

# SUSTAIN ABILITY MAGAZINE 2021/22



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Member of the Management Board  
DEKRA SE  
CTO

**WOLFGANG LINSENMAIER**

Member of the Management Board  
DEKRA e.V. and DEKRA SE  
CFO

**STAN ZURKIEWICZ**

Chairman of the Management Board  
DEKRA e.V. and DEKRA SE  
CEO

## DEAR READER

Around the world, we are witnessing dramatic consequences of human-induced climate change. The rise in global temperatures and increasingly unpredictable weather patterns are having devastating consequences on biodiversity and human societies.

Merely complying with regulations is no longer enough. For companies, it is a moral as well as business imperative to be part of the solution. DEKRA is aware of its responsibility and has placed sustainability, in all its aspects, at the core of our Vision 2025: we will be the global partner for a safe, secure, and sustainable world!

That means that we are working tirelessly to improve our own internal sustainability performance, and the sustainability performance of our supply chain. And we are supporting our customers with deep expertise and innovative services on their journeys towards their environmental, social and governance goals.

With our Sustainability Strategy, our objective is to achieve by 2025 major progress in our four fields of action "climate & environment", "employees & society", "supply & value chain", and "management & governance". This includes continuously reducing our carbon footprint, expanding our use of renewable energy, increasing employee training and engagement, promoting diversity and inclusion, improving occupational health and safety, promoting sustainability in the supply chain, and expanding the range of sustainability-related services we offer.

As part of our Sustainability Strategy, we strive to support our customers on their sustainability journeys. The DEKRA Corporate Focus Area (CFA) Sustainability Services was created for this reason and involves the expansion of our service portfolio in the three key areas "energy transition", "ESG" (Environment, Social, Governance), and "circular economy".

In this Sustainability Magazine, we are delighted to introduce our Sustainability Strategy 2025, to share examples of innovative sustainability services we offer and to present internal measures we have taken. In this way, we would like you to be part of our journey towards a more sustainable future.

The DEKRA Management Board





## SUSTAINABILITY – AN OBLIGATION AND MANDATE FOR A GLOBAL FUTURE

Today, it has long been the case that corporate responsibility is no longer measured solely on the basis of financial results. Instead, it is a matter of constantly assessing and analyzing the impact of a company's actions on society and the environment in order to create the foundation for sustainable development. As demonstrated impressively by the Sustainability Magazine 2021/22, the expert organization DEKRA applies this principle worldwide in every respect – whether in the form of its many internal measures or by way of the various customer services it provides externally.

"We must rise higher to rescue the Sustainable Development Goals – and stay true to our promise of a world of peace, dignity and prosperity on a healthy planet." These were the clear words found by António Guterres, Secretary-General of the United Nations, when he addressed the conference of the Economic and Social Council (ECOSOC) on the subject of Operational Activities for Development in New York in May 2022. And this was no wonder considering the increasingly visible impact of climate change seen in many parts of the world in 2022. Sustainable action at all levels is therefore more urgent than ever before.

But what is sustainability? The concept of sustainable development was first formulated in 1987 by the "World Commission on Environment and Development," established by the United Nations in 1983 and also known as the Brundtland Commission after its chairman Gro Harlem Brundtland. According to the definition in its report "Our Common Future," also referred to as the Brundtland Report, development is sustainable if it meets the needs of the present without compromising the ability of future generations to meet their own needs. The report goes on to say that the goals of economic and social development must be defined in terms of sustainability, in all countries – developed or developing, market-oriented, or centrally planned.

In all its service areas, regions and countries in which the expert organization operates, DEKRA has been pursuing strict sustainability targets for many years, thus acting as a global partner for a safe, secure and sustainable world. With its portfolio of consulting, testing, certification, and audit services in the focus areas of sustainability, vehicles and mobility of the future, information and cyber security, artificial intelligence and data analysis, and remote services, DEKRA is making a significant contribution to sustainable development in business and industry, the environment, and society in line with the United Nations Sustainable Development Goals. At the same time, the company is addressing the resulting challenges on a daily basis, especially those arising from the digital transformation.

DEKRA's specific internal sustainability measures and activities to implement the sustainability strategy include programs to improve energy efficiency in buildings, the transition to renewable energy sources, the promotion of paperless processes and the use of recycled paper, the reduction of travel and vehicle fleet emissions, the encouragement of virtual meetings, employee surveys, and the promotion of diversity and inclusion. They also encompass external ratings, stakeholder participation, and supplier sustainability commitments and reviews. Our approach is holistic in many respects. None of the individual measures which are built on each other and are closely interwoven. The concepts are also holistic because, in line with the top-down approach practiced by DEKRA, the board of directors, and all the company's managers and employees are involved equally in each measure. This is the only way to efficiently and successfully implement a sustainability strategy that is accepted as an ongoing process.

It goes without saying that DEKRA will continue to follow this course consistently. In this Sustainability Magazine, our pathway to holistic sustainability in our business practices is described in detail. Our success in drawing closer to our targets in the past two years is an affirmation that we are on the right track and, at the same time, an unequivocal mandate for a global future.



Sequence from left to right:

Ruben von Ristok

Head of Corporate Sustainability DEKRA e.V.

Moritz Stocker

Project Manager Sustainability Management DEKRA e.V.

Christine Rohn

Working Student DEKRA e.V.

Marleen Vollriede

Expert Sustainability Advisory Services DEKRA Assurance Services GmbH

Sustainability Services Team

The Sustainability Services Team of DEKRA Assurance Services GmbH not only supports customers with a diverse set of sustainability services but also contributes to sustainability within the DEKRA Group itself by providing their expertise for the implementation of various projects.



## CORPORATE PROFILE

# THE GLOBAL PARTNER FOR A SAFE, SECURE, AND SUSTAINABLE WORLD



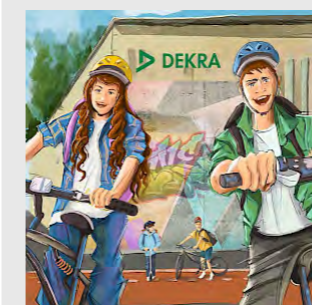
Since its founding in 1925, DEKRA has promised to ensure people's safety in their interactions with technology and the environment. Originally named Deutscher Kraftfahrzeug-Überwachungs-Verein e.V., it is today one of the world's leading expert organizations. Whether on the road, at work, or at home, about 48,000 DEKRA employees in over 60 countries on all continents fulfill people's basic need for safety. And that's not all. More than ever, DEKRA is proactively committed to sustainable development in the economy, environment, and society. The renewed award of the EcoVadis Platinum sustainability rating in 2022 underscores the success of this strategy.

Rapid technological transformation and ongoing globalization are bringing massive changes to all aspects of society. Not only have customers' needs changed, there are also brand new opportunities for companies. There is a growing overlap between industry sectors that were once clearly defined. This also affects the TIC (Testing, Inspection, Certification) industry to a large extent. More than ever, it is important to recognize market changes in good time, help shape the relevant regulations, and adapt the service portfolio in line with customers' needs and available technologies.

As a responsible, innovative, and international company in the TIC sector providing consulting, testing, certification, and audit services, DEKRA confronts the challenges resulting from changes in the demand of our customers every day. This is particularly relevant in light of the ongoing digital transformation, which has meant that services need to be provided faster, remotely, continuously, and proactively, among other things. New technologies are also changing the items which are being tested, inspected, and certified – they themselves are becoming more digital and connected.

Whether it's big data, artificial intelligence, the Internet of Things, cyber security, remote services, virtual/augmented reality (VR/AR), or blockchain: DEKRA is seizing the opportunities presented by these changes in information technology, using them to optimize existing services and expand its business with a stronger data-driven strategy. The focus on sustainability is a guiding principle spanning all measures, standards, and processes in all DEKRA Service Divisions and regions.

Given this transformation of our business environment, we have a clear ambition to enhance our offering in various service areas such as sustainability, future mobility, and cyber security. We have therefore created five Corporate Focus Areas, which will be responsible for further developing our service portfolios in the areas they cover. This also includes the Corporate Focus Area Sustainability Services in order to more strongly promote this topic. More on this later in the magazine.



## ITALY

### CHILDREN ON THE ROAD

As children lack experience, have not developed a proper awareness of the risks, and often exhibit immature behavior, they are among the most vulnerable road users. When an accident occurs, the consequences are often especially severe because of children's increased vulnerability. Schools are a good place to talk about increasing road safety for young people. For this reason, in 2021, DEKRA Italy in conjunction with the Italian traffic police and the National Council for Economy and Labor started the "Compagni in Sicurezza" initiative. The initiative supports teachers in Italian high schools to raise awareness of road hazards among their 1st and 2nd year students. To this end, DEKRA has developed an "educational trail" with, among other things, interesting workshop ideas and simulations specifically on being a road user on a two-wheeled vehicle, and has compiled teaching materials. This also includes DEKRA's 2019 road safety report that deals specifically with children and road traffic.



# THE SEVEN DEKRA SERVICE DIVISIONS



## VEHICLE INSPECTION

Periodic vehicle inspections, non-periodic technical inspections, and periodic emission tests for all kinds of vehicles



## CLAIMS & EXPERTISE

Claims settlement for damage of any kind, vehicle valuation and administrative services, as well as appraisals



## PRODUCT TESTING

Testing and certification of consumer, industry, automotive, information, and communications products, as well as medical products



## INDUSTRIAL INSPECTION

Comprehensive services for building, facility, machinery, and infrastructure inspections, including a wide spectrum of material tests



## ADVISORY & TRAINING SERVICES

Qualified employees and high-performing companies through competent advisory and training services using modern tools and digital technologies



## AUDIT

Independent assessment and certification of management systems in accordance with national and international standards



## TEMP WORK

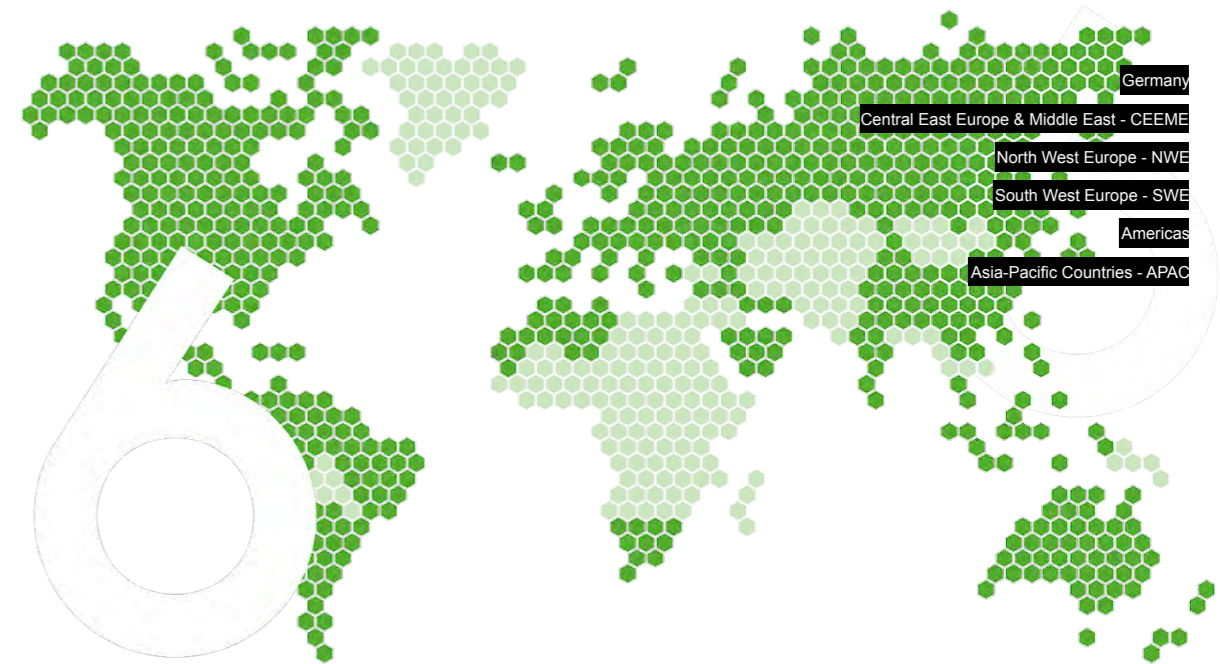
Services in the areas of personnel, solutions, event, and logistics management

7

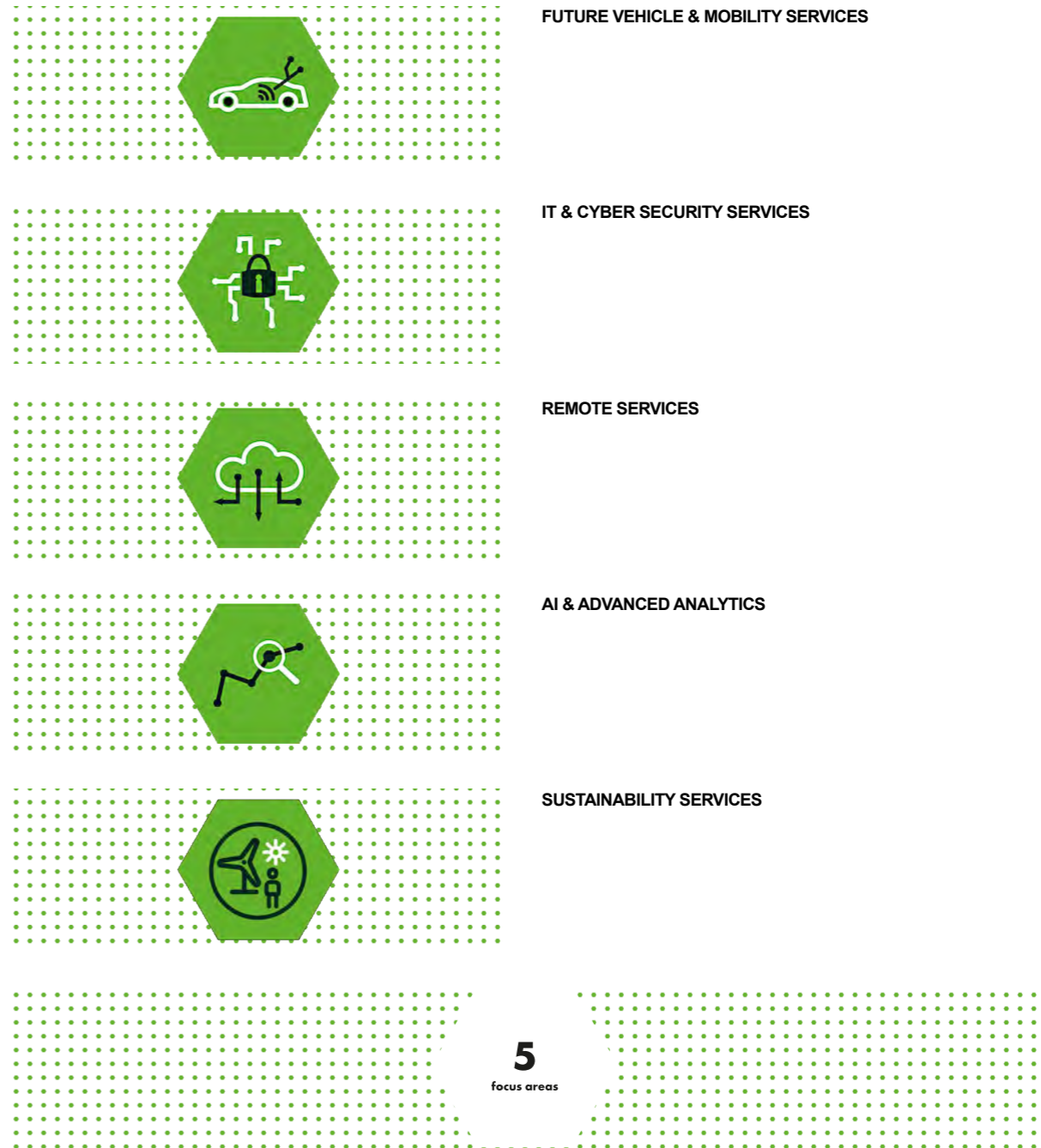

Service Divisions



# THE SIX DEKRA REGIONS



# THE FIVE CORPORATE FOCUS AREAS

**LOTHAR WEIHOFEN**  
 EXECUTIVE VICE PRESIDENT  
 HEAD OF SERVICE DIVISION ADVISORY & TRAINING SERVICES  
 CORPORATE FOCUS AREA SUSTAINABILITY SERVICES LEADER

"For DEKRA, sustainability and sustainability services are fundamental elements of our identity and mission. We continually evaluate aspects such as climate change, natural disasters, political or health crises, and the resulting challenges for the environment, society, and the economy. DEKRA uses these as the basis for its strategy and provides its customers with independent expertise, thought leadership, and active support through the delivery of a diverse range of services in the focus areas of sustainability, vehicles and the mobility of the future, information and cyber security, artificial intelligence, data analysis, and remote services."





