



# Sustainability Report

## 2023 Edition



# Table of Contents

<b>Chairman Message .....</b>	<b>3</b>	<b>Environment .....</b>	<b>25</b>
<b>CEO Message.....</b>	<b>4</b>	Greenhouse Gas Emission Reporting .....	27
<b>Sustainability Highlights .....</b>	<b>5</b>	CO <sub>2</sub> e Emission Development .....	28
<b>About this Report .....</b>	<b>6</b>	Environmental Milestones.....	29
<b>Our Business .....</b>	<b>7</b>	Waste Management.....	32
Bertschi at a Glance .....	8	<b>Social Commitment.....</b>	<b>34</b>
Our Core Values and Principles .....	9	Occupational Health & Safety .....	35
<b>Our Sustainability Approach</b>	<b>10</b>	Diversity, Equity and Inclusion (DEI)	36
Our Sustainability Strategy.....	11	Fostering Diversity and Inclusion .....	37
Interaction with Stakeholders .....	13	Working Conditions.....	38
Stakeholder Overview .....	14	Employee Development.....	39
Standards & Certifications.....	17	<b>Governance .....</b>	<b>40</b>
Initiatives & Awards .....	18	Business-minded Governance.....	41
Our contribution to the UN Sustainable Development Goals .....	22	Ensuring Compliance.....	43
		Data Privacy & Security .....	44
		Supplier Engagement & Commitment .....	45
		External Service Provider Management.....	46
		<b>Closing Words .....</b>	<b>47</b>



# Chairman Message

Dear Readers,

Sustainability has been an intrinsic part of Bertschi's identity since our founding.

In 1964, my father Hans Bertschi initiated the modal shift from truck transportation to railways, establishing the first regular intermodal rail service in Europe - from Germany to Italy through the Swiss Alps. At that time, we were a young company with about 20 employees.

In 1972, Bertschi revolutionized liquid chemical overland logistics by developing the first stainless steel insulated swaptank-containers with steam heating, facilitating the transfer of liquid chemicals from road to rail. Already in those early days, the founders valued business ethics, working conditions, operational safety, sustainable procurement and environmental stewardship, which have remained integral to our strategic vision.

Over the past 35 years, the second family generation – based on the same spirit and business ethics – expanded the company both in scope and geography. Bertschi Group became European intermodal chemical logistics market leader, and ultimately one of the leading worldwide providers of chemical supply chain services.

Sustainability occupies a central role within Bertschi Group since its early days. Our growth over the past six decades has been guided by these foundational values, propelling us to become a leading global supply chain service provider for major chemical manufacturers worldwide.



**Hans-Jörg Bertschi**  
Chairman of the Board

At the heart of our Group Strategy 2026 is our vision statement:

**"We are the preferred provider of robust and efficient supply chain services for the chemical industry. We set the benchmark in safety, innovation, service quality, and sustainability. As a family business, the long-term well-being of our employees, society, and the environment is embedded in our culture."**

Our core values are interconnected and form the bedrock of our commitment to a broader understanding of sustainability. We strive to make decisions with a long-term perspective, always aiming to do what is ethically correct. These actions are crucial for the future of our people, societies, and planet, providing purpose and motivating individuals to explore new frontiers.

One of our key ambitions is to achieve NetZero by establishing state-of-the-art intermodal transportation networks with zero GHG emissions. We are open to collaborating with customers and partners in industry initiatives to innovate alternative solutions for a better world.

This sustainability report plays a vital role in measuring, gathering, and analyzing developments and Key Performance Indicators (KPIs) across various sectors within our Group. It provides invaluable insights for future advancements in social, environmental, and human conditions.

I am proud of our progress and the dedication of our employees, partners, and stakeholders in driving these efforts. Together, we will continue to build a sustainable future, making a meaningful impact today for a better tomorrow.

# CEO Message

Dear Readers,

As we reflect on 2023, it is evident that our journey in the logistics sector continues to be shaped by both enduring challenges and promising opportunities. This year has demanded resilience, adaptability, and a clear focus on sustainability, even amidst an ever-evolving global landscape.

We have encountered many obstacles this year, from fluctuating market demands and increasing regulatory requirements to the ongoing impacts of geopolitical tensions and environmental imperatives. Yet, every challenge drives us towards innovation. Our dedicated team has consistently risen to the occasion, finding creative solutions that have set new industry standards.

The core of our success remains our people. The dedication, passion, and expertise of our employees have driven our achievements. In 2023, we celebrated numerous milestones in enhancing our sustainability efforts, thanks to the relentless hard work of every member of the Bertschi Group. From our logistics planners and drivers to our on-site workers and customer service teams, each individual plays a crucial role in our collective mission.

Sustainability is not just a strategic priority for us but a core aspect of who we are. This year, we have significantly invested in expanding our rail infrastructure and promoting environmentally friendly transportation solutions. By aligning our operations with the objectives of the EU Green Deal and the UN Sustainable Development Goals, we are reducing our carbon footprint and setting a precedent for sustainable logistics practices globally.

In line with our Group Strategy for 2026, we have continued to build on the four pillars of our Sustainability Strategy:

**Ethics | Labour & Human Rights | Sustainable Procurement | Environment**

Our efforts have yielded measurable progress, from reducing CO<sub>2</sub>e emissions to fostering a diverse and inclusive workplace. We are proud of our strides and remain committed to achieving even greater heights in the years to come.

As a family-owned company with a long-term vision, we understand that sustainability is a continuous journey. It involves monitoring and reducing emissions and nurturing a culture of responsibility and innovation. This year, we have furthered our digitalization initiatives, enhancing transparency and efficiency across our supply chains. By leveraging data-driven insights, we empower our customers with the tools they need to make informed, sustainable choices.

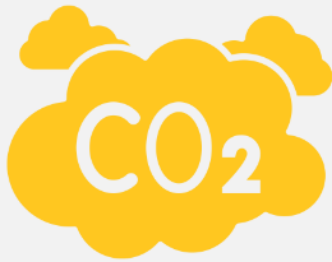
Our collective responsibility extends beyond our operations. We are creating a better future for the next generations, our communities, and our planet. At Bertschi, we are dedicated to making a meaningful impact through our actions today, building a more sustainable tomorrow.

I am immensely proud of what we have accomplished in 2023 and grateful for the support of our employees, partners, and stakeholders. Together, we will continue to lead the way in sustainable logistics, driving positive change, and delivering value to all we serve.



**Jan Arnet**  
CEO of the Bertschi Group

# Sustainability Highlights



**172'000 tons**

prevention of CO<sub>2</sub>e thanks to our intermodal concept compared to pure road transports



**100 %**

Compliance & IT questionnaire rate for Bertschi employees



**100 %**

Survey rate for our supplier code of conduct of our top 100 suppliers



**Gold Medal**

EcoVadis score



**B**

CDP score for climate change



**110'000 liters**

of HVO diesel saving up to 310'000 kg CO<sub>2</sub>e emissions vs. regular diesel



# About this Report

The report covers our activities throughout the 2023 calendar year, from January 1, 2023, to December 31, 2023. It generally includes all our fully consolidated companies. The report contains historical data and information to provide context and illustrate performance trends.

Unless otherwise specified, the KPIs and information presented pertain to our ongoing operations. While some subsidiaries may have implemented specific programs or initiatives that differ from the general approaches described, they remain aligned with our company's principles, guidelines, and initiatives.

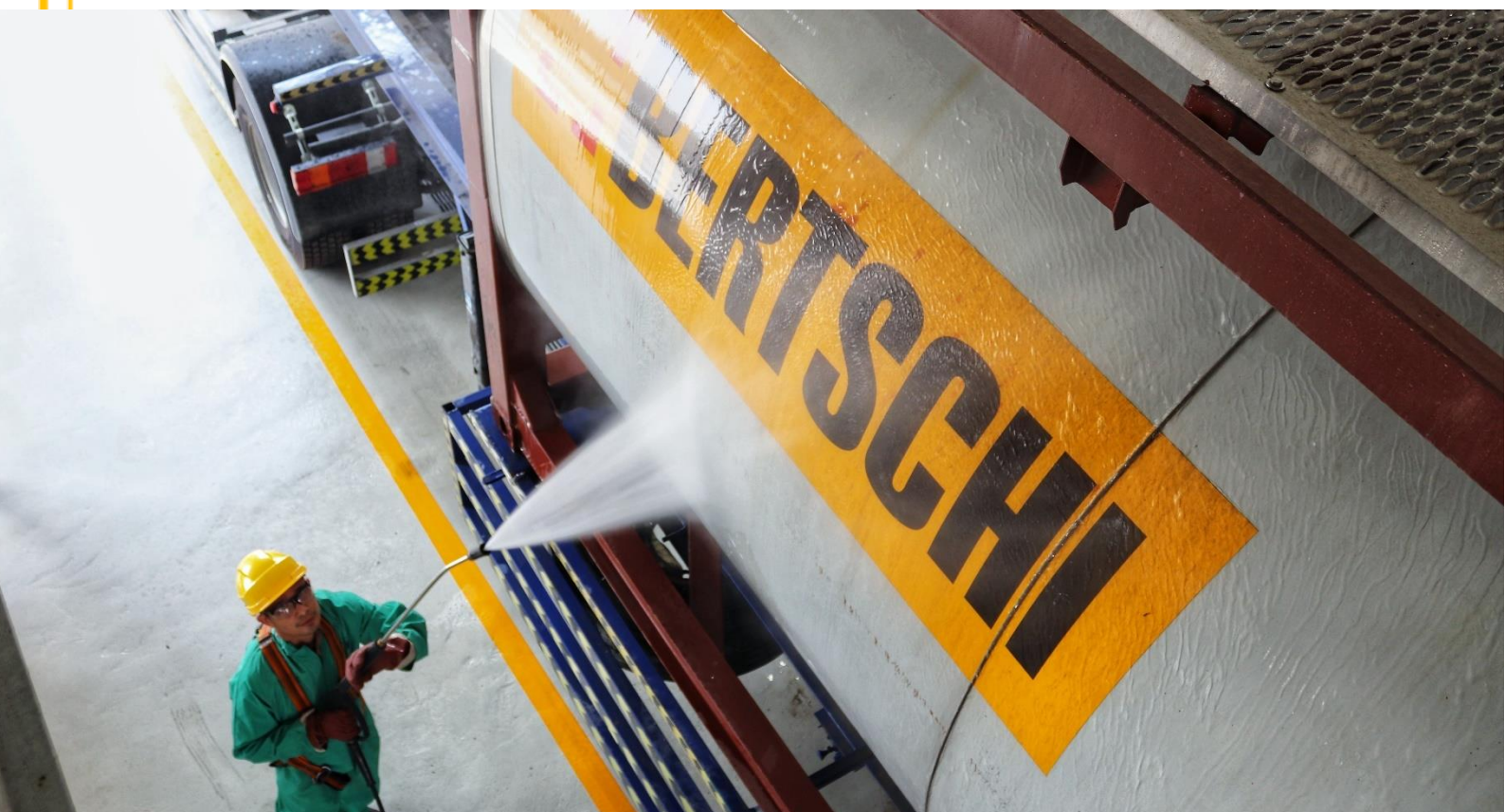
The data in this report is collected through various internal reporting systems. To enhance readability, some numbers may be rounded, resulting in totals that do not precisely match and percentages that may not exactly reflect the absolute figures.

In our environmental emission report, we have consolidated emission data from all our subsidiaries and global activities. We collaborated with a third-party provider to calculate and validate the indirect transport-related greenhouse gas emissions (Scope 3) and confirmed the validity of our Scope 1 emissions.

Our Scope 1 emissions are calculated using primary data, adhering to the GLEC Framework to ensure consistency and compliance with industry standards. Thanks to significant efforts in recent months, we now include emissions from our Business Units Global and Solutions, completing our data dashboard.

This is already the third edition of our annual Sustainability Report. Our approach to presenting data may change in future editions without prior notice. We may also revise specific data reporting and interpretation and expect to add more KPIs as we refine our system.

We warmly welcome feedback on this document and encourage readers to contact us with any questions, remarks, or concerns via our homepage at [www.bertschi.com](http://www.bertschi.com) or by email at [info@bertschi.com](mailto:info@bertschi.com).



