

Future-proofed  
global safety solutions  
customized to my needs  
Automotive OEMs

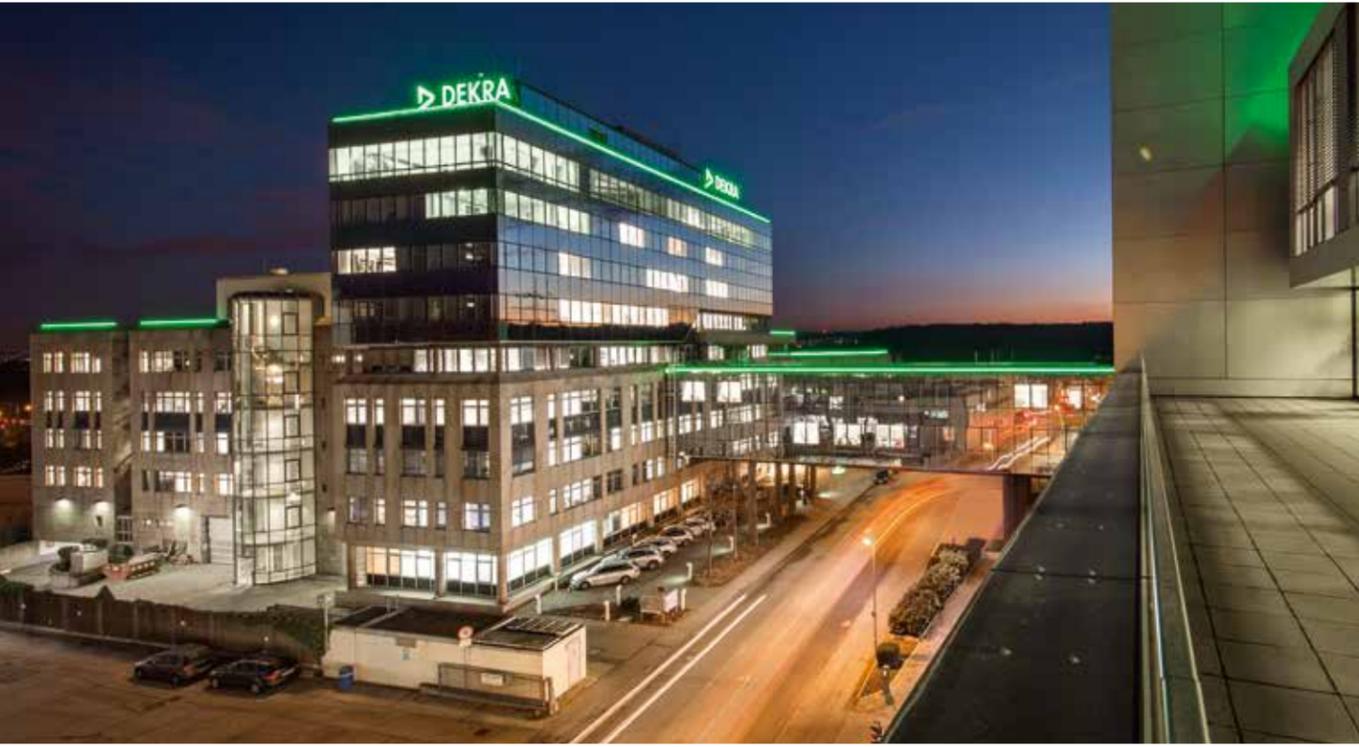


DEKRA  
Handwerkstrasse 15  
70565 Stuttgart  
Germany  
Phone +49.711.7861-0  
Fax +49.711.7861-2240  
info@dekra.com  
www.dekra.com

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Automotive OEMs



## DEKRA – excellence and expertise for your safety needs and requirements

The need for safety is a fundamental requirement of life. From our homes to our workplaces, the products and services we use, and how we produce, manufacture and distribute them. Safety underpins everything we do. With almost 100 years of experience, knowledge and innovation behind us, DEKRA ensures safety and peace of mind for businesses, organizations and individuals worldwide. Today, we support the safety needs and requirements of virtually every sector and industry, providing 100% reliability, anywhere around the globe.

### Safety is our DNA

Since the first day of our foundation in Berlin in 1925, safety has been deeply anchored in DEKRA's DNA. Safety was the reason our company was founded and it is the reason why we continue to grow. Starting life in the field of automotive safety, we have continued our expansion into every possible area of safety testing, certification and consulting. From automotive OEMs and suppliers to power generation and distribution, industrial goods or the oil and gas industry, we enable thousands of customers in all the world's leading industries to achieve safe, sustainable and profitable operations.

