



Lagermax

GROUP

SUSTAINABILITY REPORT 2022

FOR THE WORLD OF TOMORROW



AUSTRIA



TOGETHER IN MOTION

Together we move goods worldwide.
Our tailor-made solutions have been available to our customers for over 100 years. Our core values are trust, safety and reliability. Together, on this basis, we continue to develop our key sustainability topics.

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1.0 Foreword by the Managing Directors



Alexander Friesz



Thomas Baumgartner

Dear Reader!

As a transport and logistics group, part of a central pillar of the economy, we handle vital goods for society every day. Through globalisation and digitalisation, we continue to evolve every year and adapt our transport solutions to be future-proof. In addition to ensuring a reliable supply chain, we also care for social matters. Our employees are the driver of our success and progress. For this reason, we are very proud of our employees and highly appreciate their work.

This report provides an insight into our efforts towards social, ecological and economic sustainability in 2022. By defining the key areas, we can position our company towards sustainability and demonstrate progress. The Sustainable Development Goals are the focus of this report and show how diversified sustainability measures are set at the Lagermax Group.

A long-term perspective plays a central role in the Lagermax strategy and ensures our future viability. We wish all readers exciting insights into the world of Lagermax!

Alexander Friesz
Managing Director

Thomas Baumgartner
Managing Director

2.0

The Lagermax Group at a glance

The Lagermax Group An international logistics partner

Reliability, flexibility, safety and, increasingly, environmental protection and sustainability are all part of the profile of a competent logistics partner. As an international logistics group, Lagermax aims to exemplify these values and, in cooperation with customers and partners worldwide, to offer the best possible – and increasingly, the most environmentally-friendly – logistics services.

With locations in 14 countries, the Lagermax Group offers customised solutions for international transport, express and parcel services as well as trade fair and textile logistics. We are also active in container trading and rental as well as in waste disposal and recycling specialisation.

A company history spanning 100 years

As an owner-managed company, the Group has promoted continuity and customer and employee orientation since 1920. With 78 sites in fourteen countries, the Lagermax Group is particularly well represented in Central and Eastern Europe. Thanks to its sites in Germany, the Czech Republic, Slovakia, Hungary, Romania, Bulgaria, Serbia, Bosnia & Herzegovina, Croatia, Slovenia, the Netherlands, Belgium and Turkey, the company has sealed its position as a transport and logistics specialist for the area spanning from Central Europe to the Black Sea.

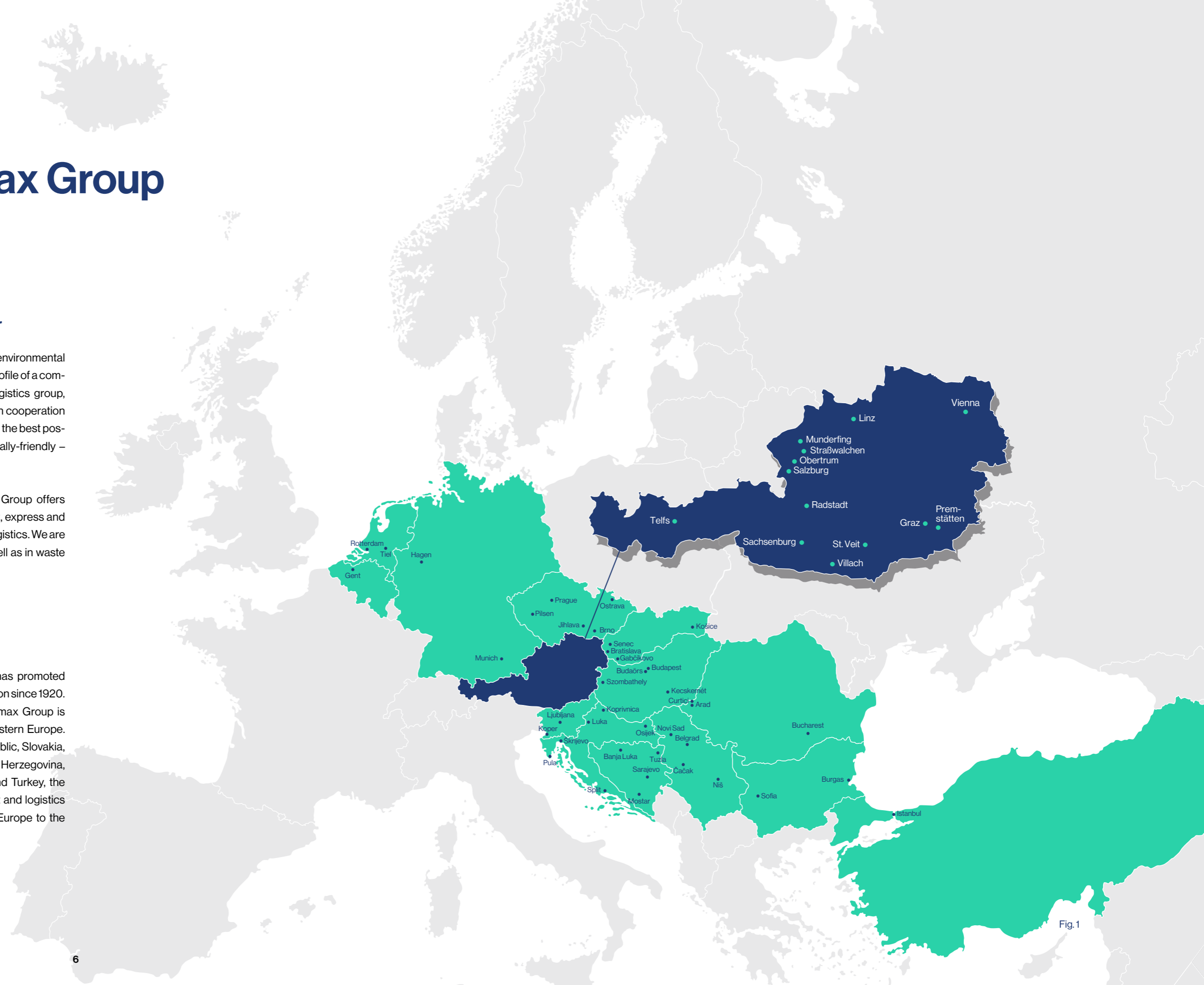


Fig.1

Comprehensive goals for first-class service

Quality, environmental and information security goals are specified by the management and secured through the implementation of management systems and certificates. Appropriate measures are derived and implemented with the management in a top-down process.

All employees have the task of upholding the three pillars of quality, environmental and information security management. This involves knowledge of and compliance with internal processes, as well as the laws, regulations and official requirements applicable to the company.

The Board of Directors strives to tackle upcoming challenges such as further promoting international development or digitalisation and implementing expansion and growth plans. The focus is on first-class integrated services, to emphasise the individuality of customer solutions.

OWNER

- Family company
- Owner-run

MANAGING DIRECTORS

- Thomas Baumgartner
- Alexander Friesz

HEAD OFFICE

- Salzburg

Fig.2
Company key figures & facts

Lagermax Group	Austria
Employees (2022) 3,800 3,500 Employees (2021)	Employees (2022) 1,331 1,256 Employees (2021)
Turnover (2022) EUR 650 mil. EUR 545 mil. (2021)	Turnover (2022) EUR 410 mil. EUR 354 mil. (2021)
Branches (2022) 55 Sites in 12 countries 78 sites in 14 countries (2021)	Branches (2022) 28 Sites 13 sites (2021)



Certifikates

- ISO 9001:2015
- ISO 14001:2015
- AEOC certificate
- HACCP certificate
- SQAS certificate
- ENplus certificate

The Lagermax Group in Austria: Salzburg head office and business divisions

Situated in Salzburg, the Group's head office is in the heart of Europe. The site boasts a modern high-bay warehouse and a hazardous goods store, from where items are shipped worldwide every day. The site is part of an efficient Europe-wide transport infrastructure. Its central location makes it possible

to quickly and efficiently deliver shipments to European markets. As well as international land, sea and air transport, Lagermax Spedition specialises in express and package services such as DPD. It also offers its own trade fair/exhibition and textile logistics solutions, and containers for sale or hire.

The disposal and recycling specialists at Frikus Transportlogistik GmbH round off the range of tailored industry solutions. More than 3,800 employees with international experience make Lagermax Group Austria one of the largest freight forwarding companies in Austria and a major employer

in its region. The transport, storage and logistics of vehicles in Central and Eastern Europe is another major area of activity for the Group. Our service halls for vehicle preparation, painting and renovation complete the list of services that we offer for a number of car manufacturers.

Table 1

Business divisions of the Lagermax Group in Austria

Divisions	Products & Services	Companies in Austria	Key performance indicators	Employees in Austria 2021 2022
Holding	• Internal services for companies	• Lagermax Lagerhaus und Speditionen AG • TS Werbeagentur GmbH		88 98
Logistics	• Trade fair logistics • Sea and air freight • System general cargo • warehousing • Relocation logistics • Day and night express system • Alltime Express Distribution	• Lagermax Logistics Austria GmbH	• Transport volume: 1,553,000 t per year (of which 1,202,000 t in Austria) applies only to source-destination transports • Storage area: 408,610m ² international • Storage area national: 44,650m ²	419 441
Car transport	• Vehicle conversion and preparation • Vehicle transportation • Customs area • PDI & modification centre • Special vehicle construction • Automotive engineering	• Lagermax Autotransport GmbH (incl. TS drivers) • Autoservice Wien Assembling und Logistik GmbH • Lagermax Autologistik International GmbH	• Car transport: approx. 920,000 vehicles annually (incl. 228,281 in Austria) • Storage area for new vehicles: 2,000,000 m ² internationally (incl. 750,000 m ² in Austria)	400 441
Parcel services / textile logistics	• Parcel service • Textile logistics	• Lagermax Paketdienst GmbH • Lagermax DLS GmbH • Fashionet Austria Textilspedition GmbH	• Parcel service in Austria: over 66.5 million parcels • Fashionet textile logistics: approx. 8 million deliveries internationally	105 108
Timesped	• Transport and logistics solutions with focus on full loads • Hazardous goods transports	• Timesped Austria Spedition GmbH	• 10.000 shipments	13 14
Concept	• Container module construction and trade	• Concept Container Modulbau & Handel GmbH	• 550 container modules sold • 400 container modules hired out	24 22
Frikus	• Car transport • Bulk, liquid and tarpaulin transport • Recycling and waste industry	• FRIKUS Transportlogistik GmbH • FRIKUS Liquids GmbH	• Own truck fleet: 80 (2022)	208 207

3.0

About this report

The report covers the period from 1 January to 31 December 2022 and builds on the previous year's report.

The data for the report was compiled internally in Lagermax Group Austria by the responsible persons in the respective departments and departments and companies. No independent external audit was carried out for the report, external audit was carried out for the report. The data was checked for completeness and plausibility by external sustainability consultants.

This report was prepared with reference to the GRI Standard 2021 (with reference to).



4.0 Sustainable Development Goals

The Sustainable Development Goals (SDGs), shown in Figure 3, are an integral part of the 2030 Agenda, an international agreement of the United Nations (UN) in which the principle of sustainability is defined and pursued. The 2030 Agenda was developed and launched in 2015 in a participatory process by the 193 member states of the UN. The 17 goals of the SDGs enable a comprehensive and holistic perspective on social, ecological and economic sustainability. Although each goal pursues its own agenda, the goals are nevertheless closely interlinked and in part mutually dependent. holistic, global sustainability is therefore not possible if only individual goals are pursued. The SDGs serve as a guiding principle for the

practices of governments, companies and communities. The Lagermax Group also sees itself as responsible for participating in the process towards sustainable development. The business practices are therefore oriented towards the SDGs, among other things, so that the Lagermax Group also makes a positive contribution to global sustainable development. The SDGs are also intended to serve as orientation in this report. The individual goals are assigned to the respective sustainability topics at Lagermax Group and thus place the company's efforts in the context of the global sustainability agenda. Which SDGs in particular are addressed at Lagermax Group, is shown in Table 2.









