

G. Englmayer

Logistics – totally personal.



COMPANY MANUAL

G. ENGLMAYER CORPORATE GROUP

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Get to know G. Englmayer

This company manual is intended to provide customers and other interested parties with a concise overview of the portfolio of services and the corporate culture of G. Englmayer.

For more detailed information, please visit our website:

 www.englmayer.net

PROLOGUE



Well positioned for the future: the Corporate Management Board

From left to right: Klaus Gasperlmair, Roman Schimps, Jürgen Walter, Owner representative Heinz Wiesinger, Nicole Reiter, Robert Breitwieser, Alexander Pöttinger, CEO Andreas Gaber

The G. Englmayer Group has been offering a comprehensive portfolio of transport and logistics solutions and customs services for more than 165 years.

The main objective is to maintain a commercially independent and successful company that is agile in adapting to changing environmental and customer requirements.

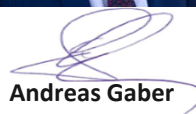
By appointing the Corporate Management Board 2023, the family-owned company is taking a decisive step towards success in the future.

The corporate management board combines not only many years of know-how but also flexibility and modern ideas.

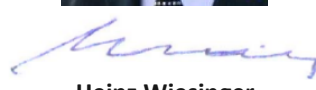
CEO Andreas Gaber and Owner representative Heinz Wiesinger are optimistic about the future:

„A powerful management team, coupled with reliable employees, is the key to sustainable corporate success. We look forward to the new challenges that lie ahead.“




