



Quickpac

Sustainability Report 2022

Quickpac’s sustainable expansion.

Since its inception in 2019 Quickpac has grown at an astonishing pace and established itself as a relevant player in the Swiss parcel delivery market. Currently, Quickpac employs around 350 people and operates across 6 locations, covering ca. 70% of households in German-speaking Switzerland.

Sustainability and responsibility towards our stakeholders have been at the core of this rapid expansion. With our 100% fossil-fuel free fleet, we have set-out to substantially reduce CO₂ emissions on the last mile, while also providing an excellent end customer experience.

There is a deep awareness within the organization that the entire e-commerce supply chain still causes substantial emissions - which is why we are striving to do more every day by developing ever smarter and more sustainable solutions for our clients and encouraging further action upstream in the value chain.

With this report we aim to highlight past actions and demonstrate our ongoing commitment to making e-commerce more seamless and sustainable.



Christof Lenhard, Co-Founder Quickpac

Achievements



3'900+

Tons of CO₂ saved
since inception



11m

Parcel deliveries
since inception



100%

Largest 100% fossil
fuel-free fleet in CH

Goals



85%

Household coverage by
2025 to enable a
sustainable last mile
across Switzerland



#1

Customer satisfaction
among all Swiss parcel
delivery services by
2025



100%

Fossil fuel-free 2nd
last mile by 2025

Our core values guide us towards fulfilling our vision.

- ✓ **Long-term thinking** is at the core of everything we do
- ✓ We **communicate** openly and **transparently**
- ✓ We provide **exceptional customer service** with **quick deliveries** at **fair prices**
- ✓ We **invest** in our people
- ✓ We encourage and reward **entrepreneurial thinking** and **fast decision making**
- ✓ We **treat** all our **stakeholders** with **respect**



Mission.

Accelerate the transition to seamless and sustainable e-commerce by revolutionizing last mile delivery.



Vision.

Become the market leading sustainable last mile delivery provider with best-in-class customer satisfaction in Switzerland.

Milestones.

Quickpac is founded and 2 depots are launched. 1m+ parcels are shipped within the first year leveraging Quickpac's capital efficient color sorting scheme

2019



Quickpac successfully onboards new clients and grows 80% in terms of shipped parcels, by a large margin the highest growth in the Swiss market!

2021



2020

3rd depot is opened and household coverage in German speaking Switzerland is expanded to 40+%