### Your global partner

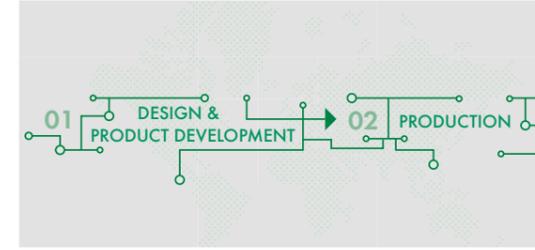
Wherever you need our services, we can deliver. DEKRA's network of in-house experts, subsidiaries and representatives today extends across more than 60 countries and five continents. Whichever sector or industry you work in, our teams and consultants are on hand to help you meet your safety and certification objectives. As one of the world's leading expert organizations and a globally active partner, you can call on our expertise at any time, anywhere around the globe.

### A safer future

As the world continues to change and evolve at incredible pace, new safety challenges are constantly arising seemingly at every turn. Being able to respond successfully to this changing landscape requires a great deal of knowledge, experience and versatility. With our future-oriented services, that is precisely what DEKRA offers you.

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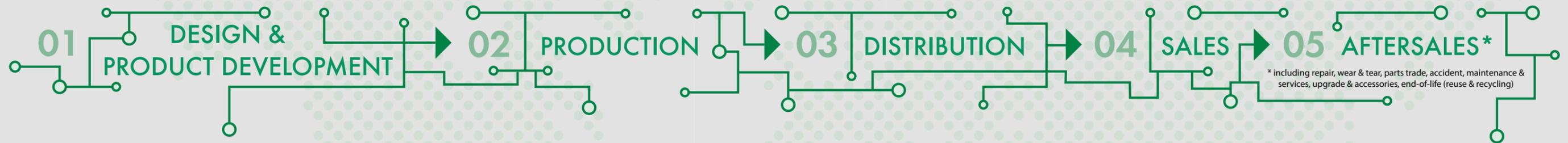
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## Partnering along the value chain

### End-to-end support, from a world leader in automotive services

With our extensive range of services, we support automotive OEMs along the entire value chain. From the earliest concept and design stages, through development and production to distribution and sales, we are at your side. We even provide a comprehensive range of aftersales services, consultancy and training to help you maximize operational effectiveness and productivity.



### Increasing complexity needs increased clarity

The global changes facing the automotive industry are enormous. Not just increasing digitalization and disruptive technologies, but also changing consumer behavior, new competitors and regulatory revisions are posing major challenges for the industry and all its partners. At the same time, mobility as a whole is being rethought, and there are currently more questions than answers regarding the mobility of the future.

The necessary transformation can only succeed on the basis of creative and sophisticated solutions built on many years of experience in all relevant areas. Added to that, criteria such as trust, professional neutrality and economic independence are experiencing a new dynamic in the cooperation between partners.

As a leading expert organization with almost 100 years of experience and a global network of experts in the automotive sector, DEKRA offers you the right tools for this process. We accompany you and your partners throughout the entire value-added process and provide you with comprehensive support, from A-Z.



## New perspectives, new requirements

DEKRA's team of experts provides invaluable experience when it comes to testing the safety of any vehicle intended for transportation. We have been testing vehicles in crash tests since 1978. Along the way, we have played a significant role in vehicle and road safety in Europe. As well as passenger cars, DEKRA also performs crash and related safety tests with vans, heavy commercial vehicles and two-wheelers. But this is just the start. In the field of automotive, our services cover every conceivable aspect of safety and compliance, from driver assist and networking systems to the very latest connected mobility solutions and system certifications.

### Type approval & product testing

In the course of design and product development, these elements are often decisive. Every product marketed in a specific country needs to comply with that country's particular regulations and standards. As well as decades of experience in automotive homologation and international type approvals, we are experts in product testing. With our own global laboratory facilities, we can provide cutting-edge testing anywhere in the world.

### Connected car testing

Another key area for DEKRA is comprehensive testing and certification services covering all aspects of the connected car. Alongside cyber security assessments and certification, for example, we offer a unique integrated global approach for connected, automated driving testing. With our own extensive infrastructure, we are strongly involved in developing and expanding the latest automotive technologies and regulations.

