

CSR REPORT

PERFORMANCE 2021



CONTENTS

Foreword

Word from the Director

Who we are?

Our Ecovadis Rating

Our certificates and commitments

Social aspects

Our ecosystem

Our low-carbon strategy

Ethical aspects

Conclusion

FOREWORD



Fully committed to Corporate Social Responsibility (CSR), we implement every day the appropriate actions to reconcile growth and commitment, in order to continue acting as a responsible company.

The excellent score of 71/100 awarded by EcoVadis in 2022 confirms our commitment and places us in the top 3% of the most virtuous companies in the ranking.

This year, we were particularly recognised for the responsible management of our purchasing, with our score increasing from 50 to 80/100.

Indeed, we have been committed for several years to a sustainable development approach in our purchasing and we have set up a supplier evaluation system, developed according to clear criteria based on management, HR, safety, environmental and continuous improvement principles.

EcoVadis, by awarding a score of 70/100, also confirms our ethical commitment, rewards our efforts and therefore confirms our determination and the real actions that are carried out in the field of CSR.

We are aware that we need to do more to maintain our gold medal status, and we are constantly striving for continuous improvement by setting ourselves even more ambitious targets.

WORD FROM THE DIRECTOR

FRÉDÉRIC RUSSELLO

Over the past two years, we have mobilised with professionalism to face an unprecedented health crisis while maintaining our jobs and continuing to grow.

Fully committed to Corporate Social Responsibility, we apply our philosophy on a daily basis and focus our efforts to promote more responsible, consensual and respectful transport.



CSR, therefore, contributes to our performance, with the challenge of being attractive to our customers, but also to our employees and partners.

We have therefore decided to publish a report each year, as part of a completely voluntary approach, presenting the implementation of CSR within our company for the past year. Indeed, we are proud to be able to demonstrate our economic, ethical, environmental and social commitment and provide answers to major societal challenges.

Our CSR report describes our sustainability roadmap, including our commitment to the environment.

Indeed, we are aware of the challenges connected to our activity. We have been working for several years to reduce our carbon footprint by equipping ourselves with more fuel-efficient vehicles that meet the latest standards. Our eco-driving training courses encourage our employees to adopt environmentally friendly behaviour in their daily activities. Through a monitoring system, we support our drivers in their efforts to drive responsibly and in a calmer manner in terms of flexibility, driving comfort, reduced accident rates and energy consumption.

We also measure all our other CSR efforts through EcoVadis. Since 2019, we have achieved Gold level, and our actions in the area of ethics and responsible purchasing were particularly highlighted in our most recent assessment.

Our goal for 2022 is to achieve the Platinum level.

We are ready for this challenge!

WHO WE ARE?

PINZLER LUX SA IN FIGURES

Turnover 2021 : **14,6 M€**

Semi-trailers : **61**

Trucks : **50**

EURO 6 Standards : **100 %**



OUR PRESENCE

We are present throughout Europe.

Our company serves a large number of countries with full loads. The size of our fleet of semi-trailers allows us to intervene quickly to transport and deliver all your goods on time:

France: Rhône-Alpes region, South-East region, Paris region, Orléans region, East and North Benelux - Northern Italy - Switzerland - Germany - Austria - Czech Republic



OUR ECOVADIS RATING

Each year, we use the results of the EcoVadis audit to measure our CSR progress and set our targets. Since 2019, our rating has been improving from 64/100 to 71/100 by 2022.

This recognition testifies to our voluntary, dynamic and sustainable commitment to our CSR approach, which includes the following guidelines:

- Consideration of the impact on the environment,
- Development of a virtuous social policy that respects human rights,
- Fair and responsible purchasing policy,
- Fair and ethical practices.



71 /100
97th percentile



Goal 2022
PLATINUM Medal

OUR CERTIFICATIONS AND COMMITMENTS



Every year since 2019, EcoVadis has awarded us the gold medal for our CSR commitment and performance.



At the beginning of 2021, we obtained version 2.2 of IFS Logistics. Superior level with a score of 96.30%.



At the beginning of 2021, we obtained ISO 9001 version 2015.

