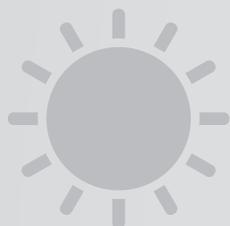


# 2014

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## RABEN GROUP'S FOOTPRINT SUSTAINABLE DEVELOPMENT REPORT





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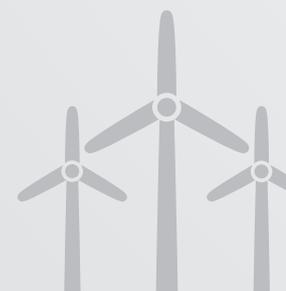
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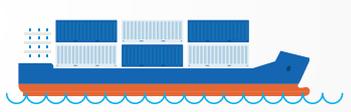
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**Raben**  
your partner  
in logistics

**Raben**  
your partner  
in logistics



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## Dear Reader,

you are holding the first CSR Report of Raben Group. We are aware that as a logistics company we form an important link of the value chain. We want to share the knowledge of our impact on the widely understood environment.

The data and information presented in this Report are the response to and the consequence of the dialogue we are conducting with stakeholders. The Report describes crucial issues for our Customers, Employees, representatives of local communities, and trade journalists. We believe that only thanks to two-way communication we are able to respond to the needs of the market and the society. Our company microworld is intertwined with the world outside. We want to be a friendly drive of the future so that the value we are building today can become an element of stable foundations of the years to come.

We believe that the company value is not just the net profit. Intangible assets of the company are equally important. In the era of conscious consumers, who demand the dialogue, the measure of value more and more often dominates profit. Creating the value usually occurs through knowledge which is the derivative of productivity and innovation. All those listed elements are the foundation for the long-term, stable growth of Raben Group and the social and economic environment.

We know that responsibility is a process and not a state. We start from ourselves. By implementing and executing the strategy of corporate social responsibility today, we take up the challenges of tomorrow.

Enjoy the reading

**Ewald Raben**  
CEO Raben Group

*Ewald Raben*

# About us

Raben Group is a family company established in 1931 in the Netherlands by Jan Willem Raben, the grandfather of the current CEO of Raben Group. In 1991 the founder's grandson, Ewald Raben, arrived in Poland in order to open a branch here. At the beginning the new business employed 12 persons. Today Raben Group in Poland employs over 4,500 people.

Based on our own example we are able to say that a family company has an advantage over other businesses because it treats Customers and Employees as members of the family. That is why we offer services "with a human face". Partnership and loyalty fit this style of cooperation which in many cases has lasted for years. That is why, when drafting the most important company documents - Mission, Vision and Values - we had our Customers in mind above all else. On the other hand, the familiar approach to Employees makes them feel more connected with us and identify with company objectives.

The positive sides of operations of family companies include focusing not only on financial results but also planning long-term development as well as the speed of decision making.

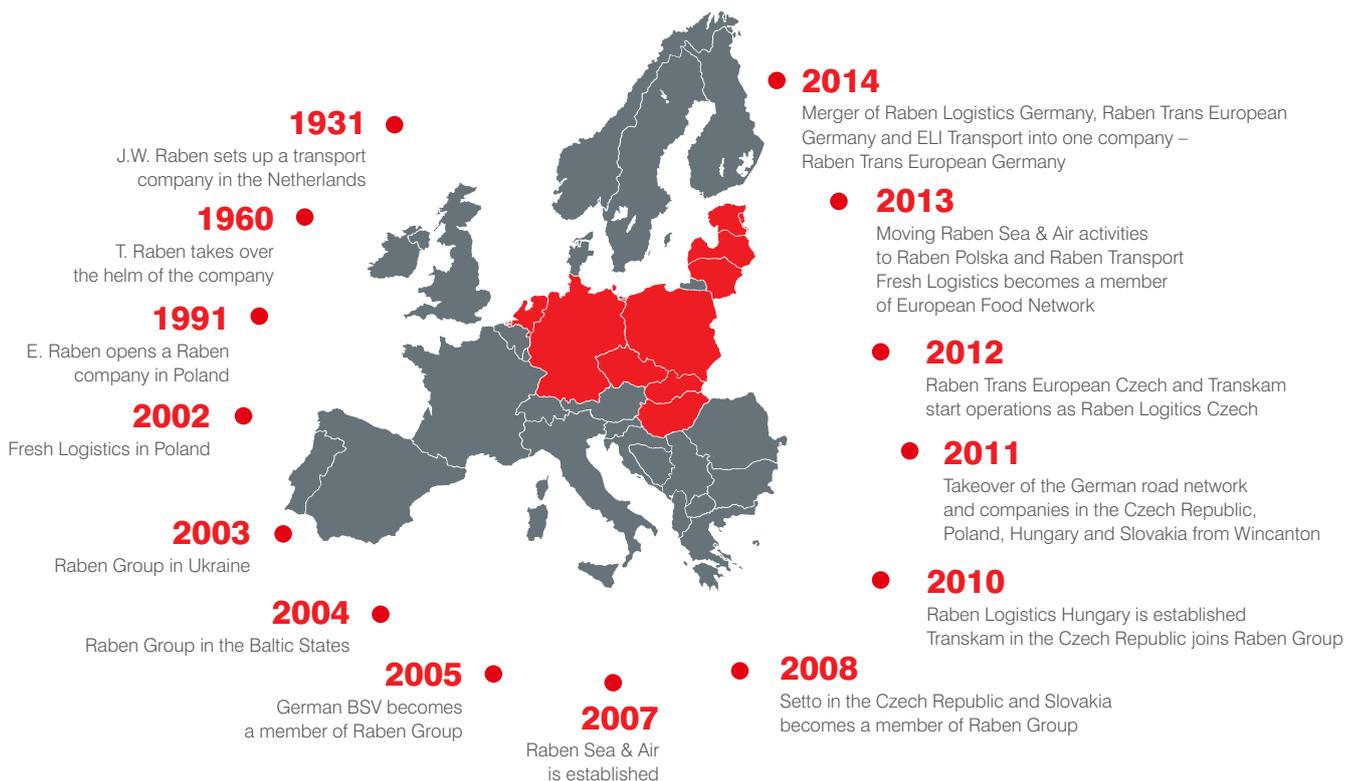
The maturity of a family company, which usually has a long tradition, is a responsibility so the rendered services must be of the highest level. The

achievements of the ancestors and the brand developed for many years are an additional incentive to foster the heritage and to streamline the product.

Raben Group is not a typical family-owned company. It is rather a hybrid of a family company and a corporation. The downsides resulting from the family aspect of the business have been replaced by the management models based of corporate concepts. International organisations gave us tools for long-term strategic planning and controlling.

When looking for the golden mean in management we haven't forgotten, however, why we have succeeded. That is why we still nurture the family system of values as the cornerstone which brings together the owner, the Customers and the Employees. We believe that they, plus the 80 years of family tradition and experience, will contribute to the further development of Raben Group. Raben Group in Poland consists of the following companies: Raben Polska sp. z o.o., Fresh Logistics sp. z o.o., Raben Transport sp. z o.o. and Raben Management Services sp. z o.o.

Polish companies of Raben Group report to the Dutch parent company - Raben Group N.V., which every year publishes a consolidated financial statement for all the companies which form the Group.



# Values

In order to achieve success, both personal and professional, it is extremely important to define aim. That is why we have set long-term goals for ourselves. Our Mission, Vision and Values help us answer questions about the future we want to build, about the aims we pursue, and about the priorities which become our signposts. Entrepreneurship, Customer Orientation, Passion to Win, Professionalism and Reliability are the values which guide us.



Entrepreneurship



Customer Orientation



Passion to Win



Professionalism



Reliability

## Vision

To Become a Leader Everywhere  
We Are.

## Raben Group Mission

We create our Customers' competitiveness through  
cost and quality leadership supported by friendly service.



# Segments

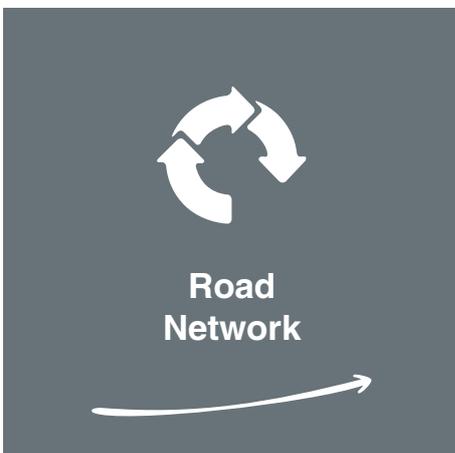
Dialogue helps us build the services in such a way that we can respond to the needs of the market. Careful analysis of the macroeconomic environment and close cooperation with Customers allow us to offer services tailored to their needs.



We offer contract logistics services which cover various operations carried out in the warehouse, from unloading and deconsolidation to order

picking, securing the shipment and preparing for distribution, to value added services, such as: labelling, foiling or preparing promotional sets. We also offer Raben e-Commerce service - the solution based on conceptual, operational and executive assistance for online traders. Thanks to partner agreements with IT, TFL and CEP companies, we are able to offer a range of services and tools also in the area of e-business logistics.

For Customers of contract logistics Raben Group also offers the services of co-manufacturing and co-packing. Both services are the next step which allows our Partners to optimize processes in the supply chain and thus the costs of logistics operations. Co-manufacturing is creating products consisting of different components, which are packed and shipped to the end customer. In this way Raben Group becomes a part of not only the logistics process but also, on the basic level, of the production process. Co-packing is the service of creating dedicated sets of products depending on the order. It is often used in creating promotional or thematic sets, where apart from the proper choice of products from the Customer's offer, also packaging is customized.



We offer services of domestic distribution for less than truck loads and groupage shipments. Many years of experience gathered on domestic distribution markets, as well as extensive network of own terminals located in strategic locations, allow for quick and efficient execution of Customers' orders. In Poland shipments are delivered in 24h. The serviced product group include FMCG food and non food, household appliances, electronics household chemicals and spare parts for vehicles. Additionally, the offer also covers comprehensive services for dangerous goods (ADR), from their transport and

warehousing to distribution to end customers. We are a modern partner in international groupage and less than truck load transports. We cooperate with Customers from all sectors, regardless of the company size, e.g. the automotive sector, food and non food, household appliances and others.

