise the industry lastingly by innovating and co-operating with our clients, suppliers, and peers.	By supporting regional projects in collaboration with municipalities and residents, we ensure a liveable and safe environment.

### How do we aim to achieve these goals?

Defined measures and indicators help us achieve measurability in addition to providing information as to whether or up to what degree a goal has, in fact, been achieved. These measures are preferably informed by the Global Reporting Initiative Standards.

### How do our stakeholders define sustainability topics?

Stakeholders define the top three topics within the fields of action and prioritise them based on their respective impacts on the environment and society.

Stakeholders	Top three topics
Peers	<ul style="list-style-type: none"> <li>■ 1. Working conditions/ Employee health and safety</li> <li>■ 2. Resource efficiency</li> <li>■ 3. Climate change mitigation and climate action</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>■ 1. Working conditions</li> <li>■ 2. Sustainable corporate governance</li> <li>■ 3. Employee health and safety/ Employee CPD</li> </ul>
Academia	<ul style="list-style-type: none"> <li>■ 1. Climate change mitigation and climate action</li> <li>■ 2. Environmental protection</li> <li>■ 3. Resource efficiency</li> </ul>
NGOs	<ul style="list-style-type: none"> <li>■ 1. Resource efficiency</li> <li>■ 2. Sustainable corporate governance/ Transparent supply chain</li> <li>■ 3. Working conditions/ Climate change mitigation and climate action</li> </ul>
Clients	<ul style="list-style-type: none"> <li>■ 1. Climate change mitigation and climate action</li> <li>■ 2. Employee health and safety</li> <li>■ 3. Resource efficiency</li> </ul>

### Our sustainability strategy with its three fields of action and seven related focus topics

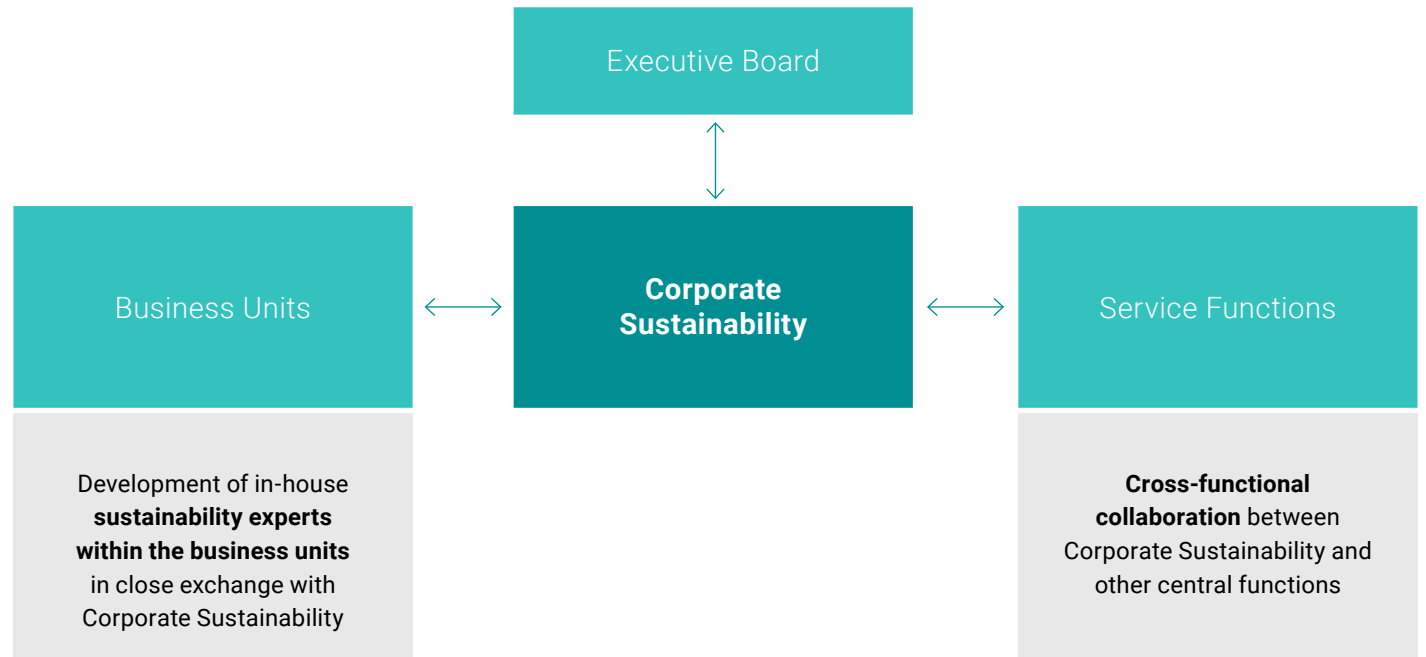


# Responsibilities

## How is sustainability pursued within the organisation?

Corporate Sustainability is responsible for overseeing, developing, and rolling out sustainability management. It is this department that authored this report. Moreover, the department quantifies the carbon footprint and ensures participation in external ratings and scores, such as the *CDP* and *EcoVadis*.

The team works side by side with all service functions and all FIEGE business units. Corporate Sustainability operates as a junction and impulse driver for sustainability topics. Right now, the sustainability network is being expanded within our company. Dedicated Sustainability Managers are appointed at business unit level, at times even at location level. Corporate Sustainability co-ordinates the exchange amongst Sustainability Managers within the context of the Sustainability Centre of Excellence. This is where, by including the respective central positions, the latest developments and trends are discussed, customer queries are processed, individual sustainability solutions are worked out for our clients, and sustainability initiatives are developed further for the entire FIEGE Group.



## Initiatives and ratings – key memberships

### What purpose do the different memberships serve?

The establishment of strategic partnerships is only one of the reasons for our respective membership in material initiatives. They also provide the opportunity to share best practices and enter an exchange with various stakeholders.



### Bundesvereinigung Logistik (BVL) e. V.

We are a member of the BVL, which is one of Europe's largest networks for logistics and supply chain management.

BVL advocates the advancement of innovation and sustainability within the logistics sector.

We are part of the CO<sub>2</sub> Quantification project group where, together with other BVL members, we work on transparently quantifying emissions in the transport segment.



### econsense competence programme

The *econsense* competence programme includes sharing in-practice knowledge and methodologies, a specific context-based consolidation of relevant sustainability topics, custom-fit information, and updates relevant to medium-sized enterprises plus an exchange amongst experts as well as networking.

- Supports its members with strategically embedding sustainability in operational practices as well as throughout the value chain
- Pursues and analyses all relevant topics from environmental protection to human rights, always with a focus on a sustainable business case
- Is a platform for high-profile, professional dialogue based on an exchange with businesses, politics, and civil society

## Initiatives and ratings – key ratings

### What purpose do the different ratings serve?

Here at FIEGE, ratings and evaluation criteria give us the opportunity to measure and communicate our current sustainability-related endeavours to date and then improve these based on the feedback. Moreover, this also lets us meet stakeholder expectations while being informed by applicable standards.



### Carbon Disclosure Project (CDP)

The *CDP* is an investor-managed organisation which motivates companies, cities, and governments to disclose their impacts on the environment.

Questions that we ask ourselves:

#### How does our behaviour influence the environment? Which measures can we take to minimise the impact?

With the help of a questionnaire which is to be completed annually, companies keep their stakeholders up to date on the latest in sustainability. What progress has been made? Which measures are required to achieve a better score in the key fields of climate change, forests, and water security?

We already participated in the *CDP's* 2020 and 2021 scoring. The resulting performance targets are geared towards constantly improving the score.



### EcoVadis

Since 2007, *EcoVadis* has been offering sustainability ratings for companies and the global supply chains in order to quantify the companies' development. Past success, but also potential and necessary improvements are thus rendered visible. We are aiming for an *EcoVadis* certification before the end of 2023.

#### How does EcoVadis rate?

Overall, **21 criteria** from **four impact areas** (Environment, Labour and Human Rights, Ethics and Sustainable Procurement) play a role in the evaluation. They are informed by evaluation standards such as the Global Reporting Initiative, the UN's Global Impact, and ISO 26000.



## Initiatives and ratings – key ratings



### Science Based Targets initiative (SBTi)

**The goal of the initiative:**

**By 2030: to halve emissions.**

**By 2050: to achieve net-zero emissions.**

The initiative promotes not only tried and tested behaviours regarding the reduction of emissions, but also provides resources and guidance to companies on how to achieve their goals. For this, it issues independent evaluations and approves their goals on a case-by-case basis.

### What role does the initiative play for us?

We will commit ourselves to this initiative in 2023. Therefore, we pledge to meet the **1.5°C target** laid out in the *Science Based Targets initiative (SBTi)*.



### Sustainable Development Goals (SDG)

**Or:**

**Agenda 2030.**

The 17 SDGs specified by the United Nations not only form part of a global plan to promote sustained peace and prosperity, but also to protect our planet.

The development and formulation of our sustainability strategy is our contribution to achieving the SDGs.

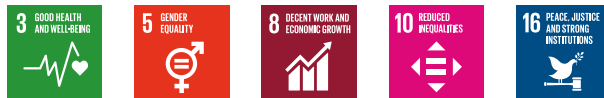


\*Source: <https://sdgs.un.org/goals>



## The SDGs can be allocated to our prioritised focus topics by theme

### 1.1 Working conditions



### 1.2 Training and development



### 2.1 Climate action and environmental protection



### 2.2 Resource efficiency



### 3.1 Sustainable corporate governance



“We will embed the idea of sustainability even more deeply in our company’s DNA, to hand FIEGE over to the next generation as a healthier and stronger company.”

**Jens & Felix Fiege**

Field of action 1

# People

We have something for you: our appreciation.

## Focus topics

- 1.1 Working conditions
- 1.2 Training and development



# 1 PEOPLE

1.1

1.2

## Working Conditions

To us, fair working conditions form the basis for a lasting and successful co-operation with our employees.

## Training and Development

We believe that encouraging our employees is essential to our company's success.

→

We are a family business and offer prospects, opportunities, and co-determination to our employees. After all, sustainability also implies retaining skilled staff and advancing their skillset in-house.

If FIEGE remains a reliable employer, employees will stay. Their personal, professional and methodological competencies form the foundation for our company's success. Our People & Culture department, next to routine administrative or payroll tasks, therefore has three core duties to achieve sustainability targets within People & Culture.

1. **WIN:** recruiting new employees
2. **KEEP:** retaining new employees
3. **DEVELOP:** provide professional training and development for all employees

### Recruiting, developing, and retaining skilled professionals.

We are faced with an employee-friendly labour market. There is nothing more valuable to us than our colleagues, whether they have professional qualifications or not. Recruiting them is becoming increasingly difficult and requires a great deal of resources. We want our employees to participate actively and grow, for us to become an ever-more sustainable and modern company, and for FIEGE to be handed over to the next generation as a healthy enterprise.



### And what does that mean?

We take care of our colleagues. After all, satisfied colleagues are motivated. And to be motivated means you will want to achieve and move things. And to want to achieve something means you will stay. We extend this prospect to our workforce from an early stage so that we can accomplish our goals together. We have seen firsthand that these development opportunities are motivational contributors. Ultimately, this benefits all, both on a personal as well as professional level. When we are looking for experienced staff, it is positive in relation to sustainability and the preservation of resources if this can already be found within our organisation.

### Our employees take the lead

Naturally, professionals want to be guided. And this is a skill to be acquired. We support change processes, making it possible to move closer to the operational side of business by expanding HR within the business units.

The collective know-how is not to remain within the company alone – it must reach the right places. People & Culture is the responsible division for staff and company culture and focuses on strategic, conceptual and overarching Group-wide tasks while co-ordinating an exchange of knowledge and best practices.

### What role does digitalisation play?

We too are focusing increasingly on data-based decisions which is why People & Culture processes are constantly optimised. The People & Culture team also continually drives oversight for its relevant key figures.



Satisfied colleagues are motivated. And to be motivated means you will want to achieve something. And to want to achieve something means you will stay.

Focus topic

# 1.1 — Working conditions

Because we understand fairness.



## 1.1 Working conditions

→

Fairness is the key, because we consider fair working conditions to be the bedrock of a long-term and successful partnership.

### How do we define working conditions?

Taking up a position with us requires the signing of an employment contract first. What the contract says was previously negotiated by and between the parties and put in writing. Rights, duties, other deliverables, responsibilities and just about everything that concerns the activity relating to the respective position.

And these conditions must be one thing above all: fair.

### The compliance system – how do we assume responsibility?

In the past, we were able to identify even sensitive cases based on internal and external audits.

- Working conditions of service providers
- Employee health and safety
- Isolated cases of discrimination by colleagues

### What action do we take?

As soon as we spot an opportunity to improve ourselves and the working conditions for our colleagues, we act. For example, with an optimised compliance management system. We devise new training programmes and set up new reporting channels. This also includes anonymous whistleblowing systems, so that all our colleagues always have access to a friendly ear for their concerns at any time, in a protected space.

## Facts and figures – who is working here at FIEGE?

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47% of employees are  
between the age  
of 30 and 50.

But will that stay this way?

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The average age of our colleagues will increase. Also due to the demographic change and the general observation that, on average, our society is ageing. The divide between young and old may be growing, yet the team spirit surely is not.

We incorporate Generation Z into our work via school internships, university internships, or as student workers and benefit from the opportunity to learn from them while letting them quickly assume responsibility in smaller projects, and on a day-to-day basis.

Be it young or old, experienced or a newbie: there is always a lot to learn from one another. Through concrete actions, we strengthen the collaboration between the generations and promote health as well as performance.

For the younger generations in particular, New Work is becoming more and more important. New Work is about a solid company culture, personalised development and career opportunities, a good work-life balance and naturally, about more flexible working time and workplace models. For this reason, many different models have already become the norm for us even if they vary from location to location because of the decentralised organisation of our family business.

In the end, every location decides and gauges for itself which models are best suited for implementation. We also offer in-tandem or part-time models, as well as shift models that are geared especially towards parents, remote working or Holiday plus – i.e., the possibility to convert payment into time off from work – or even trust-based working arrangements for a more flexible, personalised daily planning.

Naturally, we continuously review formats and models to determine which ones are valuable and can be rolled out for our colleagues. This goes just as much for a four-day working week as it does for Work from Anywhere, or the possibility of taking a sabbatical.

## Conclusion

### 1.1 Working Conditions

**Assuming responsibility, building trust, bringing people together. Encouraging colleagues and continuing the positive development through long-term engagement.**

#### Outlook

- Conceptualisation of new models on flexible working hours
- Mental Health in Health Management as a focus topic

#### Broadening

- Flexibility of working hours
- Workplace design (e.g., ergonomic workplace)
- Health management (e.g., JobRad)
- Events (e.g., Fail Forward Session)

Focus topic

## 1.2 — Training and development

Because we always take one more step with our team.



## 1.2 Training and development



We believe that encouraging our colleagues is essential to our company's success.

We give our colleagues the required tools to make a difference within our organisation, and for our planet. After all, we only have this one – and the goal is to protect it for the next generation by working more sustainably.

**Training and development encompasses for example:**

- A broad offering of training and professional development programmes
- Personalised development opportunities
- Talent identification, development, and placement
- Specific technical and methodological training

Each colleague has their own strengths which should be encouraged within the meaning of sustainability. The development opportunities are diverse. Be it through the experience gained on the job, networking, on-the-job coaching or formal learning. Moreover, we provide digital and in-person learning options to all colleagues.

A strategic model to acquire professional competencies is the 70-20-10 model which centres on informal learning. 70% of competencies are gained from specific professional challenges; 20% from the immediate working environment; and 10% from Continuing Professional Development (CPD), through articles, or seminars.