Goal 2022
GDP
Certification



La société PINZLER LUX obtient les certifications IFS Logistique v2.2 et ISO9001:2015 avec DEKRA Certification

30
JUN
2021

La société PINZLER LUX, spécialisée dans l'Afètement, le chargement, le transport de denrées alimentaires fraîches et surgelées, de fruits et légumes frais, de produits pharmaceutiques et de consommables informatiques à température dirigée ou non, obtient avec succès les certifications IFS Logistique et ISO9001 avec DEKRA Certification.

DEKRA Certification est fier d'accompagner PINZLER LUX dans sa démarche de management de la qualité dans le domaine de l'agroalimentaire.

SOCIAL ASPECTS

Our ambition: To be a reference as a responsible employer

OUR GOALS

Promoting diversity,
inclusion and well-being at
work

Developing
skills

Vision 0 accidents

Rooting the
corporate culture

SOCIAL ASPECTS

DIVERSITY

Through our commitment to diversity and inclusion, our ambition is to make the most of the complementary nature of our differences in order to create the most effective teams.

Our talents, a mix of genders, ages and nationalities, have allowed us to define who we are and, day by day, grow in respect of our values

	2021
• Length of service	4,6 ANS
• Length of service	9,1 ANS
• Average age	43,99
• Number of nationalities represented	6
• Number of languages spoken	9
• Proportion of senior staff (+45 years)	40 %
• Proportion of senior staff (+55 years)	14 %
• Proportion of women	24 %

Goal 2022
Moving towards gender diversity
by creating new jobs
Strengthening our policy of
integrating older people

SOCIAL ASPECTS

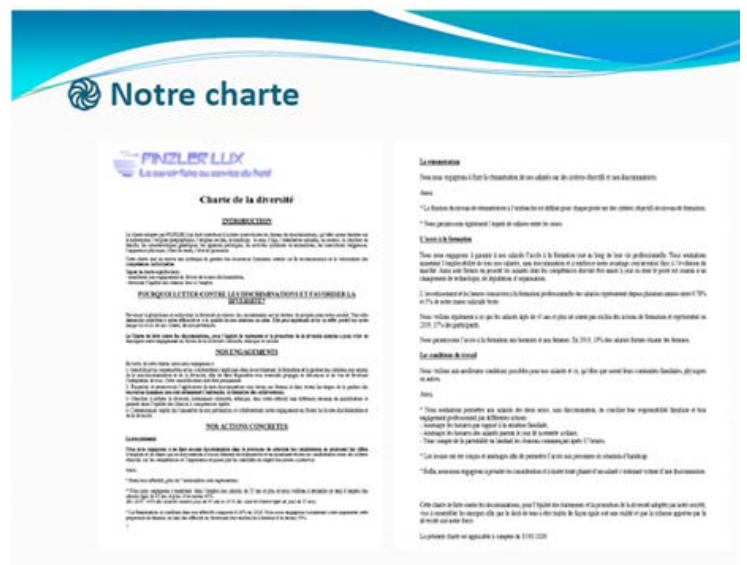
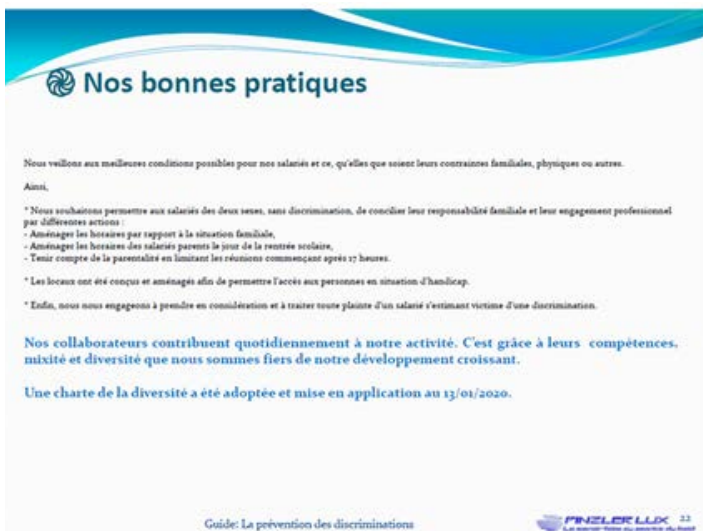
SUPPORT FOR EMPLOYEES AT EVERY MOMENT OF LIFE

In order to facilitate the daily life of its employees, the management is always attentive to their needs.

