QUALITY, HEALTH, SAFETY AND ENVIRONMENT
QUALITY, HEALTH, SAFETY AND ENVIRONMENT
A multifaceted approach

As a matter of fact: Quality stands firm in the center of Panalpina’s work. Being one of the world’s leading providers of supply chain solutions, we commit ourselves to the highest possible quality standards for our customers. This represents a never-ending duty. Our management, our employees and our subcontractors are ceaselessly improving and sharpening Panalpina’s methods and processes to reach an even higher level of quality and excellence.

In this respect we regard ourselves as a learning organization.

The globally connected world of logistics and transport contains three other essential elements that are obviously and inseparably associated and interlinked with quality. I am talking about health, safety and environment.

Panalpina combines Air Freight, Ocean Freight and Logistics all over the world, operating a global network, which stretches out to over 70 different countries – with different cultures, different legislations and different political situations.

Therefore health and safety stand as matters of utmost importance and are directly connected to quality. Our staff members have to be healthy, physically and psychologically, to guarantee the safety of all aspects of our operations which is of the highest priority for our business.

Keeping the environment safe and sound is a challenge that we meet on a daily basis. It is the duty of a supplier and logistics provider to work with the utmost regard for our global environment – in an effective and sustainable manner. Panalpina is striving to fulfill this duty with great attention to detail. To efficiently act in an environmentally sound manner is a complex undertaking, which depends on solid processes on many levels of the organization, and an ongoing task.

At Panalpina we take a concerted approach when it comes to Quality, Health, Safety and Environment. We are convinced that we have to treat these interconnected elements in a strategic and tightly coordinated manner. This brochure explains how we do this.
QUALITY, HEALTH, SAFETY AND ENVIRONMENT (QHSE)

Three tightly interwoven core matters

A stone thrown into the water will cause a ripple effect. Our approach to our QHSE processes can be seen in a similar way. QHSE (quality, health, safety and environment) consists of three important elements that – together – represent the core of Panalpina’s all-round work concept. As such they are implanted firmly and deeply into all of our management policies, corporate culture, working processes, services, and the performance of all our employees and subcontractors. The systematic and thoughtful standardization of all our management and working processes ensures operational excellence for our customers, on all the levels.

Quality Customers are at the heart of Panalpina’s business. We continuously evaluate their needs and satisfaction and as a result align our products to their requirements. With our fully integrated management system we support the steady optimization of the quality and sustainability of our services following highest international standards such as ISO 9001/14001 and OHSAS 18001. Every Panalpina employee is responsible for the high level of service we deliver to our customers.

Environment Panalpina is committed to minimize the environmental impacts of all its activities. We believe that environmental stewardship makes good sense. Therefore, we actively strive to reduce the impact of our work on the global environment. We continuously evaluate the environmental aspects of our activities to deliver environmentally sound services.

Health and safety Panalpina is devoted to the highest standards concerning health and safety issues. We provide safe workplaces to our employees on every level. But occupational health and safety is also strongly influenced by employee behavior. We firmly ensure our employees’ attention to safety concerning all aspects of their daily work. In this respect we support them with specially developed training programs.

We are committed to rise up to every challenge – together we will travel on the journey to the highest possible efficiency regarding QHSE.
Quality
Panalpina’s worldwide quality management organization supervises local quality improvement programs to enhance operational excellence in all countries. Our quality standards are certified globally in all locations to ISO 9001.

Our customers are at the core of Panalpina’s business. For this reason quality is one of our most crucial issues. Panalpina’s first commitment is to provide excellent products and solutions to our customers. All of our work processes are tightly structured to deliver the best results on every level. All the aspects of our organization and our operations are oriented towards our customers’ needs and expectations. The totality of our business procedures, of our products and services are thoroughly documented and described in our ISO-certified integrated management system.
The management of Panalpina forges and enacts all the objectives of our integrated management system. All necessary responsibilities, authorities and resources are allocated, to uphold and continuously improve the system are delegated to our fully trained QHSE responsible staff members. They ensure and implement the promotion of all our quality, health, safety and environmental measures within the organization. For this reason the focus lies on the fulfillment of all customer requirements. Employees on every level of Panalpina are obliged to act according to the system and are held accountable for the accomplishment of its objectives.