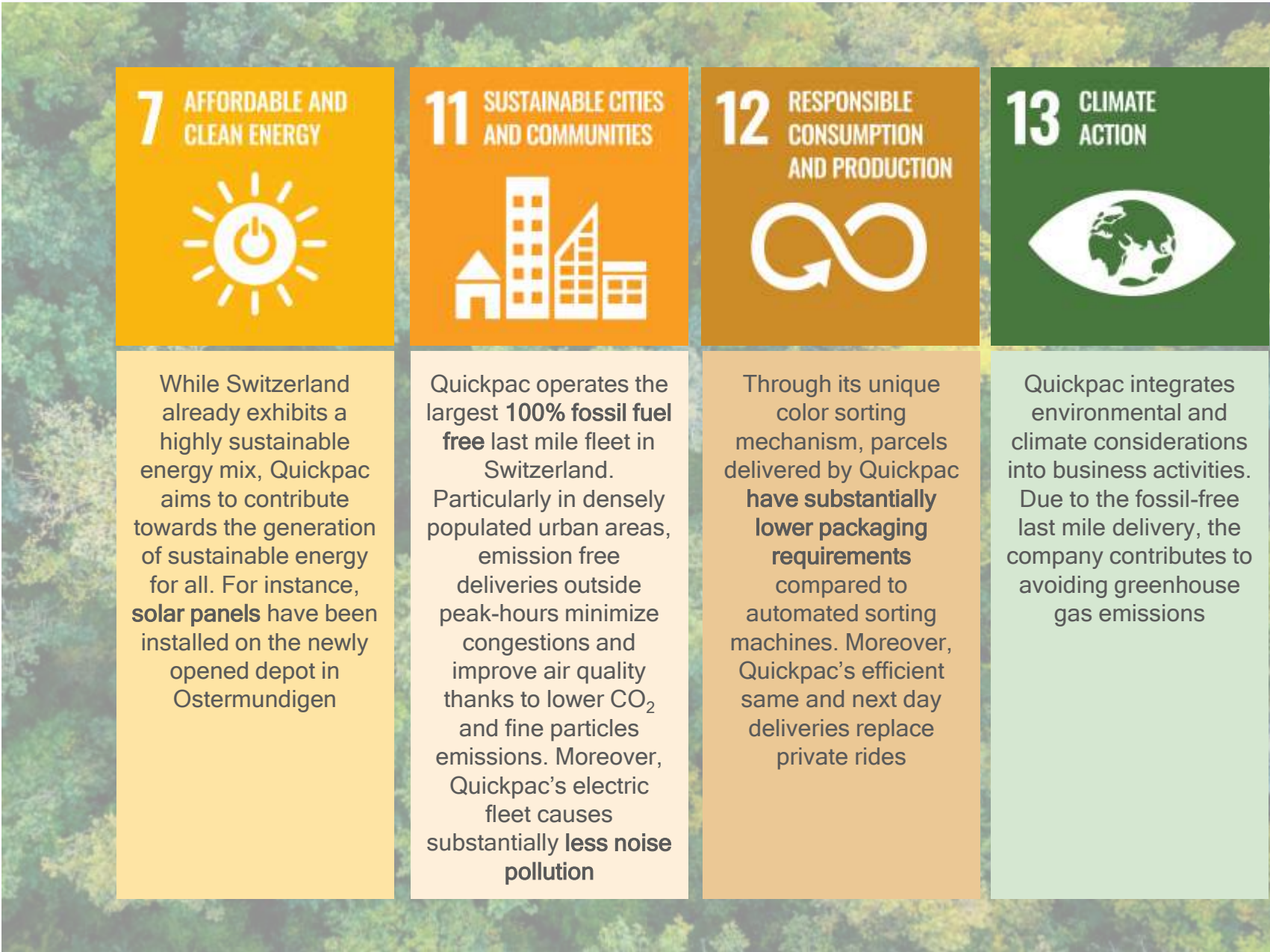


2022

Quickpac reaches the milestone of 10m delivered parcels and expands its depot network to 6, thereby reaching 70% of households in German speaking Switzerland

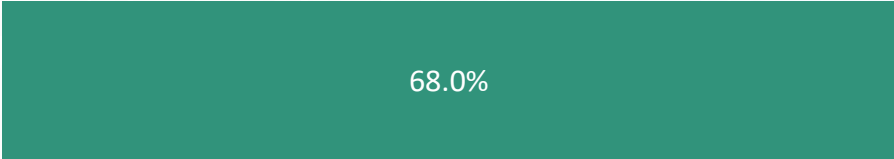
SDGs.

Quickpac is committed to make a meaningful contribution to the achievement of the UN Sustainable Development Goals for 2030.



Quickpac’s fleet is largely powered with clean energy.