# Our Business



# Bertschi at a Glance

We are a leading company in the transport industry, specializing in advanced intermodal services across rail, road, and water. Our goal is to be the top choice for resilient, sustainable, and efficient supply chain solutions for the chemical industry. We are committed to setting the standards for safety, innovation, service quality, and sustainability in our sector.

From our headquarters in Switzerland, we centrally manage and coordinate our customers' product flows, supported by 3'223 employees across 75 subsidiaries in 39 countries. Our fleet includes over 44'700 specialized tank and dry bulk containers and nearly 1'000 trucks, enabling us to transport, store, and distribute our customers' goods worldwide. Additionally, we operate 30 intermodal rail terminals throughout Europe to provide extra capacity in the rapidly growing intermodal transport market.

Over the past decade, we have established a comprehensive network of offices in strategic locations worldwide. We have built close partnerships with a network of trusted agencies to support our rapidly expanding global business. Leveraging our extensive experience in the safe and sustainable transportation of chemical goods in Europe, we have quickly become a major player in the global tank container industry. We offer our services to both longstanding and new customers.

As a family-owned company, we strive to be the most attractive employer in our industry, aiming to be a lifelong employer that champions diversity in culture and gender.



**3'223**  
Employees worldwide



**75**  
Subsidiaries



**991 M**  
Turnover



**44'700**  
Containers



**1956**  
Founded



**1'000**  
Own trucks



**39**  
Countries



**100%**  
Family owned



**Liquids**  
Europe



**Dry Bulk**  
Europe



**Global**  
Global



**Solutions**  
Global



# Our Core Values and Principles

## Safety

We prioritize personal and environmental safety above all else and believe everyone shares this responsibility. Our safety standards meet the highest requirements and adhere to all legal regulations. We never compromise on safety!

## Customers

Our customers are at the heart of our daily operations. We strive to offer them excellent service and quality every day. We work efficiently and focus on what is essential. By identifying our customers' and stakeholders' current and future needs, we deliver services that exceed their expectations.

## Quality

Meeting the highest standards of quality builds trust with our customers, ensuring the successful future of our company. We aim to be the leader in quality within our sector and continuously monitor our quality performance.

## Culture

Our company culture is defined by openness, honesty, and mutual respect. Correct behavior and friendliness in our interactions with customers, business partners, and colleagues are essential. We are committed to eliminating discrimination and promoting equality of opportunity in the transportation and logistics industry.

## Employees

Our most valuable resources are our employees' commitment and sense of responsibility. Our management approach is goal-oriented, encouraging individual initiative and motivation. We invest in our employees' education, training, interdisciplinary thinking, and teamwork.

## Environment

We contribute to sustainability by balancing economic and social requirements with environmental protection. We strictly adhere to all relevant environmental laws and regulations and continuously strive to improve our environmental performance for a better eco-balance.

## Continuous Improvement

We are fully committed to continuously improving our safety and environmental sustainability performance. By regularly measuring our operational performance, we learn and make necessary improvements.

## Compliance

We fully comply with all applicable laws and regulations. Our clear guidelines and instructions cover essential issues such as money laundering, child and forced labor, support of terrorism, gifts, bribery, and corruption.

## Relationships

We conduct our business honestly, openly, and transparently, aiming to establish long-term, sustainable relationships with our customers and partners. We communicate honestly and straightforwardly.



# Our Sustainability Approach



# Our Sustainability Strategy

In 2021, we modernized and redesigned our approach to sustainability. We developed a comprehensive sustainability strategy based on four key pillars: **Environment, Labour & Human Rights, Business Ethic, and Sustainable Procurement**. Each of these pillars is essential for ensuring that our operations are environmentally and socially responsible, as well as economically sustainable in the long term.

## Business Ethic

We are dedicated to conducting our business with the highest standards of integrity and ethics. Our zero-tolerance policy for corruption and bribery ensures strict compliance with all relevant laws and regulations.

Our comprehensive whistle-blower policy provides employees with a safe and confidential way to report any concerns about unethical behavior. We also require our suppliers and partners to share our commitment to ethical conduct and legal compliance.

We actively engage in training programs to ensure all employees understand and uphold our ethical standards. Our "Business Ethics Policy" details our goals, efforts, and actions in maintaining high ethical standards, reflecting the latest legal requirements and best practices.

By fostering an ethical culture and ensuring compliance, we build trust with our customers, partners, and the community, ensuring long-term success and sustainability.

## Labour & Human Rights

Respecting human rights and promoting the welfare of our employees, suppliers, and customers is fundamental to our success. We are dedicated to ensuring that all our employees are treated with respect and dignity and that their rights to fair wages, reasonable working hours, and safe working conditions are upheld.

To achieve this, we have implemented comprehensive training programs that educate our employees on our human rights policies, including diversity and inclusion and preventing discrimination and harassment. Furthermore, we have established a Supplier Code of Conduct that clearly defines our expectations for our suppliers to uphold human rights standards.

We are committed to collaborating with suppliers who share our values and dedication to human rights. Our "Labour and Human Rights Policy" encapsulates all our efforts, goals, and actions in this crucial area.



**Environment**

We recognize that climate change and environmental degradation are critical global challenges. To address these, we are committed to reducing our carbon footprint and waste production.

We continuously enhance our logistics operations to lower greenhouse gas emissions by increasing intermodal transport, combining rail, road, and waterways. This reduces emissions and minimizes impacts on air and water quality.

We also focus on reducing energy consumption in our warehouses, offices, and terminals through energy-efficient technologies like LED lighting, efficient HVAC systems, and advanced energy management.

Our waste management practices aim to minimize landfill waste by increasing recycling, reducing single-use plastics, and encouraging reusable materials.

Our environmental policy outlines our efforts, goals, and actions, serving as a roadmap for continuous improvement and accountability. We regularly update our policies to align with the latest environmental standards.

By fostering a culture of sustainability, we aim to set a positive example in our industry. Our commitment to reducing our environmental impact is a core part of our values. Through innovative solutions, we believe we can make a meaningful difference in combating climate change and environmental degradation.

**Sustainable Procurement**

Our procurement practices significantly impact the environment and society. We have implemented a sustainable procurement policy that mandates consideration of environmental, social, and ethical factors when selecting suppliers and products.

We work closely with our suppliers to ensure they share our commitment to sustainability. This collaboration involves encouraging them to adopt sustainable practices throughout their operations. We prioritize suppliers certified according to internationally recognized sustainability standards, such as ISO 14001, ISO 9001, and SQAS.

Additionally, we conduct regular assessments and audits to ensure compliance with our sustainability criteria. By fostering transparent and responsible procurement practices, we aim to create a positive impact across our supply chain and promote a culture of sustainability and ethical conduct.

Our goal is to meet and exceed industry standards, setting a benchmark for sustainable procurement in our sector. Through these efforts, we contribute to a more sustainable future that reflects our core values and long-term vision.



## Interaction with Stakeholders

Sustainability is integral to our business and the broader community. Our strategy emphasizes engaging all relevant stakeholders, including employees, customers, suppliers, competitors, and the community. We aim to achieve meaningful and lasting change towards a more sustainable future by involving these groups.

Collaboration is critical to reducing environmental impact, enhancing social responsibility, and creating economic value. This approach fosters trust, transparency, and credibility, making gaining support for our sustainability initiatives easier. We are dedicated to ongoing engagement with stakeholders to advance our sustainability goals.

We invest in industry associations worldwide, sharing knowledge and resources to address complex challenges. Our involvement includes sharing best practices, developing standards, and working on sustainability projects. These efforts help align our goals with global best practices and contribute to sustainable solutions.

Our membership in ECTA, ITCO, EFTCO, ERSC, ASTAG, Spedlogswiss, SFC, and GLEC reflects our commitment to industry collaboration and sustainability leadership.

Effective communication with stakeholders is crucial for building trust. It ensures that stakeholder perspectives are considered in our impact on the economy, environment, and people, including human rights. This dialogue helps external stakeholders, such as customers, carriers, and suppliers, make informed decisions about their relationship with us.

Our communication strategy targets internal and external stakeholders (for more information, please see the overview on the following page). Governed by our Corporate Communications Guideline, we tailor our messages to ensure alignment and transparency.

Internally, our Intranet is central to communication, providing equal access to information and supporting engagement.

We are committed to transparent, responsible communication and conducting these activities organically and without charge. To maintain open communication, we aim to respond professionally and promptly to inquiries.

As a family-owned company, we comply with applicable laws and regulations outlined in our various policy documents. Our Incident and Crisis Communication Guideline ensures effective communication during disruptions, supporting quick, proactive, and relevant stakeholder engagement.



# Stakeholder Overview


## External Stakeholders

Stakeholder	Our Expectation	Our Response
<b>Customers</b> 	<ul style="list-style-type: none"> <li>• Transparency</li> <li>• Openness</li> <li>• On-time payments</li> <li>• Legal compliance</li> <li>• Data Security</li> <li>• Loyalty</li> <li>• Good publicity</li> <li>• Avoiding false claims/allegations</li> <li>• Ethical work conduct</li> </ul>	<ul style="list-style-type: none"> <li>• High-quality service</li> <li>• Consistency</li> <li>• Reliability</li> <li>• Data Security</li> <li>• Cost-effectiveness</li> <li>• Legal compliance</li> <li>• Continuous improvement</li> <li>• Fulfilment of requirements</li> <li>• Sustainable solutions</li> <li>• Flexible solutions</li> <li>• Ethical work conduct</li> <li>• Positive image/reputation</li> <li>• Free trade</li> <li>• Fair pricing strategy</li> </ul>
<b>Competitors</b> 	<ul style="list-style-type: none"> <li>• Fairness</li> <li>• Long-term relationship</li> <li>• Legal compliance</li> <li>• Ethical behavior</li> </ul>	<ul style="list-style-type: none"> <li>• Fairness</li> <li>• Long-term relationship</li> <li>• Legal compliance</li> <li>• Ethical behavior</li> </ul>
<b>Communities</b> 	<ul style="list-style-type: none"> <li>• Providing skilled employees</li> <li>• Infrastructure (electricity, water etc.)</li> <li>• Provide local services</li> <li>• Cooperation</li> <li>• Providing public transport</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainability</li> <li>• Creation of jobs</li> <li>• Secure employment</li> <li>• Buy local supplies</li> <li>• Tax payment</li> <li>• Development of the area</li> <li>• No negative impact on environment (noise, air pollution, traffic)</li> </ul>
<b>Suppliers &amp; Subcontractors</b> 	<ul style="list-style-type: none"> <li>• Respect for contractual agreements</li> <li>• Deliver high-quality service</li> <li>• Follow QMS policies and procedures</li> <li>• Customer focus</li> <li>• Legal compliance</li> <li>• Compliance with ethics policy</li> <li>• Sustainable operations</li> </ul>	<ul style="list-style-type: none"> <li>• Continuity</li> <li>• On-time payment</li> <li>• Respect for contractual agreements</li> <li>• Legal compliance</li> <li>• Safe working equipment</li> <li>• Long-time working relationship</li> <li>• Data security</li> <li>• Ethical working conduct</li> <li>• Fair treatment</li> </ul>
<b>Governments</b> 	<ul style="list-style-type: none"> <li>• Transparent Legal framework</li> <li>• Safe working environment</li> <li>• Stable political structures</li> <li>• Flexible labour laws</li> <li>• Access to public funding/subventions</li> <li>• Safe Infrastructure</li> <li>• Open communication</li> <li>• Low taxes</li> <li>• Fair competition environment</li> <li>• Healthy economic stability</li> </ul>	<ul style="list-style-type: none"> <li>• Ethical working conduct</li> <li>• Sustainable working</li> <li>• Legal compliance</li> <li>• Positive image/reputation</li> <li>• Reduce unemployment</li> </ul>