Our integrated management system (IMS) is the foundation on which our certifications are based. This system details the full spectrum of our organizational and operational work. It includes exact global standards for all parties involved that have to be cascaded down to an area level. This manual also stands as a vital tool for basic and advanced employee trainings.

Panalpina’s operational KPIs are collected and analyzed each month. We provide them to our customers for their review and audit upon request. We constantly monitor and analyze all our performance figures; if any irregularities should emerge, we immediately develop and establish a detailed action program to improve the situation.

We ensure the identity of all documents throughout our organization and the proper issue through our Document Management System. The responsibilities for issue, revision and approval of the documents are clearly defined.
Panalpina’s process and quality rules are continuously monitored, inspected, and – whenever and wherever necessary – improved. Our integrated management system assures the steady advancement of the quality of all our services. Furthermore we proactively and incessantly develop new service standards. Additionally we integrate the newest industry standards firmly into all our services. All members of our workforce and all our partners on every level are responsible to achieve our quality standards on an everyday basis.

Panalpina’s internal audits verify the conformity of our daily business to our systems, instructions and processes. Our quality standards are certified globally in all locations to ISO 9001.

... ARE CONTINUOUSLY ANALYZED AND IMPROVED.
MANAGEMENT REVIEW
Perpetually improving the quality of our products and services
Panalpina carries out management reviews on a regular basis to determine whether our company as a whole is on track regarding our business environment and our strategy. During our management review, our complete integrated management system is evaluated to improve the quality of our business, the system itself—as well as the quality of our products and services.

The results of the reviews are communicated to all involved parties including all our area and corporate management teams. The steps and measurements that subsequently have to be taken by any involved party will be monitored and followed up.

INTERNAL AUDIT
Comprehensive reviews are part of our core business
Our internal audit functions independently and systematically review our management system and all aspects of QHSE and document their work meticulously. They compare all the instructions defined in our integrated management system to the processes as they are performed in the day-to-day business of Panalpina and all our associated organizations. Our internal audits verify the conformity of our daily business to our systems, instructions and processes. At the same time they validate the efficiency of our implemented business processes.

These internal audits also serve to determine problems affecting our efficiency, to identify best practices and to assure the systematic surveillance, evaluation and development of our quality standards. Beyond that they are an ideal platform for the knowledge transfer between Panalpina entities.

INCIDENT HANDLING
Any type of irregularity is an incident in our business
We understand our process concerning the handling of incidents as the foundation for continual improvement and striving for a minimalization of incidents and accidents. This process is one of the cornerstones of our quality management system. We are always striving to enhance our operational quality and service effectiveness towards our customers as well as the effectiveness of our quality management system. Our incident management process is designed to define and implement appropriate and immediate corrective actions. This includes relevant information towards all involved parties.

INCIDENT ANALYSIS
To identify potential weaknesses
At the same time it is of utmost importance to record and analyze the incidents in a systematic way and to carry out a thorough root cause analysis to be able to identify potential weaknesses in the system and initiate corrective actions on a bigger scale. The incident analysis also indicates potential nonconformities and is the base for the definition of preventive actions. Every shipment-related incident must be reported in our global incident handling tool (IHT). This tool supports the incident-solving process and allows automatic action triggering and notification by the concerned parties. All the incidents to be reported with IHT can be linked to a shipment in the Panalpina shipment communication platform (SCP) from where IHT automatically pulls the relevant data.

CORRECTIVE ACTIONS
To foreclose the repetition of problematic occurrences
Nonconformities and other problematic occurrences usually come to light during internal audits or through customer complaints.

Panalpina established a relentless process for corrective action. The following steps characterize this process:
- Analysis of the problem’s root cause
- Division and execution of appropriate measures to stop the recurrence of the problem
- Ensuring that our corrective action was effective
- Share lessons learnt throughout the company

PREVENTIVE ACTIONS
Against nonconformity and potentially undesirable situations
Comprehensive risk analyses and risk assessments constitute our background for preventive action. Once we recognize problems, undesirable situations and nonconformities, we take systematically designed preventive actions to eliminate the causes.