In difficult times (death, illness, accidents etc.), flexibility prevails in the organisation of work. Employees can adapt their working hours to meet personal needs (e.g. medical appointments).

The announcement of happy events (births, retirement, birthdays) is an opportunity to get together.

Very often, a drink or snack is organised, either on the premises or outside, and a fund is set up.



Goal 2022
Re-employing a retired employee who
wants to combine work and retirement

SOCIAL ASPECTS

INCLUSION AND WELL-BEING

COMMUNICATION PROMOTES MUTUAL GOODWILL

2021

- Participation rate in the staff satisfaction survey

71 %

- Sense of commitment

89,7 %

- Job satisfaction

82,8 %

- Absenteeism rate

3,35 %

SOCIAL ASPECTS

ENCOURAGING DIALOGUE WITHIN THE COMPANY

Communication promotes mutual goodwill

Throughout his or her career in the company, each employee is in contact with a set of contacts to be informed and supported in his or her professional life.

Each day, it is essential that all the employees feel free to express themselves and to easily find answers to their questions.

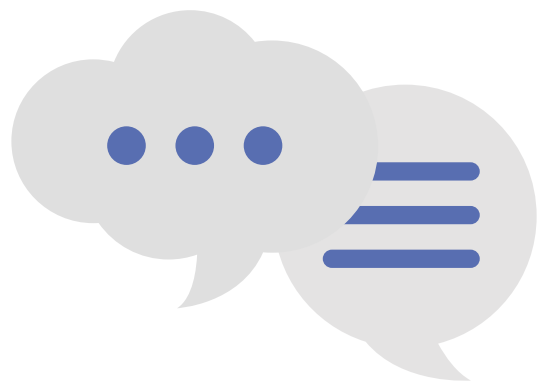
On arrival, each employee is trained and supported in understanding how the company works.

The management is easily accessible, especially physically.

The Administrative Manager shares the open space with the employees and remains present to answer employees' questions on various administrative, contractual and career aspects.

Each year, a job satisfaction survey is conducted to implement continuous improvement actions.

A suggestion box is also made available to employees and allows them to be included and to contribute with new ideas.



Goal 2022
To achieve 80% of
participation of staff in the
satisfaction survey

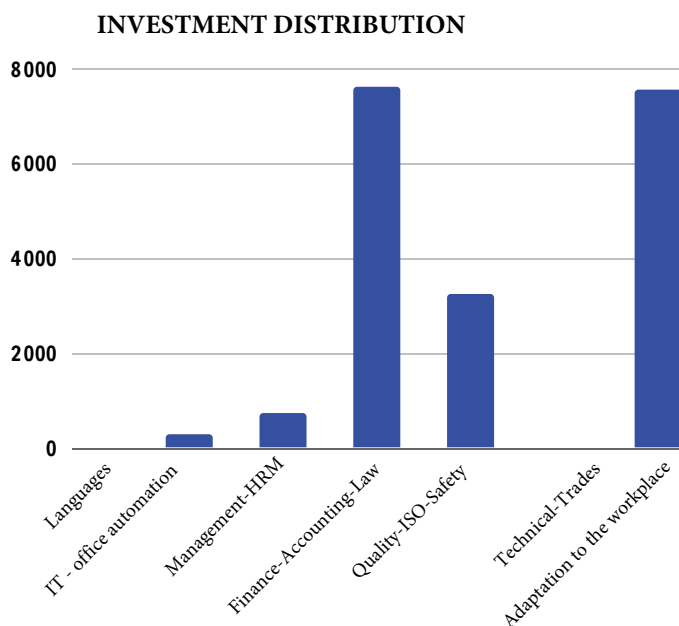
SOCIAL ASPECTS

DEVELOPING HUMAN CAPITAL & SECURING CAREERS

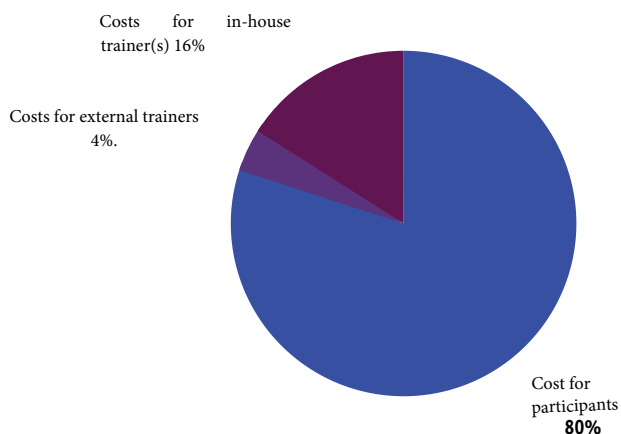
Competences are the foundation of our performance; we want to develop them so that our employees can find meaning and fulfilment in their work.

