

CONTARGO®

■ ■ ■ trimodal network



SUSTAINABILITY³

Sustainability Report 2016

The Contargo Sustainable Solutions Team:



Doubly important

"For me just now, the stork stands for two important themes in my life: firstly, it's the symbol of NABU, the German Nature and Biodiversity Conservation Union, of which I'm a member because nature and its conservation are very dear to my heart. And secondly – I and my husband are looking forward to the arrival of a new member of our family."

Nicole Kudras, responsible for the area of Social Responsibility



Sustainability in action

"Alea iacta est – but not at Contargo. Here, I've found an enterprise which encourages initiatives and provides the freedom to develop them. And I've been able to build up the Sustainable Solutions Department, in order to exchange ideas on sustainability with my colleagues at all our locations. Learning from the best in such a big network – success shows that we're on the right path. And moving forwards ..."

Kristin Kahl, Sustainable Solutions Manager



Glass – unbreakable

"Sometimes a small step is enough: for several years now, I've drunk only tap water. It costs less – and the limit values are more stringent than for mineral water. So I always have my unbreakable glass bottle of tap water with me. That way I aim to cut down my personal consumption of plastic. So far I've saved using more than 1,000 1.5-litre plastic bottles since 2013."

Isabell Peters, Management Trainee, Programme "Step Forward"



Active recreation

"For me, gardening is a good contrast to office work. I get fresh air and exercise, enjoy harvesting my tasty vegetables and healthy herbs – and I can get right away from the stresses of everyday life. The garden is a place to invite my friends to, and watch the busy insects among beautiful flowers instead of looking at a flickering screen."

Sandra Hollweg, responsible for the area of Ecology and Economy



CONTENTS

- 04 Foreword
- 06 Three questions to the Managing Directors

09 ECOLOGY

- 10 More is less
- 13 Greener shipping
- 14 More silent shunting
- 15 More eco-friendly transport
- 17 Eco awareness at work
- 20 Exemplary location - Duisburg Intermodal Terminal
- 25 Prizewinning sustainability concept

28 ECONOMY

- 29 A strong Network for the European Hinterland
- 31 Reaching our goal together
- 33 Exemplary location - Escaut Valenciennes Terminal
- 35 Take the better route!
- 37 Homemade IT
- 41 Talking to each other

43 SOCIAL RESPONSIBILITY

- 45 Focus on people
- 47 Shared activities strengthen team spirit
- 50 Dual uses for steel upcycling
- 53 Exemplary location – Contargo Rhein-Neckar

- 58 Postscript and thanks
- 60 GRI Content Index
- 63 Impressum

FOREWORD

Dear Readers,



We published our first Sustainability Report two years ago. Since then, Contargo GmbH & Co. KG has received two sustainability awards for its commitment so far. This gives us confirmation on our way to taking even more responsibility. The aim of our sustainable company management is always to harmonise economy, ecology and social responsibility. We tackle it in our own way and one result is that this sustainability report is different from many others:

This time we are following the much-quoted saying **“Do good – and talk about it”**. This may sound rhetorical, but combined with the increasing awareness of Contargo’s fundamentally sustainable philosophy it has resulted in a real “coming out”. Sustainability lives not by information but by participation!

“Our commitment to sustainability has been honoured by three awards!”



Prix Demain l'Economie 2015



Eco Performance Award 2015



Captain Eco 2015 Award (NYK)



“Sustainability lives not by information but by participation!”

Kristin Kahl, Sustainable Solutions, Contargo GmbH & Co. KG

We invited our colleagues to actively help design our Sustainability Report and communicate in it. Because a good sustainability concept needs people to develop it and support its implementation in the company.

- Many colleagues from different areas of the enterprise explain exactly what they are doing for sustainability, and why – both at work and privately. Our Managing Directors say why sustainability is important, what ideas they would like to implement over the next few years, and what part sustainability plays in their private lives.
- Economy, social responsibility and ecology are values we take into account generally in our communication with all interest groups. Our communication is characterised by reliability, fairness, respect, authenticity, honesty and openness. Discussion with stakeholders is integrated into company processes as a continuous dialogue. As well as personal contact, we communicate via our Homepage, our Newsletter and social media channels. Within the enterprise, we can also discuss and inform one another via the intranet.
- In the report, three Best Practice locations of Contargo illustrate what is already being implemented. This is intended to show our customers and partners what we are doing, and how. It is also intended to motivate Contargo's locations to make improvements here and there, if they have not done so already.
- We also present what the Contargo Holding is doing in each of the three areas of sustainability. The Holding sets an example, is the central hub, supports the locations in implementing the

ideas in projects, and coordinates the exchange of information across the network.

However, we have not rested on our successes – or on the fact that our business model, with its focus on combined transport, is already sustainable in many ways. Rather, in the time between 2014 and 2016 we undertook more activities towards achieving our long-term sustainability objectives. With only one exception, all the key figures for all companies and participations of Contargo are now contained in this Sustainability Report. Although this means the Reports for 2014 and 2016 are not in a directly comparable form, it demonstrates the importance attached to this aspect in the Contargo Group, and we are very proud of this.

The present report shows how much we have achieved over the past few years, but it also shows where there is still a need for improvement. We look forward to treading this path together with all our colleagues, customers, partner enterprises and service providers.

Not least, we would like to emphasise that “doing good” also make people feel good. Wellbeing generates positive thinking, which is an input into decisions and thus supports the open, creative and communicative way forward, on the path to taking even more responsibility.

We hope you will be inspired by reading our **“Sustainability³”** and will talk about it.

Best regards
Kristin Kahl

■ THREE QUESTIONS TO THE MANAGING DIRECTORS



The Managing Directors of Contargo GmbH & Co. KG on the topic of sustainability

Even the best sustainability concept needs people to develop it, support it and implement it within the company. Contargo's Managing Directors explain why sustainability is important, what ideas they would like to put into practice over the next few years, and what part sustainability plays in their private lives.

Photo: Contargo's Managing Directors (l.to.r.) Heinrich Kerstgens, Thomas Löffler, Konrad Fischer and Marcel Huisker

THREE QUESTIONS TO THE MANAGING DIRECTORS

QUESTION 1

Why is sustainability important for Contargo? In what ways does it influence your areas of business?

For us, the three pillars of sustainability belong to good company management and we regard them as a mandate from our shareholders, our employees and our environment to us as Managing Directors. We regard the sustainable attitude of Contargo as a guarantee for securing the Group's survival and future development. The necessary economic success results from the efficient use of all resources and the constant adaptation of processes. Our terminals are some of the most important constituents of our network service. For this reason, future-oriented planning reliability is essential for the terminals, in order to be able to meet increasing demands.

Not only do we want to offer our customers products that are economically attractive, we also want to take ecology into account. As the second pillar of sustainability, ecology is an important element of our company philosophy. We use transport systems that are energy-efficient and do not place a heavy burden on the environment. For instance, at our terminals we will be putting the first hybrid reach stackers into service, and successively extending the use of LED lighting. However, this approach does not stop at the terminal gates. In our cooperation with transport companies, we give preference to those whose trucks have emissions standard Euro 5 or Euro 6. And our customers know that in our sales discussion sustainability is always a fixed point on the agenda. In the area of marketing we always try to use recyclable advertising materials that have not been produced under dubious social conditions. And in the area of IT we regard it as an important task to operate our servers and workstations as energy-efficiently as possible and, after they have been taken out of service, to dispose of them in such a way that their raw materials can be recovered as far as possible ("Green IT").

QUESTION 2

What sustainable ideas would you like to implement at Contargo in the near future?

We would like to do as much as possible to reduce our energy consumption in order to cut our CO₂ emissions and contribute to reaching the climate targets of the Paris Agreement. Regarding our products, we want to develop more rail connections, in order to shift more direct transports off the roads and onto rail. As well as optimising our processes (thus saving energy and costs), one of our priority aims is to use even more paperless processes, for instance to do without printed documentation of invoices and CMR in the near future. In the area of management we want to reduce the amount of business travel by making use of video conferences. Another theme is the inclusion of our subcontractors. In future, not only should their vehicles fulfil specific emission standards, but the drivers should also receive training on fuel-efficient driving.

One of our most important resources is our employees. Thus we prioritise a sustainable personnel policy. In order for well trained and well educated people to identify with our company, they need to have the chance to develop within the enterprise. For this reason we aim to have a training ratio of ten percent. Especially in training and further training, we want to focus more on creating awareness of the balance between economic, ecological and social needs, and encourage people to put this into practice by actively requesting seminars, financial support for kindergarten attendance, etc. In this way we also enhance Contargo's attractiveness as an employer.

We also want to use Open Source software increasingly, because this saves costs and we can use it even after many years – or modify it as necessary – without being dependent on any specific manufacturer.



QUESTION 3

What part does sustainability play in your private life?

■ KONRAD FISCHER



"The focus on sustainability at Contargo has a direct effect in my private life. I make sure of using limited resources sparingly – and not only because of the cost. For instance, I use a bicycle a lot in private, I buy energy-efficient electrical equipment and high-quality, traceable meat."

Konrad Fischer, Managing Director, Contargo GmbH & Co. KG

■ HEINRICH KERSTGENS



"I try to participate and engage in the social environment. Also when building my house I ensured that it was as energy-efficient as possible, and the materials as far as possible recyclable. Both in business and private travel, I try to use the train as often as I can."

Heinrich Kerstgens, Managing Director, Contargo GmbH & Co. KG

■ THOMAS LÖFFLER



"As a private person, it is very important to me to use national and regional products. And I also use thermo-solar energy in my own home. "

Thomas Löffler, Managing Director, Contargo GmbH & Co. KG



■ ECOLOGY



■ MORE IS LESS



Increased use of mass transports reduces CO₂ emissions

For the energy revolution to succeed in the transport sector as well, many experts are backing combined transport.

It is part of Contargo's core business to exploit the inter-system advantages of the three transport modes to the full. By transferring large transport volumes onto rail and inland waterway, the enterprise reduces emissions and costs.

Contargo's trimodal transport concept uses each transport mode so as to maximise its advantages:

Trucks are a fast, flexible partner for local pre- and on-carriage – or direct from the seaport if there is a special need for speed. However, combined transports generate far fewer CO₂ emissions. They also score on theft risk and traffic safety, reliability and low breakdown rate.

These combinations of truck for pre- and on-carriage with rail or barge for the main trip enable Contargo to deliver containers fast and just-in-time, while still integrating the cost advantages of mass transports.

Combined transports generate far fewer CO₂ emissions

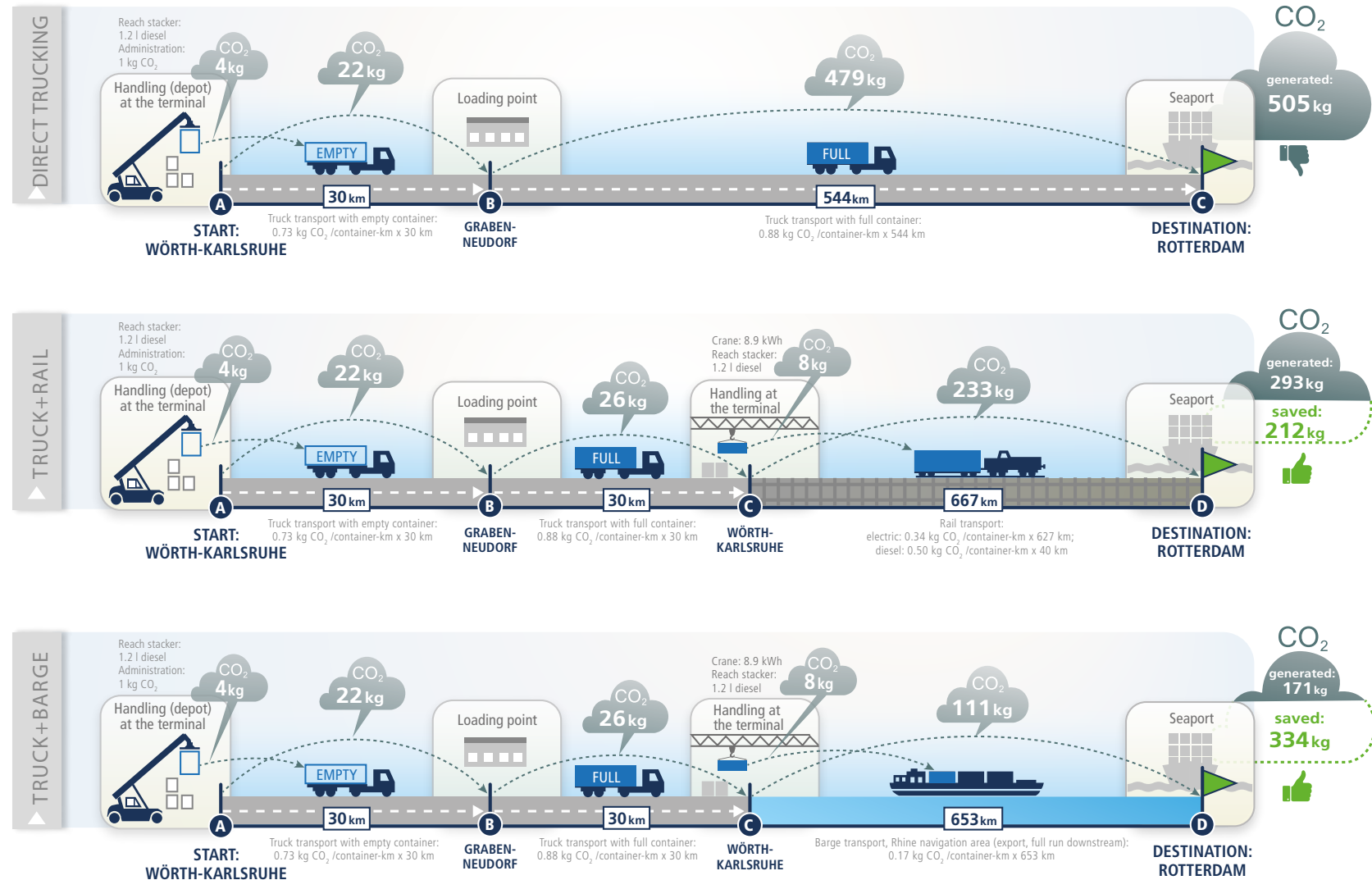


G4-12, G4-EN15, G4-EN16, G4-EN19

Combined transport reduces emissions

Cok Vinke, Managing Director of Contargo Waterway Logistics, illustrates this by the example of a transport from Wörth-Karlsruhe to Rotterdam:
“Including collection of goods from the customer at a distance of 30 km by truck, savings in combination with rail amount to 212 kg of CO₂ and in combination with barge as much as 334 kg CO₂ is saved.”