## Internal Stakeholders

Stakeholder	Our Expectation	Our Response
<b>Management</b> 	<ul style="list-style-type: none"> <li>• Follow QMS policies and procedures</li> <li>• Realization of targets and strategy</li> <li>• Customer focus</li> <li>• Deliver high-quality service</li> <li>• Sustainable leadership</li> <li>• Leadership attitude</li> <li>• Providing an efficient working environment</li> <li>• Recruitment of talents</li> </ul>	<ul style="list-style-type: none"> <li>• Fair working conditions</li> <li>• Sufficient resources</li> <li>• Clear communication</li> <li>• Recognition and reward</li> <li>• Effectiveness of operations</li> <li>• Clear guidelines and policies</li> <li>• Standardization</li> <li>• Participation rights</li> <li>• Freedom of choice</li> </ul>
<b>Employees</b> 	<ul style="list-style-type: none"> <li>• Follow QMS policies and procedures</li> <li>• Customer focus</li> <li>• Deliver high-quality service</li> <li>• Reliable working performance</li> <li>• Flexibility</li> <li>• Support of targets and strategy</li> <li>• Proactiveness</li> <li>• Sustainable working attitude</li> <li>• Respecting contractual agreements</li> <li>• Loyalty</li> <li>• Ethical work conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Fair working conditions</li> <li>• Ethical work environment</li> <li>• Sufficient resources</li> <li>• Clear communication</li> <li>• Recognition and reward</li> <li>• Effectiveness of operations</li> <li>• Career opportunities</li> <li>• On-time payments</li> <li>• Job security</li> <li>• Training opportunities</li> </ul>
<b>Departments</b> 	<ul style="list-style-type: none"> <li>• Training opportunities</li> <li>• Establish Standardization</li> <li>• Maintaining and developing QMS</li> <li>• Performance monitoring (KPI)</li> <li>• Trend analysis</li> <li>• Customer focus</li> <li>• Securing legal compliance</li> <li>• Develop a sustainability strategy</li> <li>• Securing ISO compliance</li> <li>• Providing training and education</li> <li>• Implement continuous improvement</li> <li>• Building strategic partnerships</li> <li>• Acquisition of projects and volumes</li> <li>• Project development</li> </ul>	<ul style="list-style-type: none"> <li>• Clear vision and strategy</li> <li>• SMART Goals</li> <li>• Clear processes</li> <li>• Freedom of choice</li> <li>• Participation rights</li> <li>• Effectiveness of operations</li> <li>• Sufficient resources</li> </ul>
<b>Business Units</b> 	<ul style="list-style-type: none"> <li>• Follow QMS policies and procedures</li> <li>• Customer focus</li> <li>• Deliver high-quality service</li> <li>• Reliable working performance</li> <li>• Flexibility</li> <li>• Support of targets and strategy</li> <li>• Proactiveness</li> <li>• Sustainable working attitude</li> <li>• Respecting contractual agreements</li> <li>• On budget</li> <li>• Cost-driven efficiency</li> <li>• Talent recruitment and development</li> <li>• Project development</li> </ul>	<ul style="list-style-type: none"> <li>• Clear vision and strategy</li> <li>• SMART Goals</li> <li>• Standardization</li> <li>• Clear processes</li> <li>• Freedom of choice</li> <li>• Participation rights</li> <li>• Sufficient resources</li> <li>• Support of technology</li> </ul>

## Regulation Stakeholders

Stakeholder	Our Expectation	Our Response
<b>Governmental &amp; internal Regulations</b> 	<ul style="list-style-type: none"><li>• Protection by law and order</li><li>• Fair competition environment</li><li>• Flexible labour laws</li></ul>	<ul style="list-style-type: none"><li>• Legal compliance</li></ul>





# Standards & Certifications

As a globally active logistics provider, we recognize the importance of adhering to various international standards and obtaining certifications to ensure that our operations meet the highest quality, safety, and environmental sustainability standards.

We prioritize critical standards and certifications, including ISO 9001:2015 for quality management, ISO 14001:2018 for environmental management, ISO 22000:2015 for food safety management, ISO 39001 for road traffic safety management, and ISO 45001:2018 for occupational health and safety management.

Additionally, we adhere to industry-specific standards such as the Chemical Distribution Institute (CDI), Authorised Economic Operator (AEO), and the Safety and Quality Assessment System (SQAS) for transport service, tank cleaning, and warehouse operations. These standards provide a framework for managing and improving our processes, meeting the unique requirements of the chemicals and hazardous materials industry.

We also recognize the importance of adhering to specific product and market requirements. We are certified by GMP+ for feed safety management and comply with kosher requirements for transporting and handling kosher products.

## ESG ratings

In 2023, we also carried out the audit Together for Sustainability (TfS) for the first time and achieved an excellent score of 100% fulfillment. These audit results, combined with our EcoVadis gold medal and the CDP climate change grade B, underline our strong commitment to sustainability.



TOGETHER FOR  
SUSTAINABILITY

## ISO Certifications

ISO 9001	Quality
ISO 14001	Environment
ISO 22000	Food safety
ISO 39001	Road traffic safety
ISO 45001	Occupational health & safety

## SQAS Attestations

Location	Module	Score
Dürrenäsch	Transport Service	97%
Birrfeld	Transport Service	95%
	Tank Cleaning	94%
Antwerp	Transport Service	98%
	Tank Cleaning	95%
	Warehouse	98%
Köln	Transport Service	96%
	Tank Cleaning	96%
Ludwigshafen	Transport Service	97%
Middlesbrough	Transport Service	96%
	Warehouse	98%
Ottendorf-Okrilla	Tank Cleaning	95%
Schwarzheide	Transport Service	96%
	Tank Cleaning	95%
	Warehouse	94%
Schwechat	Warehouse	97%
<b>SQAS overall score</b>		<b>96%</b>

## AEO Locations

Dürrenäsch	Switzerland
Birrfeld	Switzerland
Rotterdam	Netherlands
Tarragona	Spain
Middlesbrough	United Kingdom

## Additional Certifications

CDI	Dürrenäsch North America Singapore
C-TPAT	North America
CWSAS	China
GMP+	Feed products
Kosher	Kosher products
TfS	Moerdijk
EcoVadis	Gold medal
CDP	Climate change
CDP	Supplier engagement

## Initiatives & Awards



In 2023, we at Bertschi actively participated in various environmental and social initiatives, using our expertise to develop innovative and sustainable transport solutions while fulfilling our responsibility towards our employees.

Our commitment to sustainable transport solutions and our efforts have also been recognized by various institutions. We are delighted by this recognition, confirming that our actions are correct and significant.

### ECTA Responsible Care

Since joining the ECTA Responsible Care initiative in 2009, we at Bertschi have demonstrated our commitment to improving health, safety, and environmental performance in the chemical industry. By contributing operational data, we benchmark our performance and identify areas for improvement.

Responsible Care is a voluntary initiative to exceed regulatory requirements in protecting human health and the environment. It involves implementing safety and environmental management systems, responsible chemical handling, and engaging stakeholders on sustainability issues.

As committed members, we strive to minimize our environmental impact and ensure the health and safety of our employees, customers, and communities. Our nearly 90% intermodal share has significantly reduced greenhouse gas emissions and decreased accidents along the transportation chain, aligning with our safety and sustainability goals.

### ECTA Driver App

In September 2023, ECTA launched its ECTA Driver App. With this app, ECTA wants to give all chemical drivers a voice and draw attention to current grievances at loading and unloading points. Drivers can use the ECTA Driver App to rate loading and unloading sites regarding *safety*, *waiting time*, *driver treatment*, and *facilities* to enable a transparent assessment. We are proud to have actively contributed our experience to the development of this app.



### Operation Clean Sweep (OCS)

At Bertschi, we understand the crucial role of environmental protection and pollution prevention in our operations. In 2016, we pioneered by becoming the first logistics service provider to join the Operation Clean Sweep initiative. In May 2023, we successfully met all OCS requirements as part of our SQAS assessment for our headquarters in Dürrenäsch. As a result, we are now officially listed as an assessed company on the Operation Clean Sweep website, fulfilling 100% of the OCS requirements.

This global program aims to minimize plastic pellet loss and establish best practices for managing and transporting plastic materials. By participating, we have committed to stringent measures preventing plastic pellet loss in all operations, including handling, storage, and transportation. We aim to ensure that our practices meet and exceed environmental protection standards.

### GLEC SFC Exchange Network

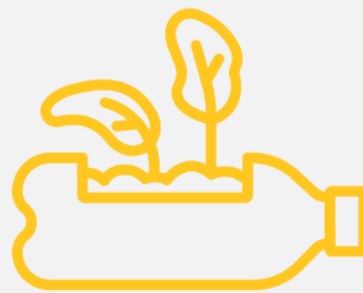
Bertschi is a core member of the SFC Exchange Network, an innovative project working to decentralize data exchange in logistics, focusing on emissions data.

The SFC Exchange Network aims to create complete emissions transparency, drive decarbonization opportunities, and enhance business value. It achieves this by revolutionizing data-sharing processes and working towards interoperable IT systems in logistics. By participating in this network, we are committed to advancing these goals and contributing to a more sustainable and efficient logistics industry.

### Bike to Work

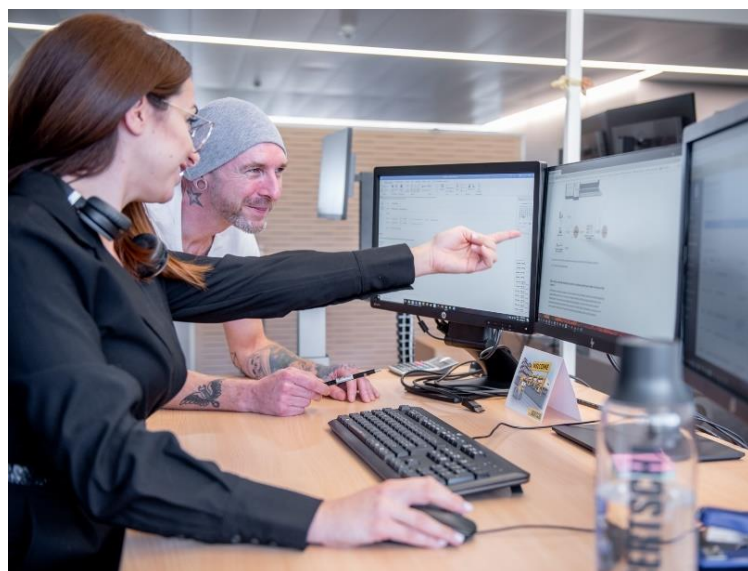
Bike to Work is a challenge primarily about the fun of exercise and the associated health promotion of employees. The initiative aims to encourage employees to cycle to work instead of driving.

In June 2023, we launched this project at Bertschi, and it received a great response. Over 40 employees took part and covered over 7'600 kilometers by bike. This has also enabled us to reduce our CO<sub>2</sub>e emissions consumption for our scope 3 by 1'101 kilograms.



**100%**

fulfillment of OCS requirements at HQ Dürrenäsch



**7'644 km**

cycled by bike reducing our CO<sub>2</sub>e footprint by 1'101 kilograms



### **Future & Junior Days**

We once again held the Future Day and the Junior Day. The Future Day aims to give children an insight into the working world of their caregivers (parents, godparents, grandparents, etc.). They accompany their caregivers for half a day and participate in an exciting program with the other participating children in the afternoon. The event also allows the children to get to know occupational fields that are atypical for their gender.

The Junior Day gives young adults the opportunity to get to know Bertschi and immerse themselves in the Bertschi world for a day. They can get to know and discover the six exciting apprenticeships that Bertschi offers.

### **Zurich Pride Parade**

We are committed to fostering diversity and inclusion. We believe that embracing our employees' unique backgrounds, perspectives, and identities enriches our workplace culture and enhances our ability to serve our customers and communities effectively.

Our successful participation in Zurich Pride has sparked further initiatives and conversations within Bertschi. Reflecting on this transformative experience, we are excited to organize additional initiatives that promote dialogue, understanding, and ongoing progress in diversity and inclusion.



### **Prix SVC Nordschweiz**

Bertschi has been awarded the prestigious Prix SVC Nordschweiz 2023, an esteemed recognition for companies based in Northern Switzerland that exemplify outstanding entrepreneurship.

The Prix SVC Nordschweiz is a testament to our business acumen and industry-leading efforts. This honor celebrates the collective passion, innovation, and dedication propelling Bertschi forward, reinforcing our position as a leader in the logistics sector.

Presented by the Swiss Venture Club (SVC), this accolade highlights our significant contributions to sustainability, safety, and innovation in global freight transport. Our efforts in reducing environmental impact, enhancing operational safety, and pioneering sustainable logistics practices have set new benchmarks in the industry.