Panalpina is constantly developing specific processes for its customers. Rigorous preventive action is an important requirement for us. We identify potential problems and detect all their possible causes. We then decide on appropriate actions to stop the risk and immediately put our plan into work. Afterwards, we ensure that our preventive action has solved the problem.
PanCIP
Continuous improvement of our processes, products and services

Our PanCIP program stands for the continuous improvement of the quality of all our processes, products and services. PanCIP uses an active approach to transfer improvement potential into daily business reality. This program constitutes a proven method that helps to structure the daily management task of checking operational processes, identifying problems and realizing improvements. The objectives of the program are to achieve excellent quality and customer satisfaction throughout the whole Panalpina Group. It increases our overall competence and efficiency. It creates transparency and enables our staff to actively manage processes and move away from the entrapments of emergency planning.

The LEAN approach and the Six Sigma method are important parts of PanCIP
- LEAN is an operating philosophy that focuses on accelerating given processes by reducing waste – in the broadest sense of the word – in all forms.
- Six Sigma on the other hand focuses on the reduction of variations in any process designed to solve process and business problems.

PanCIP facilitates the development of process standards. It helps us to structure and set up any improvement initiative by providing templates for initiative planning and organization. It saves time because it is focusing solely on relevant steps, which are crucial for every business improvement – avoiding any detours.

PanPM
Improving project management

The PanPM program aims to further improve and professionalize project management within Panalpina. It thereby optimizes our services for our customers. Well-trained PanPM champions are working in every area and at every corporate level of Panalpina. They help to improve the quality management of projects in a sustainable way. Together they form the expert network PanPM community. The project is empowering the members of our staff and it implements guiding standard procedures for project management. Our specialized software AtTask is a key instrument for the realization of PanPM.

Focus project management

The program is ...
→ helping to maintain a consistent quality standard when managing projects.
→ supporting managing projects efficiently, delivering high-quality results with an optimum of resources.
→ facilitating internal communication by having one standard language: English.
→ building knowledge in a sustainable way.
Health and Safety
Panalpina regards the health and safety of its employees and subcontractors...

The health and safety of all our employees and the employees of our subcontractors is of the highest concern for us. We are committed to provide safe and healthy workplaces worldwide. Health and safety are integral parts of our certificated integrated management system. Our approach to reduce risk is systematic, evidence based, unfailingly observant and reasoned. With the support of our well-trained employees and subcontractors we manage risks proactively by implementing preventive measures to ensure safe operations. Reducing incidents and health issues are a top priority. Problems are regarded as opportunities to further minimize risks. Employees and subcontractors on all levels are obliged to act responsibly as occupational safety is effected by their behavior. Our performance is audited regularly and corrective measures are taken where necessary ensuring that we achieve continuous improvement at all our sites.
HEALTH AND SAFETY

Continuous and accurate risk management

Panalpina’s health and safety risk assessment and management are organized in a very broad and global manner. It allows us to accurately identify, describe and manage potential risks in our working environment. Should we identify a new risk for our employees and our subcontractors, we take immediate action to eliminate or at least minimize it. We closely follow any changes concerning public and local health conditions in all relevant countries vigilantly. If we notice any significant changes or problems we act accordingly and appropriately until the hazard has passed.

HEALTH INFORMATION

Transparent and up to date

Information is an essential element where health issues are involved. For this reason Panalpina circulates specific documentations and reports on health risks and appropriate preventive measures to all our employees and subcontractors. Prevention and information campaigns on local diseases, hygiene and vaccinations as well as health checks and trainings are further instruments used to increase the well-being of our employees. Of course we follow and incorporate all local laws and regulations regarding public and industrial health in the many different countries where our activities are located and strive to go beyond the legal requirements.

