



Lagermax

Together in Motion!

Vision, Mission, Values.

With the commitment to our common guidelines, we want to give the Lagermax Group a foundation that will secure our long-term success. Our guidelines for all employees can be found in the Infomax under Business Conduct Guidelines.



Lagermax is an owner-managed group with entrepreneurial personalities who stand for reliability and continuity. Our aim is to provide logistics services with personal commitment, economic success and a high customer benefit.

As an internationally active group of companies, we provide logistics system services with a high level of competence. We are cooperation partners for our customers and contribute to an environmentally friendly, reliable and cost-efficient fulfilment of tasks along the value chain.

Every day we act according to the following common guidelines:

- **Customer Orientation**
- **Employee Orientation**
- **Economic Efficiency**
- **Leadership Behaviour**
- **Constant Improvement**
- **Dialogue and Communication**
- **Environmental Protection**
- **Business Conduct Guidelines**
- **Supplier Relations**
- **Quality, Environmental and Information Security Management System**
- **Context of the Company**
- **Information Security**

Customer Orientation

Satisfied customers in a lasting relationship based on partnership are our ultimate goal. We align our thoughts and actions with the requirements and expectations of our customers. We are a reliable partner. We implement agreed measures with high quality, in a cost-effective, environmentally compatible and timely manner.

Employee Orientation

We support our employees in fulfilling their tasks by setting targets in defined areas and providing all relevant information. We work in a team-oriented manner, behave openly and honestly and recognise the competence of our employees. We support and encourage our employees through special development and training programmes. Through the continuous development of the company and its employees, we create the conditions to be a future-oriented partner for our customers.

Economic Efficiency

We strive to achieve profits that ensure the existence and dynamic development of our company in the interest of all interest groups. To achieve this, we set clear goals for ourselves and evaluate the results.

Leadership Behaviour

We lead in a participative, goal- and result-oriented manner along with social responsibility and competence. Dignity, freedom and the rights of every individual are respected. We are constantly developing our management tools and are open to new ideas and changes.

Constant Improvement

By permanently optimising work processes, we constantly improve our services and results and also measure the improvements.

Dialogue and Communication

Communication and information are essential components of our work. The achievement of our goals depends very much on a dialogue-oriented and working communication between the divisions, departments and their employees as well as our customers and partners. Internal communication should help to make goals and decision-making processes transparent for employees and to improve quality through access to information.

Environmental Protection

We handle resources responsibly and are committed to actively protecting our environment, avoiding environmental pollution and complying with legal regulations. In addition, we provide internal and external information via all of our information channels.

Business Conduct Guidelines

The public image of the Lagermax Group is essentially determined by the appearance and behaviour of each individual employee. The Business Conduct Guidelines are binding rules that apply to every employee. They should help to overcome ethical and legal challenges in daily work.

Supplier Relations

By carefully selecting our suppliers, we create the conditions for our quality and environmental mindset, as well as an appropriate level of information security. We strive for a long-term supplier relationship based on partnership.

Quality, Environmental and Information Security Management System

Quality, environmental and information security objectives are defined by the management. Appropriate measures are agreed upon in a top-down process with the managers.

We see quality, environmental and information security management as the responsibility of all employees. This includes knowledge of and compliance with internal processes as well as the laws, regulations and official requirements applicable to the company.

In order to prove the environmentally compatible and quality-oriented performance of our services, we have our integrated management system certified in accordance with the respective valid EN ISO 9001 and EN ISO 14001 regulations. The subject area of information security is aligned with the ISO 27001 standard. Furthermore, measures from the standardised QM/UM/IS assessment methods are specified in the respective valid procedures.

Context of the Company

The context of the company is defined by internal and external strategic and operational topics that interact with the stakeholders (owners, customers, suppliers, employees, banks, authorities, etc.) These topics defined by the company are continuously adapted. This context is documented in the form of organisation charts, procedural instructions, process illustrations, business conduct guidelines, as well as in the QM and UM system.

Information Security

Achieving a uniform level of information security throughout the Group is of the utmost strategic importance.

The goal is to ensure the confidentiality, integrity and availability of information and information systems as well as the fulfilment of legal requirements and other demands in handling information.