Andreas Gaber
CEO

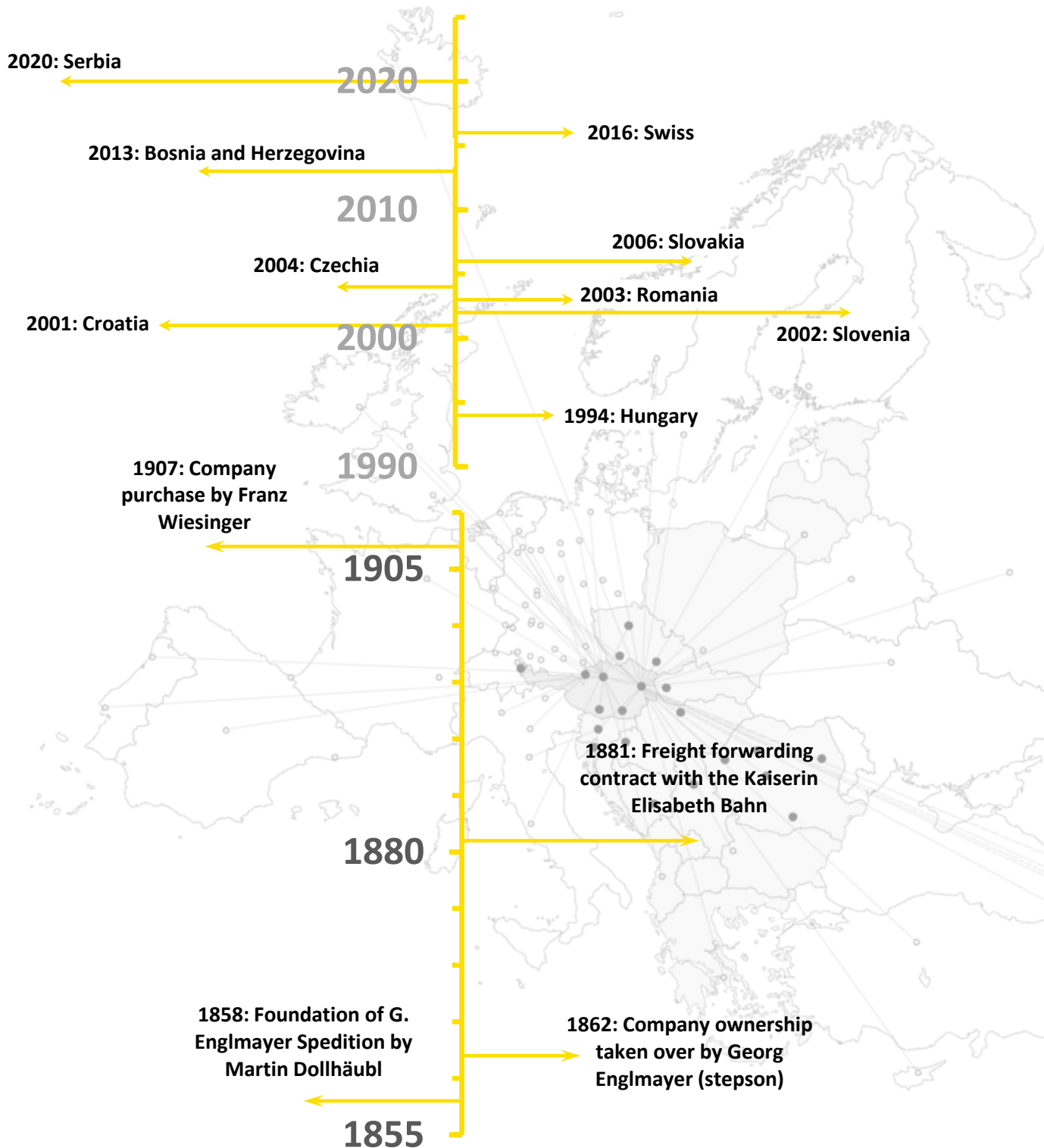



Heinz Wiesinger
Owner representative

G: ENGLMAYER SINCE 1858

Strategy 2025

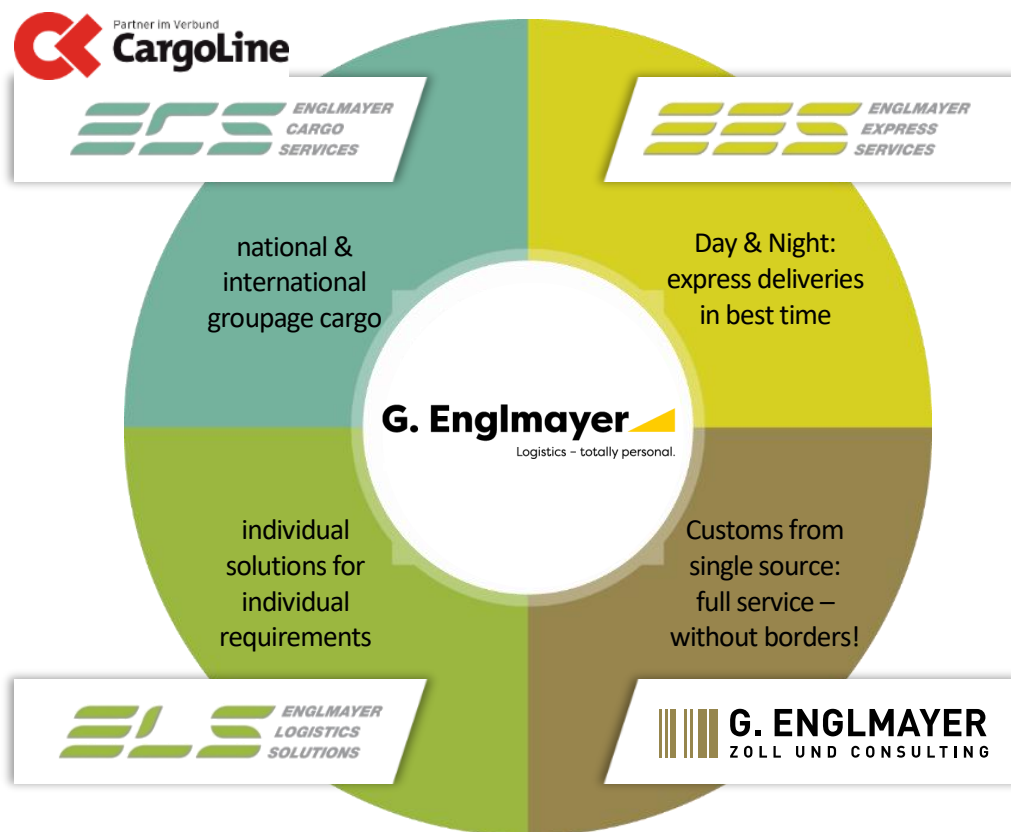
23 branches in 11 countries



SERVICE PORTFOLIO

Since the company was founded in 1858, our service portfolio has been constantly adapted to the needs of our customers and environmental requirements. Best national and

international (partner) networks make us a competent cooperation partner for individual logistics solutions and customs services.



Service tools:



E-Portal

- ✓ Import of shipment data
- ✓ Printout of barcode labels
- ✓ Web capture
- ✓ Performance reports
- ✓ Document provision



Full-Service EDI

Secure exchange of order, status and billing data in any format



Track & Trace

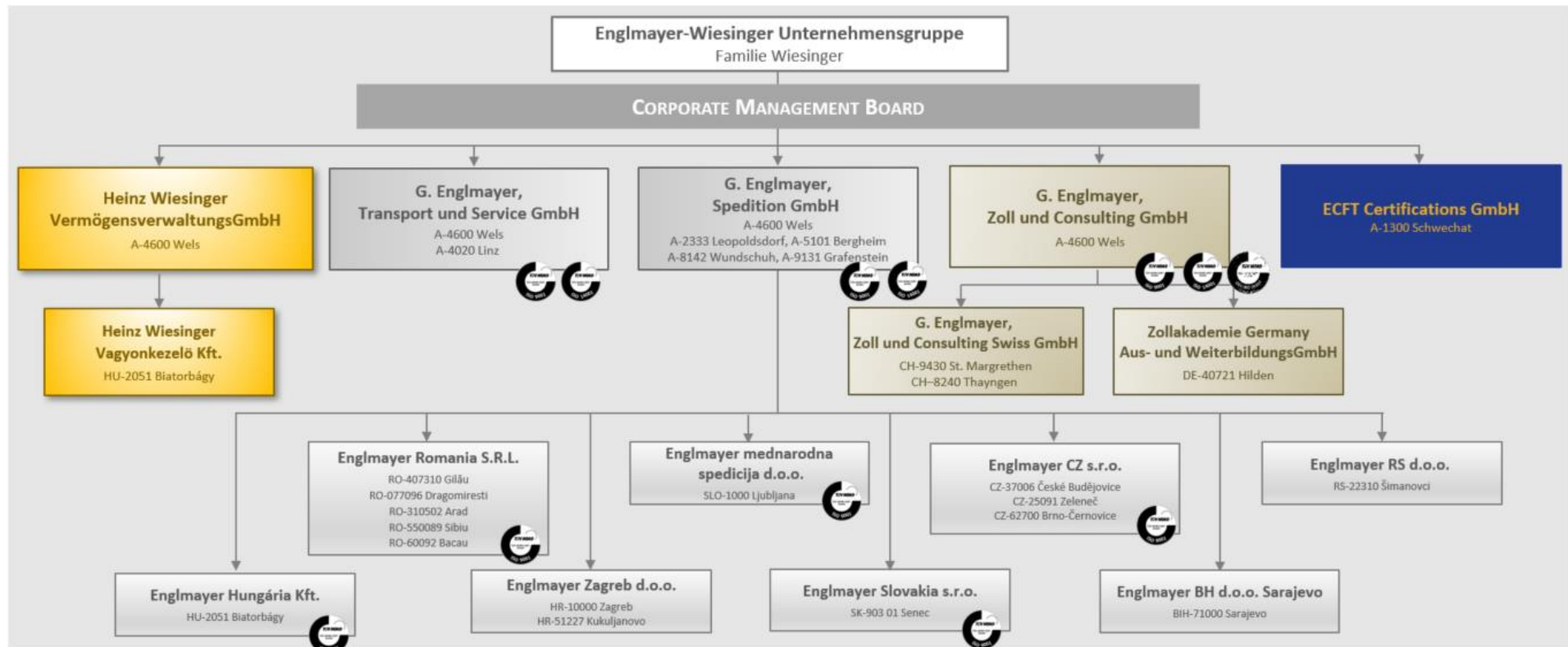
Shipment tracking with GPS through proactive provision of the tracking link.