#### Our Customers are offered:

- servicing shipments from cartons to multi-ton loads,
- daily connections with most European countries,
- short delivery times,
- cooperation with the local leader of the forwarding market,
- scanning shipments at every stage of transport,
- tracking the shipment status and ongoing access to delivery documents in myRaben on Raben Group website,
- servicing consolidation projects,
- modern transport fleet in international connections
- professional service allowing for direct contact with the Company caretaker,
- services for dangerous goods ADR,
- EDI communication (electronic data interchange) with Customers and partners,
- customs services in Raben customs agencies.

Our Customers are offered deliveries to retail networks, shops, central warehouses or service stations.



Our Customers are also offered regular groupage export connections to Eastern regions. Armenia, Azerbaijan, Kazakhstan, Kazakhstan, Tajikistan, Uzbekistan, Georgia, Iraq, Mongolia, Moldavia and Turkmenistan are within reach.

The EAST service opens access to new markets for our existing and potential Customers. EAST means regular shipments of smaller product batches, already from one pallet, without the necessity to wait for a larger order from the consignee. This service is an alternative to expensive FTL and air freight solutions and it is faster than sea freight. Thanks to fixed, regular groupage connections, our service is tailored to the needs of Customers who want to systematize deliveries to their clients and of those who see the East as the source of new markets and are just starting their commercial activities in this area.

When developing these unique connections, we were thinking about those who value efficient organization, who are accustomed to the high standard and wish to entrust maximum formalities to the transport company. This is a solution for those who wish to develop their business in a stable and consistent manner.

**As part of the product we offer:**

- fixed, regular groupage export connections,
- predictable, predefined time of executing the service,
- possibility to track the shipment at every stage of delivery,
- transport advisory,
- assistance of a team of professional customs agents,
- temporary storage warehouses,
- close cooperation with consignors and consignees regarding transport and customs clearance,
- possibility to use the groupage connection network which covers the whole Europe and a wide range of warehousing services to execute consolidation projects.

We are aware of our responsibility for the entrusted merchandise. It is even higher if the warehouse stores or the vehicle transports food products.



Food, and particularly fresh products (i.e. those which must be stored in controlled temperature from 0 to +2°C or from +2 to +6°C), require special conditions in the whole logistics chain. No other sector can afford to apply 'half-measures' or lower standards of services, and the transport and warehousing of food are even more restrictive. Failing to maintain temperature requirements or a delay usually mean the decreased value of products. Customers who decide to start cooperation with Fresh Logistics are also aware of the necessity of a quick response guaranteed by our company. Each day of delivery of fresh products is often a significant percentage of the product shelf life.

Contrary to cheese and yoghurt, nails and bricks don't really have BB dates. When providing our services we pay special attention to the quality and safety of transported and stored goods. Thanks to extensive and practical knowledge of the business we can offer unique solutions and we guarantee their stability. We execute over 4,500 orders per month, mostly for suppliers of the FMCG sector. A team of specialists dedicated to each Customer guarantees everyday quick and efficient contact. Our Employees have high competencies in managing large projects with significant seasonal fluctuations. We cooperate with Customers already at the stage of planning transports so that during the execution, the service has the highest quality confirmed by key performance indicators (KPIs).

**As part of the product we offer:**

- domestic and international groupage and FTL transports in controlled temperature,
- 42,000 m<sup>2</sup> of warehouse capacity with controlled temperature,
- non-standard warehouse services (e.g. labelling, weighing, promotional sets),
- predictable, predefined time of executing the service,
- possibility to track the shipment in real time at every stage of delivery,
- transport advisory,
- assistance of a team of professional specialists and customs agents,
- close cooperation with consignors and consignees regarding transport and customs clearance,
- possibility to use the groupage connection network which covers the whole Europe and a wide range of warehousing services to execute consolidation projects.

We are aware of our responsibility for the entrusted merchandise. It is even higher if the warehouse stores or the vehicle transports food products.



**FTL Domestic**

The service designed for Customers who wish to optimise the cost of delivery of homogenous loads without the need of handling products. We specialise in servicing high-volume projects with loading operations executed 24 hours a day, 7 days a week. We execute several thousand deliveries monthly.

Raben Group has an experienced team of specialists responsible for domestic full truck load transports. Our employees are highly competent in managing large projects with high seasonal variability. We cooperate with Customers already at the phase of transport planning so as to guarantee the highest quality of the service during the process of execution confirmed by Key Performance Indexes (KPIs).

**FTL International**

International full truck load transport services by road are rendered based on our own fleet and subcontracted carriers. This flexible business model allows for easy adjustments of the potential to the requirements of the Customers and the quantity of orders. Thanks to the extensive and practical knowledge of the sector we are able to offer unique solutions and guarantee their stability. We execute over 4,500 orders per month, mostly for the suppliers of the automotive, chemical and FMCG sectors.

Intermodal transport service allows for using the advantages of different means of transport while using the same transport unit (container/trailer). We offer intermodal solutions: rail – road and short sea freight for cargo in containers (20', 40', 45') and on huckpack trailers.

**Thanks to us Customers gain:**

- comprehensive logistics service at all phases of execution,
- possibility to optimize time and cost of delivery depending on the used transport means and the route length,
- decreasing the risk of damaging the goods in transloading of the original container unit,
- possibility to transport large cargo at one time,
- reduced CO<sub>2</sub> emissions.

We also have our authorized service station for tractors and trailers which has been operating since 1994 for the needs of our own fleet, subcontractors of the company, the Group, and external Customers.

In 2012 Raben Transport received the title of the Partner of the Year of Schmitz Cargobull service network.



We also offer services of air freight to any place in the world in a quick and safe manner.

**Air freight services include:**

- comprehensive door-to-door service,

- operations and services at most airports in the world,
- forwarding and customs services in export, import and transit of goods,
- storage in warehouses and bonded warehouses,
- competitive rates thanks to the cooperation with most airlines in the world,
- express delivery of air shipments,
- charters of cargo airplanes,
- comprehensive air transport services for dangerous goods.

Imported air shipments are cleared at the airports in Poland, Austria and in Germany. We offer fast and efficient fiscal clearance procedures in Vienna and in Frankfurt. Cargo from the Far East reaches Europe within two days from the take-off.

Exported air shipments can be picked up from any place in Europe. We organize customs clearance at the Customer's location, in local Raben customs agencies in Poland, at the airports in Warsaw, Frankfurt, Vienna and Amsterdam. We organize fast a dedicated shipment collection and transport based on Raben Group infrastructure.

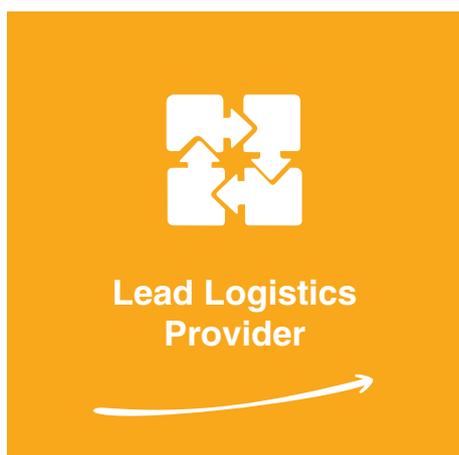
At the request of Customers we charter cargo airplanes and we organise transport of oversized shipments.



Sea freight services allow for transporting goods over large distances. Raben Group cooperates with agents all over the world, which allows for quick flow of information on the readiness of goods and the planned transport.

**Sea freight services include:**

- transport of full container loads (FCL) and less than container loads (LCL),
- comprehensive and professional door-to-door service,
- forwarding and customs services in export, import and transit of goods,
- storage in warehouses and bonded warehouses,
- operations in ports - e.g.: Poland: Szczecin, Gdynia, Gdańsk; Germany: Bremerhaven, Hamburg; Ukraine: Illichivsk



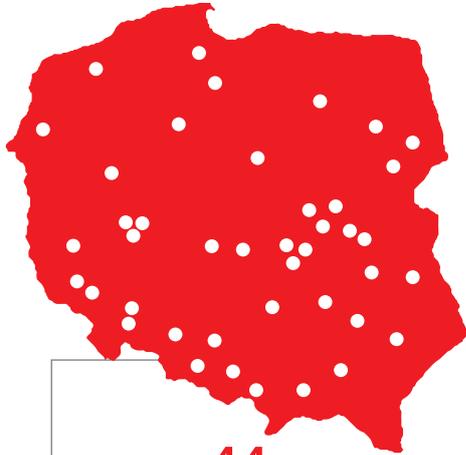
We also offer services of the Lead Logistics Provider which is the new dimension of logistics. Raben Group assumes the role of the integrator of logistics operations in the whole Customer's supply chain, from the transport of raw materials to the distribution to end users.

We become a partner who combines the possibilities, know-how, own resources and those of other organizations, in order to build a comprehensive network of deliveries for the Customer. Raben Group cooperates with individual participants of the supply chain to design a comprehensive logistics solution based on modern IT technologies.

**How does it look in practice?**

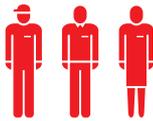
- we comprehensively design the supply chain, we define relations between individual participants, and we create the way of carrying out transactions in the whole chain,
- for your convenience we build an experienced team dedicated to managing the logistics process at its individual stages, consisting of people engaged in continuous work on optimizing the procedures,
- all operations are backed by providing required IT infrastructure and its integration; we provide solutions for tracking shipments, efficient communication and the flow of information,
- we provide our network of transport connections and warehousing operations,
- all of these are supplemented by services, such as co-packing and co-manufacturing.

# Raben Group in Poland in Numbers



**44**

branches



**4 300**

Employees



**500 000 m<sup>2</sup>**

warehouse capacity



**3 500**

means of transport



ISO 9001, ISO 14001,  
ISO 22000 (HACCP),  
AEO-F, OHSAS, SQAS



We care for ethics in the whole supply chain so we request our subcontractors to abide by the same rules which apply to us. As part of the Code of Ethics for Subcontractors, which is an appendix to our agreements, we reserve the right to carry out CSR audits at companies which cooperate with us.

Using the website, snail mail, e-mail and Intranet, our stakeholders have the possibility to submit ethical doubts to the Ethics Committee which has been operating in Poland since 2011.