Additionally, we offer tailored programmes to selected **junior recruits**, experienced **professionals**, **managers** and **executives**. If we consider a person to have **marked potential**, we offer **personalised continued professional development** opportunities to this person to fill advancing in-house positions.

## Daily Learning & Development Business Excellence

Supporting a change in leadership culture by applying existing and new tools for professional cultural stewardship

### Talent management

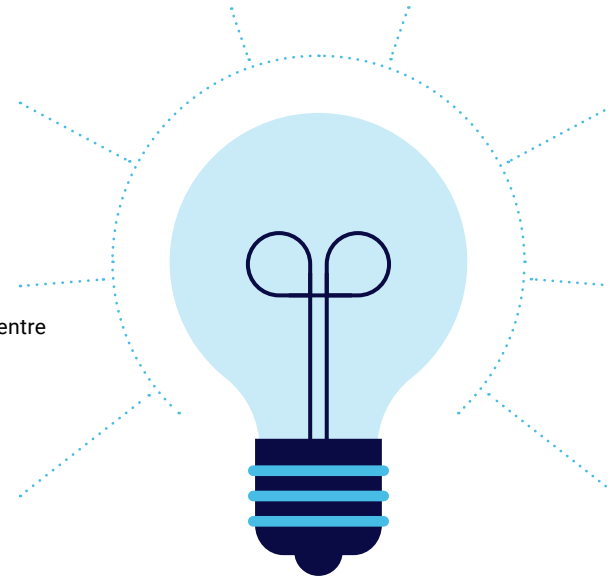
- Identification
- Development
- Placement
- Trainee programme

### Diagnostics and feedback tools

- Feedback talks
- 360° feedback
- Development and assessment centre
- Personality test
- Measurement of potential

### Development plans

- ACADEMY seminars and training
- Learning landscapes for executives



### FIEGE Academy

- E-learning, goodhabitz
- Starter kits/ operational school
- English classes

### CPD programmes

- FJP, FPP, FIT\*
- Führung@FIEGE
- FIEGE Female Empowerment

### Mentoring, coaching and more

- In-house mentors/ coaches
- Out-of-house mentors/ coaches
- Mediation/ supervision
- Peer coaching

\*FJP: FIEGE Junior Programme; FPP: FIEGE Professional Programme; FIT: FIEGE International Team



## **FIEGE Academy graduates – the professionals**

We build on our colleagues, and therefore we built an Academy to ready them for the next level. Every year, the logistics industry is faced with new trends and challenges. Our colleagues need to be prepared, which is why the demand for innovative qualification offers is growing. We cover these through our seminars and various continued professional development formats at the FIEGE Academy.

In 2020, a new project was started here. The goal? To grow and internationalise our professional development programme exponentially through digital and modern learning formats and an intuitive learning platform.

### **Interconnections with many specialised departments of the company, e.g.:**

- Mandatory compliance training
- Lean management qualification
- IT seminars

The twelve sub-projects in total saw many colleagues from different business units, various national organisations and services areas become involved.

### **What does the Academy do today?**

2022 was an important year for the FIEGE Academy. All colleagues can now enjoy access to the comprehensive and target audience-specific CPD offers. From e-learning, webinars and in-person seminars, to language courses, coaching and mentoring, the spectrum has been systematically broadened. It is now geared towards the needs of the organisation and will also launch at our international locations as from 2023.

### **A strong employer brand because of strong employees**

Learning from the best to become the best. And of course, in the best possible environment. This is what building the operational learning landscape stood for in 2022, with a focus on new executive training on the shopfloor. FIEGE Academy holds a key role in achieving our corporate goals.



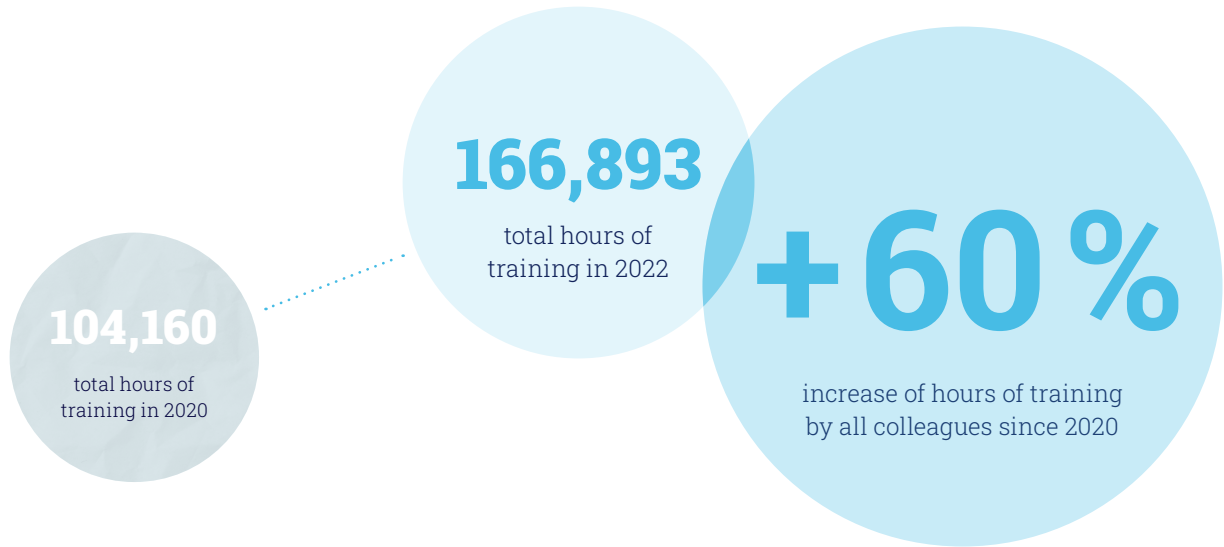
**Academy offer  
for colleagues and executives:**

- Education
- Qualification
- Development
- Encouragement

**Outcome:**

A strong employer brand and the relevant contribution towards the company's goals.

Professional, standardised CPD programmes complement the offer.



<b>Year</b>	2020	2021	2022
Total hours of training	104,160.50	123,353.50	166,893.00

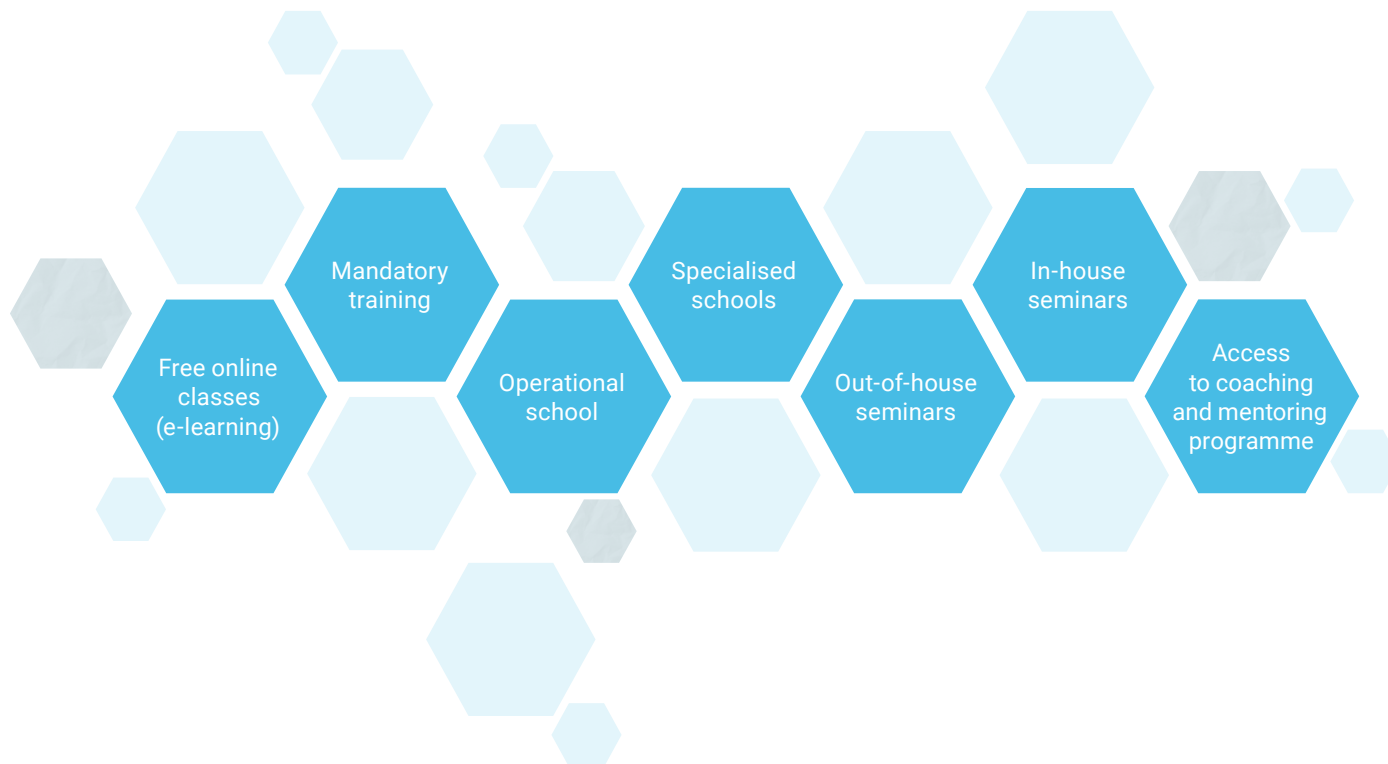
The following national data are included here: Germany, China, Italy, Austria, Poland, Czech Republic, Hungary. This corresponds to 95% of our colleagues.

## Gen Z at FIEGE – MentorME Reverse Mentoring

We boost the younger generation's start to their professional career with different options to tie them early to the company and to bring them into contact with seasoned professional colleagues.

Flexible training programmes, the option for part-time work or a Master's degree obtained while working are also included.

Young talents at FIEGE Group have been tapping the Reverse Mentoring Programme more than ever before. The programme harnesses young people as mentors for seasoned colleagues to give them a different perspective.



## The universe of FIEGE at the university

For many years, we have been offering an **integrated degree programme** in collaboration with the Baden-Wuerttemberg Cooperative State University (DHBW) focusing on Forwarding, Transportation, and Logistics. But there's more. A further popular course is the study of business administration which we enable in co-operation with *Westphälische Verwaltungs- und Wirtschaftsakademie Münster e.V.*

These degree courses all end with a Bachelor thesis which requires the autonomous creation of a project that has practical relevance for FIEGE. **And if this then arouses curiosity, there is always the opportunity to continue one's professional career with us.** Many departments support Bachelor graduates in completing a Master course of studies right after graduating or after having gained first professional experience. Course options include studying either alongside the job while working or as a full-time course under a working student scheme or similar model.

## Time for talent

Finding and encouraging talent is a priority for us. Therefore, our talent management operates as an international project team and has the goal of identifying and growing **potential candidates** to promote them throughout our organisation.

In the future, talent from this pool will increasingly be offered specific, integrated staff development measures. The basis for this are systematically held performance reviews based on aptitude assessments which accurately determine where and how the respective talent is to continue, and which responsibilities and possibilities they can expect on the way. Moreover, talent conferences are held by tapping the talent pool. This then further centres on filling successor and key positions with in-house **talents**.



## Employee survey at Fiege

### What do our colleagues think?

The first Group-wide survey amongst our colleagues was conducted in 2020. Since then, it has been repeated regularly.

**Goal:** Capture and realise potential to improve the company.

**Methodology:** Mixed methods (qualitative and quantitative survey).

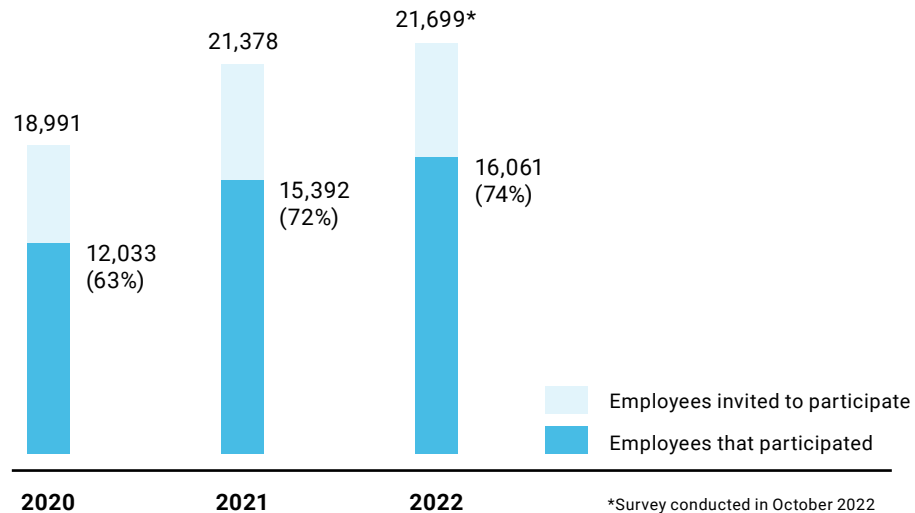
Next to one open-ended question which invites free comments, a total eight statements are to be rated on a scale of 1 to 6 stars (1 star = does not apply at all; 6 stars = applies fully).

**Positives:** The high rate of participation of 74%  
**Potential:** In 2022, the overall satisfaction came to 4.5 out of 6 possible stars. We still see potential here.

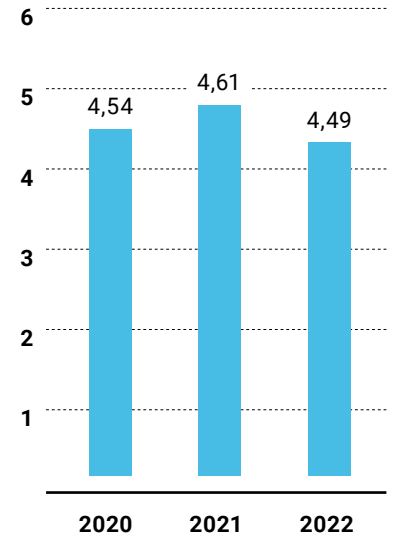
### And what's next?

Those in charge of People & Culture at the individual locations present the outcome of the survey. With our colleagues and based on the answers and ratings, they work out actions aimed

at further increasing satisfaction levels. The following year's survey then allows for feedback on the extent to which the agreed measures have in fact been started.