FOR YOU ON SITE

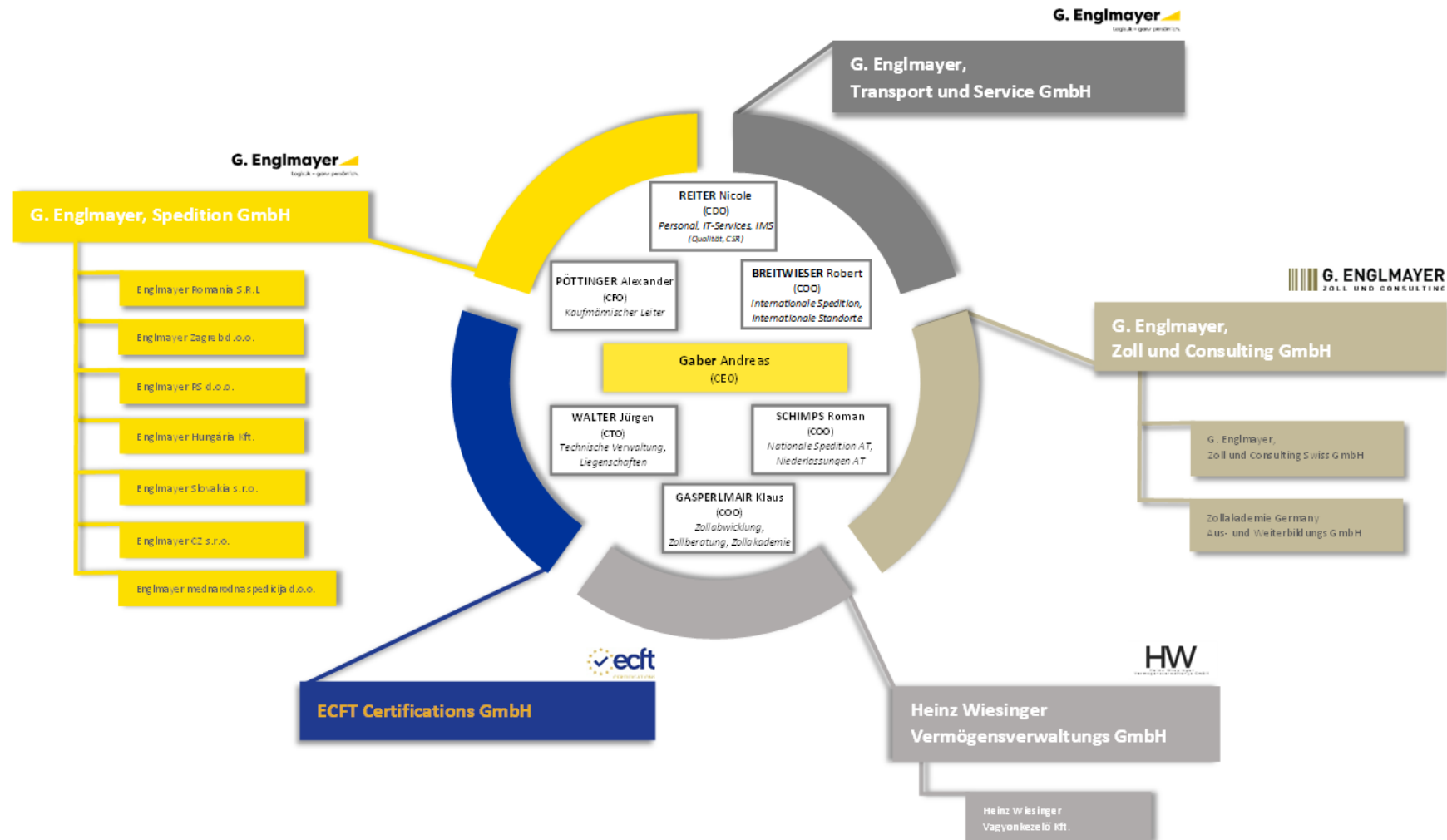
Austria	Wels (Headquarter) Vienna (Leopoldsdorf) Graz (Wundschuh) Salzburg (Bergheim) Klagenfurt (Grafenstein)
Swiss	St. Margrethen Thayngen
Hungary	Budapest (Biatorbágy)
Czechia	Prague (Želeneč) České Budějovice Brno
Slovakia	Bratislava (Senec)
Romania	Bucharest (Dragomirești Deal) Cluj (Gilău) Arad Sibiu Bacău
Slovenia	Ljubljana Dravograd
Croatia	Zagreb Rijeka
Bosnia and Herzegovina	Sarajevo
Serbia	Belgrade (Šimanovci)

	Wels	Vienna (Leopoldsdorf)	Graz (Wundschuh)	Salzburg (Bergheim)	Klagenfurt (Grafenstein)	St. Margrethen	Thayngen	Budapest (Biatorbágy)	Prague (Želeneč)	České Budějovice	Brno	Bratislava (Senec)	Bucharest	Cluj (Gilău)	Arad	Sibiu	Bacău	Ljubljana, Dravograd	Zagreb	Rijeka	Sarajevo	Belgrade (Šimanovci)
GROUPAGE CARGO	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
PART / COMPLETE LOADS	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
EXPRESS	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓		✓			✓	✓		✓	✓
WAREHOUSE	✓	✓	✓	✓				✓	✓	✓	✓	✓	✓					✓	✓			
SEA-/AIR FREIGHT	✓			✓									✓					✓	✓	✓	✓	
CUSTOMS	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓		✓			✓	✓	✓	✓	✓
ADR (dangerous goods)	✓	✓	✓	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