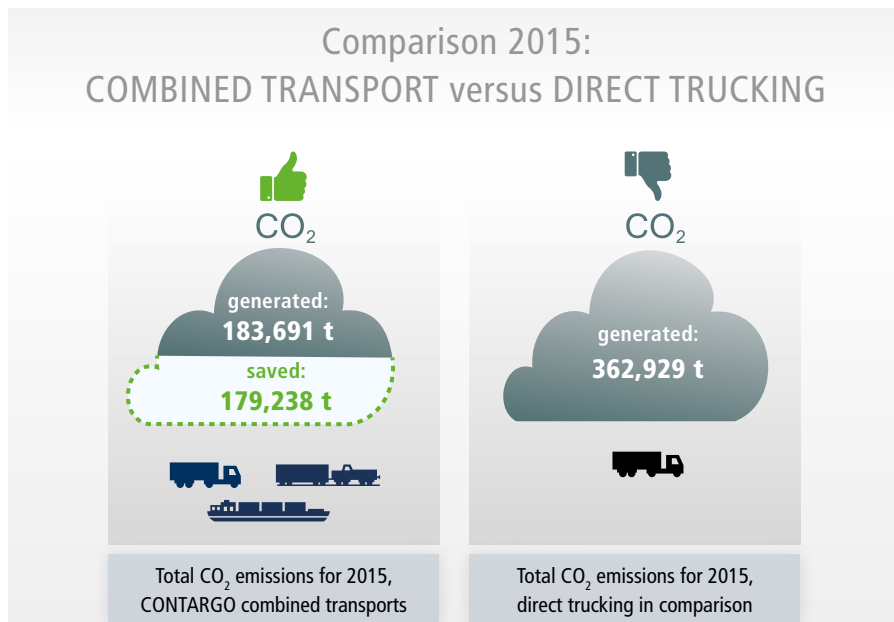
Infographic: Comparative Calculation of CO₂ Emissions
(Example: Wörth-Karlsruhe – Rotterdam)





“For us here in WÖRTH-KARLSRUHE, it is important not only that the main trip by barge or rail, but also our terminal, should be eco-friendly. Our handling equipment – such as reach stackers – runs on Diesel-AdBlue”

explains Wolfgang Schlegel, Managing Director of Contargo Wörth-Karlsruhe GmbH. “This means that with every handling we can contribute to protecting the environment.”



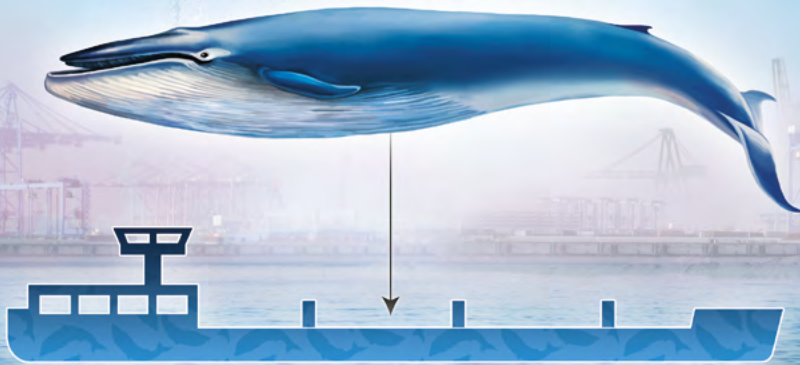
Im 2015 the CO₂ emissions of Contargo amounted to a total of 183,691 metric tons. Comparing this total with the emissions that would have been generated if the same volume had been transported by direct trucking alone, the Contargo Group saved almost as much over this period as it used – namely 179,238 metric tons of CO₂.¹

¹The calculation of CO₂ emissions per transported container was carried out separately for barge, rail and direct trucking. The emissions include transport, handling and administration. DIN EN 16258 (Methodology for calculation and declaration of energy consumption and GHG emissions of transport services) was taken as a basis. Handling has been included in the calculations although this method does not require it to be included. For more detailed information please ask the Sustainable Solutions department.



GREENER SHIPPING

BIG SHIPPING!



... on the move on Europe's waterways – every day.

One of our barges would be able to transport about 26 blue whales.

But the world's biggest living creature is an excellent swimmer,
so we take your containers instead:

Low-cost, eco-friendly, reliable 24/7 service.

Contargo's fleet now has its first hybrid barge

By enlisting the services of the hybrid barge "STATENDAM I" Contargo is reducing the emissions of its own fleet of container barges. The combination of conventional engines and diesel-electric motor saves fuel and cuts CO₂ emissions.

Since the end of 2015 Contargo has been using the container barge, owned by the Ruijtenberg family (Statendam Shipping VOF) for container transports along the longest stretch of the Rhine: between Rotterdam and Antwerp up to Basel. The Statendam I is 95.36 metres long and 11.45 metres wide, has two main 800 HP diesel engines and two 500 HP electric motors.

■ Less fuel – more efficiency

Heleen Scharroo, Operations Manager Upper Rhine, Contargo Waterway Logistics, explains: "Upstream, the hybrid barge uses its conventional main engines most of the time.

Downstream, the electric motors are used more. Depending on water level, weather and load, the barge can be electrically driven. In this way we achieve diesel fuel savings of at least ten percent per trip."

The Statendam I is also very flexible regarding loading. The motor vessel alone can transport up to 176 TEU, the pushed barge can take another 192 TEU. The total capacity of 368 TEU can be expanded by two additional units towed alongside. The barge has 38 reefer plugs for temperature-controlled containers. Electricity for these is provided by the diesel-electric generators.



*Fuel savings
of more
than 10% –
thanks to
hybrid
technology.*

■ MORE SILENT SHUNTING



Not only energy-efficient, but also quieter than a diesel engine. This is important in Basel, because our terminal is only a few hundred metres from a residential area, thus = "resident-friendly"

Electrical shunting equipment reduces emissions in Basel

For shunting manoeuvres, Contargo South's Basel terminal uses a battery-driven two-way shunting vehicle with energy recovery. The machine, which won an ÖkoGlobe award in 2012, has much lower emissions than a diesel shunter.

Contargo has been using the Rotrac E2 in Basel since the end of 2013. The radio remote-controlled vehicle with four electro drive motors is very compact, highly manoeuvrable and can easily pull loads of up to 250 metric tons. When changing tracks, the electrical all-wheel/rigid axle steering enables free manoeuvring on asphalt with a turning radius of only 90 centimetres.

■ Low energy consumption

The vehicle achieves very high energy efficiency due to the controlled brake behaviour of the axles, which creates the right conditions for high energy

recovery. Thus the shunter can be used for up to eight hours before recharging the batteries.

Sven Zölle, Manager Terminal and M&R, also appreciates the strength of this machine compared to a conventional shunting engine: "Whereas a diesel-driven shunting engine has to run for up to 60 minutes beforehand just to warm it up, the Rotrac E2 can go into action straight away. A diesel shunter uses up to 20 litres of fuel per hour even when it's standing still, but the energy consumption of the Rotrac E2 when stationary is close to zero."

The Rotrac E2 shunter can be used without warming up, and its energy consumption when standing is close to zero.

■ MORE ECO-FRIENDLY TRANSPORT



An app for truckers speeds up handling

Eco-friendly combined transport is only attractive for shippers if the transfer from one transport mode to another functions seamlessly.

For this reason, STAR, an internally developed web application for truck drivers to book handling slots, has been in use at the Basel terminal since 2015.

As an intelligent hub for combined transport, the terminals are the interface between the different transport modes. However, at peak times there may be waiting times and tailbacks may form. If a technical problem occurs as well, the planned loading times cannot be adhered to and in the worst case the container may miss its scheduled closing at the terminal or the seaport.



*The STAR App
Is available for
downloading in
Google Playstore,
where it can be
found by entering
the search
"Contargo STAR".*





Torsten Peter,
Manager Operations
& Depot and STAR
co-developer

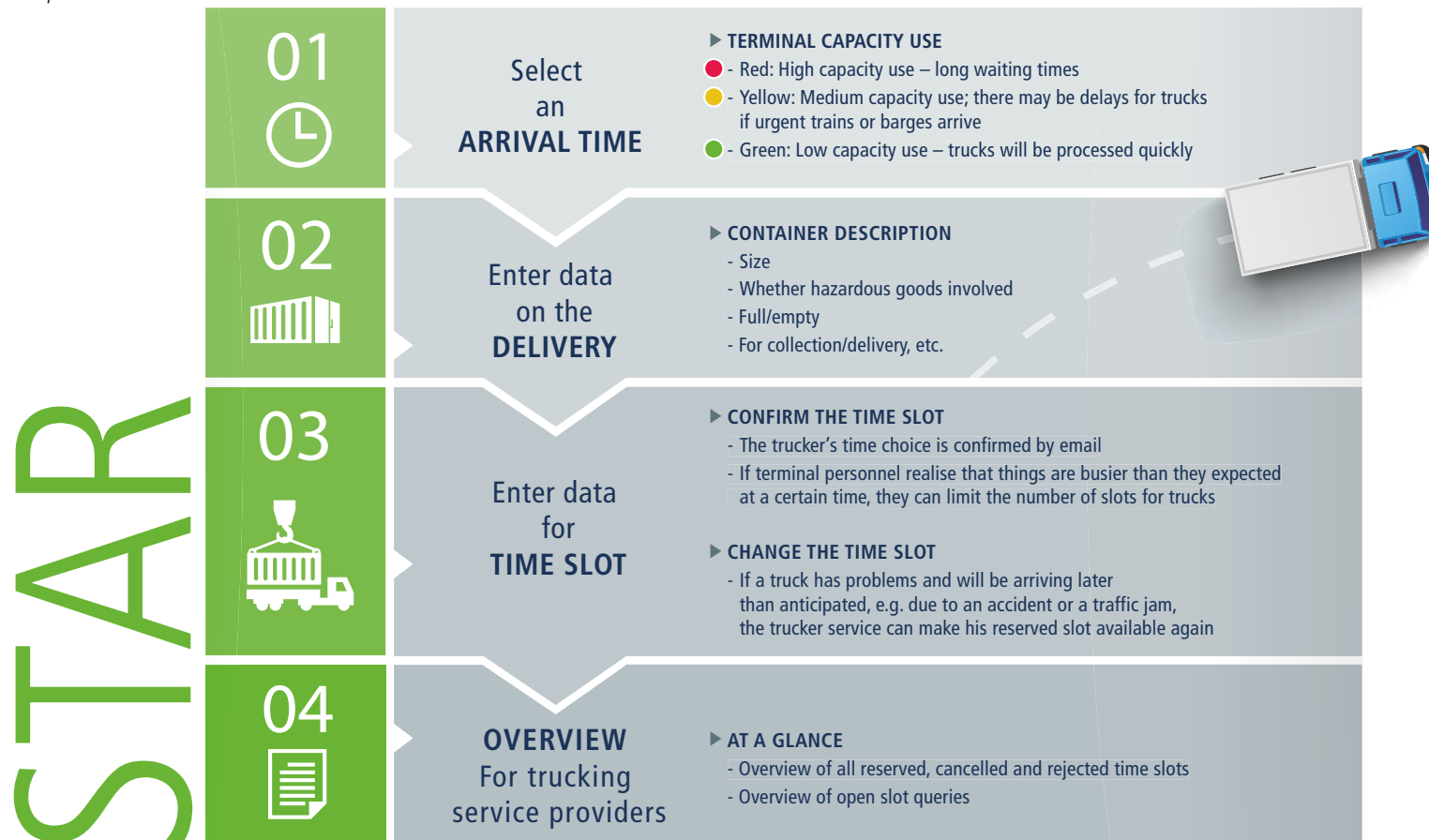
■ Combined transport stays attractive

To solve this problem, a working group dedicated to this project within the Contargo Group developed a web application for the online assigning of slots, which they named STAR (Slot management, Time Arrangement and Reservation). Torsten Peter, Manager Operations & Depot and also one of the STAR developers, says: "For a small fee, truck drivers can log into the terminal's system, obtain information about free slots, and book slots themselves as required. The Slot Manager at our terminal can use the logged information to

check the request in advance, thus shortening waiting times at the gate, and the request can be confirmed or switched. This App has enabled us to speed up handing times per truck at the Basel site, thus increasing the truck throughput at the terminal." Sven Zölle is thrilled about the now virtually seamless processes at the terminal: **"About 80 percent of our trucking service providers use this App.** Thanks to this, we have been able to cut the average throughput time from 35 minutes to 16.5 minutes"



Sven Zölle,
Manager Terminal
Basel and M&R



So far, Contargo offers the STAR App service exclusively in Basel, but it is planned to extend its use to other terminals in future.

