



Version 6.2 / 2025-02-25

# COMPANY MANUAL

ENGLMAYER COMPANY GROUP

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## INTRODUCTION

For over 165 years, the Englmayer Company Group has provided a comprehensive range of services in transport and logistics solutions, customs services, and relocations. Our constant pursuit of improvement and the targeted expansion of our product range are central to our corporate strategy to continue meeting the high expectations of our customers in the future.

As an economically independent family business, our primary goal is to respond successfully and flexibly to changing environmental and customer requirements. Our ambition is to combine tradition and innovation to offer sustainable and future-oriented solutions.

With the introduction of the Corporate Management Board in 2023, responsible for steering the entire corporate group, G. Englmayer has taken a significant step towards securing its future. The seven-member executive management team combines extensive experience, flexibility, and modern ideas to successfully navigate market challenges and seize new opportunities.

This company handbook serves not only as a guide for our employees but also provides our business partners, customers, and external stakeholders with insight into the values, structures, and goals of the G. Englmayer Corporate Group.



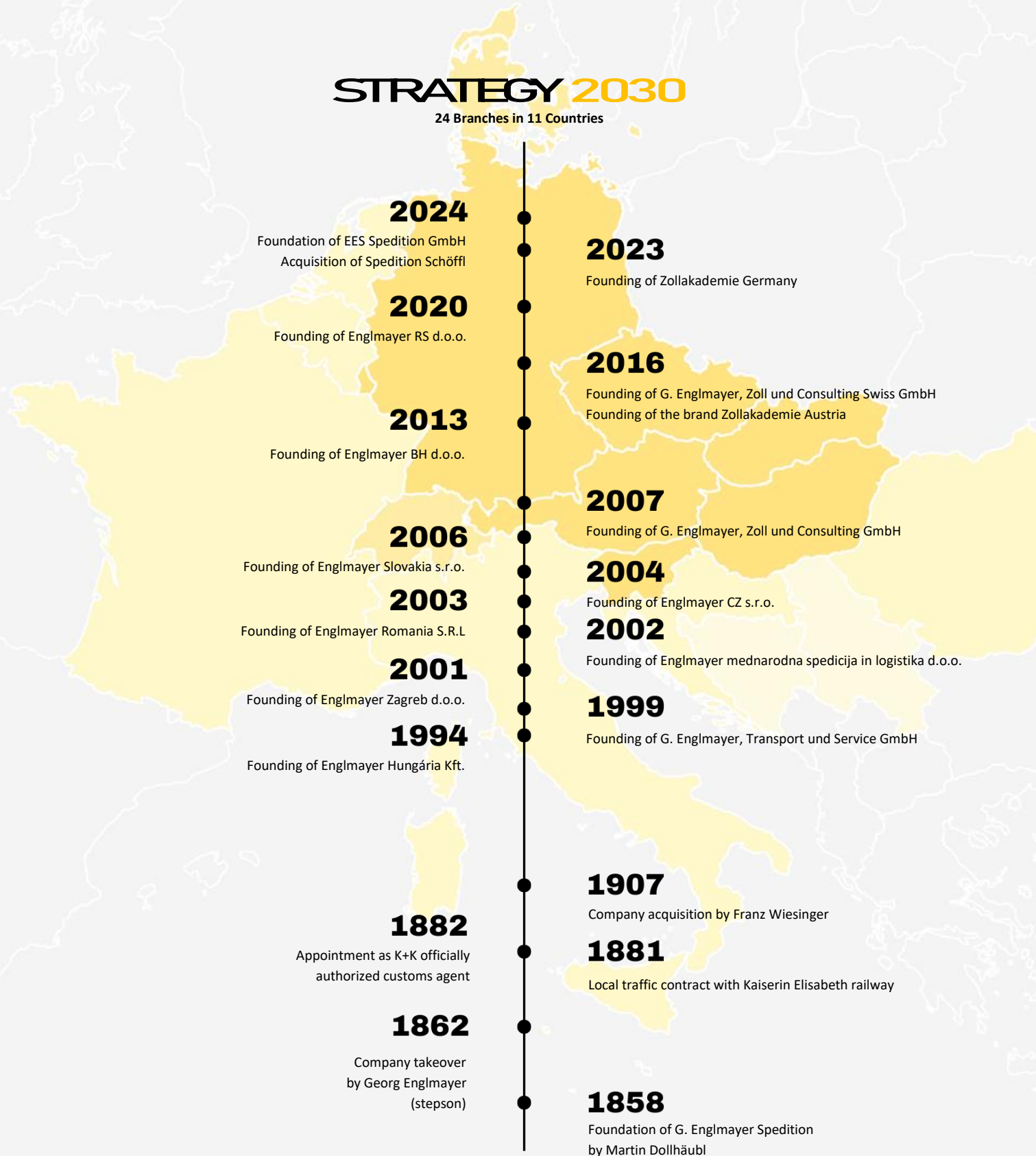
### **The Corporate Management Board**

From left to right: Klaus Gasperlmair, Roman Schimps, Jürgen Walter, Owner representative Heinz Wiesinger, Nicole Reiter, Robert Breitwieser, Alexander Pöttinger, CEO Andreas Gaber (BoL)

# G. ENGLMAYER SINCE 1858

## STRATEGY 2030

24 Branches in 11 Countries



You can find more details on our homepage: [www.englmayer.net](http://www.englmayer.net)

# SERVICE PORTFOLIO

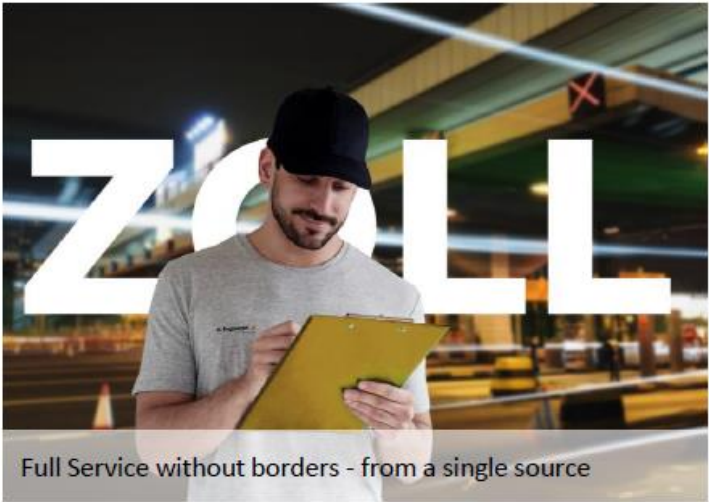
## Our services

Since its founding in 1858, G. Englmayer has continuously adapted its service portfolio to meet the evolving needs of customers and the changing market and environmental demands. This continuous development allows us to keep pace with the latest trends and technologies while maintaining the highest level of quality and reliability in our services.

Thanks to our strong national and international networks, we provide customized logistics solutions tailored to the specific needs of our customers. These include national and international groupage transports, express deliveries,

customized logistics solutions, and comprehensive customs full-service solutions without borders.

With our extensive experience and broad expertise, we are a reliable partner for complex logistics challenges. Our dedicated team ensures that all processes run efficiently and are customer oriented. G. Englmayer stands for top quality and flexibility – whether in fast and punctual express shipments or the precise handling of complex customs procedures.



