

# DEHN<sup>HEINRICH</sup><sup>®</sup>

HIGH PERFORMANCE LOGISTICS



## Concept 2021

# Principles and confessions of Heinrich Dehn

*We see our company as an open system, shaped by the inside and the outside. "The only constant is change," Friedrich Engel once said. In our history, which now spans more than 200 years, we have repeatedly renewed ourselves and carefully adapted to the changing times.*

*We see ourselves as a driving force and therefore also invest in digitization and state-of-the-art technology. We want to significantly improve the processes between companies and customers, products and services, as well as value creation and business models.*

*The complexity of our world is constantly increasing. There are various challenges, such as social change, pandemics and the resulting problems, of which we are aware and which we therefore want to meet actively and ambitiously.*

*The "WE" is in the foreground at Heinrich Dehn. A "WE" is formed by the contribution of each individual to a whole. The spirit of each member of the organization becomes our corporate culture!*



## We divide our ideas and confessions into several sections:

### 1. General values

#### - Future thinking, stability, security:

- **Responsibility** - We are aware of our responsibility and our impact on stakeholders and the planet. Therefore, we pursue the goal of holistic sustainability.
- **Legal Compliance** - We are committed to complying with all applicable laws and regulations. We constantly keep our knowledge of these up to date. We verifiably demonstrate compliance with all regulations through external verification and internal measurements and audits.
- **Future orientation** - Our goal is to operate sustainably in order to enable growth in line with the company's objectives, as well as to secure jobs and apprenticeships and create new ones.
- **Transparency** - We don't just talk, we also act. That's why we want to map our processes as transparently as possible.
- **Risk management** - We systematically analyze risks and implement effective measures to mitigate them.
- **Errors** - We aim to avoid errors through well-organized work, the use of suitable tools and qualified personnel. However, if an error should occur, we stand by it, investigate the causes and prevent a recurrence through corrective measures.
- **Transparency** - We don't just talk, we also act. That's why we want to map our processes as transparently as possible.



## 2. Customers

### **- For us, the customer comes first - we adapt systems and processes to the personal and individual needs of our customers!**

- **Solidarity** - We feel connected to our customers and strive to maximize mutual benefits.
- **Individuality** - We do not believe in "one-size-fits-all". Every person and every customer is unique. Therefore, we offer individually developed solutions for each customer to meet every requirement and customer request.
- **Integrity** - We handle business, customer and goods data with confidence and protect them against unauthorized access. We undertake to comply with all laws and official regulations.
- **Liability** - We consider it our duty to meet the requirements established with customers, the promises made by our company, and the legal and regulatory requirements.
- **Criticism** - We take our customers' wishes seriously, as well as positive and negative criticism, as we are aware that perfection is an illusion. Within the framework of continuous improvement, we strive to be error-free.



### 3. Employees

**- We regard our personnel primarily as people and not as mere resources. We are guided by humanity, liberality and tolerance!**

- **Team** - We see ourselves as a close-knit team, acting together to leverage the various strengths and thus any competencies of each individual.
- **Personal responsibility** - Although we operate as a team, we are aware of the strengths of our workforce. That's why we have flat hierarchies and assign personal responsibility at all levels.
- **Quality** - We see knowledge and competence as a resource that must be continuously improved. Therefore, we attach great importance to further education and training.
- **The human being in the center** - We respond to the wishes and demands of our employees, as well as their health and safety, because we care about the satisfaction of our staff.
- **Plurality** - "People are people" - as a global acting company we welcome everyone regardless of religion, origin, appearance, gender and age.



#### **4. Occupational health and safety** **- We minimize potential hazards and ensure careful protection of our personnel.**

- **Hazard** - In a comprehensive risk assessment, we address risks and determine preventive measures to avoid the hazards.
- **Protective equipment** - We provide all employees with the necessary personal protective equipment and ensure its proper use.
- **Participation** - We closely involve our employees and partners to whom we outsource processes in the implementation of our occupational health and safety concept.
- **Learning** - We provide all employees with the necessary personal protective equipment and ensure its proper use.



## **5. Environmental protection**

### **- What is done today changes our tomorrow - therefore environmental protection is important to us.**

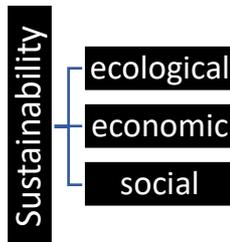
- **Environment** - We consider the environment to be the soil, air, water and groundwater, animals, plants and people. We strive to continuously reduce changes in the environment within the scope of our possibilities.
- **Environmental pollution** - We constantly screen our activities and products for environmental aspects and their impact on the environment. We pursue significant environmental aspects with the aim of continuously reducing environmental impact.
- **Climate** - By reducing CO2 emissions and avoiding other climate-damaging gases, we contribute to climate protection.
- **Energy** - We want to be efficient with the energy we use and try to use renewable energy whenever possible.
- **Waste** - We design our processes in such a way that waste is avoided as far as possible. Where waste is nevertheless generated, we separate it and dispose of it via certified specialist companies.



## 6. Sustainability

**- Through our awareness of our responsibility, we do not see sustainability as a trend or a task that arises in the short term.**

We see it as a long-term process that is long overdue and based on three pillars.



We see sustainable action as a task, a challenge and a long-term goal of ours and understand that this is the legitimizing basis of future-oriented business models. Therefore, we try to comply with all components of sustainability in the long term.

- **Learning process** - Sustainability offers numerous facets and possibilities that need to be implemented and learned.
- **Range** - We want to make people think beyond our corporate boundaries.
- **Participation** - We are open to innovative ideas that strengthen our success in terms of sustainability, so we involve our workforce, as well as stakeholders from outside.
- **Reflection** - reflect on our actions and processes, especially from an ecological, economic and social point of view.
- **Transparency** - Transparency plays a special role in sustainability. We want to distance ourselves clearly from "greenwashing".
- **Measurability** - We want to make our sustainability measurable.



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