QHSE in action

Numerous health campaigns

Participation levels at our health campaigns are always very high and they are real employee morale boosters. Our health campaigns revolve around information and trainings about issues like ergonomics, cardiovascular health, hygiene, physical activities, weight management etc. Panalpina has organized – and continues to do so – numerous health campaigns and wellness fairs for our employees in many countries. At the Panalpina health and wellness fairs vendors come on site and set up their own booths for a variety of services including massage, dentistry, health clubs, weight loss, biometric screenings, chiropractors, acupuncture, dermatology screenings for skin cancer etc. In addition, special seminars are organized during the wellness campaigns – the themes of these seminars include burnout prevention, work-life balance or stress management.

Epidemiology reports around the world

Panalpina weekly prepares a precise report about major diseases that have surfaced in the countries where our business units are located – as well as about the precautions and vaccinations that should be taken as preventive measures. These reports help to promote vaccination days and other medical and hygienic practices at each of our business units.
In the world of transport and logistics health and safety is a multifaceted subject. Panalpina aims to minimize any exposure to hazards that can occur related to the handling, storage and transportation of cargo. Aspects such as safe behavior, safe equipment and safely operating equipment are crucial factors regarding health and safety at work and form an important part of the company’s culture. Employees and subcontractors on all levels must be committed to health and safety.

Panalpina’s employees and subcontractors are thoroughly informed about hazards in their specific line of work and trained periodically in the correct use of their personal protective equipment (PPE). Our health and safety standards are certified globally in all locations to OHSAS 18001.
SAFE WAREHOUSING AND TRANSPORT
Fundamentals and basic principles

It is a matter of course that Panalpina globally observes all local codes of practice and all legal standards regarding warehousing and transport. We also act in compliance with the regulations of IATA (International Air Transport Association) and IMO (International Maritime Organization). It goes without saying that all our subcontractors have to follow our high safety and security standards. Only top-qualified workers are allowed to lift, shelf and store cargo in Panalpina’s or subcontractors’ warehouses using state-of-the-art equipment. Drivers have to respect road safety guidelines. All cargo must be properly lashed and secured on vehicles. The vehicles themselves must be properly maintained and checked prior to haulage operations.

PERSONAL PROTECTIVE EQUIPMENT
Enforced whenever and wherever needed

If hazards cannot be completely eliminated, Panalpina provides personal protective equipment (PPE) of the highest quality. All our employees and subcontractors are thoroughly informed about hazards in their specific line of work and trained periodically in the correct use of the PPE.

SAFE EQUIPMENT OPERATION
All equipment must be verified as fit for use

All equipment and machinery used at Panalpina must be regularly checked and verified as safe and fit for use. A safe work equipment program is applied as part of the risk assessment and competence processes. The strict compliance with this standard minimizes accidents. Equipment must be risk assessed, maintained and regularly inspected by our qualified HSE team: it is a rule at Panalpina to use the right equipment for a job with no room for improvisation.

SAFE BEHAVIOR
A question of culture

Employee behavior has a strong impact on occupational health and safety. We see it as an ongoing task to promote a health-and-safety-minded culture. Our behavioral safety program called O.O.P.S. (Observation of performance Standard) ensures staff members actively participate in the process of providing relevant feedback and information in surveys, interviews, workshops etc. and use the opportunities to report their observations of performance standards. Integrating management and staff, emphasizes the importance of the right behavior and assists in the improvement of our overall safety performance. Regular training programs enable employees on all levels to be prepared for safety at work. Subcontractors are encouraged to work in the same spirit with the opportunity to participate in the Panalpina system. Panalpina aims to create an open atmosphere allowing for problems and risks to be identified and resolved. Accidents, incidents and even near misses must be reported and the findings communicated as learning lessons to all Panalpina business segments and sites.

PERMISSION TO WORK
Only with special authorization

Qualified and competent personnel, efficient equipment, area-specific restrictions and various control measures support professional handling of dangerous goods all over the world. Whoever wants to conduct the operations below for Panalpina must obtain special authorization:

- Working with hazardous goods
- Working in environments with the risk of explosions
- Working in confined spaces such as environments presenting an increased risk of entrapment, engulfment or exposure to toxic or flammable gases

With this system in place, Panalpina pushes the limitation and mitigation of many risks associated with critical operations.

