

CS



2015

Sustainable
Development
Report

Raben

*your partner
in logistics*



Raben Group in Poland:



ISO 9001, ISO 14001,
ISO 22000 (HACCP),
AEO-F, OHSAS, SQAS

Raben Group in Europe:



1931

J.W. Raben establishes
a transport company
in the Netherlands



1991

E. Raben opens
a Raben company
in Poland

1960

T. Raben takes
over the helm
of the company

2002

Fresh Logistics in Poland

2003

Raben Group in Ukraine

2010

Raben Logistics Hungary
is established Transkam in the Czech Republic
joins Raben Group

2005

German company
BSV becomes a member
of Raben Group

2004

Raben Group
in the Baltic States

2008

Setto in the Czech Republic
and Slovakia
joins Raben Group

2011

Acquisition of
German Road Network
and companies
in the Czech Republic,
Hungary, Poland
and Slovakia
from Wincanton

2013

Transfer of Raben Sea & Air operations
to Raben Polska and Raben Transport
Fresh Logistics joins
the European Food Network

2015

HRL Eurocargo, Balter Group
and Spedition Weisshaupt
join Raben Group

Introduction from the Group CEO

We are publishing the social report which covers actions undertaken in 2015 at the special time when we are celebrating the anniversary of Raben Group in Poland.

Today, when I think about the beginnings of Raben Group and its history, I feel ever greater responsibility for my decisions. I am accountable for them not only with my name, but also with the reputation of three generations of the Raben family. I'm convinced that I'm just one of the CEOs in the long history of Raben company because I believe that there is still much ahead of us...

The history of our business dates back to my grandfather who set up a transport company in 1931. In the 1960s, when my father was in charge of the company, Raben Group was transporting e.g. textiles to and from Poland. In the 1980s I was working as a driver in our family business and that is how I got to know Poland. After the transformation of 1989, I was sure of the potential of this country. That is why, in 1990, being a freshman at the faculty of transport, I came to Poland to open a Raben branch.

I had a map of Poland in my head where I chose twelve locations which were to become company branches in various parts of the country.

Our company, originally located in Baranowo near Poznań, employed 12 people. We had only one warehouse leased from the Automotive Works in Poznań. In 1993 we started the construction of our first own warehouse in Gądko near Poznań.

Today, there are 53 branches on the map of Poland and over 130 in Europe. Every day 9,000 people fulfil the vision of Raben Group which is to become a leader everywhere we are.

Our aim in corporate social responsibility is to be a trendsetter in our sector in giving an additional value through sustainable solutions. I believe that we are becoming more and more conscious of our actions in accordance with this message and this report also reflects that.

25 years on the Polish market and 85 years in Europe is a time for reflection and remembrance. I am still surrounded by people who trusted a 22-year-old Dutchman a quarter of a century ago and believed that he would be able to build an international logistics business. During the years, more passionate people joined us and they are deeply engaged in building the Raben brand. And this is what I consider my greatest success.

This year's report is not just a puff piece describing our accomplishments. We present both our achievements and elements which need improving. We believe that this transparent approach is a sign of our reliability, which is one of the five values of Raben Group.



CEO Raben Group







CSR STRATEGY



CSR Vision

Being the trendsetter in our sector in giving the additional value through sustainable solutions.

CSR aims:

- taking care of health and guaranteeing safety
- partnership, dialogue, education and sharing knowledge with stakeholders
- offering attractive work conditions and retaining the best staff
- compensating negative impact on the environment
- promoting the role and quality of transport and logistics services

In 2015,
149 press releases

concerning CSR actions of Raben Group were published.



CSR Awards:

- the White Leaf of CSR in the ranking of Polityka weekly
- an Ethical Company in the contest organized by Puls Biznesu
- 3rd place in the sector ranking of the Ranking of Responsible Companies by Gazeta Prawna daily
- European Business Awards – in the category the Award for Environmental & Corporate Sustainability. The award is presented for the care for the natural environment and corporate governance.
- Golden Six of CSR chosen by INN Poland
- Outstanding CSR Strategy presented by Executive Club

Data for the report have been collected in compliance with GRI G4 guidelines and are the result of the expectations voiced during dialogue sessions attended by local authorities and communities which inhabit the areas adjacent to the company, representatives of schools and universities, Employees, representatives of labour unions, service providers. Customers' expectations were gathered during the Customer Satisfaction Survey. We also took into consideration the suggestions and needs submitted to us through a dedicated tab located on our Internet site. Over 500 stakeholders were engaged in the process of creating this report.

This paper has been audited by an external organization. The report from the audit by Deloitte has been presented on page 59.



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Dear Readers,

you are holding in your hands the second social report of Raben Group in Poland. It covers the data concerning the following companies: Raben Logistics Polska sp. z o.o., Raben Transport sp. z o.o., Raben Management Services sp. z o.o., Fresh Logistics Polska sp. z o.o. The data in the report apply to the calendar year 2015. During that time, there were no significant changes in terms of size, structure, ownership form or the value chain. The report is published annually. The last compilation of non-financial data was published in 2015 and it applied to the data for 2014.

We have not used any corrections with reference to information included in previous reports. There have also been no significant changes as compared to the previous report in terms of scope, range or the applied measurement methods.

The report does not contain information from other participants of the supply chain.

During this time we received 6 awards for socially responsible actions, including one for an outstanding CSR strategy, and our practices were widely described in the press. Nevertheless, this is not the key information we wish to convey to you through this report. The most important is the fact that the last year's Raben Group report allowed us to take an objective look at the effects of our actions, evaluate their quality, and to verify if they actually bring the expected benefits to the environment. Today, smarter with the experience and richer with the conclusions of the dialogue sessions, we are presenting you with a document which allowed us to review and adjust internal processes, and helped us to manage better, not only the field of social responsibility but also the business.

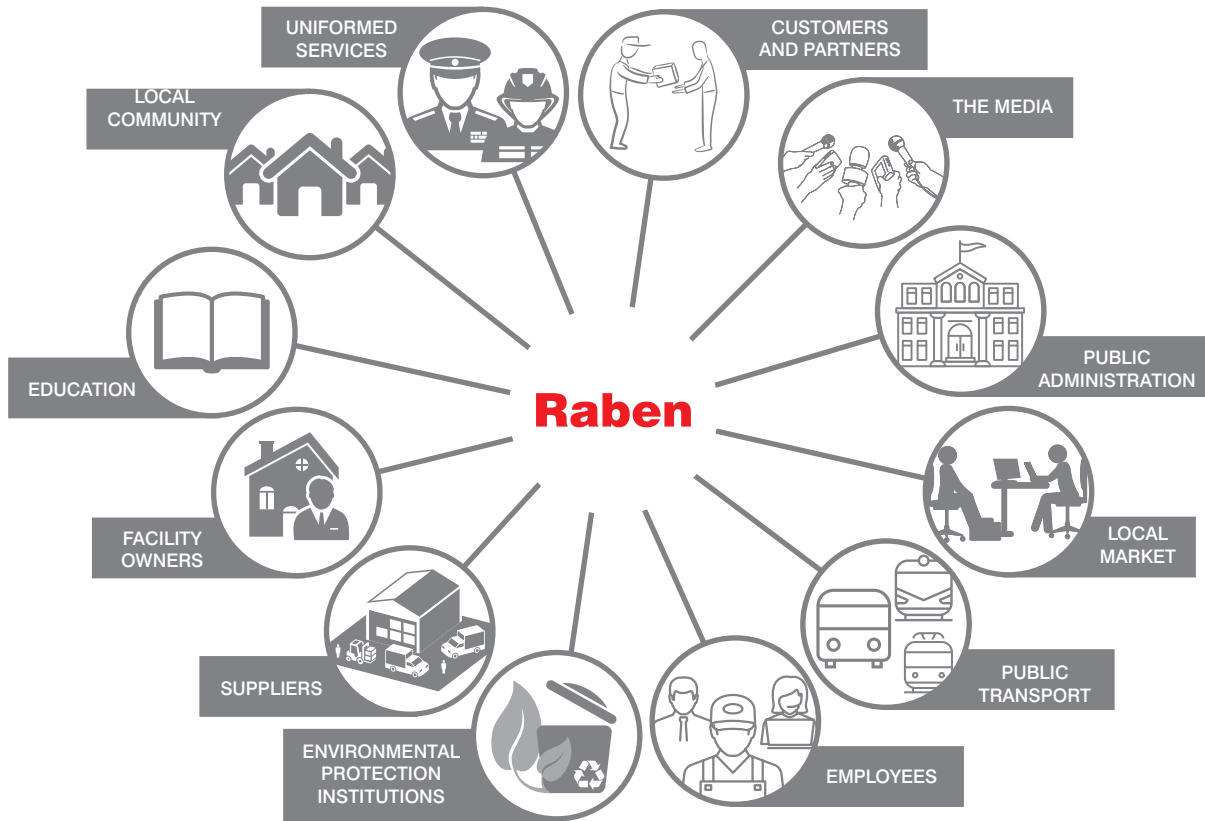
The largest volume of feedback concerning our activities, as well as expectations and needs, was collected through dialogue sessions carried out in 2015 in Straszyn near Gdańsk, Grodzisk Mazowiecki and in Gądko near Poznań. Almost 100 stakeholders shared their observations with us concerning our impact on the widely understood environment. The sessions were carried out according to the AA1000 standard and each participant had an opportunity to voice their concerns. The needs submitted by each of them were answered. The process of implementing the agreed changes is still in progress.

