

WE

WORK ESSENTIALS

Hermes Fulfilment Group

*Guiding principles
for **leadership and
collaboration.***





WORK ESSENTIALS
Hermes Fulfilment Group



Kevin Kufs
CEO Hermes Fulfilment

WE is our concept for leadership and collaboration. Its focus on team play and customer centricity makes us even more efficient and powerful.



Eva Witte
CFO Hermes Fulfilment

WE not only defines management work at Hermes Fulfilment. It is also a guide for trusting and successful daily cooperation.



Roy Smolders
COO Hermes Fulfilment

WE helps us with clear behavioral guidelines to keep our composure in our fast-moving and complex business, even in challenging situations.

Foreword by the Management

Dear colleagues,

we implement new processes for our customers, we invest in a big shuttle warehouse and we research new technologies that will take us even further - we develop continuously our logistics in Altenkunstadt.

That is what we want to see for ourselves, too! Because of that we established together with our parent company Hermes Fulfilment our corporate culture, our productive cooperation and the changing demands on employees as well as on managers over time in our updated mission statement.

Let us now live together for that what we have worked out together in our mission statement to develop successfully together.

Kamil Kasprowicz & Peter Volk
Geschäftsführung BHF



WE ARE
ONE
TEAM



Leading by example

We deal with others in an open and solution-oriented manner.

We behave in a credible and fair manner and live the values of the company.

We learn by listening, asking questions and self-reflection.

For colleagues entrusted with **leadership for employees**



Closeness

We maintain close contact with each other.

We shape trusting working relationships.

We promote a balance between loading and relieving.



Internationality

We see internationality as an opportunity.

We promote understanding between different cultures.

We use creative solutions for our multilingual workday.

For **employees**



Our contribution

We live our values – every day.

We are open and show ourselves as we are.

We are open minded to other cultures and languages.



For colleagues entrusted with **leadership for employees**

For **employees**



Information

We convey the importance of individual work steps for the overall process.
We clarify the meaning of measures and projects.
We ensure access to information on processes and key figures.



Enthusiasm

We listen to the needs of our Group partners and end customers.
When it makes sense, we break with previous patterns.



Optimization

We improve our processes across divisional boundaries.
We avoid waste in the interests of our customers.
We seize the opportunities of digitization.



Our contribution

We provide the quality that we ourselves want as a customer.
We proactively inform ourselves and question what is unclear to us.
We are open to change and get involved.



WE MAKE
CLEAR
DECISIONS

For colleagues entrusted with **leadership for employees**



Focus

In our daily work, occupational safety is our top priority.

We prioritize tasks according to target and customer needs.

We divide complex tasks and processes into workable steps.



Decision

We include all relevant points of view when making decisions.

We make courageous decisions taking into account the company's goals and explain the meaning behind them.

We communicate our decisions and their meaning to the team.



Trust

We promote self-organization and transfer decision-making responsibility.

We support courageous and independent decision-making.



Our contribution

We focus on the essentials.

We make decisions in our own work context.

We take responsibility for our tasks.



For colleagues entrusted with **leadership for employees**



Shaping

We flexibly adapt processes and resources to changing conditions.

We grant freedom of design through modern formats of cooperation.



Guidance

We derive department-specific and personal goals from the strategic objectives.

We promote results-oriented, cooperation based on partnership. Our actions support the achievement of our sustainability goals.



Networking

Where it is important for our work, we are networked throughout the Group.

We support others in crossdivisional and cross-company collaboration.



Our contribution

Every day we make our contribution to the achievement of team and company goals.

We maintain contact with our colleagues - also in other areas.

We shape with.



For colleagues entrusted with **leadership for employees**



Learning

We recognize and promote competencies and potentials.
We encourage the setting and pursuit of learning goals - throughout life.
We are constantly developing ourselves in line with our role.



Renewal

We encourage to openly address own optimization ideas.
We try out new things, are allowed to make mistakes and learn from them.



Feedback

We regularly give and ask for feedback on work results and behavior.
We provide feedback honestly, constructive and appreciative.
We always assume a positive intention on the part of the other person.

For **employees**



Our contribution

We are curious and always learning.
We are proactive and seize the opportunity to learn from mistakes.
We give and demand regular feedback.





OUR VALUES

WE is our guiding principle for leadership and cooperation and was created, among other things, on the basis of our values.



Teamspirit

means for us that we value each other, trust, help, listen, and are there for each other. All together we achieve a lot.



Mindfulness

means for us protecting the health of our employees and our planet. This allows us to look positively into the future.



Diversity

is a matter of course for us. Everyone is allowed to be who they are. That makes us even stronger.



Will to shape

means for us not only accepting a new challenge, but also seeking it out. That's how we always add one more on top.



This QR code leads to
the BHF mission and
values page.

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