Hydropower



68.0%

+

Solar, wind, biomass
and small
hydropower

11.5%

Nuclear power

18.5%

Fossil fuels 2.0%

Total Swiss energy consumption 2021

100.0%

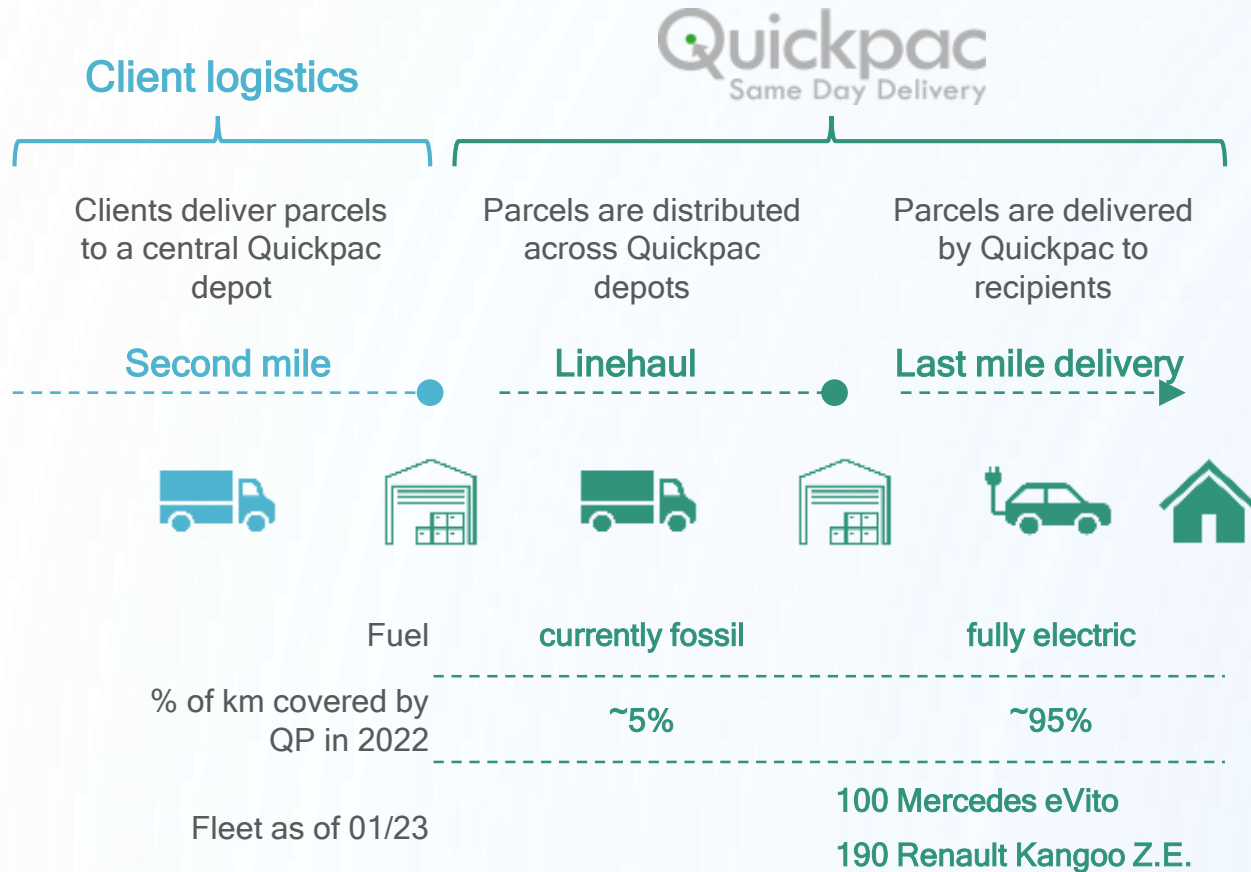
~80%

of Swiss electricity is derived from
renewable energy sources.



Source: Data for 2021; Federal Office of Energy Switzerland ([Link](#))

Quickpac substantially reduces emissions on the last mile.



The last mile matters.