QHSE in action

Preventing road accidents

"Path accidents" – this term is used for all accidents that happen en route from home to work and vice versa. The accident statistics by Panalpina Brazil from 2012 have shown that motorcycle mishaps have been the main cause for “Path accidents.” Panalpina promptly reacted on this finding by developing an awareness campaign. This program includes workshops for practical driving skills and basic theoretical knowledge about motorcycles. All Brazilian Panalpina employees who ride motorcycles have to participate in this program: The first such motorcycle training workshop was organized in spring 2013, at Indiatuba, São Paulo.

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Panalpina always adopts a planned and systematic approach to the implementation of policies. It is our aim to minimize any risks to health and safety created by work activities, products and services. Risk assessments and risk portfolios deliver the basis to set priorities and objectives to reduce risk to levels that are as low as reasonably practicable. Key performance indicators (KPI) are established and publicly reported as benchmarks for our performance.

The aim of Panalpina’s emergency readiness program is to minimize injuries, casualties and material losses should an incident occur. We ensure a fast and appropriate response to any kind of emergency situation. Our health and safety standards are certified globally in all locations to OHSAS 18001.
EMERGENCY READINESS
Preventing the business for interruptions and incidents

The aim of our emergency readiness program is to minimize injuries, casualties and material losses should an incident occur. We ensure a fast and appropriate response to any kind of emergency situation. All our employees and the employees of our subcontractors are adequately trained and frequently do emergency drills. Our specific programs are:

- Road accident response
- Medical emergency response
- Fire emergency response
- Hazardous material emergency response
- Natural disaster emergency response
- Personnel security emergency response

EMERGENCY RESPONSE PROGRAM
Minimize possible injuries, casualties and material losses

Emergency response installations and equipment – such as fire alarm systems, fire extinguishers, first-aid kits, emergency exits and spill kits – are installed and well maintained in all our workplaces. Our emergency readiness program is further supplemented by Panalpina’s regulations about dangerous goods handling and by the business continuity plan.

Potential emergencies

Every site globally has assessed their potential emergencies and ...

- provides written instructions
- carries out training
- tests the emergency instructions

BUSINESS CONTINUITY
Being prepared for service outages

Should any extended service outages arise, our business continuity plan (BCP) will enable Panalpina to restore its services to the widest extent as soon as possible. All our sites and our subcontractors are also obliged to implement effective preventive measures where possible. To minimize network failure and to recover quickly, our plan identifies vulnerable zones and circumstances in a proactive manner. It specifies necessary measures to prevent extended service outages. This plan comprises the totality of our systems and operation facilities and covers:

- Dangerous goods spills
- Natural disasters
- Turmoil/strikes
- Plane crashes
- Vessel accidents
- Epidemics/diseases
- Economic crisis
- Sabotage
Environment
Panalpina considers environmental protection to be a key obligation. PanGreen – green solutions for logistics – is a global program to expand Panalpina’s environmental capabilities on all relevant levels. PanGreen is sustained by four pillars:

- Global certification according to ISO 14001
- An internal CO₂-monitoring system integrated into our daily work processes
- Measurement of CO₂ emissions generated by subcontractors; reduction of CO₂ emissions and resource consumption
- An innovative CO₂ calculation tool for our customers

We continue this global program to gradually minimize – and ultimately eliminate – the impact our activities have on the environment.
Panalpina is the first logistics company to have an environmental program that is globally certified with all sites around the world part of this certification. Panalpina’s offices and sites reduce their CO2 emissions and their environmental impact in a rigorous manner. All environmental global standards were documented in compliance with ISO 14001, incorporated into Panalpina’s integrated management system and rolled out for worldwide implementation. Additionally, the sites and subcontractors in all relevant countries had to identify their local environmental legislations and ensure that they fully comply. Following trainings and internal checks, the certifying body SGS carried out the external audit resulting in the global certification.