	2020	2021
• Investment in relation to the wage bill	0,82 %	1,3 %
• Overall investment	10 580 €	19 323 €
• Average number of training hours per year per participant	10,14 H	11,14 H

Each business line has a technical training programme that is defined according to the evolution of our quality policy and company trends.



DISTRIBUTION OF INVESTMENT BY TYPE OF COSTS



Goal 2022
To dedicate 1.5% of salary to investment in TRAINING

SOCIAL ASPECTS

HEALTH, SAFETY AND WELL-BEING AT WORK

Every year and with every hire, all our drivers receive HEALTH AND SAFETY training.

We are aware of the risks associated with this profession and we implement a prevention policy as well as continuous improvement measures.

Our 'health and safety' indicators attest to the effectiveness of our vision and, as of 2021, there have been no occupational accidents.

	2020	2021
• Number of workplace accidents	2	0
• Frequency rate of accidents with and without interruptions	3,09	0
• Average number of hours of training per year per participant	4,07	0

Goal 2022
Vision ZERO

OUR ECOSYSTEM

DIALOGUE WITH OUR MAIN STAKEHOLDERS

Listening to stakeholders allows us to understand how they perceive our work and their expectations, to identify key risks and opportunities, to adapt our approach and to improve our performance.



OUR ECOSYSTEM

DIALOGUE WITH THE MAIN
STAKEHOLDERS

Our goals

Our resources

Customers

Establishing trust and ensuring sustainable growth

Annual satisfaction survey
Social networks, e-mail
Customer listening process
Annual meetings

Employees

Developing skills, encouraging an open and flexible working environment

Social dialogue
Suggestion box
Mailbox
Annual satisfaction survey
Training and procedures

Subcontractors / Traction agents

Conforms to PINZLER LUX policy

Annual evaluation
Training and procedures
Codes of conduct

Suppliers

Responsible and committed procurement

Knowledge of our suppliers' CSR positioning

Procurement procedures
Annual evaluation

Authorities and Organisations

It complies with the regulatory framework in which we operate.

Conferences, webinars and other meetings
Regulatory monitoring by a law firm

OUR LOW CARBON STRATEGY

A STRONG INTERNAL COMMITMENT

Our employees are not involved in the energy transition out of obligation or interest, but because they are convinced of its importance.

Therefore, decarbonisation, the goal of which is to reduce the carbon impact of an action or an organisation, has naturally become part of everyday business life. Our main carbon emissions are due to our road transportation business. Indeed, the transport sector, which is a major challenge in

terms of fossil resources (especially oil), is the leading sector in terms of greenhouse gas emissions. To measure our carbon footprint, we monitor the tonnes of greenhouse gases emitted by our vehicles.

Purchasing software allows us to get reliable information and monitor our efforts. This gives us key indicators in the fight against climate change.

Information kg TC02
in 2021

3 163 536.10

Our fleet

A reliable, modern and less polluting fleet: we are constantly innovating and adapting to meet our customers' expectations and to offer a fleet that is more respectful to the environment. Our fleet is regularly renewed to benefit from the latest developments in terms of EURO standards and technological advances. Our truck fleet is 100% Euro 6 class vehicles.

We have taken important steps in the following areas:

- Vehicle performance,
- Modernization of our vehicles,
- The CO2 emissions information on all our invoices is part of our customer awareness measures,
- "Eco-driving" training courses when hiring a new driver and every year,
- A 'virtual coach' on board our vehicles analyses the route and speed of our drivers and guides them to adapt and comply with eco-driving. An efficiency score encourages our employees to improve their driving

Goal 2022
Reduce fuel consumption
by 2%.

OUR LOW CARBON STRATEGY A STRONG INTERNAL COMMITMENT

Our ENVIRONMENTAL indicators also allow us to establish monthly comparisons and to evaluate efforts in the area of Eco-driving. Eco-driving awareness and environmental flashes remind us of our impact and it seems to be bearing fruit.