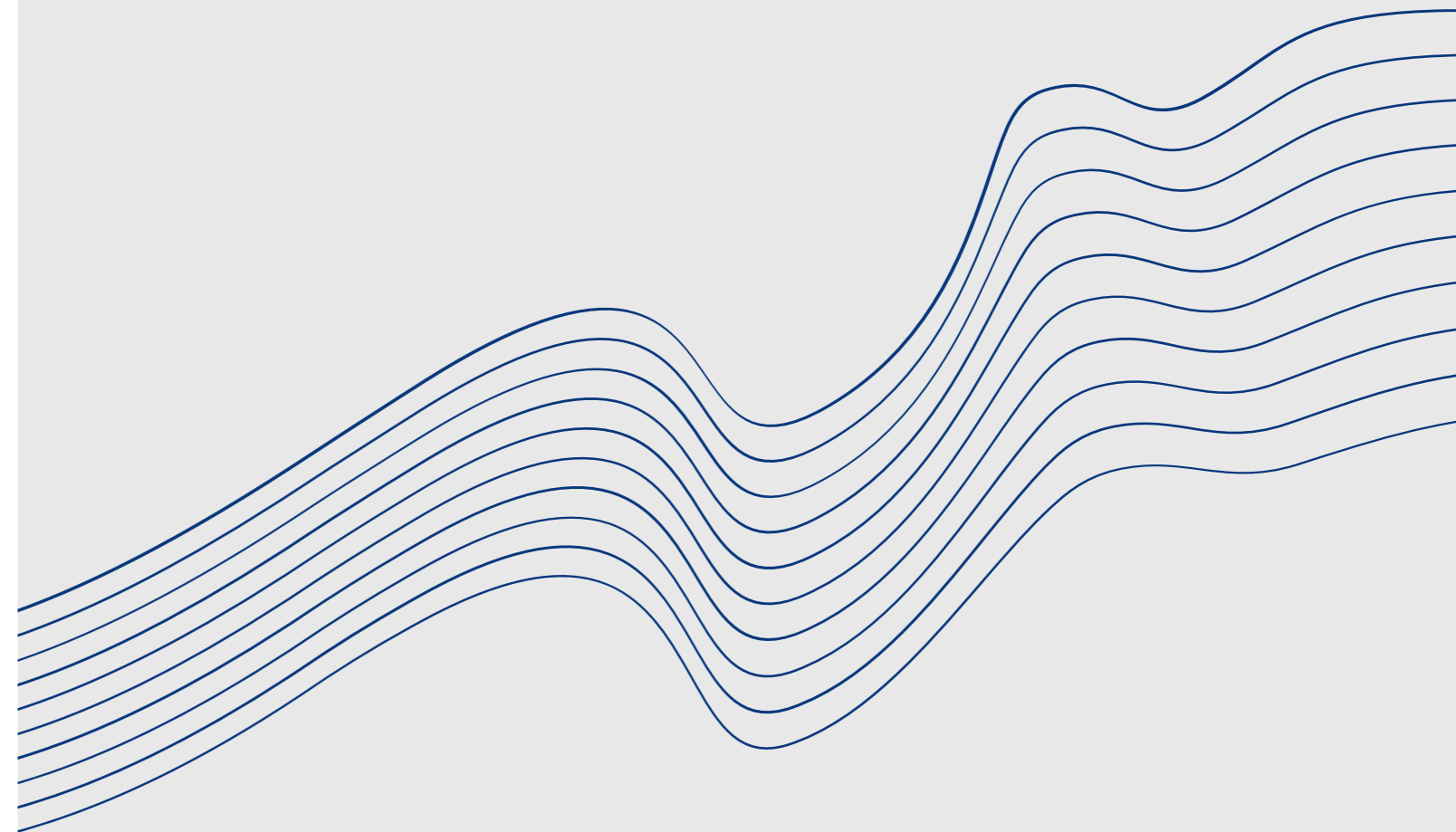
Fig. 3

5.0 Material sustainability topics

Table 2

Material topic	Topic description	Reference (chapter + page)
CO ₂ emissions – own truck fleet 	CO ₂ emissions from the logistics of our own fleet. Reduction possible through vehicle upgrade and fuel efficiency training.	6. Environment p.20–25
CO ₂ emissions – outsourced logistics  	CO ₂ emissions through transportation by service providers. The environmental impact of deliveries and transportation to customers can be reduced by paying attention to the right choice of carriers and the transport mix.	6. Environment p.26-28
CO ₂ emissions – buildings and processes 	Heat and power are needed for buildings (offices, warehouses and workshops). This consumption can be reduced through sensible measures such as the use of green electricity and efficiency measures.	6. Environment p.29
Airborne emissions (excluding CO ₂)	Noise and airborne emissions (e.g. NO _x or dust) occur in workshops and through logistics (truck noise, exhaust fumes, particulate matter) due to the central location and night driving.	6. Environment p.24
Climate risk  	Risks caused by weather, e.g. heavy rain, flooding, snowfall, hail.	6. Environment p.31
Chemicals and hazardous substances 	Environmental impacts from the use of chemicals such as paints and cleaning agents, and impacts from chemical spills.	6. Environment p.32
Employees: working conditions 	Relevant aspects in terms of working conditions include working hours, remuneration, vacation, freedom of assembly, works council. Particular attention should be paid to the remuneration of unskilled workers.	7. Social p.35–37

Material topic	Topic description	Reference (chapter + page)
Employee satisfaction 	Everybody is different. Companies can address this diversity consciously and proactively, and create framework conditions offering opportunities for a wide variety of people. We are therefore able to use the potential of diversity in line with our corporate goals.	7. Social p. 35–37
Equal opportunities & diversity	Jeder Mensch ist anders. Unternehmen können bewusst und proaktiv mit dieser Vielfalt umgehen und Rahmenbedingungen schaffen, die für unterschiedlichste Menschen Chancen bieten. Dadurch können wir das Potenzial der Vielfalt im Sinne der Unternehmensziele nutzen.	7. Social p. 38–39
Employees: education and training 	High-quality education and training benefits the staff and the company. Expanding knowledge and expertise, keeping it in the company and promoting innovation through employees guarantees quality and satisfaction. It is important to offer apprenticeships with prospects for the future and to hire apprentices as employees once they have completed their training.	7. Social p. 40–43
Employees: health & safety at work	A key objective is to prevent occupational accidents and diseases, and to offer preventive measures and promote the health of employees. Examples include correct lifting in logistics, ergonomics in the office and for drivers, night work, protection against emissions (paint) and noise (workshops), handling dangerous goods and avoiding road accidents. This relates to both physical and mental health.	7. Social p. 44–47
Regular freight carriers: working conditions	Relevant aspects in terms of working conditions include working hours, remuneration, vacation, freedom of assembly, works council. Particular attention should be paid to the remuneration of unskilled workers.	7. Social p. 48–49
Regular freight carriers: health & safety at work 	A key objective is to prevent occupational accidents and diseases, and to offer preventive measures and promote the health of regular freight carriers. Examples include correct lifting in logistics, ergonomics for drivers, night work, and avoiding road accidents. This relates to both physical and mental health.	7. Social p. 50
Regional value creation	The close ties of the organisation to the regional economy, sustainable management, and commitment to good general economic conditions strengthen the position of Austria – and in particular, the Salzburg region – as an industrial location.	8. Governance p. 53
Data protection   	Data protection is an important issue in the increasingly digitalised business world. This relates not only to the security of company and employee data, but also to the protection of customer data from theft.	8. Governance p. 54
Ethics & compliance	Good corporate management is characterised by the fact that it not only complies with the applicable laws, but also sets standards and corporate values. This clearly defines ethically responsible action.	8. Governance p. 56–57



6 Environment

Commitment to taking a precautionary approach

6.1	Affordable and Clean energy	S. 19
6.2	Climate risk	S. 31
6.3	Chemicals and hazardous substances	S. 32



Committed to taking a precautionary approach

In order to keep the environmental impact of business activities as low as possible, Lagermax Group Austria focuses in particular on aspects that are essential for both the Group and its stakeholders: energy efficiency, hazardous chemicals and substances, and climate risk. The Group records environmental performance in all relevant areas, such as fuel consumption, for the collection and analysis of environmental data. The results of this reporting are used to determine where there is potential for improvement.

The principles for environmental management are set out in the Business Conduct Guidelines of Lagermax Group Austria. The environmental management standard of Lagermax Group Austria requires that all relevant business divisions of the Group implement an environmental management system pursuant to ISO 14001 and meet the minimum requirements listed. The aim of corporate environmental protection is to comply with legal regulations and to minimise negative environmental effects, e.g. in the form of soil or air pollution. To do this, environmental protection measures must be integrated into all operational processes. Board members are regularly updated on current and upcoming environmental, climate and energy policies and regulations, as well as on progress towards meeting sustainability goals. Lagermax Group Austria is committed to taking a precautionary approach towards the environment, with a view to preventing long-term environmental damage.

6.1 Affordable and clean energy

This section includes the following key issues:

- CO₂ emissions – own truck fleet
- CO₂ emissions – outsourced logistics
- CO₂ emissions – buildings and processes
- Other airborne emissions

The CO₂ estimation presented in this sustainability report is based on the Greenhouse Gas Protocol (GHG Protocol) and does not represent a complete calculation of the corporate carbon footprint according to the GHG Protocol. The emission factors used in the estimate were also used for all previous years to ensure better comparability.

Motive: To make ecological and economic sense

Saving energy and avoiding climate-damaging emissions are of particular importance to Lagermax Group Austria. Consequently, one approach is to make logistics more sustainable within all business areas, among other things by increasing efficiency, expanding the e-infrastructure and additionally also photovoltaic systems. These measures contribute to the achievement of the seventh SDG: renewable energy. In addition, concrete measures to reduce greenhouse gases in the vehicle and mobility sector, as well as in buildings (SDG 13: climate

action), are being pursued. In addition to securing the supply chains as a logistics company, Lagermax also contributes to the achievement of SDG 9: Innovation and infrastructure by ensuring the operation and expansion of the e-infrastructure.

Initiative: Commitment to sustainable mobility

The optimal utilisation of loading capacities and the reduction of empty runs are important goals in terms of efficiency, both from an economic and an ecological perspective. In addition, the means of transport used and their respective CO₂ emissions are relevant. Lagermax Group Austria is increasingly relying on open-technology solutions, as well as pursuing the topics of e-fuels and hydrogen.

The expansion of e-mobility is a step towards improving the carbon footprint of Lagermax Group Austria. In order to reduce emissions in heavy and long-distance traffic in the short to medium term, Lagermax relies on a technology-neutral strategy. Liquefied natural gas (LNG), hydrogen, and e-fuels have great potential to achieve CO₂ reductions. Lagermax is observing developments very closely and will use what is currently considered to be the best solution, depending on the application. The Lagermax car fleet (which is made up of company cars and pool cars) is increasingly geared towards

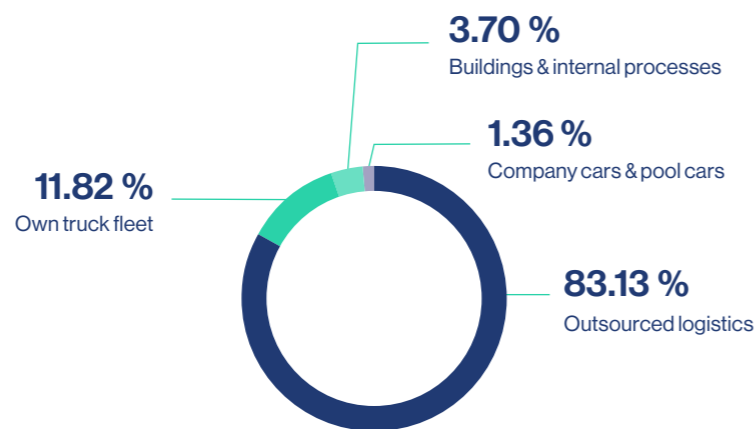
plug-in hybrid company vehicles and electric vehicles. This also requires a suitable charging infrastructure and climate-neutral electricity – preferably from the photovoltaic system on our own roof. Our production facilities are being

checked to see whether they are suitable for the installation of photovoltaic equipment. These requirements are taken into account from the outset for both new buildings and renovations.

Progress: CO₂ emissions of Lagermax Group Austria

The CO₂ emissions of Lagermax Group Austria come from the following four main sources:

Fig. 4
Main sources of emissions 2022



By far the most emissions come from outsourced logistics. Of the Austrian companies, Lagermax Spedition makes the largest contribution (approx. 80%) to emissions from trucks and shipping.

