



# Sustainability Report

# 2022





# Letter from the management



**Marco van Kalleveen**  
Chief Executive Officer

Dear readers,

The year 2022 was yet another unpredictable year. The invasion of Ukraine and its far-reaching effects have deeply impacted people and businesses around the world. Our first response to the invasion was to support our affected employees and their loved ones. Given the severity of the damage and the loss of life, DKV Mobility made the decision to stop all activities for domestic customers in Russia and Belarus and excluded all fuel service stations located in Russia from our acceptance network. We supported humanitarian efforts in Ukraine, primarily by working with first-aid organizations to support the transport of aid and relief supplies.

Taking on last year's challenges was difficult, but doing so only strengthened our resolve. At DKV Mobility, we experienced a dynamic growth of our business in 2022, while also making significant progress towards delivering on our ESG commitments. This encourages us to continue our efforts towards sustainable growth.

## ESG at the core of our purpose

We believe and share the conviction that we must take active responsibility for the social and environmental systems we operate in. Our ESG strategy takes into account the evolving responsibilities we face with regard to environmental aspects, the impact of our activities on society, and our corporate governance values. We do not regard sustainability as an additional activity, but as core element of our purpose: "To drive the transition towards an efficient and sustainable future of mobility." Our purpose conveys our commitment to driving positive change towards a more sustainable future of mobility. This is why we have been accelerating our "LEAD IN GREEN" strategy, and why we continued to push positive developments in this regard in 2022.



**Peter Meier**  
Chief Financial Officer

## Supporting the energy transition

While we take a holistic approach to ESG, our greatest opportunity for impactful change is to act as a facilitator of the energy transition in the European road transport and mobility sectors. The year 2022 again showed us that we are well positioned in this transition to effectively support our customers by helping them switch to alternative energy sources: As of the end of 2022, we offered our customers access to approximately 390,000 public and semi-public charge points for electric vehicles (EVs) in Europe, an increase of more than 60 percent compared to 2021. Besides the significant expansion of the charging acceptance network, the demand for our EV charge cards is growing at a fast pace. By the end of 2022, we had managed approximately 191,000 EV charge cards for our customers, thereby far more than doubling the number of charge cards compared to the previous year. Moreover, we again noticed an increasing demand for alternative fuels, such as LNG, CNG, and hydrogen. However, growth rates have slowed down since Russia's curtailment of the natural gas flow to Europe pushed international prices to painful new highs and led to acute fuel shortages.

## Reducing our carbon footprint

We remain fully committed to delivering on our ambitious decarbonization target. And we are making strong progress. By the end of 2022, we had reduced the carbon emissions in scope of our target from our own operations by 47 percent compared to 2019, thus already getting close to the target of a 50 percent reduction by 2023. This journey is not without challenges – compared to 2021, greenhouse gas (GHG) emissions increased once more, as business travel is making a slow but steady return and as employees increasingly returned to the office after several lockdown periods. We are, however, optimistic that these synergy issues are being resolved. Furthermore, we are in the process of submitting science-based emissions reduction targets to the Science Based Targets initiative (SBTi).

## Addressing the full scope of ESG

We prioritize the issues that are most material to society and to DKV Mobility with the help of proportional responses and solid metrics to track the progress and to hold ourselves accountable. In addition to the commitments highlighted above, our ESG strategy comprises ten ESG impact targets covering most material responsibilities, risks, and opportunities across the three ESG dimensions. In 2022, we made significant progress towards delivering on our targets. We are, for instance, proud to say that DKV Mobility reached its gender diversity target for female managers two years ahead of schedule – 35 percent of all management positions were allotted to women. We have defined a new target and action plan to raise the proportion of women among managers to 40 percent by 2027. While 2022 brought about many successes, there is, however, still a long way to go for us to live up to all our commitments.

In this report, we present our ambitions and challenges, and report on progress across all defined ESG categories. At the same time, we have much more to do – and we have got a great team that is fully committed to our strategy and purpose. We are fully aware that we cannot accomplish our commitments on our own. This is why we support the UN Global Compact's Ten Principles and recognize the importance of collaboration in order to reach our ambitious targets.