Overall satisfaction with the FIEGE Group (with a maximum rating of 6 stars)



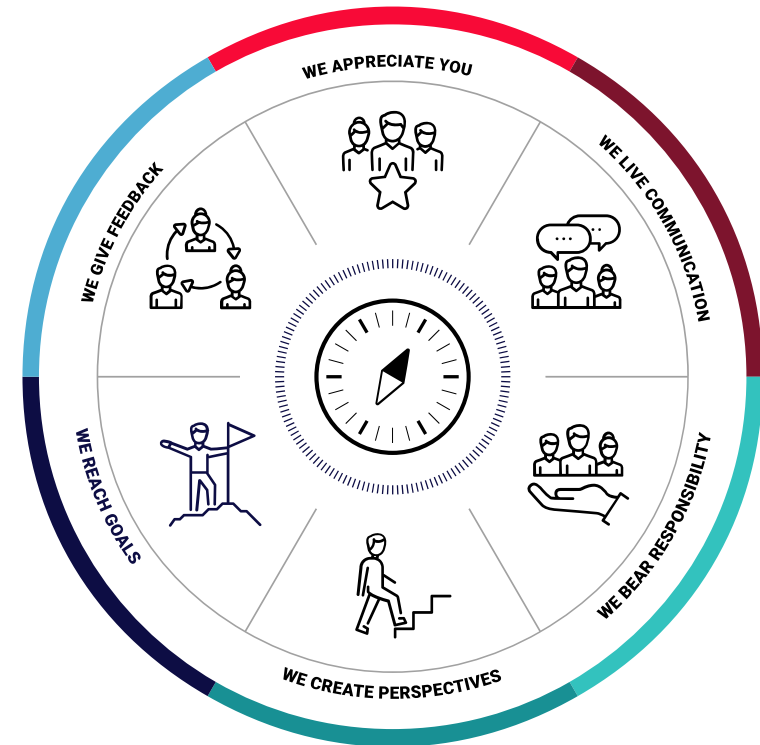
## The FIEGE leadership compass

Greater satisfaction amongst colleagues is also achieved in part by our compass. With six dimensions defining what good leadership is, we live by them in our daily work. Our needle points between prospects, appreciation, or responsibility of which either is always the right direction. It was further fine-tuned in 2022 to become the baseline for all leadership training and feedback tools.

“Everyone has the right to effective leadership!”

Jens & Felix Fiege

The six dimensions of good leadership and collaboration



## From junior recruit to seasoned executive

We routinely offer three CPD programmes (FIEGE Junior Programme, FIEGE Professional Programme, and FIEGE International Team) for junior staff and seasoned executives to promote talent where we spot it.

We pursue two goals with this approach. Our colleagues feel valued and trusted, as a result of which they are more motivated to remain with us long term. Beyond that, FIEGE also benefits from new knowledge and skills.

## On course: Leadership@Fiege

On the one hand, we wish to anchor an understanding of what leadership means on all of our managerial levels while on the other increase the company's performance efficiency. For this reason, we have further expanded the Leadership@FIEGE programme at the level of branch and department heads. One of the four 2-day or 3-day modules headlines as Leadership in Times of Sustainability Transformation.

This must-attend event for every executive will be continued in the years to come. On top of this, there are ongoing development offers for branch managers with a content focus on specialist subjects and methods skills from such areas as Labour Law, Quality, Lean Management and Change Management.

## Everyone has to start somewhere – qualifications at FIEGE

The decision to join the FIEGE family as part of one's professional training is rewarded with a broad range of diverse professions:

Qualification as an IT Specialist in Application Logistics; Qualification as an IT System Electronics Engineer; Qualification as an eCommerce Management Assistant; Qualification as a Bodywork and Vehicle Construction Mechanic; Qualification as an Electronics Engineer in Industrial Engineering; Qualification as a Skilled Warehouse Operator.

Overall, applicants could select their right match from an offer of twelve different professional qualifications. It is also possible to intern with us. We trained a total **323 interns and trainees** during the reporting year.

## Conclusion

### 1.2 Training and Development

**Our talent management in combination with our FIEGE Academy offers our colleagues many development opportunities and the ideal preparation for future tasks.**



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## Outlook

- To further expand the skills of managers and support personnel when assuming responsibility: For this, over 1,320 executives are scheduled to be trained in leadership skills in 2023
  - The language academy and the international CPD formats will be developed further. This will happen specifically at our warehouses to better onboard and integrate our international colleagues. With the help of digital self-learning solutions, we will reach an additional 500 colleagues (English, German as a foreign language, Polish, and more) who will grow in different languages.
  - Wherever these staff are deployed, it will be possible to learn and practice together through needs-focused learning nuggets anytime, and anywhere. This is made possible through one of our 235 e-learning programmes as well as course modules created by the locations themselves (such as: Learning to Lift) which are currently being planned. Next to more productive flows, we increasingly value formats that promote or restore good health (e.g., back training).
  - And even special departmental topics are increasingly included (e.g., qualification to become an Energy Scout).
  - Managers of all levels may, at no cost, book in-house moderated workshops with their teams to develop their leadership and working together.
  - Branch locations and central areas may launch a Lead-O-Meter, a digital leadership feedback tool, which helps to further develop their leadership skills. Every three months, employees may give their managers anonymous feedback on how they perceived a managerial performance. The launch is supported by and embedded in a comprehensive qualification scheme for all parties involved.
-

## Field of action 1

# Additional relevant topics

## Diversity and inclusion

### What does diversity mean to us? And how do we progress?

To us, diversity and inclusion are an opportunity and commitment at the same time, as our society has never been this diverse. We all benefit from these achievements, experiences, and points of view. They offer potential to us as a family business to grow and position ourselves in a new way. FIEGE is colourful. And we show that with pride.

### FIEGE Equality Power – equal opportunity is a strength

FIEGE Equality Power is an international project that advocates the equality of opportunities.

#### **Current focus: Equal opportunities for all genders.**

A pleasant fact: 48% of our colleagues (FIEGE Group) are female. But we are aiming for more. Especially in key functions, in leadership, in specialisms or project management, there are too few women. Currently there is no woman on the Executive Board. However, their percentage in top managerial positions rose from 0% to 18% in 2022.

But there remains room for improvement. And we keep working on that.



48%

of our colleagues at the  
FIEGE Group are female.



18%

of our employees in  
Germany at senior managerial  
level are female.

## Field of action 1

## Additional relevant topics

### The three dimensions of FIEGE Equality Power

**Attraction and recruiting:**

We aim to attract and recruit new colleagues and position ourselves as an attractive employer through a positive public perception and an image characterised by sustainability.

**Development and retention:**

We aim to identify and support potential and lastingly support the personal career of everyone working at the company.

**Mindset, bias, and transparency:**

We devise concepts to boost a new mindset, dismantle bias and ensure transparency, e.g., in the shape of neutral assessment criteria in filling job vacancies.

### 2023 stronger with Female Empowerment Equal opportunity at FIEGE

In 2023, we will focus even more strongly on our colleagues. This is not only about employing more women, but most and for all about providing them with a prospect.

For this reason, an additional CPD programme will be rolled out. It focuses on women in or on the path towards a key position. The **FIEGE Female Empowerment** programme originated from our international equal opportunity project. It complements the landscape of development programmes not only out of a necessity but is also a further step towards an inclusive and diverse company culture.

### Employee health and safety

**Safety first**

What is the long-term impact of work on one's physical and mental health? How can we improve the safety of employees, thus preventing absence? For reasons of safety, we train all colleagues on safety at work, during fire and the protection of health (in accordance with Sec. 12 of the German Act on the Protection of Workers at Work) every year.

**Safety in the workplace** and maintaining and promoting our employees' health are **top priorities** for us. We follow the laws and rules regarding health and safety in the workplace. We are constantly committed to creating a safe, protected, and healthy workplace environment. We strive to **identify** the **risks** of every workplace and **reduce** them to an absolute minimum.

These guidelines apply not only to all colleagues, but also to our suppliers.

## Field of action 2

# Planet

We did a double count:  
We have only one planet Earth!

## Focus topics

- 2.1 Climate action and environmental protection
- 2.2 Resource efficiency



## 2 PLANET

2.1	2.2
Climate Action and Environmental Protection	Resource Efficiency
We reduce all emissions through the sustained transformation of our business activities and secure the conservation of our environment.	We cultivate the responsible and considerate use of natural resources, determine potential savings, and adapt our processes accordingly.

—————→

Goal: to contribute in the best possible way to the protection of the climate and the environment.

Manmade climate change threatens not only the planet that we live on, but also ourselves. The complex challenges are growing by the year, and the pressure to act is rising. We need solutions as fast as possible. We are well aware of this task and ask ourselves every day when taking business decisions how we can meet **our sustainability promise even more purposefully**. What other steps towards carbon neutrality can we take? How do we reduce emissions? Which impact on the climate and the environment stems from our business processes? Which trends and technologies can support us in achieving our sustainability goals?

**Our goal:** to contribute in the best possible way to the protection of the climate and the environment. In unison with manufacturers, partners, and clients.

**After all:** We have a responsibility towards the following generations and the environment they live in.

### What can we do?

Our contribution to climate action and environmental protection

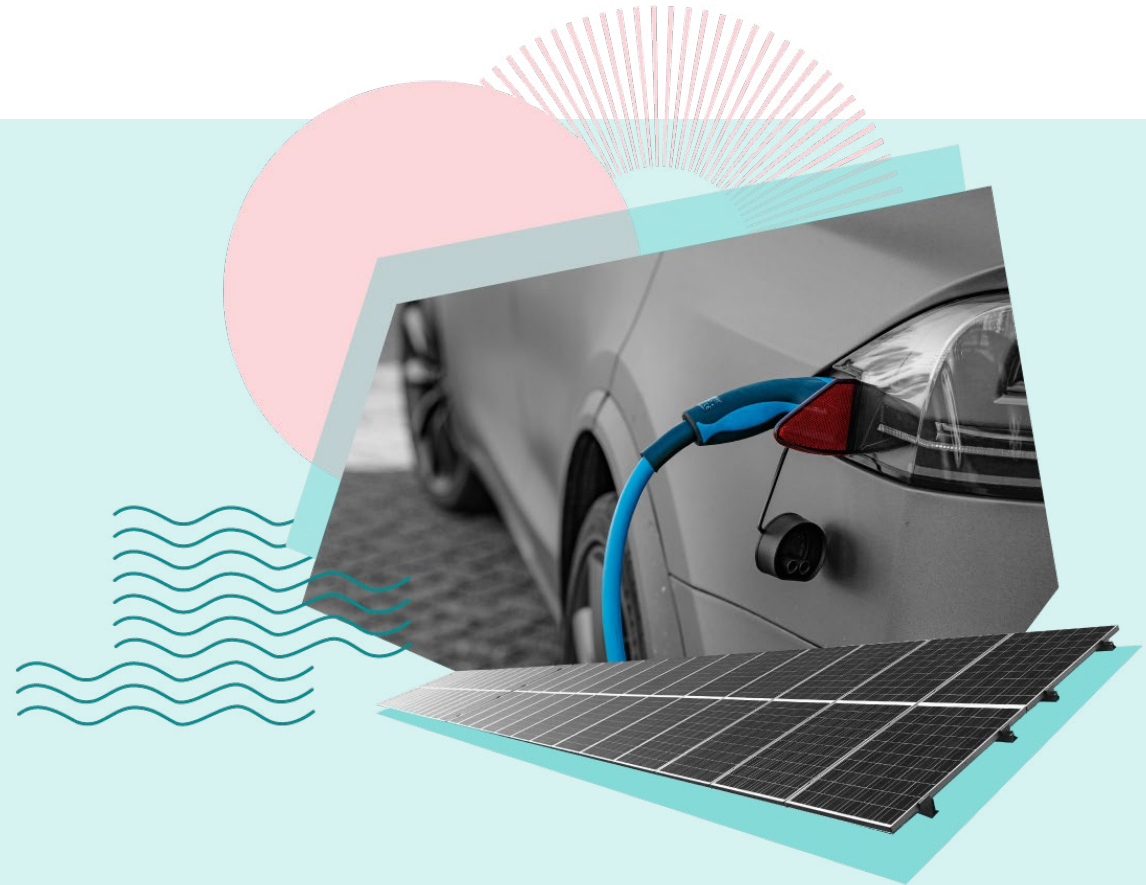
- Optimise business processes
- Reduce emissions
- Mitigate impacts on the environment

With this step, we also live up to our responsibility towards our stakeholders who demand greater resource efficiency and environmental management which goes beyond what the law prescribes.

Focus topic

## 2.1 — Climate action and environmental protection

Because less  
emissions  
are our  
mission.



## 2.1 Climate action and environmental protection

### Climate action

#### What is a carbon footprint?

The journey of a thousand miles starts with a first step. To us, this step is: **transparency**.

Therefore, the carbon footprint is the most important tool in evaluating and communicating our climate action. This is the only way for us to take the right measures, in order to exploit the full potential of our sustainability ambitions. We work closely together with our partners, clients, and service providers for this. Strategic partnerships are one of the most important means for us to achieve our climate goals.

We make sure we record all emissions that are incurred along the entire value chain. For our quantification, we refer to the *Greenhouse Gas Protocol (GHG)*. The *GHG protocol* is a globally recognised standard for measuring and managing greenhouse gas emissions of companies and their value chains as well as actions to mitigate emissions.

When capturing our carbon footprint, we divide our emissions in line with the *GHG protocol* into three categories – i.e., Scope

1, 2, and 3. Direct and indirect emissions as well as emissions from upstream and downstream activities along our value chain are incorporated.

#### What is the difference between the three scopes?

**Scope 1** encompasses all direct emissions generated at our locations from the combustion of natural gas, fuel, refrigerants, diesel and petrol (FIEGE Fleet).

**Scope 2** encompasses all indirect emissions from bought-in energy – the purchase of electricity and district heating.

**Scope 3** encompasses all upstream and downstream emissions of our value chain (i.e., transportation, business travel, waste management, employee commutes).

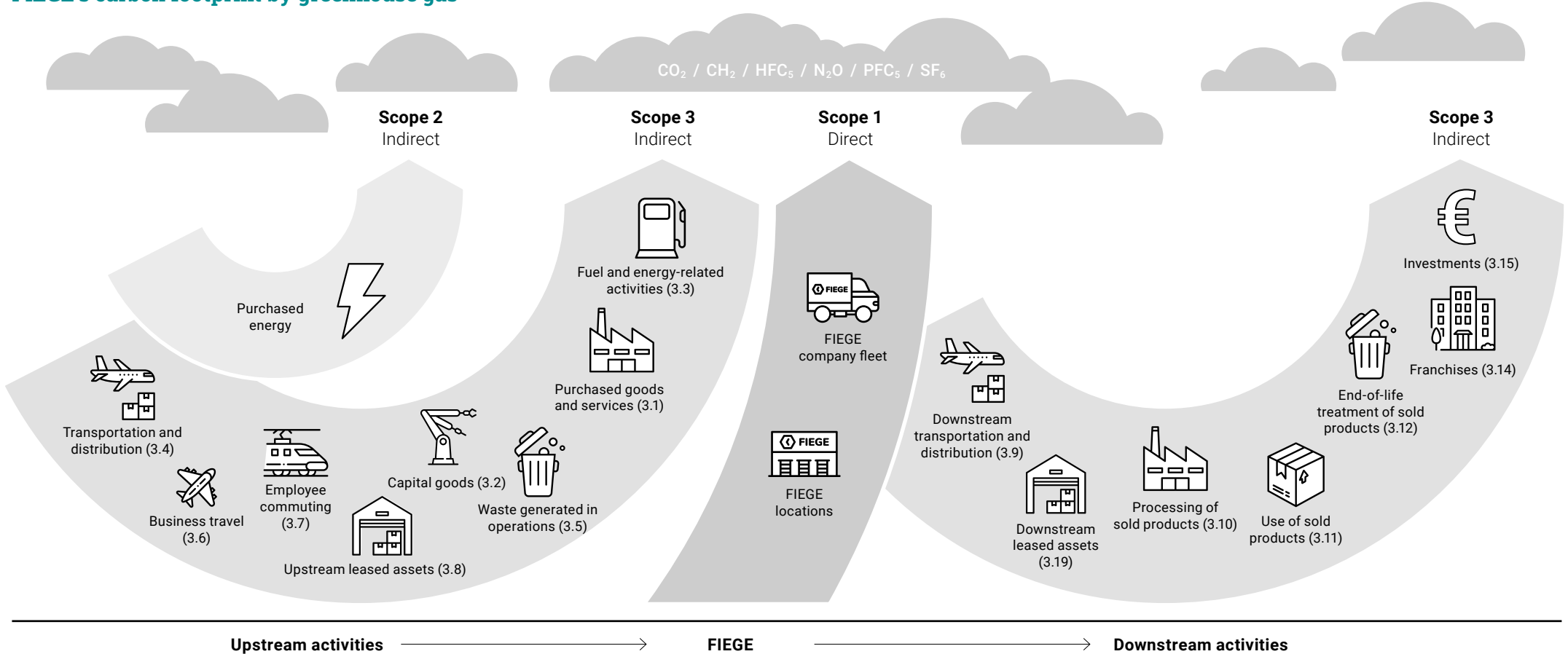
Scope 1 and Scope 2 can be attributed directly to our locations and our fleet. There is full transparency here on the consumption and we can pinpoint exactly how we influence them. We record our own emissions at location level whereby we analyse our carbon footprint more specifically with the possibility to compare our locations with each other. In this manner we can purposefully work with our locations in reducing carbon

emissions on a local level. Taking Scope 3 into consideration is also important to us because we assume responsibility along our entire value chain.