These CO₂ emissions have been calculated based on the specifications of the Greenhouse Gas Protocol. The data is based on consumption of diesel, petrol, electricity, natural gas, heating oil, district heating and other energy sources, as well

as means of transport, tonnage and distances in relation to outsourced logistics. The emission factors come from ecoinvent 3.8 and the Austrian Federal Environment Office. Raw data was collected internally in the individual companies in the Lagermax Group. For emissions from electricity, an emission factor for the average Austrian electricity mix was used (“location-based”).

Table 3

Climate-impacting emissions of Lagermax Group Austria

Emissions by Lagermax company

	in kgCO ₂ eq 2021	in kgCO ₂ eq 2022	in % 2021	in % 2022
Logistics	49,394,998	49,127,537	75.10 %	75.25 %
Autotransport	7,918,514	7,828,840	12.04 %	11.99 %
Concepts	87,201	93,538	0.13 %	0.14 %
Frikus	5,295,716	5,054,417	8.05 %	7.74 %
Holding	91,171	116,035	0.14 %	0.18 %
Parcel service	235,074	278,602	0.36 %	0.43 %
Timesped	2,750,079	2,783,311	4.18 %	4.26 %
Total	65,772,753	65,282,314	100.00 %	100.00 %

Table 4

Emissions per sub-topic

	in kgCO ₂ eq 2021	in kgCO ₂ eq 2022	in % 2021	in % 2022
Own company vehicles and pool vehicles *	734,259	885,950	1.12 %	1.36 %
Own logistics (trucks) *	7,796,391	7,713,673	11.85 %	11.82 %
Outsourced logistics (trucks) **	53,697,107	54,269,107	81.64 %	83.13 %
Buildings & internal processes ***	3,544,996	2,413,584	5.39 %	3.70 %
Total	65,772,753	65,282,314	100.00 %	100.00 %

*Scope 1
**Scope 3
***Scope 1&2



Progress:

Consumption by own truck fleet

In Lagermax Group Austria, only the car transport, Frikus and freight forwarding divisions have their own truck fleet.

Fuel-saving training and consumption monitoring

The driving style and the diesel consumption of the drivers are recorded company-wide and analysed at regular intervals, so that the great potential for improvement in this area in terms of safety and fuel savings can be used. The C95/D95 driver qualification card includes the Eco-Training module as an integral part of the compulsory further training for professional drivers. If deficiencies are found in the evaluations, this immediately leads to follow-up training courses, which provide the drivers with the necessary expertise to achieve a more efficient driving style. In addition, the drivers receive a summary of their consumption every month, meaning that they can see improvements or deteriorations in real time and adjust their driving conduct accordingly.

For over ten years, annual fuel-saving training has been offered to drivers working for Lagermax Group Austria. To motivate drivers to save fuel, a separate bonus system has been installed as a financial incentive. Consumption checks are compared on a monthly basis in order to be able to implement technical improvement measures in the vehicles or measures in relation to a more defensive driving style for truck drivers. In addition, external freight companies are invited to let their drivers take part in fuel-saving training. One of the challenges in this area is language. In the future, screens in the vehicles and translation programmes will be used more frequently during training.

In parallel to the fuel-saving training, Frikus Transportlogistik GmbH carried out comparison drives before and after the training in the reporting years. The results showed significant savings.

Use of trucks with alternative drive systems

Despite isolated successes in switching to e-mobility, the results of an in-house project by Frikus Transportlogistik GmbH in which a detailed cost comparison was drawn up showed that a large-scale replacement is currently not feasible for Lagermax Group Austria due to the economic efficiency. The cost of an electric truck is still four to five times that of a diesel truck. Calculations regarding trucks powered by natural gas brought similar results.

However, alternative drive systems are not only a question of cost, but also a technical issue. Electric propulsion for heavy trucks is currently, and for the foreseeable future, only feasible for short and medium ranges and is not a solution for heavy trucks over longer distances. The Group believes that the future of heavy-duty trucks is in alternative hydrogen operation.

The company is relying on a development that will guarantee series production of these new vehicles. Special purpose vehicles, such as road tankers for Frikus, are usually at the bottom of the list when it comes to vehicle developments. Some of the major manufacturers with which Lagermax Group Austria works are clearly committed to the future implementation of hydrogen drive systems. Points are already being awarded for the use of environmentally-friendly fuels in the evaluation of tenders – particularly in relation to municipal vehicles for communities, an important business area for Frikus Transportlogistik GmbH. Frikus Transportlogistik GmbH has commissioned the purchase of two gas-powered (LNG) trucks.

Table 5
GRI 305-1

Diesel consumption of own fleet

in litres

	2021	2022
Car transport	1,210,735	1,246,320
Frikus	1,909,633	1,828,489
Spedition	6,945	19,310
Total	3,127,313	3,094,119

Table 6
CO₂-Emissionen

Emissions of own logistics (trucks)

based on diesel consumption

	in kgCO ₂ eq 2021	in kgCO ₂ eq 2022	in % 2021	in % 2022
Car transport	3,018,362	3,107,075	38.71%	40.28%
Frikus	4,760,715	4,558,423	61.06%	59.10%
Logistics	17,314	48,140	0.22%	0.62%
Total	7,796,391	7,713,673	100.00%	100.00%

Progress:
Modern fleet – reduction of NOx and fine dust emissions

There are more than 150 trucks in Lagermax's Austrian fleet. The emissions of harmful substances from heavy commercial vehicles are regulated by European directives and guidelines. In order to keep emissions of harmful substances as low as possible, the Lagermax vehicles are state-of-the-art.

In 2022, the Lagermax Group's fleet consisted of 31 EURO V and 119 EURO VI trucks. The goal is to modernise the fleet and to only use trucks of the latest EURO VI class. With EURO VI, the limit values for trucks are reduced by around 67% for particles and 80% for nitrogen oxides, compared to EURO V vehicles. A limit value has also been set for the number of particles.

Fig. 5
Truck quota by emission class



Progress:
Company cars & pool vehicles

Regarding cars (company cars and pool cars), a company-wide decision was made to purchase hybrid vehicles and electric vehicles in the future.

Fig. 6
Percentage of company cars and pool vehicles by drive technology

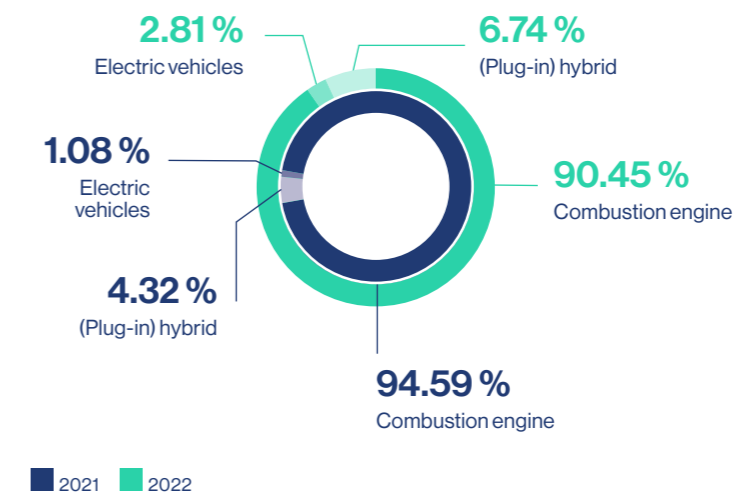


Fig. 7
Fuel consumption* for company cars and pool vehicles

in litres per 100 km



*86.10% (2021) / 92.4% (2022) of fuel consumption is diesel, only a small proportion is petrol

Table 7

CO₂ emissions

Company vehicles and pool vehicles

broken down by company

	in kgCO ₂ eq 2021	in kgCO ₂ eq 2022	in % 2021	in % 2022
Logistics	199,166.46	270,894.05	27.12 %	30.58 %
Car transport	251,555.74	264,198.17	34.26 %	29.82 %
Conzept	64,107.21	71,659.21	8.73 %	8.09 %
Frikus	104,317.60	136,459.23	14.21 %	15.40 %
Holding	59,976.59	74,666.38	8.17 %	8.43 %
Parcel service	43,714.76	50,129.24	5.95 %	5.66 %
Timesped	11,420.43	17,943.32	1.56 %	2.03 %
Total	734,258.79	885,949.60	100.00 %	100.00 %

Progress: Outsourced logistics

At Lagermax Group Austria, all companies (apart from Holding) use regular freight carriers for at least some of their deliveries. AED, Konzept and the Package Service use regular freight carriers for all deliveries, as they do not have their own fleet. Trucks are primarily used for outsourced logistics. An exception is the forwarding business, in which a relevant proportion is carried out by ship.

At Lagermax Autotransport GmbH, the ratio of internal vs. external drivers is 90% to 10%. Daily freight and truck availability are also processed via the spot market to avoid empty runs. These are not dealt with in the current report.



Table 8

Logistics outsourced to regular freight carriers

in tonne-kilometres

Outsourced logistics

Trucks**	2021**	2022
Logistics	312,192,745	369,773,802
Car transport	19,877,000	20,665,930
Conzept	730,000	560,000
Frikus	13,922,998	15,725,154
Parcel service	284	0
Timesped	17,692,020	17,862,470
Total (Trucks)	364,415,047	369,773,802

Shipping

Freight forwarding	736,166,750	737,551,106
Total (all transport types)***	898,685,851	737,551,106

* Data for outsourced logistics are based on initial estimates and will be specified in subsequent years

** Note: only km information was available for AED, Konzept and Frikus. The following assumptions were made to determine the tonne-kilometres: AED 0.5 t/km; Konzept 2 t; Frikus 2 t/km

*** Data for rail transport are not recorded in this reporting year. This will be added to in future reports.

Fig. 8

Freight forwarding division

Quota of transported tonne-kilometres by truck and ship

Outsourced logistics

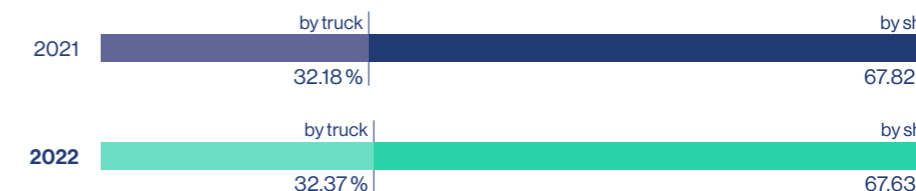


Table 9

CO₂ emissions**Outsourced logistics**

broken down by company

Truck	in kgCO ₂ eq 2021	in kgCO ₂ eq 2022	in % 2021	in % 2022
Logistics	40,151,088	40,577,996	75.68 %	74.60 %
Car transport	1,388,532	1,513,500	2.62 %	2.78 %
Concept	355,641	272,821	0.67 %	0.50 %
Frikus	6,783,006	7,660,981	12.79 %	14.08 %
Parcel service	41,897	-	0.08 %	0.00 %
Timesped	4,334,109	4,367,476	8.17 %	8.03 %
Total	53,054,274	54,392,773	100.00 %	100.00 %
Shipping				
Timesped	6,640,224	6,652,711	100.00 %	100.00 %
All transport types				
Truck	53,054,274	54,392,773	88.88 %	89.10 %
Shipping	6,640,224	6,652,711	11.12 %	10.90 %
Total	59,694,498	61,045,484	100.00 %	100.00 %

**E-mobility and climate-neutral driving for the parcel service division**

The Lagermax parcel service division covers 100% of journeys with over 70 regular freight carriers. The ongoing evaluation of the environmental management system ISO 14001:2015 ensures compliance with environmental issues. Under the umbrella of "Climate-neutral driving", OMV, in cooperation with ClimatePartner, offers companies the opportunity to offset their CO₂ emissions. The Lagermax parcel service division has been supporting the refuelling initiative with a so-called "CO₂ cent" since September 2020. The collected contribution is used to support climate change mitigation projects.

E-mobility is a relevant topic in parcel delivery due to access restrictions. In Salzburg City Centre, an electric three-wheel

scooter is used to deliver parcels from a so-called micro-HUB. The prototype is called Package Bee. It has a range of up to 80 km and transports a maximum total mass of 400 kg. The other parcel service locations are not suitable for this, due to the distances. However, the warehouses are generally encouraged by the company management to use electric vehicles, which offer multiple advantages: the delivery is CO₂-neutral, the simplified delivery process saves travel time, and the noise and CO₂ pollution in urban areas are significantly reduced. These measures allow Lagermax Group Austria to contribute to the achievement of the eleventh goal of the SDGs: Sustainable cities and communities.