### Quality and management certification

The key to sustainable success as an automotive OEM is robust systems and a culture of high quality and continuous improvement. Our systems certification services help to optimize your quality control and management systems by documenting the continuous improvement process in your organization according to applicable internationally recognized standards and requirements for quality, IT, health, energy and much more.

“Especially in times of transformation, when everything seems to be changing, having access to cutting-edge safety expertise is more important than ever.”

Today, transformation is a way of life – not just processes but sometimes entire business models. Our deep knowledge of the industry and range of services help you master the challenges you face.

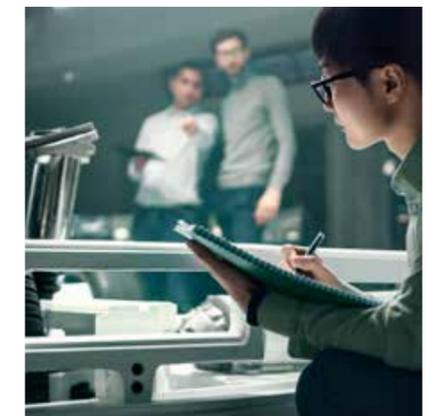
## DEKRA Services for ...

### CASE Mobility – achieving digital transformation and a sustainable long-term business

- > ADAS Testing
- > Automotive Type Approval and Homologation
- > Chief Information Security Officer (CISO) Training
- > Connected Vehicle Testing
- > Durability Testing
- > Electric Vehicle (EV) Testing
- > Electromagnetic Compatibility (EMC) and Radiofrequency (RF) Testing
- > High-voltage Vehicle Training via Digital Learning Tools
- > Material Testing of Vehicle Parts and Interior Materials
- > Strategy and Operations Consultancy for Future Mobility Concepts
- > Sustainability Advisory, Coordination and Services
- > Technical Advisory for EV Charging Stations
- > Technical Advisory for New Manufacturing Processes
- > Testing of Vehicle Operating Fluids
- > Wireless Devices and Networks

### Regulatory Compliance and Safety Performance – meeting the challenges of an ever-changing ecosystem

- > Automotive Type Approval and Homologation



- > Chemical Safety Advisory
- > Crash Testing
- > Design Verification (DV) and Product Validation (PV) Testing
- > Electromagnetic Compatibility (EMC) and Radiofrequency (RF) Testing
- > Examination of Experts for Energy and Environment
- > Health, Safety and Environment (HSE) Management Systems
- > High-voltage Vehicle Training for Production and Development
- > Passive and Active Safety Endurance
- > Process Safety Consulting
- > Sustainability Advisory, Coordination and Services
- > Technical Advisory for EV Charging Stations

### Global Quality Standards – securing your global market presence

- > Automotive Management System
- > Business Continuity Management
- > Business Resilience Impact Assessment (BRIA)

- > Chief Information Security Officer (CISO) Training
- > Connected, Autonomous, Shared, Electric (CASE) Mobility Training
- > Design Verification (DV) and Product Validation (PV) Testing
- > Energy and Environment Management System
- > Examination of Experts for Health, Safety and Environment
- > Examination of Experts for IT and Cyber Security
- > Expediting, Shop and Vendor Inspections of the Supply Chain
- > Information Security Management System (ISMS)
- > Quality Management System
- > Second-Party Audits
- > Supply Chain Audits
- > Technical Advisory for EV Charging Stations
- > Work Safety Management



## Getting the most out of your plant and facilities

CASE Mobility technologies are the key to the future of the automotive industry. When it comes to the production of the latest cutting-edge solutions, we provide an end-to-end service along with access to our many years of expertise and knowledge in this field. We have our own dedicated testing facilities for new mobility solutions, including product development, type testing, approvals and modeling using the latest technology.

### Helping you ensure safety

In the context of production, mitigating or eliminating hazards and potential damage arising from industrial processes is a key priority. We have many years of experience in strategies and technologies to prevent fire, explosion and loss of containment events. We can help you to better understand and manage risk through laboratory testing and analysis, as well as developing pragmatic solutions and recommendations for effective risk reduction.

### Work safe for a long-term future

We support you in designing and implementing effective occupational health and safety (OHS) strategies to ensure the safety of your workers and avoid potential reputational damage. Our comprehensive range of plant safety inspection services will help you prevent human or workplace risks and ensure plant and safety equipment is fully optimized.