## VISIONARIES IN THE SECTOR

Our financial performance figures demonstrate that our safety and sustainability services are highly demanded by our customers. We are the world's largest non-listed expert organization, and in 2021 we recorded another year of strong growth with a revenue of up to 3.5 billion euros. We established the groundwork for that growth at an early stage – in particular through the consistent development of expertise, strategic acquisitions, and the internationalization of our business.

By optimally pooling our expertise across the individual Service Divisions, we can respond even more specifically to the needs of the markets and our customers. That is true for both traditional business areas, such as vehicle inspection, and particularly in terms of the potential that is emerging as a result of the rapidly advancing digitalization in all areas of life. Whether in relation to automated driving, Industry 4.0, remote services, cyber security, or artificial intelligence: As a visionary in this sector, DEKRA addresses key issues for the future of society worldwide.



## SOPHISTICATED SUSTAINABILITY STRATEGY

Sustainability is a core principle of our company and our actions. DEKRA's vision is to become the global partner for a safe, secure, and sustainable world by 2025. Our sustainability strategy considers ecological, social, and economic aspects, and we are working continually on improving our sustainability performance and contributing to the United Nations Sustainable Development Goals (SDGs). We do this in four areas:

- Climate & Environment
- Employees & Society
- Supply & Value Chain
- Management & Governance

The focus is on reducing the negative impact of our business activities whilst increasing our positive outcomes, and on developing innovative solutions for a future that is resource-efficient – and therefore sustainable – in every respect. DEKRA strictly applies the criteria of The Sustainability Code.

According to our sustainability strategy 2025, we are pursuing the following overarching goals:

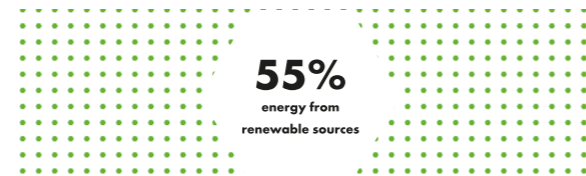
- Optimize our contribution to climate protection and resource conservation based on our systematic environmental management
- Continue to be an attractive employer, celebrate diversity, and expand our social commitment in relation to sustainability
- Ensure the Group-wide organizational integration of a sustainability management system, robust and transparent reporting, and successful external sustainability ratings
- Integrate sustainability throughout our supply chain and continue expanding our services and solutions in the area of sustainability





## DEKRA'S SPECIFIC SUSTAINABILITY GOALS FOR 2025

- All electricity from renewable sources
- Carbon neutrality
- Increase revenue from DEKRA's sustainability services
- Audit all our suppliers in terms of sustainability
- Strengthen our social commitment, our partnerships, and initiatives in the area of sustainability
- Increase employee engagement by 20 percent (relative to 2019)
- Increase gender diversity in management by more than 15 percent (relative to 2019)
- Increase average annual training days per employee to more than five days
- Increase occupational safety and reduce the employee accident rate by 30 percent (relative to 2018)



### MANAGEMENT & GOVERNANCE

## A HOLISTIC APPROACH TO SUSTAINABILITY AT ALL LEVELS



We apply the same rule to all of our measures designed to ensure maximum sustainability: We always ensure that, across the board, the applicable processes and guidelines are implemented systematically in all departments, regardless of the hierarchy level. For us, sustainability also implies values such as compliance, integrity, and ethical conduct. This in turn enhances our credibility and trustworthiness, and makes us a sought-after point of contact for international decision-makers, organizations, and institutions.



DEKRA will be the global partner for a safe, secure, and sustainable world. That is the vision we have set out to achieve in line with our Strategy 2025. At the same time, this position is also the next logical step in our development as a service provider in the TIC sector. By refocusing our expertise to align with our improved and revised DEKRA Vision, we can address current challenges and leverage opportunities for future growth. By no means do we measure the success of our business purely on sales numbers or return on investment. We increasingly consider how sustainably our services and processes contribute to viable and ethical economic, environmental, and societal development.

Sustainability is a management board responsibility. Our independent Corporate Sustainability Management Division – restructured and optimized in 2021 – is a specialist supporting staff unit assigned to the Chief Financial Officer (CFO). It works closely with the DEKRA regions and sustainability contact partners, and with the central units, such as Human Resources, EHS (Environment, Health, and Safety), Global Procurement, and Compliance, and coordinates sustainability-related issues. DEKRA's top management (the Executive Committee) is also permanently involved in advancing the strategy. The monitoring, analysis, and derivation of measures, as well as operational management are coordinated between Corporate Sustainability and the relevant departments. All activities are regularly reviewed in meetings with the CFO as the responsible board member, and at board meetings, thus ensuring their sign-off at the highest level. Developments and adjustments relating to the company's sustainability strategy and its focus areas and targets are also discussed at DEKRA's regular management meetings. The Group's targets are also broken down by DEKRA region.

### GERMANY

#### ENVIRONMENTALLY CONSCIOUS HOTEL AND CONFERENCE OPERATION



The DEKRA Congress area Wart, consisting of two hotels, the Congress Center as well as the educational centers Wart and Altensteig, is much more than a cozy conference hotel or a modern Congress Center just 60 km away from Stuttgart. Congress Center, conference hotel, seminar room, team building area, exhibition hall, center for exciting meetings. A place for continuous learning, exchange and training for all.

A considerable number of guests from various DEKRA stakeholder groups regularly meet and stay at the DEKRA Congresshotel and Congress Center Wart. The impact of the sustainability measures implemented by the team led by Director Michael Boucher and Sustainability Manager Nicole Schönland is also considerably high. A wide range of measures have either already been implemented or are being planned to further the team's ambitious goals. In the rooms, the soaps and the coffee capsules are Fairtrade, (capsules made of wood rather than aluminum), and all other accessories come without plastic packaging. Cleaning agents are limited to just those that are ecologically safe. In the kitchen, they have invested in new energy- and water-efficient cooking and dishwashing equipment. In Wart, great importance is placed on the use of regional, as well as vegetarian and vegan produce. In addition, unavoidable waste is turned into electricity by service provider Refood. The buildings themselves are equipped with a building management system (heating/air conditioning) and are powered by district heating and a heat pump. LED lighting has also been installed throughout. It will also soon be possible for guests to offset the carbon footprint of their stay. Efforts to promote sustainability can also be seen in the DEKRA "D"-shaped insect hotel and flower strips, as well as in the switch from disposable coffee cups to reusable ones. These diverse sustainability measures have been awarded the GREEN Sign Level 4 hotel industry certification.



**Michael Boucher**  
Director Congresshotel Wart

**Nicole Schönland**  
Management Assistance and Sustainability Manager



## CLEAR INTERNAL STANDARDS AND PROCESSES



The processes and measures we have developed and put in place to meet our targets are based on internationally recognized standards and management systems. According to the criterion of materiality, derived from our role as a services company, our environmental and occupational safety management is based on the corresponding ISO standards (ISO 14001 and ISO 45001), the GHG Protocol, and the Science Based Targets initiative. Likewise in respect of social standards, we comply with the ILO's core labor standards and the UN Guiding Principles on Business and Human Rights. We have committed to upholding the ten principles of the UN Global Compact (UNGC) and the UN Sustainable Development Goals (SDGs), and are involved in various German sustainability initiatives, for example "CEOs bekennen Farbe" (a commitment to using recycled paper) and "Charta der Vielfalt" (Diversity Charter).

In this respect, the company's internal regulations, such as the DEKRA Environmental and Energy Guidelines, which form part of the Environment, Health, and Safety Policy, are also highly relevant for monitoring and optimizing energy and resource efficiency. The DEKRA Social Standards are binding as a means of aligning the company with the ILO core labor standards, as well as in relation to issues such as diversity, equal opportunities, discrimination and disadvantage, freedom of association, co-determination, and respect for general human rights. The Occupational Health and Safety Guidelines and the associated internal management system regulate topics relating to the ongoing enhancement of employees' health and safety. The DEKRA Compliance Guidelines and the DEKRA Diversity Policy bindingly govern the responsible, reliable, and integrity-based conduct of all DEKRA managers and employees.

DEKRA Quality Management and its processes work closely with the Service Divisions and the relevant interface functions to ensure that our services meet the highest standards of neutrality, integrity, and quality. Sustainability standards and processes in procurement and the supply chain are integrated into our Global Procurement. Our general procurement terms and conditions also stipulate that our suppliers comply with sustainability standards. Our sustainability requirements are set out in our Sustainability Supplier Code of Conduct. In 2021, we expanded our key standards and processes that focus on sustainability, for example in the form of the aforementioned Diversity Policy on diversity, inclusion, and anti-discrimination, as well as new internal guidelines for how we manage environmental data.



**charta der vielfalt**







# THE SUSTAINABLE DEVELOPMENT GOALS IN FOCUS



There are numerous examples that demonstrate how far DEKRA has gone to integrate the SDGs into its own measures and targets. Due to our role as an expert services company that provides on-site support for our partners and customers, business travel is a necessity. Furthermore, we have labs, test halls, and offices that require energy for their operation. All of this results in climate-damaging greenhouse gas emissions. DEKRA has therefore set out to significantly reduce its CO2 emissions, thereby contributing to **SDG 13** ("Climate action"). Measures being taken include minimizing the impact of our business travel on the environment and replace travel with virtual meetings whenever possible. It is also important to mention our increased use of digital collaboration tools and the optimization of our vehicle fleet with respect to alternative drives.

In terms of energy usage, all of the electricity used in our buildings will come from renewable sources by 2025, in line with our commitment to the RE100 Initiative. In the European countries where DEKRA operates, the switch to renewable electricity was completed in 2021, which demonstrates our contribution to **SDG 7** ("Affordable and clean energy"). We are implementing projects to increase our own production of renewable electricity, with a focus on photovoltaics, and looking to improve our energy efficiency, which is a high priority for DEKRA. We are also supporting our customers in various ways, for example by advising them on climate action and carbon accounting, or conducting technical inspections of renewable energy plants.

With our expert safety services, we are also contributing to **SDG 3** ("Good health and well-being"), and it is in this respect that our vision to be "the global partner for a safe, secure and sustainable world" is clearest to see. After all, safety is a basic requirement for ensuring the sustainable development of society, the economy, and the environment. A concrete example of this is our commitment to safety in road traffic (SDG 3.6) – through conducting around 28 million vehicle inspections in 23 countries every year, through our innovative accident research, and through the international DEKRA Road Safety Report. The SDGs that are pertinent to DEKRA are discussed in greater detail in a separate chapter at the end of this magazine, where we also examine the risks resulting from our business operations in relation to the SDGs.



# SYSTEMATIC CONTROLLING

As sustainability is an ongoing process for us, we record all relevant key performance indicators (KPIs), and use them to manage our long-term strategy. We also integrate the relevant KPIs into our regular internal and external reporting. That applies to all four strategic areas of DEKRA's sustainability strategy: climate & environment, employees & society, supply & value chain, and management & governance. The main KPIs are shown in the last chapter of this magazine.

Our environment KPIs focus predominantly on energy consumption and emissions data across all areas of the business. We also evaluate KPIs relating to how much paper and recycling paper we use and how much we print. KPI analysis in relation to water, sewage, waste, and recycling will be built up gradually through to 2025. In the social field, we monitor developments in occupational health and safety, and human resources KPIs – including training times. We conduct employee surveys to determine employee satisfaction and their general level of commitment, and their views on how we approach diversity and inclusion. We also conduct analyses in relation to compliance, information security, and data protection, as well as procurement and our supply chain.

In 2021, we worked on the ongoing optimization of our data quality and corresponding management options. For example, we implemented new internal guidelines for environmental data management, which is designed to improve our environmental and climate reporting. Another example is our optimized global employee engagement survey.

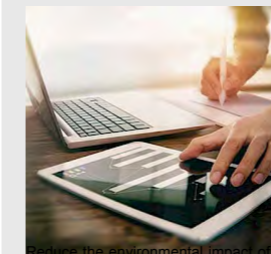


**FELIX ENGESSER**  
JUNIOR PROJECT MANAGER  
SUSTAINABILITY SERVICES  
DEKRA ASSURANCE SERVICES GMBH

On commission of the EHS department, Felix Engesser is responsible for DEKRA's global environmental data collection as well as the resulting greenhouse gas balance, and he plays a key role in supporting sustainability management in the implementation of emission reduction targets.

## ROMANIA

### COMPREHENSIVE SUSTAINABILITY AGENDA



...helps the environmental impact of all activities and help customers and partners do the same – the various sustainability measures of DEKRA Certification in Romania can be summarized like this. This includes, for example, the acquisition of the first all-electric vehicle, which took place in March 2022. At around the same time, a charging station was installed at the headquarters in Cluj-Napoca. The increased provision of "remote" services, such as examinations or training courses, as well as internal and external online meetings, also serves to reduce fuel consumption. Electronic signatures were also introduced at DEKRA Certification in Romania to save paper by eliminating the need to print out contract documents. Energy consumption has been reduced by the installation of LED lighting in all offices and the replacement of all desktop computers with laptops.

## CZECH REPUBLIC

### ECOLOGICAL AND CORPORATE SUSTAINABILITY



DEKRA Czech Republic is a perfect candidate to join the ranks of DEKRA sites worldwide with its measures to reduce its carbon footprint. For example, in 2022, six of the company's vehicles were replaced with all-electric vehicles and home charging stations were installed. To support the diversity of fauna and flora in built-up areas, DEKRA Czech Republic has also invested in birdhouses and insect hotels that managers have placed in their gardens. Other measures include flexible smart working, reducing power consumption through LED lighting, prioritizing the sending of electronic invoices, communicating electronically with government agencies, and the gradual digitalization of processes to reduce printing.

## SERBIA

### ELECTRICITY AND HEAT FROM RENEWABLE SOURCES



Since 2016, the headquarters of DEKRA Serbia has been located in an office rented from company EHOM in the Zvezdara district of Belgrade. In 2021, at DEKRA's suggestion, the automotive dealer and car paint specialist decided to invest in a solar power plant including solar cells on the roof of the administration building in order to generate green electricity. Since May 2022, the DEKRA offices have been powered exclusively by energy from 100 percent renewable sources. The solar power plant has a capacity of 45 kWh and far exceeds DEKRA's needs, so there is no need for additional supply from a public power supplier. DEKRA can rely on EHOM's biomass and wood pellet-fueled heat supply for heating in the winter.