For us to roll out our climate goals for our entire value chain, we also need to obtain greater transparency on Scope 3 emissions. In a first step, the associated emissions categories were reviewed to establish their relevance for FIEGE.

We know that both transportation (category 3.4 and 3.9) as well as purchased goods and services (category 3.1) are highly relevant for us. Therefore, we are working at full speed on building data query processes to help with measurability in these categories too. Currently, we already know that waste or effluents and our business travel cause comparatively low emissions. However, since we can directly impact these categories, we also consider them relevant for us as a company.

## FIEGE's carbon footprint by greenhouse gas





### What does our footprint look like?

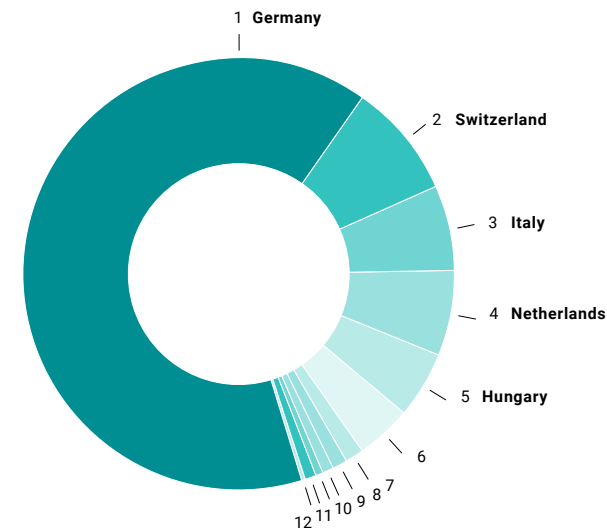
To vouch for a transparent and comparable carbon footprint, we specify the system’s parameters in advance. What is the scale of parameters that we move in? Which data to they refer to? How are they weighted? Which date range are we covering? Our system’s parameters in detail:

- We can already identify our own emissions for 2021 and 2022. As for our Scope 3 emissions, we have triggered the data query processes to have greater transparency in the subsequent reporting years.
- **Scope 1** and **Scope 2** encompass **emissions directly caused by FIEGE** at our locations. The carbon footprint includes data from 135 locations in total. Locations from our clients are partially not yet recorded due to a lack of transparency. We are engaging with our clients and service providers to obtain further data availability for a complete footprint.
- Our emissions are quantified in CO<sub>2</sub> equivalents (CO<sub>2</sub>e) which, next to carbon dioxide, include further harmful greenhouse gases like methane.

### Emissions by country

In 2022, our global operations encompassed **135 locations** spread across **14 countries**.

The sole non-European country to be named here is China, whose emissions fell especially as a result of the Covid-19 pandemic. The **DACH** (Germany, Austria, Switzerland) region alone – also because of the many locations there – is responsible for **more than 2/3** of emissions during the reporting year.

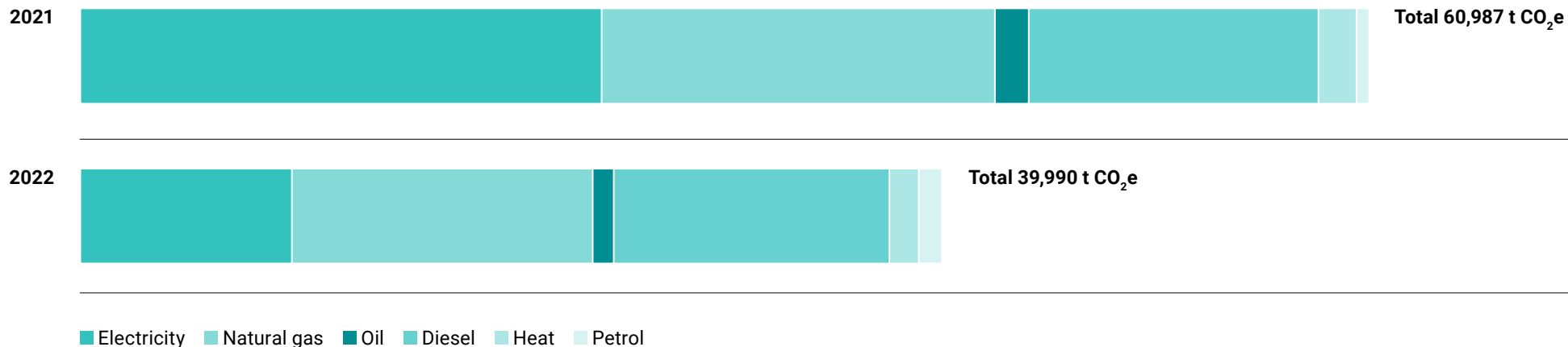


	Number of locations	2022 tonnes of CO <sub>2</sub> e
1 <b>Germany</b>	96	25,845
2 <b>Switzerland</b>	3	3,400
3 <b>Poland</b>	9	2,619
4 <b>Italy</b>	4	2,531
5 <b>Netherlands</b>	2	2,034
6 <b>Hungary</b>	4	1,568
7 <b>Belgium</b>	1	561
8 <b>Czech Republic</b>	2	541
9 <b>Slovakia</b>	1	282
10 <b>Austria</b>	1	269
11 <b>China</b>	11	237
12 <b>Ukraine</b>	1	103

\* Figures for Singapore and Turkey will be available in 2023 only

## Development of emissions

### Overview of emissions (Scope 1 and 2)



Data from the following countries are included:

2021: actual preliminary figures of consumption: Germany, Austria, Czech Republic, Switzerland, Italy, Poland, Hungary, Slovakia, Netherlands, Ukraine, Belgium;

Not included: China

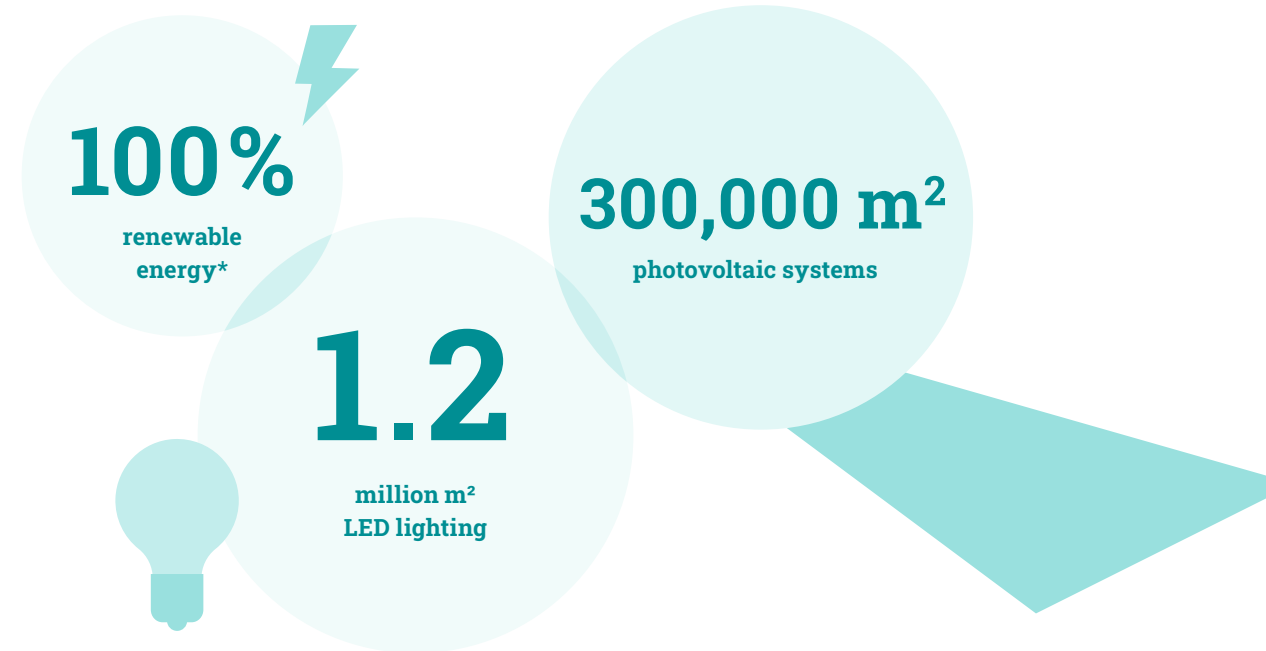
2022: actual preliminary figures of consumption: Germany, Austria, Czech Republic, Switzerland, Poland, Hungary, Slovakia, China, Ukraine, Italy, Netherlands, Belgium

## Reduction of our Scope 1 and Scope 2 emissions

After transparently capturing the development of our Scope 1 and Scope 2 emissions, we need to take action **to reduce emissions**.

- Since 2022, we have been buying **100% renewable energy** for all our German locations. And even our locations in Italy, Czech Republic and Belgium have been buying electricity produced from renewable energy sources.
- We are increasing the installation of photovoltaic systems on the roofs of our logistics locations. Internationally, this already amounts to **300.000 m<sup>2</sup>**, which are operated by FIEGE or third parties.
- All German locations have switched to **LED lighting**, which comes to **1.2 million m<sup>2</sup>**. Again, international locations will follow.

We promote the **switch** of company cars away from combustion engines to **alternative drive systems** and have already installed over 100 charging points at our locations. Additionally, we are **expanding our fleet by five new electric trucks in 2023**. This is where we take a pioneering role.



\* in Germany

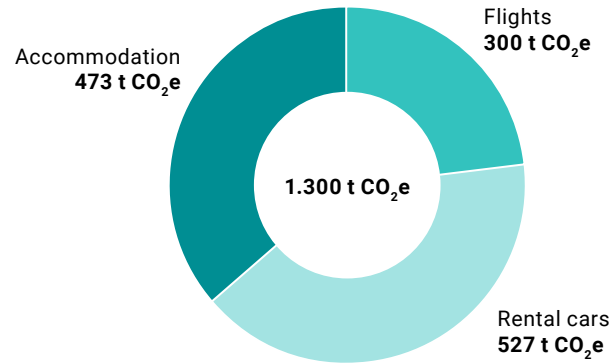
## Scope 3

Based on currently available data, **purchased transportation services** are the largest share of our Scope 3 emissions. In co-operation with our service providers, we put measures into place to reduce this, such as: route optimisation, driver training, alternative drive systems and avoiding empty runs.

We take an integrated approach to the **materials that we buy** and pay attention to sustainability aspects both when buying as well as using the materials. Which materials are more suitable for recycling? How can we lastingly optimise our purchasing?

Even though **business travel** only makes up a small share of emissions, it takes little effort only to heavily influence them through policies (example: incentives to use public transport services). Therefore, alternatives to domestic flights are desired.

## Scope 3: (absolute figures – business travel in 2022)



To achieve our climate goals in unison with our sub-suppliers and service providers, we are planning to introduce a supplier self-assessment on sustainability criteria to ask specifically for social and environmental-related requirements.

## Offsetting emissions

Since 2020, we have been offsetting emissions in Germany which are caused by our energy purchases by buying CO<sub>2</sub> certificates from quality climate action projects. This offsets our emissions from the past three years. By buying renewable energy since 2022, we are sourcing emissions-free power for our Germany-based locations.

Our emissions are recorded centrally in the carbon footprint and with immediate effect will be published annually in our sustainability report. The aim of the carbon footprint is to create transparency, identify developments, take the respective action, and accept accountability for our emissions.

## The bottom line – the carbon footprint

Calculating our carbon footprint was the first important step in defining a climate action roadmap for our family business. After having captured our current footprint in our CO<sub>2</sub> balance in a first step, the subsequent tasks that await us are to define our climate goals and to put measures into practice to meet these goals.

## And our goals are?

To significantly reduce direct and indirect greenhouse gas emissions, to lead by example even in terms of short-term and long-term climate goals based on science in addition to demonstrating our commitment along the value chain: the **Science Based Targets initiative** is thus also important to us because it drives for net-zero emissions by 2050.

We prioritise a reduction of CO<sub>2</sub> compared to offsetting it. To reduce our consumption, we are investing primarily in sustainable projects, e.g., the purchase of green power, electric trucks, or sustainable logistics buildings.

The Corporate Sustainability team supports the business units in evaluating and starting all the necessary actions directed at reaching our climate goals. This also includes a fully formulated climate strategy which not only defines a comprehensive list of measures but also a reduction pathway which will pave the way to carbon neutrality.

→  
**By 2030:  
halve  
emissions.**

→  
**By 2050:  
achieve  
net-zero  
emissions.**

## Energy policies

### Our pledge

We pledge to continually increase our energy efficiency, thereby lowering our energy consumption long term. Above all is the goal that is found in all fields of action, i.e., to be able to pass a sustainable, climate neutral family business to the next generation. To achieve this, our energy policies were defined and established by the Executive Board in collaboration with Central Energy Management and the Quality department.

### Energy management system

We have rolled out the DIN EN ISO 50001:2018 Energy Management System in Germany and Austria. This standard helps us to accurately examine whether all requirements – even of regulatory nature – can be fulfilled to further optimise process flows. For this purpose, we have trained colleagues and delegated data entry responsibilities to ensure the regular evaluation of energy efficiency, energy input and energy consumption at their respective levels and with the required accuracy. Routine in-house and out-of-house audits offer an additional review and confirmation of the effectiveness and the output of the energy management system.

### Our energy goals

**By 2026**, we wish to **lower the specific energy consumption** of FIEGE in Germany compared with 2016 and the associated energetic baseline by **20%**. The logistics area and the annual operating hours will be incorporated as values here.

To reach our energy goal, we are taking diverse organisational measures and are investing in efficient technologies on a large scale. This includes investments into modern lighting systems, intelligent system controls and building control systems as well as innovative heating systems, floor conveyors and monitoring systems. In 2022 alone, we were able to fit 180,000 m<sup>2</sup> with high-efficiency lighting technology in Germany. It was also in 2022 that we fitted an entire location with thermal pumps for the first time.

By analysing the consumption of power and heat using energy monitoring devices, anomalies are quickly spotted, and measures are taken to remedy this.

**Furthermore, it is also our goal, as from 2030 onwards, to generate more power from the rooftops of our logistics properties than we need overall for our operations in Germany.**

– 20%

## FIEGE Faro | Climate risk assessment

To comply with disclosure requirements and drive forward our ESG (Environmental, Social and Governance) communication with stakeholders, there is a growing need to analyse financial climate-based risks for real estate to technically adapt the buildings accordingly.

Within the context of our **FIEGE Faro pilot**, we conducted a climate risk assessment for the first time. The aim of the analysis is to quantify potential impacts of physical climate risks on the value of a property investment.