Progress: Buildings & internal processes

The reduction of CO₂ emissions and the strengthening of energy efficiency are also becoming increasingly important in buildings and internal production and storage processes. In the environmentally-friendly design of the company's operations in terms of a conversion to environmentally-friendly energy supply, the focus is on energy-efficient lighting, heating and ventilation technology and the use of renewable energies. Successive steps are being planned and implemented in all areas of the company to make energy consumption and emissions more sustainable. In particular, the switch to "green" electricity and the "Get out of oil" project currently have priority in Strasswalchen, for example. In this context, the construction of a long-distance heating plant on the company premises in Strasswalchen was initiated.



Table 10

CO₂ emissions**Buildings & internal processes**

broken down by company

	in kgCO ₂ eq 2021	in kgCO ₂ eq 2022	in % 2021	in % 2022
Logistics	1,257,691	463,138	35.48 %	19.19 %
Car transport	1,592,507	1,280,180	44.92 %	53.04 %
Concepts	23,094	21,878	0.65 %	0.91 %
Frikus	430,684	359,535	12.15 %	14.90 %
Holding	31,194	41,368	0.88 %	1.71 %
Paketdienst	191,316	228,472	5.40 %	9.47 %
Timesped	18,511	19,013	0.52 %	0.79 %
Total	3,544,996	2,413,584	100.00 %	100.00 %

**Best practice:
Photovoltaic system for Strasswalchen**

To date, photovoltaic systems have been installed on 15,290 square metres at six locations in Austria, some of which are used for private consumption or to feed the output into the power grid. At the Lagermax car transport sites in Strasswalchen and Vienna alone, more than 700,000 kWh of electricity is produced annually and almost 40 per cent of the energy generated is fed back into the grid. Additional photovoltaic systems have been installed on rooftops at the site of Lagermax Spedition in Villach and the branches of Lagermax Paketdienst in St. Veit/Glan, Sachsenburg and Radstadt. Together, the six photovoltaic systems enable a maximum total output of around 2,447 kWp (kilowatt peak).

There are also plans for a large free-standing photovoltaic system, which will be used as a parking zone, in Strasswalchen. After completion, the plant will generate an output of 1.6 to 1.7 MW of electricity.



**Best practice:
“Get out of oil” project**

In the past, the painting facilities in Strasswalchen were heated using oil burners. By 2022, two painting and drying facilities as well as three painting booths with dryers and 4 small painting stations were converted to district heating. Further conversions are planned for 2023. District heating is also already being used for the buildings.



  **6.2
Climate risk**

**Motive:
To prevent material damage**

It is becoming increasingly clear that climate change is also posing new challenges for companies in Austria. Due to progressive climate change, weather-related phenomena such as heavy rain, hail, landslides, floods, etc. can occur more frequently. As a consequence, additional repair and maintenance requirements are expected.

**Initiative:
Safe workplaces are a priority**

Lagermax Group Austria ensures safe workplaces through the ongoing inspection of buildings regarding weather resistance and through maintenance investments, thus preventing the risk of natural and environmental disasters. By adapting its operational infrastructure to the environmental changes caused by the climate crisis, Lagermax secures supply chains and infrastructure and thus contributes to the achievement of SDG 9: Innovation and infrastructure. It also increases resilience to climate risks, a key sub-goal of SDG 13: Climate action.

**Progress:
Focus on avoiding hail and flood damage**

In recent years, hail nets have gradually been installed across the Strasswalchen site to prevent damage caused by extreme weather events. In addition, flood protection has been constructed in a hall on the company premises in Strasswalchen, and drainage in the ground and work on seepage shafts has been carried out to provide protection in the event of heavy rain. In total, EUR 25,942 was invested in climate measures in 2021. The vast majority of this was spent on flood protection at the Strasswalchen site.

In 2022, no damage was caused by the climate crisis (2021: EUR 198,621).



6.3

Chemicals and hazardous substances

Motive: Safe is safe

Lagermax Group Austria is obliged to write an annual report on hazardous goods, in which all spillages – including details of quantities and causes – must be recorded.

Initiative: Risk minimisation comes first

The aim is to minimise risk throughout the entire hazardous goods storage and transport process – from loading and transportation to unloading and storage. To avoid incidents for which the company can be held liable, such as damage caused when unloading containers with forklifts, there are mandatory internal training courses for warehouse workers twice a year, as well as regular training courses run by external experts. As a specialist, a dedicated hazardous goods officer is solely responsible for the operation and control of the handling area. Measures for the proper handling of chemicals and hazardous materials also contribute to the achievement of SDG 12: Sustainable consumption and production.

Progress: State-of-the-art hazardous goods warehouse

Significant progress towards environmental protection has been made in the area of hazardous goods storage in recent years. This is also due to legal regulations. The storage capacity of the hazardous goods warehouse of 1,200 pallet spaces is divided into nine separate warehouse sections (seven of

which are separate hazardous goods boxes), and corresponds to the current international specifications. Among other things, the ordinance on flammable liquids, the compressed gas pack storage ordinance, the concept of the Chemical Industry Association (Verband der chemischen Industrie – VCI) and the guidelines for explosion protection have been taken into account.

There is also a retention basin at the Salzburg site, since hazardous goods can be unloaded and stored in swapbodies in specially designated areas in the courtyard. If a release were to happen here, the dangerous substances would collect in the retention basin. This holds 15 m³ and is designed with a lockable overflow (immersion pipe) into a seepage shaft. This means that the dangerous substance will not enter the groundwater, but can be pumped out of the shaft and disposed of properly.

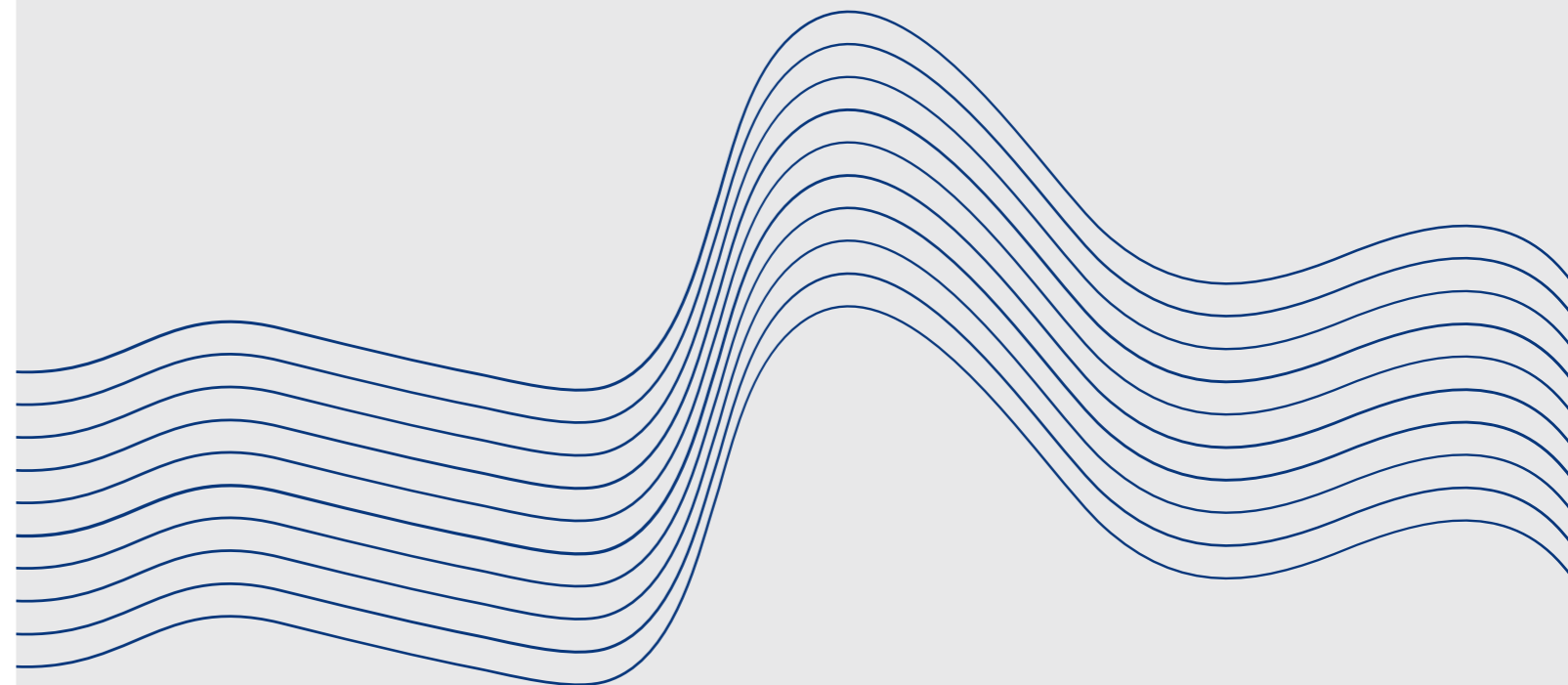
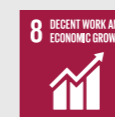
In the year under review, there were no incidents involving chemicals or hazardous substances that required reporting in the Salzburg hazardous goods warehouse. 99% of incidents of chemical spills below the reporting obligation can be traced back to third-party faults, i.e. they relate to goods that were delivered to the Lagermax Group and were already damaged due to insufficient load safety. There were 8 (2021) and 10 (2022) incidents of this type. A total of 2 (2021) / 6 (2022) litres of harmful substances escaped. However, no incident was so serious that it was reportable. These incidents are reported to the client so that appropriate precautions can be taken.



Social

Employment development

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Employment development

With more than 1,300 employees, Lagermax Group Austria is one of the largest employers in the country's logistics sector. The areas with the most employees are the car transport, freight forwarding and Frikus divisions, which carry out transportation, logistics and warehousing for the Group, and where a corresponding number of hourly workers are employed. In 2022, the number of employees in the Lagermax Group increased. As of the reporting date, we had 1,331 employees in Austria alone (2021: 1257).



Table 11
GRI 102-8

Number of employees

individuals (headcount)

	2021	2022
Logistics	419	441
Car transport	400	441
Concept	24	22
Frikus	208	207
Holding	88	98
Parcel service	105	108
Timesped	13	14
Total	1,257	1,331



7.1

Working/operating conditions & employee satisfaction

Motive:

Together for the common good

The Lagermax Group is a family company and service provider that can look back on a long-standing tradition. Its employees are the most important success factor. Therefore, a positive environment and a good working atmosphere are of great importance for the company, and wide-ranging support for the employees is a natural part of the corporate culture. Goals and measures for employees are primarily controlled by the holding company, in order to guarantee equal treatment of all employees across all business areas.

Lagermax therefore implements concrete measures for a comfortable working environment and thus clearly pursues SDG 8: Decent work and economic growth.

Initiative:

Ensuring employee satisfaction

The logistics industry is experiencing a shortage of skilled workers, which is why attractive employer branding is of fundamental importance. The Lagermax Group sees itself as a forward-looking family business that offers long-term employment with interesting development opportunities. Flat hierarchies allow scope for independent action and the development of talent.

Progress:

Various communication channels encourage participation

Employee satisfaction is reflected in long-term affiliation with the company. Anonymised, company-wide employee surveys are used every two years to analyse strengths and weaknesses, and to derive the need for change in order to ensure a high employee satisfaction rate. In recent years, several measures have been taken based on the findings of these surveys, such as the development of an internal communication platform and the establishment of in-house training courses and an e-learning platform. A company suggestion system and an "open mailbox" have also been introduced, to ensure that employees can voice their concerns on an ongoing basis. In order to reach all employees equally, a new Intranet, "iMax", was implemented in 2022. On 1 December 2022, our new communication platform was rolled out internationally in the Czech Republic and Slovakia. More international locations will follow in the coming years.