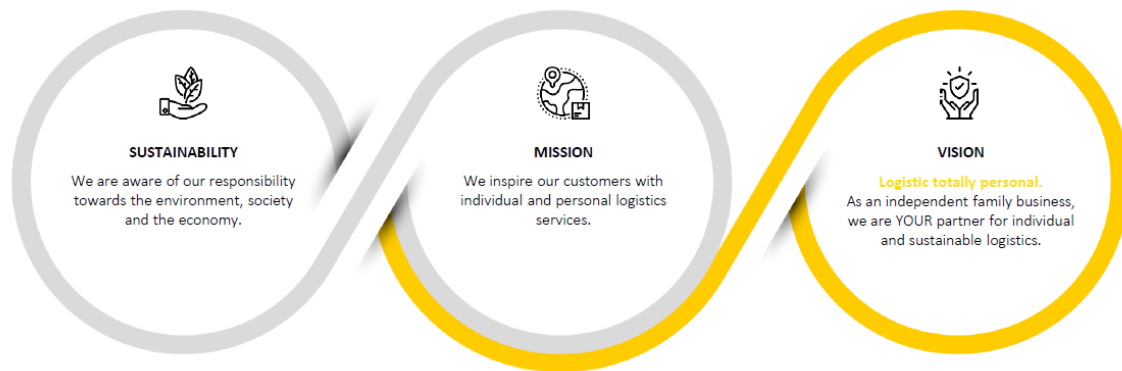
Overview of Englmayer companies

		Cargo	FTL/ LTL	Express	Logistics	Sea & Airfreight	Cus- toms	Educa- tion
<b>Austria</b>	Wels (head office)	x	x	x	x	x	x	
	Vienna (Leopoldsdorf)	x	x	x	x		x	
	Graz (Wundschuh)	x	x	x	x			
	Salzburg (Bergheim)	x	x	x	x	x		
	Klagenfurt (Grafenstein)	x		x				
	Linz				x			
<b>Switzerland</b>	St. Margrethen						x	
<b>Hungary</b>	Budapest (Biatorbágy)	x	x	x	x		x	
<b>Czech Republic</b>	Prague (Želenec)	x	x	x	x		x	
	České Budějovice	x	x	x	x		x	
	Brno	x	x	x			x	
<b>Slovakia</b>	Bratislava (Senec)	x	x	x	x		x	
<b>Romania</b>	Bucharest	x	x	x	x	x	x	
	Cluj (Gilău)	x	x	x	x			
	Arad	x	x	x	x		x	
	Sibiu	x	x	x	x			
	Bacău	x	x	x	x			
<b>Slovenia</b>	Ljubljana	x	x	x	x	x	x	
	Dravograd							
<b>Croatia</b>	Zagreb	x	x	x	x	x	x	
	Rijeka	x	x			x	x	
<b>Bosnia and Herzegovina</b>	Sarajevo	x	x	x		x	x	
<b>Serbia</b>	Belgrade (Šimanovci)	x	x	x			x	
<b>Zollakademie Austria / Germany</b>	Thalheim near Wels (AT)							x
	Hilden (DE)							x

# CORPORATE IDENTITY

## Mission & Vision

### Logistics – totally personal



### Englmayer stands for:

- highly motivated and qualified employees
  - comprehensive consulting competence
  - own network and excellent market knowledge in Central and Eastern Europe
- fast and easy decision-making processes
  - efficient processes
  - services with the highest quality standards

## Values & Guiding principles

For more than 165 years, G. Englmayer has been a family business with the slogan “**Logistics – totally personal**”, G. Englmayer has always aimed to combine quality leadership with sustainability and respect for all stakeholders. Economic success, steady growth and continuous improvement, considering the environment and all interest groups, are the building blocks of our enduring corporate culture.

This is also reflected in our values and guiding principles to which we are committed:

**Our Values and Guiding Principles**  
— G. Englmayer Quality and Environmental Policy —

<p><b>Customers</b> <small>We promise service – that excites. Logistics – totally personal.</small></p> <p><b>Service</b> → systematic development and improvement; fulfillment of individual customer requirements</p> <p><b>Service Orientation</b> → personal care; professional and unique solutions</p> <p><b>Implementation</b> → an strategic, confidential, totally personal.</p>	<p><b>Environment</b> <small>We are committed to our environment and make a sustainable contribution to improving the quality of life.</small></p> <p><b>Cycle</b> → resource and energy efficiency, reuse and recycling, environmental friendliness</p> <p><b>Influence</b> → continuous improvement of performance and impact on the environment, minimize ecological footprint</p> <p><b>Consideration</b> → in decisions and actions, we take our surroundings into account</p>
<p><b>Employees</b> <small>We unfold our potential together to be successful in the future.</small></p> <p><b>Values</b> → achieving goals with respect, fairness, open communication and trust</p> <p><b>Competence</b> → turning theory into practice, promoting the professional and personal development of our employees</p> <p><b>Protection</b> → safety and health of our employees come first</p>	<p><b>Partners / Suppliers</b> <small>We rely on long-term cooperation and shared success with our suppliers and partners.</small></p> <p><b>Selection</b> → economically healthy cooperation; clear and transparent interaction</p> <p><b>Development</b> → successful collaboration is based on respect, clear agreements and mutual trust</p> <p><b>Development</b> → bearing true and with each other continuously improve our competitiveness</p>
<p><b>Society / State</b> <small>We connect people, cultures, economy and state.</small></p> <p><b>Responsibility</b> → ensuring job compliance with legal regulations, standards and self-responsibility</p> <p><b>Culture</b> → tolerance, diversity and equal opportunity as fundamental ethical principles; support of social projects</p> <p><b>Commitment</b> → focus on regularity and sustainable action</p>	<p><b>Owner</b> <small>We serve our future through independence and long-term success, changing people</small></p> <p><b>People</b> → family as role model; connected across generations, now and in the future.</p> <p><b>Percept</b> → consider opportunities and risks, acting responsibly for maximum potential</p> <p><b>Success</b> → free in decision making, independent in strategic decisions</p>

Logistics totally personal – since 1858

## INTEGRATED MANAGEMENT SYSTEM

To achieve in the following areas

- **Quality**
  - **Environment & Sustainability**
  - **People & Health**
  - **Risk & Safety**
  - **Compliance & Data Protection**
- Logistics services
  - Customs clearance
  - Warehouse logistics
  - Relocation and furniture transport (AT)
  - Transport services and fleet management incl. hazardous goods (AT)

A process-orientated integrated management system was introduced years ago to achieve and continuously improve a uniform and consistently high level of quality throughout the Group. The integrated management system applies to all subsidiaries and sister companies in the Englmayer Group and covers all relevant corporate processes.

The scope of ISO 9001 and ISO 14001<sup>1</sup> Certification includes:

- National and international freight forwarding services with a focus on groupage and express transport, including freight handling

The development of new services is limited to project-based further development.

The management commits itself and all employees to comply with the contents of this company handbook in terms of the integrated management system.

In addition, it is responsible for maintaining, evaluating and continuously improving the entire management system and defines the company policy. For all quality-relevant processes, it also ensures that responsibilities and authorizations are defined transparently and that employees are aware of the importance of their work for quality and the company's objectives.

### Quality

All Austrian sites of the G. Englmayer Group are certified to ISO standards 9001 (quality management) and 14001 (environmental management), among others.

Additionally, subsidiaries in Hungary, the Czech Republic, Croatia, Slovakia, Romania and Slovenia are also certified to ISO 9001.

The roll-out to further subsidiaries is also outlined in the **G. Englmayer Strategy 2030**.

The learning services of the Zollakademie Austria and Germany are also certified in accordance with ISO 21001 and, in Austria, also accredited with the Ö-Cert.



<sup>1</sup> ISO 14001 certification only in Austria



## Environment & Sustainability

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All companies bear responsibility towards the environment, society and the economy. At G. Englmayer, we are not only aware of this responsibility, but as a family business, we take a proactive approach with the clear goal of achieving continuous improvement in the direction of green logistics. Our commitment to sustainability is firmly anchored in our corporate strategy, whereby we act in accordance with the European Sustainability Reporting Standards (ESRS) and the Corporate Sustainability Reporting Directive (CSRD).

We have systematically identified the key issues in the three dimensions of corporate social responsibility (environment, social affairs and corporate governance) and are working on their implementation with clearly defined targets and key figures.

Our measures extend across the areas of processes, buildings and vehicle fleet and include the reduction of CO2 emissions, the expansion of renewable energies and the promotion of sustainable mobility.

We are continuously improving our environmental performance by introducing and developing an environmental management system (ISO 14001), optimizing the use of resources and increasing the use of green technologies. By focusing on CO2 reduction and the circular economy, we are not only striving for economic success, but also for a sustainable future for generations to come. Further details can be found in our annual CSR report on our homepage.