ECO AWARENESS AT WORK

G4-EN27

Resource conservation at the terminals and in the offices

Contargo is not only committed to eco-friendly action in the area of transport: at the terminals and in the offices, employees are given tips about how they can work in more eco-friendly ways, machines are being used more efficiently, and in future it is planned to introduce the almost paperless office.

1. Employees in the offices use mousepads made of recycled paper, printed with everyday eco-tips for the office.
2. Drivers of reach stackers receive training on how to minimise fuel use when driving.
3. Modern fleet management cuts the number of empty runs by trucks, and reduces the time lost in traffic jams.

Whether in the offices, the workshops or at the quayside – every terminal has many opportunities for more sustainable ways of working. The DIT in Duisburg sets an example: saving potentials are identified, and appropriate solutions are implemented.

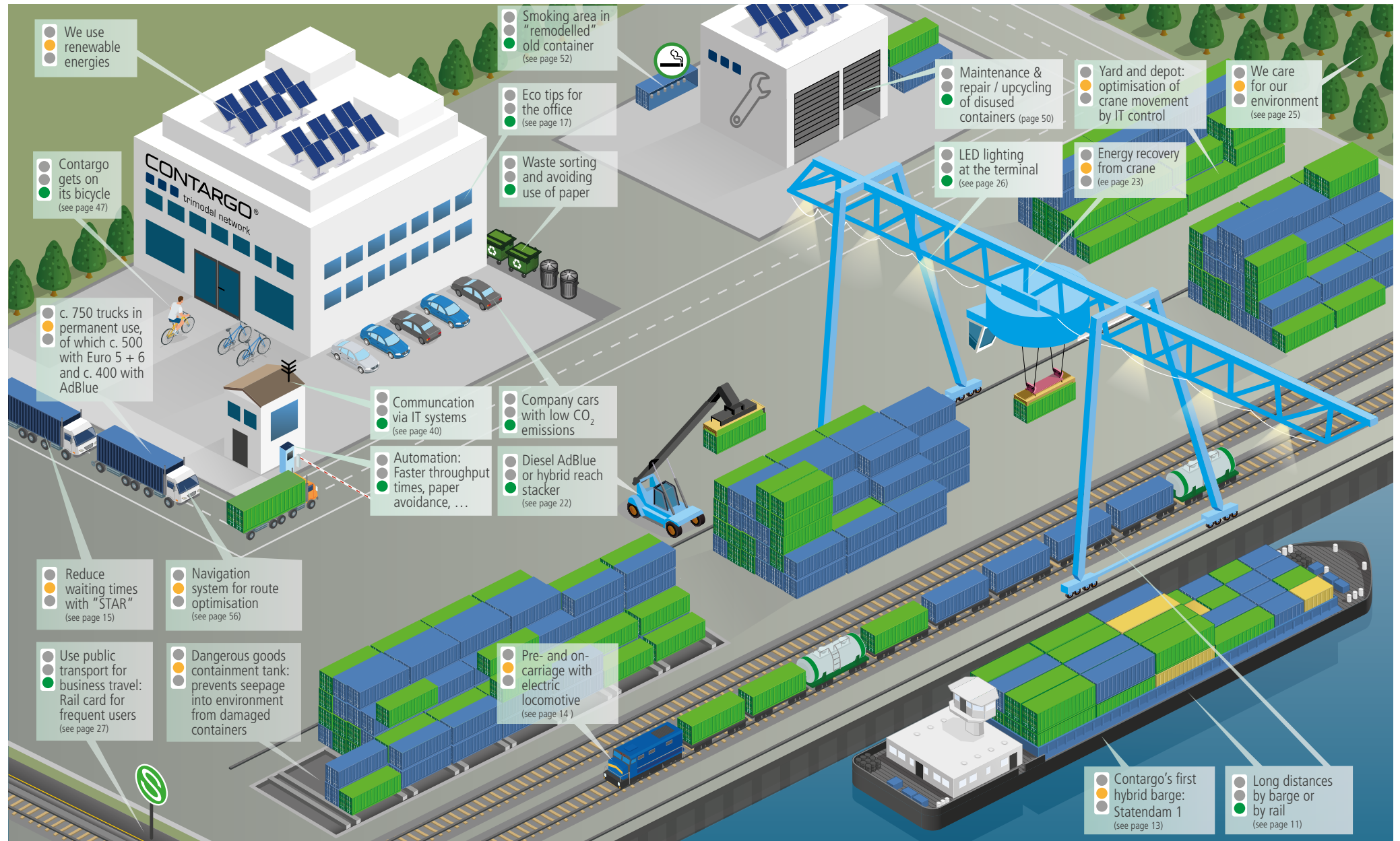
“Our marketing department also uses eco-friendly, certified materials and is increasingly tending towards paperless media publishing.”

(Margarita Andris, Marketing Contargo GmbH & Co. KG)



Recycled paper mousepad with eco-tips

Infographic: At the Contargo Terminal

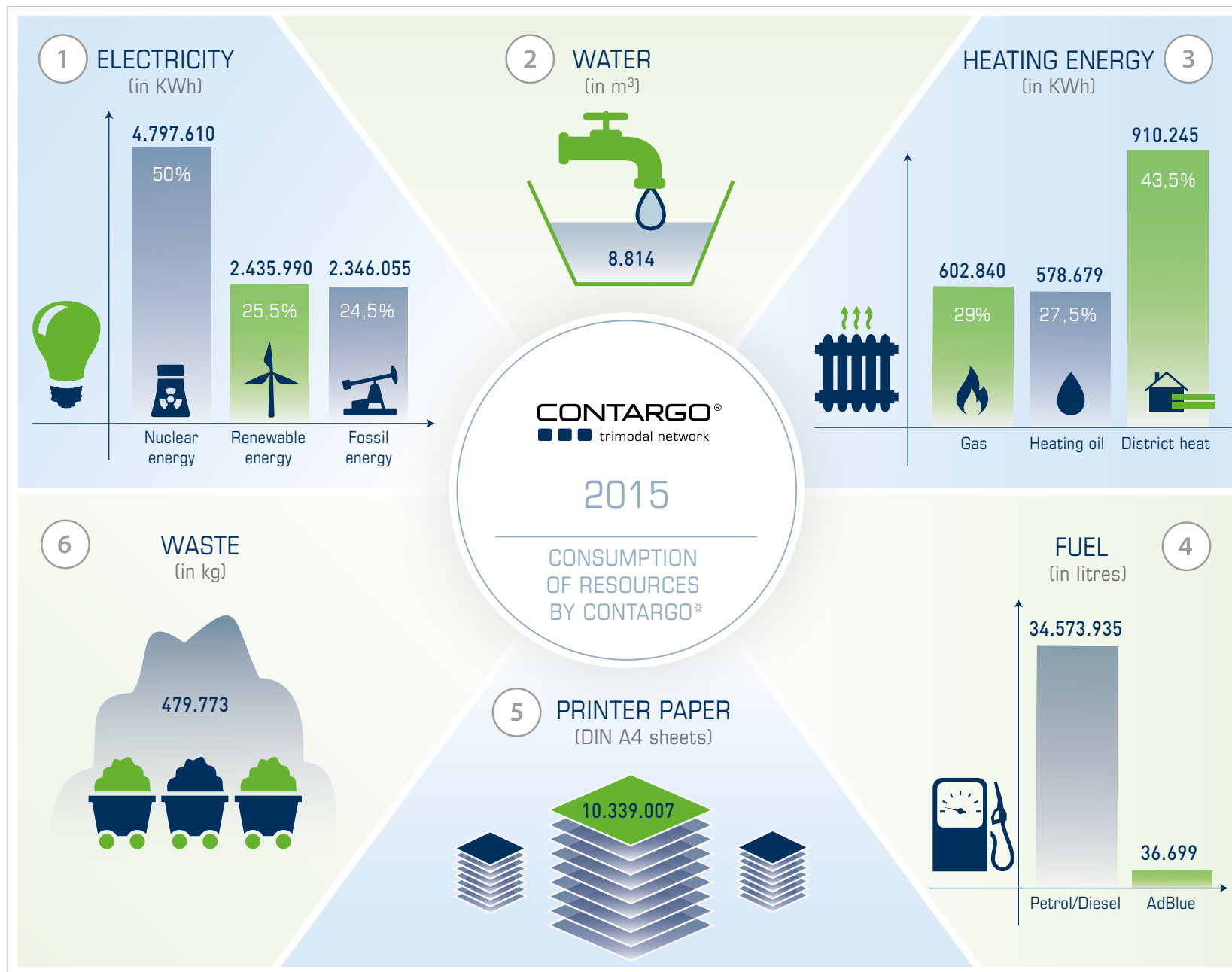


KEY TO "TRAFFIC LIGHTS"

- Green: We can strongly influence this factor as it is internally controlled.
- Yellow: We can influence this factor moderately, as it is only partially internally controlled.
- Red: We are not able to influence this factor.

G4-EN3, G4-EN8, G4-EN23

Infographic: Consumption of resources by Contargo in 2015 *



*including the whole Contargo Group and its companies as listed on page 59 (Acknowledgements)

EXEMPLARY LOCATION

Duisburg Intermodal Terminal



Duisburg Intermodal Terminal is a pioneer in sustainability

The Duisburg Intermodal Terminal (DIT) has room for 10,000 TEU. The trimodal terminal has two berths for inland vessels and six rail sidings. Four container cranes and seven mobile vehicles are available for handling. And the terminal on the Lower Rhine is never short of sustainable ideas.

Adopting the motto "Constant dripping wears away a stone", the site in Duisburg implements many suggestions put forward by employees for ways of making everyday work more eco-friendly. Here secret eco-model, inventor and eco pioneer Klaus Müller



describes what DIT is doing, and how he contributes to advancing the aspect of sustainability at Contargo.

Klaus Müller – alias "GREEN KLAUS" – is Technical Supervisor at Duisburg Intermodal Terminal, responsible for cranes and vehicles.

What motivates KLAUS to commit to sustainability?

In private life, too, sustainability plays an important role for Green Klaus:

"I don't have a drier or a freezer, and my fridge is always kept at the lowest setting. I use LED lighting, and cook with a microwave oven. I heat all the rooms constantly to the same temperature. Outside I have solar lighting, and I use measuring equipment to keep track accurately of the consumption of my electrical devices."

At DIT, too, many of his ideas are put into practice, for instance different reach

stackers are consistently used for full and empty containers. The empty ones are handled by smaller machines which use less fuel. And for all vehicles speed has been limited to 21 km/h. In fact no-one is allowed to drive faster than that on site, and this saves fuel, too. The speed of the gripper arms of the reach stackers and portal cranes has also been reduced with an automatic cut-out to prevent over-acceleration, which would necessitate strong braking. Strong braking uses up energy – and the low top speed reduces the wear and tear on equipment, too.

"First and foremost it is my interest in technology and my scientific curiosity which drive me to find ways of saving energy and using alternative energies."

Klaus Müller, alias "Green Klaus", Technical Supervisor at Contargo Duisburg



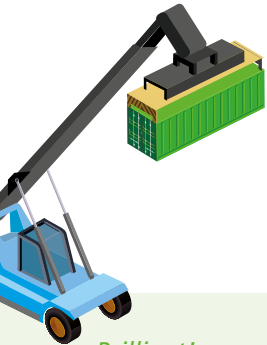
Clean and powerful

Klaus Müller is already full of enthusiasm for a new handling machine: "From winter 2016/2017 we are putting a hybrid reach stacker into operation at DIT. Compared to a similar diesel-driven model, the heavy-load stacker with a lifting capacity of 45 metric tons reduces fuel consumption and emissions by at least 30 percent."