## WIDE-RANGING INCENTIVE SYSTEMS



Alongside regular pay, target agreements, and management awareness, we offer a variety of incentives to actively promote sustainable behavior and improvements, and to contribute relevant ideas. This is encouraged through means such as DEKRA's Ideas Management and Innovation Management systems, as well as local initiatives. We generally foster sustainability and integrity among our employees through raising awareness, information, and training, such as the global sustainability training conducted in 2021, which was attended by almost 25,000 employees. Incentives are also provided by the exemplary conduct of managers, and the general direction of our corporate culture.

In 2021, we placed greater emphasis on our explicit sustainability targets in our management target agreement system. For example, we integrated additional quantitative targets relating to our carbon footprint and energy consumption at our sites, and regarding the production of renewable energy. This means that our sustainability targets are now also linked to the compensation of all managers at levels L 1 to 3. Specifically, performance bonuses are awarded if the quantitative targets relating to DEKRA's own production of renewable energy, energy efficiency and modernization projects, and employee participation in sustainability training are attained. These targets have been set for gradual attainment through to 2025, and are designed to support and ensure the attainment of our sustainability targets.

Parallel to the World Climate Conference COP 26 in 2021, we ran the "DEKRA Sustainability Weeks". In an interactive in-house campaign, promoted by all board members, we rewarded examples of good practice from our employees in the area of sustainability, thus underlining the relevance of each individual to implementing our sustainability strategy – not just to the management team, but also to all employees.

41

submitted ideas

GERMANY

### DEKRA SUSTAINABILITY WEEKS 2021



As part of DEKRA's "Sustainability Weeks", launched in November 2021, employees were able to contribute a wide variety of ideas that they themselves have already implemented in the areas of mobility, energy and resource consumption, and social sustainability for more sustainability in the working environment. The many submissions from our employees included, for example, planting fruits and vegetables in their own gardens, neighborhood cleanups, using environmentally friendly alternatives, recycling, and energy conservation measures.

A total of 41 ideas were submitted in the areas of mobility, energy and resource consumption, and social sustainability. Three winners were selected from each category and they each received a voucher to spend on sustainable services and in sustainable stores.

In the mobility category, one of the winners was the "Let's walk" idea (China). Not only does this have health benefits, but by deciding to walk to work or to the park or to do the shopping, in China you can collect steps using the app "Wechat step records" and then donate them to a good cause.

The "Task Force" contribution came top in the social sustainability category with 243 votes. In response to the catastrophic floods in Europe in 2021, our Claims & Expertise Service Division put together a "Flood Task Force" in a very short space of time. 150 DEKRA colleagues from Belgium, the Netherlands, Germany, the United Kingdom, and Austria used their expertise to support numerous flood victims and respond to any questions they had. Another contribution was the planting of an apple tree in the grounds of the DEKRA headquarters in Stuttgart by the team of the DEKRA SE HP2 department. A wonderful side effect of this was the tree's first blossoms in spring 2022 attracting the bees kept on site at DEKRA's headquarters. It's also good to know that the apple tree is fertilized with coffee grounds from the department's own coffee machine.



## STAKEHOLDER INVOLVEMENT



Through our services, we aim to make a material contribution to sustainable, safe and secure development in all areas of life. A key aspect of this – besides our internal processes and procedures – is regular dialog with all relevant stakeholder groups.

Dialog and collaboration with political decision-makers, associations, networks, and NGOs on sustainability issues helps us to better understand the societal and political framework, participate in the political debate, contribute our expertise and experience, and learn from others. DEKRA's joint project work with the science sector is also generating important insights and ideas for the company's own strategy. Moreover, we provide information to our stakeholders through various channels such as the DEKRA Annual Report, the Sustainability Magazine, our website, our Road Safety and Labor Market Reports, and our customer magazine DEKRA Solutions, as well as via in-house channels such as the Employee Platform (collaboration platform) and the employee magazine DEKRA One. In terms of engagement with internal stakeholders, the continuous consultation with corporate management, the systematic dialog with the relevant specialist departments, and extensive employee surveys are important sources of information for sustainability management.

Through regular dialog with our customers, we seek to increase customer satisfaction and fulfill their sustainability requirements. In our communication with our suppliers, we aim to foster fair and sustainable business relationships, set out our sustainability requirements, and reward and promote sustainability in our supply chain.

Many advantages are derived from our regular dialog with key stakeholders. It provides us with regular input and feedback about their expectations for sustainability and their views on our different services. DEKRA customers and employees agree that climate action is an increasingly relevant issue and approve of our contribution to reducing emissions. This is one of the reasons why we have stepped up our commitment in this area, joining the Science Based Targets initiative and establishing a dedicated internal emissions reduction program for all our regions. Our stakeholders advised us, for example, to improve the carbon footprint of our company vehicle fleet. This was factored in to our revised company vehicle policy and the target of switching to alternative drives.

In addition, our employees, customers, society, and NGOs emphasized the growing importance of diversity and integration for our business. This resulted in the creation of a diversity and inclusion program, including a new diversity policy for the entire DEKRA Group. In this process, we also engaged with stakeholder representatives from the science and research community and took their recommendations into consideration.



GERMANY

### SUSTAINABILITY AND INCLUSION GO HAND IN HAND

At the beginning of 2022, DEKRA started a Germany-wide collaboration with refurbisher AfB gGmbH, which recycles used IT and mobile devices in an environmentally friendly way. The non-profit IT company accepts end-of-life IT hardware in compliance with data protection regulations and, wherever possible, processes it to be resold. All other devices are professionally recycled. Reusing devices saves huge amounts of raw materials compared to new production. Discarded DEKRA hardware is now a part of this. At the same time, DEKRA employees have the opportunity to buy used IT and mobile devices at reduced prices. And that's not all. AfB also places great importance on inclusion. The company has already created a large number of jobs for people with disabilities – almost 300 of the total of 600 employees are severely disabled – and has among other things been awarded the North Rhine-Westphalia Inclusion Prize for this.



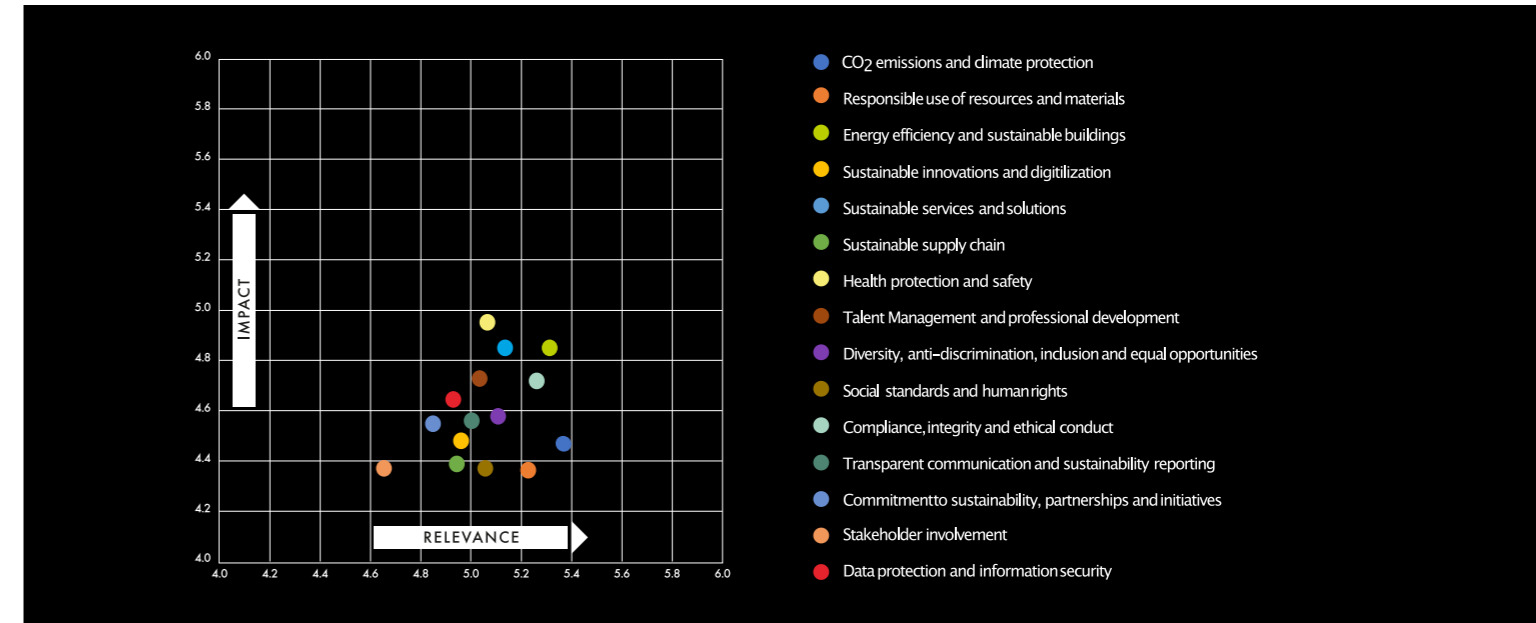
# DEKRA MATERIALITY ANALYSIS



Regular communication with our stakeholders is a key element in the ongoing development of sustainability management at DEKRA. To this end, the expert organization performed a materiality analysis in 2022, based on the one conducted in 2020 but with slight modifications. All of the relevant stakeholders were again invited to participate in the survey, asking them for their assessments. They included:

- Employees
- Suppliers Customers Associations Competitors
- Politicians and authorities Accreditation bodies
- Members of the science and research community
- Civil society and NGOs
- 
- 
- 

The survey asked the stakeholders to evaluate the relevance of various sustainability topics and how much influence they believe DEKRA has on these topics. The assessment scale ranged from one to six, with one representing low relevance or influence, and six denoting high relevance or influence.



The number of participants was almost double that of the previous survey, and, because the survey was provided in German, English, and French, represented a more diverse range of views. The results obtained help us to define further priorities. The materiality of the various areas was reaffirmed once again. Our stakeholders determine health and safety, energy efficiency and sustainable buildings, ethical corporate governance, and sustainable services as substantially important. However, the results show that DEKRA has an influence on all sustainability aspects and that all areas are relevant. Compared to 2020, both the relevance and impact of health and safety were rated higher, whilst the importance in respect to energy efficiency and sustainable buildings also increased, not least due to the current energy crisis we are facing.

All of these findings are extremely valuable because, for us, materiality means two things. First, it enables us to focus on areas where we can make the greatest impact on sustainable development in the economy, environment, and society. And second, it allows us to focus on related trends that have the strongest influence on our own business operations in terms of opportunities and risks, and are highly relevant to stakeholders and their decision-making. The findings have confirmed our approach, which gives us the opportunity to greatly enhance DEKRA's credibility and the trust placed in us as a company and brand, and to contribute to optimizing internal processes and the use of resources. As a result, DEKRA's sustainability strategy remains a competitive advantage and an integral part of our successful business model.





## EXEMPLIFYING TRANSPARENT COMPLIANCE

One of our firm principles is that we practice fairness in competition and do not accept any form of corruption or other unlawful conduct. To ensure that DEKRA is seen as a neutral and independent company, it is vital that all our employees uphold the values of reliability, impartiality, integrity, legal compliance, and the avoidance of conflicts of interest. The DEKRA Compliance Guideline sets out binding principles and rules to promote ethical and lawful conduct by all DEKRA employees and managers around the world.

However, we believe that compliance means much more than adhering to laws and in-house regulations. At DEKRA, we believe that it is important for all our managers to be role models of compliance in their daily work. To enable the investigation and processing of any potential violations on all levels and in all areas of DEKRA, we have established a whistleblower system that includes the option to report concerns anonymously.

We have also expanded our compliance advisory and training programs with the addition of an online basic compliance course that is part of our digital training system. This year again, our compliance management system has gone through an external audit to ensure our processes are reviewed and can be optimized if required.



**SERGE KOWOUVIHI**  
INHOUSE LEGAL COUNSEL  
REGIONAL SUSTAINABILITY & COMPLIANCE MANAGER  
REGION SOUTH WEST EUROPE

"I am happy to see sustainability gradually establishing itself at DEKRA as the skyline of the policies and various business initiatives."



## INTENSIVE DISCUSSIONS WITH POLITICIANS, TRADE ORGANIZATIONS AND COMMITTEES



In light of the overall social relevance of our business operations in the TIC sector, in which we provide consulting, testing, certification, and audit services, we sometimes carry out official tasks that promote safety. Thanks to our independent expertise as a global company, we support sustainable political decisions and advocate the highest possible standards in all areas that are relevant for safety on the road, at work, and at home. That is why we are also in close contact with relevant decision-makers and legislators. After all, our work as providers of safety services affects a whole array of legislative procedures such as defining legally binding safety and testing standards for vehicles, industrial facilities, and other areas. Other legislative processes that are relevant for us concern areas such as cyber security, road traffic law, consumer protection, and environmental protection.

For this reason, the DEKRA experts support political decisions and processes by providing specialist consulting on all kinds of topics, for example road traffic or occupational safety. Published annually since 2008, the DEKRA Road Safety Report makes an important contribution in this respect.

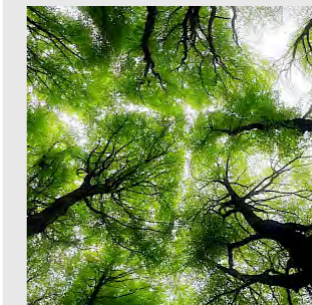
The DEKRA Safety At Work Report provides answers to current safety at work issues. Furthermore, DEKRA is a valued partner of associations, organizations, and institutions at local, national, European and international levels. For example, the company is a member of the German Road Safety Council (DVR), the German Transport Forum (DVF), and ProMobilität, a transport infrastructure initiative. We are also a member of the TIC Council, where we focus on areas such as "Product Testing/Certification", "Industrial Life Cycle Services", and "Environment, Social and Government", of Hydrogen Europe, and the International Motor Vehicle Inspection Committee (CITA). Moreover, it participates in European Commission working groups. Through regular dialog with the European Commission and the European Parliament, we try to influence current legislation in the interest of ensuring high safety and security standards. This applies particularly to the areas of connected devices, cyber security, the circular economy, and intelligent mobility.

Our other memberships in political bodies, groups, and networks, as well as other committees, are listed in the EU Transparency Register. We always observe the highest standards of integrity and compliance in all of our political, association, and committee activities.



### EU-LEVEL

#### PARTNER TO EU GREEN WEEK 2021



Climate neutral logistics, sustainability consulting, and sustainability in sport – DEKRA contributed expert knowledge in the form of webinars on these three topics as a partner at the EU Green Week in June 2021. The 2021 Green Week was dedicated to Zero Pollution and the individual events created a platform of cooperation for all stakeholders that was used enthusiastically.



The agenda covered all relevant initiatives from the European "Green Deal," such as the climate action initiatives, the Chemicals Strategy, and initiatives in the fields of energy, industry, mobility, agriculture, fishing, health, and biodiversity. DEKRA's webinars explained why organizations need to address climate-neutral logistics, why suppliers and customers need to be holistically integrated into all sustainability processes, and how avoidable emissions in professional sports can be reduced over the long term.





CLIMATE AND ENVIRONMENT

# COMMITMENT TO THE 1.5-DEGREE TARGET



Devastating forest fires, increasing drought, searing heat, dried-up rivers, floods, and many other climate events worldwide in 2022 alone delivered further dramatic evidence of the vulnerability of the environment and nature, with all the consequences this has for society and the economy. It is therefore especially important that companies continue to optimize their processes and workflows in order to reduce their energy consumption and climate-damaging greenhouse gas emissions. More than ever, DEKRA is aware of this responsibility, which is one focus of the course it has charted for the future.