### Sustainable logistics processes

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- Ongoing optimization of supply chains, resources and route planning
- Avoidance of empty trips
- Waste prevention reduction
- Waste utilization – thermal processing of disposed Euro pallets
- Waste recycling
- Ongoing reduction of GHG emissions
- Digitalization of internal processes / reduction of paper consumption

### Building

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- Own power supply from hydropower and photovoltaic systems
- Electricity from 100% renewable energy sources
- Use/replacement/investment in sustainable work equipment and building materials
- Automated lighting and heating concepts
- Development of charging infrastructure for electric vehicles
- Avoidance of disposable products
- Use of environmentally friendly cleaning agents

### Vehicle fleet

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- Investment in alternative fuels
- Ongoing renewal of our own vehicle fleet
- Use of LNG trucks and e-sprinters
- Fuel-saving training
- Efficient use of transport

## People & Health

People are at the center of everything we do. We see it as a matter of course that we offer equal opportunities to all people regardless of age, ethnic origin, nationality, gender, health or ideology.

As a family-owned company, maintaining and promoting the health of our employees, partners and customers - across all points of contact. The Group's occupational health management therefore organizes regular health and prevention measures as well as initiatives for workplace safety.

In addition, our employees receive in-depth training through modern personnel management and targeted support through internal and external training courses.

From a successful (apprenticeship) start to leaving the company, the needs and requirements of our team are focused on a wide range of benefits such as flexible working time models, home office, benefits, company events or opportunities for joint charitable commitment.

Honesty, integrity, respect and fair play are particularly important to us in our daily interactions. Furthermore, a firmly implemented Code of Conduct ensures that central or non-discriminatory principles of behavior and ethics are demanded and guaranteed for all persons involved in the process chain.

## Risk & Safety



From horse-drawn vehicles to modern electric trucks, we at G. Englmayer have already been able to make positive use of many innovations and changes. A systematic and integrated risk analysis and assessment is an integral part of all strategic and operational planning.

Where necessary, risks are prevented at an early stage by implementing appropriate measures. However, our positive mindset is equally focused on the respective 'opportunities of the time' so that we can continue to be successful for our employees and customers in the coming decades.



## Compliance & Data protection

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In the context of continuous digitalization and the increasing networking of processes, it is of the utmost importance that we reliably comply with all legal requirements and regulations. Our compliance and data protection experts continuously monitor all relevant normative changes and ensure that these are integrated into our operating procedures. This is done in compliance with international standards and local laws.

Our highest priorities are to protect the privacy and security of our customers' data. We use state-of-the-art technologies to ensure that sensitive information is protected from unauthorized access. All data is stored exclusively on encrypted and secure servers to ensure the highest level of confidentiality and integrity.

In addition, all employees are regularly trained to recognize risks at an early stage and take appropriate measures. Through continuous audits and reviews, we ensure that our compliance and data protection processes always fulfil the current legal requirements and that potential security gaps are closed immediately. Separate, independent units have been created for the key topics of data protection and whistleblower protection:

 **eMail: [compliance@at.englmayer.net](mailto:compliance@at.englmayer.net)**

 **Homepage: [www.englmayer.net](http://www.englmayer.net)**

 **Intranet: [intern.englmayer.at](http://intern.englmayer.at)**

## Digitalization & Customer Tools

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The digital transformation has not only revolutionized the way we interact with our customers, but has also optimized our internal processes. With the e-portal, a centralized tool for data collection and shipment tracking, we offer our customers a user-friendly and efficient solution. This is not only a step towards digitalization, but also ensures that all processes are always transparent and traceable - a key component of our security and data protection strategy.

With our full EDI (Electronic Data Interchange) service, we guarantee the secure exchange of order, status and invoice data between our systems and those of our customers via secure connections.

This not only improves efficiency and accuracy, but also minimizes the risk of data errors and makes it easier to fulfil compliance requirements.

We also provide our customers with a proactive option for tracking consignments via Track & Trace. This function not only offers simple GPS-based tracking of shipments, but also e-mail notification when a delivery is on its way or arrives. These innovative tools not only help to optimize the supply chain, but also improve the customer experience by providing transparent and reliable tracking of all shipments - in accordance with the highest security standards.

# APPENDIX

## Values & Guiding Principles

### Our Values and Guiding Principles

— G. Englmayer Quality and Environmental Policy



**Customers**  
We promise: Service – that excites. Logistics - totally personal.

- Service → systematic development and improvement; fulfillment of individual customer requirements
- Service Orientation → personal care; professional and unique solutions
- Implementation → on schedule. confidential. totally personal.

**Environment**  
We are committed to our environment and make a sustainable contribution to improving the quality of life.

- Cycle → resource and energy efficiency, reuse and recycling, environmentally friendly disposal
- Influence → continuous improvement of performance and impact on the environment, minimize ecological footprint
- Consideration → in decisions and actions, we take our surroundings into account

**Employees**  
We unfold our potential together to be successful in the future.

- Values → achieving goals with respect, fairness, open communication and trust
- Competence → turning theory into practice; promoting the professional and personal development of our employees
- Protection → safety and health of our employees comes first

**Partners / Suppliers**  
We rely on long-term cooperation and shared success with our suppliers and partners.

- Selection → economically healthy companies meet our standards
- Interaction → successful collaboration is based on respect, clear agreements and mutual trust
- Development → learning from and with each other continuously improves our competitiveness

**Society / State**  
We connect people, cultures, economy and state.

- Responsibility → securing jobs; compliance with legal regulations, standards and self-commitments
- Culture → honesty, diversity and equal opportunity as fundamental ethical principles; support of social projects
- Commitment → focus on regionalism and sustainable action

**Owner**  
We secure our future through independence and long-term success strategies.

- Principle → family as role model, connected across generations - now and in the future.
- Foresight → considering opportunities and risks, acting resiliently - for maximum potential
- Success → free in decision-making, independent in implementation - our strategy

Logistics totally personal – since 1858





## Unsere Verpflichtungen...

### KUNDE / LERNENDER

#### Eine Investition in Bildung ist eine Investition in die Zukunft

<i>Ausbildungsqualität</i>	Verständnis und Compliance bei Zoll- und außenwirtschaftsrechtlichen Belangen
<i>Bildungsangebot</i>	höchster Qualitätsstandard – laufend weiterentwickelt und verbessert – umfassend - unabhängig
<i>Umsetzung</i>	praxisnah – aktuell – zielgruppenspezifisch - maßgeschneidert - vertraulich

### MITARBEITER

#### Wir bieten Abwechslung, Herausforderungen und Entwicklungschancen

<i>Kompetenz</i>	durch Ausbildung und Erfahrung zu Professionalität
<i>Teamwork</i>	Respekt, Vertrauen, Loyalität und Engagement um Ziele gemeinsam zu erreichen
<i>Sicherheit</i>	Gesundheit und Leistungsfähigkeit der Mitarbeiter erhalten und verbessern

### EIGENTÜMER

#### Unabhängigkeit und langfristige Erfolgsstrategien sichern den Fortbestand

<i>Unternehmen</i>	wertsteigendes Denken und nachhaltiges Handeln – jetzt und in Zukunft
<i>Weitblick</i>	Chancen und Risiken berücksichtigen, resilient handeln
<i>Erfolg</i>	frei in Entscheidung, eigenständig in der Umsetzung

### UMWELT

#### Unser Einsatz zum Schutz der Umwelt erhöht die Lebensqualität nachhaltig

<i>Kreislauf</i>	Ressourcen- und Energieeffizienz, Wiederverwendung und -verwertung, umweltgerechte Entsorgung
<i>Einfluss</i>	Leistung und Wirkung auf die Umwelt laufend verbessern, ökologischen Fußabdruck minimieren
<i>Rücksicht</i>	in Entscheidungen und Handlungen beziehen wir unser Umfeld mit ein