■ Details of the hybrid reach stacker for technology enthusiast Green Klaus

"The drive consists of a diesel engine, an electrical generator and an electric motor for driving. The regenerative electric motors provide the power for the drive and the lift system. Braking energy and load lowering energy are fed back into the system and stored for later use, which cuts fuel consumption and substantially reduces the burden on the environment. A system of six super capacitors stores the recovered energy for situations where top performance is required."

The hydraulic pumps of the hybrid reach stacker are electrically driven and electronically controlled. This enables much faster run-ups to maximum performance and a lower noise level when driving. And the backflow from the hydraulic cylinders during load lowering is fed back into the energy network via the pumps, now functioning as hydraulic motors. In order to save even more energy, the vehicle turns off automatically if it is not used for longer than six minutes.



*Brilliant!
Not only
does the
new hybrid
reach stacker
use 30 %
less fuel –
it also
features
many
other
technical
highlights.*



Improved processes

So that the whole portal crane does not have to be moved all the time, but as often as possible only the trolley, the container positions in Duisburg have been optimised. As a result the crane tracks could be shortened by 20-30 metres. The crane operators themselves also contribute to saving energy: for instance, they have had training on the optimum "electricity consumption per container manoeuvre".

"We use measuring devices to determine the actual electricity consumption of our cranes", Klaus explains. "And we also use LED. We have an

Astro switch for our light masts. This means that the time during which our floodlighting is on is adapted to the time of year, because an Astro time switch automatically calculates the times of sunrise and sunset."

Whatever measure is concerned, its realisation always depends on motivation: "There are really lots of good ideas at Contargo," but it often depends on the people whether theory turns into practice or not", Klaus knows. "For instance, our IT has a lot of great ideas which can only be implemented slowly due to the limited capacity."

Energy-saving offices

In the DIT office building many measures have already been implemented.

The first step was to convert the lighting system for the whole building to LED. Some areas have movement-activated sensors, to ensure that lights are not left on unnecessarily. Like many of his other ideas, Klaus tried this innovation out at home first. Only after it had been used successfully there was it installed at DIT. Another innovation is the central "turn-off switch".

After work, all devices are switched off completely. This saves the unnecessary use of electricity for stand-by mode.

Klaus describes other measures that have been implemented for the DIT offices in order to limit the consumption of resources: "For example, we have an inverter plant which we can use not only for cooling but also for heating, and as a result space heating has really become unnecessary. In some offices we have already turned the heating off."

"GREEN KLAUS" ON FUTURE SUSTAINABILITY MEASURES AT THE TERMINAL...

"I would like to find more opportunities to use alternative energies. In the past, for instance, we already looked into the idea of using a Stirling Engine to generate electricity. This uses a heat source to heat up a working gas in the engine. The gas drives two pistons and in this way electricity is generated."

G4-EN27

Social commitment

The colleagues at DIT make sure their working clothes are manufactured from lyocell fabric that is fairly produced.

The coffee used in the coffee kitchen is Fair Trade, and the brooms have been bought from a disabled workshop.

In the time before Christmas, the management asks customers and partner enterprises not to send presents, but to make a donation instead to an institution for the blind.

DIT also cultivates a good relationship with its neighbours. For instance, there is a noticeboard display at the terminal gates where strollers and cyclists can learn about the work at DIT.



PRIZEWINNING SUSTAINABILITY CONCEPT



The Contargo Group is constantly initiating new eco-friendly projects

The Contargo Group has already anchored environmental awareness in its Mission Statement. This long-term commitment was rewarded in 2015 by the environment prize "Eco Performance Award", and in 2016 by the "Captain Eco 2015", awarded by the sea carrier NYK Line. Contargo convinced the juries with its integrated sustainability concept. However, the Holding is not resting on its laurels, but is taking on ecological responsibility in other areas.

Being honoured with the Eco Performance Award has motivated Contargo to engage in other sustainable projects. As an intensive user of the Rhine, the enterprise has decided to invest the prize money in a NABU River Sponsorship. The money will be used, among other things, for model projects along the Rhine which demonstrate that nature can be regenerated, even on heavily-used waterways. On the Rhine, for instance, pebble stone islands have been created, and some sections of the riverbank and old backwaters have also been restored to their natural state, with the result that many species of flora and fauna have returned.

An important criterion for choosing this project was that it was not limited to purely financial support of NABU. "It was also intended to motivate our colleagues to make contact with the regional NABU associations and support them with "muscle power" in actions like restoring Nature by building breeding sites for riverbank birds, or wielding a spade to return the banks to a more natural state", explains Sandra Hollweg, Marketing and Sales Executive at Contargo GmbH & Co. KG. "For us, it's a great team building measure, for Contargo it's an opportunity to demonstrate our regional commitment, and for NABU – which is always looking for members and support – it's a good chance to present itself."

As an active user of the Rhine, we took on a NABU river sponsorship in 2016.

Saving energy

In order to build up an energy management system, the Contargo Holding has introduced the central function of "Regional Energy Management Officer" (REnMB).



LED lighting is progressively being introduced at Contargo's terminals

The Officer trains the local managers, and in particular gives relevant instruction to the energy management officers at the locations. The REnMB also acts as an internal auditor. In this function he reports directly to the Managing Directors, gives recommendations and suggestions for improvements.

Some terminals have already reported their first successes: "For instance, in Ludwigshafen we switched our workshop lighting system to LED at the beginning of the year", says Jan Schumann, deputy technical supervisor at the Ludwigshafen terminal. "Just now, the ceiling lights in the office building and the offices themselves are being replaced by LED panels. We have also put out a tender for switching the cranes, the yard and truck and car park lighting over to LED. In order to reduce pollution from fine particles, we operate container stackers with a combination of soot particle filters and AdBlue. As you can see, we make constant efforts to play our part in reducing the burden on the environment a little."



Travelling by train

*Using
journey time
constructively,
reducing carbon
footprint*

For our employees who have to make frequent business trips, Contargo finances a Rail Card.

This reduces the CO₂ emissions caused by business travel,

uses green electricity, and our employees can relax and prepare for their meeting. Some frequent travellers even have a 100 percent rail card ("BahnCard100"), making it even easier to go by rail.

Sustainable advertising

At exhibitions, congresses, or when visiting customers, it is standard procedure to offer small gifts with the company logo.

Here, too, Contargo takes account of sustainability and chooses small giveaways for long-term use, rather than cheap articles that will soon get thrown away. Silke Petermann,

who coordinates Contargo's marketing, always manages to find the right advertising items: "They include Fair Trade organic cotton bags, bamboo ballpoint pens with high-quality ink cartridges, notebooks made of 100 percent recycled paper, wooden memory sticks and notepad holders, calendars and blocks made of FSC certified paper."

*Useful giveaways
from sustainable
production
give pleasure
to customers
and fulfil their
purpose*



■ ECONOMY



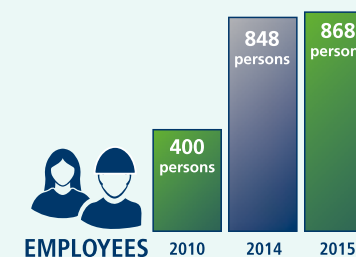
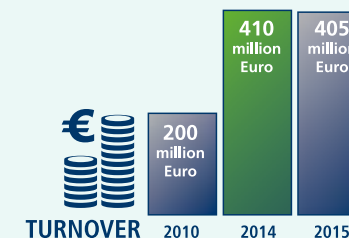
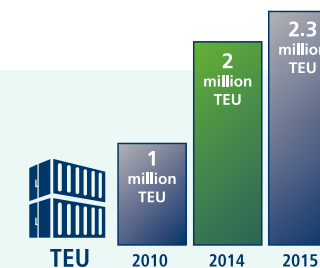
■ A STRONG NETWORK FOR THE EUROPEAN HINTERLAND



The Contargo Group offers comparable services at many different locations

The Contargo Group comprises 32 offices and terminals located in six European countries. Some of these are participations. The Group is one of the leading container logistics networks in Europe.

The management of the Contargo Group is in the hands of the four Managing Directors Konrad Fischer, Marcel Hulscher, Heinrich Kerstgens and Thomas Löffler. Each of them also has duties as a managing director in various individual companies of the Group or is directly responsible for them. Thomas Löffler, Spokesman of the Managing Directors, explains the organisation: "This structure fosters an open work atmosphere and results in short decision-making paths. We have flat hierarchies, and communication between employees and their superiors is open."



Bar chart: Development of the enterprise, figures for 2010, 2014 and 2015

G4-EC6

■ **Contargo gives high priority to being an attractive employer**

The enterprise offers its employees varied job content with an international flair. Young employees already have an opportunity to prove themselves in their own projects.

Jan Schüring, who worked at Contargo already during his Dual Studies course and is now in Sales Projects and Controlling, especially appreciates the flexibility of Contargo as an employer: "It's shown by the fact that young, dedicated employees are entrusted with responsibility early on. This means they have enough freedom to initiate ideas, implement them and follow them through in the long term. This combination of challenge and encouragement makes people always want to give their best."



Jan Schüring, Sales



How do you view Contargo's sustainability activities?

As a trimodal service provider, sustainability is firmly anchored in Contargo's identity. Especially in the area of IT and IT development, things at Contargo are moving very fast to meet the requirements of the rapidly-changing logistics sector and set new standards at the same time. One example is the internally-developed software IMTIS which gives information not only on prices, but also on the amount of CO₂ a transport will generate. With this cogent key figure and with new intermodal concepts, Contargo is trying to put considerations of sustainability in the foreground in the transport industry, too.

If employees express the wish for new challenges within the enterprise, they are supported in this. The close regional ties are apparent when one considers that 50 percent of management personnel come from the region where they are now working.

One example which in some ways perfectly fits the picture is that of Kawus Khederzadeh: "After 15 years managing the terminal at Gustavsburg, and before that Mainz, I have now taken over as Managing Director of Contargo Industriepark Frankfurt-Höchst. I find this new professional challenge very stimulating." And it's accompanied by a pleasant side-effect: "As someone born and bred in Frankfurt, I benefit every day from my shorter way to work."

G4-6, G4-8, G4-9

CONTARGO AT A GLANCE (2015)*	
Founded	2004
Annual transport volume	2.3 million TEU
Turnover 2015	405 million Euro
Employees	868
Terminals	25
Offices and/or terminals	Belgium Czech Republic France Germany Netherlands Switzerland
Customer segments	Sea carriers Forwarders Shippers Operators

* 2015, all companies of the Contargo Group

REACHING OUR GOAL TOGETHER

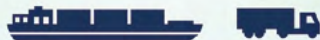
► OUR MAXIMS³

► WE KEEP OUR AGREEMENTS.



► WE DO ANYTHING FOR OUR CUSTOMERS, IF IT IS SUSTAINABLE AND LEGAL.

► IF SOMETHING IS NOT RIGHT, WE PUT IT RIGHT.



Many people play their part in In Contargo's economic success

The economic success of an enterprise is the prerequisite for its ecological and social commitment. The solid growth of the Contargo Group is based not only on a sound business model, intelligent IT and compliance with laws and regulations, but also on involving the stakeholders.

Customers, employees, service providers, partner enterprises, lessors, public authorities, institutions, associations, policy, research and education and many more are invited by Contargo to engage in dialogue via various channels. These include, for instance, customer meetings, appraisal interviews, newsletter, social media, discussion meetings and association meetings.

"Time and again the lively discussions result in adaptations, improvements and innovations that make a decisive contribution to Contargo's economic success", says Silke Petermann, who coordinates the marketing for all business areas.

Customer orientation ranks high on Contargo's agenda, so the enterprise is very interested in the opinions of its customers:



*Silke Petermann,
Marketing at
Contargo GmbH
& Co. KG*

CUSTOMER INTERVIEWS:

1. What distinguishes Contargo as a container hinterland logistics service provider?
2. How do you regard the sustainability activities of Contargo, and how do they influence your business relations?

HELLMANN

1. What we particularly appreciate about Contargo is the good, almost comprehensive network. We also like the option to choose between barge and rail and the resultant flexibility, combined with the competitive prices.

2. The first thing we think of is IMTIS: you have a good overview and you get information about CO₂ emissions, distances etc. We also read the Newsletter, which we can receive by email or read on the homepage. We have built up an integrated management system for quality, environment, health, security, food and occupational safety, intended not only to improve our own organisation but also to ensure that our subcontractors and business partners, as suppliers, are involved in fulfilling these tasks. Here Contargo acts in an exemplary way and fulfills our ideas and expectations. By using modern technology, alternative fuels and multimodal transport systems, Contargo also contributes to conserving natural resources and reducing emissions that are harmful to the environment.

UASC

1. Contargo has by far the largest depot network and thus dominates the market with regard to barge transports. As a result the possibilities for carrying out cost-efficient and low-emission transports are better than with every other competitor in the market.

2. Contargo sees itself as under an obligation to the heritage of future generations. This corresponds to the company philosophy of UASC, because all newly-built vessels are among the "greenest" ships of today and are equipped with an innovative drive system which in the near future will be powered only by LNG, as soon as enough seaports have a tank storage facility for LNG. This philosophy makes Contargo a strategic partner for UASC, in order to consistently extend this objective to pre-carriage and on-carriage.