Some of the effects you will be able to see in the report.

The content of the report is also correlated with the expectations of our Customers, who are regularly asked what kind of information should be included here.

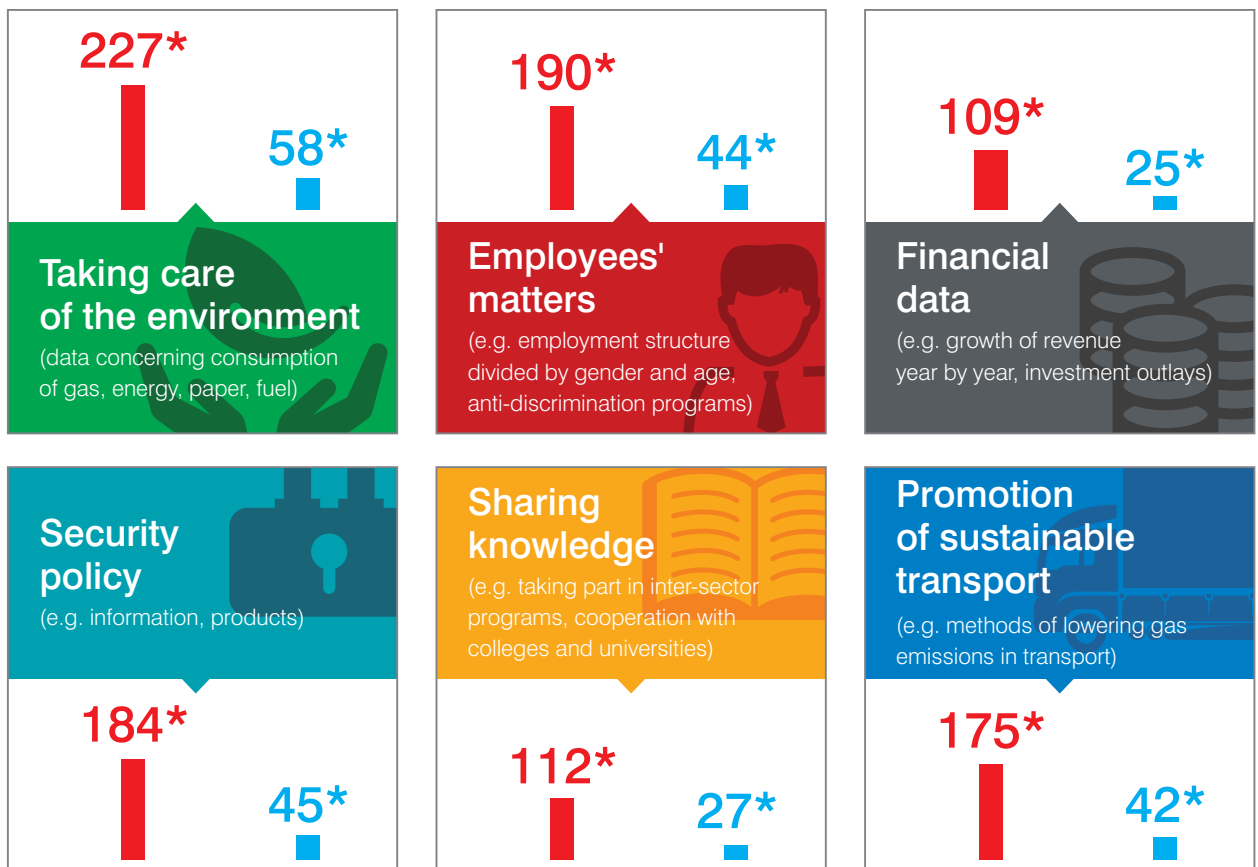
We have tried to include all information essential for the key stakeholders. Nevertheless, as Albert Einstein used to say, not everything that counts can be counted and not everything that can be counted counts. I believe that we have been able to find the golden means and present the content which presents the real picture of Raben Group and which is of importance to you.

Stakeholders



The question which data should be available in the Raben Group report was answered by Raben Group Customers in Poland in the following way:

■ Raben Polska
■ Fresh Logistics



*Results of Customer Satisfaction Surveys carried out in 2014 in Raben Polska on a sample of 400 Customers and in Fresh Logistics - 180 Customers

Łukasz Smolarek

Managing Director, White Leaf,
co-creator of the project.

Awareness of the positive and negative impact on the environment plays a key role in building transparent and ethical behaviours in business. Taking a decision to start a dialogue with stakeholders was an important step on the road to responsible and transparent management of relations with neighbours. Referring to the established AA1000 standard allowed us to define priorities and abide by important rules of responsibility in business. Engagement of key persons from the organization highlighted the weight of the process and was reflected in its improvement.



Dialogue sessions

From October to November 2015, Raben Group ran a project of dialogue sessions carried out according to AA1000SES standard. Stakeholders from three locations were invited to participate: from Gądki, Straszyn and Grodzisk Mazowiecki. They included service providers for Raben Group, Employees, representative of local communities and authorities. The aim of the "Common Road" project is to get to know the needs and expectations of representatives of local communities, service providers and neighbours.

7 dialogue sessions
in 3 locations in Poland

Raben →

66 the so-called unique stakeholders
– dialogue session participants

183 ideas,
proposals and suggestions submitted
by dialogues session participants

Research findings

Positive:

- Raben Group is a reliable partner and payer
- Long-term cooperation ensures business stability

To be improved:

- Quality of drivers' clothing
- Development of the motivational system for drivers and subcontractors

Entrepreneurship

Customer Orientation

Passion to Win

Professionalism

Reliability

Values

2015

18 m

pallet places transported in Raben Group in Poland*

Explicit aspirations are extremely important for achieving personal and company success; hence we have set long-term goals for ourselves. Our Mission, Vision and Values help us answer the question concerning the future which we wish to shape, define what aims we will pursue, and which priorities will become our signposts. Entrepreneurship, Customer Orientations, Passion to Win, Professionalism and Reliability are values which each day help us act with unwavering engagement.

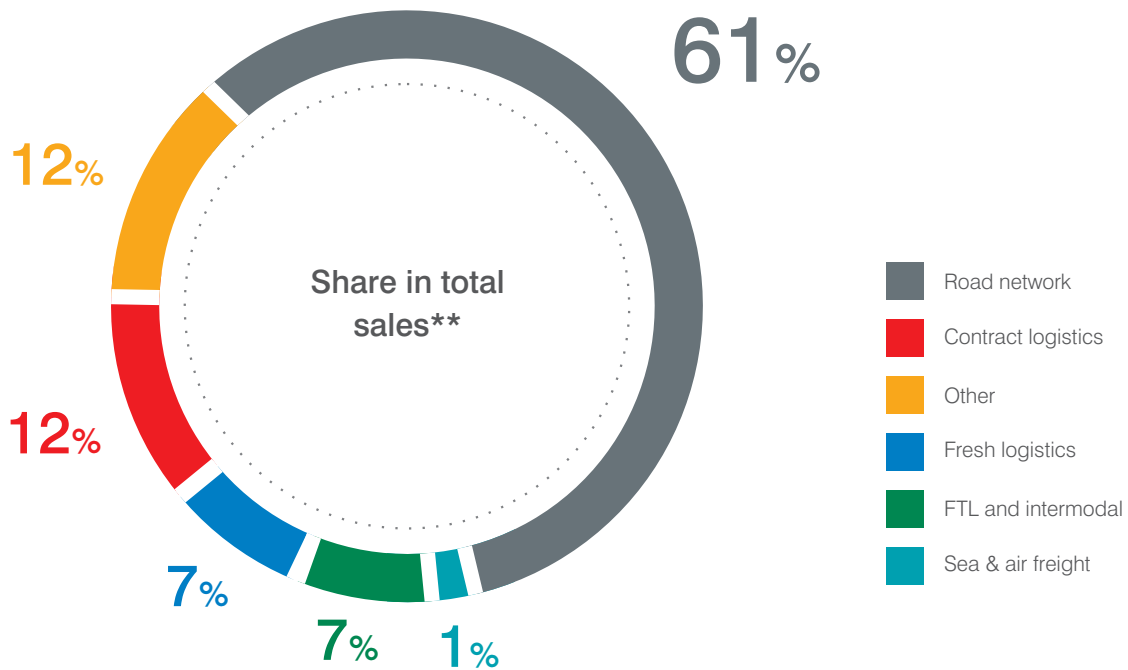
*data do not include FTL shipments executed by Raben Transport

Vision

To Become a Leader Everywhere We Are.

Raben Group Mission

We create our Customers' competitiveness through cost and quality leadership supported by friendly service.



**data concerns 2013

About the company

Raben Group is not a typical family company. It is a hybrid of a family business and a corporation. For over 85 years in Europe and 25 years in Poland the company has been creating the competitive advantage of its customers through cost and quality leadership supported by friendly service.

Polish companies of Raben Group report to a Dutch parent company – Raben Group N.V., which every year publishes a consolidated financial statement for all companies of the Group.

Raben Management Services sp. z o.o. is the managing company in Poland.