ISO 14001
Globally certified environmental standards

Panalpina implemented a sophisticated online environmental statistical tool to monitor key environmental data and to ensure the continuous improvement of the Integrated Management System. The following data is collected from over 500 business units on a quarterly basis:
- Paper consumption
- Electricity consumption
- Heating consumption
- Fuel consumption
- Water consumption
- Spillages
- Flights incurred

The data is consolidated by the corporate QHSE department to review and make improvements as applicable.

As a result of this statistical tool, various strategies to reduce CO2 emissions and resource consumption were developed together with our local partners. Further initiatives of this type will be introduced in the near future.

INTERNAL MONITORING SYSTEM
Measuring all our key environmental data

Panalpina has selected EcoTransIT, which is a state-of-the-art industry tool to calculate customer cargo CO2 emissions. EcoTransIT performs calculations in accordance with the EN 16258 standard for the calculation and declaration of energy consumption and GHG emissions of transport services. With proven technology for mass calculations and flexible interface the tool is able to convert activity data based on shipment weight, mode and distances into information about the CO2 emissions generated by our customers’ transport orders.

EcoTransIT interfaces directly with Panalpina’s Shipment Communication Platform. Detailed information about each shipment is sent to EcoTransIT servers where state-of-the-art algorithms are applied to calculate CO2 emissions and other parameters as accurately as possible. All transmitted data is encrypted and does not contain sensitive information. CO2 data may then be accessed directly through Panalpina’s own reporting system from which the detailed customer reports are generated.

The results our tool generates give detailed information about the key sources of carbon emission and about the development over time. This information can be used for the purpose of carbon reporting, for assessing transport carbon efficiency and to identify higher impact routes or modes where there are opportunities for reducing environmental impact, and to track the results of any modal shifts or changed sourcing locations. With the CO2 tool Panalpina supports you to find your own strategy to reduce emission.

CO2 CALCULATION
The innovative tool for our customers

EcoTransIT
Panalpina’s modal shift program is a proven method to reduce emission. Shifting cargo from trucks to more energy-efficient modes of transportation – such as rail and vessel or from air to ocean makes a big difference. Our environmental standards are certified globally in all locations to ISO 14001.

Eco-transport is a key element of the PanGreen program. With eco-transport Panalpina aims to minimize global resource consumption, CO₂ emissions and the exposure to hazardous goods. We strive to reduce the environmental impact of the forwarding and logistics operations by providing our customers with concepts such as cargo consolidation, modal shift and HazMat (hazardous material) handling.
Cargo consolidation reduces air travel by 20 percent

With this concept we reduce air travel to a number of West African countries by 20 percent and subsequently the CO₂ emissions by 40 percent. Panalpina connects oil and gas gateways worldwide to the West African coast. Instead of individual delivery we consolidate freight at our Luxembourg hub. From there we forward it by air to Pointe Noire with a wide-body freighter. The final distribution to African countries such as Angola happen either by road to Cabinda or by sea with a Panalpina-owned and -operated vessel to Soyo and Luanda Oil and Gas Sonils base.

HAZMAT HANDLING
Handling hazardous goods with the utmost diligence

The management of hazardous material is strongly regulated by local and international legal standards such as the ADR (European agreement concerning the international carriage of dangerous goods by road), the IATA dangerous goods regulations and the IMDG code. Panalpina takes its responsibilities when handling hazardous goods seriously. Relevant employees attend external certified courses and for a wider audience, often all Panalpina employees, training elements are included in our environmental management e-learning course. Whenever and wherever transporting chemicals, biochemicals, radioactive substances and explosives, we operate with certified personnel exclusively and use an efficient safety infrastructure.

CARGO CONSOLIDATION
A program for eco-efficient forwarding

The consolidation of cargo is a multifaceted task to create eco-efficient forwarding. With our approved methods such as co-loading with other suppliers, joint delivery and full-load round trips, we continuously optimize our subhubs, warehouses and other distribution centers to reduce emissions and to overcome traffic congestions.