Receiving the Prix SVC Nordschweiz 2023 reflects our entire team's hard work and dedication. It recognizes our continuous drive to innovate and improve our services, ensuring that we not only meet but exceed the expectations of our clients and stakeholders.

### **CHIP Top Employers**

Bertschi has been named a CHIP Top Employer for IT jobs in Switzerland for 2023. This prestigious title, awarded by CHIP in collaboration with Globis Consulting, recognizes companies particularly attractive to IT professionals in Switzerland.

With a total score of 71%, Bertschi has secured the fourth position among the top companies in the transport and traffic sector for IT jobs.

This recognition comes from our commitment to creating a dynamic and supportive environment for IT professionals and reflects our dedication to innovation, technology, and excellence within the logistics industry.

Being recognized as a top employer for IT jobs is evidence of our efforts to attract and retain top talent in the IT sector. It highlights our focus on providing a stimulating and rewarding workplace where IT professionals can thrive and contribute to our mission of advancing the logistics industry through cutting-edge technology.



# Our contribution to the UN Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) comprise 17 global targets addressing critical sustainability-related issues. These goals highlight the most pressing challenges the international community identifies and calls upon governments, corporations, and non-profit organizations to collaborate on innovative solutions.

Adopted by world leaders in September 2015, the SDGs aim to end poverty, protect the planet, and ensure prosperity for all by 2030. You can learn more about these goals [here](#).








Our sustainability program is integral to our company-wide strategy and encompasses social, environmental, and governance topics. Through our business practices, participation in various initiatives, and our ambitious projects and goals, we actively contribute to 13 of the 17 SDGs. The SDGs not within our scope as an individual company are SDG 2 (zero hunger), SDG 7 (affordable and clean energy), SDG 11 (sustainable cities and communities) and SDG 17 (partnerships for the goal).

By aligning our efforts with the SDGs, we strive to make a meaningful impact on global sustainability challenges and contribute to a better future for all.



The following table shows our contributions, our taken actions as well as our achieved progresses for each relevant sustainable development goal (SDG).

SDG	Actions & Achievements	Documentations
<p><b>1</b> <b>No poverty</b></p> 	<ul style="list-style-type: none"> <li>Compliance with all applicable laws and legislations</li> <li>No use of forced or involuntary or child labour</li> <li>Provide equal employment and career opportunities</li> <li>Guarantee of timely and fair salary compensation</li> <li>Promotion of welfare and wellbeing</li> <li>Ensure open and fair competition</li> </ul>	<ul style="list-style-type: none"> <li>Code of business conduct</li> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company goals</li> <li>Employee regulations</li> </ul>
<p><b>3</b> <b>Good health &amp; well-being</b></p> 	<ul style="list-style-type: none"> <li><b>LTIR reduction of 1.55 pt. in 2023 compared to 2021 (5.70 → 4.15)</b></li> <li><b>LTI reduction of 0.13 pt. in 2023 compared to 2021 (0.20 → 0.07)</b></li> <li>Provide a safe and healthy work environment</li> <li>Perform task risk assessments</li> <li>Monitor and evaluate of incidents and injuries</li> <li>Drug and alcohol testing</li> <li>Perform Behaviour Based Safety (BBS) training</li> <li>Maintain ISO 450001 certification</li> <li>Maintain SQAS attestations for main subsidiaries</li> <li>Carry out internal audits for all subsidiaries</li> <li>Make use of "Best practice guidelines"</li> <li>Rais awareness with "Stop at risk"-campaign</li> </ul>	<ul style="list-style-type: none"> <li>Code of business conduct</li> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company guidelines</li> <li>Company goals</li> <li>SHEQ &amp; Training goals</li> <li>Responsible care guideline</li> <li>SHEQ guideline</li> </ul>
<p><b>4</b> <b>Quality education</b></p> 	<ul style="list-style-type: none"> <li><b>Conducted 4'344 training sessions in 2023 (+ 36% compared to 2021)</b></li> <li><b>10.86 Ø training hours per employee in 2023 (+ 19% compared 2021)</b></li> <li>Perform Behaviour Based Safety (BBS) training</li> <li>Perform individual product and customer-specific training</li> <li>Offer language and leadership training</li> <li>External IMDG and ADR training</li> <li>Execute internal workshop training</li> <li>Monitor training days per employee</li> <li>Provide a digital learning platform</li> <li>Ensure proper training plans and career developments</li> </ul>	<ul style="list-style-type: none"> <li>CSR / ESG guideline</li> <li>Company guideline</li> <li>Company goals</li> <li>SHEQ &amp; Training goals</li> <li>Responsible care guideline</li> <li>SHEQ guideline</li> <li>KPI reporting</li> </ul>
<p><b>5</b> <b>Gender equality</b></p> 	<ul style="list-style-type: none"> <li>Use standard recruiting processes and procedures</li> <li>Implement grievance and whistleblower processes</li> <li>Compliance with all applicable laws and legislations</li> <li>Provide equal employment and career opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Code of business conduct</li> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company guideline</li> <li>Company goals</li> </ul>
<p><b>6</b> <b>Clean water &amp; sanitation</b></p> 	<ul style="list-style-type: none"> <li><b>Achieved 100% score of OCS requirements in SQAS for Dürrenäsch &amp; Cologne</b></li> <li>Member of Operation Clean Sweep since 2016</li> <li>Prevent spillage of plastics and powders into the environment by OCS measures</li> <li>Use of SQAS assessed and EFCTO cleaning stations</li> </ul>	<ul style="list-style-type: none"> <li>Supplier code of conduct</li> <li>Company goals</li> <li>SHEQ &amp; Training goals</li> <li>Environmental goals</li> </ul>
<p><b>8</b> <b>Decent work and economic growth</b></p> 	<ul style="list-style-type: none"> <li>Implement whistleblowing &amp; grievance process</li> <li>Conduct employee surveys</li> <li>Perform regular appraisal talks</li> </ul>	<ul style="list-style-type: none"> <li>Code of business conduct</li> <li>CSR / ESG guideline</li> <li>Company goals</li> <li>Responsible care guideline</li> </ul>

SDG	Actions & Achievements	Documentations
<p><b>9</b> Industry, innovation &amp; infrastructure</p> 	<ul style="list-style-type: none"> <li>Invest in developing own terminals</li> <li>Buildup of company training and storage facilities</li> <li>Develop and implement value-added concepts for customers</li> <li>On-site logistics concepts</li> <li>Membership in different committees, initiatives, and associations</li> </ul>	<ul style="list-style-type: none"> <li>CSR / ESG guideline</li> <li>Company goals</li> <li>Responsible care guideline</li> </ul>
<p><b>10</b> Reduce inequalities</p> 	<ul style="list-style-type: none"> <li>Implement whistleblowing &amp; grievance process</li> <li>Conduct employee surveys</li> <li>Perform exit interviews</li> <li>Carry out regular appraisal talks</li> </ul>	<ul style="list-style-type: none"> <li>Code of business conduct</li> <li>CSR / ESG guideline</li> <li>Company guideline</li> <li>Company goals</li> <li>Supplier code of conduct</li> </ul>
<p><b>12</b> Responsible consumption and production</p> 	<ul style="list-style-type: none"> <li><b>6'635 hour less idling time in 2023 compared to 2021</b></li> <li><b>Improvement of coasting score by 0.31 points compared to 2021</b></li> <li>MAPON Performance monitoring</li> <li>Increase Euro 6 trucks within the fleet</li> <li>Conduct dangerous goods safety trainings</li> </ul>	<ul style="list-style-type: none"> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company goals</li> <li>SHEQ &amp; Training goals</li> </ul>
<p><b>13</b> Climate action</p> 	<ul style="list-style-type: none"> <li><b>Prevention of 171'968 tons CO<sub>2</sub>e vs. pure road thanks to our modal shift of 90% intermodal</b></li> <li><b>100% score of our first TFS-audit at Bertschi Moerdijk</b></li> <li>CO<sub>2</sub>e measuring and reduction plan</li> <li>MAPON performance monitoring</li> <li>Reduce idling and coasting</li> <li>Increase Euro 6 trucks within the fleet (+ 24% compared to 2021)</li> </ul>	<ul style="list-style-type: none"> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company goals</li> <li>SHEQ &amp; Training goals</li> <li>Environmental goals</li> <li>Responsible care guideline</li> <li>SHEQ guideline</li> </ul>
<p><b>14</b> Life below water</p> 	<ul style="list-style-type: none"> <li><b>Achieved 100% score of OCS requirements in SQAS for Dürrenäsch &amp; Cologne</b></li> <li>Member of Operation Clean Sweep</li> <li>Prevent spillage of plastics and powders into the environment by OCS measures</li> <li>Use of SQAS assessed and EFCTO cleaning stations</li> </ul>	<ul style="list-style-type: none"> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company goals</li> <li>Environmental goals</li> <li>Responsible care guideline</li> <li>SHEQ guideline</li> </ul>
<p><b>15</b> Life on land</p> 	<ul style="list-style-type: none"> <li><b>13 less product spillages in 2023 compared to 2021 (-13%)</b></li> <li>Monitor and avoid product spillages</li> <li>Increase Euro 6 trucks within the fleet</li> <li>MAPON Performance monitoring</li> <li>Ecofriendly terminal equipment</li> <li>Member of Operation Clean Sweep</li> <li>Prevent spillage of plastics and powders into the environment by OCS measures</li> </ul>	<ul style="list-style-type: none"> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company goals</li> <li>Environmental goals</li> <li>Responsible care guideline</li> <li>SHEQ guideline</li> </ul>
<p><b>16</b> Peace, justice &amp; strong institutions</p> 	<ul style="list-style-type: none"> <li><b>100% response rate for our Compliance &amp; IT questionnaire</b></li> <li><b>100% response rate for our Supplier code of conduct questionnaire</b></li> <li>Compliance with all applicable laws and legislations</li> <li>No use of forced or involuntary or child labor</li> <li>Clear policy about corruption, bribery, and money laundering</li> </ul>	<ul style="list-style-type: none"> <li>Code of business conduct</li> <li>CSR / ESG guideline</li> <li>Supplier code of conduct</li> <li>Company goals</li> </ul>



# Environment



## Impact of the Transportation Sector on Global Emissions

Data from the Science Based Targets initiative (SBTi) highlights that the transport industry accounts for approximately 25% of global CO<sub>2</sub>e (carbon dioxide equivalent) emissions, contributing both directly and indirectly. As the fastest-growing source of emissions, addressing this sector is crucial for mitigating climate change and maintaining temperature rise below 2°C.

Governments and organizations worldwide have launched various initiatives to combat climate change and environmental degradation. For our European-based company, the “**European Green Deal**” stands out. This initiative aims to transform the EU into a modern, resource-efficient, and competitive economy. The Green Deal’s primary objectives include **achieving net-zero greenhouse gas emissions by 2050**, decoupling economic growth from resource use, and ensuring no person or region is left behind.

The European Commission has proposed comprehensive updates to the EU’s climate, energy, transport, and taxation policies to support a **reduction in net greenhouse gas emissions by at least 55% by 2030**, compared to 1990 figures. This requires substantial changes in the transport sector, such as shifting a significant portion of freight transport from roads to rail and waterways.

In 2023, disruptions in the supply chain are still the order of the day. Issues such as fluctuating freight rates, geopolitical tensions, social unrest leading to strikes, labor disputes, and raw material shortages are responsible for these challenges. A sustainable and intelligent supply chain promises a greener future and increases resilience to such challenges. However, these solutions require long-term strategic planning.

### Our environmental goals

Our dedication to environmental responsibility is reflected in our ambitious emission reduction targets. We aim to lower CO<sub>2</sub>e emissions by 25% by 2026, using 2021 as our baseline. Ultimately, we aim to achieve carbon neutrality across our supply chains by 2050. Through these efforts, we strive to impact the creation of a sustainable future significantly.