Raben Group 2020

 family company managed through values	 one of the 25 best logistics companies in Europe*	 modern technologies and solutions
 outstanding Customer service	 desired place of employment	 sustainable investment returns
 Contract Logistics, Road Network, FTL and Intermodal Transport, Fresh Logistics, Sea & Air Transport, Lead Logistics Provider	 responsibility for the environment	



* 100 best logistics and transport companies according to Fraunhofer SCS, Nuremberg

Services

The dialogue helps us build the segments in a way that we can respond to the needs of the market. Thanks to the careful analysis of the macroeconomic environment and close cooperation with the customers we are able to offer services tailored to their needs.

We render services of contract logistics which consist of many operations conducted in warehouses, starting from unloading and deconsolidation of goods, picking, securing shipments, to preparing products for distribution. Contract logistics also comprises value added services like: labelling, foiling or preparing promotional sets.

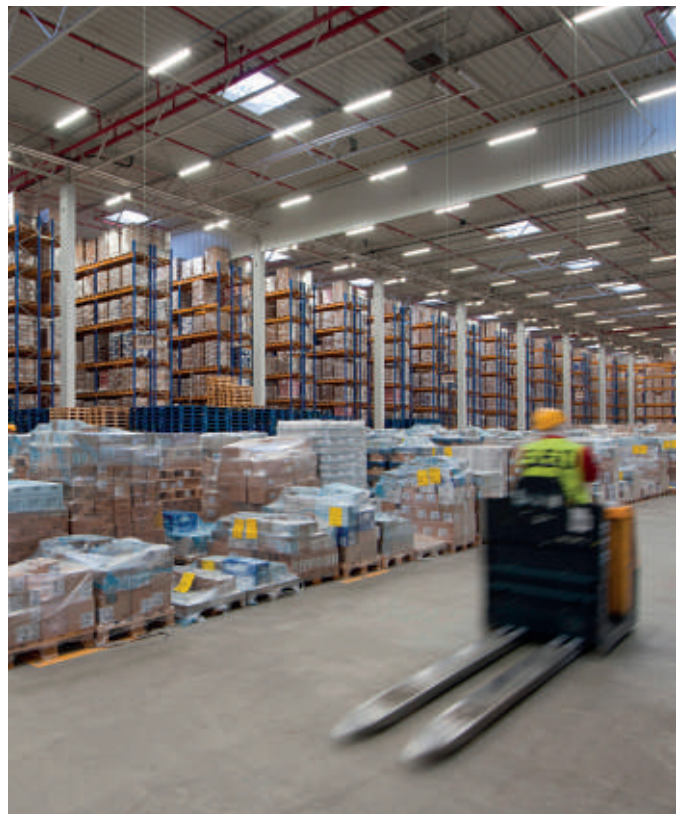
We also offer Raben e-Commerce service - a solution based on the conceptual, operational and executive support for internet sellers. Thanks to partner agreements with IT, TFL and CEP companies, we offer a set of services and tools also for e-commerce business.

Customers who use contract logistics services offered by Raben Group can also use co-manufacturing and co-packing services. Both services are the next step for our partners in optimizing processes in the supply chain and thus reducing costs of logistics operations. Co-manufacturing refers to creating products consisting of different components, which are packed and sent to the consignee. In this way Raben Group is not just a part of the logistics process but basically a part of production.



**Contract
logistics**

Co-packing refers to building dedicated sets of products depending on the order. It is often used in creating promotional or thematic sets, where apart from the proper choice of products from the customer's offer, also packaging is customized.





Lead Logistics Provider



Lead Logistics services are the new dimension of logistics. Raben Group assumes the role of the integrator of all logistics operations in the whole Customer's supply chain, from the transport of raw materials to the final distribution to consignees.

We become a partner which combines the capabilities, the know-how, own resources and those of other companies, to create a comprehensive delivery network for the Customer. Raben Group cooperates with individual participants to design comprehensive logistics solutions based on modern IT technologies.

How does it look in practice?

- we comprehensively design the supply chain, define relations between individual participants, and we create the way of carrying out transactions in the whole chain,
- for your convenience we build an experienced team dedicated to managing the logistics process at its individual stages, consisting of people engaged in continuous work on optimizing the procedures
- all the operations are backed by provided necessary IT infrastructure and its integration; we provide solutions for tracking shipments, efficient communication and the flow of information
- we provide our network of transport and warehousing connections
- all of that is supplemented by services such as co-packing and co-manufacturing.



Road
network



We render services of domestic transport for LTL and groupage shipments. Many years of experience gathered on national distribution markets and the well developed infrastructure of own terminals located in strategic places allow for quick and efficient execution of Customers' orders. In Poland shipments are delivered in 24h. The serviced product groups include FMCG and industrial products, household appliances, electronics, household chemicals and vehicle spare parts. Additionally, the road network offer also covers comprehensive services for dangerous goods (ADR), starting from transport to warehousing, to distribution to consignees. We are a modern partner in providing international transport of groupage and LTL shipments. We cooperate with Customers from all sectors, regardless of the size of the company, e.g. the automotive sector, industrial products, food products, white goods and others.





Our Customers are offered:

- servicing shipments from cartons to multi-ton loads
- daily connections with most European countries
- short delivery times
- cooperation with the local leaders of the forwarding market
- scanning shipments at every stage of transport
- tracing shipment status and immediate access to delivery documents in myRaben on Raben website
- servicing consolidation projects
- modern transport fleet in international connections
- professional service allowing for direct contact with a dedicated caretaker
- servicing dangerous goods ADR
- EDI (electronic data interchange) communication with Customers and partners
- customs services in Raben Customs Agencies

Our Customers are offered deliveries to retail networks, shops, central warehouses or service stations.

Our Customers are also offered regular groupage export connections to the East. Armenia, Azerbaijan, Kazakhstan, Tajikistan, Uzbekistan, Georgia, Iraq, Mongolia, Moldavia and Turkmenistan are within reach.

The EAST service opens access to new markets for our existing and potential Customers. EAST means regular shipments of smaller product batches, already from one pallet, without the necessity to wait for a larger order from the consignee. This service is an alternative to expensive FTL and air freight solutions and it is faster than sea freight. Thanks to fixed, regular groupage connections, our service is tailored to the needs of Customers who want to systematize deliveries to their clients and of those who see the East as the source of new markets and are just starting their commercial activities in this area.

When developing these unique connections, we were thinking about those who value efficient organization, who are accustomed to high standards and wish to entrust maximum formalities to the transport company. This is a solution for those who wish to develop their business in a stable and consistent manner.

As part of the product we offer:

- fixed, regular groupage connections in export
- predictable, predefined time of executing the service
- possibility to track the shipment at every stage of delivery
- transport advisory
- assistance of a team of professional customs agents
- temporary storage warehouses
- close cooperation with consignors and consignees regarding transport and customs clearance
- possibility to use the groupage connection network which covers the whole Europe and a wide range of warehousing services for consolidation projects

We are aware of our responsibility for the entrusted merchandise. It is even higher if the warehouse stores or the vehicle transports food products.



Food, and particularly fresh products (i.e. those which must be stored in controlled temperature from 0 to +2°C or from +2 to +6°C), require special conditions in the whole logistics chain. No other sector can afford to apply 'half-measures' or lower standards of services, and the transport and warehousing of food are even more restrictive. Failing to maintain temperature requirements or a delay usually mean the decreased value of products. Customers who decide to start cooperation with Fresh Logistics are also aware of the necessity of quick response guaranteed by our company. Each day of delivery of fresh products is priceless. Shorter delivery times mean longer shelf life of a product in the shop.

When providing our services we pay special attention to the quality and safety of transported and stored goods. Thanks to the extensive and practical knowledge of the sector we are able to offer unique solutions and guarantee their stability. We execute over 4,500 orders per day, mostly for the suppliers of the FMCG sector. The team of specialists dedicated to servicing an individual Customer guarantees daily, quick and direct contact. Our employees are highly competent in managing large projects with high seasonal variability. We cooperate with Customers already at the phase of transport planning so as to guarantee the highest quality of service during the process of execution confirmed by Key Performance Indexes (KPIs).

As part of the product we offer:

- domestic and international groupage and FTL transports in controlled temperature from 0 to +6°C
- 42,000 m² of warehouse capacity with controlled temperature
- rendering non-standard warehouse services (e.g. labelling, weighing, promotional sets)
- predictable, predefined time of executing the service
- possibility to track the shipment in real time at every stage of delivery
- transport advisory
- assistance of a team of specialists and customs agents
- close cooperation with consignors and consignees regarding transport and customs clearance
- possibility to use the network of groupage connections covering the whole Europe and a wide portfolio of warehousing services for consolidation projects



FTL Domestic

The service designed for Customers who wish to optimise the cost of delivery of homogenous loads without the need of handling products. We specialise in servicing high-volume projects with loading operations executed 24 hours a day, 7 days a week. We execute several thousand deliveries monthly. Raben Group has an experienced team of specialists responsible for domestic full truck load transports.



FTL
and
intermodal



FTL International

International full truck load transport services by road are rendered based on our own fleet and subcontracted carriers. This flexible business model allows for easy adjustments of the potential to the requirements of the Customers and the quantity of orders. Thanks to the extensive and practical knowledge of the sector we are able to offer unique solutions and guarantee their stability.

Our fleet consists of mega and standard trailers suitable for transport of neutral and dangerous goods ADR. DIN EN 12642 Code XL compliant trailers increase the safety of transported cargo, including also valuable goods.

We render services in the whole Europe both in international distribution and in cabotage. Thanks to the solutions, such as the trailer-yard management, we are able to improve the flow of shipments, as well as optimise processes and costs in the supply chain. Executing milk-runs which is an alternative to more expensive groupage deliveries.