On behalf of all our employees, we would like to thank you for your interest in our 2022 Sustainability Report and invite you to share your feedback with us.

**Marco van Kalleveen**  
Chief Executive Officer

**Peter Meier**  
Chief Financial Officer

# Table of contents



## Introduction

- 2 Letter from the management
- 3 Table of contents
- 4 About this report
- 5 DKV Mobility at a glance

## Strategy and governance

- 7 ESG strategy and governance
- 11 Stakeholder engagement and materiality
- 15 ESG highlights 2022

## Progress on ESG

- 16 Environment
  - 17 Sustainable business operations
  - 22 Sustainable products and services
- 31 Social
  - 32 Employee well-being
  - 36 Diversity, equity, and inclusion
  - 38 Corporate citizenship
- 41 Governance
  - 42 Business ethics
  - 44 Data ethics
  - 46 Sustainable procurement

## Data and assurance

- 49 ESG performance data
- 53 ESG accounting principles
- 61 Memberships
- 62 GRI content index
- 63 Limited assurance statement
- 65 Contact details

# About this report

## Reporting scope and standards

This is the annual Sustainability Report of DKV MOBILITY GROUP SE (the “company” and, together with its subsidiaries, the “Group,” “DKV Mobility Group,” “DKV Mobility,” “we,” “our,” and “us”). The company is privately owned and our headquarters are located at Balcke-Dürr-Allee 3, 40882 Ratingen, Germany, which is also the registered seat of the company.

The Sustainability Report (in the following “the report”) informs our stakeholders about our strategy, commitments, and progress regarding environmental, social, and governance (ESG) aspects. The report covers our activities in the financial year of 2022 (January 1 to December 31; identical to our financial reporting). Unless otherwise stated, the report includes information and consolidated figures from DKV MOBILITY GROUP SE. Any exceptions to this scope of reporting or limitations to reporting methodologies are indicated accordingly in the sections “ESG performance data” and “ESG accounting principles.”

This report has been prepared in accordance with the GRI Universal Standards 2021 and focuses on the reporting principles of accuracy, balance, clarity, comparability, completeness as well as sustainability context, timeliness, and verifiability.

## Material topics

In the reporting year 2022, we compiled the required annual review of the material topics from the previous reporting in 2021 and reevaluated the existing topics according to the new GRI Universal Standards 2021 and the GRI 3: Material Topics 2021 requirements. The management approach and its components are described for each material topic in the relevant chapters in this report. Throughout the report, we refer to the respective disclosures from the GRI Universal Standards

2021 for each material topic at the bottom of the pages. Content regarding general and specific standard information is referenced in the GRI content index.

## External assurance

The report is subject to a limited assurance engagement (under the International Standard on Assurance Engagements 3000 (Revised) “Assurance Engagements other than Audits and Reviews of Historical Financial Information”) by PricewaterhouseCoopers GmbH Wirtschaftsprüfungsgesellschaft, which is also the statutory auditor of our financial statements. The independent assurance report can be found in the chapter “Limited assurance statement” of this report.

## Other reporting principles<sup>1</sup>

DKV MOBILITY GROUP SE is not subject to the publication requirements of sections 289b ff. of the German Commercial Code (*Handelsgesetzbuch*). We have decided to voluntarily prepare a nonfinancial report according to section 289c (3) of the German Commercial Code (*Handelsgesetzbuch*) and the Corporate Sustainability Reporting Directive Implementation Act (*CSR-Richtlinie-Umsetzungsgesetz* (CSR-RUG)). The contents are based on the statutory requirements of section 289c concerning business model, environmental matters, social matters, employee matters, respect for human rights, and the fight against corruption and bribery. The material topics defined by section 289c HGB were updated in accordance with the above-mentioned review to account for changes in the definition of material topics. The corresponding DKV Mobility topics and contents can be found in the relevant chapters of this report. They are marked by means of a box with an arrow icon on the bottom of the pages.