### Environmentally friendly processes

Today, actively managing environmental risks has become a core function of all responsible businesses. Our consulting and auditing services help you identify risks and set up efficient processes to mitigate them, as well as ensuring that you are well-placed to handle any potential damage to your brand. Our CO<sub>2</sub> neutrality and environmental inspection services help you prevent human or environmental risks and ensure environmental safety.

“To ensure the sustainable integration of CASE Mobility technologies in the production process, you need the power and resources of a first-rate safety partner.”

From CASE Mobility to constantly changing environmental and sustainability regulations, production has never been more complex. We are here to help you successfully navigate those waters.



### Environmental inspections

We can work with you to identify the risks you face and set up efficient processes to mitigate them, as well as ensuring that you are well-placed to handle any potential damage to your brand. Our range of environmental inspection services helps

you prevent human or environmental risks and ensure environmental safety. Additionally, we offer the conformity of your production facilities (CoP) via our global network of laboratories worldwide.



## DEKRA Services for ...

### CASE Mobility – achieving digital transformation and a sustainable long-term business

- > Automotive Testing
- > Connected Vehicle Testing
- > Electric Vehicle Testing
- > Electromagnetic Compatibility (EMC) and Radiofrequency (RF) Testing
- > Environmental Inspection
- > Expert Audits and Assessments
- > High-voltage Vehicle Training via Digital Learning Tools
- > Mandatory and Voluntary Construction Control Services for EV Infrastructures
- > Plant Safety Inspection
- > Sustainability Advisory, Coordination and Services

### Regulatory Compliance and Safety Performance – meeting the challenges of an ever-changing ecosystem

- > Automotive Management System
- > Automotive Type Approval and Homologation
- > Chemical Safety Advisory
- > Chief Information Security Officer (CISO) Training
- > Conformity of Production Testing (CoP)
- > Cyber Security and Data Protection Consulting
- > Digital Health, Safety and Environment (HSE) Solutions
- > Energy and Environment Management System
- > Environmental and Sustainability Advisory and Services
- > Examination of Experts for Quality, Energy and Environment
- > Fire Safety Officer Training
- > Health, Safety and Environment (HSE) Strategy and Management
- > High-voltage Vehicle Training for Production and Development
- > Information Security Awareness Training
- > Mandatory and Voluntary Construction Control Services for EV Infrastructures

- > Mandatory and Voluntary Inspection Services for New and Adapted Machinery Equipment
- > Mandatory and Voluntary Inspection Services of Environmental Measurements
- > Mandatory and Voluntary Inspection Services of Workplace-Related Measurements
- > Mandatory and Voluntary Inspections of Electrical Installations
- > Mandatory and Voluntary Inspections of Fire Protection and Ventilation Systems
- > Mandatory and Voluntary Inspections of Pressure Equipment
- > Occupational Health and Safety Training
- > Organizational Safety and Reliability
- > Process Safety Consulting
- > Quality Management System
- > Safety Advisory, Services and Coordination
- > Workplace Health and Wellbeing Solutions

### Global Quality Standards – securing your global market presence

- > Automotive Management System
- > Business Continuity Management

- > Business Resilience Impact Assessment (BRIA)
- > Connected, Autonomous, Shared, Electric (CASE) Mobility Training
- > Cyber Security and Data Protection Consulting
- > Examination of Experts for Health and Safety
- > Examination of Experts for Quality, Energy and Environment
- > Expediting, Shop and Vendor Inspection of Equipment
- > Health, Safety and Environment (HSE) Management System
- > Information Security Management System (ISMS)
- > Management Systems Consultancy
- > Mandatory and Voluntary Construction Control Services for EV Infrastructures
- > Mandatory and Voluntary Inspection Services for New and Adapted Machinery and Equipment
- > Mandatory and Voluntary Inspections of Pressure Equipment
- > Quality Management System
- > Second-Party Audits
- > Supply Chain Audits
- > Supply Chain Consulting
- > VDA 6.1, VDA 6.2, VDA 6.4



## Agility keeps you ahead of the competition

Given the radical pace and nature of change in today's business environment, the need to be agile and fast on your feet is essential. Achieving competitive advantage depends on these qualities. As the key interface with your customers, your distribution networks and systems play a crucial role in keeping you at the front of the race. Backed by many years of sector expertise, our wide range of distribution support services are here to help you. Any time, and anywhere you operate in the world.