FIEGE Faro is referred to repeatedly in this report as the innovative project unites many different relevant sustainability topics.

FIEGE Faro is a pilot focusing on the realisation of a sustainable logistics building which will qualify as both climate positive while in operation, as well as climate-optimised during construction.

### Project goals:

- Climate positive operation
- Low impact of construction on the environment
- Environmental and social beacon project

## Climate risks

The crucial identified climate risks identified for the period until 2070 for the construction project and possible adaptive measures:

- **Winter storms:** acute security measures for flat roofs, photovoltaic systems – shielding, maintenance of rooftops, securing the façades against damage caused by storms
- **Torrential rain:** drainage in cases of heavy rainfall through retention basins for rainwater, precipitation resilience – adequate incline to ensure drainage, leak-proof roof
- **Availability of water:** determining the risk and preparing a strategy on how to deal in-house with prolonged spells of dry weather and here in particular, authorities restricting the use of water

## Environmental protection

To protect our environment, the question is which impacts do our business activities have on

- Land,
- Water,
- Soil,
- Flora and fauna?

And how can we positively manage this impact?

In Dieburg, for example, we re-naturalised a boundary ditch, created a copse on an area of over 5,000 m<sup>2</sup> with some 250 trees, set up 35 nesting boxes for kestrels, songbirds and bats and built a roughly 4,000 m<sup>2</sup>-large retention basin for rainwater.

As a climate positive building, the **FIEGE Faro** pilot project will have a highly favourable impact on a range of different parts of the environment. The following applies in principle: a sustainable idea is very important for such a construction project. For the building area, a biodiversity concept is being formulated based on givens of the natural space and the construction. The concept defines suitable measures to

preserve and improve species diversity at the site and in its immediate surroundings.

Accordingly, it is necessary to maintain the natural environment of the species that already exist in the project area in addition to offering habitats for (groups of) species that are not yet present in the project area, thus inviting the settling of new animal species.

The proposed measures are to be seen as bio-diversity-promoting additions to the existing planning. Certain contents from that planning will be adopted for the concept. The proposed measures will be co-ordinated in terms of potentially connecting habitats with the surrounding living environments.

Maintaining a biological diversity is one of the United Nations declared Sustainable Development Goals. Beyond the natural environment for endemic species, a holistic approach to biodiversity offers further advantages in relation to climate adaptation measures, the microclimate, operating expenses as well as sojourn quality and the well-being of humans.



There are some 2,450,000 bees in total at our locations in Germany, Poland, and Switzerland.



We are centring our action for biological diversity primarily on **three levels**. The habitats as such are to remain diverse to enable a range of different species as well as their continued existence in these ecosystems – be they animal, plant, or fungus. Within these species we are promoting genetic diversity through our actions.

**Approach to biodiversity concept for the FIEGE Faro building project:**

- Establishment of biological starting point and categorisation under the habitat connectivity (target species and habitats)
- Deriving measures according to the desired use
- Consideration of lifecycles of endemic species (Animal-Aided Design), habitat connectivity
- Prevention of environmental traps (bird strike, lighting)

**Goal: preservation and promotion of the variety of species**

**Biodiversity – possible action**

- Roof greening
- Vertical greening
- Habitats on the building itself (nesting places)
- Bird protection glass (special bird-friendly patterns, reduces mirror figure)
- Nature-like modules
- Biosensor lighting

Of the possible biodiversity-promoting measures for the FIEGE Faro building project, greening in general as well as of the rooftop and the façade in particular is the most positively impactful in terms of biological diversity as well as microclimate, thermal insulation during the winter season and the protection of materials and soundproofing.



## Conclusion

### 2.1 Climate Action and Environmental Protection

**Our long-term climate strategy including a comprehensive list of measures help us to continuously reduce emissions.**

### Outlook

- In the future, we will build data capturing processes in order to transparently identify Scope 1 and Scope 2 emissions, but also Scope 3 emissions.
- Emissions can be quantified and identified at customer level.
- Creation of a sustainability network to put viable measures into practice across the entire FIEGE Group.
- By 2024, further locations are to be DIN EN IS 14001-certified, thus creating international environmental standards across the entire Fiege Group. In the context of our international expansion, we also strive to achieve the respective standards for our new locations.
- In the future, we want to analyse and reduce the impacts of our activities on the biological diversity.
- **For 2023 it is planned to officially join the SBTi by signing the Commitment Letter.**

Focus topic

## 2.2 — Resource efficiency

Because  
nature keeps  
paying  
the price.



## 2.2 Resource efficiency

### How can we use our resources with more respect?

We need to be more respectful of nature and more frugal in our consumption of natural resources.

That means we are promoting the use of:

- Recycled materials when buying new things
- Multiple use of existing resources

We **analyse our consumption** and **identify potential savings**.

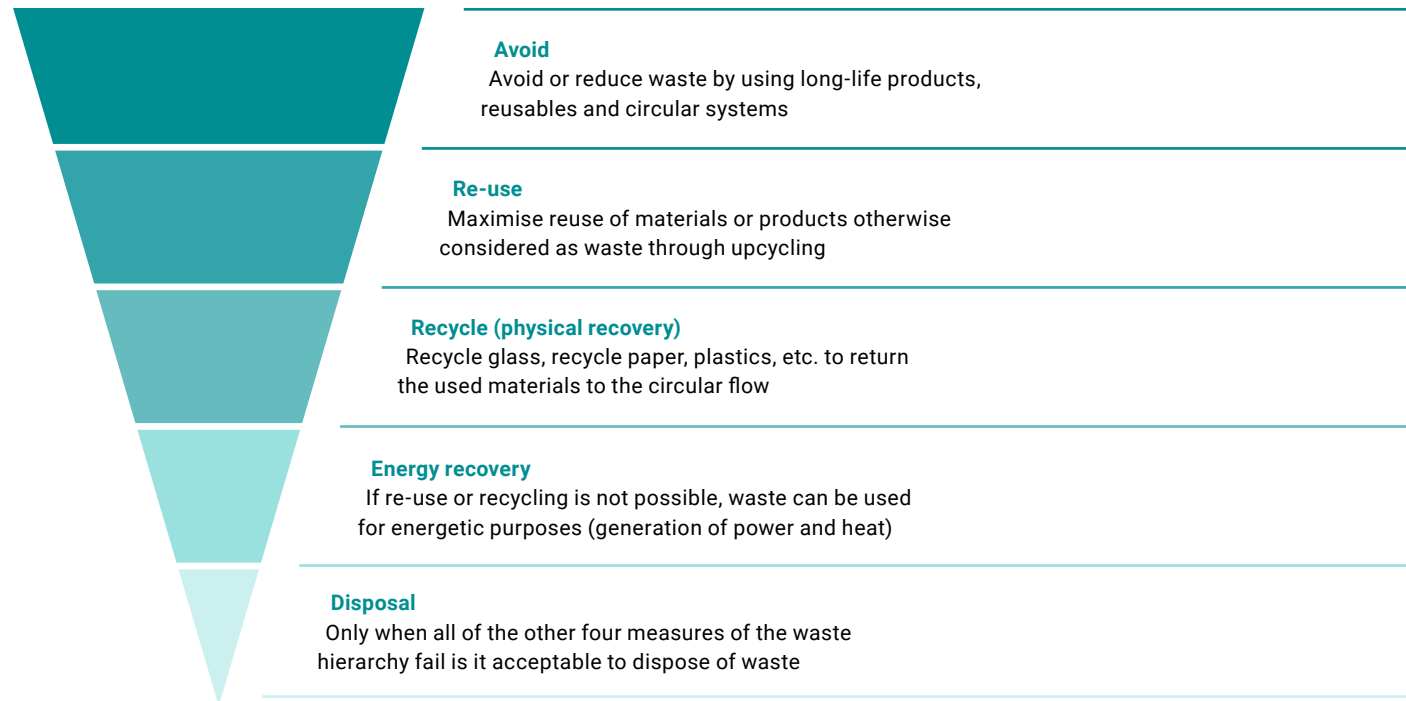
We adapt our waste management to continuously track data and then make the data available across the entire FIEGE cosmos. This will let us issue specific targets, work out the respective measures and monitor the progress.

### Waste management officer's report

Every year a waste report is drafted for the German entities of FIEGE Logistik Stiftung. This report of the company's liaison must reflect the monitoring of waste disposal beyond the operational sphere of influence all the way until the final disposal of the waste has been achieved.

### Zero Waste Hierarchy

All processes are informed by the Zero Waste Hierarchy.



## FIEGE WasteControl – four relevant steps to whip our waste into shape

### 1. Overall realignment towards sustainability

**Germany's Circular Economy Act and its Packaging Act greatly impact our sustainability behaviour.** For this reason, we conduct upcycling and recycling campaigns such as the Waste Control Challenge with our colleagues. To upcycle existing resources reduces not only the energy consumption but also air and water pollution.

### 2. Optimisation of recyclability of individual products and process flows

Sustainable management also improves the company's reputation since nowadays, sustainability has become a buying criterion for many clients. That means we are working on analysing all upstream and downstream processes of our business activities to help with a circular economy.

### 3. Safe implementation and legally compliant disposal

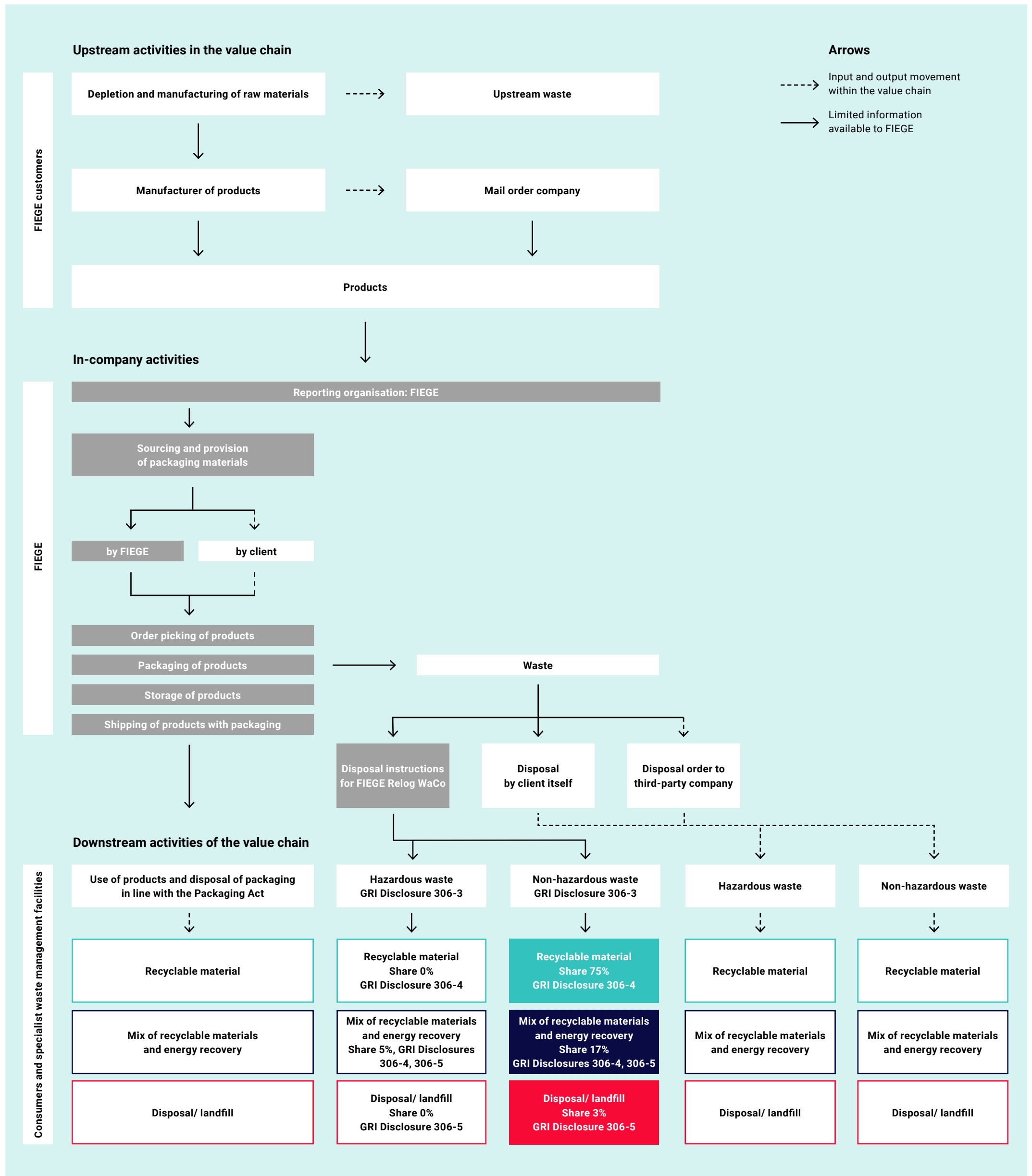
Once we have exploited all our recycling options or if materials have reached the end of their lifecycles, we take care of a proper, earth-friendly disposal of the goods.

### 4. Ongoing monitoring and legal documenting

In everything that we do for our clients, we always vouch for full transparency of the flows and approaches in line with the latest requirements. Also, we offer help for what are often complex legal specifications. This provides comprehensive legal certainty for our clients.



WaCo is an acronym for Waste and Control. Yet we do not consider waste something to be disposed of, but rather as a residual material with raw material potential for the reusable material cycle. Control in this case stands for the careful examination but also management of input and output.



## Disposal process

It is not possible for us to reduce every share of waste fast and easily because a considerable part results from our client's business activities. In some cases, they determine the disposal channels and make the respective arrangements. We collect and separate in those cases according to their specifications, which gives us little to no impact on managing this waste.

The protection of humans and the environment is a top priority of WasteContol.



## WasteControl – the start of Mission Rethink

Our locations independently separate, collect and dispose of recyclable materials and waste in line with applicable laws, working with their own independently certified waste management companies. The protection of **humans and the environment are a top priority here**. With the help of a literally clean waste management, we can mitigate negative impacts on the environment and reduce waste disposal costs.

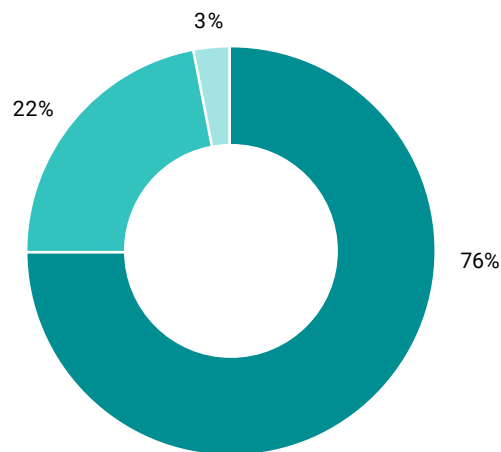
Moreover, it is possible to pass **recycled materials to the market**, thus returning them to the material cycle and circular economy. Only when backed by a standardised process and the respective documentation can we live up to the growing requirements that our clients place on us in this context.

The centralised recording of waste volumes introduced during the reporting year at all locations forms the baseline for consolidated reporting in the future. These data will form the standard for upcoming reports and developments in overarching approaches to resource-preserving measures.