MODAL SHIFT
To facilitate the combined use of alternative transportation modes

Changing transport modes can have a significant positive impact on CO₂ emissions. A shift from trucks to more energy-efficient modes of transportation – such as rail and vessel – or from air to ocean is a proven method to reduce emission. Panalpina continually explores options to switch to the most ecologically sound transportation mode. We also strive for minimal empty container movement and promote back-to-back utilization of transport.

Green buildings in Germany

Due to their green construction overall emission could be reduced. The Panalpina offices in Stuttgart, Nuremberg and Munich where conceived and built as environmental-friendly and anti-pollution logistic facilities. The use of electricity is minimized by a significant reduction of the use of light, heating and air conditioning. Automatic light systems, geothermal energy and a massive reduction of office machines make this possible. The water consumption is reduced by means of infiltration ditches. Paper reduction, environment-friendly purchasing strategies and the purposeful use of hydroponic plants are further elements that help to reduce emission.

QHSE in action

Green buildings in Germany
Panalpina conducts various environmental initiatives to manage the purchase, consumption, reuse and recycling of office and packaging material as well as other resources such as electricity, water, fuel and gas. Our environmental standards are certified globally in all locations to ISO 14001.

Panalpina aims to establish a sound balance between the ecological, economic and social needs regarding its international activities in the field of logistics. Eco-consumption is a portfolio of waste reduction, alternative resource and further environmental initiatives promoting an efficient and environmentally responsible performance at Panalpina by reinforcing a resource-conserving, reuse-oriented and recycling-based philosophy. It is our conviction that today’s methods of transport should not compromise future generations’ right to live in an environment that is as pure and safe as humanely possible – and still holds opportunities for further development. We also encourage our subcontractors to adopt our culture of sustainability.
WASTE MANAGEMENT
Promoting general resource consciousness

A strict waste management policy is utilized at all Panalpina sites and promoted to all our subcontractors. The reduction, separation, recycling and reuse of waste materials are matters of course for Panalpina. Thoughtful resource-conserving behavior is at the core of these activities.

NEW TECHNOLOGIES
Applied whenever possible

Panalpina evaluates and applies ecological technologies and alternative resources – such as biofuel and green energy – wherever and whenever possible.

ENVIRONMENTAL INITIATIVES
Reducing consumption and preventing waste

Panalpina conducts various environmental initiatives to manage the purchase, consumption, reuse and recycling of office and packaging material as well as other resources such as electricity, water, fuel and gas. Over 14,500 employees have been trained on our environmental program.

QHSE in action

Eliminating paper consumption

Panalpina dramatically reduces both the amount of time spent on each file in addition to eliminating paper consumption for environmental reasons. In September 2013 our Ocean Shared Service Center in Miami became the first paperless office in the world of Panalpina. Upon implementing the early stages of the document management system eFile and providing dual screen to the agents for viewing the documents without printing a physical copy, the Ocean Shared Service Center has centralized Full Container Load (FCL) import communications from ocean carriers to the business units electronically. The operational efficiency gained from switching to an entirely paperless operation environment helps allocate Panalpina’s internal resources in order to better service the customers with faster processing times by almost 50 percent. Not to mention the cost savings – about 30 percent – resulting from purchasing paper products and folders. “It’s not only important that the top management is convinced of the operational transformation, but effectively the offices out in the countries have to be committed to the cause and they can actually reach green efficiency by their own” comments Lindsay Zingg, Global Head of Quality, Health, Safety and Environment.

QHSE in action

Panalpina takes to the skies

An aircraft with Panalpina’s name and logo takes to the skies – for the first time in the company’s history. The 747-8F offers 16 percent more capacity than the 747-400F. It is also more environmentally friendly with double-digit improvements in fuel efficiency, CO₂ emissions and a noise footprint reduction by 30 percent. The new 747-8F adds further value to Panalpina’s own controlled air freight network. One of the aircraft’s innovative features is that two controlled temperature ranges can be maintained at the same time: One for 2 to 8 degrees Celsius (cold chain) and one for 15 to 25 degrees Celsius (controlled room temperature). Full visibility of temperature monitoring is guaranteed: From pickup – via Panalpina’s air freight hubs – to the final points of delivery.
The eight golden rules of QHSE
All the elements of quality ...