The undeniable climate change as well as the acute energy crisis caused by the war in Ukraine have raised the need to act as sustainable as possible in all areas of life to an entirely new level. For DEKRA too, achieving a further substantial reduction in its carbon footprint and increasing resource efficiency are the greatest priorities, by taking various measures within the company itself and by providing targeted expert services to customers across the world.

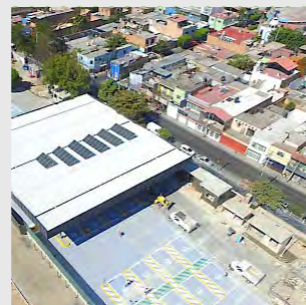
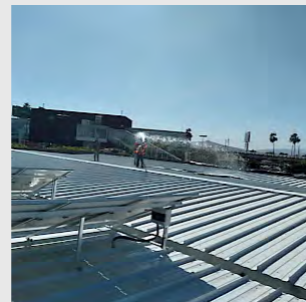
As far as the internal measures are concerned, keywords include the materials used in offices, test facilities, and laboratories, inputs and outputs of water, soil, waste, energy, and land, biodiversity and climate-relevant greenhouse gas emissions relating to our buildings, business travel by rail, car, and plane, and the company car fleet. Our services for customers in the field of environmental protection focus on air pollution control, soil and groundwater protection, pollutants, waste management, energy efficiency, and the certification of environmental management systems. In addition, Global Procurement applies our Sustainable Procurement Principles to ensure the responsible use of resources in our supply chains as well. Wherever possible, sustainable alternatives are given preference over conventional products.



MEXICO

### SOLAR PANELS ON TESTING STATIONS

Since 2021, DEKRA has had a presence in Mexico by means of some testing stations. Over the last few months, DEKRA has gradually been equipping the stations with solar panels. Installation is already complete at five stations in Guadalajara and one in Tepa, with two more to be added in Guadalajara in December 2022 and February 2023. Equipping testing stations with solar panels to use as a green energy source is also the plan for future DEKRA testing stations in other parts of the country. Depending on the power requirements and the number of panels installed, the resulting electricity savings amount to up to 70 percent.



# SCIENCE BASED TARGETS INITIATIVE MEMBERSHIP IS A CLEAR SIGNAL FOR GREATER CLIMATE PROTECTION



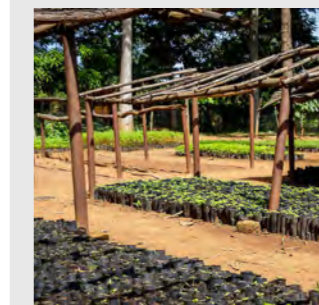
In addition to the large number of special services and internal measures described previously, DEKRA's commitment to the Science Based Targets initiative (SBTi) as of November 2021 is a clear signal of just how seriously the company takes its commitment to sustainability and reducing the carbon footprint. DEKRA has thereby joined the global Business Ambition for 1.5°C campaign, aimed at reducing greenhouse gases and global warming. The world's largest and fastest-growing business initiative helps companies to develop science-based emissions reduction targets consistent with efforts to limit global warming to 1.5 degrees Celsius above preindustrial levels. A specific emission reduction pathway is now being developed, which must be validated by the SBTi in 2023.

This pathway concerns direct and indirect emissions relating to energy consumption (Scope 1 and 2), as well as the Scope 3 emissions associated with activities such as business travel.

Closer examination of the DEKRA Group's greenhouse gas footprint in the individual emission categories shows a significant reduction between 2018 and 2021. In the Scope 1 category, TTW (tank-to-wheel) emissions from heat consumption and the vehicle fleet decreased from 43,301 to 38,760 metric tons. Scope 2 TTW emissions from electricity consumption, the vehicle fleet, and district heating consumption were cut from 41,639 to 29,056 metric tons. Lastly, Scope 3 TTW emissions from business travel (by car, train, and plane), waste from operations, and freshwater consumption, as well as WTT (well-to-tank) emissions from energy and fuel consumption declined from 46,001 to 39,998 metric tons.

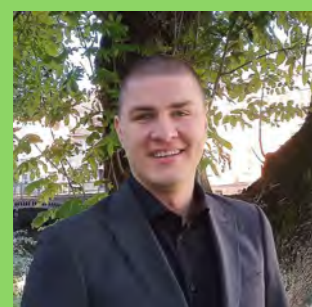


FRANCE



### COMMITMENT TO THE ENVIRONMENT

For many years now, DEKRA Automotive France has been one of the global supporters of the Planète Urgence environmental initiative launched in Paris in 2000. This non-profit organization is especially committed to the protection of endangered species and the reforestation of rain forests, particularly in Indonesia, Cameroon, and Madagascar. DEKRA's efforts have enabled the planting of around 145,000 trees to date. Around 22,000 new trees were planted between 2020 and 2022 alone. DEKRA is also a supporter of the "Act4nature" initiative founded in 2018 by the Association Française des Entreprises pour l'Environnement (French association of environmental enterprises) and numerous partners. Its aim is to mobilize businesses to address the issue of their direct and indirect impact, their dependencies and their options for action on behalf of nature, and to raise awareness of the need to preserve biodiversity.



PHILIP STEINER  
REGIONAL SUSTAINABILITY MANAGER  
REGION NORTH WEST EUROPE

"Sustainability to me is all about balancing the limited resources with our needs. May it be individually or on corporate level. Developing new ways of utilizing, analyzing and ultimately creating symbiotic relationships between nature, nurture and needs is what I see sustainability to be."





## STRIVING FOR MAXIMUM ENERGY EFFICIENCY



Although the decreases of 20 percent and more in emissions between 2018 and 2021 were partly due to the coronavirus pandemic, when people often worked from home and business travel was reduced in favor of virtual meetings, they were primarily the result of a large number of energy efficiency measures implemented by the company. The fact is that DEKRA makes a large number of adjustments to fulfill its stated objective of becoming the global partner for a safe, secure and sustainable world, always guided by the maxim of entirely avoiding emissions wherever possible or at least reducing them to a minimum and reliably compensating any residual emissions by way of robust programs.

In order to improve its climate footprint, DEKRA has developed a large number of programs for use at its individual sites. These cover aspects such as efficient lighting, heating, and cooling technology, green roofs and walls, renewable energy generation (especially photovoltaics) and drinking water production, energy-efficient IT, intelligent consumption monitoring, regular energy audits, and prioritizing energy consumption and energy efficiency when choosing new sites. At our headquarters in Stuttgart, the most recent new building was constructed in accordance with the DGNB Gold Standard for sustainability. New company standards for sustainable construction are aimed at improving the sustainability impact of new and renovated DEKRA buildings.

To this end, specific internal targets for carbon emissions, the energy consumption of buildings, and the production of renewable energy were defined for each DEKRA region and site, to be achieved by 2025. The measures implemented are subject to regular review to analyze and evaluate their effectiveness.

They include the increased use of green electricity, the share of which in the DEKRA Group's total electricity mix rose from 30 percent in 2020 to around 55 percent in 2021. In Germany, the electricity supply was switched entirely to renewable energy at the start of 2020. By 2021, a further 32 DEKRA countries in Europe had switched fully to green electricity; 41 countries and the companies located there have already done the same in 2022. DEKRA has also subscribed to the RE100 initiative, which aims to switch fully to electricity from renewable sources by 2050. DEKRA intends to achieve this goal by 2025.

The company's commitment to renewable energy is also demonstrated by its membership of Hydrogen Europe since 2021. This industry association is made up of almost 300 organizations and around 30 national associations that work together to promote and develop applications for hydrogen as an energy source and for fuel-cell technology. The expert knowledge of a TIC organization like DEKRA is required across the entire hydrogen technology value chain. This encompasses net-zero power generation using wind or solar energy, hydrogen production, transport via pipeline, waterway, road, or rail, safe fuel-cell usage in vehicles or systems, as well as the certification of hydrogen produced in a climate-neutral process.



**USA**



**HIGH ENERGY EFFICIENCY AT THE EMC LAB IN HERNDON**

In 2017 and 2018, DEKRA Certification Inc. took the decision to expand product testing capacity in the USA. As part of this expansion, a new 26,000-square-foot facility was designed and built to support EMC and regulatory testing. During the architectural planning of the EMC lab in Herndon, Virginia, the DEKRA team contributed numerous ideas of their own for greater building efficiency, once again underscoring DEKRA's claim to be a pioneer in this area. The main focus was on electricity, water, and building insulation. For example, DEKRA installed LED lighting and motion detectors to automatically turn the lights on and off. In addition, all bathroom and kitchen faucets were installed with low flow devices to regulate water consumption. Likewise, DEKRA installed window glass with a high insulation value. Another thing to mention is the installation of new air conditioning systems. Compliance with Virginia's state energy efficiency regulations comes not only with lower energy bills, but also with the assurance that DEKRA North America is doing its part to maximize efficiency in electricity and water use.



## OPTIMIZING THE USE OF RESOURCES AT ALL LEVELS



As far as the consumption of resources is concerned, sustainability in the use of paper is prioritized by our Group-wide Printing Policy. As a supporter of the "CEOs bekennen Farbe" (CEOs show their colors) campaign organized by Germany's "Initiative Pro Recyclingpapier" (Initiative for Recycled Paper), we aim to substantially reduce our paper consumption, increase the use of recycled paper, and promote efficient paperless processes and agile digital collaboration. Our success can be seen in numbers. In Germany, for example, DEKRA's use of recycled printing paper was almost 90 percent in 2021. Virgin fiber paper accounted for only around three million sheets of the total consumption of 30 million sheets of paper (down from a total consumption of 36 million sheets in 2020 and 41 million in 2019).

Waste and recycling targets, the avoidance of disposable products, the separation of waste, the reduced use of plastics, and the responsible use of water and chemicals are intended to ensure the sustainable use of resources and preserve air and water quality. That is why our employees undergo regular training and awareness coaching on environmental protection issues. This focuses on the economical use of electricity, water, paper, and waste, efficient heating, and ecological mobility. In addition, we have introduced a sustainable recycling and reprocessing system aimed at optimizing the ecological footprint of our IT hardware. At the beginning of 2022, DEKRA started a Germany-wide collaboration with refurbisher AFB, which recycles used IT and mobile devices in an environmentally friendly way. The non-profit IT company accepts end-of-life IT hardware in compliance with data protection regulations and, wherever possible, processes it to be resold. All other devices are professionally recycled. Reusing devices saves significant amounts of raw materials compared with new production. Discarded DEKRA hardware is a part of this. At the same time, DEKRA employees have the opportunity to buy used IT and mobile devices at reduced prices. And that's not all. AFB gGmbH also places great importance on inclusion. The company has already created a large number of jobs for people with disabilities – almost 300 of the total of 600 employees are severely disabled – and has among other things been awarded the North Rhine-Westphalia Inclusion Prize for this.

### BELGIUM

#### ACHIEVE A GREAT DEAL WITH LITTLE EFFORT



DEKRA Belgium is calling on its employees to implement a wide range of cost-saving measures, not least in view of the drastic rise in fuel and energy prices. First and foremost is the use of automobiles. For example, unnecessary car trips should be avoided as much as possible, every trip should be planned as efficiently as possible, and wherever possible, employees should travel to work by bike. The team in Belgium was also given ten principles for ecological driving. These included, for example, anticipatory driving, shifting quickly into a higher gear, maintaining a constant speed, keeping the load carried to a minimum, using air conditioning or heated seats only when necessary, and regularly checking tire pressure. In 2021, DEKRA Belgium also changed its contract with its energy provider to be supplied exclusively with a sustainable electricity mix from 100 percent renewable sources.

### PORTUGAL



#### E-INVOCING SAVES TIME AND PAPER

Customer service has always been a top priority at DEKRA. This applies equally to sustainability in terms of time management and the environment. The expert organization is guided by these criteria not only with regard to its wide range of services, but also with regard to everyday tasks such as sending invoices or cancellation documents. For increased efficiency on both sides, DEKRA Portugal has been sending said documents digitally since March 2022. This brings with it a whole series of benefits. For example, sending documents digitally is many times faster than sending them by mail, and it also reduces the administrative burden because digital documents can be processed more easily. In addition, sending documents digitally saves a huge quantity of paper.

### SOUTH AFRICA



#### CERAMIC INSTEAD OF STYROFOAM

In many companies, Styrofoam cups are still the first choice for coffee between meals. And this is because, at least at first glance, they can be bought relatively cheaply. But in the long run, the price is actually very high. Products made from polystyrene – the official name of Styrofoam – are made of synthetic resins, polyesters, and plastics, which take a long time to decompose and pose a danger to humans, animals, and the environment. With this in mind, the employees of DEKRA in South Africa decided to abandon the use of Styrofoam cups and opt for ceramic ones as an environmentally friendly alternative. In addition, DEKRA South Africa has also implemented other sustainability measures. To reduce paper consumption, for example, invoices are now only sent to customers electronically. There has been a switch from paper-based inspection reports to electronic ones. And to save energy, old light bulbs have been replaced with LEDs at various DEKRA locations. All small changes with a big impact.





# SUSTAINABLE MOBILITY THANKS TO A STRICT CAR POLICY



We are also making efforts to optimize our ecological footprint in respect of business travel and our vehicle fleet. Through the preferential use of virtual meeting technologies, encouraging internal ride sharing, and favoring public transport over taxis or rail travel over rental cars and air travel, we are seeking to make further gradual progress.

With our policies and measures to promote ecological drive technologies, we aim to continuously reduce our emissions in this area. In accordance with our Group-wide Company Cars Policy, we are gradually switching to emission-free vehicles only. By 2025, DEKRA intends to reduce the global CO<sub>2</sub> emissions of its vehicle fleet by at least 60 percent compared with 2020. The company aims to achieve a carbon-neutral fleet as soon as possible. The Group-wide target is to include no vehicles with ≥ 50 grams of CO<sub>2</sub> per kilometer (WLTP) in the fleet from January 1, 2022, and no vehicles with > 0 grams of CO<sub>2</sub> per kilometer (WLTP) from July 1, 2023.

The extent to which we have already succeeded in reducing CO<sub>2</sub> emissions in this area is shown by the example of Germany, where DEKRA's own and leased vehicles were responsible for average CO<sub>2</sub> emissions of 444 kilograms per employee in 2021. The figure was still 495 kilograms in 2020 and 584 kilograms in 2019. Average CO<sub>2</sub> emissions in grams per kilometer of the German vehicle fleet amounted to 127 grams per vehicle in 2021, down from 134 grams in 2020 and 146 grams in 2019. In absolute figures, the CO<sub>2</sub> emissions of DEKRA's company car fleet in Germany totaled 6,402 metric tonnes in 2021, 369 metric tons of which were compensated by CO<sub>2</sub> certificates. By way of comparison, 366 metric tons were compensated by CO<sub>2</sub> certificates in 2020. Overall, business travel (by plane, rail, and car) by DEKRA employees in Germany produced average emissions of 1,382 kilograms of CO<sub>2</sub> per employee (2019: 1,849, 2020: 1,436).

Lastly, it should not be forgotten that we promote our employees' use of public transport and bicycles to travel to and from their places of work. For example, at our headquarters in Stuttgart, we offer a subsidized company ticket for the public transportation network and a bike leasing model, which has already been taken up by more than 1,600 employees.