### Our environmental goals 2024

- 30% reduction of product spillages
- Mind. 5% reduction of the supply chain-related CO<sub>2</sub>e emissions
- Reduction of absolute emissions to below 23.50 g CO<sub>2</sub>e/tkm
- 10% increase of the average coasting score of the Bertschi fleet
- 20% reduction of idling for the Bertschi fleet
- Mind. 5% increase of the share of Euro 6 vehicles

### Our environmental mid-term goals

- 25% reduction of CO<sub>2</sub>e emissions by 2026
- 20% reduction in water consumption
- 10% reduction in waste production
- Zero waste to landfill

### Our environmental long-term goals

- Carbon neutrality across our supply chains
- 100% usage of renewable energy
- 100% usage of renewable electricity



# Greenhouse Gas Emission Reporting

Greenhouse gas emissions represent our company's most significant environmental impact, primarily from fossil fuel combustion during transportation activities. These gases, including CO<sub>2</sub>, contribute to global warming and lead to various economic and social consequences. Additionally, climate-related risks pose financial and strategic challenges, such as supply chain disruptions caused by extreme weather events or long-term shifts in weather patterns. Recognizing these risks and impacts, Bertschi is committed to reducing emissions throughout its value chain.

## Emission reporting

Since 2021, we have adopted the GLEC Framework (Global Logistics Emissions Council) to meet the increasing demand for precise and detailed emissions data. This globally recognized methodology for calculating and reporting GHG emissions across supply chains is widely used by shipping companies, railway providers, carriers, and logistics service providers. Our emissions calculations adhere to the Well-to-Wheel (WTW) principle.

We introduced a comprehensive set of Key Performance Indicators (KPIs) to measure, evaluate, and analyze the progress and impact of our sustainability initiatives. This system allows us to allocate emissions from every scope to our subsidiaries worldwide. We redesigned our customer emission dashboards to offer more

detailed insights and relevant data on emissions, transport modes, and routes.

## Scope of GHG Emissions

GHG emissions comprise the following three scopes.

### Scope 1

We monitor direct WTW emissions from our truck fleet, terminal activities (including Reachstacker and yard trucks), and fuel-driven heating or cleaning stations.




### Scope 2

We measure indirect emissions from energy consumption, converting total kWh usage at each subsidiary into emissions based on country-specific rates.

### Scope 3

We carefully distinguish between relevant and irrelevant emission sources, reporting emissions from subcontractors, railway providers, shipping companies (both short and deep sea), and third-party cleaning stations. We are committed to systematically identifying key Scope 3 categories in the future to strengthen our sustainability strategy, which will allow us to address our environmental impact more comprehensively.

Through these efforts, we aim to uphold our responsibility to reduce greenhouse gas emissions and contribute to a sustainable future.

Direct emissions		Indirect emissions	
Scope 1	Scope 2	Scope 3	Scope 3
<p>Emissions that we have caused ourselves. These include:</p> <ul style="list-style-type: none"> <li>• Bertschi trucks</li> <li>• Company cars</li> <li>• Terminal activities</li> <li>• Container cleanings</li> </ul> 	<p>Electricity consumption of our buildings and terminals.</p> 	<p>Emissions generated by external service providers (third parties) on behalf of Bertschi, such as:</p> <ul style="list-style-type: none"> <li>• Subcontractor trucks</li> <li>• Train</li> <li>• Ship</li> <li>• External container cleanings</li> </ul> 	

# CO<sub>2</sub>e Emission Development

Compared to 2022, we reduced our total CO<sub>2</sub>e emissions by 6% to 159'100 tons of CO<sub>2</sub>e. Most of these emissions, almost 60%, are caused by using our own Bertschi trucks (39.2%) and those of our subcontractors (20.3%). However, when considering the distance traveled, it is evident that while the trucks account for most of our CO<sub>2</sub>e emissions, they only cover a relatively small proportion of the total distance. Therefore, our most significant impact on emission reduction lies in the type of propulsion used in our trucks, which we are already addressing through projects like HVO diesel and the introduction of electric trucks.

This crucial insight helps us identify and implement the proper measures to achieve our net-zero goal by 2050.

## Development of scopes 1-3

### Scope 1

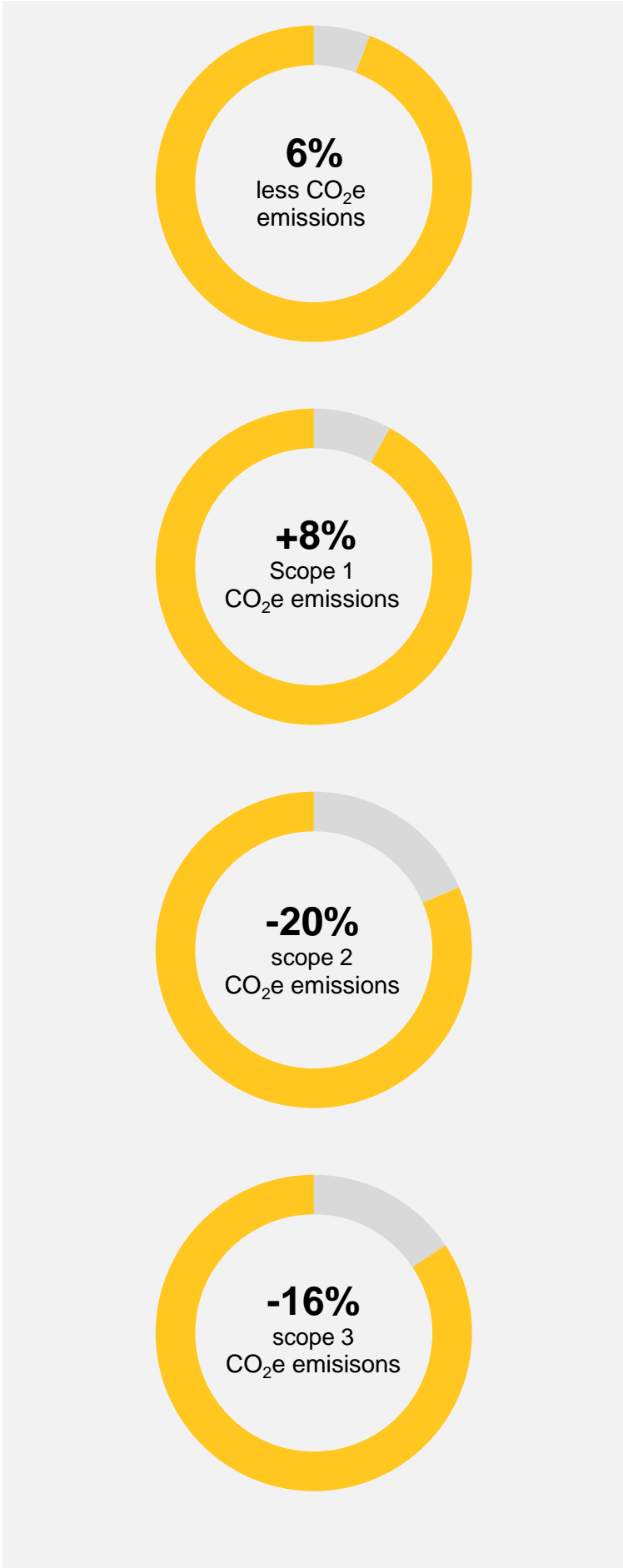
Thanks to optimizing our fleet and improved order planning, we increased the utilization of our own trucks. This increased efficiency naturally results in higher CO<sub>2</sub>e emissions from our trucks due to the greater utilization, leading to an increase in our direct emissions under Scope 1.

### Scope 2

Our energy consumption decreased by almost 20% compared to 2022. This reduction can be partly explained by the decrease in transport orders, which also led to fewer terminal activities. Additionally, these 20% savings were achieved through energy projects such as expanding solar panel installations, more efficient heating of tank containers, and replacing halogen lamps with LED lamps, which is a very positive development.

### Scope 3

Due to the aforementioned efficiency improvements in our truck fleet, we recorded a nearly 15% reduction in the use of subcontractor trucks. Consequently, we observed a significant decrease in CO<sub>2</sub>e emissions in Scope 3 by 16%.



# Environmental Milestones



## Milestone I: Intermodal Philosophy

For decades, Bertschi has set the standard in sustainability by prioritizing intermodal transportation. By using trains and ships for 90% of our shipments, we have increased operational efficiency and significantly reduced carbon emissions.

In 2023 alone, this strategic choice **saved up to 270'000 tons of CO<sub>2</sub>e emissions compared to pure road transportation**. The superior fuel efficiency and lower greenhouse gas emissions of trains and ships highlight the environmental advantages of our approach.

The impact of our intermodal strategy is particularly evident in our European operations. In 2023, we transported goods over an impressive **distance of 359.6 million kilometers**. This extensive network coverage showcases our ability to provide reliable and sustainable logistics solutions. The total volume of products we transported reached **an impressive 5.5 billion ton-kilometers**, demonstrating our significant contribution to the movement of goods across various regions and supporting businesses and economies with our dependable intermodal services.

Despite the general trend in 2023 favoring road transport for chemical goods, our commitment to intermodal transportation remains strong. While the average transport distribution among ECTA members stabilized around 50%\*, Bertschi maintained a significantly higher share of nearly 90% intermodal transport. Despite numerous challenges, this achievement reflects our deeply embedded intermodal philosophy and dedication to sustainability.



**270'000 tons**  
of CO<sub>2</sub>e prevented compared to pure road transportation

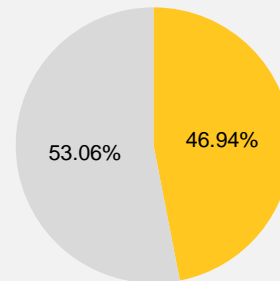


**360 mio.**  
kilometers driven



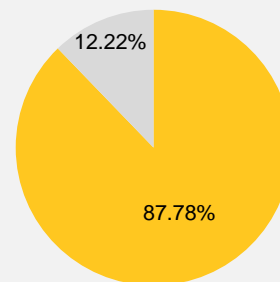
**5.5 billion**  
tonne-kilometers transported

### ECTA Partners



■ Intermodal ■ Road

### Bertschi



■ Intermodal ■ Road

\*Source: ECTA Annual Report 2023 | ECTA Responsible Care Report



## Milestone II: Pilot projects with electric trucks

After our subsidiary Nordic Bulkers in Sweden successfully tested two electric trucks and began regularly using them on a dedicated route between Stenungsund and Gothenburg, we decided to advance this initiative further. Building on these positive experiences, we launched another pilot project at our site in Cologne, where we tested an electric truck over an extended period to evaluate its performance and efficiency thoroughly.

### Environmental benefits of electric trucks

Electric trucks offer significant environmental advantages compared to conventional diesel-powered vehicles. Depending on various factors such as the method of electricity generation, driving behavior, payload, and other conditions, an electric truck can save approximately 1.5 kg of CO<sub>2</sub>e per kilometer driven. Over greater distances, these savings can accumulate substantially, contributing significantly to reducing our carbon footprint.

### In-depth insights and practical experience

Given the relatively new nature of this technology, the primary goal of our project was to gather in-depth insights and practical experience. We examined the maximum range of the vehicles, the duration of charging times, and the driving comfort for our operators. Additionally, we analyzed the operational efficiency and infrastructure requirements associated with using electric trucks.

### Future goals and commitment to sustainability

The insights gained from this project are crucial for us to assess the performance and reliability of electric trucks within Bertschi's logistics chain. This information will help us make informed decisions about their potential use expansion in the coming years. Our long-term goal is to offer our customers a carbon-neutral supply chain, significantly contributing to climate protection.

With these initiatives, we aim not only to achieve our own sustainability goals but also to act as a pioneer in the industry and promote the transition to environmentally friendly transport solutions. Implementing such projects underscores our commitment to innovation and sustainability, helping us continuously reduce our ecological footprint and strengthen our position as a leading logistics company.





### Milestone III: Expansion of HVO diesel

#### Definition

Hydrogenated Vegetable Oil (HVO) is a type of vegetable oil that has undergone hydrogenation, a chemical process where hydrogen atoms are added to the oil. This transforms the oil's molecular structure, making it more solid or semi-solid at room temperature. HVO is also used as a renewable alternative to conventional diesel. It offers significant CO<sub>2</sub>e reduction compared to normal diesel, contributing to lower greenhouse gas emissions and supporting environmental sustainability efforts.

#### 100% coverage of terminal operations in the Netherlands

As mentioned in our Sustainability Report 2022, we started using HVO diesel in our Dutch branches in Rotterdam, Moerdijk, Terneuzen, and Delfzijl in the summer of 2022. This innovative fuel was employed to operate our terminal vehicles more environmentally friendly and to advance our sustainability goals.