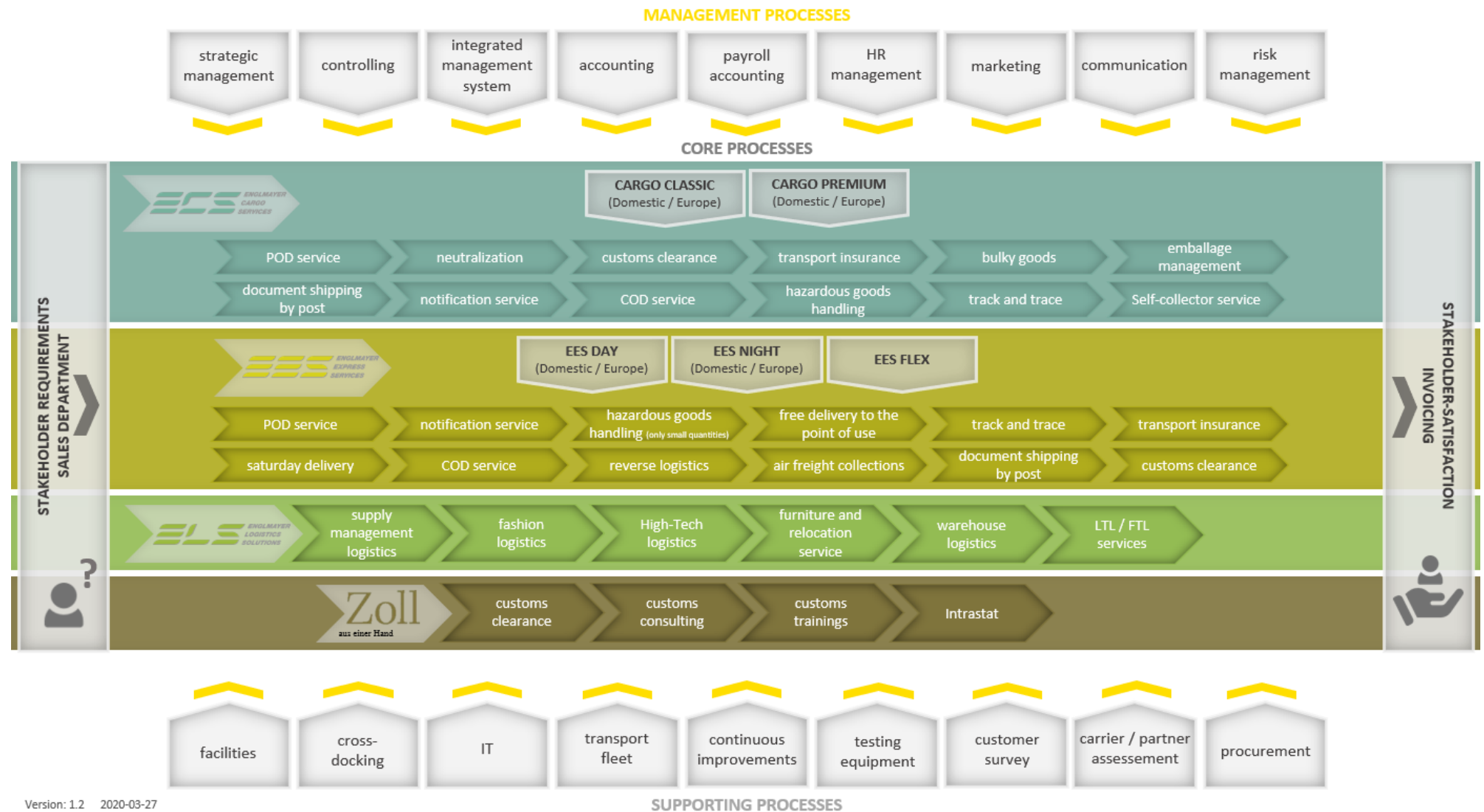
ORGANIZATION CHART OF THE G. ENGLMAYER CORPORATE GROUP (VERSION 2024-01)



CORPORATE MANAGEMENT BOARD



PROCESS MAP



Version: 1.2 2020-03-27

CORPORATE IDENTITY

For 165 years, G. Englmayer as a family-owned company has strived to combine quality leadership with sustainability and appreciation for all stakeholders under the slogan "Logistics - totally personal".

Economic success, steady growth, and continuous improvement, considering the environment and all stakeholders, are the living elements of our enduring corporate culture. This is also reflected in our values and guiding principles.

Our Values and Guiding Principles

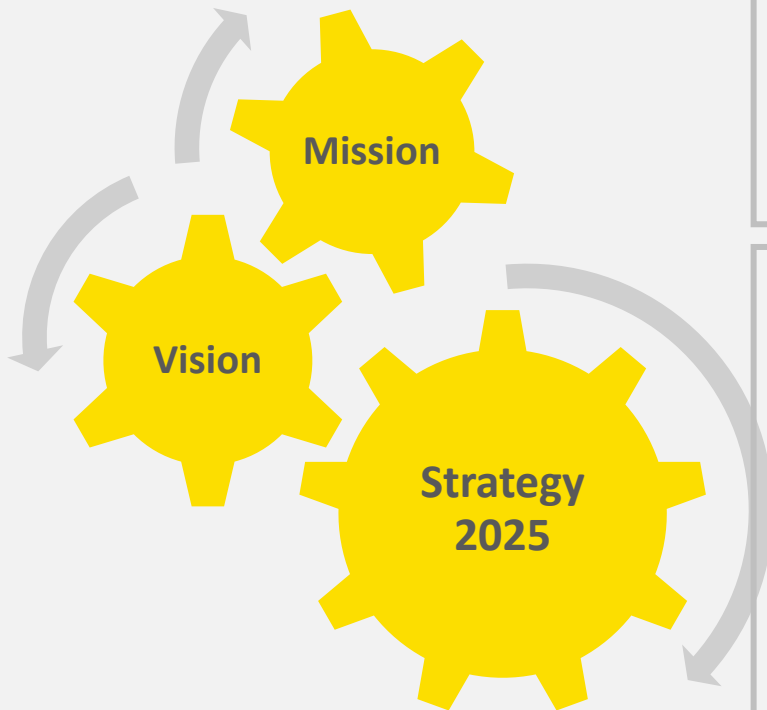
— G. Englmayer Quality and Environmental Policy