## GERMANY

### CITY CYCLING FOR THE CLIMATE



For 21 days, make as many everyday journeys as possible in a climate-friendly way by bicycle instead of by car – this is the idea behind the "city cycling" competition, which was launched in 2008 and is held annually in numerous cities and municipalities in Germany and, since 2017, in other countries as well. In 2021 and 2022 the DEKRA biker team was among those at the start in Stuttgart. While in 2021 a total of 17 bikers cycled almost 4,500 kilometers in three weeks, in 2022 41 cyclists covered more than 11,100 kilometers. Not only was this good for the riders' own health, but it also made a valuable contribution to the climate – in the form of a CO<sub>2</sub> reduction of around 660 kilograms in 2021 and more than 1,700 kilograms in 2022.

## GERMANY

### SELF-DRIVING E-SHUTTLES IN HAMBURG



"emoin" is the name of a pilot project in the Bergedorf district of Hamburg, in which self-driving minibuses with electric drives were used as on-demand transport over a period of six weeks in the fall of 2021. DEKRA was one of five collaboration partners supporting the project along with transport company Verkehrsbetriebe Hamburg-Holstein GmbH (VHH), Continental, the German Aerospace Center, and French minibus manufacturer EasyMile. The three battery-powered shuttles, which can carry 12 people each, are designed to fill the "first and last mile" gap between one's home and closest public transport stops. A team from the DEKRA Technology Center in Klettwitz has already supported EasyMile with technical expertise as a partner in similar projects in places such as Frankfurt and Gera.

## NEW ZEALAND

### EN ROUTE TO AN ENVIRONMENTALLY FRIENDLY FLEET



DEKRA subsidiary Vehicle Testing New Zealand (VTNZ) has developed a plan for ecological sustainability. One core objective is the switch to a vehicle fleet consisting entirely of hybrid and electric models by 2030. This commitment to modernize the VTNZ fleet is in line with the New Zealand government's electric vehicle program, which aims to decarbonize the country's transport sector. The switch to a fully hybrid fleet will significantly reduce VTNZ's fuel consumption and thus CO<sub>2</sub> emissions. Replacing older vehicles with newer, more sustainable models also brings with it the benefit of improved safety features. At VTNZ, intensive thought is also being given to the additional services with which owners of electric or hybrid vehicles can be efficiently supported in addition to the testing business.



**SIMON VOGEL**  
HEAD OF BRANCH SUPPORT &  
PROCESS DEVELOPMENT + SUSTAINABILITY  
REGION GERMANY

"One of the most important sustainability goals is that we minimize negative climate impacts. Which is why it is crucial that we realize greenhouse gas reduction projects."





EMPLOYEES & SOCIETY

# CREATING ADDED VALUE THROUGH TEAMWORK AND CIVIC ENGAGEMENT



A company's sustainability is not only expressed by the reduction in its carbon footprint, but also by indicators such as internal and external social responsibility. Many factors play a role here, for example, respecting employees' rights, promoting equal opportunities, providing health care, ensuring employee qualification, respecting human rights, and supporting social and environmental projects.

It cannot be overstated how important the values of mutual respect, integrity, and loyalty are to ensuring social cohesion and sustainable company growth in light of the disruptive trends impacting many aspects of our daily lives. DEKRA is well aware of their importance, which is why they play a pivotal role at the company. The safe handling of technology and the protection of people and the environment are deeply embedded in our DNA. At the same time, they are strategic success factors that have positive internal and external impacts.

NETHERLANDS

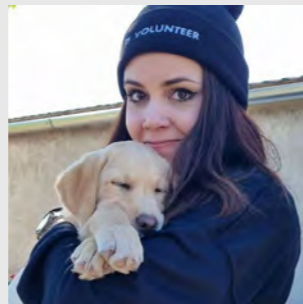


### CLEAN NETHERLANDS

Garbage bag and grabber in hand – let's clean up! In fall 2021 and again in fall 2022, a good number of DEKRA Netherlands colleagues took part in the "DEKRA Doel" campaign. The initiative ensures that the areas around the DEKRA offices in Arnhem, Alkmaar, Capelle aan den IJssel, and Utrecht are cleared of trash. In this way, the respective teams contribute to a clean, trash-free Netherlands.



HUNGARY



### ACTIVE SUPPORT FOR GUIDE DOG TRAINING CENTER

Practical corporate social responsibility in the form of volunteering has always been a part of the culture at DEKRA's IT Nearshore Center in Budapest, Hungary. The previous two years, the team had fulfilled the Christmas wishes of children in need and supported an animal rescue organization. In 2022, its volunteering activities focused on a guide dog training center. Based in Csepel, a suburb of Budapest, and operated by Hungary's National Association for the Blind and Visually Impaired (MVGYSZ), the center not only trains the guide dogs but is their home until the end of their training.

At the center's request, the DEKRA team sanded and repainted the fences around the extensive site, a task which the center's employees could not have managed themselves because the center receives very little government support and is mainly funded by donations. A total of 45 DEKRA employees from all IT areas – around half of the team – participated and brought the tools needed to do the job. At the same time, they gained fascinating insights into the center's work. For example, they were shown how the dogs are trained to cope with various situations and how they are taught to behave and guide their owners. The DEKRA employees also learned how they can provide efficient support to visually impaired road users. All in all, the activity was extremely valuable to everyone involved.



# STRONG PEOPLE FOCUS



At DEKRA, we cultivate a culture of collaboration and trust in all areas and at all locations worldwide. Teamwork, mutual trust, loyalty, and integrity are the foundations of our cooperation, and are integral to our DEKRA values. Ultimately, the expertise, ideas, and reliability of our employees are our most important resources. It therefore goes without saying that we respect and value cultural, social, political, and national diversity in our workforce and in the countries and societies in which our company operates. In addition, we support the right to freedom of expression and privacy. We are also committed to ensuring that the company and its supply chain respect international labor rights, for example International Labour Organization (ILO) guidelines and standards.

The DEKRA Social Standards are also based on ILO standards and cover discrimination and disadvantage, equal opportunities, occupational health and safety, working time and remuneration, freedom of association and co-determination, freedom of expression and privacy, as well as the exclusion of child labor, forced labor, slavery, and human trafficking. In addition, DEKRA is fully committed to the principles of the UN Global Compact and to respecting employees' rights within its sphere of influence. Our partners in the supply chain likewise require and monitor respect for employees' rights by means of appropriate standards and multi-stage sustainability processes in procurement.

In addition, our employees are invited to regularly contribute their own ideas and suggestions for improving sustainability via contacting the sustainability management, the DEKRA Employee Platform (digital collaboration platform), or the general idea and innovation management systems. Furthermore, sustainability is the subject of regular internal campaigns and systematic ideas competitions. As a matter of principle, we want to further promote and expand our employees' participation in sustainability management.



USA

### ENHANCING WELL-BEING



DEKRA North America works with Virgin Pulse to promote the health and well-being of its employees and proactively encourage them to adopt healthy lifestyles. The concept includes an online program with a wide variety of health and fitness activities. These range from promoting proactive health care to tracking daily steps or using the library of short lessons on a variety of health topics, such as sleep, stress reduction, healthy eating, and improving physical performance. There are rewards for participating in each activity. In addition, there is an app that serves both as a medium for exchange and as a community forum that invites people to participate in occasional motivational competitions. Roughly 50 percent of employees are signed up with Virgin Pulse and close to 100 health risk assessments were conducted in 2021 alone. The aforementioned rewards for participants from the health and fitness activities are estimated to be worth around \$30,000.



MELISSA JORDAN

GENERAL MANAGER PEOPLE AND CULTURE SOUTHERN AFRICA OCEANIA  
REGIONAL SUSTAINABILITY MANAGER  
REGION ASIA PACIFIC

"Living sustainably is a challenge for us all. We need to think and do things differently. In DEKRA APAC we are committed to the journey, that is required, to protect the environment and create a socially responsible and inclusive workplace."







## A SUSTAINED FOCUS ON ENHANCING THE DEKRA WORKING EXPERIENCE



Dialog with our employees plays an extremely important role when taking any measures. In 2017, we introduced a biannual employee survey, polling their views and perceptions of their experience working at DEKRA. We carried out our third global employee survey in 2021, canvassing some 28,400 employees from 37 countries across all DEKRA regions. 20,680 employees took part, which equates to a response rate of 73 percent. The subsequent follow-up phase is just as important as the survey. The results are discussed systematically by the teams and used to develop team-specific measures. In 2021/2022, 94 percent of the planned team discussions took place – 1,254 team discussions worldwide. 4,601 measures were defined as a result. Furthermore, the regions defined targeted measures for themselves and the countries in order to address the specific feedback from employees. As a result, DEKRA is working on six engagement plans tailored to the respective regions and the specific feedback received.

In the 2021 survey cycle, the focus areas most frequently discussed by the teams were remuneration and recognition, infrastructure and processes, communication within the teams, and talent management and staffing. By actively communicating initial success stories relating to measures that have been implemented and by specifically involving management, we are working every day toward improving our employees' working experience.

USA

### GREAT SUPPORT FOR EMPLOYEE SURVEYS



Just like all DEKRA locations worldwide, DEKRA North America regularly surveys its employees. These Global Engagement Surveys (GES) offer employees the opportunity to think about their workplace, and to proactively participate in the company's development. In 2021, DEKRA North America also initiated a quarterly survey to determine whether the measures being taken were having the intended effect. It is also useful for identifying new areas to consider before the next GES. Participation in the latest survey was even higher than previously, at 91 percent.



JENNIFER MCKELVEY

SENIOR VICE PRESIDENT QUALITY, EHS, SUSTAINABILITY, OPEX  
REGIONAL SUSTAINABILITY MANAGER  
REGION AMERICAS

"Sustainability is a natural extension of our commitment to safety as a value. At the center they are both about care for people. Improving the workplace for people. Progressing society for people. Addressing climate change and the environment for people. The commitment and responsibility is toward people now as well as in the future. When I consider the impactful work we do globally with respect to sustainability and the impact it has on people at DEKRA, at our clients and in communities, our responsibility for taking action and making improvement demands intention and urgency. I'm proud and energized to be part of DEKRA's efforts in sustainability as an imperative to - quite simply - make the world a better place. Safer. More Secure. More sustainable."



## COMMITMENT TO EQUAL OPPORTUNITIES AND DIVERSITY

As a modern employer, we also attach great importance to issues such as work-life balance and employee development. We employ people from over 100 nations. Their different perspectives and backgrounds in terms of international origins, interculturalism, gender, age groups, or training histories help us to continuously grow our expertise, find innovative and sustainable solutions for our customers, and continue to offer expert services that meet the challenges of today and tomorrow. In this context, we are also committed to diversity and equal opportunities. We do not tolerate any form of discrimination or disadvantage based on gender, age, ethnic origin, skin color, homeland, social background, nationality, religious or political beliefs, sexual orientation, or physical disability.

We are also working to further increase the diversity of our management team in terms of nationality and gender. By 2025, we aim to gradually increase the proportion of female managers in our general management team (Level 1 to Level 3) by more than 15 percent compared with 2019. Overall, we are taking a systematic approach to promoting diversity, anti-discrimination, and a welcoming environment in our workforce. We are on track to achieve our diversity goals and are monitoring our progress internally. The DEKRA principles are integrated in the DEKRA Diversity, Inclusion and Equal Treatment Policy we have adopted as a Group-wide standard in support of our aim to be an inclusive organization.

The policy describes our values for diversity, inclusion, and equal treatment, and explains how we seek to embody these values both internally and externally. It is also intended to serve as a framework for expanding the diversity and heterogeneity of our workforce, preventing discrimination, eliminating stereotypes, and promoting equal opportunities. We want to enable each employee to achieve their full potential and enjoy respect in an open working environment. We have affirmed our commitment by becoming a signatory to Germany's "Charta der Vielfalt" (diversity charter). The DEKRA Group as a whole signed this charter in 2022 and focuses mainly on the following aspects:

- Gender and gender identity
- Physical and mental abilities
- Ethnic origin and nationality
- Age
- Religion and belief
- Sexual orientation
- Social background

DEKRA does not tolerate discrimination and harassment. Employees around the world can report any breaches by contacting their regional compliance officer or using the central whistleblowing system. The importance we attach to inclusion is reflected in, for example, our Representative Body for Disabled Employees, which fosters the integration of disabled people into the organization, advocates for their interests, and provides advice and assistance.

GERMANY

### DIVERSITY PROJECT WITH THE UNIVERSITY OF AALEN

"Implementing diversity management in our company is a marathon and not a sprint." This was the motto of a joint University of Aalen and DEKRA project that ran from October 2021 to March 2022. The university's Faculty of Business and Economics' Health Management study area had developed a training concept for the expert organization – based on a status quo analysis – in order to make human resources employees and DEKRA managers even more aware of the importance of diversity and inclusion in the company. At the same time, the concept also contained recommendations for action with regard to structures and processes to be implemented in order to further promote diversity and inclusion at DEKRA and to proceed in a goal-oriented manner to the next stages following the signing of the Charta der Vielfalt (diversity charter).



GERMANY

### CHRISTOPHER STREET DAY PARADE SAFETY

After two years of coronavirus pandemic restrictions, a large, colorful, and sometimes garish Christopher Street Day (CSD) parade made its way through Berlin once again in July 2022. Some 25 DEKRA employees were also on hand to ensure the parade vehicles were safe on the day. The fastenings of ladders, stairs, and railings were checked, and the standing and dancing areas on the vehicles were checked for slip resistance

and trip hazards, such as cables. The mounting and electrical installation of the music systems and loudspeakers on the vehicles, the safety of the power supply, the mounting of decorations, and fire protection were all also critically scrutinized. Of course, the vehicles themselves also needed to be roadworthy. Only then could they be given a rainbow-colored DEKRA sticker for passing the test.





# ENSURING OCCUPATIONAL HEALTH AND SAFETY




In line with our corporate vision of becoming the global partner for a safe, secure and sustainable world, we are especially committed to occupational health and safety. Our quantitative and qualitative targets in this area are aimed at preventing accidents at work, further improving occupational safety, and eliminating potential hazards. By 2025, we aim to reduce our accident rate by 30 percent relative to 2018. We require that the provision of safe and healthy working conditions is ensured and that the relevant national occupational safety standards are complied with as a minimum. Internal developments in the field of health and safety and the relevant performance indicators are monitored and assessed as the basis for deriving and implementing potential improvement measures.



In 2021, the COVID-19 situation and the protection of our employees were at the forefront of our health and safety activities. A global network of Environment, Health & Safety managers constantly monitored the coronavirus figures in their respective countries and were therefore able to take measures to stop the disease from spreading. In addition, hygiene plans were regularly adapted to the constantly changing regulations issued by governments. The large number of coronavirus vaccinations that were organized and administered – particularly in the region Germany – should not be forgotten.

Fewer business trips were taken in 2021 – this was also the case in 2020. There was an increase in remote working, which resulted in a further reduction in accidents at work worldwide. The Healthy@Work communication campaign also provided tips and ideas to encourage healthy working and social interaction, to provide support, and to motivate people to keep going during the coronavirus pandemic.

Site-specific corporate health promotion programs are being implemented. These include health courses and advice on preventive measures, training on stress management and healthy eating, back fitness training, and some company sports groups. DEKRA's global internal EHS program was also launched in April 2022. Divided into the three levels of #safety4me, #safety4you, and #safety4us, this program is intended to increase all employees' awareness of health and safety at the workplace and encourage them to think more about measures that could improve safety at the workplace and on journeys to and from work. The program is based on continuous communication, for example using video clips, best practice examples, and tips from internal safety experts. Global EHS meetings have also been introduced to boost communication within the DEKRA EHS community. As official partner for the Healthy Workplaces campaign organized by EU-OSHA (the European Union information agency for occupational safety and health), we have been showcasing our mission to create a healthy, safe, and sustainable (working) world since 2020, and we have been able to communicate our expertise in webinars.