Drivers are using cruise control more (+4.37%) whenever road conditions allow it. This function is practical and allows drivers to keep full control of their vehicle without the risk of exceeding speed limits. It adapts the engine speed and anticipates the terrain. The average speed of 2021 is consistent with the fact that drivers mainly use motorway (72.52km/h).

For better anticipation and to avoid sudden and even dangerous braking, SECURITY lights flashes are sent out every quarter. In addition, the new vehicles are equipped with predictive cruise control, which includes the "collision warning" function or active anticipation.

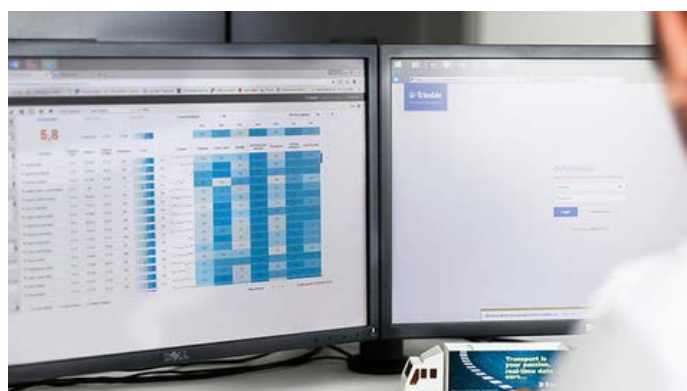
2021	Tps moteur tournant en H	Distance TOTALE	Distance Cruise control	CN° Carbu en litres	Coups de freins	L/100 Conduite+T MAVA	L/100kms conduite	Vitesse moyenne km/h	Note
MOYENNE mensuelle par chauffeur	147,63	8 535,37	4 271,26	2 520,63	6 004,08	30,26	28,42	72,52	91,40

From the end of 2021, we have a performance portal that provides a clear overview of all FMS data related to driving style.

This means we can monitor fuel consumption through indicators such as the use of cruise control, average speed or braking style, as well as contextual elements such as the type of transport undertaken.

Driving performance and fuel consumption are displayed graphically in convenient dashboards.

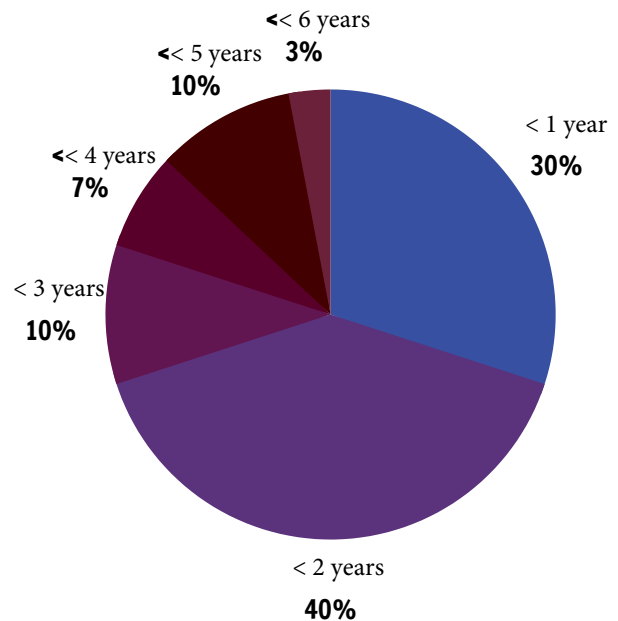
This data allows us to take immediate action to support our drivers and reduce our environmental impact.



Goal 2022
Average score of 92/100
Improving our green driving dynamics

OUR LOW CARBON STRATEGY A STRONG INTERNAL COMMITMENT

Average age of trucks at 31.12.2021
2.01 ani



Goal 2022
Renewing the fleet
2 new trucks on order

Since 2021, we have been offering our customers an alternative to diesel: HVO100 biofuel.

This 100% renewable biofuel produced from vegetable raw materials aims to reduce CO2 emissions from vehicles by up to 90%.

CAN I USE HVO 100 IN MY VEHICLE?

YES! The manufacturers of heavy vehicles have approved their entire Euro VI range on this fuel. HVO 100 therefore meets the technical requirements. HVO 100 is composed exclusively of paraffins, the main components of diesel.