### PARTNER / LIEFERANTEN

#### Gemeinsam Höchstleistungen erreichen

<i>Auswahl</i>	kompetente und verlässliche Partner / Lieferanten zur Erfüllung unserer hohen Qualitätsstandards
<i>Umgang</i>	erfolgreiche Zusammenarbeit basierend auf Respekt, klaren Vereinbarungen und gegenseitigem Vertrauen
<i>Entwicklung</i>	Lernen von- und miteinander verbessert laufend unsere Wettbewerbsfähigkeit

### STAAT / ZOLLBEHÖRDE / GESELLSCHAFT

#### Hochwertige Ausbildung sichert den Erfolg in einer globalisierten Wirtschaft

<i>Verantwortung</i>	Sicherung der Arbeitsplätze, Einhaltung von Rechtsvorschriften, Standards und Selbstverpflichtungen
<i>Zusammenarbeit</i>	fair – kooperativ – im gemeinsamen Austausch Diversität und Chancengleichheit als grundlegende ethische Prinzipien
<i>Engagement</i>	Fokus auf Regionalität und nachhaltiges Handeln

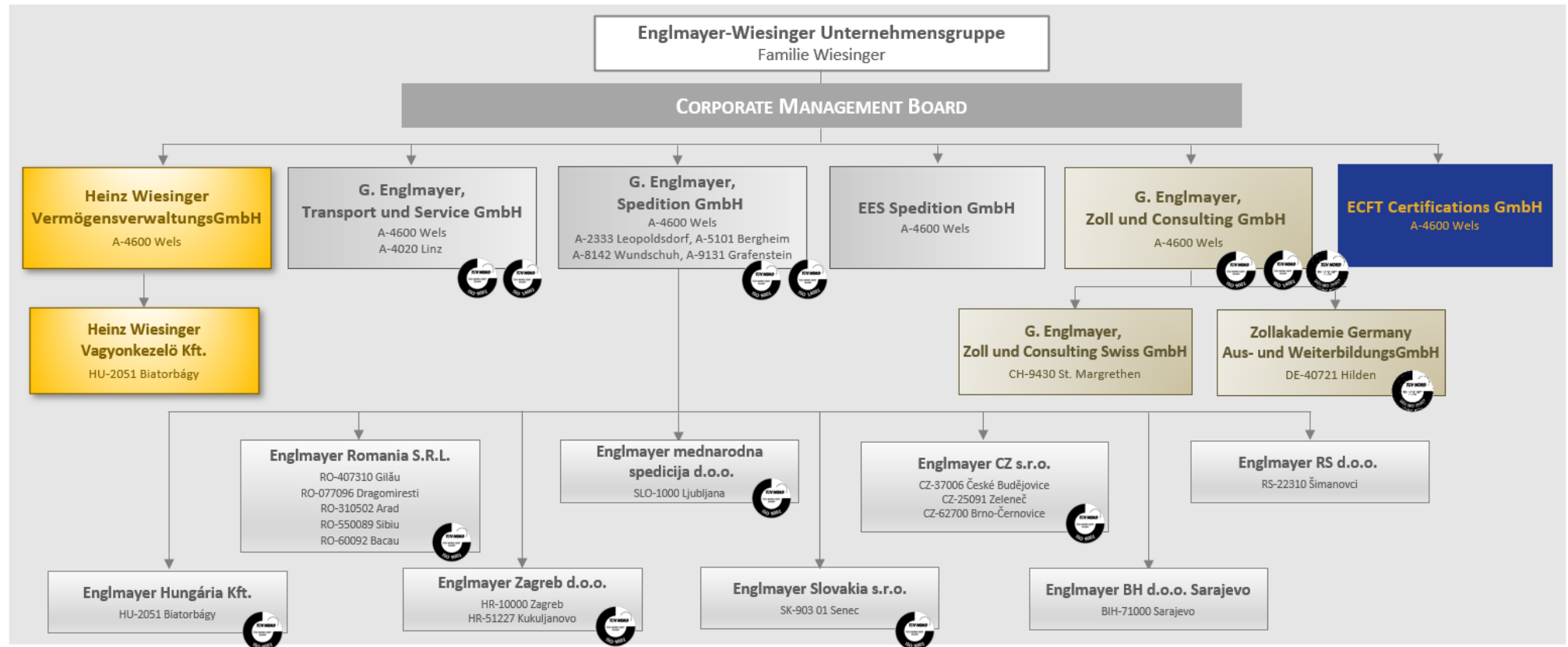
August 2024

*Klaus CASPERLMAIR*  
Geschäftsführer Zoll & Consulting GmbH  
Geschäftsführer Zollakademie Germany Aus- und Weiterbildungs GmbH

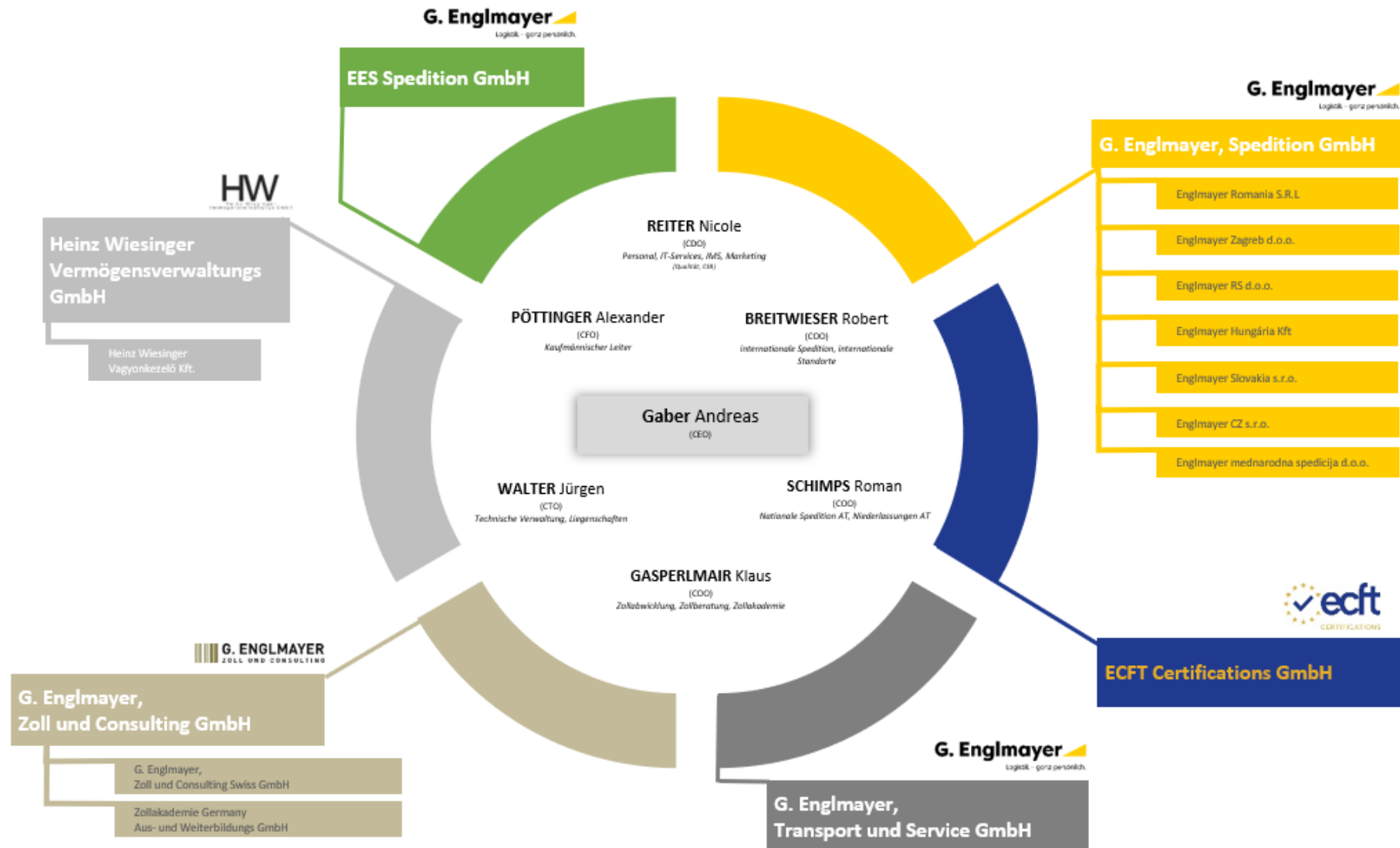
*Helmut VIECHTBAUER*  
Geschäftsführer Zollakademie Austria