G. Englmayer

<p>Customers We promise: Service – that excites. Logistics - totally personal.</p> <p>Service → systematic development and improvement; fulfillment of individual customer requirements</p> <p>Service Orientation → personal care; professional and unique solutions</p> <p>Implementation → on schedule. confidential. totally personal.</p>	<p>Environment We are committed to our environment and make a sustainable contribution to improving the quality of life.</p> <p>Cycle → resource and energy efficiency, reuse and recycling, environmentally friendly disposal</p> <p>Influence → continuous improvement of performance and impact on the environment, minimize ecological footprint</p> <p>Consideration → in decisions and actions, we take our surroundings into account</p>
<p>Employees We unfold our potential together to be successful in the future.</p> <p>Values → achieving goals with respect, fairness, open communication and trust</p> <p>Competence → turning theory into practice; promoting the professional and personal development of our employees</p> <p>Protection → safety and health of our employees comes first</p>	<p>Partners / Suppliers We rely on long-term cooperation and shared success with our suppliers and partners.</p> <p>Selection → economically healthy companies meet our standards</p> <p>Interaction → successful collaboration is based on respect, clear agreements and mutual trust</p> <p>Development → learning from and with each other continuously improves our competitiveness</p>
<p>Society / State We connect people, cultures, economy and state.</p> <p>Responsibility → securing jobs; compliance with legal regulations, standards and self-commitments</p> <p>Culture → honesty, diversity and equal opportunity as fundamental ethical principles; support of social projects</p> <p>Commitment → focus on regionalism and sustainable action</p>	<p>Owner We secure our future through independence and long-term success strategies.</p> <p>Principle → family as role model, connected across generations - now and in the future.</p> <p>Foresight → considering opportunities and risks, acting resiliently - for maximum potential</p> <p>Success → free in decision-making, independent in implementation - our strategy</p>

Logistics totally personal – since 1858





Logistics - totally personal.

As an independent family business
we are THE partner
for individual and sustainable logistics.

We inspire our customers with innovative logistics solutions and personal advice:

- high motivated and qualified employees
- comprehensive consulting competence
- own network and excellent market knowledge in Central and Eastern Europe
- efficient processes
- fast and easy decision-making processes
- services with highest quality standards

Together, we achieve our goals safely.

To achieve and continuously improve a standardized and consistently high level throughout the corporate group in the areas:

- **Quality**
- **Environment & Sustainability**
- **People & Health**
- **Risk & Safety**
- **Compliance & Data Protection**

a process-oriented integrated management system was introduced years ago. The development of new products and services is limited to project-based further development.

The management commits itself and all employees to comply with the contents of this company manual in terms of the integrated management system. Furthermore, it is responsible for the maintenance, evaluation and continuous improvement of the entire management system and defines the corporate policy. For all quality-relevant processes, it also ensures that responsibilities and authorities are defined transparently and that the employees are aware of the importance of their activities for quality and the company's objectives.

Quality

All Austrian sites of the G. Englmayer Group are certified to ISO standards 9001 (quality management) and 14001 (environmental management). Other subsidiaries in Hungary, the Czech Republic, Slovakia, Romania and Slovenia also have ISO 9001 certification.

The roll-out to further subsidiaries is also laid down in the **G. Englmayer Strategy 2025**. The learning services of the Zollakademie Austria are certified according to ISO 21001 and Ö-Cert.



Environment & Sustainability

All companies bear responsibility towards the environment, society and the economy. At G. Englmayer, we are not only aware of this responsibility, but we also work proactively on continuous improvement in the direction of Green Logistics. The wealth of our measures can be illustrated in the areas of processes, buildings and vehicle fleet.





buildings	vehicles	processes
<p>Expansion of environmentally friendly (self-)energy supply</p> <p>Use / replacement / investment in resource-saving work equipment and building materials</p> <p>automated lighting and heating concepts</p>	<p>Investment in alternative / resource-saving drive types</p> <p>Use of efficient fossil drives</p> <p>Fuel-saving training</p> <p>Efficient use of means of transport</p>	<p>Utilization and route optimization</p> <p>Warehouse optimization</p> <p>Sustainable waste prevention/disposal concept</p> <p>Resource-saving IT solutions</p> <p>Network optimization</p> <p>Sustainability monitoring and reporting</p>
ETC.		

People & Health

People are our focus. We see it as a matter of course that we offer everyone the same opportunities, regardless of age, ethnic origin, citizenship, gender, health or ideology.

As a family-owned company, maintaining and promoting the health of our employees, partners and customers is of particular importance to us - across all touchpoints. The Group's corporate health management therefore organizes regular health (prevention) programs as well as state-of-the-art workplace safety measures.

In addition, our employees receive solid training through modern human resources management and receive targeted support through internal and external training.

Honesty, integrity, respect and fair play are particularly important to us in our daily dealings with each other. Furthermore, a firmly implemented Code of Conduct ensures that central or indisputable principles of behavior and ethics are demanded and guaranteed for all persons involved in the process chain.

Risk & Safety



From horse-drawn vehicles to ultra-modern electric trucks, we at G. Englmayer have already been able to make positive use of many innovations and changes. To this end, a systematic and holistic risk analysis and assessment is an integral part of all strategic and operational planning.

If necessary, risks are prevented by the accurate implementation of suitable measures. However, our positive mindset also focuses on the respective "opportunities of the time" in order to continue to be successful for our employees and customers in the decades to come.