## What will change?

- Pressure from sustainability legislation (governments as the driving force)
- Product design, eco design/ waste as a design flaw, stronger use of recyclates, design for recycling, E-o-L strategies, lifecycle engineering
- Public pressure on sustainability (the Greta effect), Green Deal
- Measurable design of sustainability, of savings, etc.: sustainability as decision-making criterion for investments
- „From linear to circular“
- Environmental awareness: preservation of resources, avoidance, upcycling and re-use are becoming increasingly relevant
- Product returns: integration of recycled materials into the production process, growing demand for high quality recycling material
- Rethinking: alternatives to current throw-away mentality. “Why throw away what still works?”

## Waste statistics for Germany by category



### Overview 2022

#### ■ Recyclable materials

Materials that are reused after use, repurposed into a different product or dismantled into their original raw materials. They can be recycled which circles them back into the economy.

#### ■ Mix of recyclable materials and energy recovery

This category encompasses all processes where waste materials serve a useful purpose by substituting materials that can be used in other areas. This also includes the preparation for recycling. One example here is energy recovery by incinerating waste.

#### ■ Disposal/ landfill

Transformation of waste that is harmful to the environment into environmentally non-harmful or, compared to the starting situation, less harmful substances and types of energy.

The information from the figure to the left originates from our WasteControl locations. They indicate that a large part of the waste is attributable to recyclable materials for return to the circular economy.

- Locations (approx. 40% of the German locations) that are managed through WaCo.
- The remaining locations in Germany work with their own specialist waste management facilities.
- Our locations are responsible for the legally compliant separation, collection and disposal of recyclable materials and waste and in this regard, tend to work with certified waste disposal companies specialised in recycling, energy recovery and the disposal of waste.
- In the future, we will be able to show precise developments and key figures based on the consolidated recording of our international waste data.



## FIEGE Real Estate

Smart buildings for a sustainable future. We aim to consolidate a building's long-term use through innovative concepts while turning existing and new buildings as well as operations into a sustainable portfolio.

### The future is green – even in construction.

We are lastingly changing the industry by developing sustainable real estates based on three dimensions:

- **Environmental**
- **Economic**
- **Social**

We focus on quality standards such as DGNB, LEED, BREEAM or WELL Building which facilitate, amongst other things, a lower energy consumption of portfolio properties.

### Sustainable building materials as a pro-active climate action

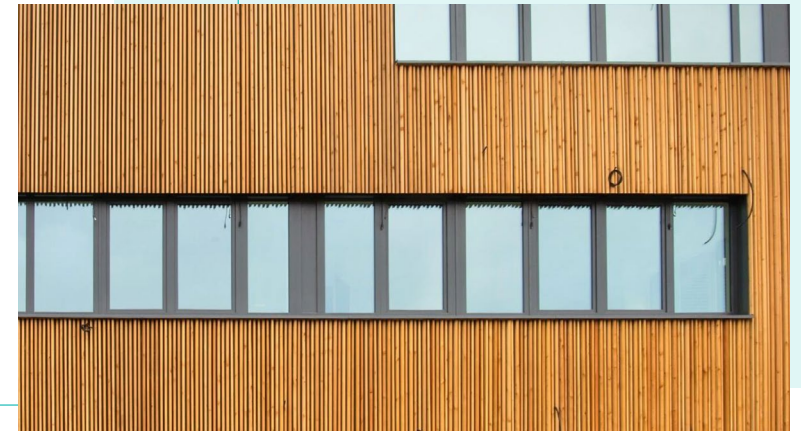


↑ For example, wood glue used in Peine/ Germany



← For example, living roof in Hamburg/ Germany

↓ For example, exterior façade in Barleben/ Germany



## FIEGE Faro | Building material and lifecycle analysis

For our **FIEGE Faro** building project, we decided on a DGNB certification. The goal of the certification from the German Sustainable Building Council is to rate the complete lifecycle of a building in terms of its financial, environmental, cultural and urban qualities within the meaning of sustainability. The DGNB system does not rate individual measures, but the overall performance of a building based on criteria. If these criteria are fulfilled to an outstanding degree, the building is given a certificate, or a pre-certificate, in platinum, gold, silver or bronze for portfolio properties. DGNB continuously evolves their certification system and aligns it with national and international standards and laws.

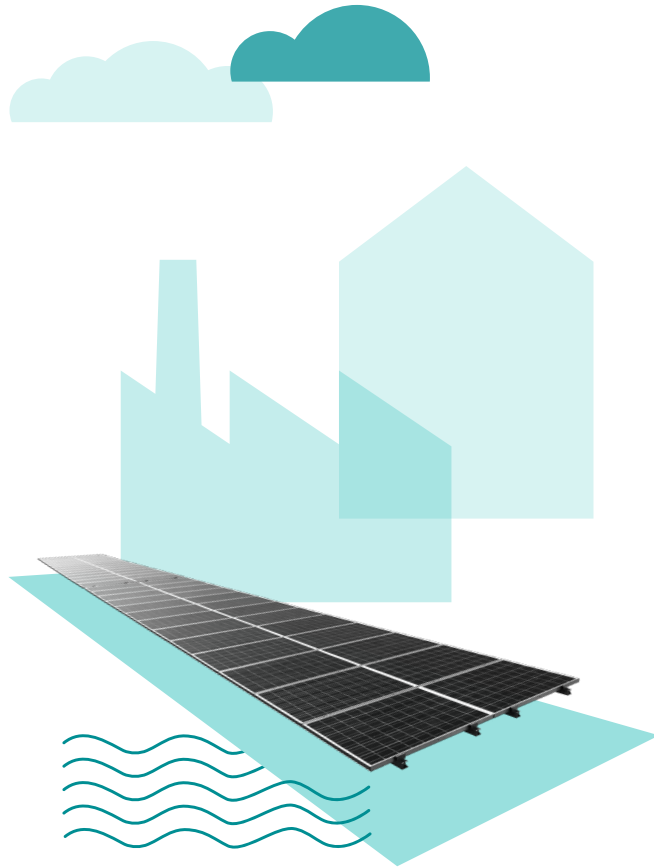
Next to the building materials for the warehouse, we conducted a circularity analysis in accordance with the Madaster Circularity Indicator (MCI).

The MCI analyses the degree of circularity of each individual building and assigns a score of between 0 and 100%. It applies the following criteria for this: origin of material, life expectancy and use of material. Moreover, a material's reusability is analysed: urban mining for building materials, inspection of green building materials.



### Overview of building materials

- **Support structure:** steel girders made from CO<sub>2</sub>-optimised steel rather than reinforced concrete girders
- **Decks:** composite floor decks using CO<sub>2</sub>-optimised recycled concrete and CO<sub>2</sub>-optimised steel rather than a reinforced concrete floor
- **Foundation bed:** made from CO<sub>2</sub>-optimised recycled concrete and CO<sub>2</sub>-optimised steel fibres rather than steel fibre concrete



## How do we achieve sustainability goals with FIEGE Real Estate?

### 1. New sustainable buildings

- **Renewable energy**
  - Producing energy with our rooftop photovoltaic systems
  - We use sustainable sources for our energy needs that we cannot produce ourselves.
- **Energy-efficient construction**
  - Reducing the consumption of power, heat and cold to an absolute minimum is achieved through highly efficient consumption and smart controls.
- **Optimised materials**
  - Using recycled construction materials, wood that regrows, and CO<sub>2</sub>-optimised concrete
  - Emissions are lowered during construction already

### 2. Sustainable modernisation

- **Energy-efficient retrofitting**
  - Captive generation of solar power
  - Intelligent lighting with LED
- **Reduced use of virgin materials**
  - Use of existing building materials
  - No new soil needs to be sealed

## Conclusion

### **2.2 Resource Efficiency**

**We look to a more efficient handling of our resources by optimising our waste management and promoting the construction of sustainable buildings, since we aim to align our processes with the Zero Waste Hierarchy.**

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## Outlook

Resource efficiency remains a core topic of our global sustainability drive.

Following the development of our climate strategy, we will create theme-centred task forces with members from all relevant business units who deal intensely with how to save resources along our global supply chain.

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### These measures include:

- Processing the waste management of our locations through our WasteControl unit
- Collaborating with companies and clients to improve recycling management and establish new circular processes
- Working in unison with our suppliers to minimise our consumption of resources
- Analysing and using materials for new buildings that have a low impact on the environment and the climate and a high level of circularity
- Complete processing of all waste material movements within our company as a recognised service provider across all business units
- Data-driven company (including, but not limited to: monitoring and liaising with environmental authorities, waste material footprint, on-demand benchmark systems, Big Data approach)
- Customer Service Initiative (including, but not limited to: communication, creating structured FAQs, WaCo Recycling app, digital waste wizard, e.g., chat offer for clients on homepage)

Field of action 3

# Partners

We'll pass it on.  
By co-operating  
on equal terms.

## Focus topics

- 3.1 Sustainable corporate governance
- 3.2 Innovation and co-operation
- 3.3 Social engagement



## 3 PARTNERS

3.1	3.2	3.3
<b>Sustainable Corporate Governance</b>	<b>Innovation and Co-operation</b>	<b>Social Engagement</b>
We are and will remain a healthy enterprise by implementing sustainable measures and activities.	We revolutionise the industry lastingly by innovating and co-operating with our clients, suppliers, and peers.	By supporting regional projects in collaboration with municipalities and residents, we ensure a liveable and safe environment.



We greatly value responsible corporate governance.

Today, we already accept corporate social responsibility beyond what is legally required and, at the same time, take our stakeholders' needs into account.

The central tool for this is an integrated risk control system which merges risk management with the internal control system and the compliance management system. Responsible action as described above forms the requisite for successful corporate governance.



Focus topic

## 3.1 — Sustainable corporate governance

Because  
a family  
business  
takes care  
of its team.





## 3.1 Sustainable corporate governance

Sustainability is integral to our DNA. Every day, we work towards pushing our goal. Our guideline on how to conduct ourselves in a day-to-day business environment is our Code of Conduct (see figure). It safeguards that our dealings within the company as well as with business partners and other stakeholders is trustworthy and lawful.

As a family business, we pledge to **protect human rights and operate in alignment with the environment.**

We continually reflect on our actions to become more sustainable step by step. Within the context of this pledge, we issued a declaration of human rights principles at the end of 2022.

This complements our Code of Conduct. The Code of Conduct forms the baseline for our transactions with our employees and our business partners. To contribute towards achieving the ambitious goals set out in the Paris Agreement, our future transactions with suppliers will be complemented by an agreement on setting climate goals.



## Fundamental policies on human rights

We pledge to adhere to the applicable regulations on human rights as laid down in, for example:

- The **Universal Declaration of Human Rights** (Resolution 217 A (III)) of 10 December 1948
- The **ILO Declaration on Fundamental Principles and Rights at Work** of 1 June 1998
- The **United Nations Guiding Principles on Business and Human Rights** of June 2014
- The **Ten Principles of the UN Global Compact** of 25 September 2015
- The **United Nations 17 Sustainable Development Goals** of 25 September 2015

## Risk management system

Our leadership structure and global risk management are strategically aligned towards avoiding **human rights violations** and environmental risks both within the Group of companies as well as amongst our suppliers from an **early stage on**. Informed by this, we will continuously define additional preventing and mitigating measures and swiftly implement these.

Our Executive Board oversees these measures. The Board is also responsible for the specialised departments assigned to this and the people respectively employed there. This ensures that we are holistically accountable on all levels in terms of compliance with human rights in our own supply chain.

## What risks are there?

Risks that are inherent in the business model.

### External:

- Unforeseeable events (e.g., Covid-19 pandemic or the Russian war)

### Internal:

- Economic performance risks (e.g., defaulting clients, vacancies, cost risks due to increased staff and energy requirements, performance risk e.g., due to absenteeism of staff and the resulting failure to meet deadlines)
- Fiscal risks (e.g., change in interest rates)
- IT risks (e.g., security risks)
- Legal disputes
- Human rights-related risks (e.g., traffic hazard, noise pollution)
- Environmental risks (e.g., use of virgin materials that do not regrow, destruction of habitats, high energy consumption, soil sealing)

### How are risks reported and mitigated?

- Branch locations and locations report on risks quarterly
- Analysis and consolidation by centralised risk management
- Authoring of a Group report for the Executive Board
- Executive Board integrates the reports with its business activities
- Internal Auditing reviews the process flows

The branch location and location management in charge are tasked with identifying the risks, taking countermeasures, and beyond that, reporting this to the centralised risk management. The centralised risk management aggregates the risks and rates them in terms of relevance and impact on our company and informs the Executive Board.

Risks of locations that cause operational losses are presented within the framework of an Action Tracker Report. Based on this report, restructuring programmes are worked out while their implementation is closely monitored. Financial risks that ensue from working with our top-30 clients are recorded

and compared in a quarterly risk screening. Under the German Supply Chain Act, we will take or have already taken the following measures to prevent human rights violations:

- A declaration of principle on respecting human rights has been passed
- A risk analysis is conducted annually to identify potential human rights' violations
- Risk management system including remedies has been established
- A whistleblower tool has been set up to report potential human rights' violations

The risk management system encompasses in-house oversight and contractual safeguards to minimise potential risks while macroeconomic risks can be hedged only to a certain degree.

### What preventive measures are there?

Rating and managing of the risks through administrative or managerial bodies or oversight

- Based on impact of gross earnings and probability of occurrence
- Clients are screened quarterly to measure the risk as well as selection probabilities of the top-30 client relationships
- Centralised control systems

### What corrective actions are there?

- Restructuring (Action Trackers) deals with risks that have occurred

## Which risks are inherent in sustainability?

Or in other words: What are the impending risks if we neglect the idea of sustainability? Legislation is also currently increasing requirements to be fulfilled by companies. Moreover, many of our stakeholders are dealing intensely with sustainability. Failing to take sustainability into consideration threatens to result in severe consequences:

### 1. Reputational risk

- Highly relevant at the level of stakeholders
- Weak rating dampens attractiveness
- Loss of clients and colleagues is a threat

### 2. Pricing and cost risk

- Legal specifications regarding CO2 costs and emissions thresholds increase raw material and energy prices
- Corporate sustainability measures are a cost-intensive investment

### 3. Legal risks

- High fines are possible if stricter laws are adopted that are not complied with

### 4. Contracting risks

- Sustainability criteria are increasingly the object of contract negotiations
- Sustainability requirements may aggravate or delay the conclusion of contracts

## And what are the opportunities?

### 1. Transparency

- Transparency of the value chain under an integrated supplier self-assessment (environmental and social aspects)

### 2. Promoting strategic partnerships

- Alternative drive systems, division of costs, establishing sustainable logistics centres, emissions tracking

### 3. Leading by example

- Acquiring new clients and increasing profit

## Conclusion

### 3.1 Sustainable Corporate Governance

**We make sure sustainability is relevant beyond the boundaries of our organisation. The most important tools for this are our Code of Conduct as well as our proven risk management system.**

### Outlook

- Establishing a holistic sustainability structure, for example by way of a dedicated sustainability contact partner in every business unit
- Seeing sustainability as a strategic priority also to exclude risks and legal violations, for example by means of training offers made available to all colleagues at the FIEGE Academy
- Mandatory supplier self-assessment on ESG topics, for example within the context of the Supply Chain Act
- Voluntarily implementing the EU taxonomy

Focus topic

## 3.2 — Innovation and co-operation

Because we constantly revolutionise our sector.



## 3.2 Innovation and co-operation



Creative approaches and new ideas as the key to greater sustainability.

### Innovation and co-operation

Innovation forms one of our five strategic pillars which contributes towards

- Securing our **competitiveness**
- Backing **long-term economic growth** and
- **Creating new jobs.**

To accomplish this, we co-operate with our stakeholders of the value chain to sustainably revolutionise not only ourselves, but the entire sector.