*Anika FISCHER*  
Geschäftsführerin Zollakademie Germany Aus- und Weiterbildungs GmbH

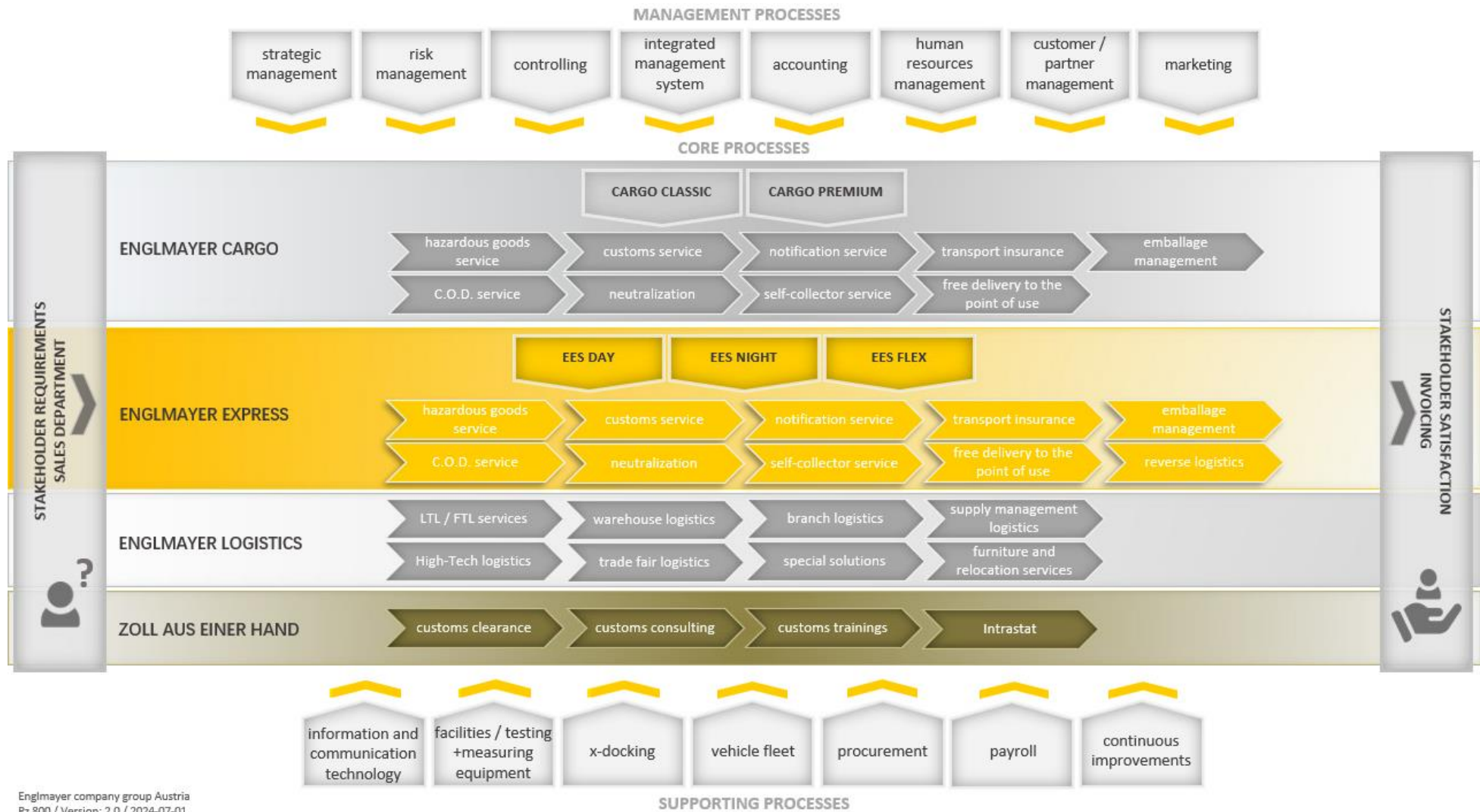
**ORGANIGRAMM Englmayer Company Group (2025-01)**



**CORPORATE MANAGEMENT BOARD Englmayer Company Group**



## Process map Englmayer Company group Austria



Englmayer company group Austria  
Pz 800 / Version: 2.0 / 2024-07-01.