Compliance & Data protection

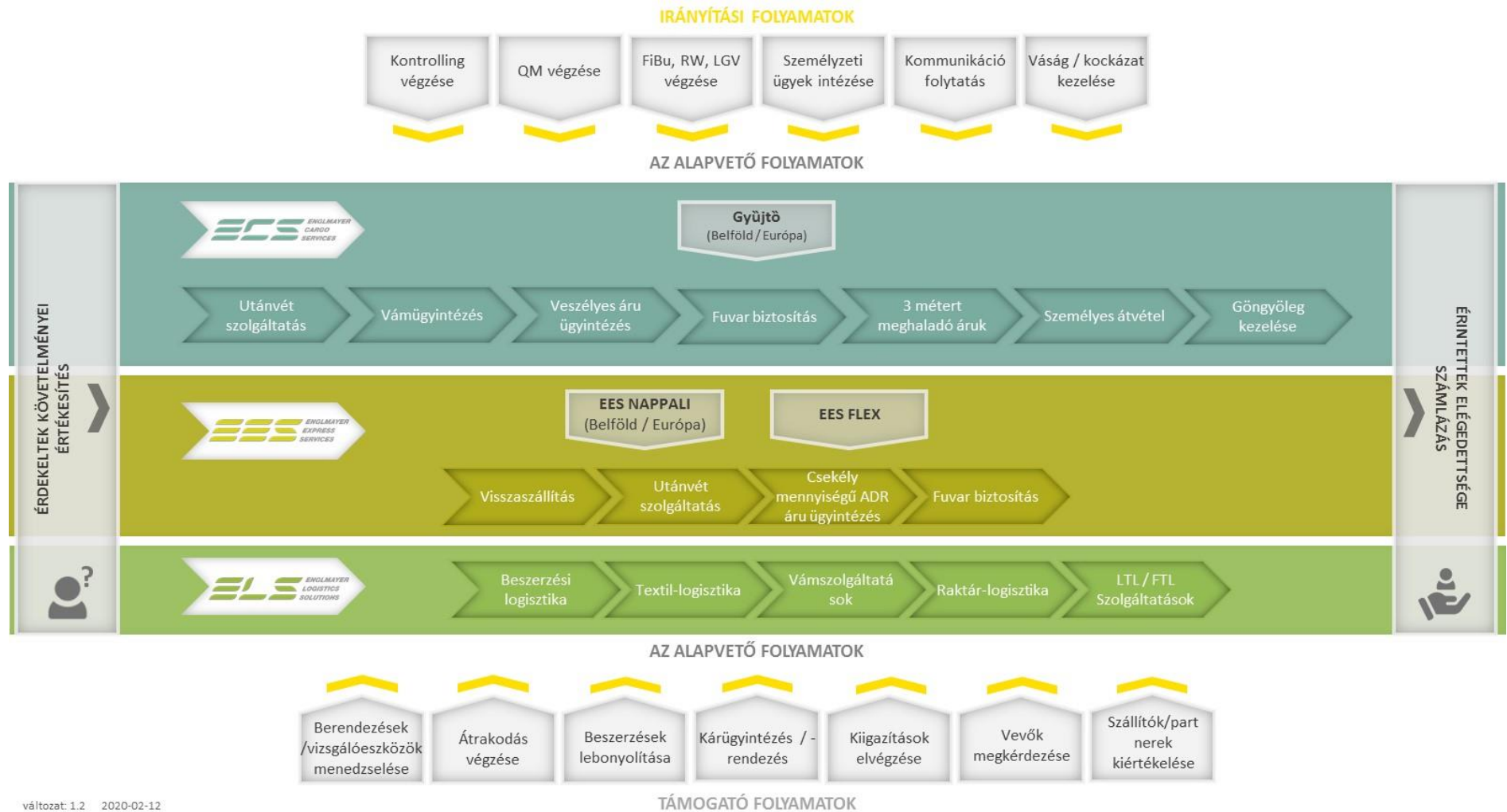
On the road for you daily, safely and competently: our legal experts continuously check all relevant normative changes and innovations. If necessary, these are incorporated into existing processes or new measures are implemented to ensure transparent legal compliance. Separate, independent units have

been created to deal with the key issues of data protection and whistle blowing:

 [**compliance@at.englmayer.net**](mailto:compliance@at.englmayer.net)

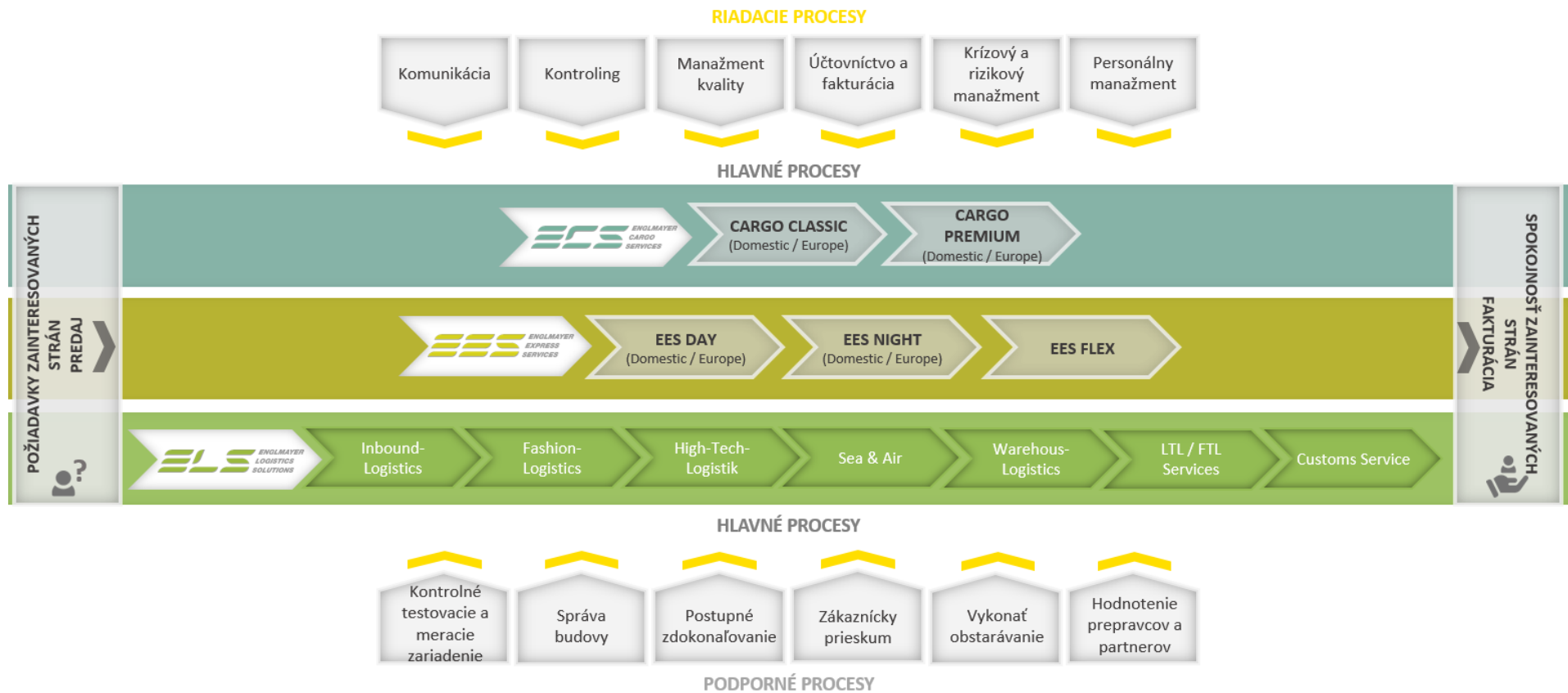
APPENDIX

Process map Englmayer Hungária Kft.