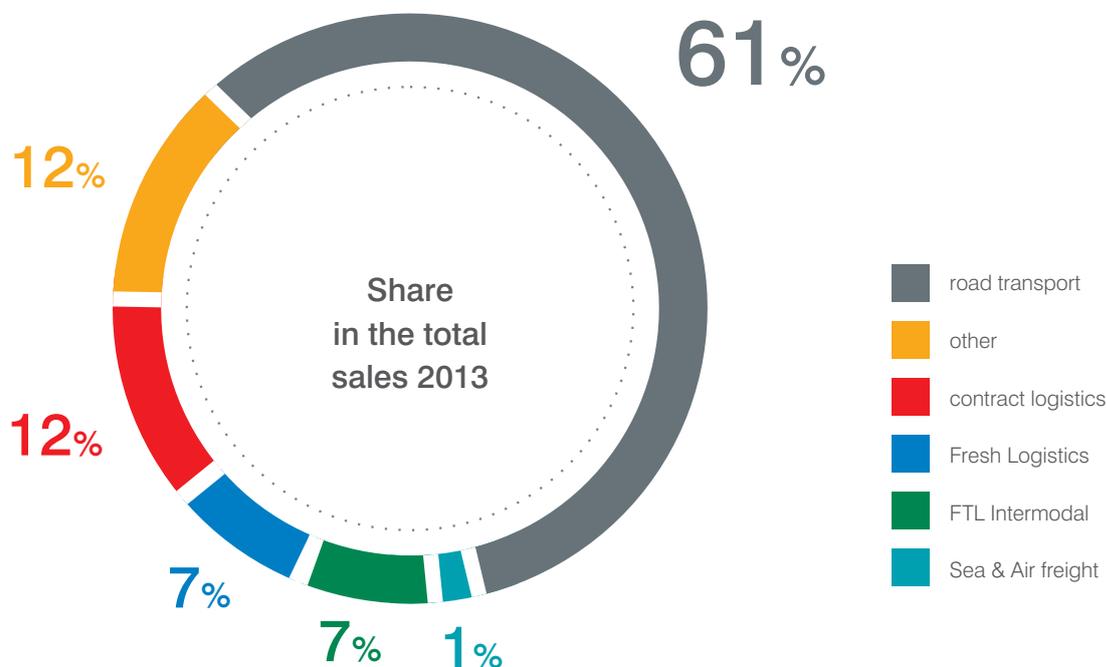
We are investing to increase our network of depots. The development of the distribution network has significantly improved the efficiency of our processes.



We are building new ecological facilities. Only in 2014 we opened 70,000 m<sup>2</sup> of new warehouse capacities. All new facilities have solutions allowing for conservation of electrical energy, gas and water. For instance they are all equipped with:

- mechanical ventilation with heat recovery,
- LED lighting,
- roof lights offering access to natural light,
- modern gas radiant heaters.

Innovativeness of our facilities directly translates into the quality of services and benefits for the Customers because it optimizes processes and offers even higher security of goods.



## Memberships

We share our knowledge. We are ready to utilize the experiences of others. We belong to many associations, not only trade ones, in order to exchange opinions, create, or use the best practices.

### Raben Management Services

- Polish-Dutch Chamber of Commerce  
[www.nlchamber.pl](http://www.nlchamber.pl)
- Polish-British Chamber of Commerce  
[www.bpcc.org.pl](http://www.bpcc.org.pl)

### Raben Transport

- Association of International Road Carriers ZMPD, [www.zmpd.pl](http://www.zmpd.pl)
- Polish Chamber of Road Transport and Forwarding, [www.pigtsis.pl](http://www.pigtsis.pl)
- Risk Management Association Pol-risk, [www.polrisk.pl](http://www.polrisk.pl)
- Polish-German Chamber of Industry and Commerce

### Raben Polska

- ECR (Efficient Consumer Response) Polska, [www.ecr.pl](http://www.ecr.pl)
- System Alliance Europe, [www.systemallianceeurope.net](http://www.systemallianceeurope.net)
- PISiL (Polish Chamber of Forwarding and Logistics), [www.pisil.pl](http://www.pisil.pl)
- GFG (Global Freight Group), [www.globalfreightnet.org](http://www.globalfreightnet.org)
- Polish Canadian Chamber Of Commerce
- Polish Indian Chamber of Commerce
- FIATA, [www.fiata.com](http://www.fiata.com)

### Fresh Logistics

- European Food Network
- Supporting member of Polish Association of Milk Processing Companies

# Raben Group in Europe

In Europe, Raben Group has over 130 depots located in Poland, Germany, the Netherlands, Hungary, the Czech Republic, Slovakia, Ukraine, Lithuania, Latvia and Estonia.

Tulip House, which is the headquarters of Polish companies of Raben Group, was qualified by the European Commission to the European "Green Building" program. Receiving the certificate is connected with strict requirements - e.g. energy saving must be 25% higher than assumed by the standards in a particular country. An external audit has demonstrated that energy consumption in Tulip House is 31.1% below the required standards.



countries



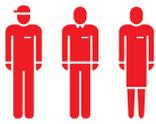
heart of Europe



family owned and managed

80

years of tradition



7,700

employees



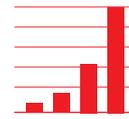
1,000,000 m<sup>2</sup>

warehouse capacity



6,000

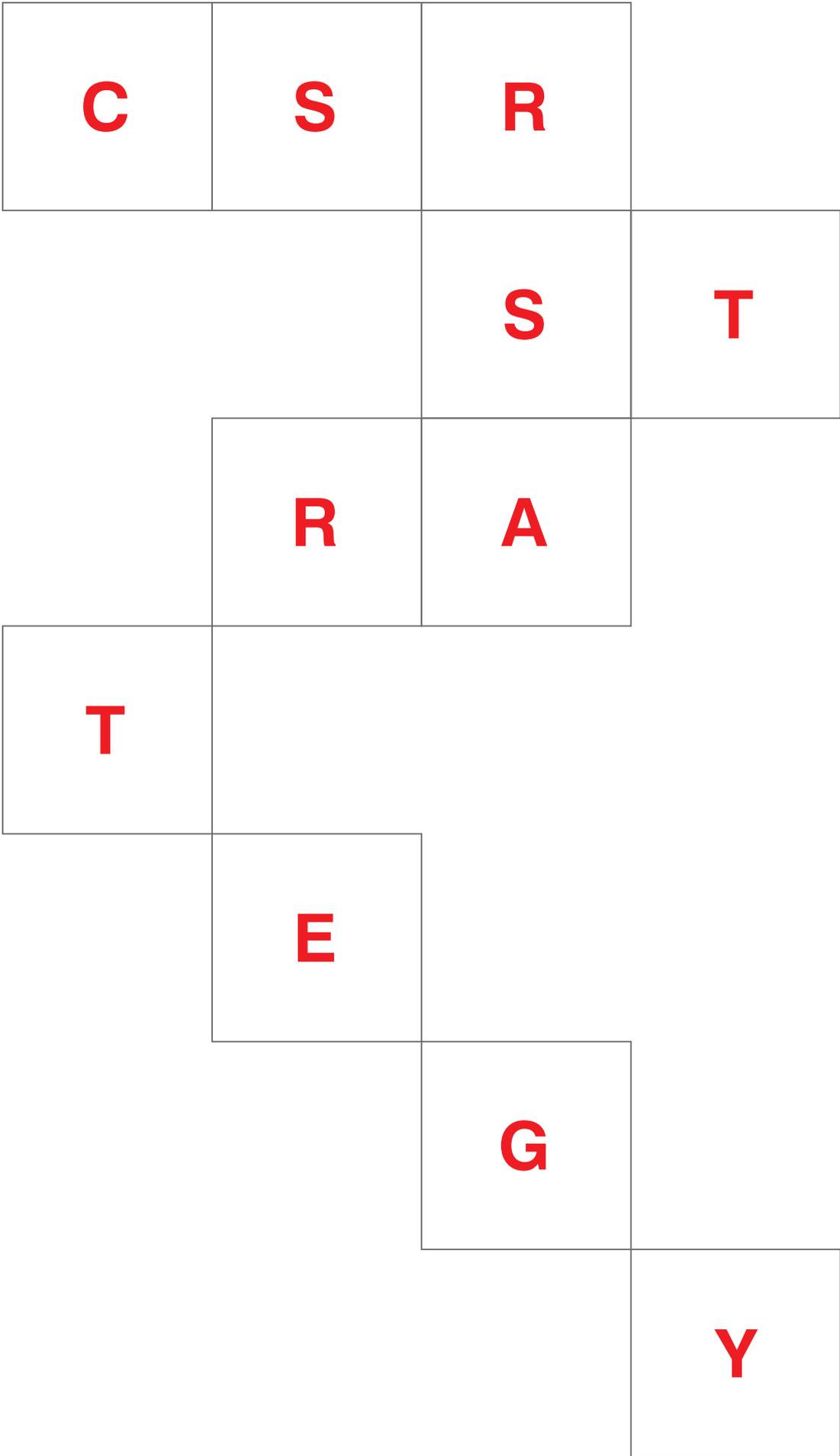
means of transport



1 bn EUR

revenue





# CSR Mission

Being the trendsetter in our sector in giving the additional value through sustainable solutions.

## CSR aims of Raben Group



taking care of health and guaranteeing safety



partnership, dialogue, education and sharing with stakeholders



compensating negative impact on the environment



attracting and retaining the best staff



promoting the role and quality of transportation and logistics services

Corporate Social Responsibility plays the key role in Raben Group strategy. Managing processes at every stage of the chain of values is governed by the concept of sustainable development. The natural consequence of carrying our CSR activities was the signing of the Vision of Sustainable Development for Polish Business 2050 in the Ministry of the Economy on March 10, 2014.

## CSR trends



**Liliana Anam,**  
Managing Manager of CSRinfo,  
Coordinator of the Group for monitoring CSR trends  
in the Corporate Social Responsibility Team  
with the Minister of the Economy.

### *It is crucial to know the direction*

*What trends should I pay attention to? What can't I forget about? What will be the most important for my company? What should we focus on?*

*Experiences of my clients show that answering these questions is becoming more and more difficult. On the one hand, we have more information and more possibilities and, on the other, the company is able to focus effectively on one or few key directions of activities. In other words, we can fly everywhere but the resources and time are often sufficient for one well-planned journey.*

Therefore each year, when analysing the trends of responsible business, we focus on those most important ones in order to make it easier for managers to select and plan actions. This year they are: **Strategic Approach, Responsible Investing and the Workplace**. I'm going to focus on the first trend because it is the cornerstone of effective actions in other areas.

The strategic approach consists of:

#### **Integration of the models**

63% of managers see the integration of the business and CSR models among five most important challenges for business. It is interesting that this issue has been placed first both by the current and future leaders, i.e. students of the leading economic schools in the world. Integration of the business strategy with the CSR strategy has a specific purpose: to create the company value.