The employee satisfaction survey is conducted at the workplace and includes the following topics:

- Working environment/health at work
- work requirements
- Work organisation
- Orientation & safety
- Scope of action
- Social climate

The last employee satisfaction survey from shows good to very good satisfaction values across all topics, both in the commercial sector (response rate approx. 75%) and in the industrial sector (response rate approx. 40%). The overall results are broken down into 48 sub-areas, discussed and, if

necessary, site-specific measures are derived. There are results where there is potential for development, e.g. concerning the amount of work, time pressure, opportunities for development and participation. The next staff satisfaction survey will be conducted in the first quarter of 2023.

The good and cooperative relationship between the company management, the human resources management and the works councils – for both salaried employees and hourly employees – ensures that employees' interests are continuously taken into account and safeguarded. In addition to guaranteeing safe and healthy working conditions, fair remuneration and the right of employees to freedom of assembly and association and collective negotiations are unquestionable fundamentals of human resources management. The Lagermax Group pays 100% of wages in accordance with or above the collective agreement. Overpayments are particularly common in the commercial sector. In the industrial sector, there are corresponding allowance and bonus regulations.

Promoting gender equality

A variety of working time models help employees to achieve an appropriate work-life balance. This is an important aspect, especially for the logistics sector, where a high degree of flexibility is required, given the working hours and early, late and night shifts. With flexitime and a variety of part-time options, remote working and flexible comp time models, Lagermax Austria meets the needs of its employees. These offers are available for both women and men, but the take-up is different. In 2022, more than one third of women worked part-time; among men, the rate was 5% (total share of part-time work: 14%). Lagermax Group contributes to gender equality by offering flexible time-off models, part-time models and home office workplaces. In this context, we would like to encourage our male colleagues to make more use of our offers.

The Lagermax Group also offers employees the opportunity to change roles within the company, with the assumption of all rights and achievements.

Employee benefits at a glance

Lagermax Group Austria offers the following benefits to all its employees:

- Versatile education & training
- Flexible working time models
- Free parking facilities
- Employee events
- Gifts for employees
- Company doctor/Occupational Health Tuesday
- Employee discounts
- Employee surveys
- Internal suggestion box

Other benefits are location/department-specific:

- Onboarding mentor – freight forwarding, car transport, DPD (DLS) and AED
- Lunch vouchers/lunch allowance – all locations/departments except Frikus
- Company sports – all divisions and locations in Salzburg

Stable new hire rate

In 2021, the new hire rate was low at 17%, increasing to 18% in 2022. In general, it can be noted that turnover is highest among younger employees. Lagermax Group Austria offers practically only permanent employment contracts. In 2022, only two employment contracts had a fixed term, the remaining 1,327 contracts had an indefinite term.

Table 12
GRI 401-1

Rate of employees leaving the company*

as a %

	2021	2022
Logistics	20	15
Car transport	20	18
Conzept	13	23
Frikus	7	5
Holding	22	23
Parcel service	31	34
Timesped	15	29
Total	19	17

* Salaried employees who leave the company voluntarily or who are no longer available due to termination, retirement or a fatal accident at work

Table 13

Rate of employees leaving the company, by age group and gender

as a %

Employee turnover (<30)	33	22
Employee turnover (30–50)	16	15
Employee turnover (>50)	12	16
Employee turnover (female)	20	18
Employee turnover (male)	18	16

Table 14

New recruitment rate

as a %

Logistics	26	23
Car transport	9	12
Conzept	17	14
Frikus	5	4
Holding	25	28
Parcel service	33	36
Timesped	8	50
Total	8	17



7.2 Equal opportunities & diversity



Motive: To strengthen diversity

As an international freight forwarding company, diversity is a matter of course for Lagermax. The Lagermax Group workforce is international, and the recruitment of employees is independent of age, gender identity, nationality or religious beliefs. In this way, Lagermax also pursues the goal of being a good employer for all and thus contributes to SDG 8: Decent work and economic growth.

Initiative: To promote professional inclusion

There are plans to pay more attention to making workplaces suitable for disabled personnel in the future.

Progress: Tolerance is part of the corporate culture

Tolerance is a key corporate value and care is taken, for example, to ensure that employees are given the freedom to express their religious beliefs. Vacancies are advertised and filled in accordance with the General Act on Equal Treatment. Employees from other countries are proactively sought, because a variety of languages is also essential for the company's success. The appointment of women to management positions is actively encouraged, but is a business challenge in a traditionally male-dominated industry.

The proportion of women in the entire Lagermax Group Austria was 28% in 2022. There is a balanced gender ratio among salaried employees; among hourly employees, the proportion of women was 11% in 2022. The following picture emerges among the executives: the two board positions and all 13 managerial positions are occupied by men. In 2021, the proportion of women among salaried employees and hourly employees with managerial responsibility was 14%, in 2022 it was 16%.

In terms of equal opportunities, but also due to the shortage of workers and the international focus, it is very important for Lagermax to be attractive to all potential employees – regardless of their nationality. Among the hourly employees, the proportion of people with non-Austrian citizenship is very high at 50%. Among the salaried employees, it is lower at 19%.

Table 15

GRI 405-1

Proportion of women by employee category

as a %

	2021	2022
Board of directors – proportion of women	33	33
Executive management – proportion of women	0	0
Salaried employees with managerial responsibility – proportion of women	14	16
Salaried employees without managerial responsibility – proportion of women	51	50
Hourly-paid employees with managerial responsibility – proportion of women	17	15
Hourly-paid employees without managerial responsibility – proportion of women	11	11
Total proportion of women	29	28

Table 16

GRI 405-1

Age proportions by employee category 2022

as a %

	<30 years	30–50 years	>50 years
Board of directors	0%	17%	83%
Executive management	0%	27%	72%
Salaried employees with managerial responsibility	8%	61%	31%
Salaried employees without managerial responsibility	31%	47%	22%
Hourly-paid employees with managerial responsibility	23%	46%	31%
Hourly-paid employees without managerial responsibility	13%	52%	35%
Total proportion of women	21%	48%	31%

Table 17

GRI 405-1

Proportion of employees with non-Austrian citizenship

as a %

	2021	2022
Board of directors	17	17
Executive management	8	7
Salaried employees with managerial responsibility	9	10
Salaried employees without managerial responsibility	16	19
Hourly-paid employees with managerial responsibility	17	15
Hourly-paid employees without managerial responsibility	47	50
Total proportion of employees with non-Austrian citizenship	28	32



7.3 Education & training

Motive: Safety and health are of central importance

A correspondingly diverse training programme with focus on topics of occupational safety as well as physical and mental health is available for employees to choose from, thereby ensuring that employees are able to cope with the demanding market conditions in the long term. This is another way in which Lagermax pursues its goal of being a good employer and thus SDG 8: Decent work and economic growth.

Initiative: Flexible training and career planning

Overall, it is the company's aim to respond flexibly and individually to training needs and to guarantee a high level of permeability for career change requests.

Progress: Commitment to the professional development of employees

In addition to the annual training planning, short-term and individual education and training requirements are flexibly addressed. Annual appraisals for salaried employees support and promote professional and personal development measures. Examples of success – from warehouse worker to general manager, or from driver to salaried employee – prove that the company makes these individual career steps possible. In addition, all salaried

employees receive regular performance appraisals and career development reviews.

In total, 11,824 training hours were provided in 2022. Following the COVID-19 pandemic, training opportunities were again expanded, which is why almost three and a half times as many training hours were completed compared to the previous year. In 2022, training hours were fewer for female staff than for male staff. In 2020, there was a balanced picture between blue- and white-collar workers. In 2022, a white-collar worker achieved an average of 5.9 hours of training and development, while men achieved 10.1 hours.



Focus on apprenticeships at Lagermax Group Austria

Particular attention is paid to apprenticeships. Around 40 apprentices are continuously being trained at our sites across Austria. Lagermax Group Austria sees itself as a training company and offers apprentices the opportunity to complete their training and to obtain secondary school qualifications, thus paving the way for a suitable career path with future-oriented training. The core element of comprehensive training in the freight forwarding sector is a rotation system that enables apprentices to get to know the entire spectrum of a freight forwarding business. To make it easier to get started, apprentices are accompanied in the first few months by a mentor, who supports their integration into the company.

Table 18

Number of training hours

in hours

Average number of training hours per employee	2021	2022
Logistics	2.2	13.2
Car transport	3.5	5.2
Conzept	5.3	7.9
Frikus	0.9	5.2
Holding	8.1	12.2
Parcel service	0.5	10.6
Timesped	0.8	7.7
Total	2.7	8.9

Average number of training hours by gender	2021	2022
Male employees	2.5	10.1
Female employees	3.2	5.9

Average number of training hours by employee category	2021	2022
Hourly-paid employees	0.6	2.9
Salaried employee	4.3	13.9



Training programme at a glance

Languages:

- English (industry-related communication)
- French
- Italian
- Russian
- Spanish

IT:

- Office
- Word or Excel
- Outlook
- Internet security

Sales:

- Basic sales skills

Personality & communication:

- From newcomers to dispatchers
- Stress and time management
- Letters, e-mails, etc. – modern correspondence made simple
- Excellent telephone skills

Governance:

- Labour law for managers
- Recruiting – conducting purposeful recruitment interviews
- Recruiting – conducting job interviews by video link
- Basics of corporate quality and excellence
- Leading with key figures
- Lean management
- Confidently conducting appraisal interviews
- Strategic employee management 1 – leading differently
- Strategic employee management 2 – the journey continues
- Strategic employee management 3 & 4

Best practice: Apprenticeship with secondary school qualifications & Dual Academy

Under the slogan “two are better than one”, Lagermax Group Austria offers the opportunity to obtain a secondary school qualification from the company in parallel to completing a classic apprenticeship as a forwarding agent. Classroom-based learning and apprenticeships are combined in an in-house programme. Trainers in the company promote this programme, making it possible to save time, effort and money and support a successful outcome. Apprentices can learn a trade and earn their own money without having to forego secondary school qualifications. The successful model Apprenticeship with Secondary School Qualifications creates the best conditions for personal development and an optimal basis for professional success.

Moreover, the Group has also been offering the Dual Academy in collaboration with the Chamber of Commerce. This enables secondary school leavers to receive high-quality and varied training in the Trade and Logistics department, and to become qualified employees in just one and a half year.



Table 19

Number of apprentices

	2021	2022
Logistics	26	24
Car transport	14	22
Conzept	2	2
Frikus	0	1
Holding	1	2
Parcel service	0	0
Timesped	0	0
Total	43	51

7.4 Health & safety at work

Motive: Self-perception as a responsible employer

Responsibility towards employees is the best possible precaution against the risk of accidents. This applies not only to the technical planning of workplaces, facilities and processes, but also to safety management and personal conduct in everyday work.



Initiative: Identifying and preventing hazards

The company's goal is to ensure maximum occupational safety and to prevent accidents entirely.

Progress: Avoiding occupational accidents at all costs

At Lagermax Group Austria, all employees work in organisations that have an occupational safety and health protection management system. The company strictly complies with the relevant laws and regulations, and has also established internal occupational safety rules. Locations with fewer than 50 employees are supported by the AUVA in an advisory capacity. An in-house or external safety officer is appointed for those sites with 50 or more employees. In addition, company doctors are appointed. Their contribution is an important factor in occupational safety. As part of these precautions, workplaces are assessed to identify hazards, provide protection against accidents, and minimise risk. Regular monitoring

and audits of Lagermax Group Austria ensure that occupational safety and health and safety measures are complied with. Fire protection officers, personnel responsible for dangerous goods, occupational safety officers and first aid providers support the company in identifying safety hazards in advance and sourcing comprehensive information and tools for their daily work. Security personnel are provided in accordance with the legal requirements. Regular checking of the exit lists ensures that an empty position can be filled immediately if necessary. The Human Resources department is responsible for the training of safety officers.

In 2022, a total of 40 reportable occupational accidents occurred within Lagermax Group Austria. Of these, 9 were serious injuries from which the sufferer did not fully recover within six months. They mainly occurred in the car transport division. Lagermax Group Austria has not recorded any work-related fatalities in the last two years.

