

## Quality, Health, Safety and Environmental Policy

Panalpina is committed to an incident-free workplace, everyday, everywhere. Our performance depends on our ability to continuously improve the quality of the services we provide to our customers, while protecting people and minimizing the impact on the environment.

### **Customer**

Customers being at the heart of our business, we continuously evaluate their needs and satisfaction, aligning our products and services to their requirements. We recognize that our customers place a high value on environmental protection and we will therefore continue to work with all partners to achieve sustainable logistic services.

### **Quality, health, safety and environmental systems**

Panalpina commits to meet or exceed all applicable legislation and standards. Our fully Integrated Management System (IMS) is a proven system to support the steady optimization of the quality and sustainability of our services following the ISO 9001/14001 and OHSAS 18001 standards.

### **Responsibility**

Every Panalpina employee is responsible for the quality of the service we deliver to our customers. Panalpina takes seriously its responsibility to deliver the service in a sustainable manner that respects the communities we work in with least impact on our environment and in an incident free workplace.

### **Training and development**

A highly qualified, committed and motivated staff is the basis for a successful business. PanAcademy supports this principal with specifically developed training programs.

### **Risk management**

Panalpina will strive to mitigate the impact of any foreseeable hazards, which may endanger health, safety and the environment, or could affect the quality of products and services provided. This will be achieved through formal risk assessments as required per company policies and procedures.

### **Safe and sustainable transport**

Panalpina will put the necessary arrangements in place to ensure safe conditions for the use, handling, storage and transportation of goods and substances and ensuring the use of sustainable transport.

### **Environment**

Panalpina strives to implement controls with the aim to reduce pollution and environmental harm. To reduce our impacts environmental programs are implemented.

### **Awareness**

The continuous promotion of quality, health, safety and environmental awareness to all employees is a key component in delivering high quality sustainable products and services.

### **Improvement**

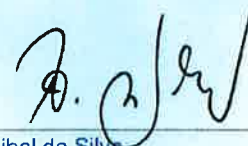
We monitor key performance indicators throughout our company to evaluate and continually improve the efficiency of our business, reduce our environmental impacts and reduce work place incidents.



Peter Ulber  
Chief Executive Officer  
January 1, 2014



Karl Weyeneth  
Chief Commercial Officer



Anibal da Silva  
Country Managing Director Germany