The service of **intermodal** transport allows for utilisation of advantages of various means of transport while using the same loading unit (container/trailer). We offer the following intermodal solutions: rail – road and short sea freight for loads in containers (20', 40', 45') and huckepack trailers.



Sea & air freight



We also offer services of air freight to any place in the world in a quick and safe manner.

Air freight services include:

- comprehensive door-to-door service
- operations and services at most airports in the world
- forwarding and customs services in export, import and transit of goods
- storage in warehouses and bonded warehouses
- competitive rates thanks to the cooperation with most airlines in the world
- express delivery of air shipments
- charters of cargo airplanes
- comprehensive air transport services for dangerous goods

Imported air shipments are cleared at the airports in Poland, Austria and in Germany. We offer fast and efficient fiscal clearance procedures in Vienna and in Frankfurt. Cargo from the Far East reaches Europe within two days from take-off.

Exported air shipments can be picked up from any place in Europe. We organise customs clearance at the location of the Customer, in local Raben customs agencies in Poland, at the airports in Warsaw, Frankfurt, Vienna and Amsterdam. We organise fast and dedicated collections of shipments and transport based on Raben Group infrastructure.

At the request of Customers we charter cargo airplanes and we organise transport of oversized shipments.

Sea freight services allow for transporting goods over large distances. Raben Group cooperates with agents all over the world and offers fast flow of information on the readiness of goods and the planned transport.

Sea freight services include:

- transport of full container loads (FCL) and less than container loads (LCL)
- comprehensive and professional door-to-door service
- forwarding and customs services in export, import and transit of goods
- storage in warehouses and bonded warehouses
- operations in ports - e.g.: of Poland: Szczecin, Gdynia, Gdańsk; Germany: Bremerhaven, Hamburg; Ukraine: Illichivsk

Awards

UltraFresh is the Best Product for Business 2015

The product of Fresh Logistics Polska, UltraFresh, was recognized by Gazeta Finansowa as the Best Product for Business 2015 in the transport category. The winners were selected on the basis of innovativeness and flexibility of the offers as well as competitiveness and Customer orientation.

Raben Polska is the Logistics Operator of the Year 2015

More and more companies acknowledge the role of Customer loyalty and the impact of that factor on the financial results, like profitability and the growth of the organization. The Logistics Operator of the Year Program is used to measure the satisfaction and loyalty among Customers of services rendered by logistics operators. This year's fourteenth edition selected businesses ranked the highest by Customers.

Credible partner, reliable logistics operator

The annual ranking of TFL companies, prepared by Gazeta Prawna Daily, allows for verifying which of them are developing and are reliable partners in business.

In the ranking for 2015, just like in the previous years, the first place in the category core sales revenue went to Raben Group with almost twice as good financial results as the runner-up.

SAP Innovations Award 2015

The jury of this year's edition of SAP INNOVATION AWARDS 2015 recognized the best SAP implementations and innovative IT solutions.

According to the jurors, Raben Group launched the solution in an impressive time and the resulting consequence was that several dozen of interfaces linked financial modules with strategic logistics and transport systems.



Piotr Szreter

Originator of the Logistics Operator of the Year Survey

Raben Polska is the winner of the first prize of this year's 14th edition of the Logistics Operator of the Year program - the Golden Emblem. Raben Polska (evaluated together with related companies Fresh Logistics and Raben Transport) is the largest player of the market of logistics services in Poland. It is also the only company recognized in all editions of the program, the winner of the 1st and 8th editions in 2002 and in 2008. Considered "a Polish company" abroad more than it is in Poland because it is strongly associated with the outstanding success it achieved in Poland. It fits the role of the symbol of the development of logistics in Poland better than corporations because it has remained a family company, managed from Poland, by Polish managers. For Polish Customer, Raben Group is the company with the strongest position on the market of logistics services, founded on three pillars: the greatest experience and business credibility, the largest competitive potential on the market, and the most diversified and comprehensive portfolio of services. Customers particularly differentiate Raben Group against the competition in terms of competencies in managing logistics processes (computerization) and innovativeness of organizational and technical solutions.

We share knowledge and we are ready to utilize experiences of others. We believe that exchange of information is the most valuable element of cooperation.

We want to build the new capital of know-how in order to effectively create the competitive advantage of our Customers. That is why Polish companies of Raben Group belong to many chambers and trade associations, also representing our Customers.

Raben Management Services

- Polish-Dutch Chamber of Commerce, www.nlchamber.pl
- Polish-British Chamber of Commerce, www.bpcc.org.pl

Fresh Logistics Polska

- the European Food Network
- Supporting member of Polski Związek Przetwórców Mleka
- Transport and Logistics Poland Association
- The Polish Meat Association



Raben Transport

- International Road Carrier Association ZMPD, www.zmpd.pl
- Polish Chamber of Road Transport and Forwarding, www.pigtsis.pl
- Risk Management Association POLRISK, www.polrisk.pl
- IHK, Polish-German Chamber of Industry and Commerce
- Transport and Logistics Poland Association
- ILU - www.ilu-code.eu

Raben Polska

- ECR (Efficient Consumer Response) Polska, www.ecr.pl
- System Alliance Europe, www.systemallianceeurope.net
- PISiL (Polish Chamber of Forwarding and Logistics), www.pisil.pl
- GFG (Global Freight Group), www.globalfreightnet.org
- Polish-Canadian Chamber Of Commerce
- Polish-Indian Chamber of Commerce
- FIATA, www.fiata.com
- Polish-Kazakh Chamber of Commerce and Industry
- Transport and Logistics Poland Association



Raben

POLAND EUROPE

Raben

your partner
in logistics



SOCIETY

Food Banks

In 2015 Raben Group was a strategic partner of Food Banks providing transport of products free of charge. "Thanks to the Raben Group's initiative, Food Banks saved thousands of tons of food and reached a bigger number of people in need with food aid. Food products collected by Food Banks in 2015 for charity include, among others, fresh food and products which require controlled temperature. Raben Group closely cooperated in this field with its Customers.

2,000 tons
of food
found its way
to people in need

Thanks to the cooperation:

3,767 pallets
of food

saved from waste
or donated
to people in need.

Every year Poland
wastes **OVER**
9 million tons
of food





Marek Borowski

President of the Board
of Polish Federation of Food Banks

Since mid July 2015 Poland was witnessing a great charity drive. Trucks filled with food which could go to waste quickly and, most importantly, safely got to those who need it the most. We are glad that we are making a difference together with Raben Group. This is an excellent example of corporate social responsibility. This support is priceless and it backs our mission.





Agnieszka Haik

Key Account Manager
CSR Ambassador

My role as a CSR ambassador is to promote the idea of responsible business using my position in the company, mostly by presenting to Customers the detailed activities undertaken by Raben Group in this area.

Our Customers are aware of the role of CSR. Being an ambassador I have a chance to popularize the concept of corporate social responsibility as an integral part of the Group's development strategy. This topic is always present in my presentations for Customers.

In 2015, together with White Leaf and directors of Polish regions, we developed a strategy of social engagement.

We built it on the basis of the CSR Strategy of Raben Group and the trends and challenges of social engagement in Poland and around the world. We also used the knowledge gained through the dialogue sessions attended by over 60 stakeholders. We agreed that we are going to support local communities in the areas of:



logistics
education

road
safety

ecology
– offsetting



Tomasz Michalak

Driver, Chairperson of the "Solidarność" Labour Union in Raben Transport

I'm very glad that we have such initiatives as the campaign "Transport is necessary". Many people think that being a driver is a "light and stress-free" occupation. However, the truth is different. This profession requires special predispositions, extensive skills, high qualifications, self-control and resistance to stress.

I know many drivers who love what they do, but who, for many years, haven't been able to gain respect of other people. I believe that this initiative will cause that drivers will be more appreciated and respected, and the society will see how important and necessary our work is. Thanks to this, perhaps, the young generation will be more eager to learn to become drivers.

Social campaign Transport is Necessary

Since 2010 I have been raising the awareness of people, also the youngest ones, that the world stops without transport.

In 2015 we met over
2,000 kindergarteners
and primary school pupils
and told them about the distance
that teddy-bears and dolls have
to travel before they get to them.

During the meetings we also educate children in road safety with the support of the knowledge and authority of local police officers.



**380 students
learned about
logistics during
the Day of
Entrepreneurship
in Raben Group**

Alliance 4 Youth

Raben Group was invited by Nestlé to join the Europe-wide alliance for organization and promotion of internships and other forms of professional education for people below 30.

As part of the Alliance 4 Youth, Raben Group assumed patronage over 7 high schools from all over Poland. The company also agreed to organize internship programs for students, carry out presentations about the TFL sector (Transport, Forwarding, Logistics) and HR workshops in schools.

Additionally, Raben Group invites students to company branches during the Week of Entrepreneurship. During one day, the participants are able to learn about the company and to visit warehouses of Raben Polska and Fresh Logistics. The Day of Entrepreneurship in Raben Group allows participants to verify their impressions of work in the TFL sector.

40 submitted projects

which helped
to improve
the local
environment.

Employee voluntary service program "Show Your Initiative"

The second edition of the employee voluntary service program "Show Your Initiative" was highly successful and attracted 40 submitted proposals for changing the local environment for better. Among the completed projects there were: ecology workshops organized for children in local kindergartens, renovating schools in towns where our branches are located, equipping Social Skills Training Workshops in Integration and Therapeutic Kindergartens, and many, many others.