CMA CGM

1. It is our aim to offer a lean, sustainable trimodal transport service, and in this respect Contargo is one of our most important strategic partners.

2. The extensive, close-knit network offers a solution for practically every need. In combination with direct and open management, this makes Contargo a flexible and reliable partner.

EXEMPLARY LOCATION

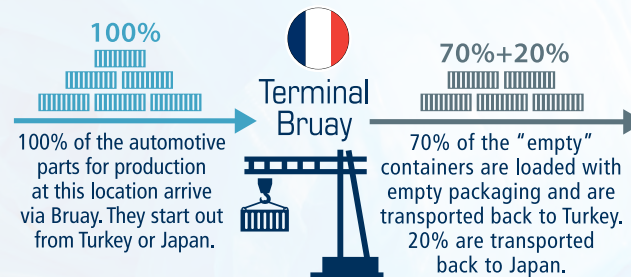
Escaut Valenciennes Terminal



Cooperation based on trust

Contargo North France maintains cooperative relations with its customers and with public authority networks, which are also very important in logistics. The Escaut Valenciennes Terminal in Bruay-sur-l'Escaut, for instance, has engaged in a very close cooperation with its customer TOYOTA for more than ten years now. In 2015 it also joined the terminal network of sea carrier MSC Antwerp.

Six days a week, for TOYOTA Motor Manufacturing France, Contargo transports 40' containers with automotive parts by barge from the seaports of Rotterdam and Antwerp to the Escaut Valenciennes Terminal in Bruay-sur-l'Escaut, and stores them there. Gilbert Bredel, Managing Director of Contargo North France SAS, has optimised the system: "Every day we deliver 23-29 containers just-in-time to the works in the French commune of Onnaing. The unloaded containers are then filled with empty packaging and we transport them back to the seaport. We also carry out the customs formalities. In addition, we guarantee a 24/6 standby service, including crane and truck drivers, 48 weeks in the year."



Exemplary cooperation

At the beginning of 2015, in cooperation with the French government and the Belgian and French customs authorities, the Escaut Valenciennes Terminal was certified as the first “Extended Gateway” in France.

Since then Contargo has been able to transport containers unloaded at MSC terminals in the Port of Antwerp directly by barge to Escaut Valenciennes without prior customs processing in Antwerp, and complete the customs processing on arrival in Valenciennes, a procedure that saves importers time and money. For this success Contargo North France received the **“Demain l’Economie”** prize in September 2015. This prize is awarded annually under the aegis of the French Ministry of Economics to enterprises, for exemplary projects involving future-oriented economic development or cooperation between companies and public authorities.

PRIX DEMAIN L'ECONOMIE



Photo: Managing Director of Contargo North France SAS

■ TAKE THE BETTER ROUTE!

Short transfer times, fixed routes and schedules as well as high frequencies are the basis for fast, efficient and reliable container transports. The close-knit network of terminals ensures speedy, seamless handling.

At its terminals Contargo operates container depots and offers a wide range of auxiliary container services. These include local delivery and collection of container by truck, maintenance and repair¹ and stuffing and stripping².

As the central contact point, our Sales Team gives customers straightforward guidance to the range of Contargo's terminals and products. Our service organisations offer a comprehensive service range from one source, and are the point of contact for the complete transport chain, port-to-door/door-to-port.

Contargo combines barge, rail and truck for container transport

As a neutral service provider, the enterprise integrates container transport between the western seaports, the German North Sea ports and the European hinterland.

The Contargo network is based on three components:

1. Its own terminals as intelligent hubs
2. Transport by its own barge and rail lines, and by truck
3. Competent service organisations

Each transport mode has its system-specific advantages.

Within the Contargo network these are optimally combined, in order to bring goods punctually to their destination – using a minimum of resources, and at an optimum price.



Contargo uses rail to connect its own terminals with the seaports of Antwerp, Bremerhaven, Hamburg and Rotterdam, and for transport across Europe.



Barges are used by Contargo to provide fixed-schedule transports that are reliable, low-cost and environmentally friendly, directly serving all terminals in the ports of Rotterdam, Antwerp and Dunkirk, and maximising their advantages along the Rhine and its tributaries.



Trucks are used by Contargo as a fast, flexible partner over short distances. Direct trucking is available at any time for urgent containers in the Hamburg-Antwerp Range, and for customers in the European hinterland.

¹ Checking, maintenance and repair of containers

² Professional secure stowing (loading) for sea transport and unloading of goods in containers.

G4-EC2, G4-S04

Certifications:
ISO 9001
ISO 14001
AEO

All areas of the enterprise follow unified principles, quality objectives and compliance guidelines

Almost all Contargo's locations are certified according to ISO 9001, ISO 14001 and as Authorised Economic Operators (AEO). At Contargo it is also a matter of course to implement e.g. ADR 1.10, and also ISPS where applicable. Additionally Contargo voluntarily adheres to the provisions of C-TPAT (US Customs-Trade Partnership Against Terrorism). Contargo's employees pledge themselves to act in compliance with laws and regulations in their professional activities, and are comprehensively informed on the subject of combating corruption in regular Compliance sessions.

Despite these high quality standards, disruptions may occur due to unforeseen events:



Contargo publishes a Low Water Brochure with all the important information for customers and employees

The common principle of sustainability

Contargo has recognised the possible risks associated with climate change and tries as far as possible to limit the impacts on its business activities. These risks include longer periods of low water, during which barges can carry fewer containers, or cargoes have to be diverted onto trains; storms with gale-force winds which may blow containers over; heat damage to rails which may cause train cancellations, and flooding/high water levels, which mean that inland waterways have to be closed to shipping.

All these climate-related circumstances can give rise to extraordinary financial expenses. For this reason, Contargo has linked the areas of Insurance & Claims Management and Quality. "This cooperation offers many chances and opportunities" says Frank Weisbecker, Head of Corporate Services.

"By assessing possible risks, such as e.g. the risk of damage being caused by the weather due to frequent storms, preventive process models can be developed. As well as early-warning methodology and information, these also cover emergency response and reaction plans, and regulate both internal and external communication procedures."

At the same time, climate change also holds chances for Contargo. The growing interest of consumers, and hence shippers, in environmentally acceptable transports is increasing the demand for trimodal transports with the emphasis on barge and rail.



Climate change is an important topic in the transport sector. Contargo recognises the risks and finds solutions.

³ We refer to Low Water when the gauge level measured at Kaub falls below 150 cm, and/or below 270 cm at the Duisburg gauge.

■ HOMEMADE IT



Speeding up, simplifying and unifying processes

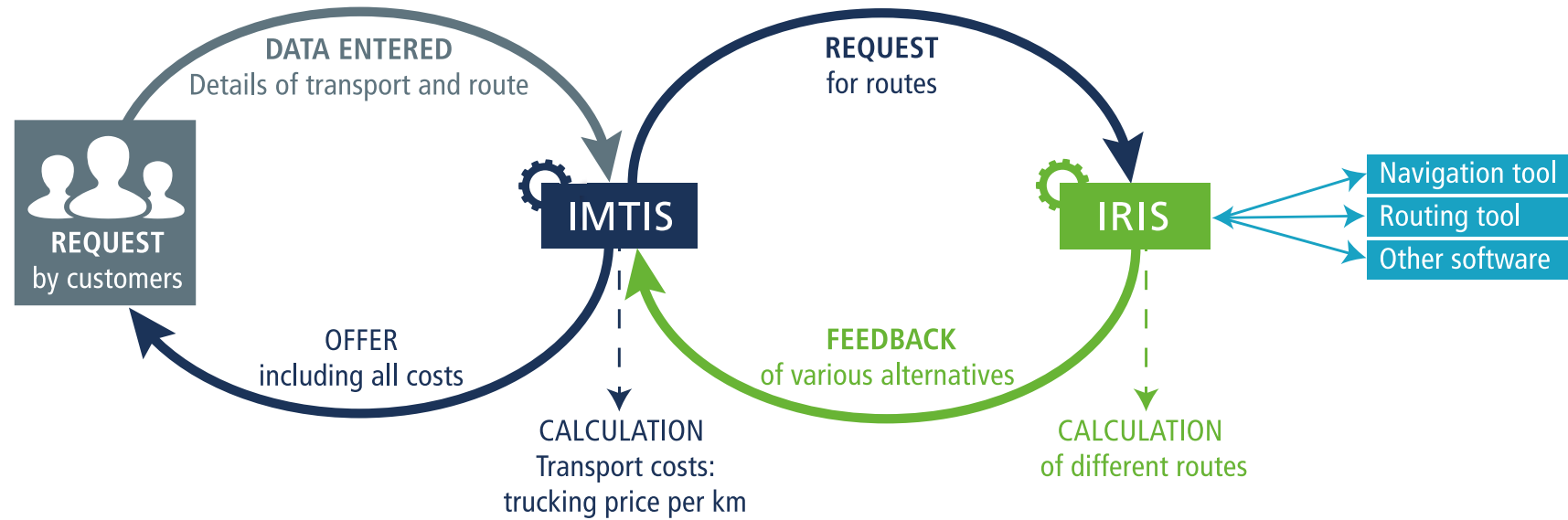
The demands made on logistics are growing continually more complex, and at the same time customers expect low prices and – increasingly often – a carbon footprint that is as small as possible. Another factor is that in combined transport especially, an increasing number of actors are involved in the transport. Internally-developed IT tools help to master these demands.

Contargo regards itself not only as a container logistics specialist, but also as a specialist in information logistics. Particularly in combined transport, it is smoothly-functioning communication at the interfaces that is decisive for competitiveness compared to direct transports. Information technology contributes to standardising logistics processes in order to make them more transparent and less expensive. Contargo takes care that its IT is sufficiently flexible to enable it to react to individual customer wishes, market fluctuations and other changes in framework conditions. In order to be able to meet these high demands, Contargo started to develop its own software early on.



- CONTACT
- MESSAGE

- SHOW BUSINESS



Free tariff calculator

“One example is our tariff information system IMTIS. The free tariff calculator, which was first developed 20 years ago and has been continuously improved ever since, is a web-based system that can be accessed via the Contargo website by any registered user – and in November 2016 there were more than 1,500 of these”, says Elena Mirolevska, Sales Executive at Contargo.

IMTIS uses OpenStreetMap as a basis for route calculations. Using this free world map, additional data and corrections of the map material can easily be made. For instance, after a preliminary check Contargo can process messages from its truckers about changes or closures in the system.

Freely accessible route calculations

One component of IMTIS is the Intermodal Routing Information System (IRIS), which works as a central broker between IMTIS and the version of OpenStreetMap material specially adapted by Contargo for use with intermodal transport. This software, which was developed together with a service provider, calculates routing, total kilometres, total toll kilometres, journey times to plan in and CO₂ emissions, for Germany and all its neighbouring countries. The program takes account of map material such as maximum permitted weights and toll obligations. IRIS has been freely accessible as Open Source software since 2015. The software can be downloaded under Open Source Licence AGPLv3 at [GitHub](https://github.com), and can be further developed by users for their own needs. Of course anyone who wishes is invited to make suggestions for improvements or add their own source code.

Open Source solutions preferred

Contargo deliberately adopts Open Source solutions, because open-source software enables continuous adaptation to different requirements and changing framework conditions such as laws, toll charges and transport routes. Open Source solutions also have the advantage that they are not only used by many people, but can be programmed and further developed by many people.

Henrik Hanke, IT Manager at Contargo, regards the sustainability activities of Contargo in the same light: "We are very committed to integrate sustainability considerations into our daily work, too. In the area of IT, Open Source is very definitely the first priority – because economically speaking, it makes very good sense to use this software. For instance because Open Source software is very secure. We can tell how well a software system is programmed – but we can also tell if it is "telephoning home" or even passing on information to other places. The globally active community contributes to detect points like this and improving them. But Open Source also helps us to remain independent of a specific manufacturer. This is why we are already using Open Source for many applications, and also contributing ourselves to the Open Source principle, for instance by publishing IRIS."

ContargoWiki stores knowledge about Contargo, All employees can participate.

10 years ago, Contargo also set up its own ContargoWiki. As in Wikipedia, which documents information from all over the world, ContargoWiki acts as an information store for the whole Group. It stores legal documents, minutes of meetings, project studies, photos, telephone lists and much more. All Contargo employees can contribute, add new articles and work on existing ones.

CONTARGO AS AN EMPLOYER: WHAT DO YOU APPRECIATE?

Contargo acts on the principle "Challenge and support"; this gives employees the freedom to be creative and develop their own ideas. At the same time, this freedom requires a sense of responsibility and business thinking.

Thus everyone has the possibility to take part in shaping Contargo! The fact that this is put into action is also demonstrated by the commitment of our colleagues to sustainability.

(Henrik Hanke, IT Manager at Contargo)



SCRUM

Software is continuously improved

Contargo is also flexible in its software development. "We use the Scrum method" Henrik Hanke explains in more detail. "This means that the software is developed and implemented bit by bit. While it is in use, our colleagues gather practical experience and make suggestions for improvements. In theory, the software is never really finished, but is continually adapted to dynamic reality."