As part of the reporting processes, we have reviewed our own business activities, business relationships, and our products and services for risks that have, or with a high probability are likely to have, a serious negative impact on the nonfinancial aspects stated in section 289b of the German Commercial Code (*Handelsgesetzbuch*). In connection with the requirements of CSR-RUG, we did not identify any material risks associated with our business activities, business relationships, products, or services that are likely to have serious negative effects on the most important nonfinancial aspects (environmental, social, employee matters, respect for human rights, and combating corruption and bribery).

## Further information

In line with diversity and inclusion, we have decided to use gender-neutral language in the German version of the report as far as possible. Where the generic masculine form is used, we mainly refer to organizations such as companies or institutions (for example, business partners, manufacturers, suppliers, and customers). However, in all instances and without limitation, the wording also includes all other genders.

The report is published in English and German on our website. More detailed information can be found in the GRI content index in the download section on our website.

The preceding report, which appeared under the title “Towards an efficient and sustainable future of mobility,” covered the financial year 2021, was published in June 2022 and is also available online.

<sup>1</sup>Not subject to the limited assurance engagement is the nonfinancial reporting according to section 289c (3) of the German Commercial Code (*Handelsgesetzbuch*) and the Corporate Sustainability Reporting Directive Implementation Act (*CSR-Richtlinie-Umsetzungsgesetz* (CSR-RUG)) in the report.

## Scope of application

DKV MOBILITY GROUP SE

## Standard

GRI Universal Standards  
2021

## Aspects

Environmental, social,  
governance

## Assurance

Limited



# DKV Mobility at a glance

## Almost 90 years of successful growth

DKV Mobility has a history of almost 90 years of successful growth. We operate a leading European B2B platform for on-the-road payments and solutions, servicing around 301,000 active customers in more than 50 service countries across Europe with around 1,900 employees. The main products and services that we offer through our B2B platform can be divided into the following four categories:

- **energy**, comprising the cashless refueling of conventional and alternative fuels as well as electricity and the Group's e-mobility business;
- **toll**, comprising national and European toll settlements;
- **mobility solutions**, comprising vehicle services (such as maintenance, washing, and parking) as well as digital solutions including, for example, fleet management, telematics, transport management system (TMS), and freight; and
- **financial solutions**, comprising primarily tax refund services.

To provide these products and services, we operate a European platform for on-the-road payments and solutions that facilitates the cashless, secure, and reliable purchase of energy, toll, and other vehicle services by our customers via our large network of acceptance partners at all stages of the customer journey. The means through which our customers access our platform are our service cards (including those that are electronically stored in apps), toll boxes, or units, and other payment and processing solutions.

## Driven by purpose

Our objective is to move people and goods across Europe with the help of our products and services, especially by giving access to mobility-related solutions, technologies, and financing. Our drive has been, and still is, our constant companion and it prompts us to achieve ever-better services for all stakeholders. Mobility, which is one of the main pillars of modern societies and economies, is going through a change. As a market leader in Europe, we rise to our responsibility for being a driving force in this change. In these times of change, being at our customers' disposal is essential for us. We continue to be a reliable partner and accompany them on their way towards a more efficient future – by giving them access to mobility solutions, technologies, and liquidity. At the same time, it is our responsibility to make a substantial and sustainable contribution to the future of mobility. This is also expressed by our purpose statement:

**“To drive the transition towards an efficient and sustainable future of mobility.”**

## 2022 IN NUMBERS

Employees **~1,900**

Service Countries **>50**

Active Customers **~301,000**

Transaction Volume **€~16.6bn**

Revenue **€~621m**

Fuel Service Stations **~63,000**

Alternative Fuel Service Stations **~20,000**

EV Charge Points\* **~390,000**





# Strategy and governance





# ESG Strategy and governance

## ESG is in the spotlight

Organizations are facing elevated pressure to sharpen their focus with respect to the impact of their ESG strategy. The ESG landscape is changing at a fast pace to meet the needs of society, the economy, as well as current and future regulatory requirements.