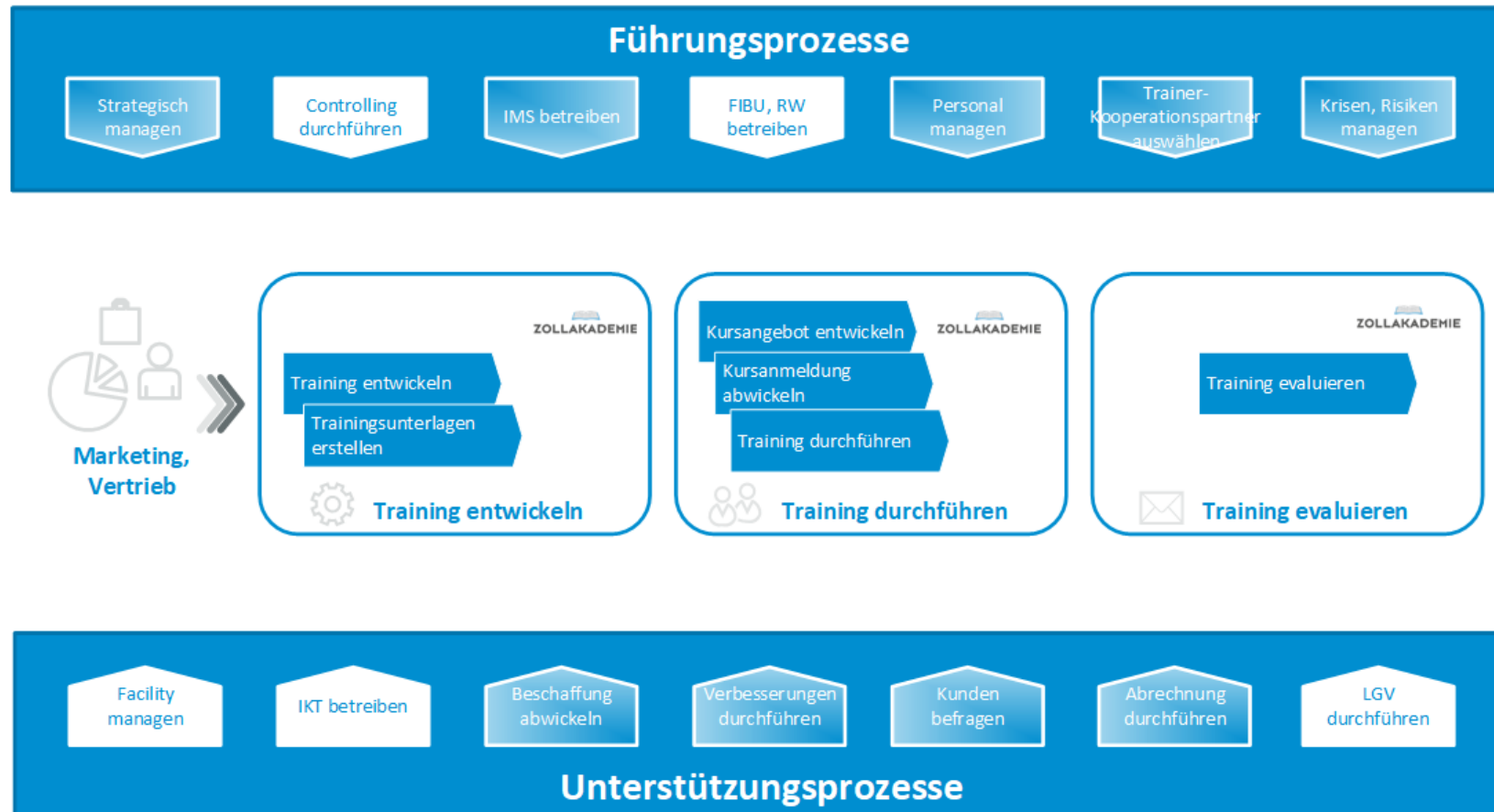


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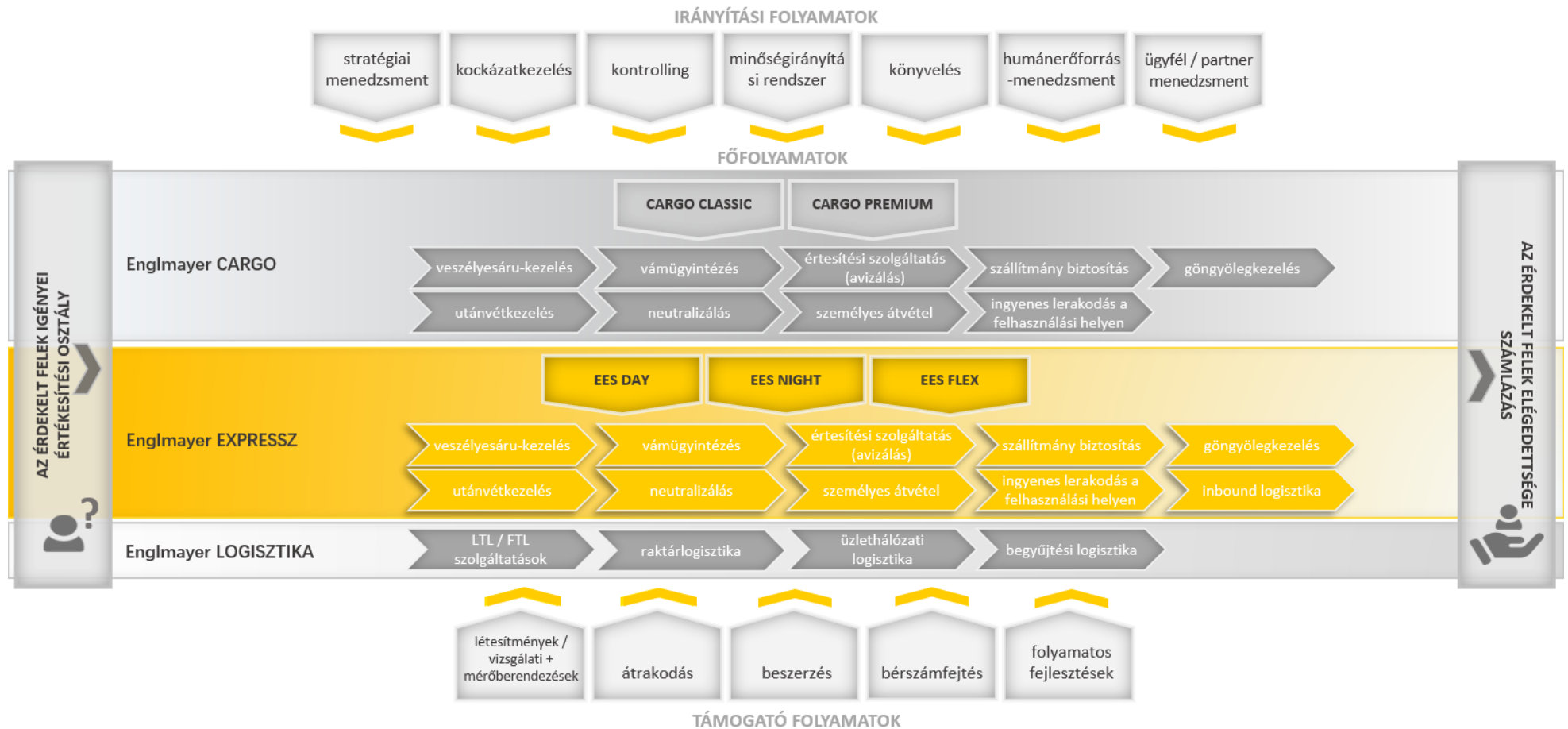


# Prozesslandkarte

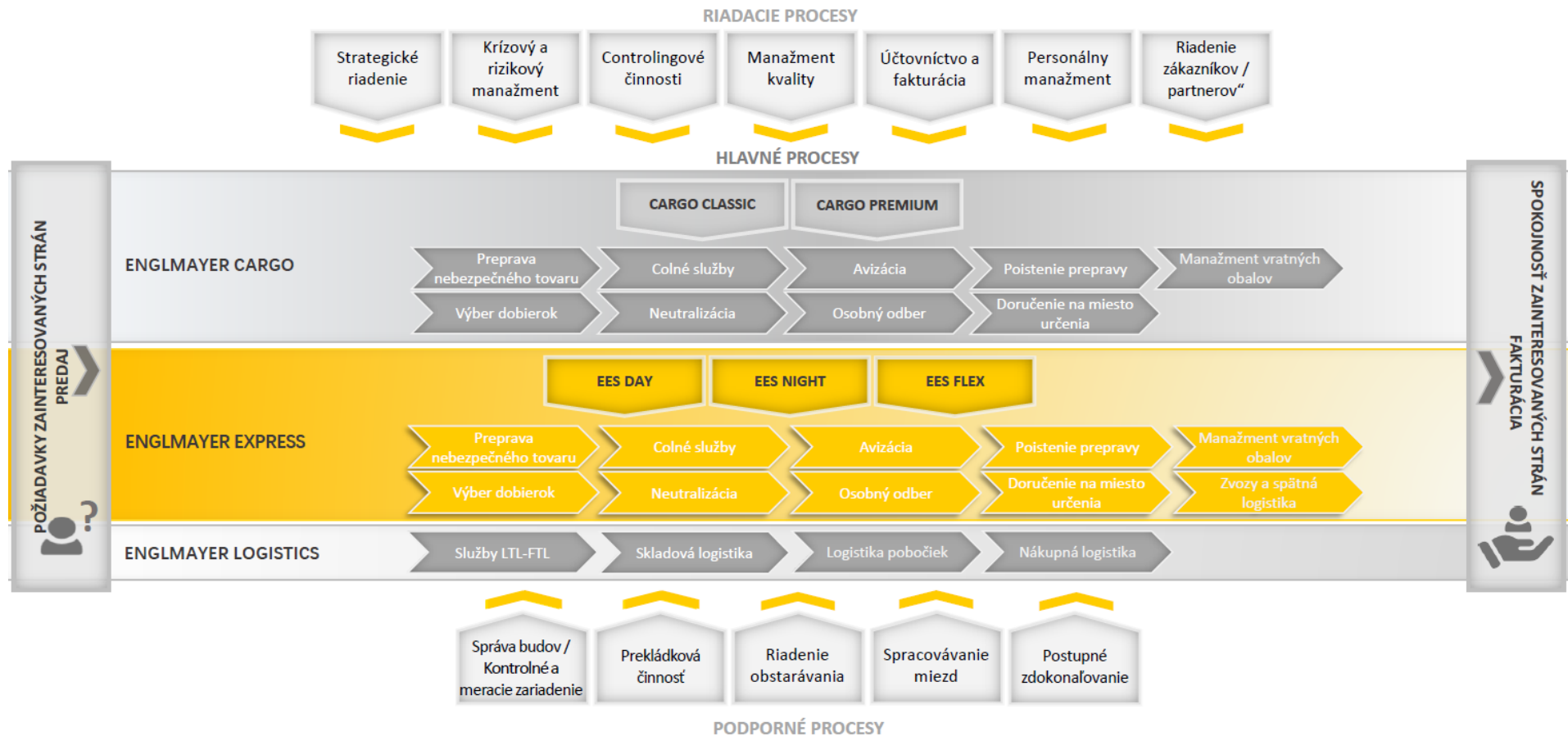
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Process map Englmayer Hungária Kft.