Unified programs make for easier communication

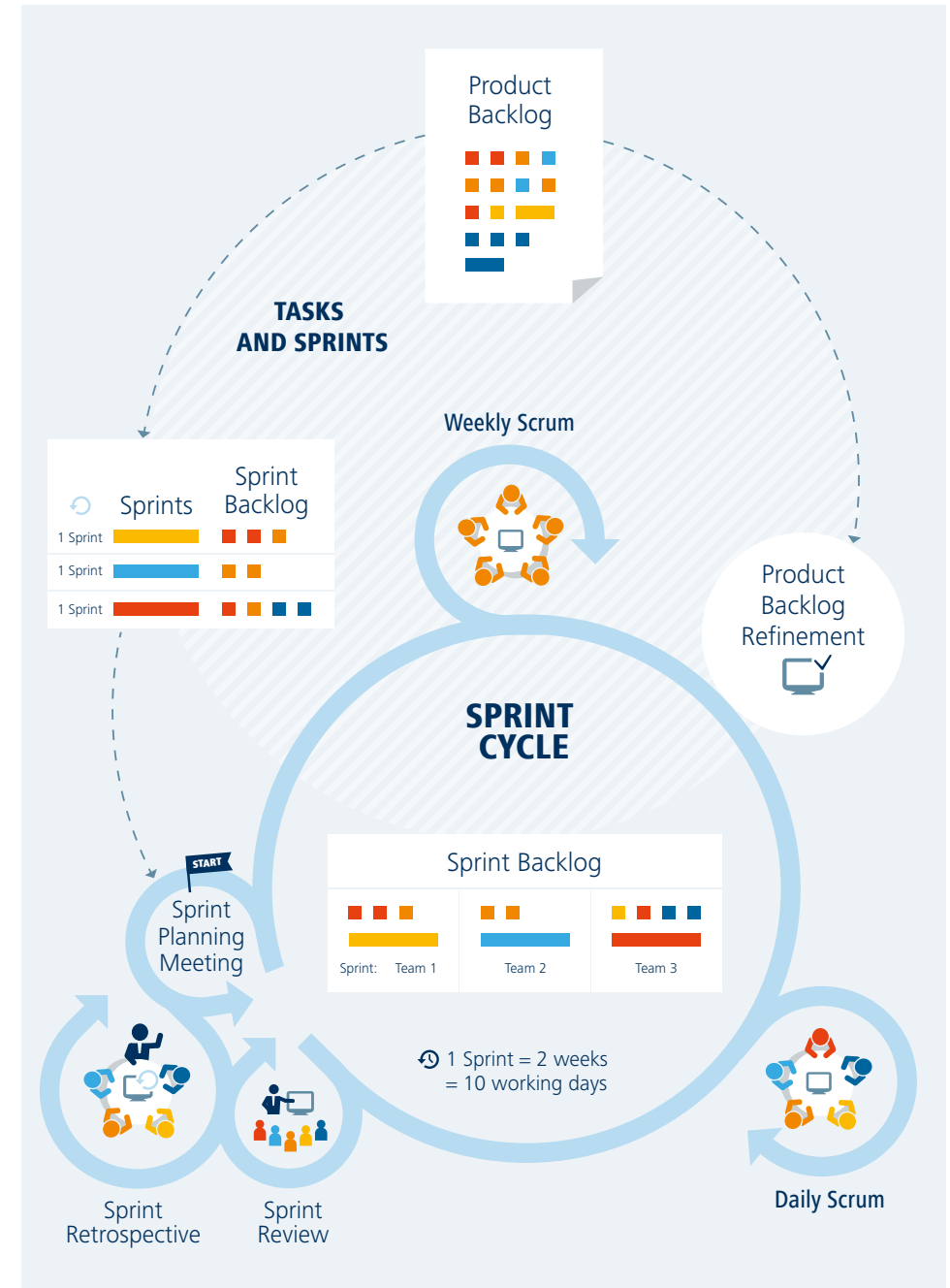
The idea behind these IT developments is to simplify and unify processes, thus speeding them up. Another contribution to this idea is COLA. It may sound like a refreshing, caffeine-laden drink – but at Contargo it stands for "Contargo Open Logistics Apps". The purpose of COLA is to link up the various programs in use, both from the administrative and the operative fields. Customers and service-providers are also included. An ingenious solution was required to simplify communication with them, and enable them to adapt the open-source programs to their own needs. The result is much more ease of communication in processes like exchanging customs documents, information on departure and arrival times of barges and trains, and making changes at short notice. Direct price information is also possible, and the invoicing procedure functions across all the systems.

"In the long term, our dream is for our programs to be used all across the market" says Harald Lange, IT Project Manager at Contargo. "At present the situation is that customers and service providers use various different programs, with the result that e.g. driving distances are calculated differently. And that makes price calculation a lot more complicated."

In the long term, our dream is for our programs to be used all across the market.

G4-15

Infografik: SCRUM-Methode



■ TALKING TO EACH OTHER

Leave it to us!
One-stop shipping

Neutral, efficient and reliable: let the specialists
at Contargo look after your container logistics.

Contargo cooperates with associations, societies and policy makers

In its communication with the various interest groups Contargo places great importance on reliability, fairness, respect, authenticity, honesty and openness. Intensive discussions help to represent our interests, while in each case the other side gains useful practical information from Contargo.

Contargo takes an active part in various associations, including the federal association of German inland shipping (BDB), the German Logistics Association (BVL) and the German promotion centre for intermodal transport (SGKV). There among other things Contargo supports research on the optimisation of the individual transport modes, and makes personnel available to take on tasks in committee work. The "Logistics Day" organised by the BVL is another good example of cooperation that is beneficial to both sides. Each year, more of Contargo's locations take part in this

nationwide event. This is good for the BVL, as Contargo's participation makes the events more varied and the BVL gets a positive press from statements and press releases by Contargo. Wolfgang Schlegel, Managing Director of Contargo Wörth-Karlsruhe, make the most of this opportunity every year. "We show the people in our region what we do every day, and why. It is enjoyable to let interested people experience a container terminal at first hand and see what goes on there. And it's a good way to acquire future personnel and customers."

Everyone wins!

The work with societies and associations enables Contargo to intensify its access to policy-makers. For instance, Managing Director Heinrich Kerstgens is a member of the Board of the BDB and the Advisory Committee of the SGKV. In these functions he meets up regularly with the members of the Parliamentary Group for inland water transport and takes part in parliamentary evenings. In this way he engages in discussions with policy-makers and other actors.

A semester's traineeship at Contargo gives students an opportunity to put what they have learnt into practice.

Some Contargo executives also pass on their expert knowledge to students and apprentices as external lecturers. Students can also extend their knowledge at Contargo's locations. "We regularly supervise Diploma and Masters theses, and cooperate closely with technical colleges and research institutes in the region", says Jürgen Albersmann, Managing Director of Contargo Neuss. "Recently we had a student on a traineeship semester from the

EUFH (European college of technology), and before that a construction engineer from the University of Barcelona specialising in terminal design. Just now, in a joint research project with the Niederrhein University of Applied Sciences, we are trying to optimise traffic flows in the port, and the exchange of information between enterprises in the port."

■ This engagement is a classic win-win situation:

Policy, societies and universities get competent input from practice, increase their membership and gain support in their work. Contargo, can fulfill an exemplary function as a market leader in container hinterland logistics, and at the same time can stay informed on policy, business and technical innovations as well as developments in the markets. Contargo also has an opportunity to present itself as an attractive employer and represent its own interests to policy.

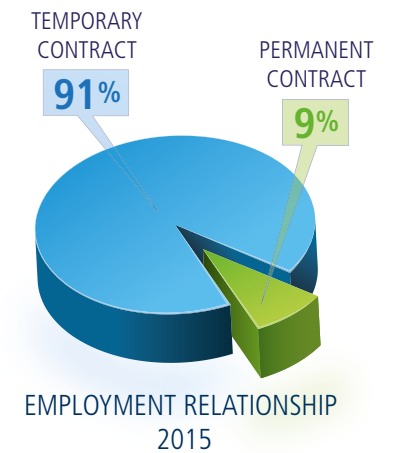
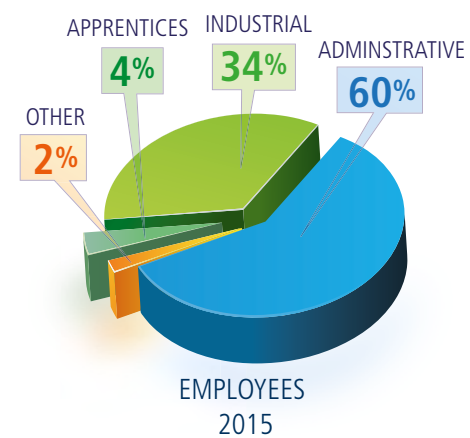
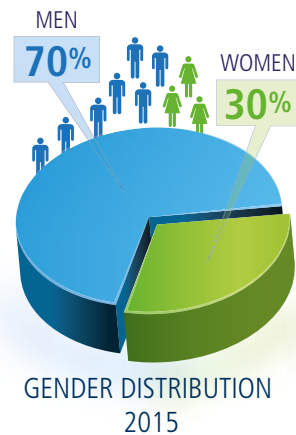
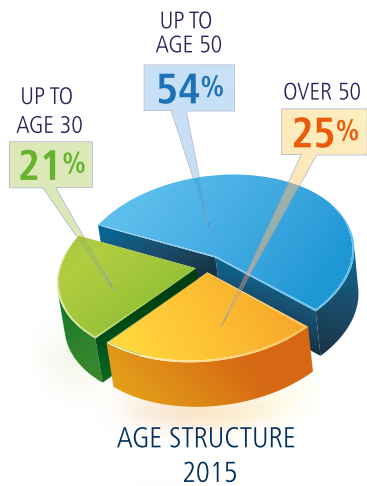
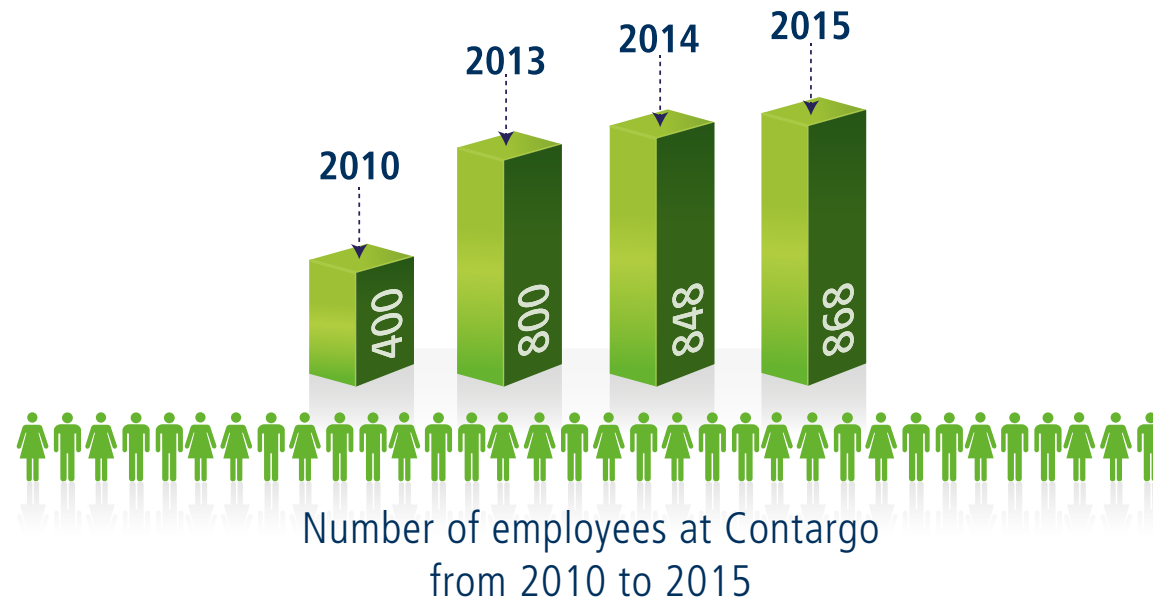


■ SOCIAL



G4-10, G4-LA12

Infographic: Number of employees at Contargo



FOCUS ON PEOPLE



Contargo takes on social responsibility

Many people make a decisive contribution to the realisation of the economic and ecological aims of the Contargo Group. They include not only our own workforce of nearly 900 employees and people in partner enterprises, service providers and customers, but also the neighbours of our locations, people in public authorities and policy-makers.

Sylke Kippenberger, Contargo Human Resources, emphasises: "Employees satisfaction is one of our explicit company aims. We want to achieve it among other things by cultivating a pleasant working atmosphere, by providing opportunities for training and further training, and by making it possible to combine family and career. To ascertain how satisfied employees are with Contargo we carried out an internal survey in 2014."