In the reporting years, accidents at Lagermax Group Austria often involved sprains and strains caused by careless exiting from trucks. Minor injuries included cuts caused when sheet-

ing was cut open, or injuries caused by touching when driving forklifts. Injuries are monitored by the company in order to be able to make improvements. For example, using our own safety knives for cutting sheeting has helped. Twice a year, there are mandatory training courses and briefings on when to use which machines, to ensure safe handling of the different machines. In order to avoid injuries, special forklifts with two forks have been purchased for overhead lifting and heavy packages, to prevent the goods from tipping over. Furthermore, work shoes were tested and suitable shoes have been purchased depending on the work area. In cooperation with the drivers, work clothes and visual aids tailored to their re-

quirements have been purchased. At checkpoints on the company premises, inspections are carried out on arrival and departure to ensure that the drivers are fully in compliance with the occupational health and safety measures. In addition, checks are carried out along the route on vehicles transporting dangerous goods.

Thanks to all these measures, the injury rate has been significantly reduced in recent years.

Table 20
Number of work-related injuries with serious consequences*

by employee category

	Incidents	2021 Rate**	Incidents	2022 Rate**
Salaried employees	1	0.99	2	1.85
Hourly-paid employees	9	10.96	7	7.26
Temporary and contract workers	0	0.0	0	0
Total	10	4.98	9	4.29

* This includes all accidents from which a full recovery cannot be expected within six months; (no work-related fatalities were recorded during the reporting period)

** Number of accidents within 1 million working hours

Table 21
Number of all recorded work-related injuries*

by employee category

	Incidents	2021 Rate**	Incidents	2022 Rate**
Salaried employees	3	2.97	8	7.41
Hourly-paid employees	37	45.07	30	31.13
Temporary and contract workers	4	22.21	2	36.84
Total	44	21.91	40	19.06

* Including serious accidents and fatalities (no work-related fatalities occurred in the reporting period)

** Number of accidents within 1 million working hours

Table 22
Number of all recorded work-related injuries

by division

	2021	2022
Logistics	11	11
Car transport	17	15
Conzept	4	4
Frikus	8	8
Holding	0	2
Parcel service	4	0
Timesped	0	0
Total	44	40

Progress:
Road safety of our own fleet

Road safety is the top priority of Lagermax Group Austria when it comes to logistics. It is important to protect all road users. Outstanding truck maintenance is a prerequisite. Pursuant to an internal regulation, trucks are serviced after 20,000–30,000 km. This maintenance includes a checklist of safety-related regulations. In addition, safety training courses for truck drivers are held and recorded annually, and recent developments and events are taken into account. The C95 driver qualification card also includes a “safety technology and driving safety” module.

If accidents occur, they are investigated, and the driver is given guidance or receives follow-up training. In the reporting period, Lagermax Group Austria recorded one fatal road accident. There were also three non-fatal accidents that resulted in personal injury. A total of 47 road accidents without personal injury took place.

Best Practice:
Frikus – road safety is a top priority

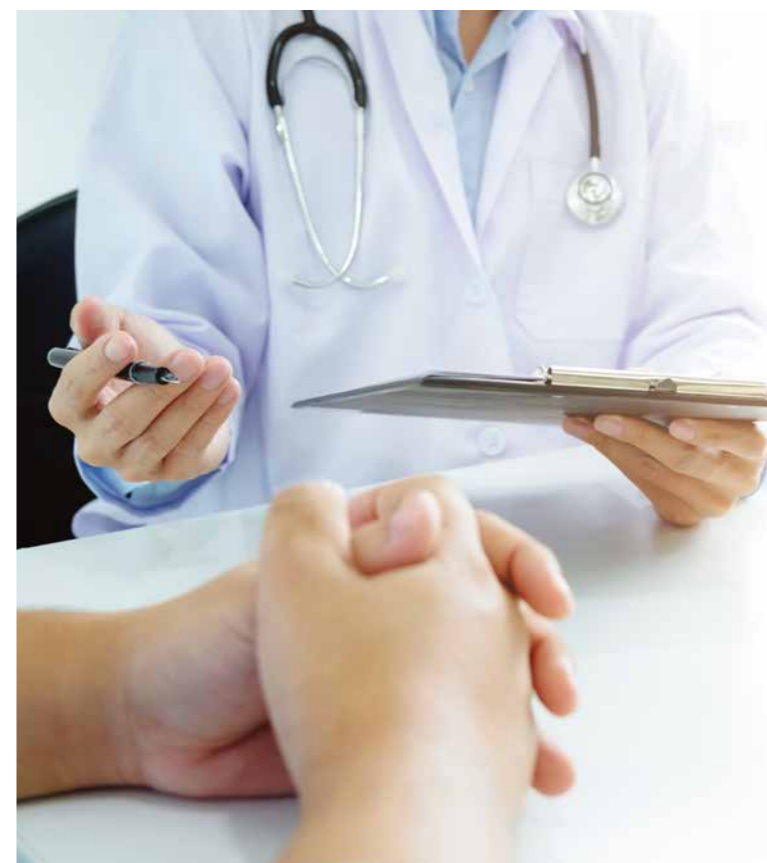
In 2021, Frikus Transportlogistik GmbH recorded 64 liability accidents involving trucks or cars without personal injury. Each case of damage is examined in order to determine appropriate measures. For example, follow-up training in defensive driving is offered by training drivers. In the tank truck sector, a master driver is used to prevent accidents. This person implements appropriate training measures on an individual basis. Frikus used to be a C95 training centre (providing further training for truck drivers), and offered driver safety courses in collaboration with the Austrian Motorist and Touring Club (ÖAMTC). Frikus currently outsources this service. Another area of training focuses on load securing and providing vehicles and drivers with safety equipment. New-generation trucks are delivered with a turning assistant. The success of the measures can be seen in the statistics, as the number of accidents without personal injury has been more than halved at Frikus since 2019.

Table 23
Number of transport accidents

in own truck fleet

	2021 Incidents	2022 Incidents
Number of accidents with personal injury (non-fatal)	1	3
of which accidents caused by personal or partial negligence	1	2
of which accidents not caused by personal negligence	0	1

Fig. 9
Number of accidents without personal injury



Progress:
Promoting employee health

In addition to safety, health is a central concern for Lagermax Group Austria. The working environment of the respective business areas meets the requirements of a health-oriented design. Company health measures such as check-ups and occupational medical services are also offered by the company doctors at the various sites. Health support for employees is guaranteed by the company healthcare scheme, company medical care, sporting competitions and presentations on health topics. The support of various sports clubs is part of the employee programme and promotes the well-being of the employees through group activities.



7.5

Regular freight carriers

Motive: Social responsibility at Lagermax Group Austria should also include the employees of external regular freight carriers

Lagermax Group Austria works with more than 450 regular freight carriers. In some companies, for example in the forwarding or the parcel service division, they provide a large proportion of the logistics services. The employees of these external logistics service providers should also be on the road safely and comply with the good working conditions of Lagermax Group Austria. Other Lagermax companies, in the car transport or Frikus divisions, for example, have their own vehicle fleets, and so do not outsource many trips to external regular freight carriers. From a legal perspective, the collaboration with these regular freight carriers is based on shipping contracts. Reliability, trust and treating one another with respect play an important role on a personal level. Since Lagermax also takes measures for the well-being of the employees of the main forwarding agents, the company also contributes to SDG 8: Decent work and economic growth.

Initiative: Reliable partnerships with logistics service providers ensure quality and good working conditions for regular freight carriers

Experienced, reliable drivers and carriers play a major role in the success of Lagermax Group Austria, which is why the establishment of a regular freight carrier partnership is carefully



assessed. In partnerships with regular freight carriers, common interests are given priority over short-term personal interests.

Progress: Commitment to good working conditions for regular freight carriers

In total, over 70% of regular freight carriers had signed the Lagermax Code of Conduct by 2021. The Business Conduct Guidelines of the Lagermax Group, BCG for short, determine the ethical and legal framework which the company, decision-makers and all employees must comply with. Regular freight carriers who provide services on behalf of the Lagermax Group were made aware of these guidelines. The BCGs

have been published on the company's website, and are also available for regular freight carriers to read at all Lagermax sites.

All regular freight carriers are socially insured. All regular freight carriers come from countries where employees' right to freedom of association is protected by law.

Lagermax Group Austria tries to create the best possible working conditions for regular freight carriers. The Group is committed to guaranteeing good working conditions for drivers through adjusted working hours, the provision of the same vehicle to the driver for each shift, and the provision of clean, high-quality and functional work clothing. Lagermax Group Austria's membership of associations such as the Central Association of Freight Forwarders has an impact on making improvements in the industry, such as equipping rest stops for truck drivers.

Table 24
Number of regular freight carriers

	2020	2021
Logistics	331	323
Car transport	7	6
Conzept	3	4
Frikus	18	16
Holding	0	0
Parcel service	79	73
Timesped	50	51
Total	488	473

Progress: Health & safety at work for regular freight carriers

The same applies to Lagermax’s regular freight carriers – occupational safety must be maintained, and great attention is paid to avoiding accidents. In 2022, no accidents – including no accidents with personal injury – were reported on Lagermax routes.

Occupational health and safety measures, as well as the necessary training measures, are specified in the contracts concluded with regular freight carriers. In addition, the participation of regular freight carriers in training courses for the car

transport and parcel service divisions, on the subject of load securing, is standard. In 2022, 60% of regular freight carriers received such annual training. In the transport of hazardous goods, stickers are randomly checked in accordance with legal requirements, e.g. with regard to the training of vehicle drivers and safety officers, and equipment. If defects are found, shipments are rejected. Every year, around 20% of vehicles are rejected. Load security checks are carried out regularly using checklists. These are then evaluated and measures are determined. A bonus system acts as an incentive for the drivers. In addition, vehicles belonging to regular freight carriers are regularly serviced by Lagermax Austria.

Table 25

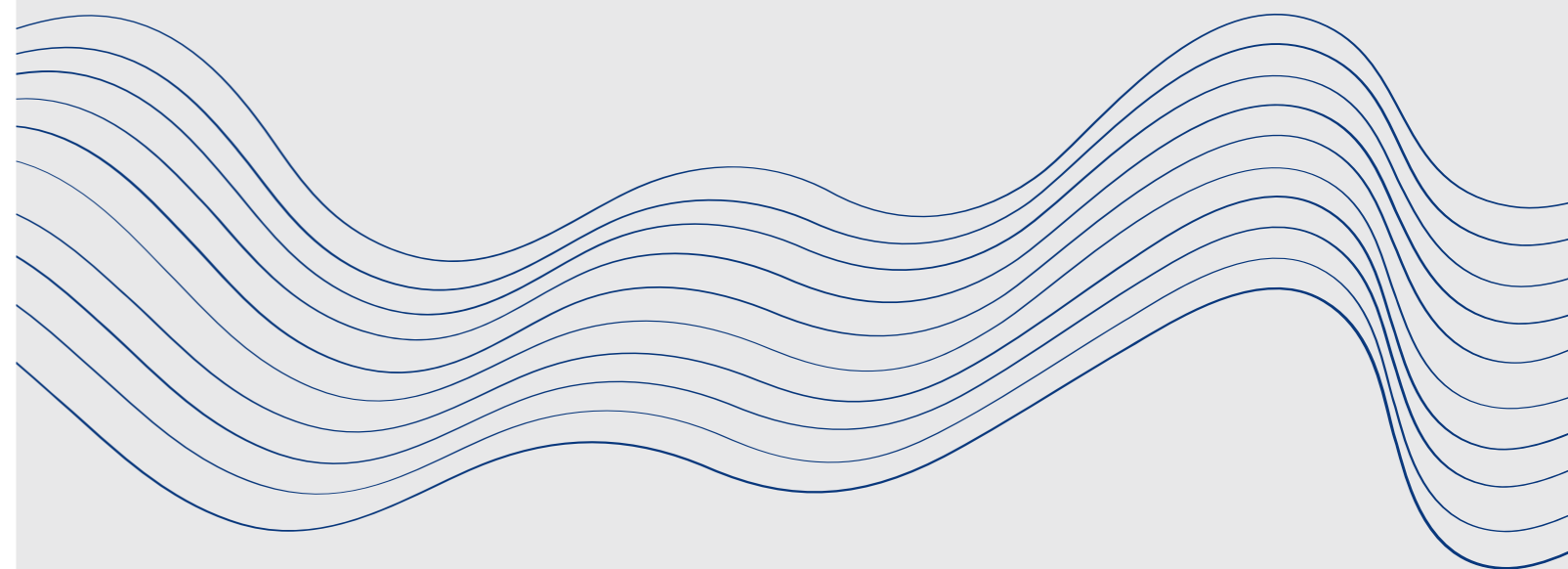
Implementation of Lagermax truck safety measures for regular freight carriers