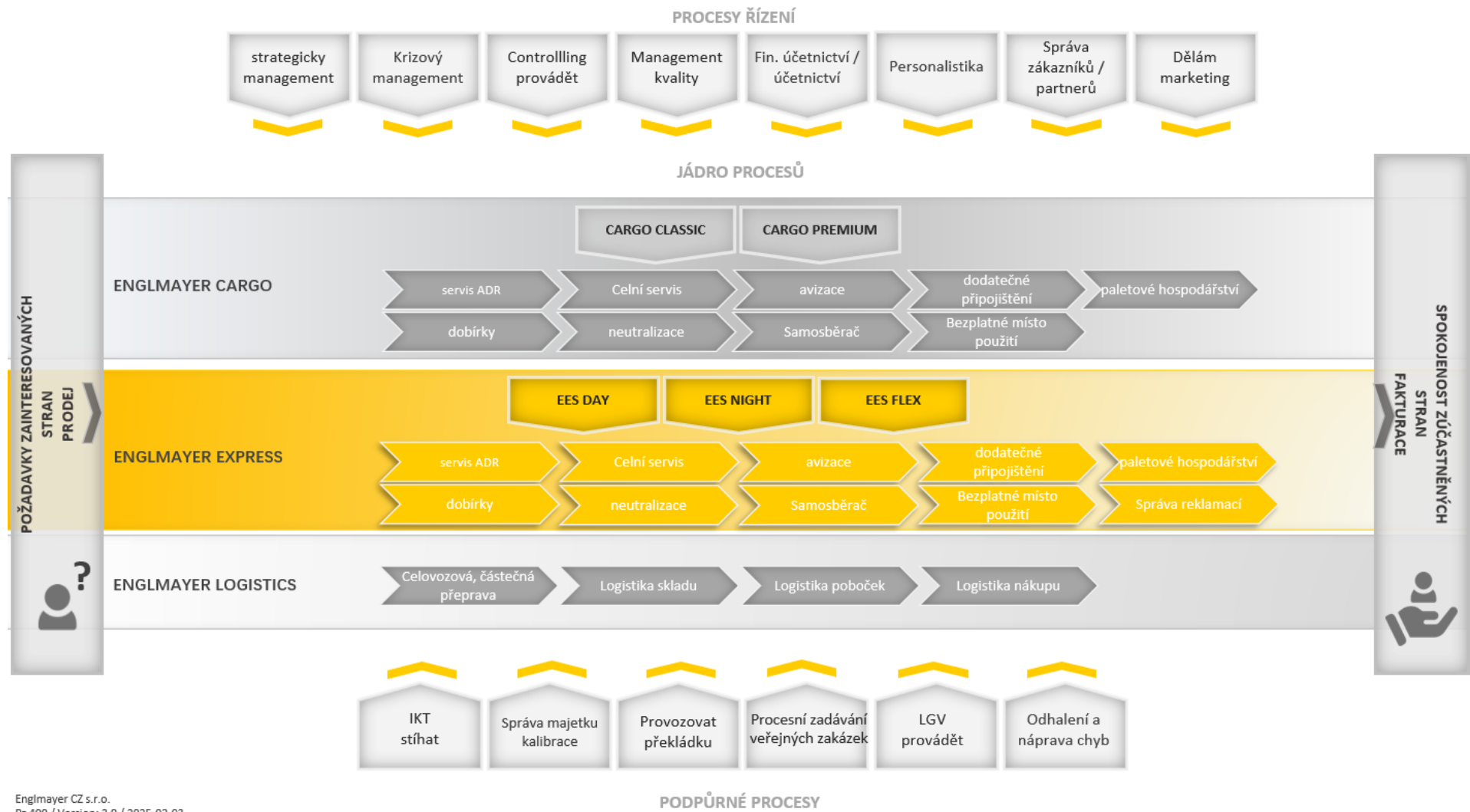


Process map Englmayer Slovakia s.r.o.



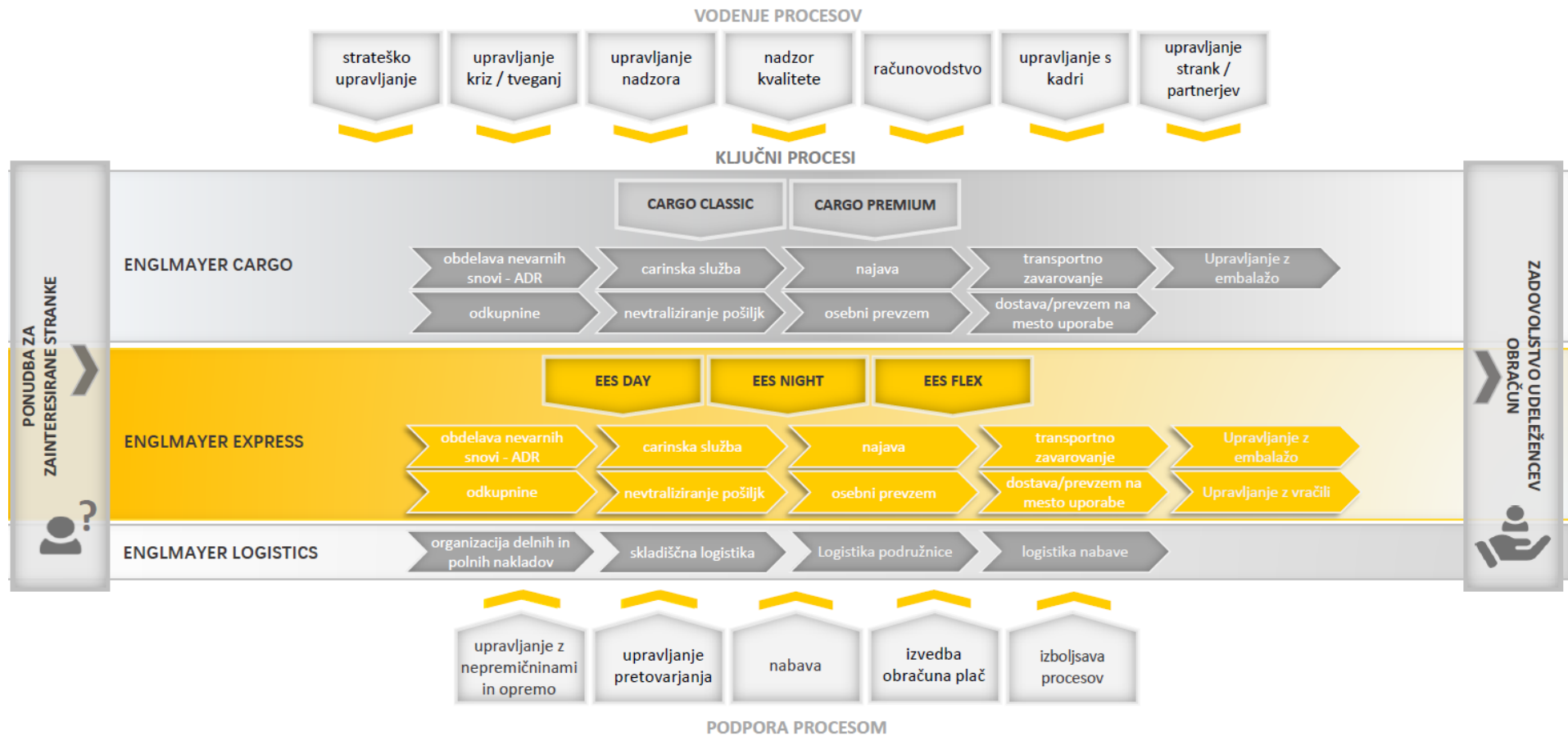
Englmayer Slovakia s.r.o.  
Pz 401 / Verzia: 3.0 / 2024-11-20

Process map Englmayer CZ s.r.o.