Goal 2022
Fulfill our customers' expectations
in terms of reducing
CO2 emissions

OUR LOW CARBON STRATEGY

A STRONG INTERNAL COMMITMENT

Convinced that every gesture, small or large, has an impact on our carbon emissions we have made 2021 a year of awareness and collective reflection to reduce our carbon impact together.

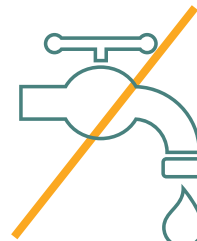
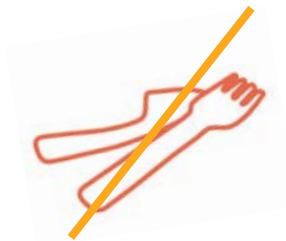
Reducing waste in the office

In the kitchen, where a lot of waste is produced, we have changed certain practices in order to reduce waste.

In the toilets, posters remind us of simple ecological behaviour on a daily basis.



Elimination of single-use utensils & respectful gestures



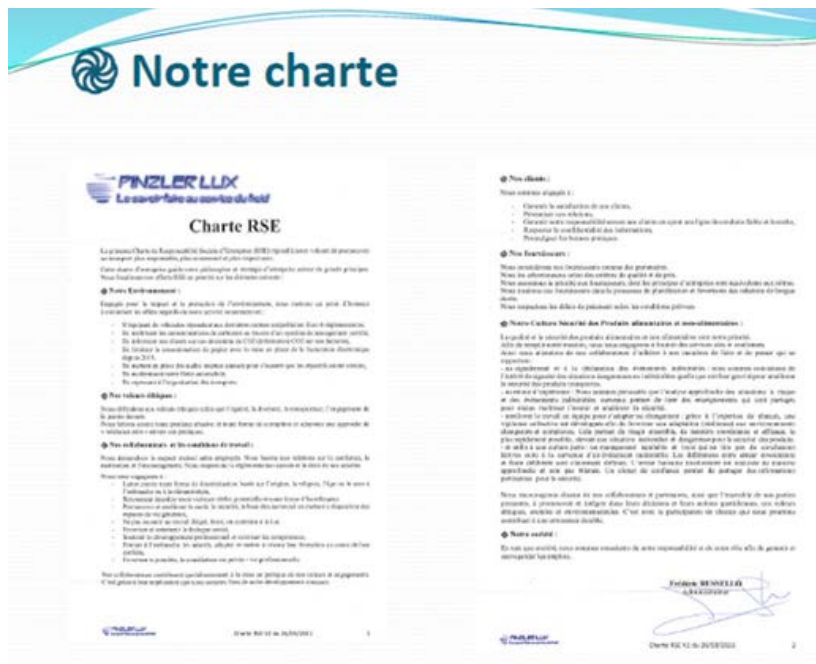
ETHICAL ASPECTS PROFESSIONAL ETHICS

OUR RELATIONSHIPS WITH OUR STAKEHOLDERS ARE BASED ON MUTUAL RESPECT AND TRUST.

Each employee is expected to act in good faith.

Our CSR approach is part of the company's culture: the CSR report is shared with our stakeholders (employees, clients, partners, etc.) and is available on our website.

The CSR charter, which was updated in 2021 to reflect today's challenges, illustrates the company's values and sets out the fundamental principles to be respected in daily interactions with employees.



ETHICAL ASPECTS

PROFESSIONAL ETHICS

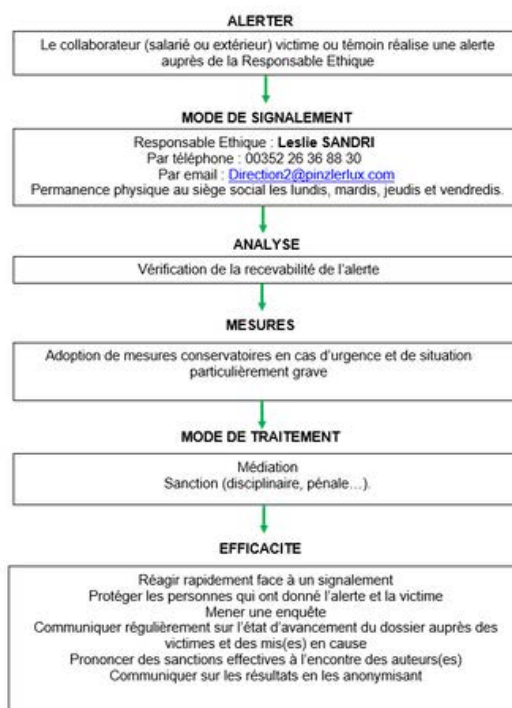
We want to be a reliable partner for our customers, employees, service providers, public authorities and other stakeholders. All our employees are made aware of ethical and legal aspects as soon as they are hired.