#### Introduction of HVO diesel in Italy

Over the past year, thanks to the insights and positive results gained from the pilot project in the Netherlands, we were able to equip another branch with HVO diesel. Since August 2023, we have also been using HVO diesel at our Italian branch in Busto Arsizio to fuel two bio-trucks. This underscores our commitment to integrating advanced and sustainable technologies into our operations.

By introducing HVO diesel at our Italian branch, **we increased the consumption of HVO diesel by an impressive 30% compared to 2022. This has enabled us to save around 275 tons of CO<sub>2</sub>e compared to conventional diesel.** This reduction significantly contributes to our efforts to minimize our company's environmental footprint and reduce environmental pollution.

For the coming years, we have set the ambitious goal of equipping additional branches with HVO diesel. By gradually implementing this environmentally friendly fuel at our global locations, we aim to reduce our CO<sub>2</sub>e footprint continuously.



### Milestone IV: Green liner

#### Definition

In this context, a Green Liner refers to a liner made entirely of polyethylene (PE) and does not contain other materials, such as rubber for hangers or polypropylene (PP) for airbag tubes. This nanomaterial composition makes both the manufacturing and recycling processes significantly more efficient compared to conventional liners. Since the liner does not need to be separated into different materials, 100% of the liner can be recycled, leading to a substantial reduction in waste and an improvement in sustainability.

#### Sustainable liner concept

The production of a green liner saves an average of 12% in CO<sub>2</sub>e emissions compared to a conventional liner. These savings result from the simplified production process and more efficient material utilization. Using pure polyethylene optimizes the entire lifecycle of the liner, from production to recycling, which is both ecologically and economically beneficial.



**296'800 kg savings**

of CO<sub>2</sub>e thanks to the use of green liners compared to standard liners

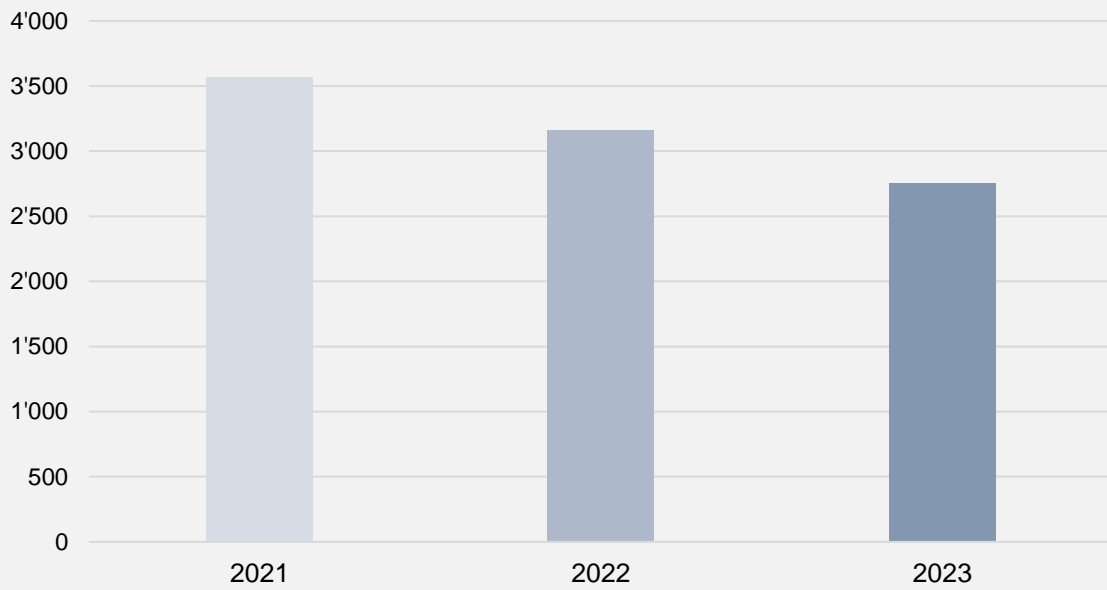
In 2023, we made significant progress: we met approximately 45% of our total liner needs with green liners. This shift led to an impressive **reduction of 296'800 kg CO<sub>2</sub>e emissions.**

For 2024, we aim to replace at least 50% of the total consumption of standard liners with green liners, thereby continuously reducing our CO<sub>2</sub>e consumption.

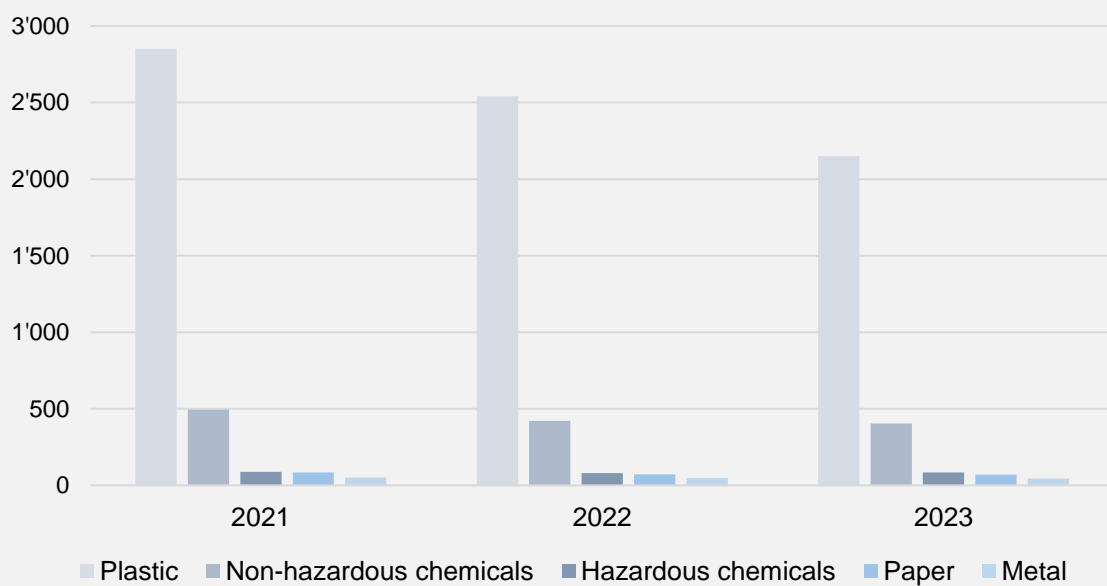
# Waste Management

Bertschi has achieved an overall reduction in generated waste by 23% compared to 2021.

Generated waste in tons



Types of waste





### Waste management & water treatment

Effective waste management and water treatment are vital aspects of our environmental programme and are implemented across all our global sites. These standards align with our corporate values and provide a comprehensive framework for managing waste from its generation to its final reuse, recycling, treatment, or disposal. This framework supports numerous local initiatives aimed at minimizing waste and promoting recycling.

Our commitment has resulted in a recycling rate exceeding 98%, with less than 1 ton of waste sent to landfills annually.

### Tank cleaning stations

Our European tank cleaning stations have established a strong reputation for exceptional waste management practices. Consistently scoring above 93% on the stringent SQAS Tank Cleaning questionnaire, these stations surpass industry standards and highlight our commitment to environmental stewardship. Equipped with advanced wastewater treatment systems, these facilities effectively treat the effluent from tank cleaning, preventing the release of harmful substances into the environment.

Recent inspections by regulatory authorities in various countries have reported no non-conformance issues, underscoring our dedication to top-tier waste management and compliance.

Our holistic waste management strategy focuses on efficiently handling waste streams, employing thorough segregation, containment, and disposal practices. We are making significant strides toward sustainability by reducing waste generation and maximizing recycling, reusing, and recovery opportunities.

### Office facilities

In our office environments, we maintain high waste management standards by meticulously separating and managing different waste streams. Recognizing the importance of responsible waste handling, we have established a detailed system for sorting office waste into categories such as paper, cardboard, general waste, PET, aluminum, and more.

This meticulous segregation ensures that materials are correctly routed for recycling or disposal, enhancing resource recovery and minimizing environmental impact. Our commitment to waste separation enables us to divert a significant portion of office waste from landfills, thus lowering our carbon footprint.

We also emphasize the proper disposal of non-recyclable general waste, ensuring compliance with local regulations to minimize environmental impact.

### Truck and container workshops

Our truck and container workshops are recognized for their exemplary waste treatment protocols. We are dedicated to detailed waste management, ensuring that certified waste management firms meticulously separate, segregate, and collect solid waste, metals, and liquids. This systematic approach allows precise and efficient management of each waste stream.

Our commitment extends beyond compliance, prioritizing recycling and recovery over landfill disposal. By collaborating with specialized recycling facilities, we maximize material reuse and minimize environmental impact, aligning with our goal of fostering a circular economy and conserving resources. This commitment has resulted in a recycling rate exceeding 98%, with less than 1 ton of waste sent to landfills annually.

We are actively reducing our carbon footprint through these sustainable waste management practices and promoting a greener future. By keeping up with advancements in recycling technology and working with industry experts, we ensure our workshops remain leaders in environmentally responsible waste treatment.



# Social Commitment



# Occupational Health & Safety

Safety is a top priority at Bertschi. We are committed to providing all our employees with the safest possible workplace. To achieve this, we set ambitious annual safety goals. For the year 2023, we have established the following goals:

- Zero work-related accidents
- 15% reduction of vehicle damages
- Mind. 120 safety check performance per BBS trainer
- Development of the "Stop at Risk 2.0" campaign
- 20% increase of near miss reports to customers

At Bertschi, we understand safety as a continuous improvement process that never ends. By continuously developing our safety concept, we aim to raise awareness among our employees and protect them from dangers and risks. Our thorough approach involves conducting meticulous internal investigations using root cause analysis for every incident resulting in work absence. This allows us to gain valuable insights, identify areas for improvement, and implement targeted measures to prevent future incidents.

In summary, our dedication to occupational health and safety embodies our broader commitment to labor and human rights. By prioritizing the health and well-being of our employees and fostering responsible information management and data security, we strive to create a sustainable and ethical workplace that supports our staff and benefits the communities where we operate.

## Lost Time Injury Frequency Rate (LTIR)

By using the lost time injury frequency rate (LTIR) as a key performance indicator, we meticulously track **the number of accidents** per million hours worked within our company. This includes all cases that result in at least one day of work absence.

Compared to 2022, we could reduce the number of workplace accidents by 23%. Specific measures and training in our workshops, in particular, significantly reduced workplace accidents.

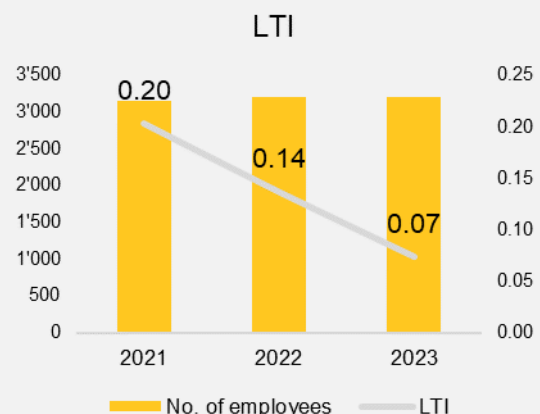
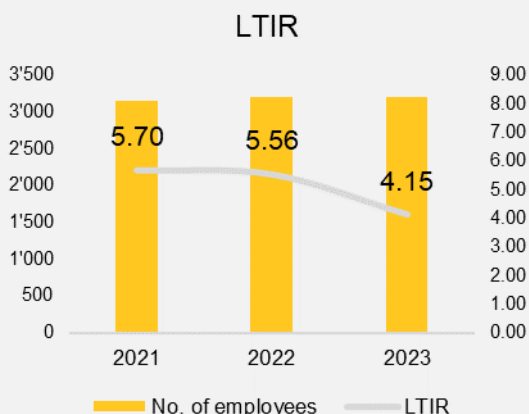
This also positively impacted the LTIR, which we improved by 1.41 points compared to the previous year.

## Lost time Injury Severity Rate (LTI)

Using the lost time incident severity rate (LTI) as a key performance indicator, we evaluate **the severity of accidents** that result in lost working days. This is calculated by multiplying the number of lost days by 1'000 and dividing by the total number of hours worked.