#### **Creating the value**

Market valuation of a company is not only based on the book value. The important factors are: goodwill, brand and other intangible values. That is why when assessing a company, things taken into account besides the financial results are such aspects as, e.g. the company position as an employer, relations with suppliers, clients, standards for counteracting corruption, managing environmental risks, contribution to the development of community and the opinion of company in the eyes of others. These phenomena are accompanied by pressure on transparency from all those who use the value created by the company.

#### **Transparency**

Findings of a research carried out among Polish listed companies with reference to disclosing ESG data (environment, social, governance) show that most of them were rated "C", which means "no information". In the long run, for managers of companies which don't disclose data at a desired level, this can mean only one thing: they have to understand that investors will expect an additional bonus for risk.

It is worth noting that not only investors expect information from companies. The Eurobarometer shows that societies are highly interested in actions of responsible companies. This index amounted to 87% for the U.S., 79% for the EU and 73% for Poland. Stakeholders have legislation on their side. The European Union adopted Directive 2014/95/EU on the obligatory disclosure of non-financial and diversity information in large companies.

#### **Strategic approach and your company**

The level of CSR maturity in the logistics sector reflects the character of the Polish market where companies can be divided into three groups: Group 1: leaders on the Polish market who defined their direction and are implementing strategies. Group 2: international companies with global strategies which are sometimes implemented on the Polish market, and Group 3: companies carrying out dispersed CSR actions where it is difficult to assess the relations between the operations of the company and its results.

If your company is in **Group 3**, for the moment the most important thing is to set the CSR plan and the direction for the company and to answer the question: what does CSR mean in your company? How is it connected with the business activity in the long and short perspective?

Without a plan or strategy it is more difficult to achieve operational proficiency and efficiency. Decision makers are then forced to take decisions every time even the smallest CSR activity is planned, without any point of reference. This creates a feeling of lack of sense of undertaken actions and causes that benefits which may come from CSR are rejected. Engagement of the highest management is key to define the strategy.

If the company is in **Group 2**, it is worth taking care of using the direction set globally and particularly utilize the plans and experiences of the headquarters. Most of them have dedicated managers. Use, e.g. data reported internally to the head office for communication on the Polish market.

Dear Reader, if your company is among the **group of leaders**, you should pay attention to non-financial risks which may influence executed projects and results. You also can't ignore the pressure on transparency. Check if your company, the parent company, your key account or competition are not covered by the EU reporting obligation. If they are, prepare for this already today. If you are under the obligation of reporting, take a look at which data and initiatives are reported externally, what can you use and where you are against the sector.

For more information about trends,  
see Annual CSR Outlook 2015 at  
[www.csrinfo.org](http://www.csrinfo.org)

# Raben Group in 2020

We create our Customers' competitiveness through cost and quality leadership supported by friendly service.

<p>family owned company managed through values</p>	<p>one of the 25 best logistics companies in Europe*</p>	<p>modern technologies and solutions</p>	<p>Contract Logistics, Road Network, FTL and Intermodal, Fresh Logistics, Sea &amp; Air Freight, Lead Logistics Provider</p>	<p>Environmental responsibility</p>
<p>outstanding customer service</p>	<p>desirable place of employment</p>	<p>sustainable investment returns</p>		



\* 100 best logistics and transport companies according to Fraunhofer SCS, Nuremberg

# About the Report

Dear Reader, you are holding the first CSR Report of Raben Group for the calendar year 2014. During that time there were no significant changes in the reporting period in terms of size, structure, ownership form or the value chain. Reports on non-financial activities will be issued every year and they will present elements interesting for stakeholders. We promise the dialogue and the actions undertaken cyclically as part of the CSR strategy and the data included in our reports will reflect that promise.

We take every opportunity to ask our stakeholders what they think about our socially responsible actions and which information they would like to see in the report.

Therefore, we asked local journalist about this during press conferences devoted to our new facilities. We also asked Customers of Raben Group to express their opinions in the Customer Satisfaction Survey.

On the next page we are presenting the results of Customers' expectations towards information included in the Report. The respondents answered the question: which areas of corporate social responsibility are important and interesting for them and should be included in the CSR Report of

Raben Group. Each respondent could mark 3 areas. Just like a year before, the most popular answer was taking care for the environment, employee matters and security policy.

All these aspects supported by the analysis of the environment and the markets, and by internal workshops carried out by PwC for the managers and CSR coordinators allowed for defining key stakeholders, the form and the content of the Report.

Data included in the Report are equally important for individual Raben Group companies described in the Report. Customers and representatives of local communities, who are the journalists representing regional media, were selected as most important for selecting material matters.

The Report does not contain information from other participants of the supply chain.



**Marta Szyborska,**  
PR and CSR Manager

History  
of this mug  
page 62

*The Report is the result of the dialogue and the desire to share experiences. Each text, each infographics expresses expectations of our stakeholders and it is the result of the work of people employed in Raben Group. Thanks to all of you who directly and indirectly contributed to preparing it. By doing so, you made your footprint on the first Corporate Social Responsibility Report of Raben Group.*

*This document has been prepared according to the international standard GRI4 and has been verified externally.*

*The Report on the verification by Deloitte has been presented on page 61.*

*This Report is both the summary and the beginning on our dialogue journey. That is why, dear Reader, we would appreciate any comments and observations concerning this publication as well as your expectations towards the next issues. I'll be grateful for any suggestions sent to the e-mail address below:*

**Marta Szyborska**  
PR and CSR Manager

ul. Zbożowa 1, 62-023 Robakowo

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tel.: + 48 61 898 82 83

Mobile: +48 603 303 837

The question which data should be available in the Report of Raben Group, Raben Group Customers in Poland answered:

■ Raben Polska  
■ Fresh Logistics



\* Results of the Customer Satisfaction Survey carried out in Raben Polska on the sample of 400 Customers and in Fresh Logistics - 180 Customers

**Raben**

*your partner  
in logistics*





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# Our Employees

We create a friendly microworld in 10 countries of Europe where we have Business Units. In this world we value and support diversity and each Employee is an entrepreneur in their workplace. Two-way communication allows us to implement solutions which are expected by people employed in our company. The Satisfaction and Engagement Surveys, which are carried out regularly, show that 80% of Raben Group Employees are satisfied and really satisfied with their work. We reward long-term cooperation in the Jubilee programme in which people employed 10, 15, 20 and 25 years are recognized and distinguished (in 2014 a jubilee gift was presented to 708 people).

	Woman 				Man 				 	
	<30	30-50	>50	TOTAL	<30	30-50	>50	TOTAL	TOTAL	
hired 2014	185	143	8	336	464	333	20	817	1 153	
dismissed 2014	105	173	15	293	314	403	57	774	1 067	
employment ratio	41%	14%	8%	21%	52%	18%	9%	27%	25%	
fluctuation ratio (resignations)	24%	16%	15%	18%	36%	22%	25%	26%	23%	
employment level for 31.12.2014	446	1 058	99	1 603	884	1 864	229	2 977	4 580	

Contract type / permanent post	Woman 								Man 								
	0,063	0,13	0,5	0,625	0,75	0,88	1	TOTAL	0,125	0,25	0,333	0,5	0,667	0,75	0,875	1	TOTAL
Contract for unlimited period	1	1	2	1	4	3	1 074	1 086	1	0	1	3	1	2	1	1 798	1 807
Contract for limited period	0	0	4	0	0	0	445	449	0	1	0	4	0	5	0	1 020	1 030
Contracts for probationary period	0	0	0	0	1	0	67	68	0	0	0	0	0	0	0	140	140
<b>Sum total</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>1 586</b>	<b>1 603</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>2 958</b>	<b>2 977</b>

Employees of Polish companies of Raben Group covered by collective contracts.

## Employment

In accordance with our Mission which says that we want to be a leader everywhere we are, we are developing our companies and services. When we open new locations, we employ local community sharing the international know-how.



## Training and development

We want to create our Customers' competitiveness. In order to achieve our objective, we must monitor the market, gather new information and create innovative solutions. Thanks to trainings and developmental programs we exchange knowledge and gain new competencies. We are changing and our company is changing with us. We strive for perfection through diversity.

We have a number of developmental programs which help to improve our company as well as the processes and services we are creating.

- ▶ **Job Rotation** is a one-year transfer to a different department or branch of the company. The participant has an opportunity to experience work in a different environment and master and develop their skills.
- ▶ **BeBetter** is a program dedicated to the managerial staff. The participant completes a series of trainings, prepares an optimization project to be implemented in their depot and improves their team management skills.
- ▶ **Special Forces** is a group of experienced Raben Group Employees prepared for special assignments. In emergency they are deployed to assist in another Business Unit (also in a different country). Tasks: integration of acquired companies, operational support, implementation of a new Customer, support in opening a new depot, etc.



## Diversity

Raben Group bets on diversity. In order to highlight its value, we signed the Diversity Charter. By doing so we agreed to pay even more attention to the issues of discrimination in the workplace and take actions promoting diversity.

## Healthy Week

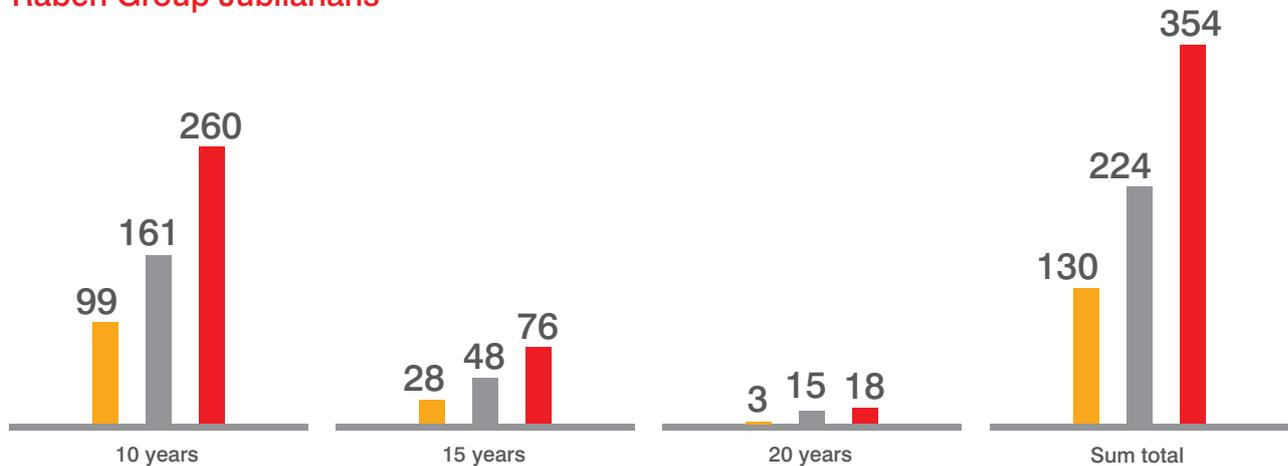
Since 2010 Raben Group has been organizing a 5-day program promoting healthy lifestyle. Each day we send newsletters about methods of healthy eating, dealing with stress, influence of physical activity on health condition. Additionally, the participants of the program can take part in meetings with dieticians, fitness trainers, doctors and massage therapists.