### The rise of digitalization

OEMs need to grab the opportunities offered by digitalization to modernize supply chains, increasing their ability to respond flexibly and fast to changing customer demands. Even in the B2B sector, purchase decisions are influenced by online forums and reviews. Customers expect OEMs to have the platforms and processes in place to supply what they want, when they want it. Far from being the exclusive territory of retail, e-commerce is already on the rise in B2B channels.

### Strengthening your logistics

While the use of digital channels is increasing, there will still be many large and cumbersome items that will continue to be shipped using conventional distribution models. We can work with you to boost the skills and knowledge of your people, as well as helping you create leaner and more productive workflows and processes. Among other things, we have an extensive training offering for specialist logistics managers and drivers.

### Harnessing technology advantage

In the years ahead, there will be rich opportunities for OEMs to develop distribution models by using proprietary data and analytics. The more you know about what your customers need, the faster you can respond. Along with our knowledge of IT systems and processes, our cyber security advisory and services offer you a vital safety belt as you look to exploit new opportunities and build a sustainable long-term future.

“We know that we have to re-think all our distribution models. It's extremely reassuring to know that we are not alone. Thank you for a great partnership.”

As traditional business models become increasingly disrupted, future success will go to those companies who have the agility, processes and knowledge to stay one step ahead. We can help you achieve that.

## DEKRA Services for ...

### CASE Mobility – achieving digital transformation and a sustainable long-term business

- > Connected, Autonomous, Shared, Electric (CASE) Mobility Training
- > Damage Appraisal
- > Document Check
- > Expert Audits and Assessments
- > High-voltage Vehicle Training via Digital Learning Tools
- > Management System Certification
- > Personnel Certification
- > Sustainability Advisory, Coordination and Services
- > Technical Reports
- > Tele Expertise

### Regulatory Compliance and Safety Performance – meeting the challenges of an ever-changing ecosystem

- > Energy Management System
- > Environmental Management System
- > Examination of Experts for Energy and Environment
- > Fire Protection Management and Advisory
- > Load Security Training
- > Mandatory and Voluntary Inspection Services for New and Adapted Machinery and Equipment
- > Mandatory and Voluntary Inspection Services of Environmental Measurements



- > Mandatory and Voluntary Inspection Services of Workplace-Related Measurements
- > Mandatory and Voluntary Inspections of Electrical Installations
- > Professional Driver Training
- > Quality Management System
- > Safety Advisory, Services and Coordination
- > Second-Party Audits
- > Supply Chain Audits
- > Warehouse Logistics Training
- > Workplace Health and Wellbeing Solutions
- > Damage Appraisal
- > DEKRA Used Car Seal
- > End of Term Inspection
- > Examination of Experts for Health and Safety
- > Examination of Experts for IT and Cyber Security
- > Examination of Experts for Quality, Energy and Environment
- > Expediting, Shop and Vendor Inspections of the Supply Chain
- > Health, Safety and Environment (HSE) Management Systems
- > High-voltage Vehicle Training via Digital Learning Tools
- > Information Security Management System (ISMS)
- > Management Systems Consultancy
- > Marine/Transport Services
- > Quality Management System
- > Remarketing Consultancy
- > Second-Party Audits
- > Supply Chain Audits
- > TISAX® Assessment
- > Used Car Management and CPO Program
- > VDA 6.1, VDA 6.2, VDA 6.4
- > Work Safety Management System

### Global Quality Standards – securing your global market presence

- > Automotive Management System
- > Bodyshop Seal
- > Business Continuity Management
- > Business Resilience Impact Assessment (BRIA)
- > Buy-Back Management for Fleets
- > Connected, Autonomous, Shared, Electric (CASE) Mobility Training



## Proven tools and techniques for sales excellence

In an age of digitalization and rapid transformation of business models, competition among manufacturers, leasing companies and dealerships in the automobile industry is fierce. Founded on rock solid experience and a passion for the business, we work with car dealer teams toward peak sales performance and creating a memorable customer experience. We can also support you in managing and maximizing the impact of leads, increasing sales of new and used vehicles, spare parts and after sales services while improving customer satisfaction and loyalty.

### Boosting sales power

DEKRA has wide experience of developing and implementing added-value sales training and programs for automotive customers. These are aimed at supporting brands and their field teams in boosting sales, optimizing dealer profitability and strengthening customer loyalty. Our programs cover areas such as sales training and sales/marketing seminars, as well as soft skills training.