My First Car Seat

Education in road safety is a high priority for us and that is why we have become a logistics partner of the National Inspection of Car Seats for Children.



2,000
caretakers trained
in proper installation
of car seats



14 events
in 12 cities in Poland

In 2015,
12 Polish teams
participated in international
Rabenade.



Rabenade

Raben Group has been organizing Rabenade in the whole Europe since 2013. They are relay races, whose aim is to promote active recreation and healthy lifestyle among Employees. 5-person teams must cover the distance of 10 km together. The three winning teams of this year's Rabenade could donate PLN 1,000 to a non-governmental organisation of their choice. The fastest runners from Polish companies of Raben Group supported the treatment of a sick daughter of one of our colleagues and adopted a pygmy monkey in the Warsaw Zoo.





ENVIRONMENT

Caring for the environment is an investment. In the long-term perspective it is beneficial both for local communities and for the company. We care for the environment on every stage of our work. We engage Employees and Customers in ecological initiatives.

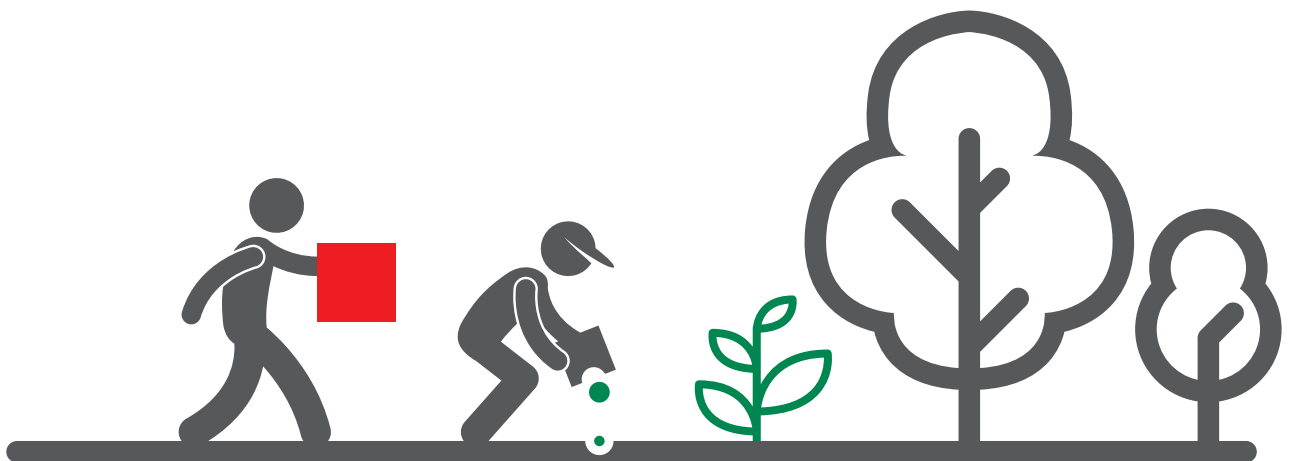
e-invoice = higher culture

For each consent to receiving e-invoices, **Raben Group plants a tree on behalf of the customer.**

The action is organized with the support of the AERIS FUTURO Foundation.

65% share of e-invoices in Fresh Logistics

50% of Raben Polska customers have already agreed to receive electronic versions of invoices. On their behalf we planted **1,500 trees in 2015**, which will neutralize **1,125,000 kg of CO₂** in their whole life cycle.



Environmental protection in the whole value chain

As a logistics service provider, we are an important element of the process of providing products from the producer to the plate. Whether the goods reach shelves in shops safely and on time depends on us. We are aware of the responsibility and that is why we regularly improve our procedures and train employees in good logistics, transport and safety practices. We actively care for maintaining world standards in management and the quality of offered services.

The logistics operator is an important link of the responsible value chain of every enterprise. Every day we work for the common good - for the future. We monitor the supply chain so that also our subcontractors meet the highest standards and requirements. The product we purchase the most is petrol. We regularly control its quality.

We have our own petrol stations to be sure that Diesel refuelled by us and our subcontractors is of the highest quality.

Ecological buildings

In Poland we have 500,000 m² of warehouse capacity. We have 53 branches. Each year we open new facilities. All of them are equipped with:

- mechanical ventilation with heat recovery
- LED lighting
- roof lights offering access to natural light
- modern gas radiant heaters

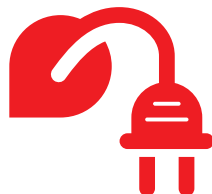


Tulip House, which is the HQ of Polish companies of Raben Group, was qualified by the European Commission to the European "Green Building" program.

Receiving a certificate in this program is connected with strict requirements. An energy audit showed that the power consumption in Tulip House is 31.1% below the set requirements.

Utilities consumption in Poland

Average power consumption per m² of space (kWh/m)



Raben Polska and Raben Transport

2014: **5.26** 2015: **4.68**

Fresh Logistics*

2014: **22.75** 2015: **27.62****

* The difference in electricity consumption in Fresh Logistics as compared to Raben Polska is the result of refrigerating units needed to maintain temperature between 2 and 6 degrees Celsius, which is required by goods stored by Fresh Logistics with temperatures above 35 degrees C.

** For the first time since 1989, in 2015 heatwaves with temperatures exceeding 35 degrees C caused limitations in power supply for businesses in Poland. They also influenced the increased power consumption in Fresh Logistics which specialises in servicing fresh products which require temperatures from 0 to 6 degrees Celsius in the whole supply chain.

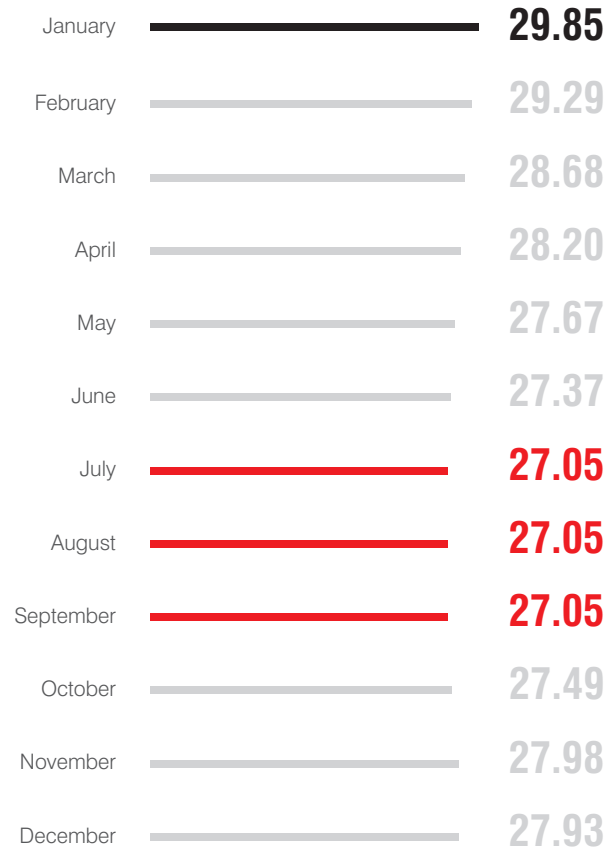
Low-emission fleet

We regularly replace transport vehicles to ones which meet the latest environmental standards. In 2015 we expanded our fleet by 100 new Mercedes-Benz trucks compliant with the ecological standard EURO6.



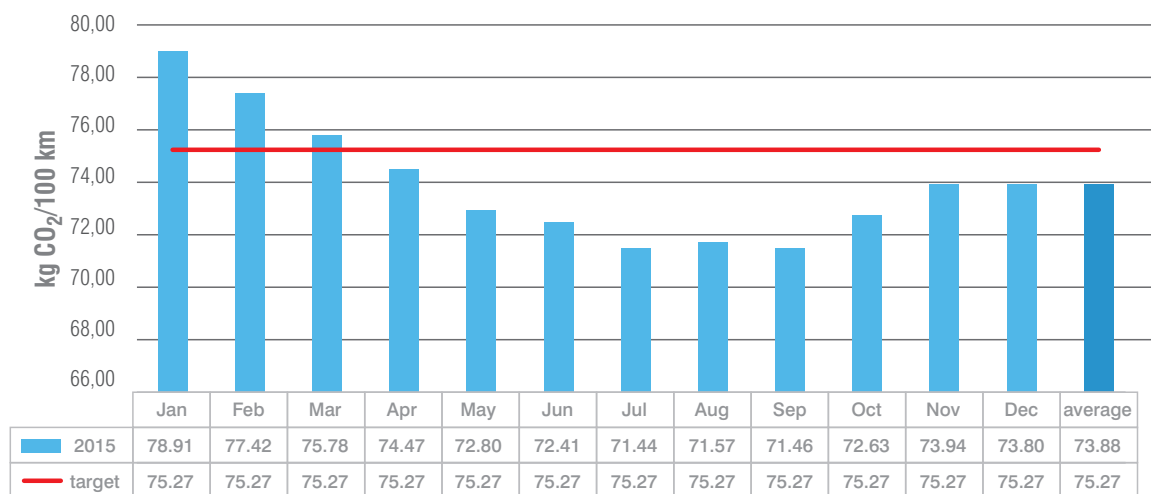
We regularly monitor fuel consumption in our vehicles.