We also achieved an improvement in the severity of accidents. Compared to 2022, we reduced the number of lost days due to workplace accidents by 14%.

As in previous years, we see a positive trend in the LTI. Compared to the previous year, we halved the LTI, bringing it to 0.07 points for 2023.



## Diversity, Equity and Inclusion (DEI)

DEI involves acknowledging individual differences and actively ensuring that everyone is treated fairly and respectfully, free from discrimination. This includes but is not limited to, considerations of a person's ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political views, or other ideologies. It also means offering equal access and opportunities to all employees and empowering them to make meaningful contributions.

As a forward-thinking company that values its employees, we acknowledge the importance of diversity, equity, and inclusion in creating a dynamic work environment. Our goal is to establish a workplace where individuals from all walks of life feel respected and appreciated.

Our commitment extends beyond superficial measures, fostering a culture that celebrates diversity in age, religion, sexual orientation, cognitive styles, and communication methods.

By integrating the principles of inclusion and diversity into our corporate ethos, we build a robust framework that empowers both our current and future employees, ensuring equal opportunities for everyone's growth and success. We understand that some of the brightest minds in modern history have challenged conventional norms, and we believe that an open and inclusive work environment allows us to tap into the full potential of our team.

To achieve these goals, our leadership has clearly stated in our five-year strategy that attaining gender balance is a priority. We have set a target to achieve a 50/50 gender ratio in our trainee programs.

Furthermore, we are committed to broadening and deepening our global talent development pool, providing young professionals with the tools and support they need to achieve their goals. Through these efforts, we aim to cultivate a diverse and inclusive environment where everyone can excel and contribute to our collective success.



# Fostering Diversity and Inclusion

In 2023, we directly employed 3,223 people worldwide. The majority of our workforce is in Europe, Asia, the Middle East, and North and South America.


In recent years, we have made significant efforts to enhance gender equality within our company. Acknowledging the traditionally male-dominated nature of the logistics field, we have actively sought to recruit and employ more women to foster diversity and strengthen our organizational culture. Our commitment to advancing women extends beyond legal compliance; we aim to increase women's representation in leadership roles.

At our Dürrenäsch headquarters, we have cultivated an inclusive environment encouraging collaboration and understanding among our diverse workforce. With 66 nationalities represented and over 45 languages spoken, we actively promote open communication, respect for cultural differences, and exchanging ideas, ensuring that every voice is heard and valued.

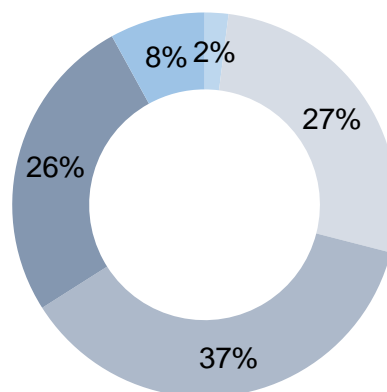
Like the previous year, our employee turnover rate remained at a low level of 3.4%. Combined with an average length of employment of 8 years, we can proudly state that our open and fair dealing with our employees pays off, especially considering the current challenging market situations.

## Age distribution

There were no significant changes in the age distribution of our employees compared to the previous report. Our workforce is composed of 2% aged 20 or younger, 27% aged 21 to 35, 37% aged 36 to 50, 26% aged 51 to 60, and approximately 8% aged 61 and above.

 <p><b>19%</b> are female workers</p>	 <p><b>31%</b> females in management positions</p>
 <p><b>45%</b> are female white collar workers</p>	 <p><b>2%</b> are female blue collar workers</p>
 <p><b>8 years</b> average length of employment</p>	 <p><b>3.4%</b> employee turnover rate</p>
 <p><b>45</b> different languages</p>	 <p><b>66</b> different nationalities</p>

## Age distribution



- 2% 20 years or younger
- 27% 21 – 35 years
- 37% 36 – 50 years
- 26% 51 – 60 years
- 8% 61 years or older

# Working Conditions

## Employee Well-being

At our company, we prioritize creating an inclusive and supportive work environment that focuses on the well-being of our employees. We ensure fair compensation with competitive wages that meet industry standards and comply with local regulations. Our commitment to safety is reflected in our adherence to health and safety regulations and regular workplace inspections to minimize risks.

## Work-Life Balance

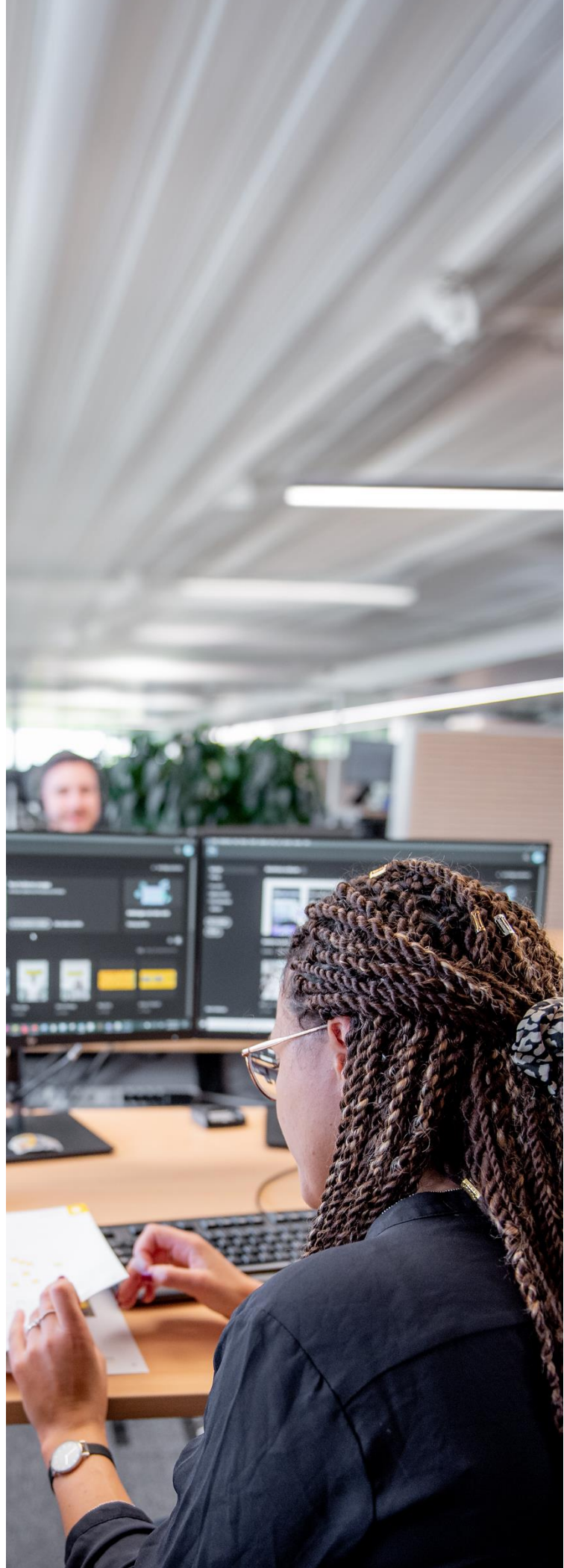
We understand the importance of work-life balance, which is why we manage working hours in accordance with labor laws to prevent excessive overtime and emphasize the necessity of rest.

## Open Communication & Human Rights

Open communication is a cornerstone of our organizational culture. We encourage the exchange of information and value feedback from our employees. Various channels are available for employees to share their ideas and concerns, ensuring that every voice is heard. Upholding human rights is fundamental to our operations. We strictly prohibit child labor, forced labor, and human trafficking. Our robust policies and procedures verify the age and employment status of all workers within our organization and supply chains.

## Collaboration and Engagement

To promote collaboration and engagement, we regularly hold internal communication sessions, including town hall meetings and team-building activities. These initiatives facilitate dialogue, provide important updates, and address any concerns, fostering a sense of community and shared purpose among our employees.



# Employee Development

Training Overview			
Training	2023	2022	%
Basic trainings	1'210	1'225	-1.2%
BBS trainings	378	370	2.2%
- for trucks	306	285	7.4%
- for reachstackers	34	22	54.5%
- for tank cleanings	2	22	-90.9%
- for terminal trucks	19	5	280.0%
- for warehouses	12	33	-63.6%
- for empty lifters	5	3	66.7%
Driver training days	1'188	859	38.3%
ISOPA	179	244	-26.6%
Customer-specific	458	650	-29.5%
Workshop	24	21	14.3%
Dangerous Goods	486	457	6.4%
Commercial	501	375	33.6%
<b>Total trainings</b>	<b>4'424</b>	<b>4'201</b>	<b>5.3%</b>

## Equal Access to Training and Career Advancement

Providing equal access to training, development, and promotion opportunities is crucial for fostering employee engagement, enhancing performance, and creating a diverse and inclusive workforce. We ensure that all employees can develop their skills and careers regardless of gender, race, ethnicity, religion, age, disability, or sexual orientation. Our commitment to fair and transparent recruitment, selection, promotion, and performance evaluation processes is supported by training and mentoring programs to help employees advance in their careers.

## Promoting Open Communication and Social Dialogue

We prioritize open communication and social dialogue through regular meetings, information exchange, and training sessions. These initiatives support effective consultation, negotiation, and conflict resolution, enhancing productivity, competitiveness, and employee satisfaction. By promoting mutual understanding and identifying shared interests, we strive to build a positive and sustainable workplace culture that complies with labor and human rights standards.

## Investing in Employee Training

In 2023, we carried out over 4'420 training sessions to enrich our employees' expertise, consolidate existing knowledge, and help them become more efficient and safer in their daily work. Compared to the previous year 2022, we achieved an increase in our training performance by a pleasing 5.3%.

## Building a Future-Ready Leadership Team

Through focused integration and development of talents and future leaders, we aim to build a workplace culture where everyone can reach their full potential and contribute to the company's success. Our efforts make a sustainable contribution towards creating a diverse, agile leadership team capable of driving the company forward.



# Governance





# Business-minded Governance

## Commitment to Ethical Practices

As a company, we are deeply committed to upholding the highest standards of business ethics. Our dedication to ethical practices and conduct is vital for our business success and for shaping the perception of our brand and reputation. We have implemented a comprehensive approach to addressing critical issues such as bribery and corruption, gifts and hospitality, conflicts of interest, money laundering, and fraud.

We conduct thorough risk assessments in these areas to prevent any violations of ethical standards. By analyzing potential risks and identifying key vulnerabilities, we can take proactive measures and implement robust policies and procedures to mitigate these risks effectively.

### Bribery and Corruption

Bribery and corruption threaten our company, clients, and stakeholders. We have established a zero-tolerance policy for these practices, supported by regular employee training to help them identify and avoid potential bribery and corruption. This training includes recognizing red flags and reporting any suspected incidents.

### Gifts and Hospitality

To prevent undue influence or the appearance of impropriety, we have set clear guidelines on accepting gifts and hospitality. Our employees receive training to identify and report any gifts or hospitality that may create conflicts of interest or appear inappropriate.

### Conflict of Interest

Conflicts of interest can undermine our business ethics and integrity. We have established clear guidelines for identifying and reporting conflicts of interest and provide regular training to help employees recognize and avoid such situations.

### Money Laundering and Fraud

We recognize the severe legal and reputational consequences of money laundering and fraud. Our strict policies and procedures are designed to identify and prevent these practices, with employees trained to spot suspicious activities and report incidents to the relevant authorities.

## Anticompetitive Practices

We are committed to fair competition and antitrust compliance. Our policies and procedures are designed to prevent anticompetitive practices, such as cartel formation and abuse of market dominance. Our comprehensive compliance program includes employee training, internal audits, and regular policy reviews to ensure adherence to antitrust laws.

## Corporate Governance

Our corporate governance practices ensure accountability, transparency, and fairness. These practices shape our relationships with employees, customers, and shareholders, encompassing ethical standards and effective communication channels. Good governance is a preventive measure against misconduct and unethical behavior, often enhancing financial performance, reputation, and social license to operate.

In today's digital age, increased transparency and awareness of ethical and sustainable practices hold transport and logistics companies accountable for their activities' environmental and social impacts. This awareness influences customer behavior, employee expectations, and talent attraction as prospective recruits seek employers aligned with their values.