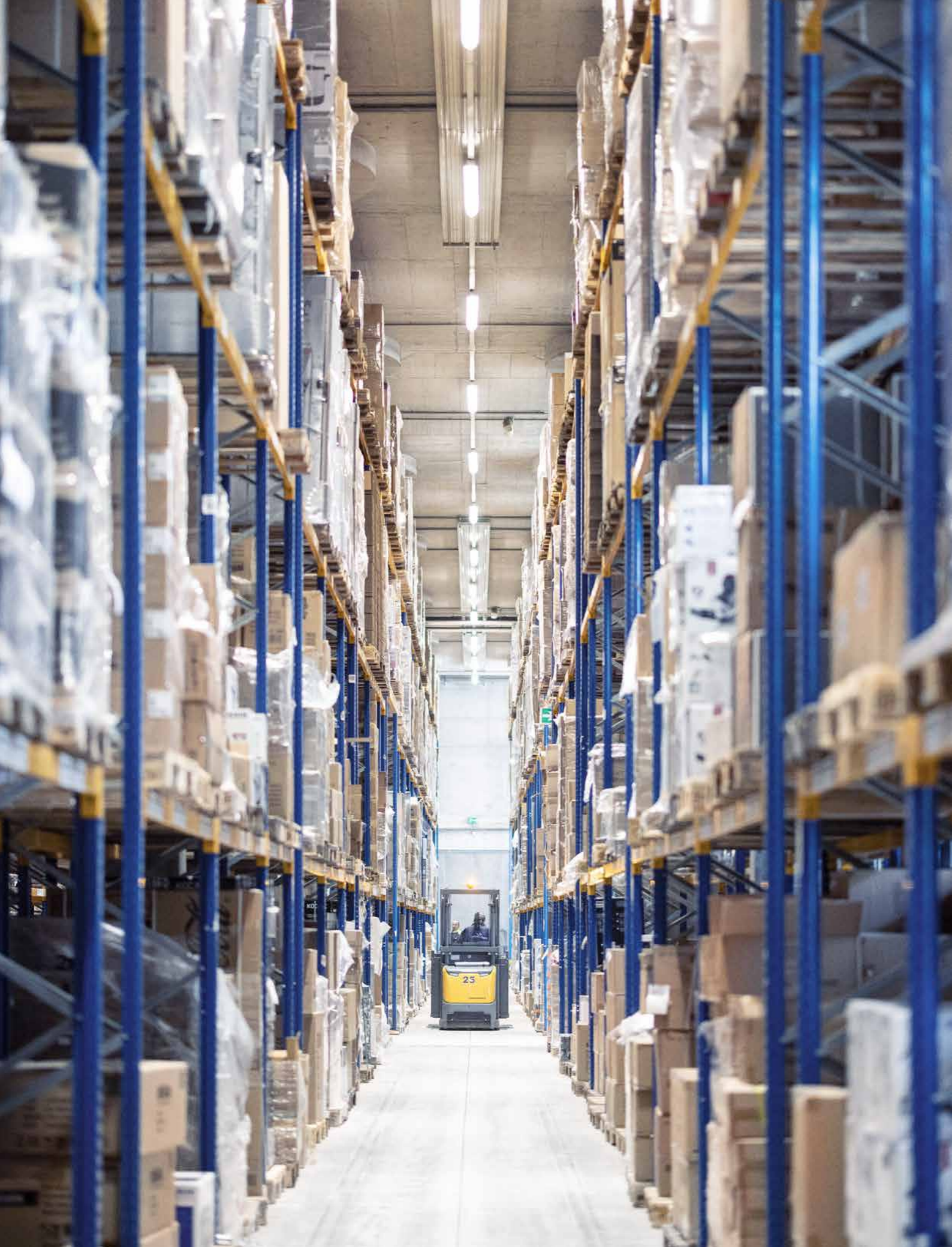
as a %

	2021	2022
Proportion of regular freight carriers who receive training on the topic of load securing	80	60
Proportion of regular freight carriers whose vehicles are serviced at regular intervals	98	97

8 Governance

8.1	Regional value creation	S. 53
8.2	Data protection	S. 54
8.3	Ethics & compliance	S. 56





8.1 Regional value creation

Motive: Contribution to regional economic development

Loyalty to suppliers and regional value creation are essential corporate values for the family business, and they are expressed in a clear commitment by the management to apply this principle. Close cooperation with all suppliers and partners also contributes significantly to the success of the Lagermax Group. In doing so, the company contributes to economic growth in the region and thus contributes to SDG 8: Decent work and economic growth. By supporting and securing the domestic value chain and industry, SDG 9: Industry, innovation and infrastructure is pursued. Furthermore, the reliable procurement of goods ensures the achievement of SDG 12: Sustainable consumption and production in the region.

Initiative: Priority to regional suppliers and partners

The aim of the collaboration with local suppliers and partners is to secure jobs in the corresponding regions and to promote local economic development through fair wages, investments, purchases and taxes. Lagermax Group Austria therefore commissions maintenance and investment projects primarily from local companies whenever possible, therefore contributing to added value in the regions where the sites are located.

Progress: Higher proportion of regional procurement in Austria

As a rule, business relationships with key suppliers and partners are long-term. In addition, there are ecological benefits due to the regionality of the material cycles and the shorter transport routes.

Lagermax Group Austria focuses on regional procurement. In the 2022 reporting year, 54% of procurement was within the region.

8.2 Data protection

Motive: To make logistics more sustainable with digitalisation

For Lagermax Group Austria, the importance of digital data transfer now equals that of physical goods transport. It is important to master the rapid changes in the digital transformation of the logistics sector, the challenges of data security and the demands of customers for increased transparency. The threat posed by cybercrime is constantly increasing, and it is evident that the human being is the weakest link in the security chain.

Initiative: IT sensitisation and augmented expertise

Raising employee awareness of dangers is of great importance for IT safety. Continuously providing information sharpens employees' awareness of current dangers. In addition, the company data has been outsourced to a computer centre, where the use of appropriate safety devices and measures is guaranteed.

Best practice: Preparation for ISO 27001 certification

A team consisting of the Management Board, IT Security Manager, CIO, CFO and CHRM has established an Information Security Management System (ISMS) based on ISO 27001 at Lagermax Group Austria. The aim of the ISMS is to implement the requirements of the standard and to monitor compliance with them. This should set the course for an ISO 27001 certification of Lagermax Holding and pave the way for an international roll-out.

Progress: Greater involvement of all employees for data protection and security

The protection of personal data is a basic condition for a trusting collaboration with customers and partners. Lagermax Group Austria has therefore implemented a number of measures to ensure that the data protection regulations are observed and complied with by both employees and external service providers. These measures include compulsory online training courses for all employees, the signing of data protection guidelines, the routine deletion and blocking of personal data in accordance with the legal provisions of the GDPR, and ongoing investments in state-of-the-art data protection software. No customer data breach complaints were recorded during the reporting period. In 2022, there were no incidents relating to data leakage, data theft and data loss.



8.3 Ethics & compliance

Motive: Ethics form the backbone of logistics

For service companies, even in a time of rapid technological change, people remain the essential factor for entrepreneurial success. The topics of security and corruption are particularly important in the field of logistics, and ethical behaviour and awareness on the part of employees are an important requirement and are of increased relevance. The attitude of the employees guarantees that Lagermax Group Austria can base its economic activities on high ethical principles.

Initiative: Project: Living the Business Conduct Guidelines and identifying risks at an early stage

Aware of its social responsibility, Lagermax Group Austria has defined its basic attitude and values in Business Conduct Guidelines. The guidelines serve to protect employees and their business partners from misconduct. The guidelines provide orientation for employees in their dealings with colleagues, customers, authorities and the media and formulate binding rules and behaviour. The aim is to identify risks at an early stage and to take appropriate countermeasures.

The provisions are made in accordance with legal requirements and are based on international agreements on human rights, anti-corruption and sustainability. The guidelines cover

basic behavioural requirements, dealings with business partners and third parties, the avoidance of conflicts of interest, the handling of facilities, information, complaints and notices, the topics of environment, safety and health as well as the implementation and control of the guidelines. All employees with and without management responsibility have access through the intranet and thus to the Code of Conduct.

In the reporting year 2022, there were no confirmed incidents or public law proceedings concerning corruption in connection with employees or business partners. All locations were checked for corruption risks.



Table 26
GRI 205-1

Total number of business locations that have been assessed for corruption risks

	2021	2022
Logistics	6	9
Car transport	3	3
Conzept	3	3
Frikus	3	3
Holding	1	1
Parcel service	5	5
Timesped	5	2
Total	26	26

In relation to legal action taken against anti-competitive behaviour or anti-trust and monopoly practices, as well as non-compliance with environmental, social and economic laws and

regulations, no incidents, penalties or fines were recorded in the reporting period.



ANNEX

GRI Index

GRI Index

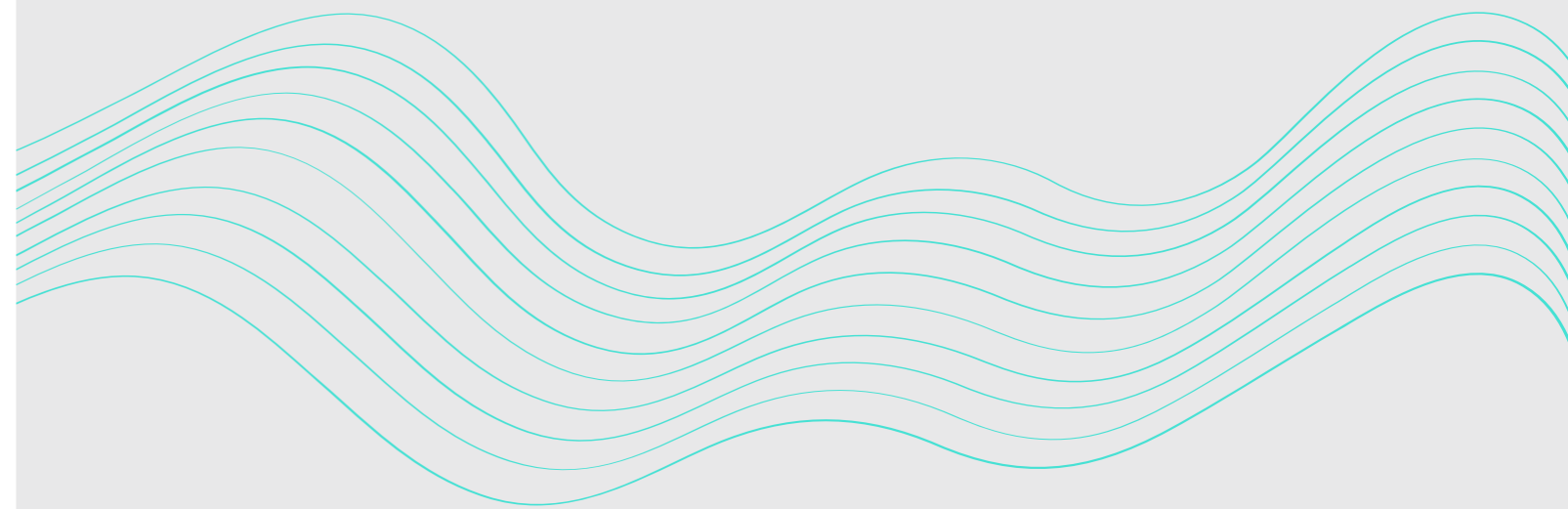
Lagermax Group has reported the information specified in this GRI Index for the period Jan. 1, 2022-Dec. 31, 2022, with reference to the GRI Standards 2021 reported.