These past years have seen us further evolve and professionalise our approach to innovation whereby the advancement of corporate start-ups, the investment in new strategic holdings, the surge of innovative drive within the core organisation, the Company Builder XPRESS Ventures as well as the participation in the venture capitalist, F-LOG Ventures were in the spotlight.

### What characterises the Ventures unit?

**F-LOG Ventures** and **XPRESS Ventures** are our units that specialise in venture capital funds and Company Building.

**F-LOG Ventures** uses smart money to fund start-ups offering logistical solutions, especially within Big Data, Artificial Intelligence, and Software as a Service (SaaS). A two-digit million figure is available for investing into this field.

In 2019, we launched our own Company Builder with **XPRESS Ventures**.

Under this brand, we promote technology-driven ideas from within our own organisation as well as from outside founders. We then connect the network and our logistics know-how via scalable business models. We select potential start-ups and back them through financial support to benefit from opportunities that present themselves.

## Implementing innovation

### → Exoskeletons

This technology provides powerful support for lifting movements during order picking. Cray X offers additional support to the worker. This helps to prevent early fatigue, poor posture, injuries from long-term harmful lifting and therefore, staff shortages. These exoskeletons have been in use at our Ibbenbüren Mega Center since 2022. A roll-out at other locations is planned.



### → Autonomous Mobile Robots (AMR)

The two robots handle the automated transportation between two disposal points of picked electronics. TUGBOT, a collaborative robot, was designed by RoboSavvy and works with the MOV.AI robotics engine platform.

Automation is an ongoing process here at FIEGE. In close cooperation with the Lean Management team, we are currently analysing how processes can be designed more efficiently in relation to the 7+1 types of lean process thinking (also known as Muda) – for example by avoiding unnecessary itineraries.

However, it is not about substituting human manpower. By providing transportation equipment, the TUGBOTs take care of repetitive tasks. **This frees up colleagues** which means they are less often absent due to physical illnesses and instead, are more often used in value-creating processes where the human skillset is indispensable.



At our location in Greven-Reckenfeld, two Autonomous Mobile Robots help with the storing of small items.



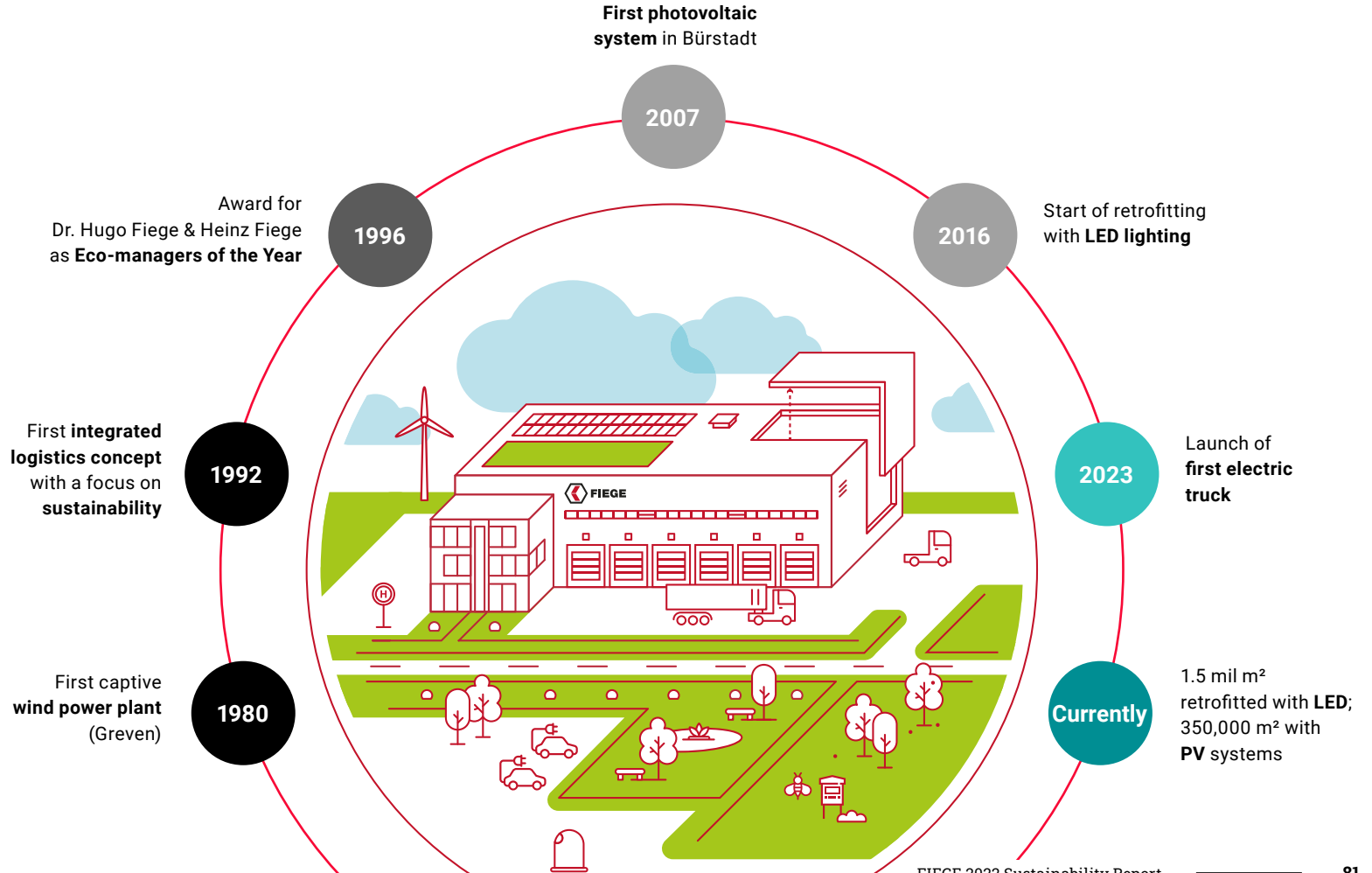
## Sustainability is a tradition at FIEGE



Dr. Hugo & Heinz FIEGE were honoured with the Eco-manager of the Year award in 1996



Jens & Felix Fiege establish sustainability as a central strategic pillar in 2021



## The Ecologistics® portfolio at a glance

And how does the eco-logistics portfolio work? The modular portfolio lets business partners acquire individual components. In this we focus on paving a more sustainable future for our clients.

## Corporate Services that we already offer in the Ecologistics® framework within our business units

LOGISTICS	REAL ESTATE	VENTURES	DIGITAL SERVICES
<ul style="list-style-type: none"> <li>• Sustainable logistics solutions</li> <li>• Alternative fuels</li> <li>• Recycling and re-use</li> <li>• Automation</li> </ul>   	<ul style="list-style-type: none"> <li>• Green &amp; WELL Building</li> <li>• Renewable energy</li> <li>• Energy efficiency</li> <li>• Renaturalisation and biodiversity</li> <li>• German Sustainable Building Council (DGNB)</li> </ul>	<ul style="list-style-type: none"> <li>• Investing in green logistics and SCM start-ups</li> <li>• Business models with sustainability as USP</li> <li>• Portfolio enterprise designs sustainable transportation software</li> </ul>	<ul style="list-style-type: none"> <li>• Digitalisation as a way to achieve sustainability</li> <li>• Hosting of all services through renewable energy</li> </ul>

## FIEGE Faro | Sustainable Ecologistics® Beacon Project

FIEGE Faro is a pilot project that will largely avoid environmental pollution during its building phase and targets a climate positive operation. The building project unveils the possibilities in sustainable building. It thus contributes to achieving the climate goals and to driving change within construction.

Faro is to act as a beacon towards a climate neutral future. The project is to lay the foundation for a significantly more sustainable building standard. At the same time, it is to become one of the most sustainable logistics buildings. It is also because of renewable energy sources that we vouch for the climate positive operation of this facility. The land measures around 40,000 m<sup>2</sup> in size. The plans are to build a two-storey building with around 40,000 m<sup>2</sup> of logistics space.

To us, FIEGE Faro is a genuine pioneering work. It is a decisive contribution on our journey towards climate neutrality.



“Project Faro allows us to demonstrate that in the future, we will integrate sustainability with our building projects right from the start, to lead by example.”

**Jens & Felix Fiege**

## Conclusion

### 3.2 Innovation and Co-operation

**FIEGE *Ecologistics*<sup>®</sup> is our environmentally sustainable portfolio of services which will increasingly empower our clients to tap an earth-friendly offer.**

### Outlook

- Prioritise and drive digital transformation within our family business
- Identify new strategically valuable holdings with subsequent investment
- Grow fleet with electric trucks and first trucks running on hydrogen
- Focus more strongly on innovative technology such as exoskeletons or Autonomous Mobile Robots
- Promote strategic partnerships with our clients and suppliers, focusing on environmental sustainability

Focus topic

## 3.3 — Social engagement

Because  
we want to  
give back.



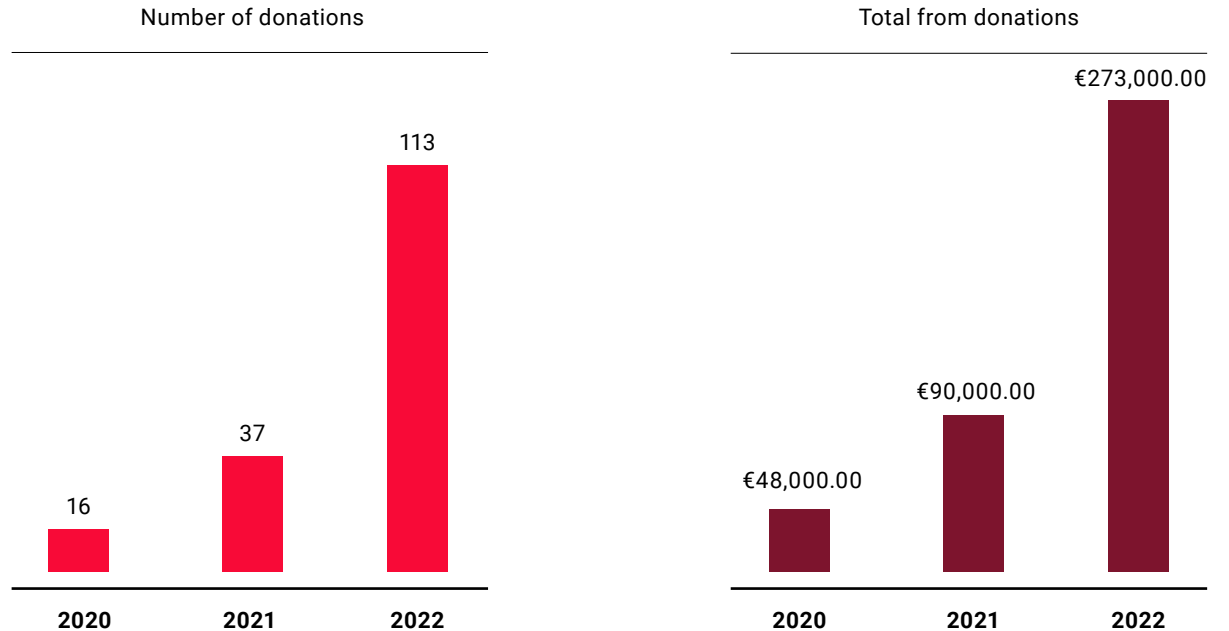
## 3.3 Social engagement

### Because we want to give back.

Social engagement to us means to work with municipalities, residents, initiatives, and associations to ensure that our business activities provide for a **safe and liveable environment in our region**. Our **Josef Fiege Stiftung** foundation also adopts this intention in aid of selected regional projects.

Donations are also very important for us. Business Units, branch locations, locations, but also colleagues have generated a considerable sum in the course of the year. Our **centralised donation management** allocates these donations to social, environmental, children and youth affairs as well as diverse initiatives of our colleagues. In the future, this process will be expanded to include the international locations.

### Overview of donations in Germany 2020–2022



## Josef Fiege Stiftung

### The corporate responsibility of a family business

Since 1998, we have been sponsoring charitable organisations as part of our corporate social responsibility. As a family business, we pledge to live up to our **responsibility towards children and young people**. Many young people grow up without privileges or do not have the same opportunities and this is exactly where we aim to contribute. Projects that shine a spotlight on the environment, nature, or society continue to be a focus (see figure to the right).

### Donations to Ukraine in 2022



We decided to pool our strengths and support the people in Ukraine in union with two foundations, namely the **Josef Fiege Stiftung** and the **Csilla von Boeselager Stiftung** as well as **New Dawn**, an Odessa-based relief organisation. This creates a direct line of help.

- Monetary donation of €60,000 (€20,000 to Boeselager Stiftung; €20,000 to Alliance for Ukraine €20,000 to UNICEF)
- Twelve truckloads of much-needed products to Ukraine

Certain projects are very close to our heart so that they have benefited from repeated donations:

**STÄDTISCHES  
GYMNASIUM  
augustinianum  
GREVEN**



Wir finden den Weg. Gemeinsam.  
**Outlaw**  
Kinder- und Jugendhilfe



Stadt Greven

### Christmas campaign/ Make-a-Wish Christmas Tree

We have called to life an annual Christmas campaign for social organisations where we collect wishes from children which our colleagues then try to help come true. Simultaneously, our locations carry out further local fundraisers.

### Environmental Prize 2022

The Josef Fiege Stiftung awarded the Environmental Prize for the first time in 2022. The prize is awarded to primary schools in Münster and Greven which wowed us with their earth-focused projects. In the future, the Environmental Prize is to be awarded every year.

### Volunteer Award

We encourage our colleagues' commitment to volunteer by distinguishing project proposals and initiatives submitted by our workforce. 4 x €500 and 1 x €1000 in prize money is to be won.

#### → "Not to give more days to life but give more life to people's days."

Outpatient care and caring for the critically ill, for those on the last chapter of their journey as well as people close to them at the Gelsenkirchen hospice.

#### → Student support in Syria

Fundraiser in support of funding studies of students living in northern Syria.

#### → Offener Internationaler Stadtwerke-Cup

The Offene Internationale Stadtwerke-Cup is a 2-day swimming competition that promotes the inclusion of swimmers both with and without disabilities.

#### → Storytellers' Café Fritz

At Café Fritz, relatives and those affected by people suffering from dementia receive support while at the same time enjoying some distraction.

#### → In-Gang-Setzer®

The In-Gang-Setzer® project backs self-help groups during the formation phase.





## The goals of the Josef Fiege Stiftung



### We encourage a volunteering commitment

Funding the initiatives of our colleagues is a particular concern of ours.



### We support our region

Our focus targets regional projects that we support recurrently or as a long-term partner.



### We focus on sustainability

In all our activities, we greatly value long-term funding for the selected projects.



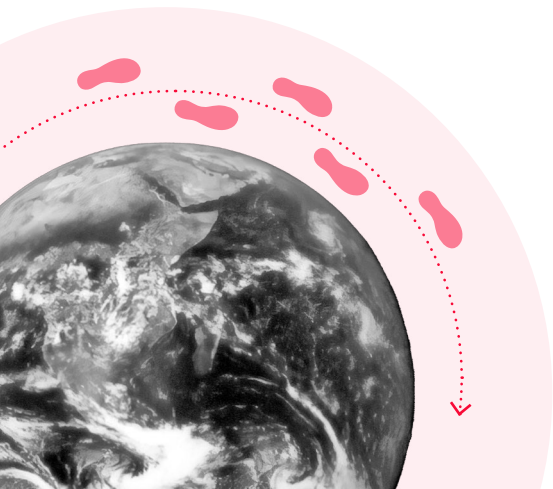
### We assume responsibility

As a family business, we aim to live up to our corporate social responsibility.