Industrial and administrative personnel at all our locations were asked questions about various aspects from workload to communication, combining family and work, and further training. Employees were particularly positive about the many and varied tasks, the independent work, the flexible work times and the good condition of the work equipment. Another result of the survey is that many employees identify with Contargo. Where criticisms were made, Contargo has already initiated appropriate measures. A dedicated project group for the area of personnel has been formed to deal with these topics. Christian Eichmeier, Managing Director of Contargo Rhein-Main, is a member of this group. He says "For example, the employees' magazine 'Contargo open' has been developed to promote better exchange of information. It comes out quarterly and is printed in two languages. A poster with Contargo's principles has also been printed, the career page on the Contargo website has been expanded, unified guidelines have been drawn up for employees, and "suggestions boxes" have been set up which can either be used confidentially at the place of work, or publicly internally via ContargoWiki."

The employees' magazine Contargo open supports better internal exchange of information.



Working safely

It is very important to Contargo that the health and safety of its employees should not be affected by their work. For this reason, when starting a job all employees have a structured familiarisation time and are informed about the potential dangers of their work. The employees responsible for specific aspects also receive all the compulsory training sessions, for instance training on securing loads, training for safety officers in port operations, training on dangerous goods and accident prevention, ISPS and safety at work. Despite this, 22 work accidents still occurred at Contargo in 2015 (2014: 19). In view of this unwelcome development Thomas Löffler, Managing Director Contargo, appeals to all employees: "Adhering to safety and health measures is not just an annoying obligation. By keeping to the rules and acting with prudence, employees protect their own health, their employer – and not least their colleagues."

■ Work-Life Balance isn't just a "fashion fad" at Contargo

Although there isn't a formal catalogue of family services, each employee can negotiate conditions individually with his or her superior. The enterprise makes every effort to take the private needs of its employees into account. In return, the resultant satisfaction increases the willingness of those concerned to do their utmost to fulfil their professional tasks with the best interests of Contargo at heart. For instance, employees can adapt their work times to fit in with kindergarten and nursery opening hours. One colleague, who did not wish to be named, works full and part time on alternate weeks in order to ensure a regular routine for their children. Wim Vertongen, Sales Executive at Contargo, says: "Ever since my children have attended school, I have been working four days a week." Colleagues in the type of job for which this is possible can integrate home office work. For fathers, this gives them a chance to play a bigger role in home life, and for mothers, an opportunity for a flexible return to work following parental leave. Semi-retirement models, flexible working hours in order look after a relative in need of care, or a change of job within the enterprise due to changing private circumstances – these are all situations which Contargo has already made possible.



"Following the birth of our daughter, home office work enabled me to keep up with events. I started again with two flexibly organised hours a day, directly after the two-month maternity leave."

Kristin Kahl, Authorised Representative, Contargo

■ SHARED ACTIVITIES STRENGTHEN TEAM SPIRIT

Contargo gets on its bicycle

Win-win situations also result from projects like the competition for employees "Contargo gets on it Bicycle". Every team that has signed on counts the kilometres cycled to work, and the team with the biggest total wins an all-in cycling tour – with refreshments.

In 2015 participants cycled a total of 12,094 km altogether, thus saving nearly 2 tons of CO₂. In 2016 they cycled 29,948 km – more than twice as far – and saved almost five tons of CO₂! Not to speak of the benefit to their health, and the strengthening of team spirit among colleagues.



The "Contargo gets on its Bicycle Challenge Trophy" is passed on to the winning team each year. In 2015 the winners were the team from the Frankfurt-Ost Terminal, with a total of 3,425 km. By their efforts the 4-man team saved 548 kg CO₂. The rider with most kilometres also came from Frankfurt-Ost: Crane driver Ivan Drobot cycled 1,080 km, saving 173kg CO₂.





Contargo cooks

The same can be said of "Contargo cooks", the cookbook of Contargo's employees for colleagues and customers. Particularly people at terminals which have only been with the Contargo Group for a year or two can learn something new – like Heike Neukam, Inside Sales Executive at the Döhlau location of Contargo Network Logistics, who says: „You get quite different insights into our huge network, and you can also discuss tasty recipes with colleagues." This joint production gets such positive feedback that the fourth volume has now appeared – this time with sustainable recipes and tips for the Contargo regions.



You can find our Facebook page here: <https://www.facebook.com/Contargo.DE>

Contargo's Facebook Community



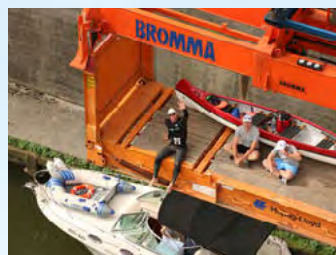
Silke Petermann, Contargo Marketing, repeatedly motivates colleagues to initiate small actions on Facebook. **"Our best interactive posts so far have been the living Advent Calendar, logo and banner snapshots from around the world, train and barge-spotting photos, and the classic yearly series of Fasching photos".**



"Rheines WASSER"

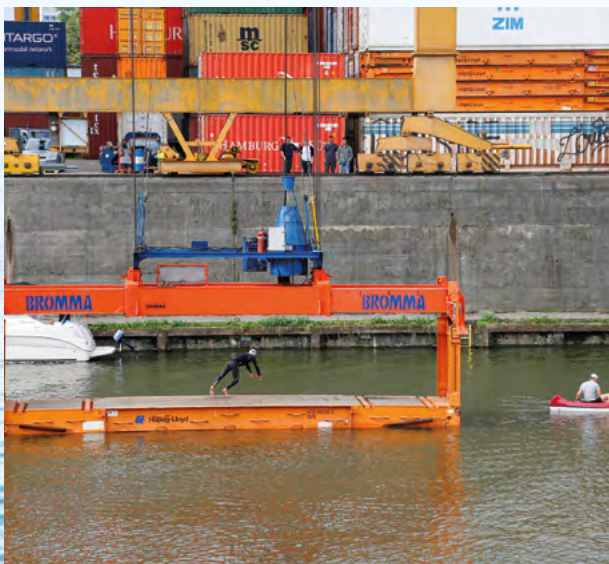
Supporting sustainable projects

In 2014 Contargo played host to the project 'Rheines Wasser' ('pure Rhine water'). At five different terminals Contargo offered hospitality to physical chemistry professor Dr. Andreas Fath from Furtwangen University (HFU) and his 20-strong team, providing mooring for the boats and accommodating the caravan.



Michael Mies, Managing Director of the Rhein-Waal-Terminal in Emmerich, remembers: "Long-distance swimmer Andreas Fath swam along the whole course of the Rhine, from source to estuary, in four weeks. When he reached us he had already swum about 1,000 kilometres but he still had enough energy left to make us laugh."

The project had the aim of generating interest in order to raise public awareness of water as a precious resource and focus on the need for effective pollution prevention. It also performed a scientific analysis of the quality of the river water.



More information on the project at: www.rheines-wasser.eu

"The 'Rheines Wasser' project ('pure Rhine water') matched up ideally with us for three reasons. Firstly, because our barges follow exactly the same route as the swimmer, starting from Basel – so the Rhine is our passion, too. Secondly, because the project is all about water quality, and protecting the environment is one of Contargo's fundamental principles. And thirdly, we are sports enthusiasts, and Andreas Fath's achievement deserved great respect, and merited our support."

*Holger Bochow,
Managing Director,
Contargo Süd, Basel*



■ DUAL USES FOR STEEL UPCYCLING

Containers can be (almost) endlessly recycled

Containers are very long-lived. This is the reason why maintenance and repair are included in Contargo's container services.

Even if they can no longer be used for the transport of goods, they can still be transformed into other useful or decorative objects.

*Illustration:
This container was not really converted into a bar, but was the motif for the 2015 calendar. Every year we produce a "Contargo-style" version of a well-known picture or photograph. Here: "Nighthawks" by Edward Hopper*



A container helps the poor

„For some years now we have supported the initiative “Help for the poorest of the poor”, says Wolfgang Schlegel, Managing Director of Contargo Wörth-Karlsruhe.

In 2015 Contargo donated a sea container to the charity and undertook the transport to the loading point and back to the terminal. The aid organisation filled the container with useful equipment like wheelchairs, walking aids, special mattresses, secondhand spectacles and leg prostheses, and transported it to the Third World. When the aid items had been distributed the container was also put to good use. One Contargo container is now serving as a changing-room and sports office for 58 young footballers in Burundi, while another there has been converted to a hairdressing salon and kiosk, thus providing a training opportunity for young AIDS orphans. These are just a

few examples of the possibilities. “For me and the other people involved at Contargo, it is an honour to support this project”, says Wolfgang Schlegel. “The initiator of the aid action, Hans-Peter Dentler, always informs us about the project afterwards.”

„It’s good to be able to contribute at least a little to improving things for the poorest people in the world.”



Photo: © Hans-Peter-Dentler

UPCYCLING BEFORE RECYCLING

Other containers have been put to uses totally unrelated to their original purpose – for instance one was upcycled by Contargo as an appropriate ‘real life’ backdrop at the logistics exhibition transport logistic 2015. Another container could be admired at the Regional Flower Show in Landau (Rhineland-Palatinate) from April to October 2015. “A container, cut in half and painted to resemble a space ship, decorated a cactus garden at the Landesgartenschau”.

There's no limit to the imaginative uses upcycled containers can be put to!



At DIT an old container has been converted into a smokers' shelter



Even more attention was attracted to a container in the centre of Karlsruhe, used by performance artist Johan Lorbeer from Berlin to demonstrate how he could “float” beside it.

■ EXEMPLARY LOCATION

Contargo Rhein-Neckar



Socially committed – Contargo Rhein-Neckar supports people

Together, the terminals in Ludwigshafen, Mannheim and Germansheim make up one of the biggest enterprises in the Contargo Group. Because people are one of the supporting pillars of company activities – both within and outside the enterprise – employees there benefit from health and further training support measures. Support is given to local societies and projects which are dedicated to helping people.



Employee satisfaction is important to us

A good working climate makes for satisfied employees. And satisfied employees not only achieve good results, but also remain loyal to their employer. So Contargo Rhein-Neckar developed some ingenious ideas.



■ **Stefan Mann**, shift supervisor at Contargo Rhein-Neckar's Ludwigshafen terminal, takes a very positive view of Contargo's sustainability activities: "Offers like the fruit box and the massages are very well received."

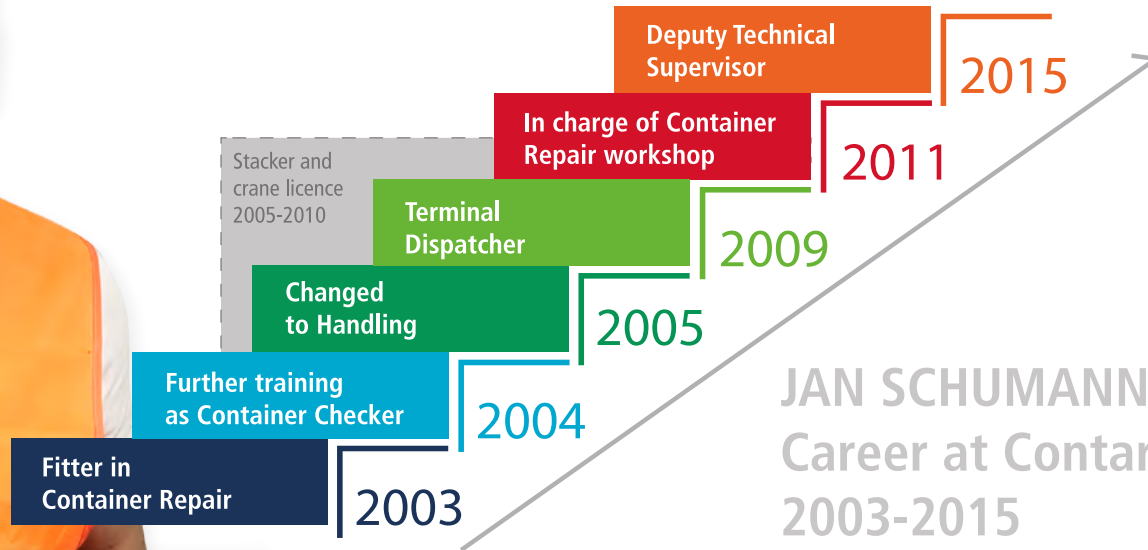
■ **Evengnij Sycev**, who is already in retirement but works several hours a week in the repairs department of the terminal in Ludwigshafen, confirms this: "The provision of fruit baskets and similar actions are a great gesture by the employer. They create a positive atmosphere, and you notice that the employer cares about his employees. It's not often – unfortunately – that you find bosses who are concerned for their employees' welfare. Satisfied employees are diligent employees – and an asset for any employer."



■ **Lisa Zimmermann**, from Customer Service Export adds: "and we also benefit from weekly massages, a flu vaccination which is available in autumn directly in the office, and free beverages like water, coffee, tea and milk."

Lisa Zimmermann completed her training as a freight forwarding and logistics services clerk with Contargo in summer 2015 and has also been youth and apprentice representative (JAV) since November 2014. What she appreciates about Contargo as an employer is that the apprentices feel very well looked after. "The external further training offered during the final year was also very helpful. Last year in-company training was also introduced, and was very positively received by the apprentices. There was broad approval for the in-company English tuition as well. Of course, it is also a decisive factor that the chances of being taken on permanently at Contargo are very good."