### Systems for success

Powerful management systems are essential for sustainable businesses. We support you in enhancing sales processes throughout your organization to encourage top performance, increase efficiency, reduce risk and save money. Our certification portfolio has been developed according to national and international standards and continues to expand to include services that support businesses today and tomorrow in a digitalized world.

### Track, trace and learn

Our customized audits and assessments help you to implement effective strategies to achieve your maximum potential via on-site and remote audits conducted by experienced professionals. We also offer dedicated automotive brand performance audits, developed to assist you in ensuring manufacturer quality, service and performance standards at both dealer and workshop levels.

“Complex but full of opportunities – the digitalization process is a huge challenge, which we are able to master much better with excellent safety support.”

The sales operation is the key interface between you and your customers. Our consulting and training services help you maximize customer value through excellent relationships and performance.

## DEKRA Services for ...

### CASE Mobility – achieving digital transformation and a sustainable long-term business

- > Automotive Coaching and Training Programs
- > Automotive Customer Relationship Management Services
- > Data Protection Consulting
- > Digital ChaMP – Digital Transformation Change Management Program
- > Digital Expert Qualification
- > Digital Marketing Consulting
- > Environmental Inspection
- > Expert Audits and Assessments
- > High-voltage Vehicle Training via Digital Learning Tools
- > Information Security Management System Consulting
- > Information Security Risk Assessment and Management

### Regulatory Compliance and Safety Performance – meeting the challenges of an ever-changing ecosystem

- > Data Protection Consulting
- > Energy and Environment Management System
- > Environmental and Sustainability Advisory and Services
- > Environmental Inspection
- > Examination of Experts for Energy and Environment
- > Fire Protection Management and Advisory



- > Mandatory and Voluntary Construction Control Services
- > Mandatory and Voluntary Inspections of Electrical Installations
- > Mandatory and Voluntary Inspections of Fire Protection and Ventilation Systems
- > Plant Safety Inspection
- > Quality Management System
- > Safety Advisory, Services and Coordination
- > Second-Party Audits
- > Workplace Health and Wellbeing Solutions
- > Contract Renewal Management
- > Customer Experience Training and Coaching
- > Cyber Security and Data Protection Consulting
- > Energy and Environment Management System
- > Events Management
- > Examination of Experts for IT and Cyber Security
- > Examination of Experts for Quality, Energy and Environment
- > Fleet Sales Training and Coaching
- > High-voltage Vehicle Training via Digital Learning Tools
- > Information Security Management System (ISMS)
- > Lead Management
- > Quality Management System
- > Sales and Aftersales Campaign Management
- > Second-Party Audits
- > TISAX® Assessment
- > Used Car Management and CPO Program
- > VDA 6.1, VDA 6.2, VDA 6.4
- > Work Safety Management System

### Global Quality Standards – securing your global market presence

- > Automotive Brand Performance Audits
- > Automotive Management System
- > Business Continuity Management
- > Business Management Training and Coaching
- > Business Resilience Impact Assessment (BRIA)



## Helping you build a powerful business backend

A great aftersales experience is the foundation for a strong and sustainable business. It is here that new customers become loyal customers while established customers become brand evangelists for your company. Not only that, but the aftersales operation is often the key to profitability. This is where margins are stronger and demand for repair and maintenance service is more constant than for new or pre-owned vehicle sales. But achieving all that in the face of ever-increasing pressure and the need to adopt new digital models requires expert support.

### Reliable safety for secure operations

DEKRA's original mission to ensure vehicle safety remains a key lever in achieving automotive aftersales success today. We carry out accredited inspections on every type of vehicle, from two-wheelers to the biggest trucks, worldwide. This not only protects the people who use the vehicles – it also ensures that you comply with all relevant regulations. Talk to us about our extensive range of safety inspection services.

### The experts on your team

DEKRA has been a world leader in producing vehicle appraisals for courts and insurance companies for over 90 years. Since our first appraisals in 1926, our experts have assessed vehicle damage, produced analytical reports for criminal and civil proceedings and provided our customers with certainty. In today's world, where vehicles are increasingly reliant on digital technologies and data, DEKRA's specialist knowledge is invaluable in assessing the extent and pinpointing the cause of damage.