**INES PHILIPP**  
PROJECT MANAGER ENVIRONMENT, HEALTH AND SAFETY (EHS)

"We at DEKRA used World Heart Day on September 29, 2022, to create further momentum for the global internal EHS program and explore the importance of a healthy cardiovascular system. In this context, I was able to ask our CEO Stan Zurkiewicz what #safety4me, #safety4you, and #safety4us mean to him. A global exercise campaign is aimed at motivating all employees to incorporate exercise into their everyday routine. A healthy lifestyle does not just mean ensuring enough physical activity, but also a balanced diet rich in vitamins, regular breaks for relaxation, and good-quality sleep. That is why you should keep active and take care of both body and soul to provide enough positive energy to stay healthy."

GERMANY

## HEALTHY CUISINE



By selecting the appropriate products and ingredients, you can set the course in your own kitchen for eating sustainably, improving your performance, and promoting your health. In the fall of 2021, DEKRA demonstrated the important aspects of this at four themed evenings. In addition to practical tips, tricks, and simple recipes, there was also a focus on aspects such as superfoods and food for the brain.

GERMANY

## MOBILITY MEETS YOGA

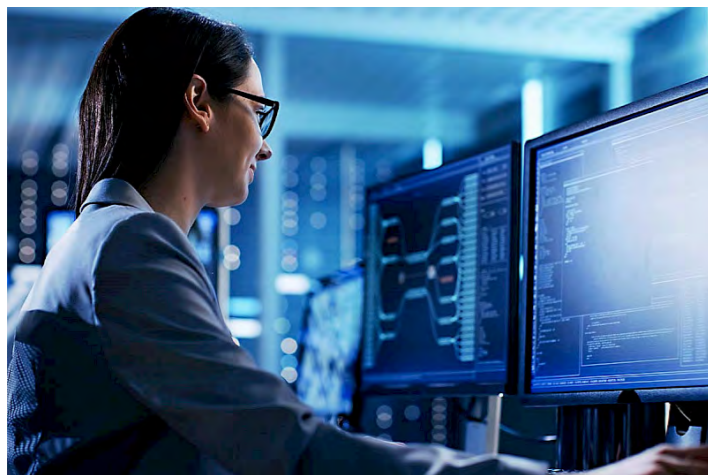


In the fall of 2021, to get the day started on an active path, DEKRA organised half-hour exercise sessions first thing in the morning in Germany. A colorful mix of yoga routines, fascia training, and stretching exercises was the order of the day. The participants did not have to worry about breaking out in a sweat. After all, it was not about top performance, but about personal well-being. And the consensus was that a morning session like this wakes you up more than any amount of coffee can. The beginners' and advanced courses offered by DEKRA on the topics of resilience, mindfulness, and relaxation were also a perfect fit to complement the exercise units.





## CONTINUOUS EMPLOYEE QUALIFICATION



As has already been stressed several times in this Sustainability Magazine, our employees' expertise is the basis for the quality and reliability of our services – and therefore for DEKRA's success. This is why the company attaches such great importance to employee education and training. Our aim is to increase the average number of annual training days per employee to more than five by 2025.

The DEKRA Academy is one of the largest private training providers in Germany and DEKRA uses its expertise in this field for its internal education and training. This spans support for our apprentices and trainees, through to the qualification program for our DEKRA test engineers and the advanced development training of future leaders and management staff. We also offer courses in foreign languages, first aid, time management, and stress management.

At DEKRA, the digital transformation process of education and training activities is powering ahead. Numerous innovative tools such as the global DEKRA learning management system (LMS) enable us to provide digital learning content flexibly to specific target groups from a central location – and in more than 20 languages. Users decide for themselves when, where, and how fast they want to learn. The learning content remains permanently accessible so that users can consult it as a reference source or research content that is of interest to them. Lifelong learning is thus a reality for all our employees.

Lifelong learning increasingly also means empowering our employees in the context of digitalization, and the DEKRA DIGITAL Academy was created specifically for this purpose: as a space for learning, exchanging ideas, and discussing topics that concern us now as a society, and will continue to do so in the future. The DEKRA DIGITAL Academy is accessible via the LMS and provides content on all aspects of digital transformation and future technologies. These include topics such as the Internet of Things (IoT), blockchain, big data, cyber security, functional safety, and artificial intelligence. Sustainability training developed by DEKRA is also available via the global LMS. It includes modules on social, economic, and environmental sustainability in general and at DEKRA. Close to 80 percent of employees worldwide with access to the LMS have successfully completed the sections "What is sustainability?", "Why is sustainability so important and what are our goals?", "Social responsibility, human rights, diversity & anti-discrimination", "Governance, ethics & integrity", and "Climate & environment."

POLAND

### GOING GREENER WITH MISTER GREEN



Mister Green: an eco-superhero with a wide range of tips, for example on saving water, buying "zero-waste" products with no packaging waste, or separating waste efficiently. He is the main character in an information campaign for customers and employees launched by DEKRA Poland in the second half of 2021, promoting everyday activities to protect the environment and life in line with the idea of sustainable development. Short animated films featuring Mister Green are regularly published on DEKRA's Polish social media channels for this purpose. Incidentally, the eco-superhero is also the face of DEKRA employee campaigns, for example, for the collection of used batteries and waste paper. DEKRA Poland has also been involved for many years in the Polish Green Building Council association's #GreenUP campaign to promote sustainable construction. Within DEKRA Poland, there are also many efforts underway to reduce its ecological footprint. For example, the printing of documents has been reduced to an absolute minimum, and audits, training sessions, and business meetings are increasingly taking place online. In addition, conventionally powered company cars have been replaced by hybrid vehicles. Last but not least, DEKRA Poland's legal department in Warsaw has its own sustainability officer.

20.680

participants  
employee survey 2021

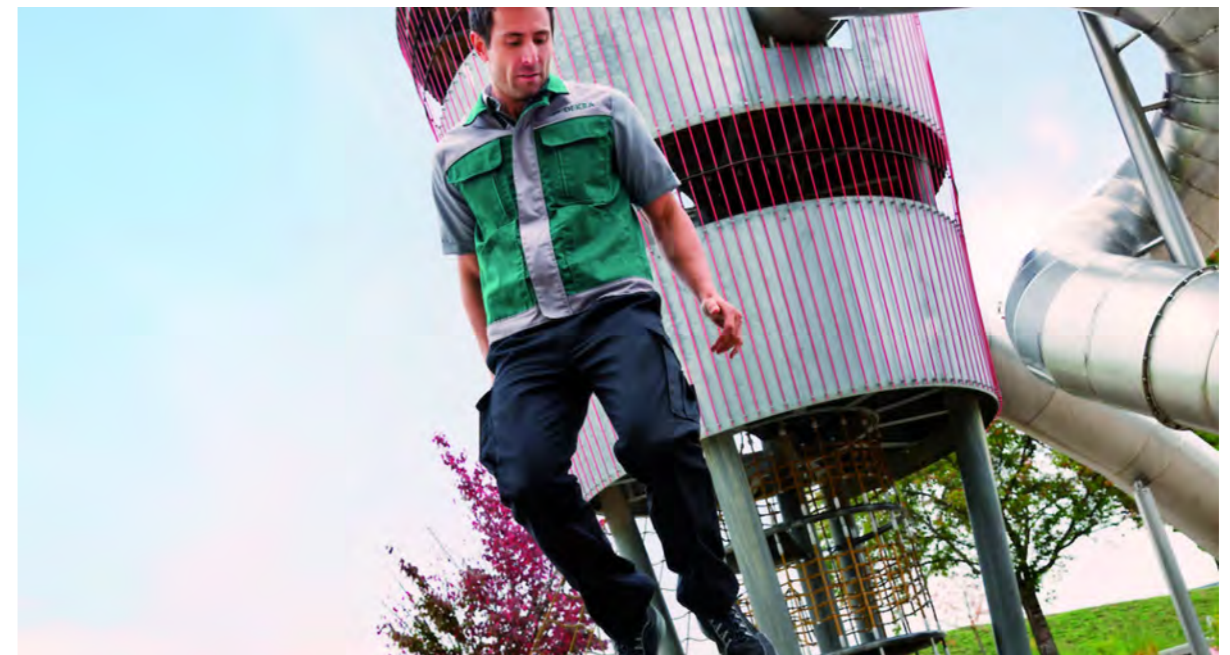


## COMMITMENT TO THE COMMON GOOD

Our contribution to sustainable development in society at large has many facets. Alongside our targeted expert services for customers all over the world and numerous internal measures, community engagement is also very important. We support social and ecological projects such as reforestation and local environmental education in regions where forests are under threat as well as charitable initiatives. For example, DEKRA was involved in establishing the HYRAZE League, a new racing series aimed at creating a zero-emission, safe, and sustainable form of motorsport competition. For almost 20 years, DEKRA has also been working to protect school first-graders by distributing its popular red baseball caps to them as a means of raising road safety awareness. Almost three million caps have been handed out as part of the campaign to date.

We play an essential role in promoting safety in the environment, industry, and society, and thus for the community as a whole, thanks to our services and expertise, not only in the fields of road and occupational safety, but also through inspecting the safety of public children's playgrounds and analyzing drinking water safety, for example. Furthermore, we support local initiatives such as those promoting biodiversity close to our sites.

With the DEKRA Award, we also recognize initiatives, innovative products, and exemplary services in the brand new categories of Safety, Security, Sustainability, and Start-Ups. Through this award, the prestigious independent jury honors outstanding ideas that contribute to eliminating relevant mechanical safety and security deficits, increasing digital security, and improving the living conditions and safety of current and future generations. Start-ups that are active in one of the three named categories are also recognized.



## RESPONSIBLE BUSINESS ETHICS



As a supporter of the UN Global Compact, DEKRA is committed to ensuring the greatest possible sustainability in the supply and value chain as well – from procurement to internal processes and the further and new development of services by our Service Divisions, right through to customer relations. In this context, analyzing human rights risks within our business operations is also a high priority.

Monitoring the ecological, social, and economic impacts of products and services throughout their entire life cycle is an absolute must for any company that aims to operate sustainably. Ultimately, they include impacts on the environment and social development, among other things, which should not be underestimated. Although we are a service company with no production facilities causing such impacts, we at DEKRA continually assess both the positive and negative effects of our business activities, which are addressed by the relevant departments such as EHS (Environment, Health and Safety), Compliance, Sustainability, Quality, Procurement, Human Resources, Innovation, and Sales.



### GERMANY



#### SUSTAINABLE TECHNICAL INSPECTION

We are currently carrying out a pilot project to calculate the carbon footprint of our services. We started with our largest service area, the periodical technical inspection (PTI) of vehicles. To this end, we conducted a pilot study at a German test facility, which showed that the PTI of a standard vehicle with an internal combustion engine in Germany causes 4.3 kilograms of CO<sub>2</sub>. By way of comparison, the PTI of a plug-in hybrid vehicle causes 3.3 kilograms of CO<sub>2</sub>, falling to 2.1 kilograms of CO<sub>2</sub> for a battery electric vehicle. The results include the distance traveled by the vehicle during the brake test, idling during the general inspection, maintenance products like lubricants and filters, paper for the customer's general inspection certificate, flashlights and fluorescent lamps for the body inspection, the power consumption of the devices, and the energy consumed by the air-conditioning system in the test facility.

Our expert services are having a positive societal impact in the field of education as well. We offer integration and language courses to refugees and, together with cooperation partners, targeted vocational training to help them become bus drivers, for example. We also support dual training of nursing staff in Europe (for example, in Albania and Serbia) and South America (for example, in Brazil). The DEKRA Group is a major employer, creating jobs in many different locations. This is another way in which we are making an important contribution to society. DEKRA was named one of the "Diversity Leaders 2020" by the Financial Times and "Top National Employer 2020" by FOCUS magazine. According to a comprehensive survey by Statista on behalf of Stern magazine, DEKRA also ranks among "Germany's Best Employers 2022", placing sixth in the "Consulting, Research and Technology" category (2021: ninth place).

We have been committed to improving road traffic safety for almost 100 years: with regular vehicle inspections, accident analyses and accident research, with crash tests, public outreach, and by participating in national and international committees. The DEKRA road safety report, which has been published in multiple languages since 2008, is a key part of this commitment. The mandate for safety that we have held since our company was established has been evolved in the context of our strategy.

Whether on the road, at work, or at home: in all essential areas of life, DEKRA's experienced experts enhance safety. We aim to have realized our vision of being "the global partner for a safe and sustainable world" by the time we reach our centenary year. That is why we will continue to expand our social commitment and the related partnerships and initiatives to support sustainability.



### EU-LEVEL

#### RELIEF EFFORTS FOR UKRAINE

In view of the war in Ukraine, DEKRA's management board has decided to immediately stop all current and future investments in Russia and to limit business activities in the country to an absolute minimum. There is also an aid fund for unbureaucratic support to local DEKRA aid campaigns. A total donation of 200,000 euros went in equal parts to the "Deutschland hilft" alliance and the Red Cross. Many branches, as well as individual DEKRA employees, have been actively involved in relief efforts for Ukraine and are continuing with this commitment. The efforts are financially supported by the special fund created for this purpose. Branches in Cottbus, Duisburg, Reutlingen, and Stuttgart have, for example, collected donations in kind and organized and arranged transport. The Essen branch has made the test lane of a remote office available as a storage facility for relief supplies. DEKRA Academy colleagues from Poland and Slovakia started their own initiative looking for accommodation for refugees and even took some in themselves. The Hanover branch participated by helping Ukrainian school children with a donation of well-known, red DEKRA children's caps.





## STRICT REQUIREMENTS FOR SUPPLIERS

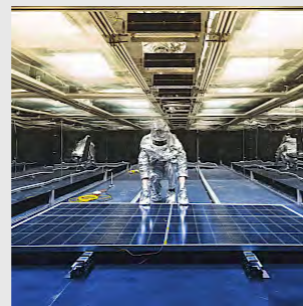


DEKRA's value-added chain is always anchored in the know-how of our experts, which is kept in line with the state of the art and the highest safety standards thanks to continuous training and development. However, the provision of our services naturally also requires the procurement of products and materials such as office supplies and test equipment. In the context of our supply chain management, we require strict compliance with minimum sustainability standards from our suppliers and their subcontractors, and we audit them for compliance. This is defined in the "Sustainability in Procurement Guideline", the "Sustainability Supplier Code of Conduct", and in DEKRA's general terms and conditions of purchase. We expect our suppliers to conduct themselves responsibly from a social, economic and ethical (human rights, non-discrimination, ILO standards, safety at work, compliance), and ecological (climate protection, pollution, environmental management system) perspective.

When it comes to monitoring DEKRA suppliers, our needs- and risk-based audits play an important role. We aim to check 100 % of our suppliers with respect to sustainability. In addition, all Global Procurement employees are regularly trained on the topic of sustainability in supply chain management. Where necessary, we also encourage our suppliers to take part in any appropriate training courses, making all relevant documents available to them or offering them courses.

**100%**  
of global purchasing  
staff trained on  
sustainability

ASIA



### SAFE PHOTOVOLTAIC COMPONENTS

The Chinese solar industry's demand for high-quality testing and certification services has been growing steadily for years. And not without good reason. China is the world's largest manufacturer of solar modules. Against this backdrop, DEKRA opened its new Renewable Energy Testing Center in Baoshan, Shanghai in September 2022. As the expert organization's largest and most state-of-the-art solar laboratory to date, the DEKRA Renewable Energy Testing Center offers a broad and diverse service portfolio across some 2,600 square meters, covering testing and certification along the entire solar value chain: from raw materials to components and modules, to power plant operation and low-carbon certification. Our expertise in renewables helps both established and emerging energy markets to optimally meet the growing demands for "green electricity", and to bring safe and efficient photovoltaic systems to global markets. As part of this, DEKRA has also joined the "Green League" of the China Green Supply Chain Alliance (China ECOPV Alliance). The alliance is a collaboration and communication platform that promotes the professional development of a green supply chain for the photovoltaic industry. ECOPV's goal is to apply advanced green photovoltaic technology throughout the life cycle – from procurement and production to the use and recycling of photovoltaic materials.