GRI Code	Short description of the information	Comments and omissions	Page in manual
GRI 1	Foundation 2021		59-62
GRI 2	General Disclosures 2021		
2-1	Organizational details		6-7,8,10-11
2-2	Entities included in the organization's sustainability reporting		10-11
2-3	Reporting period, frequency and contact point		12-70
2-4	Restatements of information	Not applicable – no changes	
2-5	External assurance		12
2-6	Activities, value chain and other business relationships	No information on debt and equity capital Lagermax Logistics Austria is made up of Spediton and AED compared to the previous year. Timesped was previously part of Spediton and is now listed separately.	10-11, 6-9, 48-50
2-7	Employees		33-47, data attachment
2-9	Governance structure and composition		8
2-22	Statement on sustainable development strategy		5
2-23	Policy commitments		18,6,56-57
2-28	Membership associations		68
2-29	Approach to stakeholder engagement		64-65
2-30	Collective bargaining agreements		35-37
GRI 3	Disclosures on material topics		
3-1	Process to determine material topics		64-65
3-2	List of material topics	First-time use of the GRI Standard 2021	12,15-16, 64-65
3-3	Management of material topics		18-32

GRI Code	Short description of the information	Comments and omissions	Page in manual
	CO₂ emissions – own truck fleet CO₂ emissions – outsourced logistics CO₂ emissions – buildings and processes Airborne emissions (excluding CO₂)		
3-3	Management of material topics		18-32
302-1	Energy consumption within the organization		data attachment
305-1	Direct (Scope 1) GHG emissions		19-30, data attachment
305-2	Energy indirect (Scope 2) GHG emissions		19-30, data attachment
	Chemicals and hazardous substances		
3-3	Management of material topics		32
	Significant leakage of harmful substances		32
	Climate risk		
3-3	Management of material topics		31
	Investment in climate change adaptation		31
	Employees: Working conditions Employee satisfaction		
3-3	Management of material topics		34-47
401-1	New employee hires and employee turnover		35-37, data attachment
	Employee benefits at a glance		35-37
	Equal opportunities & diversity		
3-3	Management of material topics		38-39
405-1	Diversity of governance bodies and employees		39, data attachment

GRI Code	Short description of the information	Comments and omissions	Page in manual
	Education & training		
3-3	Management of material topics		40-43
404-1	Average hours of training per year per employee		41, data attachment
404-2	Programs for upgrading employee skills and transition assistance programs		40-43
404-3	Percentage of employees receiving regular performance and career development reviews		40-43
	Occupational health and safety		
3-3	Management of material topics		44-47
403-1	Occupational health and safety management system		44-47,66-67
403-2	Hazard identification, risk assessment, and incident investigation		66
403-3	Occupational health services		66
403-4	Worker participation, consultation, and communication on occupational health and safety		67
403-5	Worker training on occupational health and safety		67
403-6	Promotion of worker health		67
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		67
	<i>403-8-403-9 Topic-specific disclosures</i>		
403-8	Workers covered by an occupational health and safety management system		44
403-9	Work-related injuries		44-47, data attachment

GRI Code	Short description of the information	Comments and omissions	Page in manual
Regular freight carriers: occupational health and safety, working conditions			
3-3	Management of material topics		48-50
414-2	Negative social impacts in the supply chain and actions taken		49, data attachment
Regional value creation			
3-3	Management of material topics		53
204-1	Proportion of spending on local suppliers		53, data attachment
Data protection			
3-3	Management of material topics		54
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3-3	Management of material topics		56-57
205-1	Operations assessed for risks related to corruption		56-57, data attachment
205-2	Communication and training about anti-corruption policies and procedures		56-57, data attachment
205-3	Confirmed incidents of corruption and actions taken		56
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		57
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10

ANNEX

GRI explanatory notes

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10.2	Materiality matrix	S. 64
10.3	Supplementary information on health and safety: GRI 403-1 – 403-7	S. 66
10.4	Affiliates – national and international	S. 68

10.1 GRI data attachment

Lagermax Group Austria offers a comprehensive data attachment on the sustainability indicators of the Global Reporting Initiative. This includes a breakdown by individual divisions of

the Group. The data attachment can be requested via sustainability@lagermax.com.

10.2 Lagermax materiality matrix

Materiality analysis process

Material topics for Lagermax Group Austria were defined in accordance with the principles of the standards of the Global Reporting Initiative (GRI). To create the materiality matrix, a list of sustainability topics was compiled in advance. The sustainability topics are based on an analysis of the value chain in Austria, industry standards, as well as industry and peer reviews. They cover topics relating to the areas of environment, society and economy.

Based on this list of sustainability topics, a Lagermax internal impact workshop took place, in which the topics were evaluated in relation to two aspects:

1. Effect on the environment and society
2. Relevance for stakeholders of Lagermax Group Austria

The effects on the environment and society were evaluated by the participants of the impact workshop on the basis of a fact-based preliminary assessment by sustainability experts.

The relevance of the topics for the various stakeholder groups was also determined in the impact workshop. For this purpose, the most relevant stakeholder groups were defined at the beginning:

- Employees
- Suppliers/regular freight carriers
- Customers/consumers
- Owners

The participants then evaluated the relevance of the sustainability issues from the perspective of the selected stakeholder groups.

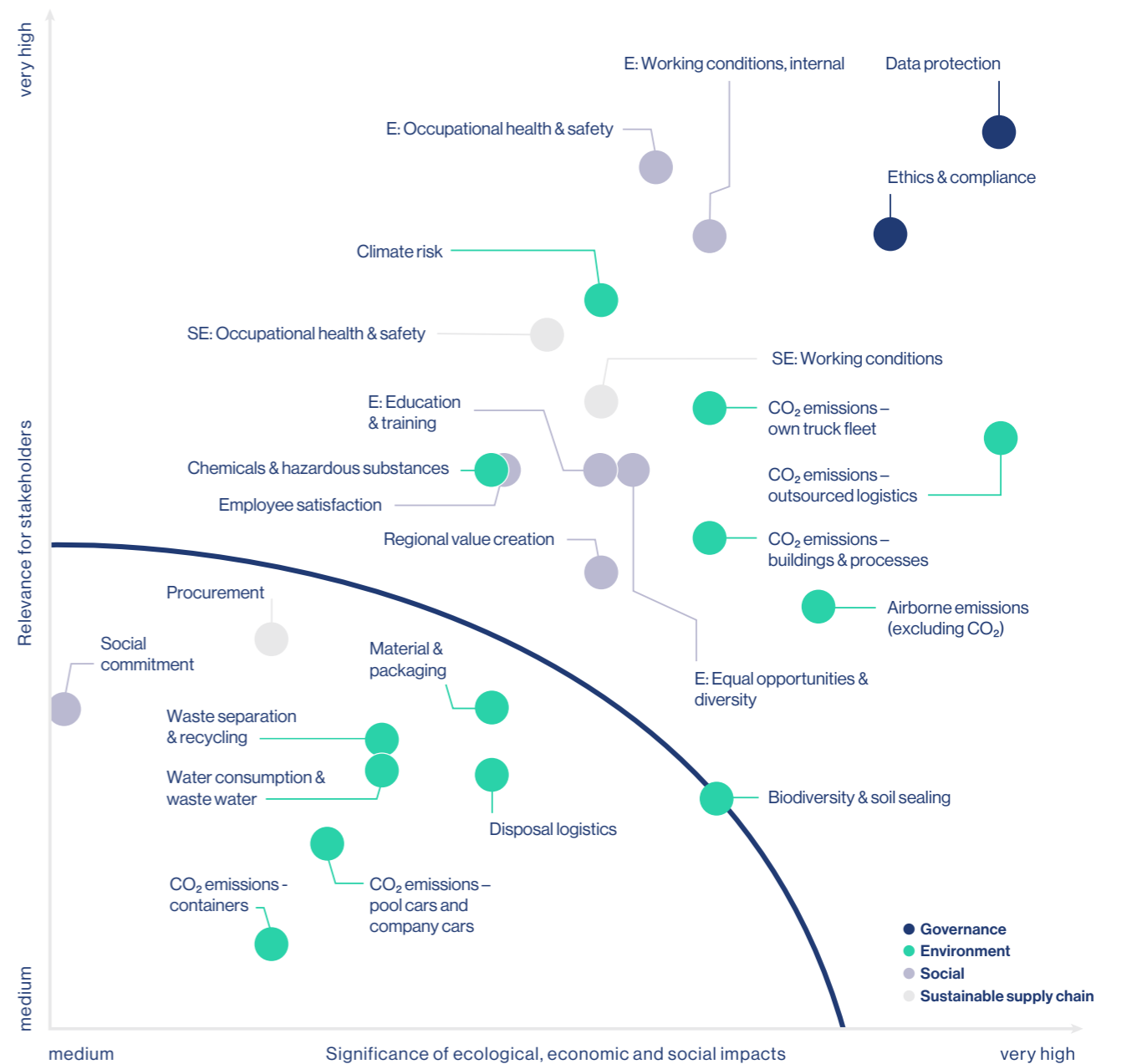
The results of the impact assessment are shown in the materiality matrix on the next page. In a final discussion based on the impact assessment, key issues were distinguished from other sustainability issues.

Engaging stakeholders

This sustainability report expands on the initial report for Lagermax Group Austria, and serves as a prelude to structured

stakeholder communication and involvement with regard to sustainability. Topics and concerns of the stakeholders were evaluated internally, and are included in follow-up sustainability reports.

Fig.10 Lagermax Group Austria materiality matrix



10.3

Supplementary information on health and safety: GRI 403-1 – 403-7

Occupational health and safety management system

Health and safety management is based on the legal framework and includes all employees and temporary workers (not regular freight carriers). The Villach site is SQAS (Safety and Quality Assessment for Sustainability) certified. In addition, employees are trained in the HACCP (Hazard Analysis and Critical Control Points) process area as part of the quality management system.

Hazard identification, risk assessment and incident investigation

In order to identify work-related hazards, all workplaces and other possible sources of danger are regularly inspected by the safety officers of the various departments, department heads, and the safety expert (overarching for several companies).

Following work-related accidents, a hazard analysis is carried out by the head of department – as well as by the person who had the accident, if necessary – and appropriate measures are defined.

The procedure for reporting work-related hazards is based on the legal framework. Each company has between one and ten safety officers, whom employees can contact at any time. The security officers report incidents to the respective department heads and to the security officer.

Occupational health services

A company doctor is involved in the development of new procedures for identifying and eliminating hazards and minimising risks. An annual working committee meeting is held to ensure the quality of the occupational health services. The company doctor, safety expert and safety officers attend this meeting.

Every two years, the psychological impact on the employees is determined using a questionnaire based on the catalogue of requirements of the Labour Inspectorate. The survey is anonymous, but is broken down by company.

Employee involvement, consultation and communication on the subject of occupational health and safety

Employees are informed about the occupational health services via the Intranet, their heads of department and notices on the bulletin board.

Relevant information on occupational safety and health protection is provided through personal instruction, which is confirmed with a signature.

In addition, the Occupational Safety Committee meeting takes place once a year, and is attended by the safety officers from all departments. The Occupational Safety Committee is independent in its activity.

An anonymous suggestion and complaint management system has been introduced at the AED company. For this purpose, two postboxes have been installed – one in the office, and one in the warehouse. The boxes are emptied once a week by the management and branch management, and the comments evaluated to determine the need for action.

Worker training on occupational health and safety

All new employees receive an initial briefing. In addition, twice a year, in-house training courses on the subjects of occupational safety, fire protection, first aid and dangerous goods are run for warehouse employees.

Promoting the health of employees

The following things are offered by Lagermax Group Austria to promote the health of employees:

- Company sports teams
- Health at work: ergometry, exercise at work
- Advice about quitting smoking
- Company doctor
- Information on the Intranet, e.g. on addiction prevention
- Funding for sports equipment

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

In order to minimise the impact on occupational safety and health protection through direct business relationships, new regular freight carriers are assessed in advance. An employment ban will be imposed in the event of gross violations.

In the case of purchased products or services, disposal is already taken into account at the time of purchase, and operating instructions are used to create a disposal plan.

10.4 Lagermax affiliates – national and international

- FIATA – Fédération Internationale des Associations de Transitaires et Assimilés = International Federation of Freight Forwarders Associations
- Zentralverband Spedition & Logistik Österreich = Central Association of Freight Forwarders & Logistics Austria
- ÖMTV – Österreichischer Möbeltransportverband = Austrian Association of Moving Professionals
- Austrian Logistics
- Club of Logistics e. V.
- IATA – International Air Transport Association
- ECG – The Association of European Vehicle Logistics
- VNL Verein Netzwerk Logistik = Association for Network Logistics
- Austrian Chamber of Commerce
- eFuel Alliance Austria
- respACT (Austrian Business Council for Sustainable Development)

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sustainability
standards
are what
keep us going.**

Together in motion.