## Fruit for everyone

Each day we provide our Employees with a dose of vitamins and energy by giving them fresh fruit and vegetables.



## Raben Group Jubilarians



## Social package

We care for the life balance of our Employees. Work-life balance is provided by the elements of the social package. Their scope is different depending in the company and the post. They include:

- Multisport card
- Life insurance

- Private health care
- Tickets to games of Lech Football Club
- Sodexo Pass Culture and Recreation Vouchers
- Multikino cinema tickets
- Christmas Gift Cards
- Subsidized language courses
- Subsidized holidays
- Subsidized school accessories
- Incentive meetings
- Emergency relief payments



\* Employees of Polish companies have access to selected elements of the listed package depending on which company employs them and on the form of employment agreement.

## Did you, dear Reader, take care of the suitable division between the professional and personal life?

The "circle" below contains eight basic areas of our life. Each area has a scale from 0 to 10 where 10 is 100% of the satisfaction level.

If you want to find out if you care for the work-life balance, in each of these areas mark the place according to your subjective feeling of satisfaction. Then look at your "circle of life" with marked fields, how round it is and how ratchety it looks. The more ratchety the circle is, the more difficult it is for it to roll and it often falls over. Our life is similar. A person is happy if they feel balance between individual areas. Ask yourself the question: What can I do to increase my level of satisfaction?



## Development and retention of employees in the company (including trainings, incentive programs, talent development programs)

Training type	No. of employees taking part	Total time (in hours)	Average time total (in hours)	No. of women	Total time of women (in hours)	Average time of women (in hours)	No. of men	Total time of men (in hours)	Average time of men (in hours)
eLearning Together	2 609	3690:59:31	1:24:53	1 246	1772:58:31	1:25:23	1 363	1918:01:00	1:24:26
External trainings	486	12061:15:00	24:49:03	178	5142:15:00	28:53:21	308	6919:00:00	22:27:51
Internal trainings	1 549	19165:30:00	12:22:22	643	10549:00:00	16:24:21	906	8616:30:00	9:30:38
Language courses	112	4001:00:00	35:43:24	73	2325:00:00	31:50:58	39	1676:00:00	42:58:28

## Percentage of Employees who undergo regular assessments of work quality and career development reviews by gender

	No. of employees taking part	No. of women	No. of men
Competencies appraisal and development	1 135	545	590
MBO*	1 765	752	1 013

\* MBO - management by objectives



Anna Chmiel,  
Remuneration  
System Coordinator

History  
of this laptop  
page 62

Corporate social responsibility is going beyond the standards of binding regulations. Paying out over 6,000 salaries every month, I know that for a floor Employee what matters most is the job security and being sure that the salary will be paid on the agreed day. For 13 years I've been making sure that when people employed in Raben Group are waiting for salary, there is no disappointment.

# Care for safety

As part of promotion of safety and precision of warehouse processes, Raben Group initiated the national contest 'Dances with Pallets'. The initiative is addressed to forklift operators. The contest consisted of two stages. The first stage - on the local level - was divided into two parts: theoretical and practical. The next stage was a route in a forklift where precision and safety were the most important. The winners of local editions met in the final which was held in Raben Group headquarters. Three best forklift operators in Poland received crystal pallets and financial awards.

The contest helped to define the areas which require improvements.

1. Knowledge of fork lift manual.
2. Ability to read the incline plate.
3. Safety rules of internal traffic in the warehouse.

Corrective actions have been taken, including:

Organization of the workshop "Theory for Safety" which familiarized all Employees with safety instructions for their workplaces and providing documentation for permanent use.

A training called "Knowledge of the fork lift is the quarantee of my safety" was prepared. It covered the rules of correct transport of cargo, and also a workshop devoted to identification of information included in incline plates.

Meetings for Employees on the rules of traffic in the warehouse in the series called "Watch out for forklifts - right of way in internal traffic".



**Marcin Kamiński,**  
Shift Manager  
in Stryków warehouse.  
The winner of 2014  
Dances with Pallets contest

History  
of this helmet  
page 62

*The "Dances with Pallets" contest has changed my attitude to everyday work. Now we pay more attention to safety of forklift operators, and of other people who work in the warehouse. The contest has showed us how many important things connected with safe work in the warehouse were missing in everyday routine, which could have led to an accident. Eliminating bad habits shows us how to work in a safe manner, care both for our health and the health of others. I am also satisfied that I've won. We are waiting for the next editions of this contest. Kudoz to the company and thanks to all the people who organized it.*



The type and rate of injuries, occupational diseases, lost days and absences and the total number of work-related fatalities by company and gender	Explanation	
Number of accidents in total including:		66
No. of collective accidents:		0
No. of serious accidents:		0
Fatalities		0
Occupational diseases		0
Incident rate (IR) = Information how often incidents with injuries occur	(No. of accidents in total/total number of hours worked by all employees in the reported period)* 200,000 hours	1,64
Lost days rate (LDR) =	(No. of lost days caused by incidents at work or occupational diseases/total number of hours worked by all employees in the particular period)* 200,000 hours	55,90
Occupational disease rate (ODR) = Information how often occupational diseases occur, i.e. resulting from influence of work or work-related injuries.	(No. of occupational diseases/ total number of hours worked by all Employees in the particular period)* 200,000 hours	0
Number of fatalities, casualties of collective and serious incidents at subcontractors in total during the time of performing work for the reporting organization.	Contractors and subcontractors perform work exposed to high risk of incidents	0

\* from 2015 we will be measuring the injury rate by gender

## Safe work conditions

We care for the health and safety of all people involved in processes connected with the business activity of our company. We propagate safety culture among our Employees and subcontractors. We prevent incidents which can threaten life, health and the natural environment by eliminating their sources. All Raben Group stakeholders have the opportunity to report potentially dangerous incidents through a dedicated tab on our website.

We replace equipment, processes and systems adequately to the technological progress and the risk assessment of work processes. In order to maintain optimum work conditions, each year we invest and commission new facilities which offer great work conditions and process optimization.

**Raben**

*your partner  
in logistics*





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# The Environment

Compensating negative impact on the environment is one of our priorities. We are implementing ecological solutions in every field of our activity. Starting from obligatory duplex printing, electronic flow of HR documents (holiday request forms, etc.) to the e-invoice=higher culture campaign addressed to our Customers. Giving up the paper version of these documents means planting a tree by Raben Group. It is estimated that as a consequence of our initiative, even 6000 trees can be planted. The e-invoice=higher culture campaign is organized in cooperation with the Aeris Futuro Foundations whose mission is to counteract global climate change and promote responsible business.

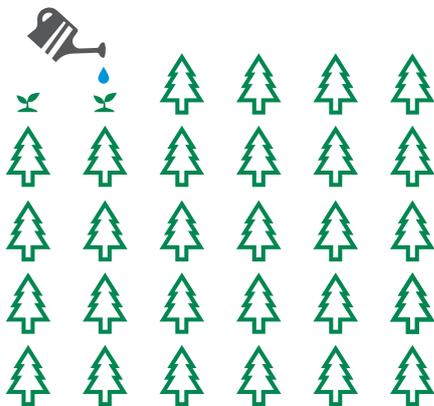


**6,000 trees**

planted by  
Raben Group  
Employees  
as part of campaign

**e-invoice**  
=  
**higher culture**

=  
neutralization of  
**4,500,000 kg**  
of carbon dioxide





We constantly replace the fleet for more ecological one. This brings measurable benefits resulting from reduced fuel consumption.

We analyse technologies which appear on the construction market, which benefit the environment. However, we don't want to use eco-technologies without consideration, just to react to new trends. We care for support of the environment which at the same time will translate into measurable benefits for our Customers. We've spotted our chance in new lighting technologies. After thorough practical tests we rejected inefficient and ergonomically insufficient solutions and we introduced LED lighting to Raben Group warehouses. Such lighting was installed in all newly built Raben Polska warehouses in Sosnowiec and in Robakowo and Fresh Logistics

warehouses in Gliwice. We are also starting the process of modernizing older facilities which are already in use. Just like in the case of LED lighting, we use more expensive but more effective heating systems and we are investing in thermal insulation of docking platforms. All technical solutions implemented in Raben Group share the ecological-by-nature operational cost saving which directly translates into the possibility of offering the Customer better commercial conditions.

Each month we analyze utilities used in all Polish depots of Raben Group. The results are compared between locations, verified and corrective plans are implemented for those locations which need streamlining.

## Consumption in Poland

### Raben Polska and Raben Transport\*

#### Electricity



Average monthly consumption of electricity per m<sup>2</sup> of area (kWh/m<sup>2</sup>)

2013: **5,36**  
2014: **5,26**

#### Gas



Average monthly consumption of gas per m<sup>3</sup> of cubature (m<sup>3</sup>/m<sup>3</sup>)

2013: **0,04215**  
2014: **0,0375**

### Fresh Logistics

#### Electricity



Average monthly consumption of electricity per m<sup>2</sup> of area (kWh/m<sup>2</sup>)

2013: **21,8**  
2014: **22,75**

#### Gas



Average monthly consumption of gas per m<sup>3</sup> of cubature (m<sup>3</sup>/m<sup>3</sup>)

2013: **0,42**  
2014: **0,38**

### In order to lower consumption of utilities, our new facilities have:

- mechanical ventilation with heat recovery,
- LED lighting,
- roof lights offering access to natural light,
- modern gas radiant heaters.

Ecological approach is also required of our Subcontractors.

We select them also on the basis of their impact on the environment.

\* Raben Transport korzysta z powierzchni biurowych należących do Raben Polska.