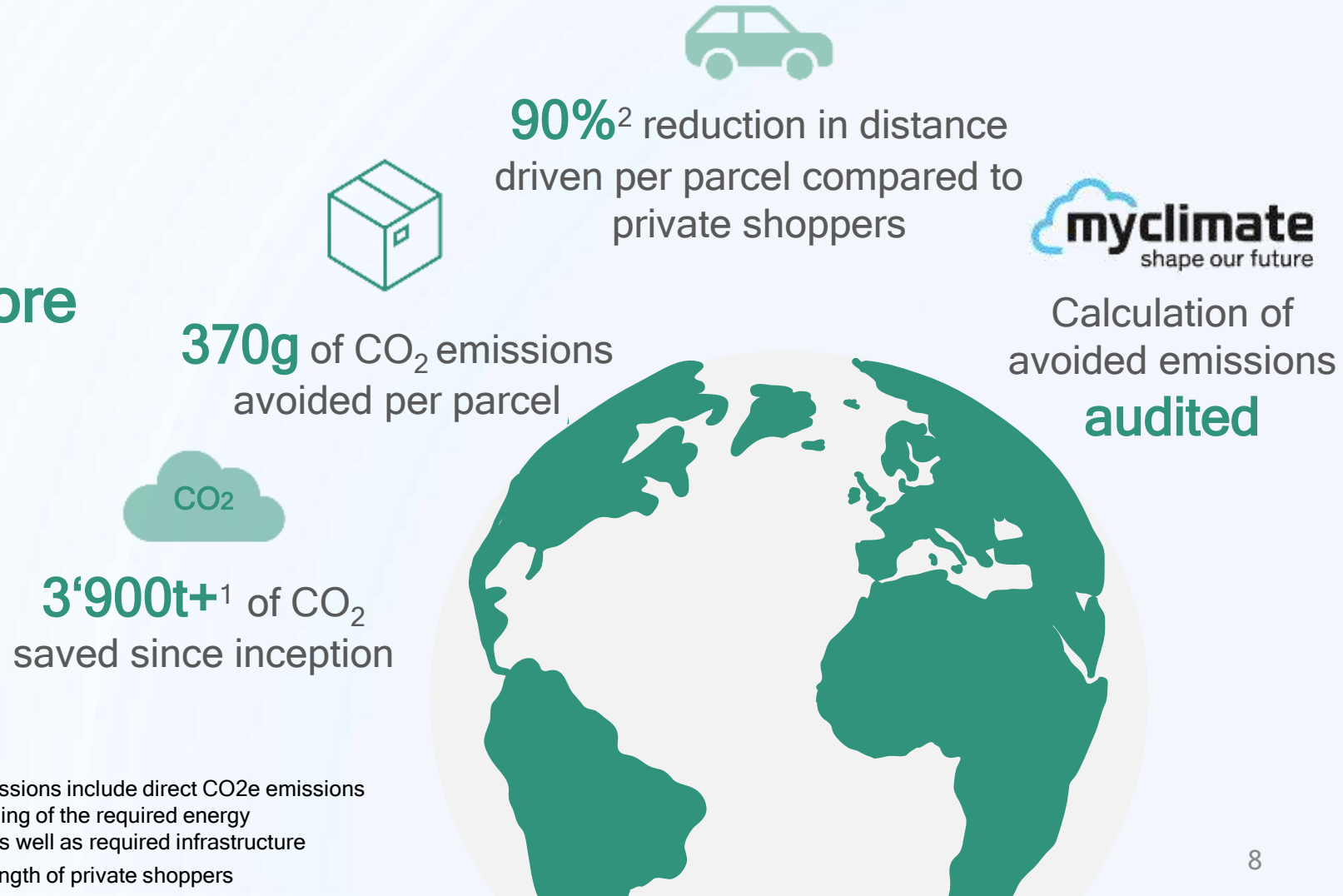
- The last mile represents ~60% of total shipping costs
- The last mile accounts for ~95% of total distance per parcel and is the most relevant in terms of emissions
- The last mile is the key to customer satisfaction

Quickpac's contribution.

- ✓ Quickpac offers fair pricing and renders same day delivery affordable
- ✓ Quickpac offers extremely high customer satisfaction through its quick, convenient, and reliable parcel deliveries
- ✓ Quickpac is the only fossil fuel free parcel delivery service in Europe

Fossil-fuel free last mile delivery.

We take pride in our past achievements and are committed to contributing even more in the future to make last mile delivery more sustainable.



¹Compared to a delivery with diesel-powered vans (<3.5t). Avoided emissions include direct CO₂e emissions that occur during delivery and indirect emissions caused by the processing of the required energy (fuel/electricity), during production, servicing and disposal of vehicles, as well as required infrastructure

² Based on Quickpacs's stop frequency in comparison to average trip length of private shoppers

Our unique sorting system reduces packaging requirements.