At DKV Mobility, we believe and share the conviction that we must take active responsibility for the social and environmental systems we operate in. Our business strategy takes into account the evolving responsibilities we face with regard to environmental aspects, the impact of our activities on society, and our corporate governance values. This is driven particularly by the ongoing transition of the transport and mobility sectors from conventional fuels to green energy, to generate economic, environmental, and social added value for all of our stakeholders: customers, employees, business partners, shareholders, and society as a whole.

## ESG is anchored in our purpose and business strategy

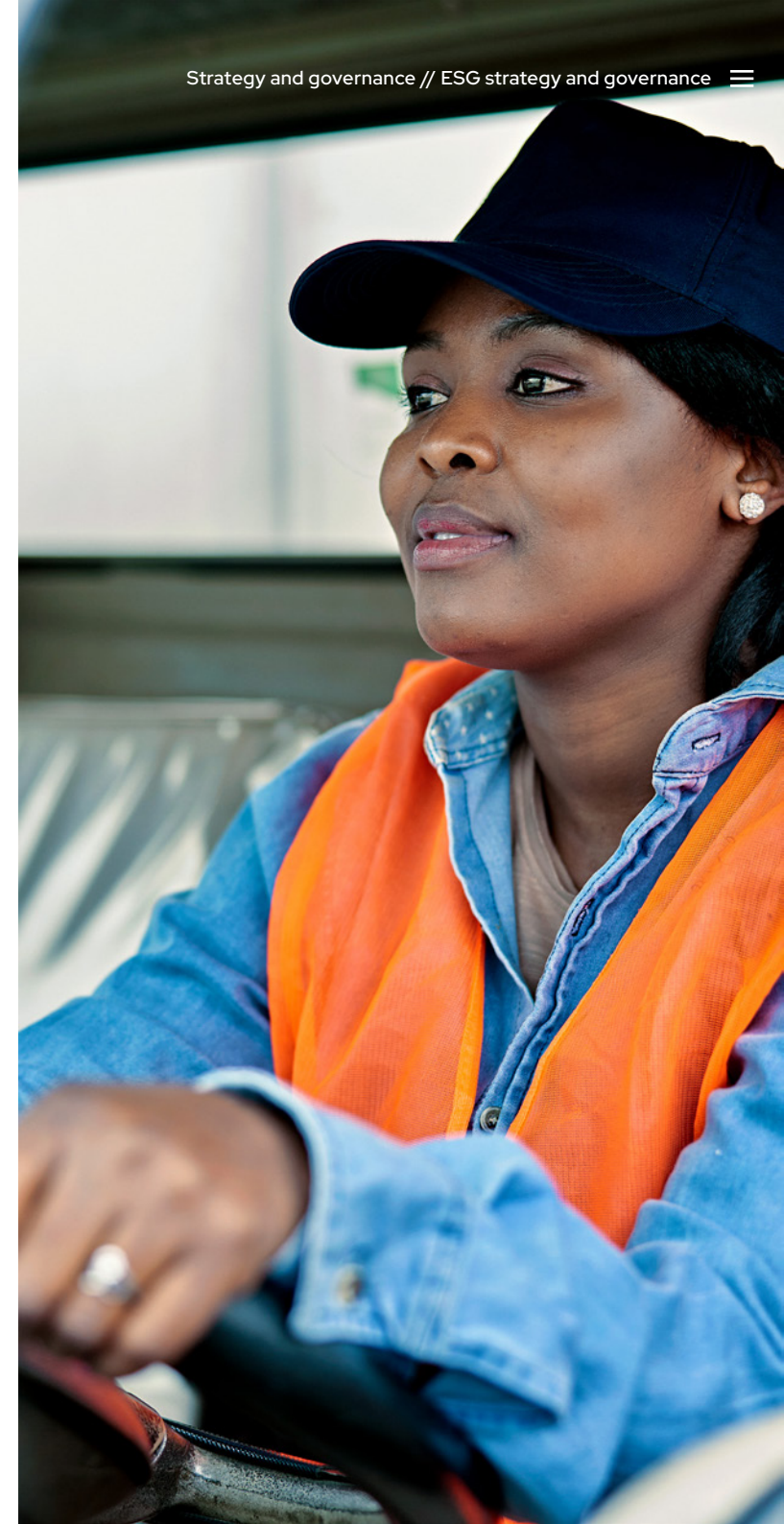
With our ESG strategy, we are establishing ESG as core to the purpose of our Group. One of our key focuses is to act as a facilitator of the energy transition by helping our customers switch to alternative energy sources through our products and services. With this, we ensure that our ESG strategy is directly tied to our business. Our ESG strategy focuses on the following three core commitments that we have determined as strategic priorities and for which we believe we can create the most significant impact:

- **Environment:** “To lead in green” is our commitment to be at the forefront of helping our customers to switch to alternative energy sources. By providing our customers with sustainable

products and services that enable them to manage the ongoing transition to low-carbon fuels and e-mobility more efficiently, we intend to play an active role in this process. With our “Green Pledge” we pursue two specific targets: By 2023, we aim to reduce our Corporate Carbon Footprint (CCF)<sup>2</sup> by approximately 50 percent compared to 2019 and to take responsibility for the remaining CO<sub>2</sub> emissions by continuing to support Gold Standard<sup>3</sup> climate protection projects. In addition, we aim to help reduce the carbon intensity of our customers’ fleets by approximately 30 percent by 2030 as compared to 2019. Furthermore, we are in the process of submitting science-based emissions reduction targets to the Science Based Targets initiative (SBTi).

- **Social:** “To be a great place to work” is our commitment to promoting diversity, inclusion, and talent management, and care for the communities in which we operate. Our people are the foundation of our success as a company. A highly engaged workforce is essential to living up to our purpose and to delivering on the ambitious targets of our “NEXT” strategy. We aspire to create an engaging environment for all colleagues, to attract, develop, and retain the best talents for DKV Mobility; and to ensure this is done with diversity, inclusion, and equity in mind. It is our aim to ensure our employee engagement score<sup>4</sup> is at or above 85 percent by 2025. Furthermore, we want to promote equal opportunities and a culture in which everyone can learn, grow, succeed, and develop further, regardless of their gender, sexual orientation, age, religion, disabilities, ethnic origin, or social background. As we made significant progress in delivering on our gender diversity targets (see page 36), we released a new and more ambitious target in 2022: By 2027, we aim to ensure women account for a share of 50 percent of all employees and 40 percent of all managers.

<sup>2</sup> The reduction target does not address all Scope 3 GHG emissions according to the GHG Protocol. Please refer to p. 18 and to the accounting principles on p. 53 for more information on how the Corporate Carbon Footprint (CCF) is defined related to our climate protection target. <sup>3</sup> Gold Standard, initiated in 2003 by a group of NGOs including WWF, is a certification standard for carbon offset projects. The Gold Standard ensures that energy efficiency and renewable energy projects reduce greenhouse gas emissions and provide benefits to local populations. <sup>4</sup> The engagement score is the average percentage of positive responses to employee engagement questions in the scope of Great Place to Work® surveys and pulse checks conducted at DKV Mobility.





■ **Governance:** “To act responsibly” is our commitment to promote an environment of trust, transparency, and accountability in the interests of all stakeholders. By confirming our code of conduct, we want our employees, suppliers and other business partners to comply with laws and regulations as well as our internal policies and ethical standards. We have implemented a risk management system, including systems particularly tailored to risks relating to information security and data protection, to timely and appropriately identify risks potentially affecting

our business. Furthermore, ESG criteria play a key role in our purchasing guidelines for our suppliers for indirect materials and services that provide goods and services that we use ourselves. By 2025, we aim to ensure all main suppliers for indirect materials and services<sup>5</sup> comply with our Code of Conduct (CoC) and that all our active employees complete the annual compliance training.