Diesel consumption*



*in l/100 km in 2015 in Raben Transport

CO₂ emissions*



* in Raben Transport

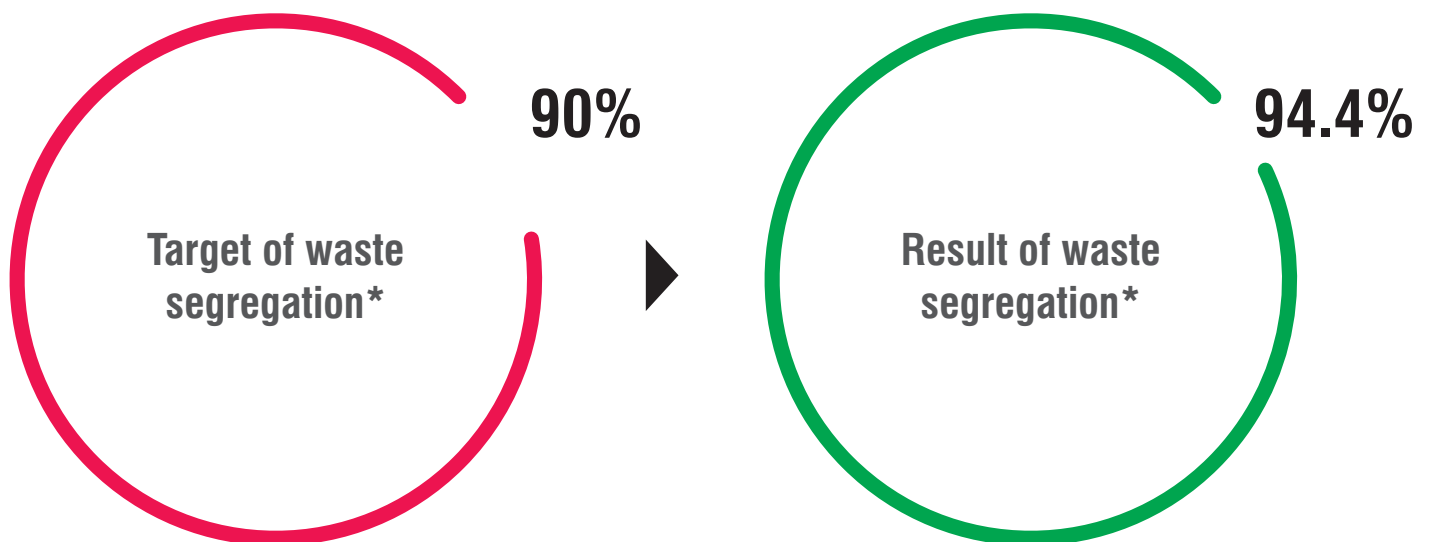
CO₂ calculator

Our customers can use our tool to measure the impact of their shipments on the environment.

We are working to reduce emissions of greenhouse gases.

In 2015 we represented the logistics sector in the Working Group for Sustainable Production and Consumption, whose aim was to develop systemic solutions for Polish companies in terms of environmental impact.

Waste segregation



*in Raben Polska

*in Raben Polska



Raben
your partner
in logistics








EMPLOYEES




Raben Group is continuously improving working conditions offered to **4,800 people employed in Poland.**

Research shows that employees acknowledge the attempts of the employer. 68% of the employed are satisfied with the conditions and the environment where they work.

Data for 2015:

	Female 				Male 					
	<30	30-50	>50	SUM	<30	30-50	>50	SUM	TOTAL	
hired	191	136	8	335	482	416	32	930	1,265	
dismissed	97	152	11	260	323	455	39	817	1,077	
employment ratio	43%	12%	8%	20%	54%	21%	12%	30%	26%	
fluctuation ratio (resignations)	22%	13%	11%	16%	36%	23%	15%	26%	23%	
employment level 31.12.2015*	442	1,132	103	1,677	898	1,943	264	3,105	4 782	

* Our employees are not covered by collective contracts.

contract type	Female 									Male 							
	0,063	0,125	0,5	0,6	0,625	0,75	0,8	1	SUM	0,125	0,25	0,5	0,75	0,875	1	SUM	TOTAL
permanent post																	
contract for unlimited period	1	1	3	1	2	6	1	1,121	1,136	1	0	3	3	1	1,880	1,888	3,024
contract for limited period	0	0	1	0	0	0	0	486	487	0	1	5	0	0	1,027	1,033	1,520
contracts for probationary period	0	0	1	0	0	0	0	53	54	0	0	3	1	0	180	184	238
sum total	1	1	5	1	2	6	1	1,660	1,677	1	1	11	4	1	3,087	3,105	4,782

Conclusions after the Employee Satisfaction Survey

Positive:

- Work conditions
- Co-workers
- Management
- Autonomy
- Work-life balance

To be improved:

- Commensurate remuneration
- People orientation
- Recognition



Sylwia Gotuchowska

HR Director, Raben Group

The critical factor of the B2B sector we represent is the people. That is why the satisfaction of our workers is essential for us. We are aware of the impact of working conditions on health and satisfaction of the employees. This is the reason why we care not only for the safety of the workplace but we also offer medical and sports packages. Our offices meet ergonomic and environmental standards. One of our key distinguishing features as an employer is the development of competencies and knowledge of our employees. They are offered the possibility to expand their expert knowledge and they have conditions conducive to growth of professionalism.



Jolanta Łazarczyk

Participant of the Job Rotation program from Stock Administration Department in Gliwice to Customer Service Department in Domestic Distribution in Straszyn

I decided to continue the Job Rotation program for another year to gain even better experience in the Customer Service Department, which will be useful for my future work. It is an extra time for me to expand my knowledge. The Customer Service Department has taught me independence, perseverance in work to achieve my objectives and being open to the needs of customers. Today I can process claims by myself, collect debts, and freely use the systems used in the department. Taking part in meetings with customers allowed me to take a broader look at what they need and efficiently react in non-standard and critical situations. I've become more self-confident in my actions.

In the months to come I will continue in Customer Service in Fresh Logistics in Straszyn and focus on increasing sales. At present I'm trying to develop relations with Customers and build new ones following the 10S principles. Shared qualitative standards developed together with the Transport and Warehousing Departments will allow me to closely cooperate and get to know their work better.*

*10S: Standards of Customer Service comprising: caretakers dedicated to customers, direct meetings with customers, events for business partners, trainings in Customer Service, implementation meetings, Customer Satisfaction Surveys, trainings for drivers, handling claims, communication with Customers, handling churn





** project carried out in Fresh Logistics

*** project carried out in Raben Transport



Training and development




25 years of experience of Raben Group on the market of logistics services is a valuable capital. Each day competent and knowledgeable employees pursue the Raben Group Mission which is to build the competitive advantage of our customers. We believe that exchange of experience favours development; hence our employees are guaranteed access to programs of sharing knowledge.

-  **Job Rotation**** is a one-year transfer to a different department or branch of the company. The participant has an opportunity to experience work in a different environment and master and develop their skills.
-  **BeBetter** is a program dedicated for managerial staff. The participant completes a series of trainings, prepares an optimization project to be implemented in their depot and improves their team management skills.
-  **Special Forces** is a group of experienced Raben Group employees prepared for special assignments. In emergency they are deployed to assist in another Business Unit (also in a different country). Tasks: integration of acquired companies, operational support, implementation of a new customer, support in opening new depots, etc.
-  **Highway to knowledge***** Project dedicated for the managerial staff of RT: Directors and Product Managers, Department Heads. The aim of the project is to implement effective human resources management in the company by raising managerial competencies in social management of Employees while simultaneously maintaining the existing management by objectives. The program also covers the support for the managerial staff in terms of development of team members. Highway to knowledge allows for the development of the company on the competitive and dynamic market and ensures increasing the professional potential of employees of the company thanks to systematic development of managerial competencies of managerial staff.

Development and retention of employees in the company (including trainings, motivational programs, talent development program) in 2014.

Training type	Number of participating Employees	Total time (in hours)	Average total time (in hours)	Number of females	Total time for females (in hours)	Average time for females (in hours)	Number of males	Average time for males (in hours)	Total time for males (in hours)
eLearning Total	2 609	3690:59:31	1:24:53	1 246	1772:58:31	1:25:23	1 363	1918:01:00	1:24:26
External trainings	486	12061:15:00	24:49:03	178	5142:15:00	28:53:21	308	6919:00:00	22:27:51
Internal trainings	1 549	19165:30:00	12:22:22	643	10549:00:00	16:24:21	906	8616:30:00	9:30:38
Language courses	112	4001:00:00	35:43:24	73	2325:00:00	31:50:58	39	1676:00:00	42:58:28

Percentage of employees covered by regular work quality assessment and professional career development reviews according to gender in 2014.




			
Competencies appraisal and development	1,135	545	590
MBO*	1,765	752	1,013

* MBO – management by objectives

Development and retention of employees in the company (including trainings, motivational programs, talent development programs) in 2015.

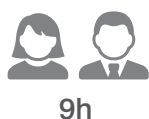
Training type	Number of participating Employees	Total time (in hours)	Average total time (in hours)	Number of females	Total time for females (in hours)	Average time for females (in hours)	Number of males	Average time for males (in hours)	Total time for males (in hours)
eLearning Total	1 759	2464:24:24	1:24:04	951	1364:07:52	1:26:04	808	1100:16:32	1:21:42
External trainings	675	18592:50:24	27:32:42	281	9832:00:00	34:59:22	394	8760:50:24	22:14:08
Internal trainings	2 207	9914:05:00	4:29:32	834	3709:40:00	4:26:53	1 373	6204:25:00	4:31:08
Language courses	195	13008:00:00	66:42:28	116	7642:00:00	65:52:46	79	5366:00:00	67:55:27

Percentage of employees covered by regular work quality assessment and professional career development reviews according to gender in 2015.