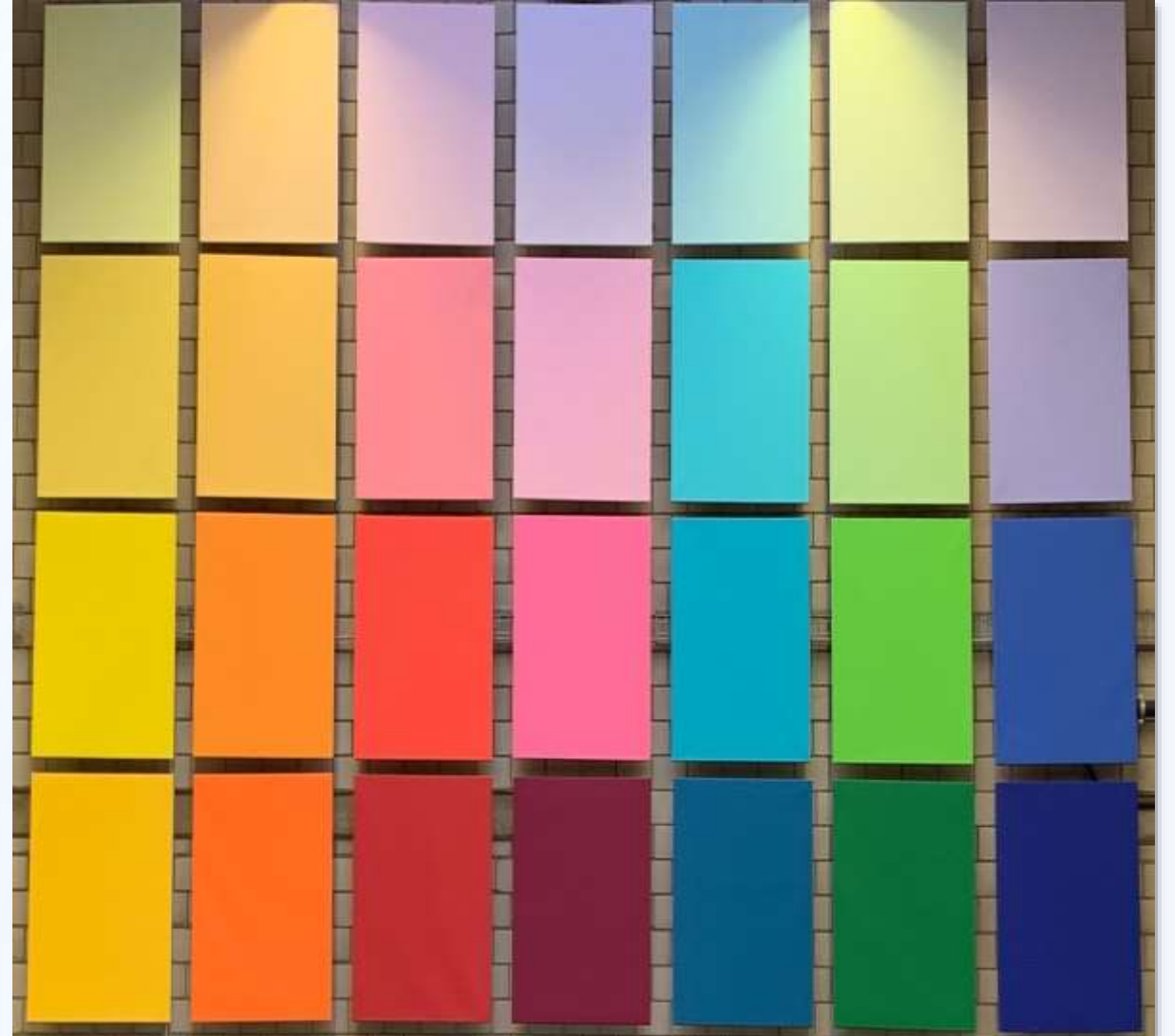
Competitors rely on automated sorting systems. These sorting systems often entail drop heights of up to 1m, imposing high packaging requirements on parcels



Quickpac's innovative¹ color-based sorting system ensures more careful sorting of parcels



Quickpac's sorting system reduces packaging requirements and thereby contributes to SDG 12



¹ The patent application for the color-based sorting system has been published and is expected to be granted in due course

Same day delivery and intelligent tour planning.

Same day delivery.

- Our parcels are usually delivered outside peak hours and ease the 3rd largest driver of traffic¹: shopping
- Second delivery attempt is more efficient than individual travel to the Postal office
- E-commerce replaces individual traffic

Dynamic tour planning.

- Tour optimizations are run just in time twice a day, choosing the ideal combination of delivery addresses



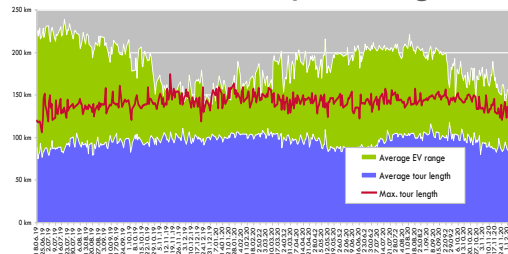
Driver to tour matching.