The strategy encompasses all material sustainability impacts, risks, and opportunities for

DKV Mobility (see below), centered around the three core commitments with supporting KPIs and targets. These represent the areas where DKV Mobility can create the most significant impact due to our company’s position and which we think are critical to the success of our business strategy. Almost all the material topics or relevant subcategories covered by the ESG strategy have defined ambitions, targets, and metrics, which we use to track progress internally and report on externally (see the relevant sections of this report). With our ESG strategy,

we undertake to contribute to the Sustainable Development Goals (SDGs)<sup>6</sup>, a universal call to action launched by the United Nations to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity by 2030. At DKV Mobility, we have identified seven SDGs that resonate deeply with our purpose and ESG strategy. These are key areas where we believe we can make the most positive contribution and where we will report our progress.

## DKV Mobility’s ESG strategy

### Our purpose

To drive the transition towards an efficient and sustainable future of mobility









	Environment	Social	Governance												
Commitments	<p><b>To lead in green</b></p> <p>We aim to be at the forefront of helping our customers to switch to alternative energy sources</p>	<p><b>To be a great place to work</b></p> <p>We promote diversity, inclusion, and talent management, and care for the communities in which we operate</p>	<p><b>To act responsibly</b></p> <p>We promote an environment of trust, transparency, and accountability in the interests of all stakeholders</p>												
Core targets	<table border="0"> <tr> <td><b>By 2023</b></td> <td><b>By 2030</b></td> </tr> <tr> <td>Reduce our Corporate Carbon Footprint by ~50% compared to 2019</td> <td>Reduce our customers’ fleet carbon intensity by ~30% compared to 2019</td> </tr> </table>	<b>By 2023</b>	<b>By 2030</b>	Reduce our Corporate Carbon Footprint by ~50% compared to 2019	Reduce our customers’ fleet carbon intensity by ~30% compared to 2019	<table border="0"> <tr> <td><b>By 2025</b></td> <td><b>By 2027</b></td> </tr> <tr> <td>Ensure the employee engagement score remains at or above 85%</td> <td>Ensure women account for a share of 50% of all employees and 40% of all managers</td> </tr> </table>	<b>By 2025</b>	<b>By 2027</b>	Ensure the employee engagement score remains at or above 85%	Ensure women account for a share of 50% of all employees and 40% of all managers	<table border="0"> <tr> <td><b>By 2025</b></td> <td><b>By 2025</b></td> </tr> <tr> <td>Ensure all main indirect suppliers comply with our Code of Conduct (CoC)</td> <td>Ensure 100% of our active employees complete the annual compliance training</td> </tr> </table>	<b>By 2025</b>	<b>By 2025</b>	Ensure all main indirect suppliers comply with our Code of Conduct (CoC)	Ensure 100% of our active employees complete the annual compliance training
<b>By 2023</b>	<b>By 2030</b>														
Reduce our Corporate Carbon Footprint by ~50% compared to 2019	Reduce our customers’ fleet carbon intensity by ~30% compared to 2019														
<b>By 2025</b>	<b>By 2027</b>														
Ensure the employee engagement score remains at or above 85%	Ensure women account for a share of 50% of all employees and 40% of all managers														
<b>By 2025</b>	<b>By 2025</b>														
Ensure all main indirect suppliers comply with our Code of Conduct (CoC)	Ensure 100% of our active employees complete the annual compliance training														
Material ESG topics	<ul style="list-style-type: none"> <li>■ Climate-friendly operations</li> <li>■ Sustainable materials</li> <li>■ Alternative fuels and e-mobility</li> <li>■ Product and service innovation</li> </ul>	<ul style="list-style-type: none"> <li>■ Employee well-being</li> <li>■ Diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>■ Business ethics</li> <li>■ Information security and data privacy</li> </ul>												
SDG impact areas															

<sup>5</sup> Suppliers for indirect materials and services cover, for instance, the fields of professional services (consulting, interim management, recruiting), IT (hardware, software, services), marketing (advertising materials, events, services), office supplies (consumables, furniture), travel (business trips and mobility services), and facility management (maintenance and cleaning services, energy contracts). Main indirect suppliers are suppliers for indirect materials and services with annual expenses of > €25.000. <sup>6</sup> This is additional information. This information according to SDG and the corresponding textual explanations are not part of the ISAE 3000 rev. performed audit with limited assurance.