Our finance and human resources departments are committed to apply the government recommendations and obligations in a rigorous and constructive manner.

Nos bonnes pratiques

- Nous nous engageons à recruter conformément à la législation luxembourgeoise,
- Informer les travailleurs sur le cadre légal luxembourgeois,
- Sensibilisation de nos collaborateurs par la transmission du Guide dès leur embauche,
- Favoriser la détection des situations,
- Une procédure Alerte aux comportements non éthiques est également distribuée dès l'embauche,
- Nous attendons de nos collaborateurs, partenaires et fournisseurs d'adhérer à notre ligne de conduite.

LOGIGRAMME



Goal 2022
Providing ETHICAL training
as a complement to the guide

ETHICAL ASPECTS RESPONSIBLE PURCHASING

Through our Supplier Code of Conduct, we are committed to ensure that our choice of services and deliveries is consistent with our CSR policy. This charter must be approved by our suppliers, who are also required to complete a questionnaire each year, covering CSR aspects as well as quality and safety.

Evaluation of their answers is carried out by our quality team.

Our suppliers' CSR commitment is then noted and taken into account as a selection criterion.

We are committed on a daily basis to :

- Respect our principles
- Develop caring relationships with our suppliers based on business ethics
- Favours suppliers who have themselves implemented a responsible purchasing policy

Our principles to be applied concern the following topics:

Law and regulation
 Anti-corruption
 Fair competition
 Unfair advantage
 Dissemination of information and data protection
 Human rights
 Forced labour & child labour
 Remuneration
 Anti-discrimination
 Health & Safety
 Respect for the environment



Code de Conduite Fournisseurs

Nous portons une attention particulière à la Responsabilité Sociale d'Entreprise (RSE) et reconnaissons son importance dans notre réussite afin de maintenir la confiance de nos clients, de nos salariés et de toutes parties prenantes.

Les principes décrits dans ce document constituent notre base de références encadrant les pratiques et permet de clarifier nos attentes à l'égard de nos partenaires et fournisseurs. Il vise à intégrer la RSE dans les critères de sélection au même titre que le coût, la qualité, l'innovation ou la maîtrise des risques. Il témoigne de notre volonté et de la démarche que nous souhaitons mener avec nos fournisseurs, partenaires mais également avec nos équipes.

Nous vous demandons donc d'adhérer à ces principes et nous vous informons que votre accord fait partie des conditions contractuelles. Si vous disposez de vos propres règles de conduite, nous souhaitons nous assurer que ces règles soient en adéquation avec les nôtres.

Ⓢ Nos principes à appliquer :

Loi et réglementation

Nos principes	C'est que nous attendons de nos fournisseurs
Nous respectons les lois luxembourgeoises, européennes et réglementaires. Nos employés se sont engagés à s'y conformer notamment en matière d'anticorruption, de concurrence, de respect des sociétés, de protection de la santé des salariés, de protection de l'environnement, du respect et de la protection des données.	Nos fournisseurs doivent se conformer à notre éthique, tout en respectant les lois et réglementations applicables dans le pays où ils se trouvent.

Anti-corruption

Nos principes	C'est que nous attendons de nos fournisseurs
« Zéro tolérance » envers les pratiques qui contreviennent aux lois en matière de corruption. L'intégrité en matière de prévention du risque de corruption est non négociable, même si celle-ci doit se traduire par une perte de contrats.	Nos fournisseurs doivent respecter les règles en matière d'intégrité dans la conduite des contrats. Ils ne doivent faire preuve d'aucune tolérance en matière de risques de corruption, sous quelque forme que ce soit. Tous les contrats doivent être repertoriés avec transparence et exactitude dans les livres comptables.