### Mobility as a service

Our fleet management services include in-fleet services, de-fleet services, inspections, logistics, responsibility and property transfer, marketing, sales and customer care centers. With the rapid development of the mobility sector, the trend towards mobility as a service, the growth of the shared economy and the need for sustainable, eco-friendly solutions, we are evolving our range of vehicle and fleet management services to incorporate connected driving and electric vehicle testing.

“We recognized at an early stage that we needed the support of DEKRA to meet the challenges of digitalization and automation.”

Your business backend is what enables the frontend. We can work with you to ensure reliable safety and robust processes that enable your customer-facing functions to operate at full power.

## DEKRA Services for ...

### CASE Mobility – achieving digital transformation and a sustainable long-term business

- > Connected, Autonomous, Shared, Electric (CASE) Mobility Training
- > Damage Appraisal
- > Data Protection Consulting
- > Digital ChaMP – Digital Transformation Change Management Program
- > Digital Expert Qualification
- > Digital Marketing Consulting
- > Environmental Inspection
- > Expert Audits and Assessments
- > High-voltage Vehicle Training via Digital Learning Tools
- > Information Security Management System Consulting
- > Information Security Risk Assessment and Management
- > Management System Certification

### Regulatory Compliance and Safety Performance – meeting the challenges of an ever-changing ecosystem

- > Data Protection Consulting
- > Energy and Environment Management System
- > Environmental and Sustainability Advisory and Services
- > Examination of Experts for Energy and Environment
- > Fire Protection Management and Advisory

- > Franchise Services
- > Information Security Awareness Training
- > Mandatory and Voluntary Construction Control Services
- > Mandatory and Voluntary Inspections for Lift and Machinery
- > Mandatory and Voluntary Inspections of Electrical Installations
- > Mandatory and Voluntary Inspections of Fire Protection and Ventilation Systems
- > Plant Safety Inspection
- > Quality Management System
- > Safety Advisory, Services and Coordination
- > Second-Party Audits
- > Supply Chain Audits
- > Vehicle Emission Tests
- > Vehicle Inspections
- > Workplace Health and Wellbeing Solutions

### Global Quality Standards – securing your global market presence

- > Aftersales Retention Training and Coaching
- > Automotive Brand Performance Audits
- > Automotive Management System
- > Business Continuity Management
- > Business Resilience Impact Assessment (BRIA)
- > Buy-Back Management for Fleets
- > Certified Collision Center Program Development
- > Connected, Autonomous, Shared, Electric (CASE) Mobility Training
- > Contract Renewal Management
- > DEKRA Used Car Seal
- > End of Term Inspection
- > Energy and Environment Management System
- > Environmental Inspection



- > Examination of Experts for Health and Safety
- > Examination of Experts for IT and Cyber Security
- > Examination of Experts for Quality, Energy and Environment
- > Information Security Management System (ISMS)
- > Quality Management System
- > Recall Campaign Management
- > Remarketing Consultancy
- > Sales and Aftersales Campaign Management
- > Second-Party Audits
- > TISAX® Assessment
- > Used Car Management and CPO Program
- > VDA 6.1, VDA 6.2, VDA 6.4
- > Work Safety Management System
- > Workshop and Stores Efficiency Training and Coaching

“DEKRA’s global network ensures that I can access the testing and safety services I need, wherever I need them.”

**In over 60 countries,  
on 5 continents**

Whenever questions of safety are involved, we are one of the first points of contact. With subsidiaries and representatives around the globe, we provide a direct local presence.