## HUMAN RIGHTS ARE OF PRIME IMPORTANCE



As a service company, DEKRA has also been fulfilling its human rights due diligence. In other words, we respect internationally recognized human rights within the company and the supply chain, and are committed to the Universal Declaration of Human Rights (UDHR) of the General Assembly of the United Nations, and to the European Convention on Human Rights (ECHR). DEKRA's Social Standards embody our policy on respect for labor and human rights, and set forth the relevant processes for its effective implementation. They pick up the requirements of the UN Guiding Principles on Business and Human Rights, the German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains, and the National Action Plan (NAP) for Business and Human Rights in Germany.

In this context, DEKRA welcomes the enactment of the German Supply Chain Act and assumes responsibility for protecting human rights in its sphere of influence, which covers both the supply chain and the company's own employees. As the implementation and roll-out of this act will impact our decentralized organizational structure, our departments are working hard to find a solution that uses automated workflows as far as possible.

In our global procurement activities, we have established standards and processes for purchasing and supply chain management that focus on human rights and sustainability, and developing these further is an ongoing process. Moreover, in 2021, we started building the necessary capacities to conduct a comprehensive analysis of the human rights risks within our supply chain. Similarly, human rights risks, compliance auditing, and implementation of the DEKRA social standards have been a part of our internal risk management since 2020.

By the start of 2023, DEKRA plans to have fully implemented the structures and processes necessary for complete risk management, including risk analysis, as well as the introduction of preventive and remedial measures based on this. The project also includes reviewing and, where necessary, improving the current complaints system, as well as introducing structural reporting.



VERENA ZAMBOTTI

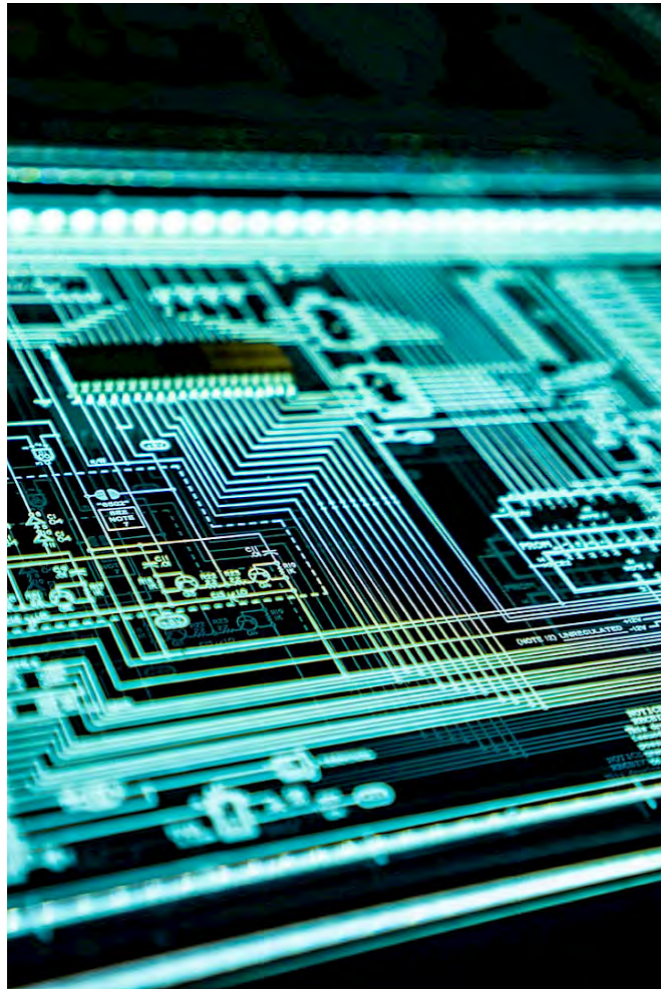
REGIONAL LEAD COUNSEL ITALY  
REGIONAL SUSTAINABILITY & COMPLIANCE MANAGER  
REGION CENTRAL EAST EUROPE & MIDDLE EAST

Verena Zambotti has the role of imparting the values integrity, compliance and sustainability for the DEKRA Region Central East Europe & Middle East.





# INNOVATION AND DIGITALIZATION CONSTANTLY DRIVE DEKRA FORWARD



As an expert service provider in the fields of safety, security and sustainability, we are constantly working to be a preferred partner for future technologies and processes, both now and in the future. Innovation and future viability are therefore particularly important to us, and are among our core sustainability principles. We aim to deploy our expertise to provide our partners with the best possible support in meeting the societal challenges and trends of today and tomorrow, including digitalization, connectivity, and climate change. We are continuously developing our services in this context within an increasingly disruptive market environment.

DEKRA's strategy also includes investing in innovative companies and start-ups. Against this backdrop, DEKRA DIGITAL is promoting the digital transformation and acts as an incubator for new digital ideas, services, and business models. An international team based at four European locations is developing new services in the area of digital security. Together with partners such as start-ups and universities, DEKRA experts are working on digital trends and technologies such as cyber security, future mobility, artificial intelligence, the Internet of Things, blockchain, and big data. One example is the DEKRA Safety Index, a data-based algorithm for measuring driving behavior neutrally and objectively. It was developed with the goal of reducing the number of traffic accidents and contributing to DEKRA's Vision Zero of no fatalities or serious injuries on the roads.

Furthermore, we are optimizing our services with regards to resource conservation as well. Examples include the "DEKRA i2i" damage appraisal app, which enables remote appraisals, training concepts that are being developed at DEKRA Akademie using virtual and augmented reality, and "VALTO 360", a Software-as-a-Service platform that provides a visual overview of customers' plant facilities, buildings, assets, and equipment, enabling the simple and efficient management of large-scale material testing and inspection, as well as industrial and building inspections. It eliminates the need for most of the travel associated with conventional services, thus avoiding the associated emissions.

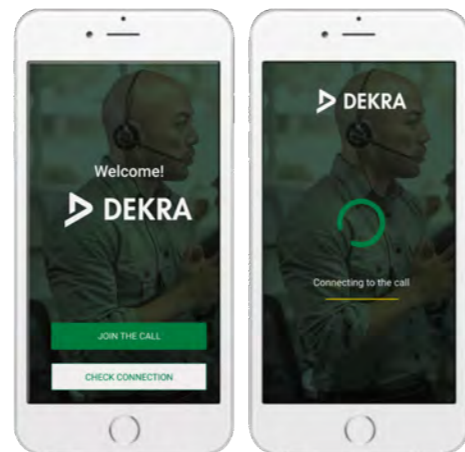


NEDERLANDS



## INTEROPERABILITY BETWEEN ELECTRIC VEHICLES AND CHARGING STATIONS

The electrification of vehicles is a strong global trend. An ever-increasing variety of electric cars and charging stations are becoming a common sight in cities around the world. To ensure safe, seamless, and protected charging of electric vehicles, so-called interoperability – i.e. correct communication between vehicle, charging station, and back office – is an increasingly important challenge. In the Dutch city of Arnhem, DEKRA operates the world's most comprehensive laboratory for testing charging infrastructure for electric vehicles. Since 2021, the DEKRA laboratory has been testing interoperability against important standards such as CharIN (CCS), EV Ready, CHAdeMO, OCPP and ISO 15118. Furthermore, as DEKRA also scrutinizes regulatory aspects such as safety, electromagnetic compatibility (EMC), and robustness of charging stations, the laboratory is able to perform tests across the entire range of electrical vehicle supply. The test engineers in Arnhem evaluate over 180 aspects of the communication between charging station and electric car. They test different power levels and charging speeds, for example, and check in a controlled area whether the charging stations can withstand extreme weather conditions.



# NEW FOCUS AREAS FOR IMPLEMENTING THE COMPANY'S VISION

Expanding our organizational vision was paired with strategic priority setting in 2021. DEKRA is thus concentrating on five focus areas, which represent significant areas of growth: "AI & Advanced Analytics", "Future Vehicle & Mobility Services", "Remote Services", "IT & Cyber Security Services", and "Sustainability Services".

We will be refocusing our expertise, addressing current challenges, and leveraging all the opportunities available for future growth. This is how DEKRA will become the global partner for a safe, secure, and sustainable world.

The Corporate Focus Area Sustainability Services aims to support DEKRA customers and their supply and value chains in their own sustainability development by providing suitable technological, organizational, and human resources services. To achieve this, DEKRA is focusing on three core areas across all Service Divisions and regions: the energy transition, ESG (environment, social, governance), and the circular economy. DEKRA is building its global portfolio in these three areas based upon its existing services.



With regard to the energy transition, DEKRA tests, inspects, certifies, supports, advises, and qualifies its customers with customized services and solutions along the entire life cycle in the most important technology fields of wind energy, photovoltaics, hydrogen, lithium-ion batteries, charging and storage technology, buildings and infrastructure, as well as materials, chemicals, and processes.

In the area of ESG, DEKRA provides numerous services along the entire value-added chain in most industries, such as certifications, validations, inspections, tests, appraisals, calculations, training, and consultations. DEKRA also supports companies in areas such as due diligence, carbon footprint, greenhouse gas emissions, risk management, health and safety at work, environmental protection, energy management, social standards, and taxonomy.

Last but not least, DEKRA assists consumers, retailers, supply chains, producers, and public authorities with its services relating to the circular economy. Alongside conventional testing, certification, and expert services in the areas of ground, water, air, energy, waste, materials, and chemicals, DEKRA is also expanding its global presence with further circular economy services. These include product life cycle assessments, product stewardship, green products and ecodesign, sustainability seals, condition and runtime assessments, reports and validations, as well as supply chain responsibility services.



**SEBASTIAN BARTELS**  
SENIOR VICE PRESIDENT  
HEAD OF GLOBAL FOCUS AREA SUSTAINABILITY SERVICES

„Requirements and expectations relating to the sustainability of value-added chains, companies, products, and technologies must and will intensify in the future. This affects every area of our lives, the environment, and the economy. Sustainable corporate development has long been a top priority for managers, investors, customers, and employees, and is already often considered to be a corporate value. Our comprehensive sustainability services enable us to support our customers in their sustainable development, facilitate the safe use of renewable energies and green technologies, improve the circular economy and resource efficiency, and ensure healthy and safe work processes.“





# THE SUSTAINABLE DEVELOPMENT GOALS RELEVANT TO DEKRA

Acknowledging its great importance, we as DEKRA consider sustainability to be a core part of our vision 2025: We will be the global partner for a safe, secure and sustainable world. As an expert organisation, we want to make a material contribution to the Sustainable Development Goals (SDGs). We support the SDGs with both our sustainability strategy and the sustainable focus of our services. This provides DEKRA with numerous opportunities, but also challenges that we constantly grow with.



GOAL	CHALLENGE	OPPORTUNITY
<p><b>3. Good health and well-being</b></p> <p>Ensure healthy lives and promote well-being for all at all ages</p>	<p>Our work as an independent expert organization carries weight. The results of our tests, inspections, and certifications must be reliable within the scope of testing.</p> <p>The aim of our product, vehicle, and industrial inspections, or our environmental analysis services, for example, is to promote the well-being, health, and safety of customers, employees, and the environment. It is our responsibility to ensure that society can rely on our test results.</p>	<p>Safety is at the heart of our corporate vision: we will be the global partner for a safe, secure, and sustainable world. Through our safety services, we promote health and safety for people, the environment, and technology. The services we provide embody our commitment in the fields of occupational safety, road safety, and pollution control.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>4. Quality education</b></p> <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</p>	<p>As an education and training provider, we are constantly working on the challenge of promoting the most inclusive and equitable access possible to education. One example of this is state-subsidized courses in labor market integration. Another is innovative, virtual offerings that promote lifelong learning.</p>	<p>Through our services in the field of training we offer high-quality education and training, and promote access to education. Examples of this include integration and language courses provided by DEKRA Akademie. Internally, we promote lifelong learning with an innovative global learning management system, as well as through the DEKRA DIGITAL Academy for example.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>5. Gender equality</b></p> <p>Achieve gender equality and empower all women and girls</p>	<p>As a company with a traditional focus on technology, the majority of our management and employees are male. Because diverse perspectives are important to us, we are working to promote female careers, and have set ourselves concrete targets through to 2025 with a view to increasing the number of women in our management team.</p>	<p>Beyond the general value of diversity and equality, the issue is also important to us with respect to our business strategy. In the dynamic global market in which we operate, and in the face of megatrends such as digitalization and sustainability, for which we aim to continue contributing innovative solutions, having the widest possible diversity of perspectives and backgrounds among our employees will provide us with a competitive edge. That is one reason why we are working to continually enhance diversity among our management team and employees – for example in terms of gender and international spread. As a major employer, we have the potential to help make diversity and equality integral aspects of our society.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>6. Clean water and sanitation</b></p> <p>Ensure availability and sustainable management of water and sanitation for all</p>	<p>As a service company, we also use water. Through our environmental management system, we are working to ensure that water is used as efficiently as possible.</p>	<p>Our expertise and services in relation to drinking water and groundwater protection help to make water supplies safe. Our environmental analysis services, for example, take water samples and detect environmental pollutants.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>7. Affordable and clean energy</b></p> <p>Ensure access to affordable, reliable, sustainable, and modern energy for all</p>	<p>We want 100 percent of our electricity to come from renewable sources by 2025, and we are working on developing our own production of renewable energy at various locations.</p>	<p>Next to switching our electricity supply to renewable sources, which we have already implemented in most areas, we are contributing to sustainable energy supply through our expert services – for example in the fields of renewable energy systems and energy efficiency.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>8. Decent work and economic growth</b></p> <p>Promote sustained, inclusive, and sustainable economic growth, full and productive employment and decent work for all</p>	<p>Adhering to high standards of quality, safety, and sustainability is especially challenging in times of dynamic economic change. By promoting such standards, and through our auditing of occupational safety, quality, and environmental management systems, we are constantly working to contribute to the most sustainable economic growth possible.</p>	<p>As a large-scale, attractive employer, and as a closely interconnected global business that promotes quality, safety, and sustainability standards worldwide, we contribute to sustainable economic growth through our workforce.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>9. Industry, innovation, and infrastructure</b></p> <p>Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation</p>	<p>The digitalization, automation, and interconnection of processes poses challenges from a security point of view. We aim to contribute solutions through our work in this field. We also have a responsibility for ensuring the highest possible safety standards, for example based on innovative occupational safety concepts in this era of Industry 4.0.</p>	<p>We are continually advancing our expertise in these areas. Examples include our expertise in testing automated and connected vehicle technologies at our test centers, electromagnetic compatibility (EMC) testing of electronic safety components in our laboratories, as well as the work of DEKRA DIGITAL, which is driving our digital transformation and innovation.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>11. Sustainable cities and communities</b></p> <p>Make cities and human settlements inclusive, safe, resilient, and sustainable</p>	<p>As a company that operates across several sites and thus takes up a lot of land, including within urban areas, we are striving to make our sites as sustainable as possible.</p>	<p>We contribute to the creation of sustainable cities by offering expert services in sustainable building, safety, and energy efficiency. One of the ways in which we do this is through our partnership with the German Sustainable Building Council (DGNB). We also design our own buildings to be as sustainable as possible – our new building at the Stuttgart headquarters, for example, which has been awarded the German Sustainable Building Council (DGNB) Gold Standard.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>12. Responsible consumption and production</b></p> <p>Ensure sustainable consumption and production patterns</p>	<p>We are working on promoting sustainable consumption by applying our expertise in safety and sustainability through product testing and certification. Here, we have a responsibility to ensure robust and comparable standards to drive efficient use of resources.</p>	<p>We enhance transparency and safety for consumers, such as by conducting product testing in relation to safety and environmental compatibility. In the field of green electronics, for example, we evaluate electronic products according to the EPEAT (Electronic Product Environmental Assessment Tool) standard.</p>