			
Competencies appraisal and development	2,341	1,042	1,299
MBO*	2,430	1,122	1,308

* MBO – management by objectives

Number of training hours per employee:





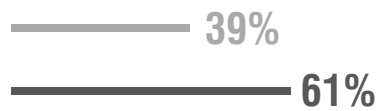
■ males ■ females

Work quality assessment and career development reviews in Raben Group

Percentage of employees who undergo regular assessments of work quality



Percentage of employees who undergo career development reviews



Jubilarians



Sum total



Social package*

Work-life balance policy is supported by the elements of the social package. They also help to care for health of the employed and support their sports passions. The scope of the package differs depending on the company and the position. They include:

- Multisport card
- Life insurance
- Private health care
- Sodexo Pass Culture and Recreation Vouchers
- Multikino cinema tickets
- Christmas Gift Cards
- Subsidized language courses
- Subsidized holidays
- Subsidized school accessories
- Incentive meetings
- Emergency relief payments

* Employees of Polish companies have access to selected elements of the listed package depending on the employment agreement and the company.

Diversity

Raben Group operates in 10 European countries. Diversity is what differentiates us. We want to promote diversity of opinions. In order to do so, we were one of the first companies in Poland to sign the Diversity Charter. In this way we pledged to implement no-discrimination policy in the workplace and to undertake actions to promote diversity. We also expressed our readiness to engage all employees and business partners in these actions.

Healthy Week

For six years now Raben Group has been preparing a 5-day program promoting healthy lifestyle.

During each day of the Healthy Week employees receive newsletters which promote work-life balance, whose aim is to encourage them to promote physical activity and follow a balanced diet. In the newsletters we teach employees how to deal with stress and correctly care for healthy sleep. The participants of the Healthy Week can meet dieticians, fitness trainers, doctors, beauticians and masseurs.

In 2015, the five days of the Healthy Week were devoted to:

- Physical activity
- Beneficial influence of water on the human body
- Gratitude which gives rise to happiness
- Energy from healthy food
- Power of positive thinking



When asked
if participation
in the workshops
and the newsletters
sent during
the Healthy Week
persuaded them
to take more interest
in the so-called
healthy lifestyle,
**92% of employees
said 'yes'.**

* survey carried out among
employees of Polish companies
of Raben Group, responses
were provided
by 300 persons





Fruit foundation

We shape healthy habits of Raben Group employees. For six years now, each of them has been given a healthy snack every day.

In 2015, we gave
our employees
1,184,400 portions
of fruit and vegetables.



Care for safety

Based on the findings of the safety culture assessment in Raben Group, we have verified the vision of this area. Health and Safety are non-negotiable values and they are an integral part of everything we do.

We believe that changing dangerous behaviours into safe habits helps to protect life and health. Therefore, all levels of our structure are engaged in building the strong safety culture.

Safety means caring for oneself and others so as to be able to come back home every day to our relatives and enjoy life.

In 2015 we put down the Vision of Safety & Health Environment (SHE), which says: "I act safely – I am safe".

Aims by 2018:

- Building Co-Dependent Safety Culture - "We all care for one another so that everyone is safe".
- Instilling safety culture in our Subcontractors so that they reach the independent level "I can be safe".
- Ensuring that the OHS Management System has been implemented in each place and it covers all employees with the same level of safety and protection in each Raben Group company.

0 fatalities

Number of fatalities/200,000 manhours

Raben Transport

2015

2.15

0

1.71

2014

3.22

Raben Polska

2015

1.88

0.97

1.07

2014

1.33

Raben Management Services

2015

0

0

0

2014

0.07

Fresh Logistics

2015

0.86

1.07

0.93

2014

2.47

Total number of accidents

Raben Transport

2015

5

0

5

2014

18

Raben Polska

2015

38

9

47

2014

33

Raben Management Services

2015

0

0

0

2014

1

Fresh Logistics

2015

3

2

5

2014

14

males

females

total

In 2015 we carried out an independent examination of the safety culture in Raben Group companies

The areas which were assessed included:



**Leadership
and engagement**



**Behaviour
management**



**Employee
responsibility**



**Engagement
in improving
safety**



**Communication
and resources**

Company	Sum total	Directors	Managers	Supervisors	Employees
Raben Polska	1,539	28	100	255	1,156
Raben Transport	238	5	12	15	206
Raben Management Services	166	10	27	18	111
Fresh Logistics	511	12	18	53	428
total	2,454	55	157	341	1,901

Research findings

Positive:

- safety in Raben Group has improved in the last several years
- management of potentially dangerous incidents has been implemented
- some leaders believe that they must change to positively influence safety
- Employees know that they can refuse to perform a task they consider dangerous
- in some areas employees believe that they can prevent accidents

To be improved:

- ensuring that corrective actions resulting from incidents, reported risks and dangerous situations are executed on time and employees are informed about them at once
- designing a series of proactive actions which will help to accomplish the Vision
- carrying out trainings for management to make them aware of how they should change their behaviours and values to help to shape the safety culture
- implementation of "SUSA" talks about safe and unsafe acts

Safety of warehouse processes is of key importance for us. We regularly train fork-lift operators, increasing their awareness of precision and dangers resulting from bravado and speed. Since 2014 we have been organizing a national contest 'Dances with Pallets' which awards fork-lift operators who present outstanding knowledge of safe handling of shipments. This year's contest consisted of two elements: training in rules of safe operations of fork-lifts in the warehouse and a written test from the content of the workshop and the practical test - transport of pallets with surprises (fork-lift operators had to, among others, transport a pallet with a football on it, without dropping it).

The theoretical part reminded the participants about the basic rules of operating a fork-lift like driving in reverse when transporting high cargo, fastening seat belts, staying in the fork-lift in case of toppling over, taking out

the key from the ignition after work and never exceeding the speed limit. In 2015, over 50 participants took part in the contest. 10 of them represented their branches in the finals which were held in the company HQ in Robakowo near Poznań.



**Dances
with Pallets**







MARKET

A responsible logistics operator guarantees the quality of products entrusted to him.

That is why Raben Group is continually streamlining its processes and systems **and regularly surveys the quality of rendered services.**

Results of Customer Satisfaction Survey in Fresh Logistics

94%

of the respondents think that Fresh Logistics is socially responsible.

As much as 97%

believe that this company cares for the environment.

91%

stated that their logistics operator supports local initiatives.

99%

of customers believe that Fresh Logistics employees act ethically.

Qualitative indicators

Every year we survey the satisfaction of our customers. We analyse the findings and plan corrective actions while implementing their evaluation.

Satisfaction with the service:

92% **4.6/5 points**

timely deliveries

98.6% *



90% of our drivers

are equipped with mobile devices which facilitate and shorten delivery process

*Results of assessment questionnaires in Fresh Logistics

Conclusions after Customer Satisfaction Survey

Positive:

- We have analysed customers' needs in depth
- Customers appreciate the modern Raben Group fleet
- Offers and contracts are transparent and professionally drawn up
- Financial settlements and invoicing have been highly rated by the respondents
- Customers appreciate the professionalism of Raben Group employees

To be improved:

- Waiting time for response to a claim
- Ongoing information about problems with the shipment



The quality of our services is inextricably connected with the proper selection of cooperating companies. What is important is the common cornerstone, non-negotiable rules, such as respecting human and employee rights, care for the core value - health, i.e. for everyone to come back home safely every day. All of them have been included in the Code of Ethics for Raben Group subcontractors, which is attached to all contracts. This is just the first step. The next step is verification if all those rules are adhered to. That is why Raben Group reserves the right to verify the execution of the provisions of the Code of Ethics.

We care for partner relations with our subcontractors. That is why we regularly survey the level of their satisfaction and their readiness to recommend cooperation with Raben Group. This was the reason why in 2015 we implemented the NPS (Net Promoter Score).



Leszek Bartkowiak

Provider of transport services

I have been cooperating with the Gądkki branch of Raben in short-distance transport for almost 14 years now. With time, thanks to the expanding cooperation and mutual trust, the fleet of transport vehicles I use for transporting goods have increased significantly.

People are the most important in logistics. They build the right atmosphere at work and they care for the standard of transport services, thanks to which Raben stands out against other rival transport companies in Poland and in Europe.

Today I can say that the decision I made in 2002, about starting cooperation with Raben Group, was the right one. And even though we have had our ups and downs in all those years, I have always been sure that support was there. When someone asks me what I do, I say that I cooperate with Raben. I am proud to cooperate with the largest logistics operator in Poland.