Jan Schumann,
Deputy Technical
Supervisor at the
Ludwigshafen
Terminal



JAN SCHUMANN Career at Contargo 2003-2015

What's your view of Contargo's sustainability activities?

"I'm responsible for technology at the Ludwigshafen terminal, so energy efficiency measures are a big topic for me. At the beginning of the year, for instance, we switched our workshop lighting system to LED. Just now, the ceiling lights in the office building and the offices themselves are being replaced by LED panels. We have also put out a tender for switching the cranes, the yard and truck and car park lighting over to LED. In order to reduce pollution from fine particles, we operate container stackers with a combination of soot particle filters and AdBlue. As you can see, we make constant efforts to play our part in reducing the burden on the environment a little."

■ **Jan Schumann**, Deputy Technical Supervisor at the Ludwigshafen terminal, continues: "What I appreciate about Contargo, is that almost all doors are open to you if you have the will to achieve something. I started in 2003 as a fitter in Container Repair. After one year I did further training as a Container Checker, and a year later I changed to Handling. Over the next five years I did my

stacker and crane driver's licence. At the end of 2009 I was offered a job in the office as a Terminal Dispatcher. After another two and a half years I was put in charge of Container Repair operations and had responsibility for other employees for the first time. In 2015 I was offered the post of Deputy Technical Supervisor. My own example shows you what opportunities Contargo offers."

- **Evengnij Sycev** also thinks it's great "that here, older employees are offered the possibility of continuing to earn after they reach retirement age."
- **Stefan Mann**, who can look back on 26 years with the enterprise, and three different company names (CCS, Triport, Contargo), says that: "a lot has changed over the years. But what I have always greatly appreciated is the on-the-dot pay cheque, the way the management is always willing to listen to employees, and the numerous leisure offers like bowling and fitness."
- Sub-contractors also praise the location: **Tommy Steiner**, a sub-contractor with his own truck, says: "I particularly appreciate the good cooperation with the employees at Contargo. And thanks to this cooperation I have relatively steady chartering and capacity utilisation throughout the year, and – not to be underestimated – Contargo pays freight charges that are due punctually."

- **Andreas Roer and Marco Speksnijder, both Managing Directors of this Contargo location, are very happy about the positive views and assessments.**

"Satisfied, healthy employees are the basis for our business success", **Andreas Roer** says. "So we make sure to take account of their needs and wishes." **Marco Speksnijder** adds: "We are also open to their further career development. If an employee takes part in external further training measures such as e.g. a Chamber of Industry and Commerce qualification as logistics specialist in freight traffic (Verkehrsfachwirt), or study courses on a work-study basis, Contargo supports them by taking over the costs, or releasing them for seminars and exams."



Tommy Schneider,
truck driver
at Contargo
Rhein-Neckar



How do you contribute to Contargo's sustainability activities?

My contribution is in the technology and the way I drive: I drive a Volvo FH 500, compliant with Euro 6 standard. To make sure the truck is always in perfect technical condition, I have a maintenance contract, and have maintenance carried out regularly. Contargo has provided me with a navigation system for route planning. And when I drive I anticipate situations, thus avoiding unnecessary braking and acceleration. Assistance systems like a collision avoidance system and an automatic eco transmission system, for instance, also make a contribution.



Neighbourhood activities

By engaging in sponsorships, Contargo enhances local awareness of the enterprise and strengthens its positive image, while advertising itself as a potential employer. Sport, culture and social projects in the region are sponsored.

In 2015, for instance, Contargo Rhein-Neckar supported the "Pupils' Alpencross" expedition for mountain-bikers from Edigheim Comprehensive School. Contargo regularly supports the company sports club "Hafenamt", the youth team of Ludwigshafener SC, the BASF Cup, the sports club "Spielvereinigung 03 Ilvesheim" and the rowing club "Heidelberg 1989 e.V".



The employees also collect every year for a good cause. Charities supported include the children's hospice "Sterntaler" in Mannheim, and "Children under the Rainbow", a charitable organisation of the regional radio channel "Radio Regenbogen". The amount collected is considerably rounded up by Contargo.

■ POSTSCRIPT AND THANKS



The present Sustainability Report is the second, following the 2014 Report. The enterprise also intends to publish a current sustainability report every two years in future.

This Report includes **standards from the GRI guidelines** on drawing up sustainability reports. The contents were selected in accordance with the definition and strategy of sustainability and the interests of the stakeholders.

The present Sustainability Report was compiled by the Sustainable Solutions Team (SST) at Contargo. We would like to thank everyone who participated in the realisation of this project.

The Sustainable Solutions Team:

Kristin Kahl, Sustainable Solutions Manager

Sandra Hollweg, responsible for Ecology and Economy

Nicole Kudras, responsible for Social Responsibility

Isabell Peters, Management Trainee, Programme "Step Forward"

Our especial thanks go to all the terminals and the people who work there. They helped us to collect data and information. We should also particularly like to thank those who were appointed as our contact partners for the Sustainability Report.

We would also like once again to express our thanks to all customers and colleagues who, by contributing their quotations, helped to make this Report more diverse, and agreed to have their photographs taken for the Sustainability Report.

And last but not least, we would also of course like to thank everyone who has contributed by their ideas or exemplary action to making Contargo more sustainable from year to year. We hope to continue a close and successful cooperation, and we are glad of every new hint and every idea that develops the Contargo Group further in the three areas of sustainability.

G4-17,G4-20

This Sustainability Report includes information on the following subsidiaries and participations of Contargo GmbH & Co. KG (headquarters in Duisburg):

1.	Contargo Neuss GmbH (Neuss)	Claudia Dreifke
2.	DIT Duisburg Intermodal Terminal GmbH (Duisburg)	Klaus Müller
3.	Rhein-Waal-Terminal GmbH (Emmerich)	Simone Mies-Kempkes
4.	Contargo Wörth-Karlsruhe GmbH (Karlsruhe, Speyer, Wörth)	Sara Gerstner, Laura Mohr, Volker Kolbensschlag
5.	Contargo Network Logistics GmbH (Döhlau, Glauchau, Hamburg, Hof)	Heike Neukam, Florian Fischer
6.	Contargo Rhein-Main GmbH (Frankfurt, Gustavsburg, Koblenz)	Julia Endress, Kawus Khederzadeh, Arndt Puderbach
7.	Contargo Rhein-Neckar GmbH (Germersheim, Ludwigshafen, Mannheim)	Jan Gass, Isabel Müller, Dietrich Jung
8.	Contargo Network Service GmbH & Co. KG (Zwijndrecht)	Nicole Albers
9.	Contargo Road Logistics B.V. (Zwijndrecht)	Nicole Albers
10.	Contargo Waterway Logistics B.V. (Zwijndrecht)	Nicole Albers, Cok Vinke
11.	Contargo North France SAS (Bruay-sur-l'Escaut)	Gilbert Bredel
12.	Contargo AG (Basel)	Sven Zölle
13.	Contargo Weil am Rhein GmbH (Weil am Rhein)	Stefan Leijdekkers
14.	Contargo Sàrl (Ottmarsheim, Strasbourg)	Jean-Marc Sabetta
15.	Contargo Industriepark Frankfurt-Hoechst GmbH (Frankfurt)	Kerstin Junker

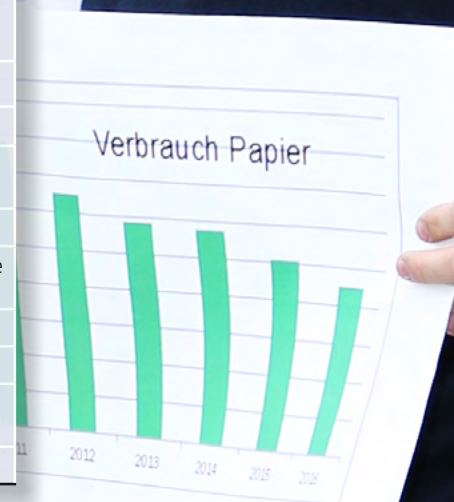
Unless explicitly stated otherwise, all key figures contained in this Report relate to these companies.

This report contains Standard Disclosures from the Global Reporting Initiative (GRI)

Global Reporting Initiative (GRI) G4 content index

GENERAL STANDARD INFORMATION

GRI	Description	Page (s)	Direct answers/Notes
	Strategy and Analysis		
G4-1	CEO statement on sustainability	6–8	
	Organizational Profile		
G4-3	Name of the organization	4,10	
G4-4	Primary brands, products, and/or services	10,35	
G4-5	Location of organization's headquarters	63	
G4-6	Number of countries where the organization operates	30	
G4-7	Nature of ownership and legal form	63	
G4-8	Markets served	30,35	
G4-9	Scale of the reporting organization	30	
G4-10	Total number of employees by employment contract, gender and significant variations	44	Contargo prioritises filling vacancies from inside the enterprise
G4-11	Report the percentage of total employees covered by collective bargaining agreements	N/A	
G4-12	Describe the organization's supply chain	11,35	
G4-13	Significant changes during the reporting period regarding size, structure, or ownership	4,29	
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization	45 ff.	
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	40	
G4-16	Memberships in associations	41	
	Identified Material Aspects and Boundaries		
G4-17	All entities included in the organization's consolidated financial statements and if any of these are not covered in the report	Foreword, Thanks	
G4-18	Process for defining report content	Foreword, Thanks	
G4-19	List all the material aspects identified in the process for Defining Report Content	This page	An overview is given on this page
G4-20	For each material aspect report the boundary within the organization	Foreword, Thanks	
G4-21	Aspect boundary outside the organization	Foreword	
G4-22	Report the effect of any restatements of information provided in previous reports	Foreword	
G4-23	Report significant changes from previous reporting periods	Foreword	



Global Reporting Initiative (GRI) G4 content index

GENERAL STANDARD INFORMATION

GRI	Description	Page (s)	Direct answers/Notes
	Stakeholder Engagement		
G4-24	Provide a list of stakeholder groups engaged by the organization	31	
G4-25	Basis for identification and selection of stakeholders with whom to engage	31	
G4-26	Approaches to stakeholder engagement	31	
G4-27	Concerns that have been raised through stakeholder engagement	31, 32	
	Report Profile		
G4-28	Reporting period	Foreword, Thanks	
G4-29	Date of most recent previous report	Foreword, Thanks	
G4-30	Reporting cycle	Foreword, Thanks	
G4-31	Contact persons	Foreword, Thanks	
G4-32	GRI content index	60–62	
G4-33	External assurance for the report	This page	The report has not been externally verified.
	Governance		
G4-34	Governance structure of the organization	29	
	Ethics and Integrity		
G4-56	The organization's values, principles, standards and norms of behaviour	31, 36	Basic principles





GRI content index for "In accordance" - Core

SPECIFIC STANDARD INFORMATION

GRI	Description	Page (s)	Explanation / reason
Economic category			
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	36	
G4-EC6	Proportion of management hired from the local community at significant locations of operation	30	
Environmental category			
G4-EN3	Energy consumption within the organization	19	
G4-EN8	Total water withdrawal by source	19	Only water taken from the public system
G4-EN13	Habitats protected or restored	18, 25	
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	11, 12	Emissions from transport and handling in metric tons CO ₂
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	11, 12	
G4-EN19	Reduction of GHG emissions	10–12	
G4-EN23	Total weight of waste by type and disposal method	19	Only total weight
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	18, 20 ff., 51 ff.	
Social category			
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	N/A	
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	44	Out of respect for the personal privacy of our employees, statistics on minority group membership were not collected or included in this survey.
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	This page	Basic salary is the same for men and women.
G4-HR3	Total number of incidents of discrimination and corrective actions taken	This page	There were no cases of discrimination within the period covered by the survey.
G4-SO4	Communication and training on anti-corruption policies and procedures	36	
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	This page	There were no complaints during the survey period.

■ IMPRESSUM

■ Published by:

Contargo GmbH & Co. KG
August-Hirsch-Strasse 3
47119 Duisburg
Deutschland

info@contargo.net
www.contargo.net

Contargo is a one hundred percent subsidiary of Rhenus SE & Co. KG

■ Contacts for the Contargo Sustainability Report 2016: Sustainability³

Kristin Kahl: Tel. +49 621 59007-120 | kkahl@contargo.net

Sandra Hollweg: Tel. +49 621 59007-250 | shollweg@contargo.net

■ Photographs:

Contargo GmbH & Co. KG, www.shutterstock.com

■ Project management, concept and proofreading:

Kristin Kahl, Nicole Kudras, Sandra Hollweg

■ Research and calculation:

Isabell Peters

■ Texts:

Sandra Hollweg, Kristin Kahl, Medienbüro am Reichstag

■ Translation:

Anne Ray

■ Layout and Design

Margarita Andris

Legal notice: The contents of this document have been compiled with all possible care. No liability is accepted regarding completeness, errors, omissions or accuracy of the contents.

Photos: Please note: Some of the photographs used in this Sustainability Report were made purely for marketing purposes. At our Contargo terminals, not only safety jackets and safety helmets are compulsory, but also the wearing of protective footwear!