Our customers are at the core of Panalpina’s business. For this reason quality is one of our most crucial issues. Panalpina’s first commitment is to provide excellent products and solutions to our customers. All of our work processes are tightly structured to deliver the best results on every level. All the aspects of our organization and our operations are oriented towards our customers’ needs and expectations. The totality of our business procedures, of our products and services are thoroughly documented and described in our ISO-certified integrated management system.

... are continuously analyzed and improved.

Panalpina’s process and quality rules are continuously monitored, inspected, and – whenever and wherever necessary – improved. Our integrated management system assures the steady advancement of the quality of all our services. Furthermore we proactively and incessantly develop new service standards. Additionally we integrate the newest industry standards firmly into all our services. All members of our workforce and all our partners on every level are responsible to achieve our quality standards on an everyday basis.

Panalpina regards the health and safety of its employees and subcontractors ...

The health and safety of all our employees and the employees of our subcontractors is of the highest concern for us. We are committed to provide safe and healthy workplaces worldwide. Health and safety are integral parts of our certificated integrated management system. Our approach to reduce risk is systematic, evidence based, unfailingly observant and reasoned. With the support of our well-trained employees and subcontractors we manage risks proactively by implementing preventive measures to ensure safe operations. Reducing incidents and health issues are a top priority. Problems are regarded as opportunities to further minimize risks. Employees and subcontractors on all levels are obliged to act responsibly as occupational safety is effected by their behavior. Our performance is audited regularly and corrective measures are taken where necessary insuring that we achieve continuous improvement at all our sites.

... as well as the safety of every part of our processes and everybody involved ...

In the world of transport and logistics occupational health and safety is a multifaceted subject. Panalpina aims to minimize any exposure to hazards that can occur related to the handling, storage and transportation of cargo. Aspects such as safe behavior, safe equipment and safely operating equipment are crucial factors regarding health and safety at work and form an important part of the company’s culture. Employees and subcontractors on all levels must be committed to occupational health and safety.

... as a natural part of our professional and moral duty.

Panalpina always adopts a planned and systematic approach to the implementation of policies. It is our aim to minimize any risks to health and safety created by work activities, products and services. Risk assessments and risk portfolios deliver the basis to set priorities and objectives to reduce risk to levels that are as low as reasonably practicable. Key performance indicators (KPI) are established and publicly reported as benchmarks for our performance.

PanGreen is Panalpina’s global environmental program ...

Panalpina considers environmental protection to be a key obligation. PanGreen – green solutions for logistics – is a global program to expand Panalpina’s environmental capabilities on all relevant levels. PanGreen is sustained by four pillars:

• Global certification according to ISO 14001
• An internal CO2-monitoring system integrated into our daily work processes
• Measurement of CO2 emissions generated by subcontractors; reduction of CO2 emissions and resource consumption
• An innovative CO2 calculation tool for our customers

We continue this global program to gradually minimize – and ultimately eliminate – the impact our activities have on the environment.

... based on our commitment to environmentally sound transportation ...

Eco-transport is a key element of the PanGreen program. With eco-transport Panalpina aims to minimize global resource consumption, CO2 emissions and the exposure to hazardous goods. We striving to reduce the environmental impact of the forwarding and logistics operations by providing our customers with concepts such as cargo consolidation, modal shift and HazMat (hazardous material) handling.

... and to the constant and sustainable reduction of eco-consumption.

Panalpina aims to establish a sound balance between the ecological, economic and social needs regarding its international activities in the field of logistics. Eco-consumption is a portfolio of waste reduction, alternative resource and further environmental initiatives promoting an efficient and environmentally responsible performance at Panalpina by reinforcing a resource-conserving, reuse-oriented and recycling-based philosophy. It is our conviction that today’s methods of transport should not compromise future generations’ right to live in an environment that is as pure and safe as humanly possible – and still holds opportunities for further development. We also encourage our subcontractors to adopt our culture of sustainability.