KEY PERFORMANCE INDICATORS

# SUSTAINABILITY IN FIGURES



GOAL	CHALLENGE	OPPORTUNITY
<p><b>13 CLIMATE ACTION</b></p> <p><b>13. Climate action</b></p> <p>Take urgent action to combat climate change and its impacts</p>	<p>As a service provider, in the course of our business activities we also consume resources (such as in our laboratories and test facilities, and energy for our offices) and produce emissions (for example, through travel and mobility-related greenhouse gas emissions) which impact climate change. We are working on the continuous reduction of our carbon footprint and on the implementation of innovative solutions.</p>	<p>We have set ourselves the goal of significantly reducing our CO2 emissions in line with scientific findings. This also creates opportunities to introduce more efficient and agile processes. We are working on making business travel (when unavoidable) as environmentally friendly as possible, and when avoidable, replacing it with virtual meetings. We are also working on enhancing digital collaboration and optimizing our vehicle fleet to reduce climate-damaging emissions. We are switching our electricity supply to renewable sources, and developing programs to improve energy efficiency and to produce our own renewable energy. We also support our customers through our services in the area of climate protection. Examples include our consulting services on climate management and carbon accounting.</p>

GOAL	CHALLENGE	OPPORTUNITY
<p><b>17 PARTNERSHIPS FOR THE GOALS</b></p> <p><b>17. Partnerships for the goals</b></p> <p>Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development</p>	<p>In an increasingly globalized world, yet in which there is a growing trend towards protectionism and nationalism, trustful global partnerships and practiced multilateralism are becoming more and more important. We are committed to worldwide cooperation, and want to be a global partner for a safe, secure and sustainable world.</p>	<p>We engage in international and global partnerships and initiatives wherever possible. For example, we support the UN Global Compact, the Vision Zero occupational safety initiative, the German diversity in business association Charta der Vielfalt, the European Road Safety Charter, and the international association TIC Council, which represents the testing, inspection, and certification industry. In all these undertakings, we actively promote the highest possible safety standards, trustful cooperation, and sustainability.</p>



CLIMATE & ENVIRONMENT

CO<sub>2</sub> EMISSIONS

	2018 <sup>5</sup>	2019 <sup>5</sup>	2020 <sup>5</sup>	2021 <sup>1</sup>
Total (t CO <sub>2</sub> ):				
Scope 1 <sup>2</sup> :	43,301	44,054	35,628	38,760
Scope 2 <sup>2</sup> :	41,639	40,034	30,919	29,056
Total (Scope 1 & 2) <sup>3</sup> :	84,940	84,088	66,547	67,816
Scope 3 <sup>4</sup> :	46,001	51,594	38,327	39,998
Relative (t CO <sub>2</sub> per Employee <sup>6</sup> ):				
Scope 1 <sup>2</sup> :	1.6	1.5	1.2	1.3
Scope 2 <sup>2</sup> :	1.5	1.4	1.0	0.9
Total (Scope 1 & 2) <sup>3</sup> :	3.0	2.9	2.2	2.2
Scope 3 <sup>4</sup> :	1.6	1.8	1.3	1.3

EMISSIONS PER EMPLOYEE



Scope 1 and Scope 2

ENERGY CONSUMPTION

	2018 <sup>5</sup>	2019 <sup>5</sup>	2020 <sup>5</sup>	2021 <sup>5</sup>
Total (MWh):				
Electricity	81,266	81,991	79,705	85,869
Heating	64,854	64,196	58,850	63,071
Electricity & Heating	146,120	146,187	138,554	148,940
Relative (MWh per employee) <sup>6</sup> :				
Electricity	2.9	2.8	2.7	2.8
Heating	2.3	2.2	2.0	2.1
Electricity & Heating	5.2	5.0	4.6	4.9

ENVIRONMENTAL IMPACT

The environmental impact was assessed in 2021 as part of the environmental management for the main companies, which comprise 98% of the employees.

DEKRA GROUP

- Scope 1 refers to heat consumption (natural gas, heating oil, bioenergy, etc.) and fleet emissions (gasoline, diesel, hybrid).
- Scope 2 relates to electricity and district heating purchases as well as fleet emissions (electric vehicles).
- Total emissions take Scope 1 and Scope 2 into account.
- Scope 3 relates to business travel emissions (car, train, plane), operational waste, fuel & energy-related emissions and fresh water procurement.
- Data refer to international data collection and projections.
- Employee numbers refer to "Active Headcount" (2017: 27,092; 2018: 27,936; 2019: 29,472; 2020: 29,967; 2021: 30,759).

2018, 2019, 2020

Extrapolations for waste, wastewater and freshwater were applied retrospectively; Scope 3 emissions increase due to additional Scope 3 categories.  
 Scope 3 business travel excludes upstream chain emissions; Emissions from business travel decrease.  
 All emission factors: Gross CV changed to Net CV: Calorific Value instead of Gross Calorific Value, thus increasing Scope 1 emissions.  
 Green power: no emissions calculated for green power; Scope 2 emissions decrease.



## MOBILITY

	2018	2019	2020	2021
CO <sub>2</sub> -Emissions from business travel (kg/employee):				
Train	11.53	0	0	0
Rental cars <sup>1)</sup>	1268	1596	1357	1354
Airplane	330	252	80	27
Total	1609	1848	1436	1382

Scope: DEKRA Germany - The figures for rail and rental car travel, and air travel are based on the evaluations of the respective contractual partners.

<sup>1)</sup> Business travel by car includes business travel by private car, here the emissions are based on extrapolations, and rental cars (evaluation of the contractual partners).

## VEHICLE FLEET

	2018	2019	2020	2021
Ø CO <sub>2</sub> emissions per employee (kg) by the DEKRA fleet <sup>1)</sup> :	668	584	495	444
Ø CO <sub>2</sub> emissions per vehicle (g/km) by the DEKRA fleet <sup>2)</sup> :	144	146	134	127

<sup>1)</sup> Scope: DEKRA Germany - based on the contractually agreed annual mileage.

<sup>2)</sup> Scope: DEKRA Germany - based on manufacturer information.

DEKRA's own vehicles were not included in 2017 to 2019 and were incorporated retroactively, so the figures are now higher.

## TYPE OF EMPLOYMENT

	2018	2019	2020	2021
Type of employment				
Full-time	90.8%	90.5%	89.3%	89.6%
Part-time	9.2%	9.5%	10.7%	10.4%

## WORKFORCE BREAKDOWN

	2018	2019	2020	2021
Europe (incl. Germany)	23,687	24,681	25,260	25,806
North America	552	578	575	586
South America	282	307	321	388
Africa	937	959	888	907
Asia	1,572	1,706	1,788	1,896
Australia/Oceania	1,025	1,052	1,135	1,166

Scope: DEKRA Group excl. TE

## BUSINESS TRAVEL BY TRAIN

Million passenger kilometers (long distance)

2018	2019	2020	2021
<b>3.38</b>	<b>4.59</b>	<b>1.35</b>	<b>3.47</b>

Scope: DEKRA Germany - using 100% green electricity from renewable energy sources and thus CO<sub>2</sub>-free (source: Deutsche Bahn)

## MATERIAL USAGE

Paper consumption (sheets/employee)



Scope: DEKRA Germany. The figures represent the annual purchasing volume.

## NUMBER OF NATIONALITIES



## EMPLOYEE FEEDBACK

	2018	2019	2020	2021
<b>&gt;20.000</b>				
Number of participants	-	19,578	-	20,680
Participation rate	-	72%	-	73%
Participation in DEKRA global employee survey (conducted every two years)				

Scope: DEKRA Group excl. TE

## EMPLOYEES & OCCUPATIONAL SAFETY

### NUMBER OF EMPLOYEES

	2018	2019	2020	2021
Total	45,197	43,961	44,063	47,854
(incl. TE <sup>1)</sup> )				
Total	27,092	29,283	29,967	30,749
(excl. TE)				
Ø Length of service (in years)	9.7	9.8	9.3	9.2

<sup>1)</sup> TE = temporary employees of DEKRA Arbeit

Scope employees: DEKRA Group (Group headcount, GHC), excluding TE

### PERSONNEL COSTS (thousand €)

2018	2019	2020	2021
<b>2,189,391</b>	<b>2,227,971</b>	<b>2,101,363</b>	<b>2,327,212</b>

## INTERNATIONALISM

	2018	2019	2020	2021
Number of nationalities in the Executive Committee	10	9	9	8
Number of nationalities in General Management	26	30	34	34
Percentage international executives on the Executive Committee	42%	43%	40%	38.5%
Percentage international executives in General Management	46%	49%	48%	40%

## QUALIFICATION

	2018	2019	2020	2021
Training costs (thousand €) <sup>1)</sup>	18,736	19,188	14,590	16,788
Training by DEKRA Automobil: <sup>2)</sup>				
Number of centrally organized events	2,796	2,817	3,145	2,544
Number of bookings	22,141	25,591	23,758	30,366
Participant days	58,779	66,391	58,908	68,902

## AGE STRUCTURE

	2018	2019	2020	2021
> 60 years	7.8%	8.1%	8.4%	8.9%
51-60 years	23.6%	23.3%	23.0%	22.6%
41-50 years	24.6%	24.7%	25.1%	25.4%
31-40 years	29.6%	29.4%	29.4%	29.4%
20-30 years	14.2%	14.2%	13.8%	13.5%
< 20 years	0.2%	0.3%	0.3%	0.2%
Ø Age in years	42.7	42.7	42.6%	42.8

## DIVERSITY

	2018	2019	2020	2021
Breakdown by gender				
Women	27.8%	27.3%	26.9%	26.9%
Men	72.2%	72.7%	73.1%	73.1%
Management <sup>1)</sup> by gender				
male	82.1%	83.0%	83.0%	82.0%
female	17.9%	17.0%	17.0%	18.0%

<sup>1)</sup> Managers: Management Level 1-3

<sup>1)</sup> Includes the external service costs of the DEKRA Group excl. TE and additional in-house services of DEKRA Automobil GmbH.  
<sup>2)</sup> These figures have to date been reliably recorded for the largest DEKRA company, DEKRA Automobil GmbH.

## WORKPLACE ACCIDENTS

	2018	2019	2020	2021
Number of workplace accidents and fatalities <sup>1)</sup>				
Workplace accidents <sup>1)</sup>	385	420	424	389
Fatalities <sup>2)</sup>	0	1	1	1

<sup>1)</sup> Workplace accidents entailing at least one day's absence

<sup>2)</sup> Number of fatalities from work-related injuries

<sup>3)</sup> Total days lost / total accidents

<sup>4)</sup> Number of registered accidents × 200,000 / number of hours actually worked

<sup>5)</sup> The figure 2019 was adapted due to a mistake in the internal report

Scope: Excl. DEKRA Arbeit, TE

### SEVERITY OF ACCIDENTS<sup>3</sup>

2018	2019	2020	2021
<b>17.6</b>	<b>18.3</b>	<b>23.0</b>	<b>24.0</b>

### WORK INJURIES

	2019	2020	2021
Rate of notifiable work-related injuries <sup>4</sup>	1.60	1.20	1.17

### CAPITAL INVESTMENTS (million €)

2018	2019	2020	2021
<b>123.7</b>	<b>128.2</b>	<b>89.6</b>	<b>100.6</b>

Investments in property, plant and equipment, and intangible assets, excluding corporate acquisitions.

### MANAGEMENT SYSTEM CERTIFICATES

	2019	2020	2021 <sup>1</sup>
Occupational health and safety management	18	24	14
Environmental management	18	22	25

Scope: DEKRA Group

<sup>1</sup> As of July 2022. Figures may also include some certifications valid from 2022 onwards. We are currently implementing the harmonized monitoring system called "GlobAC" for management system certifications and accreditations. Due to the ongoing switch to the new system data accuracy increased and therefore data are not directly comparable to previous years.

### MANAGEMENT & GOVERNANCE

#### SALES (MILLION €)

2018	2019	2020	2021
<b>3,340.5</b>	<b>3,409.0</b>	<b>3,188.2</b>	<b>3,534.8</b>

#### RESULT

	2018	2019	2020	2021
EBIT in million €				
Adjusted	242.3	227.1	195.9	226
EBIT margin in %	7.3	6.7	6.1	6.4

### NUMBER OF ACCREDITATIONS

	2018	2019	2020	2021 <sup>1</sup>
	350	400	476	337

Scope: DEKRA Group

<sup>1</sup> As of November 2022. Figures may also include some accreditations valid from 2022 onwards. We are currently implementing the harmonized monitoring system called "GlobAC" for management system certifications and accreditations. Due to the ongoing switch to the new system data accuracy increased and therefore data are not directly comparable to previous years.

### SUPPLY CHAIN

	2020	2021
Percentage of Global Procurement staff trained in sustainability	93%	100%
Number of supplier audits	15	16

### SUSTAINABILITY TRAINING

**24,933**  
**84.09%**

Participants sustainability training 2021/22

<sup>1</sup> The sustainability training 2021/22 was assigned to all employees with access to the LMS and evaluated as of 08/2022.

### STAKEHOLDER DIALOG

**>200**

Over 200 stakeholders from all stakeholder groups participated in our systematic stakeholder survey in 2022.

**100%**

All our Global Procurement suppliers are obligated to comply with our sustainability requirements by our General Terms and Conditions of Purchase.

Since the DEKRA Sustainability Supplier Code of Conduct came into force in June 2020, all our Global Procurement suppliers have been explicitly obligated to comply with it.

### COMPLIANCE

	2018	2019	2020	2021 <sup>1</sup>
Training participants	2,700	3,750	4,000	24,933

<sup>1</sup> The Sustainability training 2021/22 was assigned to all employees with access to the LMS and evaluated as of 08/2022.

### SUSTAINABILITY RISK ASSESSMENT

	2018	2019	2020	2021
Percentage of companies conducting sustainability risk assessment	100%	76.4%	81%	76%

Companies included via the internal risk management processes and by responding to the related risk survey (self-assessment questionnaire). This risk assessment includes a category on sustainability and sustainability-related aspects in the areas of environment, employees, occupational health and safety and compliance. 2017 and 2018, companies with annual sales of > €5 million were included; since 2019, all companies are included.



# SUSTAINABILITY STANDARDS

## DNK-INDEX

DEKRA bases its sustainability reporting on the criteria of the "Deutscher Nachhaltigkeitskodex" (DNK). The Code, known internationally as "The Sustainability Code", provides a framework for reporting that can be used by organizations and companies of all sizes and legal forms. The DNK was initiated by the German Council for Sustainable Development (RNE), an advisory body to the German government. DEKRA is a mentor for the DNK and supports other companies with regard to the standard. In the following index, we refer to the passages in this magazine that make reference to the DNK criteria:



The  
SUSTAINABILITY  
Code

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## UNGC-INDEX

DEKRA supports the ten principles of the UN Global Compact (UNGC). The UNGC is the world's largest initiative for responsible corporate governance. Based on ten universal principles and the Sustainable Development Goals (SDGs), it pursues the vision of an inclusive and sustainable global economy for the benefit of all people, communities and markets, today and in the future. In our UNGC index, we point out the passages in this magazine that refer to the UNGC principles:



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