- Experience and recently served addresses are considered when allocating drivers to tours, thereby optimizing delivery pace

Tour	Zusteller 1	Zusteller 2	Zusteller 3	Zusteller 4	Zusteller 5	Zusteller 6	Zusteller 7	Zusteller 8	Zusteller 9	Zusteller 10	Beste Zusteller
Tour 1	1.67	1.59	0.84	0.90	1.63	1.28	1.40	0.83	0.98	0.75	0.75
Tour 2	1.65	0.75	1.58	1.15	1.01	1.38	0.88	1.49	0.89	1.62	0.75
Tour 3	1.43	0.93	1.45	1.58	1.38	0.91	0.75	1.09	0.70	1.37	0.70
Tour 4	1.42	1.69	0.70	1.05	1.55	0.79	1.58	1.55	1.48	0.90	0.70

Electric car to tour matching.

- Quickpac has gathered an unmatched data record of its fleet's range and utilizes this set of information for tour planning



Quickpac's smart and quick deliveries reduce individual traffic and make e-commerce more sustainable.



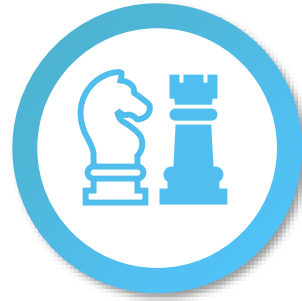
¹According to the Federal Office for Spatial Development ([Link](#))

We offer inclusive and decent working conditions.



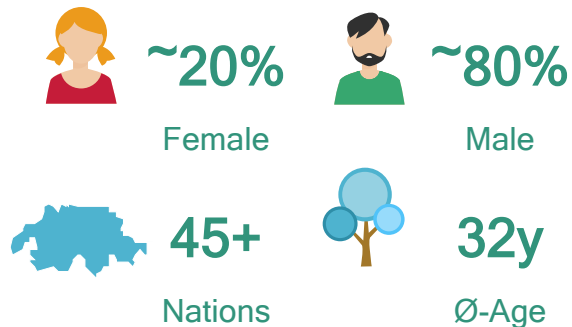
Fair Work.

Our employees are the backbone of our success. In return, we provide fair working conditions and direct employment



Diversity.

Quickpac offers a highly diverse workplace



Remuneration.

We reward our delivery staff for entrepreneurial behavior with the bias-free TOURA appraisal system

T = Tempo (speed)
O = Optimaler Einsatz (commitment)
U = Unfälle (accidents)
R = Reklamationen (quality)
A = Absenzen (absences)



Values.

Our strong set of shared values keep us aligned on our mission

Employee guidelines.

Quickpac has formalized driving instructions to ensure a sustainable footprint, highest service quality, and safety for employees and other road participants in the company's delivery principles and actively invests in the training of its drivers.

1. 2.

Tour Planning & Sorting.

Check-in & Loading.

- Planning of # of drivers based on number of parcels and optimal tour length by depot
 - Route optimization in PTV and leveraging qualitative inputs such as driver experience
- Sorting of parcels with innovative sorting system

- Check-in and briefing for drivers at shift start
- Loading according to loading instructions, scanning of each parcel to ensure completeness and correctness
- Vehicle readiness scan

3. 4.

Delivery & Drop-off.

Return & Check-out.

- 2x customer notification of delivery time (1st once car leaves depot with 30 mins delivery window, 2nd 15 minutes prior to delivery)
- Pre-defined drop-off procedure considering customer choice, location, and type of parcel

- Individual performance feedback as needed
- Delivery vehicle inspection
- Charging of vehicles

Delivery principles.

- We drive safely and respect other road participants
- We adhere to traffic rules
- We adapt to weather conditions
- We drive economically and ecologically
- We are mindful of other road participants and inhabitants when parking our vehicles
- We deliver responsibly and consider customer preferences, delivery location, and type of parcel when depositing parcels
- We provide excellent customer service
- We avoid unnecessary emissions and use public transport / car pooling when commuting to the depots if possible



We build lasting partnerships with our customers.

Quickpac renders last mile delivery more sustainable and offers excellent quality.

95%

Delivery on
first attempt

>95%

Delivery-time
fulfillment

84%

Same & next
day delivery

0.3%

Complaint ratio



Quickpac has become the preferred partner for companies with holistic sustainability strategies.

Co-branding with customers



Harald Gutschi
Spokesman of the
Management Board
UNITO-Group

“ We appreciate Quickpac's high standards, reliability, and flexibility. Customer needs such as sustainable same-day or evening delivery are comprehensively covered at affordable prices by Quickpac.

“ To achieve our sustainability goals, we depend on ecological partners to support us. Because emission-free solutions are important if we still want to be successful as a company in the future ([Link](#))¹.