Percentage of waste segregation in Raben Group:\*

Raben Polska

92,56%

Fresh Logistics

91,07%



We promote the use of raw materials also by ordering gadgets made from recycled materials and our ecological meeting rooms have furniture from Euro-pallets.

In 2014 we organized a series of ecological meetings for Customers, during which we propagated the idea of caring for the environment. We were assisted in our effort by the recycling organization Rekopol.

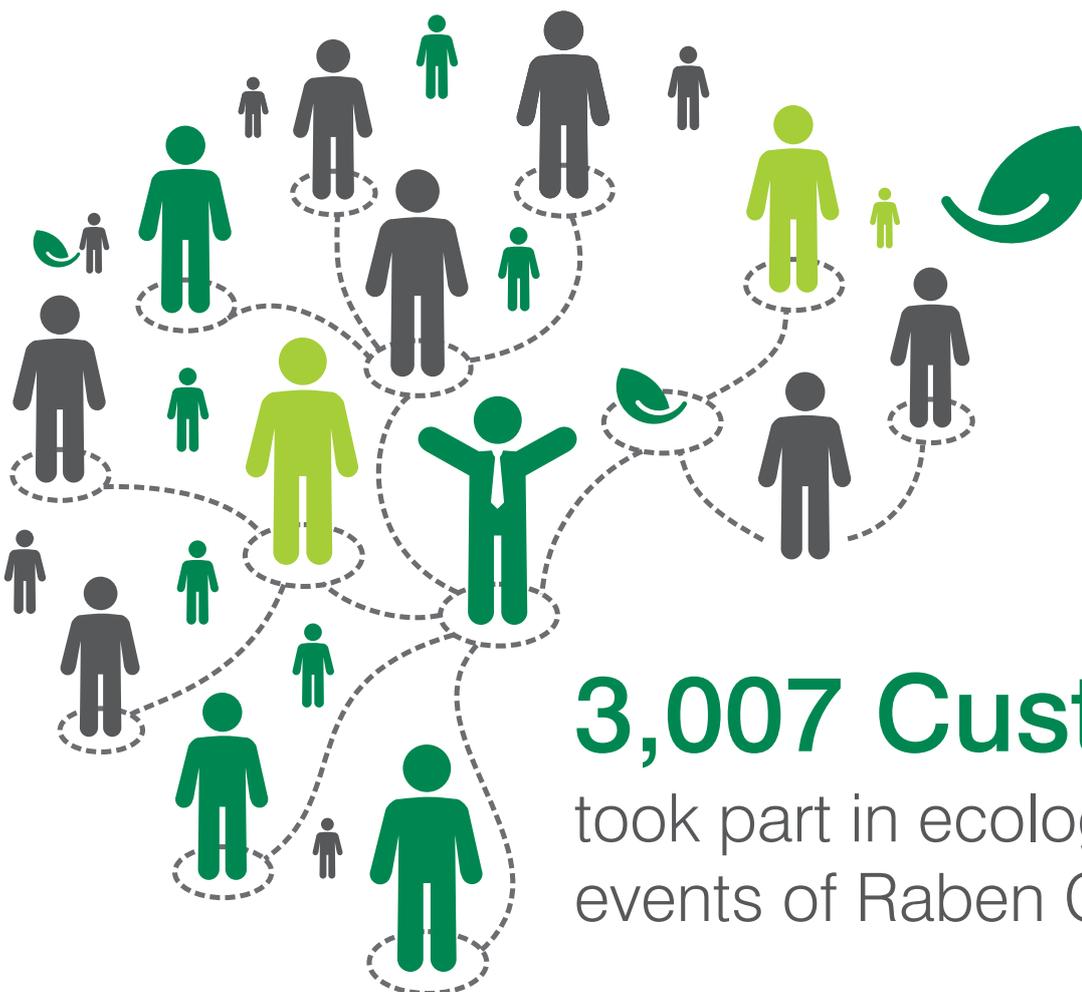
\*Raben Transport uses office space which is the property of Raben Polska.

## Ecological by Nature

We represent the logistics sector in the Work Group for Sustainable Production and Consumption with the Ministry of the Economy. Being aware of the importance of logistics in the whole value chain, our main suggestion is to implement a unified CO<sub>2</sub> calculator for the whole logistics sector.

Our Customers can use our CO<sub>2</sub> calculator. Every shipment displays information about emissions connected with the transport in the Track&Trace software. We also provide information on the emissions resulting from the storage of goods.

We have our own petrol stations and we regularly monitor the quality of fuel which purchased from external providers in order to be sure that it is of the highest quality.



# 3,007 Customers

took part in ecological  
events of Raben Group



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A Nobel Prize winner in economy, Milton Friedman, said that "a company can continue its business as long as the society thinks they need it." In order to meet the expectations of the market, many companies research their customers' satisfaction. Satisfaction of clients of services often translates into using a service again or into higher loyalty. Research shows that companies which achieve long-term growth of revenue have twice higher NPS (net promoter score) than average companies.

Raben Group has been conducting a dialogue with Customers for many years. We ask them about satisfaction with services and about expectations towards socially responsible actions. This year's questionnaire, which was carried out in Fresh Logistics, which is a part of Raben Group, showed that Customers notice that corporate social responsibility is a priority for their logistics service provider.

**94%\***

of the respondents believe that Fresh Logistics is socially responsible.

**91%\***

of the respondents thought that their logistics operator supports local initiatives.

**As many as 97%\***

believe that the company cares for the environment.

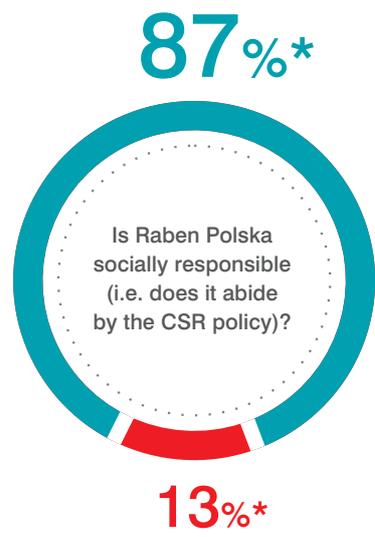
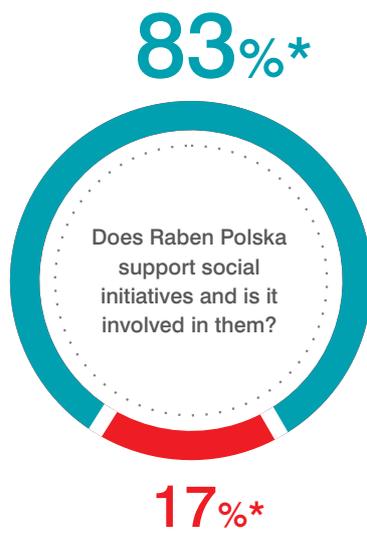
**and 99%\***

of Customers believe that employees of Fresh Logistics work ethically.

# CSR of Raben Group in the Eyes of Customers



● yes  
● no



\* results of the survey carried out among of the Customers of Raben Polska



**Katarzyna Ostojaska,**  
Research and Market  
Analysis Manger in Raben Group

History  
of this book  
page 62

*Satisfaction and Loyalty Surveys carried out regularly give us knowledge about the areas of cooperation which is satisfactory for our Customers and about those which need improving. Thanks to them we better learn Customers' experiences connected with Raben Group and the aspects which increase (or decrease) their loyalty to our company. It is interesting that the research findings also show the close connection between loyalty and profits and the consequent importance of relations between people. We often forget that contacts between companies are actually contacts between people. When doing research we send questionnaires to various organizations but they are completed by their employees. People like the feeling that someone cares for them and looks after them. Care, knowledge, trust and honesty are very important to them. They are crucial factors in solving specific problems which may arise in everyday work and during regular service*

Raben Group regularly conducts Customer Satisfaction Surveys. Caring for the natural environment and in order to decrease the use of paper, in 2013 the survey was carried out online for the first time. In 2014 it was similar, thanks to which we saved over 10,000 sheets of paper.

For each completed questionnaire in 10 countries of the Europe Raben Group donated minimum one Euro to the locally selected non-governmental organisation. In Poland the amount for completing almost 700 questionnaires was donated to the Partnership for Road Safety Association and My First Car Seat campaign which promotes safe transport of children in car seats through the National Inspection of Car Seats for Children.

## Customer Loyalty Index

Raben Group's NPS  
in Poland is

# 24%

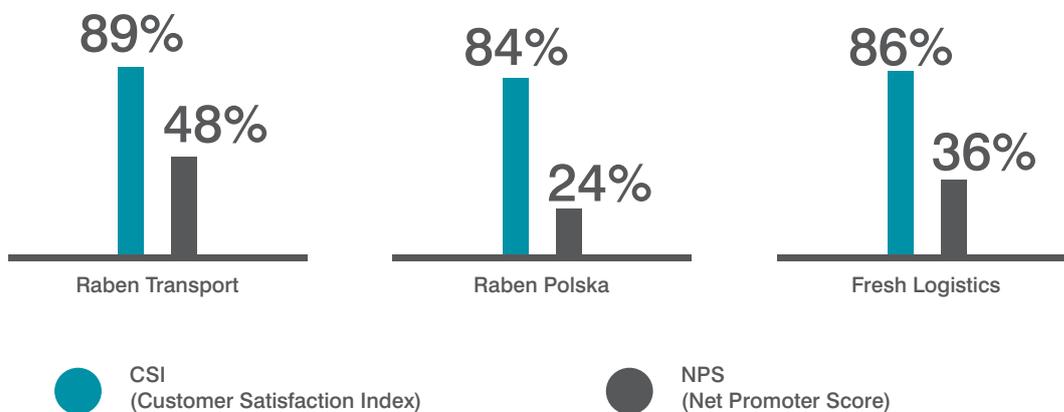
\* in 2013 this index was not researched in all Raben Group companies hence the impossibility of comparing year by year results in this Report.