## FIEGE and the WWF's Earth Hour

Earth Hour is the biggest worldwide campaign organised by the WWF in support of climate change mitigation and environmental protection. Every year, millions of people around the world turn off their lights for one hour to set a strong sign for the protection of our planet.

We too have participated in this campaign these past years by switching off the lights at some of our locations for one hour.



## FIEGE Run 2022

More than **2,500 colleagues from all over Europe** participated in the **FIEGE Run 2022** charity race, covering some **34,635 kilometres** in total. For the three-day campaign, participants could choose between jogging, walking or wheelchairs, as long as they recorded the distance they covered in the app.

The total amount of **€77,471** that was collected was allocated in equal parts to five different organisations:

- Single Mothers House Foundation in **Poland**
- Joshuas Engelreich in **Germany**
- Trentino Tree Agreement in **Italy**
- Életfa Környezetvédő Szövetség in **Hungary**
- Boeselager Stiftung which aids eastern Europe, with a current focus on **Ukraine**

The project was devised and organised by an international team of ten junior recruits from four European countries in the context of a CPD programme.

**34,635**  
kilometres

**€77,471**  
collected

**2,500**  
colleagues

## Conclusion

### 3.3 Social Engagement

**With the Josef Fiege Stiftung  
and the dedication of our colleagues  
we can do good, together.**

### Outlook

- Further increase the amount and number of donations through new campaigns
- Organise the FIEGE Volunteer Award 2023
- Encourage volunteering commitment of colleagues more strongly and accompany projects
- Renewed participation in Earth Hour
- Shared fundraiser with our clients to take relief supplies to the Ukrainian border
- Corporate volunteering campaigns with our colleagues
- Environmental Prize 2023 at Greven's primary schools (participation of regional schools only)
- Christmas make-a-wish campaign

## Field of action 3

## Additional relevant topics

### Digital ethics

Even in the digital realm, we continually strive for our work to be safe and ethically correct.

As for digital ethics, it is important to us to develop standards and guidelines on how to **use Big Data systems as well as Artificial Intelligence (AI)**. We are working towards a binding definition of digital values within our organisation as well as in collaboration with our business partners. This also includes securing IT systems and the protection against cyber risks and cyber-attacks.

### Supply chain transparency

We want to know: Where, how, and who offers and produces the products or services that we buy? Transparency in supply chain management helps us and our clients to avoid negative impacts on the environment and human rights violations and to promote a sustainable development.

This is a complex matter which calls for many checks and balances because we are involved in a range of very different and, at times, multi-layer supply chains. However, we are willing to take this path. In doing this, we recognise the **decisive role of our** direct and indirect **suppliers** in developing accountable, sustainable service relationships. Therefore, we continuously review and document within the context of adequate **risk analyses** whether and where threats of human right violations exist – both in our performance relationships with our suppliers and with our clients.

### How do we prevent human rights violations?

The only way to do this is by means of suitable preventive measures and sourcing strategies as well as with the help of comprehensive documentation in all relevant areas. Based on these findings we derive further action, draft internal policies and pass these as a contractually binding clause to our clients and suppliers. To prevent negative developments, there will be even more stringent controls in this regard in the future.

**Our tools:** Internal Auditing which conducts audits either randomly or as required to monitor the effectiveness of our organisation and its processes.

For 2023, we are planning to ask that suppliers, in addition to following our **Code of Conduct**, complete a **supplier self-assessment** to ensure that the high standards, e.g., in relation to working conditions and ethics that we ask of our suppliers are indeed fulfilled. If we meet our colleagues with respect and fairness then those who we work with will have to do the same. That is especially important for us as a family business.

## Reliable Partnerships

We are a dependable partner. As a service provider, we wish to give our clients the feeling that we know how to meet their needs and expectations to the fullest. That applies to both our services portfolio as well as to all interactions before, during, and after the contract award.

### Customer satisfaction is the be-all and end-all

Customer satisfaction is one of our most central concerns. We systematically measure it with the **Net Promoter Score (NPS)** and the **Customer Satisfaction Index (CSI)**. The customer satisfaction survey also answers open-ended questions which provides us with specific details on possible improvements. Moreover, we are conducting routine quality analyses of our customer services and immediately apply any improvements to practice.

The **NPS** analysis currently indicates a slight decline of the overall NPS (-2). While roughly a third of all clients are loyal advocates of the company and recommend us as a business partner, the general willingness of clients to promote the organisation as such is lower overall. Action is needed here specifically, and we are developing the respective measures to further up this value.

The **Customer Retention Index (CRI)** reaches a score of 73 and is almost as high as it was in 2020 (74). A good score which allows us to retain clients in the long term.

### In return – what is important to our clients?

We regularly seek to engage in talks with our clients and wish to know what moves them, what is important to them and what they expect from us. One topic that is raised more and more frequently: sustainability. Key concerns include transportation (e.g., emissions reduction), logistics properties (e.g., building technology, energy efficiency) and processes such as Lean Management, emissions quantification, and sustainable packaging alternatives.

More than half of our interviewees cited that the growing demands from their customers, the reduction of logistics costs, digitalisation and the pursuit of ambitious climate goals are the most important factors in light of future sustainability activities.

For more than half of the interviewees, it was important when choosing their logistics provider that they can work together with their supplier on sustainability goals, that the supplier provides for transparency of digitalisation and data availability and that the supplier is working towards improving their own CO<sub>2</sub> efficiency. These are all things we *can* offer and *want* to offer.

By forming strategic partnerships, we can advance innovation and new technologies.

# Sustainability at a Glance

## Sustainability at a Glance – People: Working conditions

Table 1 of 2

Employment relationship by gender (percentage)	2022
<b>Women</b>	
Fixed-term contract	36%
Open-ended contract	12%
<b>Total</b>	<b>48%</b>
<b>Men</b>	
Fixed-term contract	42%
Open-ended contract	10%
<b>Total</b>	<b>52%</b>
<b>Divers</b>	
Fixed-term contract	0%
Open-ended contract	0.004%
<b>Total</b>	<b>0.004%</b>
<b>Total</b>	
Fixed-term contract	78%
Open-ended contract	22.004%

## Sustainability at a Glance – People: Working conditions

Tabelle 2 von 2

Age (in numbers)	2022
<b>Women</b>	
< 30 years	11%
> 30 and < 50 years	23%
50+ years	14%
<b>Total</b>	<b>48%</b>
<b>Men</b>	
< 30 years	12%
> 30 and < 50 years	24%
50+ years	16%
<b>Total</b>	<b>52%</b>
<b>Gender-neutral</b>	
< 30 years	0.004%
> 30 and < 50 years	0%
50+ years	0%
<b>Total</b>	<b>0.004%</b>
<b>Total</b>	
< 30 years	23.004%
> 30 and < 50 years	47%
50+ years	30%



## Sustainability at a Glance – People: Training and development

Year		2020	2021	2022
<b>Total hours of training</b>	<b>Total</b>	104,160	123,353	166,893
	<b>Female</b>	110	107	78
<b>Trainees or interns</b>	<b>Male</b>	343	306	245
	<b>Total</b>	453	413	323

Information from the following countries has been considered: Germany, Poland, Hungary, Italy, Czech Republic, Austria, China

### Employee survey FIEGE

Year	Colleagues invited to participate	Participants	Rate of participation	Overall satisfaction for the FIEGE Group
<b>2020</b>	18,991	12,033	63%	4.54
<b>2021</b>	21,378	15,392	72%	4.61
<b>2022</b>	21,699	16,061	74%	4.49

## Sustainability at a Glance – Planet: Climate change mitigation

	2021	2022
<b>Total emissions (Scope 1 and Scope 2)</b>	<b>60,987 t CO<sub>2</sub>e</b>	<b>39,990 t CO<sub>2</sub>e</b>
Electricity	24,624 t CO <sub>2</sub> e	9,334 t CO <sub>2</sub> e
Natural gas	18,606 t CO <sub>2</sub> e	13,589 t CO <sub>2</sub> e
Oil	1,625 t CO <sub>2</sub> e	1,092 t CO <sub>2</sub> e
Diesel	13,687 t CO <sub>2</sub> e	13,391 t CO <sub>2</sub> e
Heat	1,800 t CO <sub>2</sub> e	1,446 t CO <sub>2</sub> e
Petrol	644 t CO <sub>2</sub> e	1,138 t CO <sub>2</sub> e

Information from the following countries have been considered:

Germany, Austria, Czech Republic, Switzerland, Poland, Hungary, Slovakia, China, Ukraine, Italy, Netherlands, Belgium

# GRI Content Index

With this sustainability report, we are **publishing non-financial information about our business activities for the first time**, thus taking into account the growing importance of environmental, economic, and social sustainability for organisations.

We are disclosing information on how we handle material sustainability topics, take stock of the progress made throughout the reporting year, and explain the impacts associated with our business activities.

This report **was informed by GRI Standards**.

The report is laid out as such that it covers key figures for a period of three years. At certain points, however, this is not possible due to a lack of data.

<b>Statement of use</b>	FIEGE Logistik Stiftung & Co. KG has reported on the information named under the GRI Content Index for the time period between 1 January 2022 and 31 December 2022 as informed by the GRI Standards.
<b>GRI 1 referred to</b>	GRI 1: Foundation 2021

Table 1 von 7

GRI-STANDARD	DISCLOSURE	COMMENT	PAGE REFERENCE
<b>GRI 2: General Disclosures 2021</b>	<b>2-1</b> Organisational details	<p>Fiege Logistik Holding Stiftung &amp; Co. KG, Greven, Joan-Joseph-Fiege-Strasse 1, 48268 Greven, Germany</p> <p><b>Countries where FIEGE operates:</b> Belgium, China, Germany, Italy, Netherlands, Austria, Poland, Switzerland, Slovakia, Czech Republic, Ukraine, Hungary starting 2023: Singapore, Turkey</p>	

# GRI Content Index

Tabelle 2 von 7

GRI STANDARD	DISCLOSURE	COMMENT	PAGE REFERENCE
<b>GRI 2:</b> <b>General Disclosures 2021</b>	<b>2-2</b> Entities included in the organisation's sustainability reporting		
	<b>2-3</b> Reporting period, frequency and contact point	01 January 2022 – 31 December 2022.	
	<b>2-4</b> Restatements of information	Not applicable as this is our first sustainability report to be published.	
	<b>2-5</b> External assurance	This sustainability report will not undergo any external assurance in this year. This is planned for the coming years.	
	<b>2-6</b> Activities, value chain and other business relationships	Logistics company; our portfolio comprises the following divisions: Logistics, Digital Services, Real Estate and Ventures.	see Company Profile (p. 4) and Approach to Corporate Sustainability (p. 8)
	<b>2-7</b> Employees		see Company Profile (p. 4), Approach to Corporate Sustainability (p. 8) and Working Conditions (p. 26)
	<b>2-8</b> Workers who are not employees		see Working Conditions (p. 26)
	<b>2-9</b> Governance structure and composition		see Responsibilities (p. 17)

# GRI Content Index

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GRI STANDARD	DISCLOSURE	COMMENT	PAGE REFERENCE
<b>GRI 2: General Disclosures 2021</b>	<b>2-12</b> Role of the highest governing body in overseeing the management of impacts		see Responsibilities (p. 17)
	<b>2-14</b> Role of the highest governing body in sustainability reporting		see Responsibilities (p. 17)
	<b>2-22</b> Statement on sustainable development strategy		see Our Sustainability Strategy (p. 12)
	<b>2-23</b> Policy commitments		see Sustainable Corporate Governance (p. 72)
	<b>2-26</b> Mechanisms for seeking advice and reporting concerns		see Sustainable Corporate Governance (p. 72)
	<b>2-27</b> Compliance with laws and regulations		see Sustainable Corporate Governance (p. 72)
	<b>2-29</b> Approach to stakeholder engagement		see Our Sustainability Strategy (p. 12)

# GRI Content Index

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GRI STANDARD	DISCLOSURE	COMMENT	PAGE REFERENCE
<b>GRI 3:</b> <b>Material Topics 2021</b>	<b>3-1</b> Process to determine material topics		see Our Sustainability Strategy (p. 12)
	<b>3-2</b> List of material topics		see Our Sustainability Strategy (p. 12)
	<b>3-3</b> Management of material topics		see Our Sustainability Strategy (p. 12)
<b>GRI 207:</b> <b>Tax 2019</b>	<b>207-2</b> Tax governance, control, and risk management		see Our Sustainability Strategy (p. 12)

# GRI Content Index

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GRI STANDARD	DISCLOSURE	COMMENT	PAGE REFERENCE
<b>GRI 302: Energy 2016</b>	<b>302-1</b> Energy consumption within the organisation		see Climate Action and Environmental Protection (p. 47)
	<b>302-2</b> Energy consumption outside of the organisation		see Climate Action and Environmental Protection (p. 47)
	<b>302-3</b> Energy intensity		see Climate Action and Environmental Protection (p. 47)
	<b>302-4</b> Reduction of energy consumption		see Climate Action and Environmental Protection (p. 47)
	<b>302-5</b> Reductions of energy requirements of products and services		see Climate Action and Environmental Protection (p. 47)
<b>GRI 305: Emissions 2016</b>	<b>305-1</b> Direct (Scope 1) GHG emissions		see Climate Action and Environmental Protection (p. 47)
	<b>305-2</b> Energy indirect (Scope 2) GHG emissions		see Climate Action and Environmental Protection (p. 47)
	<b>305-3</b> Other indirect (Scope 3) GHG emissions		see Climate Action and Environmental Protection (p. 47)
	<b>305-4</b> GHG emissions intensity		see Climate Action and Environmental Protection (p. 47)
	<b>305-5</b> Reduction of GHG emissions		see Climate Action and Environmental Protection (p. 47)

# GRI Content Index

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GRI STANDARD	DISCLOSURE	COMMENT	PAGE REFERENCE
<b>GRI 306:</b> <b>Waste 2020</b>	<b>306-1</b> Waste generation and significant waste-related impacts		see Resource Efficiency (p. 59)
	<b>306-2</b> Management of significant waste-related impacts		see Resource Efficiency (p. 59)
	<b>306-3</b> <b>Waste generated</b>		see Resource Efficiency (p. 59)
	<b>306-4</b> Waste diverted from disposal		see Resource Efficiency (p. 59)
	<b>306-5</b> Waste directed to disposal		see Resource Efficiency (p. 59)
<b>GRI 401:</b> <b>Employment 2016</b>	<b>401-1</b> New employee hires and employee turnover		see Resource Efficiency (p. 59)



# GRI Content Index

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GRI STANDARD	DISCLOSURE	COMMENT	PAGE REFERENCE
<b>GRI 403:</b> <b>Employee health and safety 2018</b>	<b>403-1</b> Employee health and safety management system		see Employee health and safety (p. 44)
	<b>403-2</b> Hazard identification, risk assessment, and incident investigation		see Employee health and safety (p. 44)
<b>GRI 404:</b> <b>Training and Education 2016</b>	<b>404-1</b> Average hours of training per year per employee		see Training and Development (p. 31)
	<b>404-2</b> Programmes for upgrading employee skills and transition help programmes		see Training and Development (p. 31)
<b>GRI 405:</b> <b>Diversity and Equal Opportunity 2016</b>	<b>405-1</b> Diversity of governance bodies and employees		see Working Conditions (p. 26) and Diversity and Inclusion (p. 43)

## Contact

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“Once you  
have traveled,  
the voyage  
never ends.”

Pat Conroy