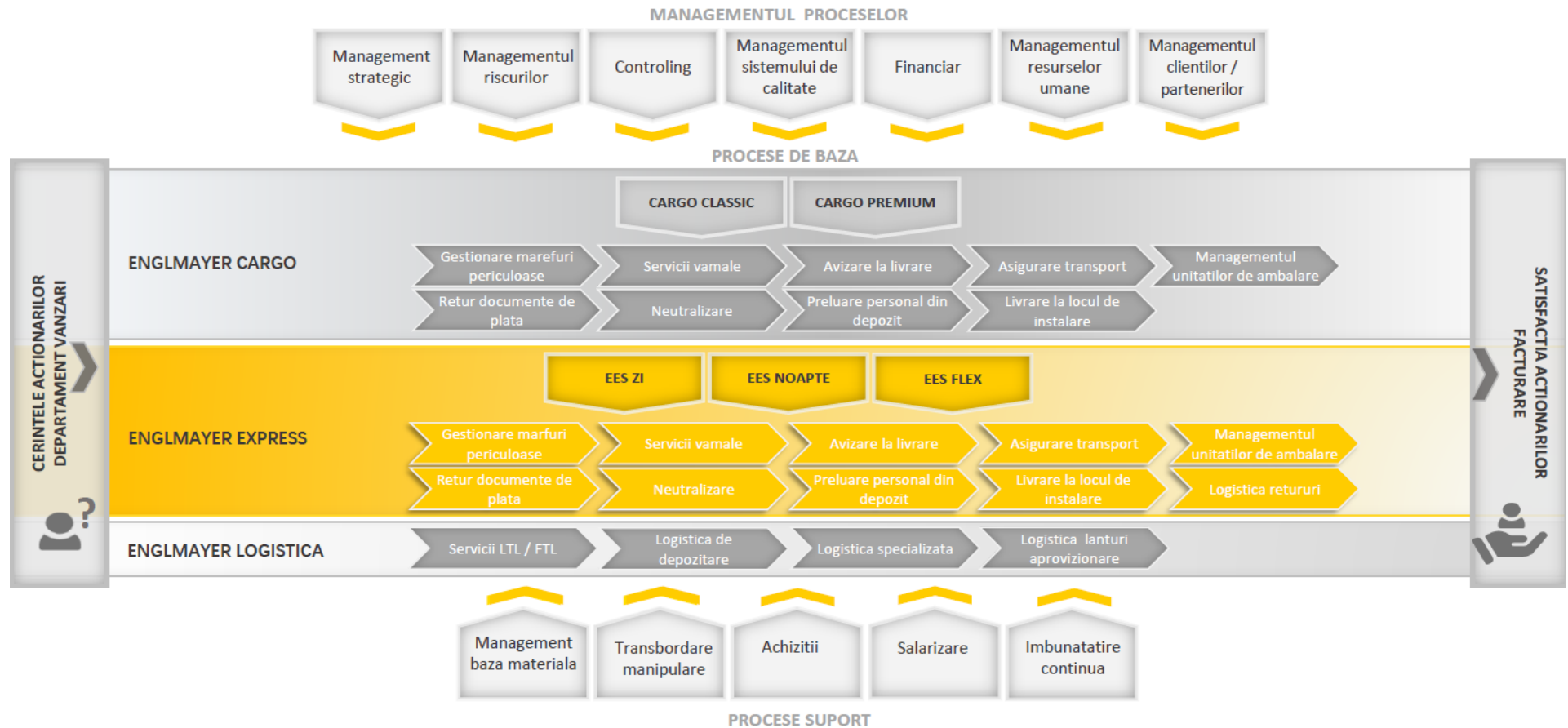
Englmayer CZ s.r.o.  
Pz 400 / Version: 3.0 / 2025-02-03

Process map Englmayer Slovenia d.o.o.

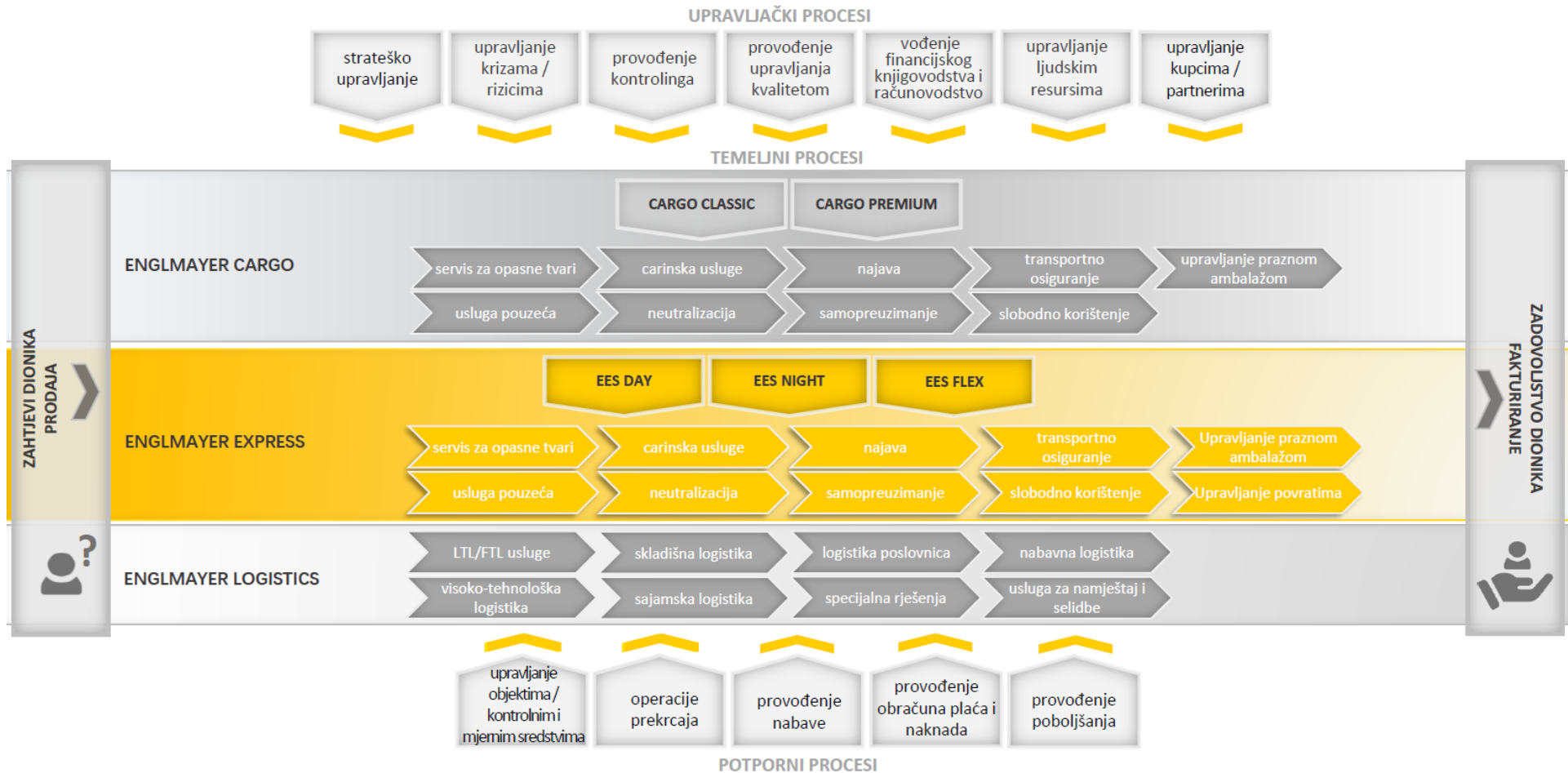


Englmayer mednarodna spedicija in logistika d.o.o. Slovenija  
Pz 401 / Verzija: 2.0 / 2024-07-11

Process map Englmayer Romania s.r.l.



Process map Englmayer Zagreb d.o.o.



Englmayer Zagreb d.o.o.  
Pz 400 / Verzija: 1.0 / 2024-07-15