Raben Group's CSI  
in Poland is

# 84%



up by **5%**  
since 2013



\* average NPS of European companies oscillates between + 5 a +10

## Security on every step of the way



Maciej Lewandowski,  
Information  
Security Specialist

History  
of this tablet  
page 62

*Offering modern logistics services we are aware that information is a resource which largely determines the success of our Customers. We understand information security as a guarantee that it is properly protected against unauthorized access, illegal modification and loss. In order to effectively prevent the increasing risks we have implemented the system based on risk management in the area of information security. Thanks to this we are able to select security measures so as to guarantee an optimal level of protection. The practical knowledge of threats connected with information processing is propagated among our Employees as a part of a training program.*

Security of our processes directly translates into the quality of products of our Customers. We continually improve our services, we implement systems securing business continuity and we implement and test contingency plans. The main objective of BCM tests is verification of coherence and completeness of business continuity procedures and competencies, authorizations and the composition of the crisis management structure. In 2014, two tests were carried out in Polish companies which lasted from 2 to 4 hours, according to a pre-defined scenario. In each case

the scenario assumed a specific and real event which interrupted the operations of an organizational unit. Persons in the crisis management structure had to, for instance:

- evacuate Employees, Partners and Guests,
- secure company property,
- notify about the event according to the BCM policy and plan,
- launch selected emergency resources and actions limiting the negative impact on the business activity and image of Customers and Raben Group.



# 0

total number of substantiated complaints regarding breaches of customer privacy and losses of customer data

In the knowledge-based society the value of information is continually growing. It is an intangible asset, equivalent to material values. It is also the key element of social and economic activity and changes.

Information is one of the basic factors allowing for functioning of any modern business. At the same time it is a resource which, due to its characteristics, requires appropriate and relevant forms of protection. Information flows between various systems - carriers; within seconds can

reach the other side of the world. The fact that it is missing is noticed only when it is used by unauthorized persons.

In Raben Group, the care for information security is visible at every step. As part of the execution of our everyday tasks we guarantee confidentiality of information entrusted by Customers, accessibility of data concerning the goods and shipments stored in warehouses, integrity of information which is the foundation of executing our services.

We improve security mechanisms by developing the information security management system based on international ISO 27001 standards.

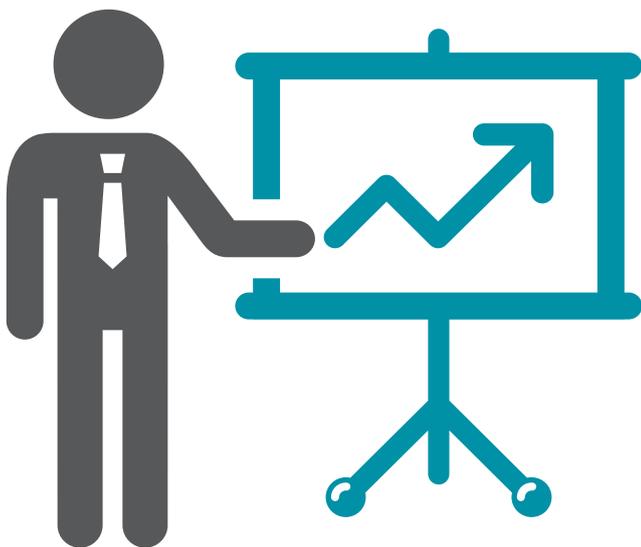
## Compliance\*

**Compliance with legal regulations, sector standards and good practices seems to be obvious today. The compliance system is a kind of insurance policy against risk; it is inextricable from the corporate governance, values and ethics.**

Abiding by the law and the principles of ethics which result from the law was written down in Raben Group. Each new employee receives the Code of Ethics which obliges him to act in accordance with the binding regulations and the company values. This document applies also to subcontractors who act on behalf of Raben Group. As part of promotion of ethical behaviours, the Ethics Committee was formed in 2011. Questions or motions can be submitted via a special application available on the website of Raben Group or via snail mail.

Ethical behaviour applies to all areas of company activities. That is why Raben Group also pays attention to protection of competition, which plays the key role in the proper functioning of market economy. Competition is the source of development and progress and it contributes to increasing the effectiveness of business activity. Abiding by the standards of competition is one of the basic principles of functioning Raben Group companies.

Abiding by the antitrust law depends not only on the actions undertaken at the board level but it is also the consequence of behaviours of individual Employees who represent the company in contacts with third parties. The antitrust policy of Raben Group aims at guaranteeing compliance with binding regulations and standards of all Employees of Raben Group.



In 2014

**31 persons**

were trained in the  
rules of compliance

**0** breaches of  
free competition principles  
or monopolistic practices

**5 motions**

to the Ethics Committee

\* Compliance – system for ensuring compliance of operations with the law as well as with other voluntarily adopted norms of conduct.

The logistics operator is an important link of a responsible value chain of every company. Every day we act for the common good - the future. We monitor the supply chain so that also our subcontractors meet the highest standards and requirements. The product we purchase most

often is fuel. We regularly control its quality. We also have our own petrol stations to be sure that the Diesel oil used by us and by our subcontractors is of the highest quality. Our suppliers of both products and services must sign and abide by the principles of ethics in force in Raben Group, so as to guarantee liability in the whole supply chain.



**Monika Appolt-Bubacz,**  
Risk Director

History  
of this phone  
page 62

*One of the values of Raben Group is reliability understood as integrity and abiding by ethics. That is why the Board of Raben Group has decided to implement the comprehensive system of compliance of business activities with the antitrust law (Competition Compliance System). In our opinion, reliability is closely connected with non-negotiable compliance with binding regulations, also in the area of protection of competition. Acting according to the antitrust law supports economic development. What is more, the importance of this area has been indicated by our Customers, Subcontractors and Stakeholders. Comprehensive approach to the competition compliance system covers the following actions: implementation of antitrust policy, trainings for all Employees and implementing procedures and regulations based on the EU and local competition law. The aforementioned regulations aim at clear definition of Raben Group rules.*

*The aim of the trainings is raising the awareness of our Employees in the area of competition regulations by indicating the obligations resulting from these regulations and possible consequences of breaching them.*



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# Show Your Initiative

Raben Group wants to be a responsible citizen and a good neighbour, regardless of the place it is operating in. Our vision states that we want to be a leader everywhere we are. In order to achieve this objective, we conduct a dialogue with stakeholders. Thanks to it we respond to the needs of the market and the environment. We achieve the company and social aims by building the common value. We offer our Employees the possibility to participate in voluntary programs which change local reality. The Show Your Initiative program allows for satisfying the needs of the community from the locations where we operate. An Employee can submit any number of projects. The most interesting project selected by the local commission receives financial support.

# 44

## submitted ideas

improved local areas  
and the funds allocated to them  
in 2014 amounted to PLN 41,328

### The world stops without transport

Dear Reader, have you ever wondered where your coffee came from or how far the cheese from your fridge had to travel? Without transport the world stops. Without transport your fridge would be empty. Or rather there would be no fridge because it was also delivered to you from the shop, to which it was transported from a warehouse, to which it was transported from the factory. In 2011 we launched the Transport is Necessary campaign whose aim is to raise the awareness of the role of transport for the economy and for the life of every person.





**495,000**

people worked in transport  
in Poland in total in 2013\*

**1,848.3**

million tons of cargo  
was transported in 2013\*

\* The Polish transport sector generates almost 10% of GDP.

## Thanks to transport you can...



eat bananas without  
travelling to Africa



receive  
a shipment  
with a gift



drink  
Ceylon tea



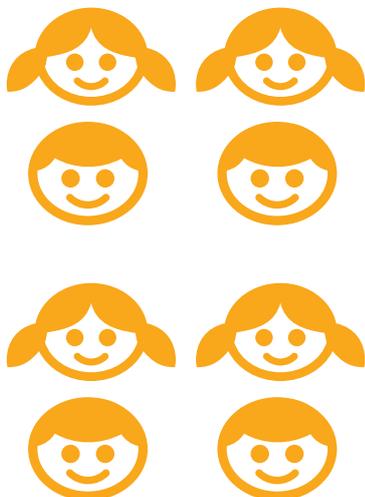
eat fresh fish  
without living  
near the sea



buy a book  
published  
in the U.S.



eat Dutch cheese  
and Hungarian  
salami



The aim of the 'Transport is Necessary'  
campaign is also education in road  
safety. Only in 2014 we trained

**8,500**

kindergarteners and pupils in safe  
behaviour on the road.

### Safe youngest motorist



Research shows that from 70% to 85% of car seats for children are installed incorrectly



Paweł Kurpiewski,  
expert fotelik.info

We support actions improving those ratios to increase the safety of little passengers. Since 2014, we have been the partner of the National Inspection Car Seats for Children. Its aim is to raise

*Experience shows that this form is the most effective way to actually improve safety of children in cars. More and more parents are aware that in order to protect the child, their car seat must have high notes in independent crash tests. Unfortunately incorrect installation of even the best device can cost the child its health or even life. Thanks to the support of Raben Group, the inspections of car seats can satisfy the expectations of parents from all over Poland.*

the awareness of parents and guardians of the importance of the proper selection and installation of a car seat for a child. During direct meetings, controls, demonstrations and trainings, participants find out how to take care of the safety of the youngest motorists.



As part of National Inspection  
of Car Seats for Children,

# 300,000 parents and guardians

have been trained in selecting and installing car seats.  
Inspections were organized in the following cities and towns  
of Poland: Poznań, Łódź, Siedlce, Kraków, Rybnik, Katowice,  
Gdańsk, Toruń, Bałtów, Kraśnik, Bydgoszcz and Warsaw.

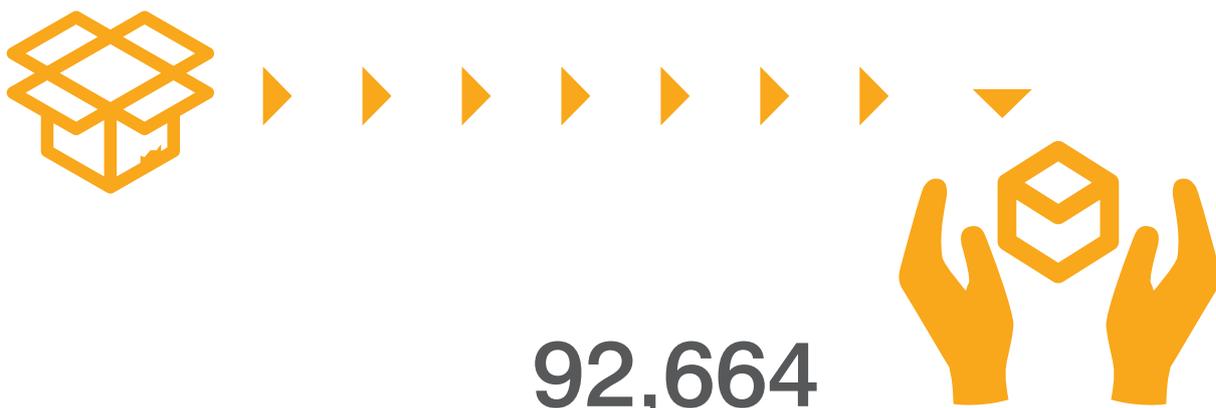
### Socially responsible gadgets

In 2014, Raben Group ordered work clothes for 10 countries where its Business Units are located from the Social Cooperative *Otwarc* in Konin, which associates disabled persons.