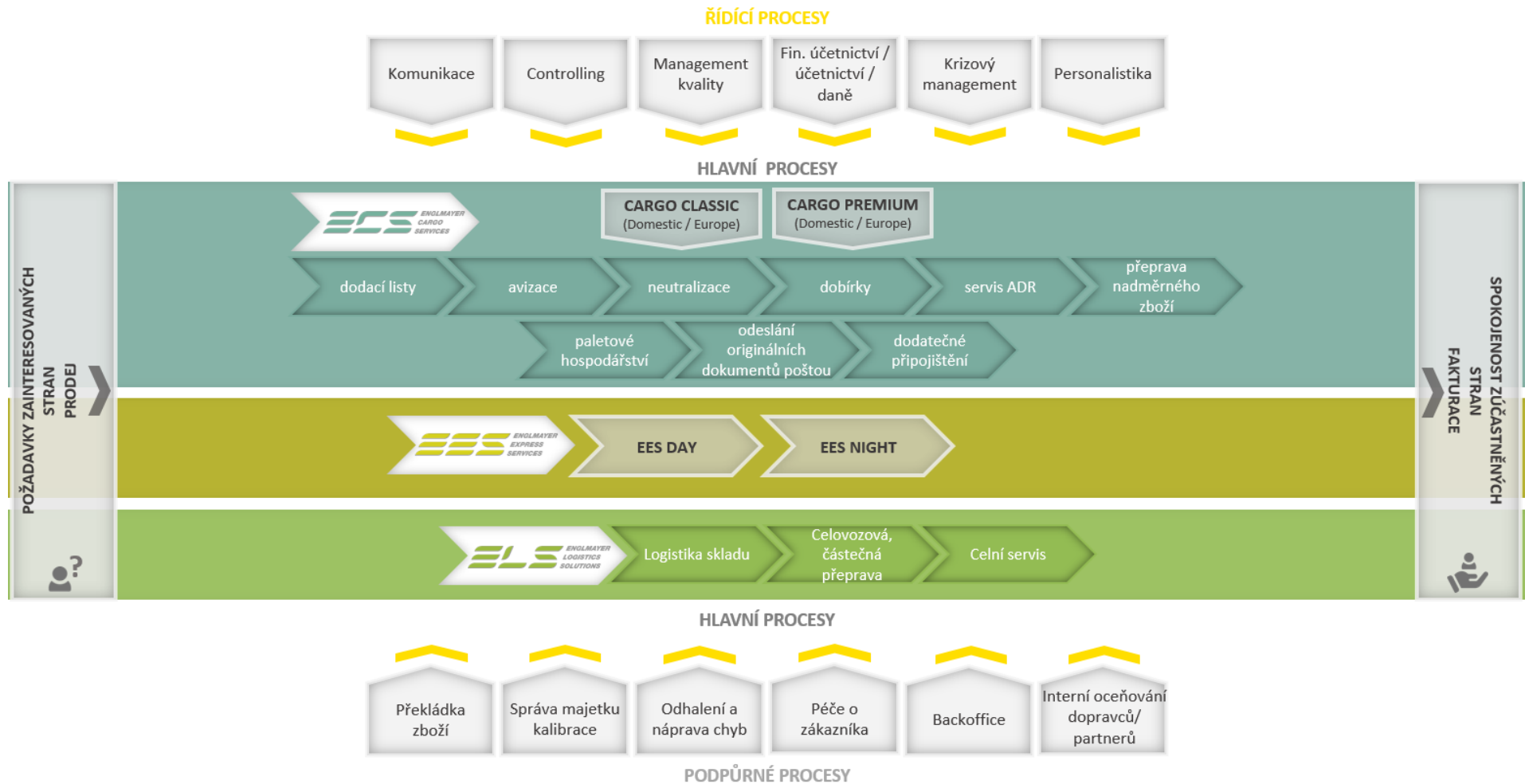
változat: 1.2 2020-02-12

Process map Englmayer Slovakia s.r.o.