Goal 2022
Providing training courses in
COMMERCIAL ETHICS

ETHICAL ASPECTS

IT ETHICS

We are aware of the security issues involved in outsourcing services: security of data, networks and infrastructure, but also confidentiality and integrity.

For this reason, we have organised security in a global manner, using a risk-based approach.

All our employees are particularly aware of the confidentiality of customer information and the security of access. Our projects are based on the following security objectives: respect, rigour, procedure, measurement, analysis and risk identification.

We have also appointed a Data Protection Officer to be responsible for the processing of personal information and to interact with supervisory bodies.



Charte d'utilisation des ressources informatiques

INTRODUCTION

PINZLER Lux met en œuvre un système d'information et de communication adossés à son activité comprenant notamment un réseau informatique et téléphonique.

Les salariés, dans l'exercice de leurs fonctions, sont conduits à accéder aux moyens de communication mis à leur disposition et à les utiliser.

L'utilisation du système d'information et de communication doit être effectuée exclusivement à des fins professionnelles.

Dans un but de transparence à l'égard des utilisateurs, de promotion d'une utilisation loyale, responsable et sécurisée du système d'information, la présente charte pose les règles relatives à l'utilisation de ces ressources.

Elle a également pour objet de sensibiliser les utilisateurs aux risques liés à l'utilisation de ces ressources en termes d'intégrité et de confidentialité des informations traitées. Ces risques imposent le respect de certaines règles de sécurité et de bonne conduite.

L'imprudence, la négligence ou la malveillance d'un utilisateur peuvent en effet avoir des conséquences graves de nature à engager sa responsabilité civile et/ou pénale sans que celle de la société.

La présente charte vous informe également des droits et libertés que vous pouvez faire valoir à l'égard de la société concernant l'utilisation de vos données à caractère personnel et décrit les moyens que PINZLER Lux met en œuvre pour les protéger.

PROTECTION DES DONNÉES À CARACTÈRE PERSONNEL

PINZLER Lux s'engage, dans le cadre de ses activités et conformément à la législation en vigueur en Europe (Règlement (UE) 2016/679 du Parlement européen et du Conseil du 27 avril 2016 relatif à la protection des personnes physiques à l'égard du traitement des données à caractère personnel et à la libre circulation de ces données - RGPD) à assurer la protection, la confidentialité et la sécurité des données à caractère personnel.

Pour veiller à leur bonne application, PINZLER Lux a désigné un délégué à la protection des données à caractère personnel. Cet interlocuteur privilégié est obligatoirement consulté par le responsable des traitements préalablement à leur création. Il est inscrit dans un registre, la liste de l'ensemble des traitements de données à caractère personnel de la société au fur et à mesure de leur mise en œuvre. Il veille au respect des droits des personnes (droit d'accès, de rectification et d'opposition). En cas de difficultés rencontrées lors de l'exercice de ces droits, les personnes concernées peuvent saisir le correspondant.

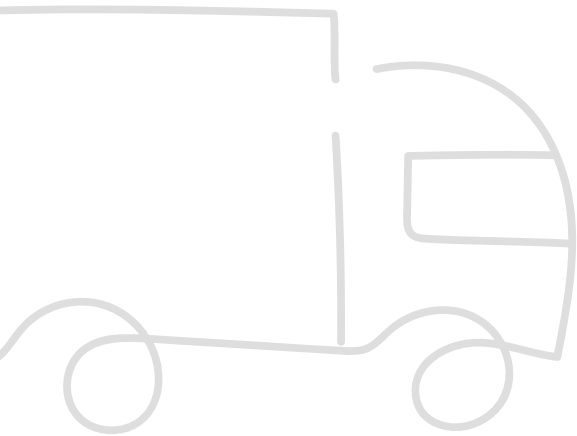
Goal 2022
Complying with all 42 ANSSI IT
hygiene rules

CONCLUSION

We have been committed to sustainable development for many years, implementing improvement actions, involving our staff and partners.

We have combined our quality and CSR approaches to acquire and strengthen two qualities that are essential to the sustainability of our business:

- **our agility,**
- **our ability to adapt to changes in our ecosystem.**



PINZLER LUX

Le savoir-faire au service du froid



Contact details:

9A, route de Filsdorf

L-5717 ASPELT

direction2@pinzlerlux.com

www.pinzlerlux.com