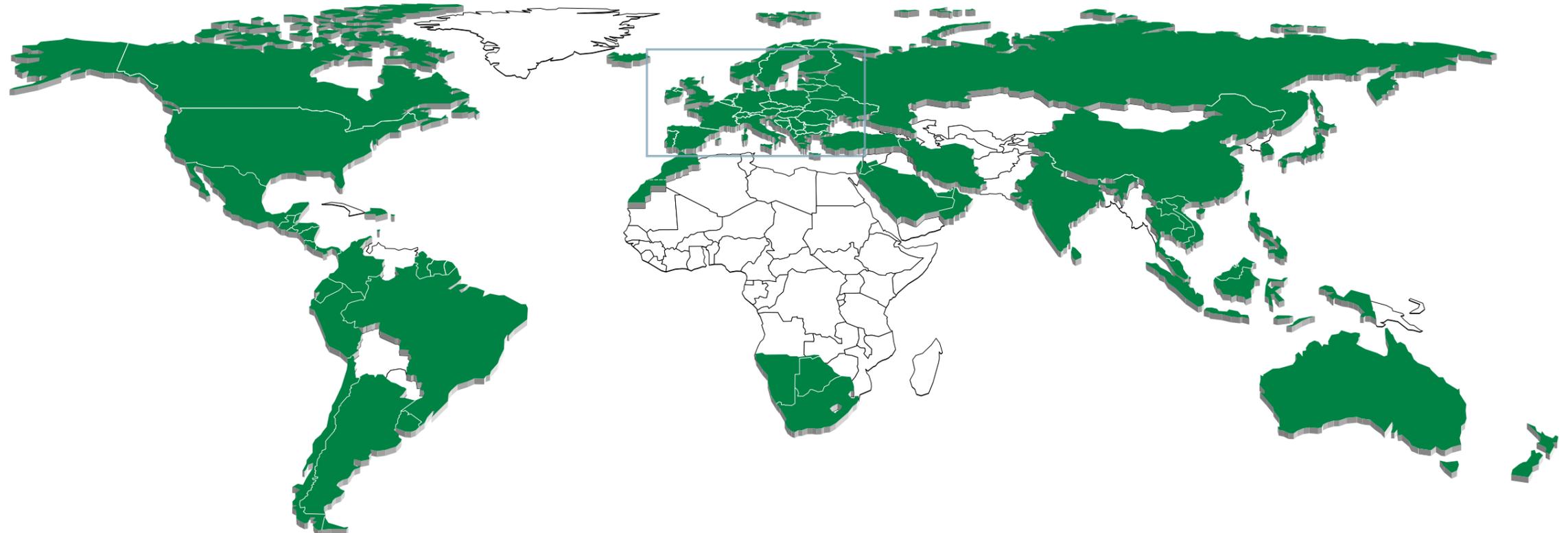
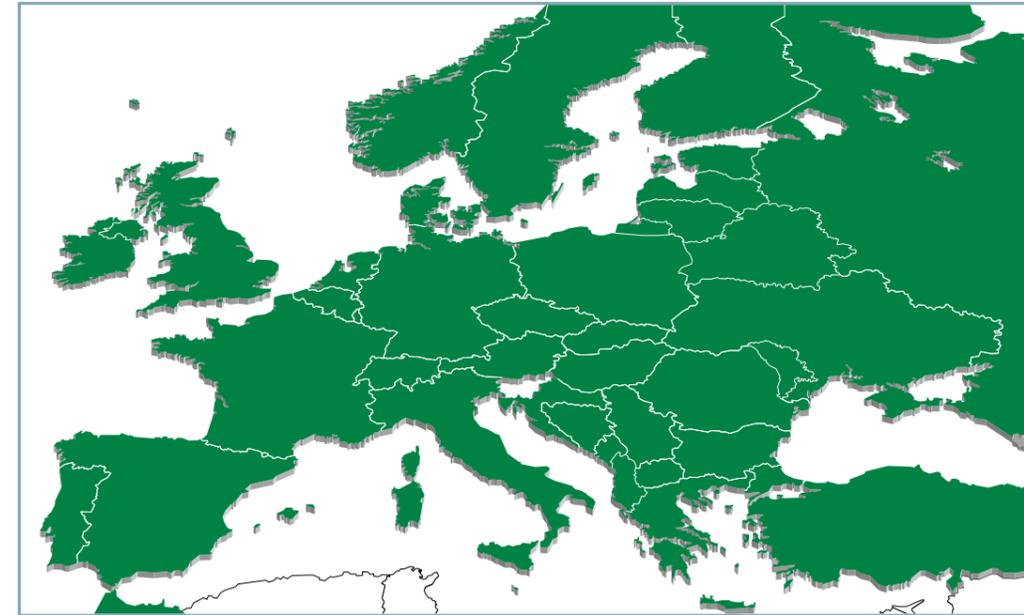
**Almost  
44,000 employees**

Whenever our expertise and safety services are needed, we are there - with nearly 44,000 highly qualified employees, we take care of your safety needs and requirements around the world.

**Independent, neutral  
and reliable**

DEKRA is the world’s largest independent, non-listed expert organization in the TIC industry. Our expertise and safety services meet the highest quality standards.

Global partner for a safe world



*Due to impartiality and independence requirements of regulatory authorities, services may have to be performed by different, mutually independently operating DEKRA units.*