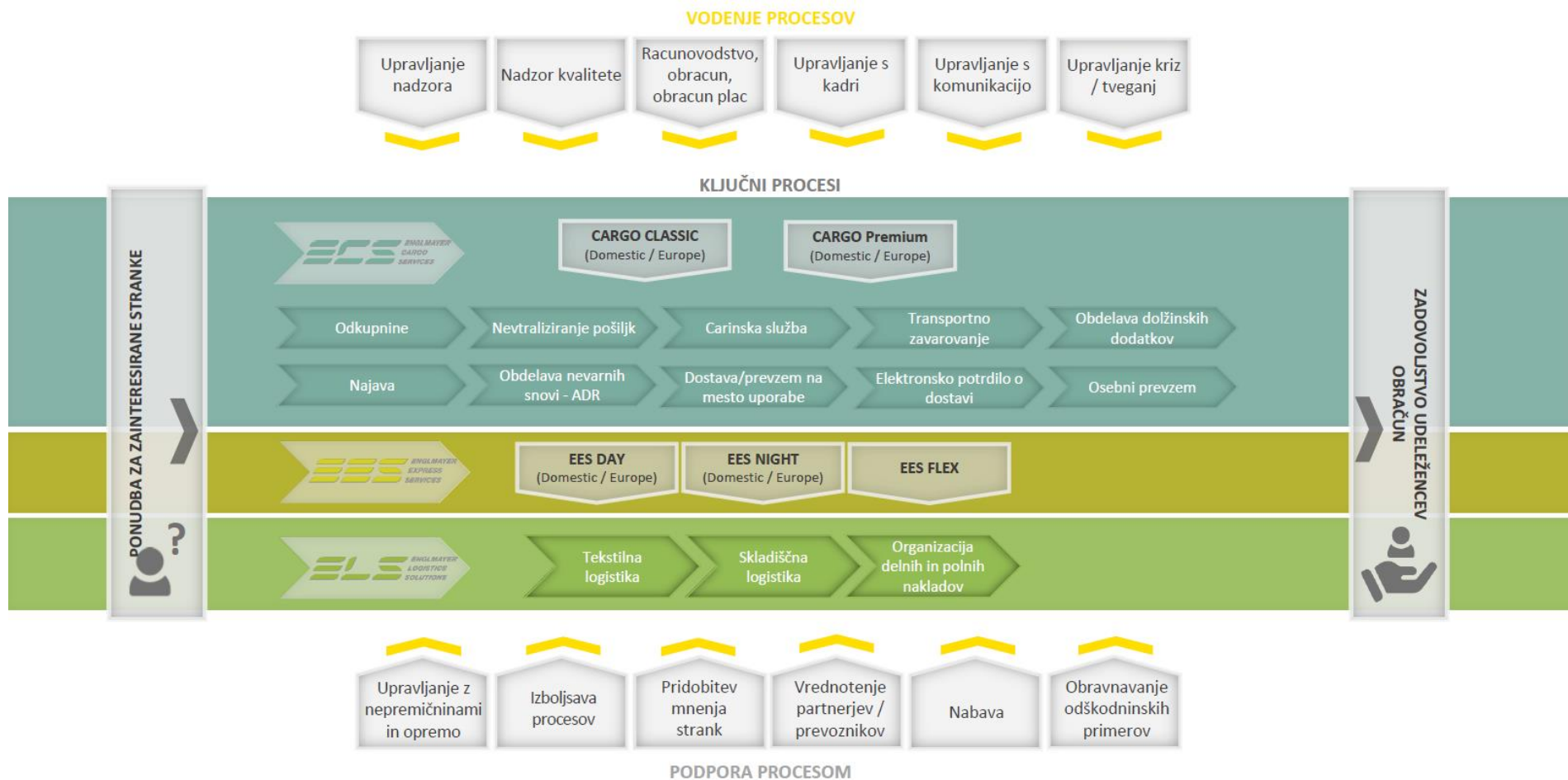
Verzia: 2.2 2021-01-26

Process map Englmayer CZ s.r.o.



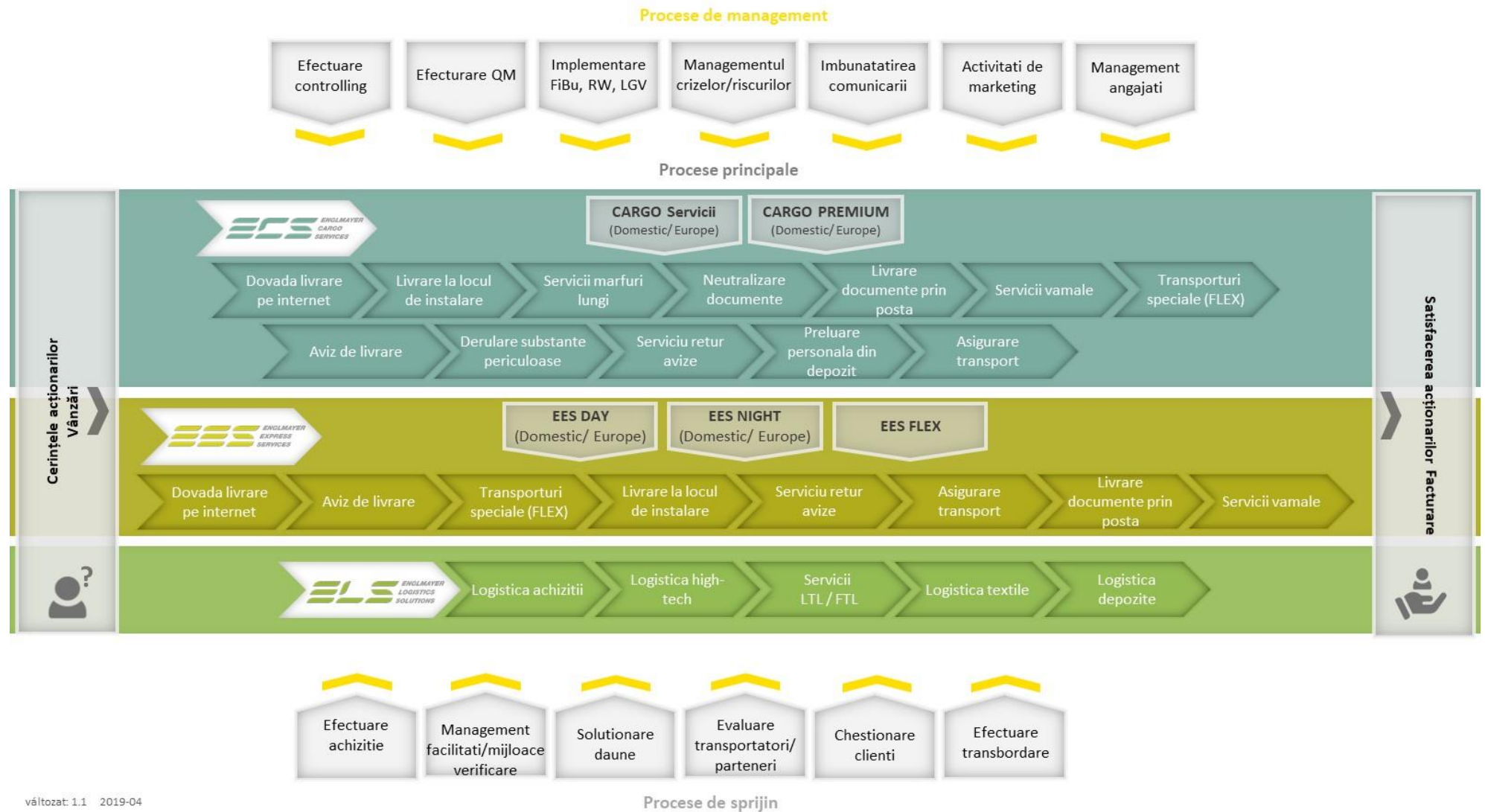
Verze: 2.2 2021-01-11

Process map Englmayer Slovenia d.o.o.



Englmayer mednarodna spedicija in logistika d.o.o. Slovenija
Version: 1.0 2020-06-30

Process map Englmayer Romania s.r.l.



változat: 1.1 2019-04