Performance without damage and warehouse errors*



*results in Raben Polska

Suppliers' needs analysis

As a result of the analysis of the needs submitted during the dialogue sessions, in 2015 a Working Group for Relations with Providers of Transport Services was appointed with the aim to:

- Define the key areas for improvement
- Work out new rules of cooperation
- Coordinate the implementation of new guidelines in all Raben Group companies

Customers Satisfaction Survey results



■ **CSI**
(Customer Satisfaction Index)

■ **NPS**
(Net Promoter Score)

Raben Transport

———— 89%

———— 48%

Raben Polska

———— 84%

———— 24%

Fresh Logistics

———— 86%

———— 36%

* average NPS of European companies oscillates between +5 and +10%

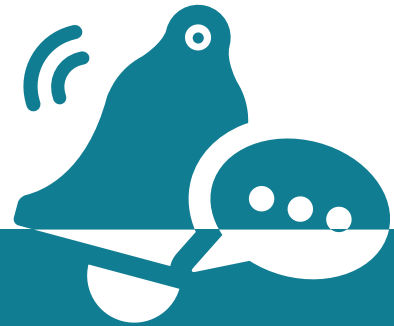
Compliance

Integrity, reliability and ethics are the key terms in business. Compliance with them minimises the risk of reputational crisis.

As part of the compliance policy, in 2015 we trained **119 people in antitrust law.**

We believe that abiding by fair competitions rules benefits everyone in the long run.

In 2015 we implemented sanction screening which facilitates verification if our services comply with the law in terms of sanctions.



In 2015 the Ethics Committee received **9 notifications.**

It is a growth on last year, which we perceive as the increased trust in the Committee and the effective communication of the tool.

0 incidents of anti-competitive behaviour, anti-trust, and monopoly

In 2010 we established the Ethics Committee to investigate and respond to notifications of any breach of the Ethical Principles.

Notifications can be submitted by external and internal stakeholders via a website, a dedicated e-mail address, or via snail mail.

Business Continuity Management plans

Selection of a logistics operator is an expression of trust. We are aware of the responsibility we have been endowed with. Safety of processes and information is of key importance for us. We conduct regular trainings in Business Continuity Management. In 2015 Polish companies carried out 3 BCM tests. We believe that through trainings and drills, we will be able to manage processes faster if a crisis arises.

The total number of justified complaints regarding breaches of Customers' privacy and loss of data is

0.

It is hard to estimate the value of information. Nevertheless, it is certain that in the information society, information decides about a crisis and about the competitive advantage. Common digitization of documents and the spread of the Internet enforced a change in the approach to the information security.

Information is one of the most highly valued assets in business. Our key stakeholders and customers were asked which information should be included in the social report and they indicated that the care for the data we are entrusted with is the subject they are interested in. In Raben Group, care for information security is visible on every stage. When executing daily operations, we ensure confidentiality of information entrusted to us by our customers, availability of data about goods and shipments stored in warehouses, and the information integrity which is the foundation of our services. We are perfecting the security mechanisms by developing information security management system based on international standard ISO27001. We know that the competitive advantage of our customers must be built not only through the high standard of logistics services but also through guaranteeing safety of the data entrusted to us.



GRI Tables

Index No.	Index description	Reported Index (YES/NO/NA)	Page
General Standard Disclosures			
Organizational profile			
G4-1	Statement from the most senior decision-maker of the company (e.g., CEO, chair person, or equivalent senior position) about the relevance of sustainability to the organisation and its strategy	Yes	2
Organizational profile			
G4-3	Name of the company	Yes	60
G4-4	Primary brands, products, and/or services	Yes	12-18
G4-5	Location of organisation's headquarters	Yes	60
G4-6	Number of countries where the company operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Yes	1
G4-7	Nature of ownership and legal form	Yes	11
G4-8	Markets served including geographic breakdown, sectors served, and types of customers and beneficiaries	Yes	1, 12-18
G4-9	Scale of the reporting organisation	Yes	10
G4-10	Total number of employees by employment form, type of employment contract and region divided by gender	Yes	1, 38
G4-11	Percentage of employees covered by collective agreements	Yes	38
G4-12	Describe the organization's supply chain	Yes	33
G4-13	Significant changes during the reporting period regarding size, structure ownership form or the value chain	Yes	7
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization	Yes	54-55
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the company subscribes or which it endorses.	Yes	24, 28
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations	Yes	20-21
Identification process of the report content			
G4-17	List all entities included in the company's consolidated financial statements	Yes	7
G4-18	Explain the process for defining the report content	Yes	6-9
G4-19	List all the material aspects identified in the social and environmental impact	Yes	6-9
G4-20	List of material aspects identified for social and environmental impact for individual business entities	Yes	6-9
G4-21	Limitations of the report with reference to material aspects of social and environmental impact including entities outside the organization	Yes	6-9
G4-22	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	Yes	6
G4-23	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	Yes	6

Index No.	Index description	Reported Index (YES/NO/NA)	Page
Stakeholders Engagement			
General Standard Disclosures			
G4-24	a list of stakeholder groups engaged by the company	Yes	8
G4-25	The basis for identification and selection of stakeholders with whom to engage	Yes	7-8
G4-26	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Yes	7
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the company has responded to those key topics and concerns, including through its reporting	Yes	7-9
Reporting Parameters			
G4-28	Reporting period (such as fiscal or calendar year)	Yes	7
G4-29	Reporting period (such as fiscal or calendar year)	Yes	7
G4-30	Reporting cycle (such as annual, biennial, etc.).	Yes	7
G4-31	Contact point	Yes	7
G4-32	GRI index	Yes	56-59
G4-33	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organisation and the assurance provider(s)	Yes	6
Corporate Governance			
G4-34	Governance structure of the company, including committees under the highest governance body responsible for strategy and activities connected with company's impact in the economic, social and environmental area	Yes	11
Ethics and reliability			
G4-56	Company's values, rules, code and norms of behaviours and ethics	Yes	10, 54, 55

GRI Tables

Index No.	Index description	Reported Index (YES/NO/NA)	Page
	Detailed Standard Disclosures		
	CATEGORY: ECONOMIC		
	Aspect: Practices governing orders		
	CATEGORY: ENVIRONMENTAL		
	Aspect: Energy		
	DMA: Energy	Yes	33
G4-EN3	Direct and indirect energy consumption by the organization	Yes	33
	CATEGORY: SOCIAL		
	Work conditions		
	Aspect: Employment		
	DMA: Employment		38
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Yes	38
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Yes	43
	Aspect: Occupational Health and Safety		
	DMA: OHS	Yes	44
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	Yes	44-45
	Aspect: Training and Education		
	DMA: Training and Education		40
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Yes	41
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Yes	40-42
G4-LA11	Percentage of employees covered by regular work quality assessment and professional career development reviews according to gender and employment category	Yes	41-42
	Community		
	Aspect: Anti-Competitive Behaviour		
	DMA: Anti-Competitive Behaviour	Yes	54
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	Yes	54
	Product responsibility		
	Aspect: Protection of Customer Privacy		
	DMA: Protection of Customer Privacy	Yes	55
G4-PR8	The total number of justified complaints regarding breaches of Customers' privacy and loss of data	Yes	55

Independent assurance report pertaining to the Raben Group Sustainability Report 2015

To the Management Board of Raben Management Services sp.z o.o

We have reviewed the Raben Group Sustainability Report 2015 ("Sustainability Report") developed by Raben Management Services sp.z o.o. with the registered address in Robakowo, at Zbożowa 1 St. ("Company"), with respect to material aspects identified by the Company and indicators reported on the basis of G4 Sustainability Reporting Guidelines for "Core" level, issued by Global Reporting Initiative (GRI). The assurance works covered the period from 1st of January 2015 to 31st of December 2015 with relation to quantity and quality of available evidence.

The Management Board of the Company is responsible for reliable, correct and fair information and for correct preparation of the documentation. Our task was to issue an independent assurance report based on the Sustainability Report.

Our procedures did not include assessment of the fairness, correctness and completeness of documents provided by the Company, nor did they constitute an audit of the internal control system implemented therein. Therefore, we do not express an opinion regarding correctness of the system. Our procedures did not constitute an audit of financial statements as defined in the Accounting Act. Therefore, we do not express an opinion concerning the auditor's Report nor do we make statements regarding the financial statements of the Company as determined in regulations applicable to certified auditors.

Planning and performing our works had the nature of a limited assurance engagement performed in line with ISAE 3000 (Assurance Engagements Other than Audits or Reviews of Historical Financial Information), which requires us to plan and perform the engagement in a manner which allows for limited assurance that the Sustainability Report does not include significant misstatements. The scope and methodology of a review of the Sustainability Report significantly differ from those applied during an audit, which is aimed at expressing reasonable assurance. The purpose of the review is not to issue an opinion on correct, true and fair nature of the Sustainability Report, and therefore no such opinion has been issued. The procedures followed during the review of the non-financial part of the Sustainability Report comprised:

- Identifying issues and results significant for the content of the Sustainability Report from the viewpoint of the goals and activities in the area of corporate responsibility followed by the Company and stakeholders' expectations.
- Comparing data included in the Sustainability Report to those presented in the Financial Statements of Raben Group for 2015
- Interviewing individuals in charge of the implementation of the goals and activities in the area of corporate responsibility in the Company and of the preparation of the Sustainability Report.
- Verifying the information included in the Sustainability Report for compliance with the internal documentation of the Company.
- Assessing the level of compliance with Sustainable Development Reporting Guidelines and GRI Reporting Framework.

Based on the review we obtained limited assurance that the information concerning identified material aspects and indicators reported by the Company included in the Sustainability Report developed by Raben Management Services sp.z.o.o. is free from material misstatements and it is compliant with G4 Sustainability Reporting Guidelines for 'Core' level issued by Global Reporting Initiative.



Deloitte Advisory Sp. z o.o.

Warsaw, 18th of July 2016



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