Thanks to the delivery with Quickpac, IKEA Switzerland is expected to reduce CO₂ emissions by more than 40t on an annual basis.



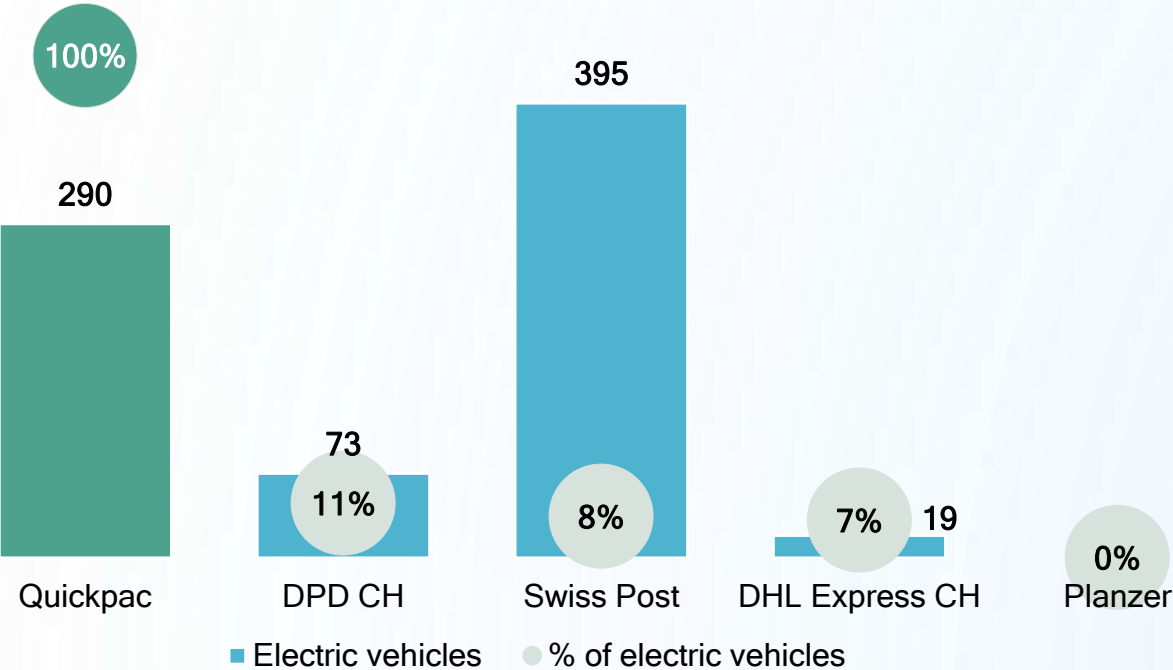
Jessica Anderen
CEO & CSO
IKEA Switzerland

¹Translated to English based on quotes on website

Swiss media recognize Quickpac as disruptive force in last mile delivery.

Unparalleled fleet electrification.

Weltwoche (Nr. 50.22): While Swiss Post has the largest absolute number of electric vehicles in Switzerland, they - as all other major parcel delivery services - are significantly lagging behind Quickpac in terms of fleet electrification.



Source: Weltwoche; management analyses

Recognized for its innovation power.

Bilanz Wirtschaftsmagazin (Innovation ranking 2021): Quickpac¹ has been recognized among the Top 100 most innovative companies in Switzerland. Within transport and logistics, Quickmail has been assessed as 2nd most innovative company.



Source: [Link](#)
¹prior to the legal separation mid 2022, Quickpac and Quickmail were a combined entity

We advance fleet electrification and make cities smarter.

Advance fleet electrification.

- Customers express a growing desire for parcels to be delivered by electric cars
- Quickpac has a comprehensive data set on the ideal use of charging infrastructure, range management and maintenance of electric fleets. Quickpac is actively spreading the gathered knowledge in various associations to speed up the electrification process



Make cities smarter.

- Smaller electric delivery vehicles require 40% less space while parking compared to larger trucks / vans used by our competitors
- Same day deliveries replace individual travel - which manifests in a higher proportion of parcel deliveries in urban areas
- Quickpac actively participates in conventions such as the Swiss Green Economy Symposium to make cities more sustainable and smarter



Quickpac AG
Fürstenlandstrasse 35
9001 St. Gallen
info@quickpac.ch

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