Gadgets, on the other hand, are ordered from Occupational Therapy Workshops in Piaski. Participants of the workshops prepare ecological wooden toy trucks for Raben Group.

### KOSSmic partnership

Raben Group cooperates with the Social Cooperative *Koss* from Kościan. Employees of the cooperative are responsible, among others, for labelling products, their repacking and co-packing. Persons employed in the social cooperative are intellectually disabled. On the open job market they would have little chances for employment.



**92,664**

sets prepared by disabled persons in co-packing operations



good practices Raben Group presented in the Report Forum of Responsible Business





## Sustainable awards

Our actions in the field of corporate social responsibility gain the recognition of the environment. In 2014 we received the following awards for CSR actions:

- Silver CSR Leaf by Polityka.
- In the Report of the Forum of Responsible Business, Responsible Business in Poland,

Good Practices 2014, 7 presented good CSR practices originated in Raben Group.

- From the start of the Ranking of Responsible Companies published by Gazeta Prawna Daily, we are among the leaders of our sector.
- Polish companies of Raben Group received an award in the Polish edition of the contest European Business Awards 2014/15 – in the category the Award for Environmental & Corporate Sustainability. The award is granted for the care for the environment and corporate governance. Raben Group represented Poland in the European final of the contest



**Gerard Misiaczyk,**  
Chairperson of the Association for the Disabled "Kreatywni" which runs Occupational Therapy Workshops for 40 persons in Piaski near Gostyń

*Executing the order for such a big institutional client called for cooperation of several of shops. Then the awareness that the work was highly appraised and the trucks will probably get to the key accounts of the company made our participants pay great attention to detail and self-control during the work. Finally working under pressure, so common on today's job market, was for many people a true test of their skills. Add to this the regulations which clearly specify what we can spend our resources on (it is the widely understood social integration of the disabled with the environment, like for example organizing trips), and the motivation to work with the perspective of a trip to the seaside partially financed from the earned resources was high in the team.*



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# GRI Tables

Index No.	Index description	Reported Index (YES/NO/NA)	Page
<b>General Standard Disclosures</b>			
<b>Organizational profile</b>			
G4-1	Statement from the most senior decision-maker of the organisation (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organisation and its strategy	Yes	3, 18
<b>Organizational profile</b>			
G4-3	Name of the organisation	Yes	4
G4-4	Primary brands, products, and/or services	Yes	6,7,8,9
G4-5	Location of organisation's headquarters	Yes	11
G4-6	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Yes	11
G4-7	Nature of ownership and legal form	Yes	4
G4-8	Markets served including geographic breakdown, sectors served, and types of customers and beneficiaries	Yes	4,6,7,8,9
G4-9	Scale of the reporting organisation	Yes	10,11
G4-10	Total number of employees by employment form, type of employment contract and region divided by gender	Yes	10,11,14
G4-11	Percentage of employees covered by collective agreements	Yes	28
G4-12	The organization's supply chain	Yes	47
G4-13	Significant changes during the reporting period regarding size, structure ownership form or the chain of values	Yes	19
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization	Yes	45
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Yes	16
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	Yes	12
<b>Identification process of the Report content</b>			
G4-17	List all entities included in the organization's consolidated financial statements	Yes	4
G4-18	The process for defining the report content	Yes	19
G4-19	List all the material aspects identified in the social and environmental impact	Yes	20
G4-20	List of material aspects identified for social and environmental impact for individual business entities	Yes	19
G4-21	Limitations of the report with reference to material aspects of social and environmental impact including entities outside the organization	Yes	19



Index No.	Index description	Reported Index (YES/NO/NA)	Page
<b>General Standard Disclosures</b>			
<b>Stakeholders Engagement</b>			
G4-24	A list of stakeholder groups engaged by the organization	Yes	20
G4-25	The basis for identification and selection of stakeholders with whom to engage	Yes	19
G4-26	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Yes	19
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Yes	20
<b>Reporting Parameters</b>			
G4-28	Reporting period (such as fiscal or calendar year)	Yes	19
G4-30	Reporting cycle (such as annual, biennial)	Yes	19
G4-31	Contact point	Yes	19
G4-32	GRI index	Yes	58-59, 60
G4-33	The organization's policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report, the scope and basis of any external assurance provided	Yes	19, 61
<b>Corporate Governance</b>			
G4-34	Governance structure of the organisation, including committees under the highest governance body responsible for strategy and activities connected with organization's impact in the economic, social and environmental area	Yes	4
<b>Ethics and reliability</b>			
G4-56	Organization's values, rules, code and norms of behaviours and ethics	Yes	5

# GRI Tables

Index No.	Index description	Reported Index (YES/NO/NA)	Page
	<b>General Standard Disclosures</b>		
	<b>CATEGORY: ECONOMIC</b>		
	<b>Aspect: Practices governing orders</b>		
	<b>CATEGORY: ENVIRONMENTAL</b>		
	<b>Aspect: Energy</b>		
	DMA: Energy	Yes	35
G4-EN3	Direct and indirect energy consumption by the organization	Yes	35
	<b>CATEGORY: SOCIAL</b>		
	<b>Work conditions</b>		
	<b>Aspect: Employment</b>		
	DMA: Employment		24
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Yes	24
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Yes	25, 27
	<b>Aspect: Occupational Health and Safety</b>		
	DMA: OHS	Yes	29
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Yes	30
	<b>Aspect: Training and Education</b>		
	DMA: Training and Education		25
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Yes	28
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Yes	28
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Yes	28
	<b>Community</b>		
	<b>Aspect: Anti-Competitive Behaviour</b>		
	DMA: Breaches of Anti-Competitive Behaviour	Yes	46
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Yes	46
	<b>Product responsibility</b>		
	<b>Aspect: Protection of Customer Privacy</b>		
	DMA: Protection of Customer Privacy	Yes	45
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Yes	45





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### Independent assurance report concerning the Sustainable Development Report of Raben Group for 2014.

#### To the Board of Raben Management Services sp. z o.o.

We have reviewed the Report entitled "Raben Group's Footprint Sustainable Development Report" of Raben Group for 2014 (hereinafter referred to as the "Sustainable Development Report") prepared by Raben Management Services sp. z o.o., seated in Robakowo, ul. Zbożowa 1, hereinafter referred to as the "Company", with reference to the material aspects identified by the Company and the indexes presented on the basis of the Sustainable Development Reporting Standards G4 for reporting at the 'Core' level, published by the Global Reporting Initiative (GRI). Assurance works concerning quantitative and qualitative data covered the period from July 9, 2015 to October 19, 2015.

The Company Board is responsible for the reliability, correctness and clarity of information included therein, as well as for the correctness of prepared documentation. Our task was to issue an independent assurance report based on the review of the Sustainable Development Report.

Our procedures did not cover independent assessment of authenticity, accuracy and completeness of information and documents provided by the Company. They also did not verify the internal controlling system implemented by the Company and, consequently, we do not express any opinion on the correctness of this system. Our procedures did not constitute the review of financial statements in the understanding of the Accounting Act. Due to the above, in this Report we do not express the opinion of an expert auditor nor any other statements concerning financial statements of the Company in the understanding of regulations applicable to expert auditors.

Works connected with planning and executing the verification task had the character of a limited assurance order executed according to ISAE 3000 - International Assurance Service Standard ("*Assurance services other than research and review of historical financial information*"). This standard imposes a duty on us to plan and carry out the review in a manner allowing for gaining reasonable assurance that the Sustainable Development Report does not contain significant irregularities. The scope and method of reviewing the Sustainable Development Report is significantly different from the research aimed at providing reasonable assurance. The aim of the review is not to express an opinion on correctness, reliability and clarity of the Sustainable Development Reporting and therefore such opinion is not granted. The procedures concerning the Sustainable Development Report review included:

- Identification of issues and results important for the content of the Sustainable Development Report from the point of view of accomplishment of aims and actions from the area of responsible business and stakeholders' expectations.
- Comparison of information included in the Sustainable Development Report with the information from Raben Group Financial Statement for 2014.
- Interviews with persons responsible for achieving objectives and actions from the area of responsible business and responsible for preparation of the Sustainable Development Report.
- Verification of information included in the Sustainable Development Report against their compliance with internal documentation of the Company.
- Assessment of the level of application of Reporting Guidelines concerning the issue of sustainable development and the application of the Framework Reporting Rules GRI.

The review we have carried out gave us a limited assurance to confirm that significant errors have not been identified in terms of data and information included in the Sustainable Development Report prepared by Raben Management Service sp. z o.o. concerning identified material aspects and indexes comprehensively reported by the Company, nor any nonconformities with the Guidelines to reporting issues of sustainable development G4, established for the Core level, published by Global Reporting initiative.

Deloitte Advisory Sp. z o.o.  
Warsaw, October 20, 2015

District Court for the city of Warsaw, KRS no. 0000004728, NIP tax identification no.: 527-020-73-28, REGON statistical no. 005233202  
Company Capital: PLN 16,000,500

# Logistics Trivia



**Marta Szyborska** – the mug contains Ceylon green tea Orange Pekoe which sailed from Sri Lanka in containers and then in a port in Germany it was loaded onto a truck on which it travelled 600 km. In total, in all means of transport it covered the straight line of 13,578 km by sea and land.



**Monika Apollt-Bubacz** – her phone covered the total of 20,379 km by sea (Quingdao – Hamburg), by sea from China to Hamburg (Quingdao – Hamburg), and then by road transport it got to Poland. Its processor comes from Texas so it travelled a much longer distance before it got to the owner.



**Kasia Ostojka** – the book on marketing research covered the route Seattle – Gdki of 17,417 km by plane and truck.



**Maciej Lewandowski** – the tablet comes from Taiwan, it covered the distance of 18,820 km by sea, just like Monika's phone.



**Anna Chmiel** – her computer comes from Łódź, it covered the distance of 220 km to get to the owner.



**Marcin Kamiński** – his helmet was made in Germany. It travelled 652 km by road before it got to its owner.

\* Kilometres are estimated values used for the purpose of demonstration only and they don't take into account the routes of components or transloadings in cross-dock warehouses

**Raben**

*your partner  
in logistics*