Responsible investors also consider sustainable practices, integrating ESG factors into their investment decisions. Compliance with stricter regulations and addressing environmental and social challenges are crucial for mitigating risks and ensuring resilience in a changing global landscape.



### Cybersecurity and Artificial Intelligence

The digitalization of our world brings both opportunities and challenges. Cyberattacks pose significant risks, including information breaches, financial loss, and reputational damage. We take our responsibility for information security seriously, constantly improving our InfoSec ISMS (Information Security Management System) and investing in employee training and awareness programs.

The emergence of artificial intelligence (AI) offers enormous opportunities in areas such as climate change, healthcare, and industrial operations but also raises concerns about privacy, discrimination, and security. We prioritize responsible and compliant AI use, developing policies to guide employees in working with this technology while maintaining customer and societal trust.

### ESG Governance

Emerging obligations related to environmental, social, and ethical practices expand the scope of corporate governance. These regulations ensure that companies consider long-term sustainability, stakeholder interests, and responsible decision-making in their business operations. By integrating sustainability principles into our governance frameworks, we demonstrate our commitment to transparency, accountability, and positive impact on society and the environment.

### Meaning for Bertschi

As a leading logistics company, Bertschi is dedicated to establishing loyal and trustworthy relationships with customers, suppliers, employees, and the communities in which we operate. In times of global crises and supply chain disruptions, we strive to be a reliable and resilient business partner, prepared to prevent, mitigate, or manage disruptions.

In the digital age, our responsibilities include managing data securely and treating personal information with the highest care. We are committed to responsible communication, enabling open stakeholder dialogue, and ensuring transparency about our products and services. Ethical and truthful communication is essential for building trustful relationships and positively impacting our reputation. Acting with compliance, ethics, and integrity is fundamental to our governance strategy, helping us build trustful relationships and positively impact our reputation as a company.



# Ensuring Compliance

## Compliance and IT questionnaire

During the third quarter, we introduced an updated questionnaire on compliance and IT to inform and sensitize our employees about adherence to our internal and legal regulations. Participation in this questionnaire was mandatory for all white-collar employees and blue-collar employees in management positions at Bertschi.

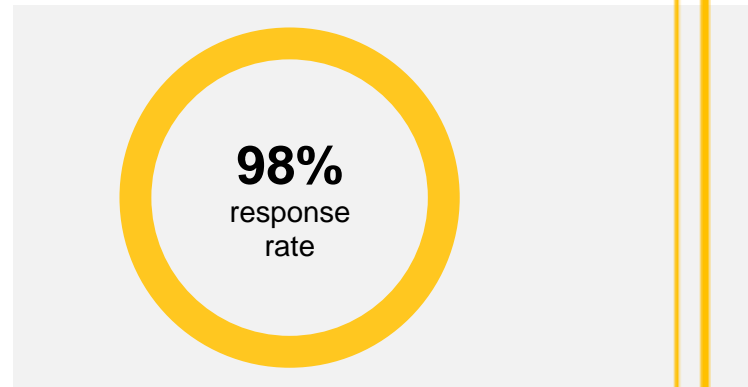
The questionnaire covered various areas, including

- Corporate ethics
- Labor & human rights
- Environmental protection
- Sustainable procurement
- IT guidelines

Compared to the previous year, 2022, we added a section on IT guidelines to address and ensure compliance with the newly established IT security requirements.

## Questionnaire results

A total of 1'012 employees completed the questionnaire, resulting in a **98% response rate**. The remaining 16 employees could not participate due to maternity leave, studying abroad, prolonged illness, or a sabbatical year.



The feedback received was very encouraging. Similar to the previous year, no serious incidents were reported through the questionnaire or our whistleblowing hotline in 2023. While this suggests that our policies and procedures effectively prevent breaches of ethical principles, we acknowledge that the absence of reports does not necessarily indicate the lack of violations.

Therefore, we will continue to monitor and review our policies and procedures regularly to ensure their effectiveness in preventing unethical practices.



# Data Privacy & Security

## Commitment to Data Privacy

Protecting personal data and maintaining trust in our services and processes are top priorities at our company. Our customers, employees, and other stakeholders expect their personal information to be safeguarded with the utmost care. We take this responsibility seriously, using our Privacy Framework and Strategy to achieve this goal and uphold stakeholder trust.

## Commitment to Security

Data privacy and a secure IT infrastructure are critical for our business operations. Protecting personal data and providing a resilient physical and digital infrastructure enhances supply chain resilience and mitigates business risks.

We take our responsibility for information security very seriously. The rapidly evolving threat landscape, global crises, balancing security with user convenience, addressing the shortage of skilled cybersecurity professionals, and ensuring third-party security in a connected ecosystem are some of our biggest challenges. Human error remains essential in security incidents, and educating personnel on recognizing and mitigating cyber threats is imperative. Hence, we have introduced mandatory information security training for all white-collar employees.

By maintaining robust data privacy and information security measures, we aim to protect personal data, ensure compliance with applicable laws, and keep the trust of our stakeholders. Our ongoing training, risk assessments, and compliance efforts are central to this commitment.

## Employee Training and Awareness

Our employees are crucial to our commitment to protecting personal data. All employees must adopt and integrate data privacy principles into their daily work practices. We provide various web-based training, education, and qualification measures to all employees with email access. These training programs increase awareness of data protection issues, explain responsible data usage, and demonstrate secure data handling. Additional information on data privacy is readily available on our intranet.

In 2023, we conducted cybersecurity training sessions through **23 IT campaigns involving an average of over 1'250 employees, resulting in a failure rate of only 0.6%**. Although this number is low and the result is positive, we know that even a single incident can have significant negative consequences.

Employees and third-party contractors providing services to our company are instructed to report all potential personal data breaches. In consultation with data protection officers, local management teams decide whether supervisory authorities need to be informed and if affected individuals must be notified. As in previous years, no safety violations were reported to the responsible data protection authorities in 2023, demonstrating the effectiveness of our implemented system.



**23**

IT-security campaigns



**1'250**

average participants



**0.6%**

fail rate



**0**

safety violations

# Supplier Engagement & Commitment

Our dedication to sustainability extends throughout our entire supply chain, encompassing our valued suppliers. We understand that achieving our environmental goals requires collaboration with partners who share our commitment to eco-friendly practices. Therefore, we prioritize working with suppliers who demonstrate strong environmental stewardship.

## Engaging with suppliers

We actively engage with our suppliers to ensure our sustainability objectives are met, fostering a mutual understanding of our environmental goals. We promote open communication and collaboration, encouraging our suppliers to adopt practices that align with our ecological standards. This involves incorporating environmental criteria into our supplier selection and evaluation processes.

Additionally, we urge our subcontractors and suppliers to participate in initiatives like the ECTA Responsible Care-program and the Operation Clean Sweep Initiative. Through these partnerships, we aim to establish a responsible and sustainable supply chain that supports our environmental ambitions and promotes green business practices across the industry.

## Partnering for progress

We actively engage with our suppliers to identify and implement improvements in their environmental practices. By organizing joint training sessions and exchanging best practices, we aim to boost our suppliers' environmental performance and promote positive changes across our entire supply chain.

## Supplier code of conduct

In 2021, we revised and reorganized our Supplier Code of Conduct to clearly and transparently communicate our values and the adapted requirements **in the themes of environment & sustainability, human rights & social, and governance** with regulations to our suppliers.

As mentioned in the Sustainability Report 2022, all our suppliers have signed our new Supplier Code of Conduct as part of a survey. We attach great importance to repeating this survey regularly to ensure consistent confirmation.



We have therefore decided to contact our 100 most essential suppliers annually to request written confirmation of receipt of and compliance with our Code.

We followed this plan in 2023 and were pleased to see that all of our top 100 suppliers once again responded positively to the survey, confirming their compliance with our Supplier Code of Conduct.

We took another vital step towards achieving our ambitious sustainability goals.

Explore here **Bertschi's Supplier Code of Conduct**



**Supplier Code of Conduct**



# External Service Provider Management

## Partnerships with essential service providers

In addition to our suppliers, we attach great importance to successful and practical cooperation with many service providers. In the dynamic and networked world of Bertschi, we rely, above all, on the following core external service providers:

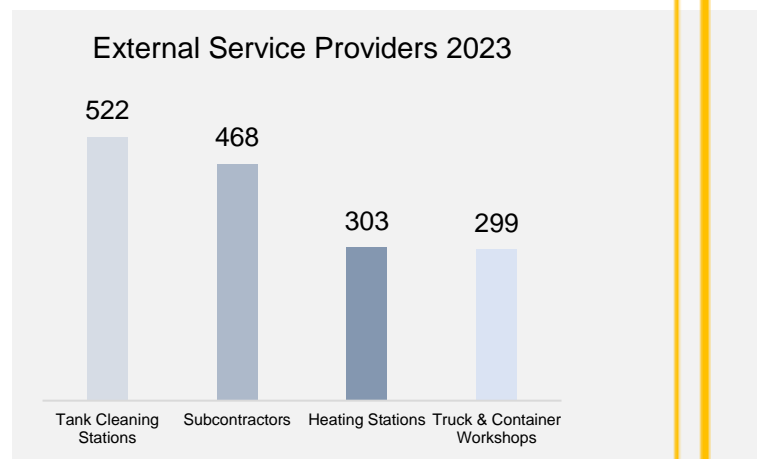
- Transportation subcontractors
- Tank cleaning stations
- Heating stations
- Truck and container workshops

In 2023, we worked together with over 1'500 service providers worldwide. These partnerships are a fundamental building block of our company and play a key role in increasing the efficiency of our operations and consolidating our market presence.

## Audit program optimization & expansion

In recent years, our focus for auditing service providers has been primarily on subcontractors. Only subcontractors with a valid audit, which is valid for three years, were eligible to receive transport orders from us. Once an audit is expired, the subcontractor gets blocked in the system and can only be used for further transports once a new audit is successfully conducted.

Towards the end of the year, we began extending this audit program to include other service providers, such as external tank cleaning services, heating stations, and workshops.



This expansion ensures that, in the future, Bertschi can use only external service providers with either a valid Bertschi audit or, in the case of tank cleaning stations, a valid SQAS assessment.

We have comprehensively revised our audit questionnaire to meet the diverse requirements of different service activities. **The new questionnaire is divided into specific modules such as SHEQ, depot. Heating, workshop and tank cleaning.**

This modular structure allows for a more precise and detailed evaluation of individual service providers based on their specific activities and requirements.

## Collaboration with reliable partners

Our goal is to work exclusively with partners who meet our high standards of quality and safety and share our philosophy of sustainability. Enhancing and expanding our audit standards strengthens our commitment to responsible and sustainable business practices. This helps us, together with our partners, maintain and continuously improve high safety and environmental standards.

Through these measures, we can ensure that our services are consistently of high quality and safety while minimizing environmental impact. This is a critical component of our corporate strategy and reflects our commitment to always following best practices and promoting sustainable solutions.



# Closing Words

## Transparency and Reporting

Our commitment to transparency is a cornerstone of our sustainability efforts. We regularly communicate our sustainability expectations to our suppliers and actively encourage them to share relevant environmental data and certifications with us. This practice allows us to monitor their progress and ensure they meet our rigorous sustainability standards.

## Continuous Improvement

Sustainability is not a destination but a continuous journey. We constantly seek ways to enhance our suppliers' environmental practices by regularly reviewing our evaluation processes, updating our criteria, and exploring innovative solutions. This proactive approach ensures that our entire supply chain becomes increasingly sustainable.

## Collaborative Commitment

By partnering with suppliers who prioritize environmental stewardship, we aim to minimize the ecological footprint of our services. Our collective efforts are directed towards achieving a more sustainable future, reducing environmental impacts, and conserving valuable resources. We remain dedicated to collaborating with like-minded partners who share our ecological values, contributing to a greener and more resilient world.

Together, we can make a significant difference in protecting our planet for future generations.



# Do you have questions about our Sustainability Report 2023?

*Please contact us!*

Address: Bertschi  
Hutmattstrasse 22  
5724 Dürrenäsch  
Switzerland

Website: [www.bertschi.com](http://www.bertschi.com)

Phone: +41 62 767 67 00

Email: [info@bertschi.com](mailto:info@bertschi.com)