In addition to the commitments and core targets highlighted on the previous page, the full ESG framework comprises ten ESG impact targets in total (see graphic on the right). In 2022, we made significant progress towards delivering on our ESG impact targets. On all environmental business KPIs (#3, #4, #5) we experienced double-digit year-on-year growth: Funding of climate-protection projects by the DKV Card Climate grew by around 57 percent, we far more than doubled the number of EV charge cards (+158 percent), and experienced further growth of our customers' lower-carbon fuel consumption of LNG, CNG, and hydrogen (+21 percent). However, 2022 proved to be a challenging year with regards to our decarbonization target (#1), as business travel is making a slow but steady return as employees increasingly returned to the office after several lockdown periods. The lockdowns led to an all-time low (referring to the years 2019–2022) of GHG emissions in 2021. This is why 2021 is not meaningful to compare to 2022. Nevertheless, it is our clear ambition to reach our -50 percent target under post-COVID-19 conditions by the end of 2023 compared to the base year 2019. As to our customers' fleet carbon intensity target for 2030 (#2), we are still working on the right calculation methodologies (we aim to report numbers for the next reporting year), but – when looking at the growth of EV charge cards and our customers' LNG, CNG, and hydrogen fuel volumes – we are confident of making good progress. We see very positive trends in all social KPIs: In 2022, we significantly increased the share of female managers to 35 percent (29 percent in 2021), already exceeded our engagement score target for 2025, and had a quite successful start with our not-for-profit NGO card. We also made progress in the governance domain of ESG issues: In 2022, the share of main suppliers for indirect materials and services that comply with our CoC increased to 17 percent (15 percent in 2021) and 70 percent of our active employees completed the annual compliance training (66 percent in 2021).

As external expectations on ESG issues continuously evolve, and as our efforts progress, our priorities, target-setting, and reporting will also continue to evolve and mature.

Ten ESG impact targets		Target	2022	2021	Trend	
<b>Environment</b>						
  	1	<b>By 2023:</b>	Reduce our Corporate Carbon Footprint by ~50% compared to 2019 <sup>7</sup>	[~] 47%	[~] 56%	↘
	2	<b>By 2030:</b>	Reduce our customers' fleet carbon intensity by ~30% compared to 2019	-	-	
	3	<b>By 2025:</b>	Fund climate protection projects via the DKV Card Climate equivalent to 500,000 tons of CO <sub>2</sub> p.a.	180,000	115,000	↗
	4	<b>By 2025:</b>	Manage 500,000 EV charge cards for our customers	191,000	74,000	↗
	5	<b>By 2025:</b>	Increase our customers' LNG, CNG, and hydrogen consumption to 150,000 tons	52,000	43,000	↗
<b>Social</b>						
  	6	<b>By 2027:</b>	Ensure women account for a share of 50% of all employees and 40% of all managers	51%/35%	50%/29%	↗
	7	<b>By 2025:</b>	Ensure the employee engagement score remains at or above 85%	86%	83%	↗
	8	<b>By 2025:</b>	Provide 5,000 NGO cards to NGOs	890	0	↗
<b>Governance</b>						
 	9	<b>By 2025:</b>	Ensure all main indirect suppliers comply with our Code of Conduct	17%	15%	↗
	10	<b>By 2025:</b>	Ensure 100% of our active employees complete the annual compliance training	70%	66%	↗

<sup>7</sup>Our Corporate Carbon Footprint does not include all Scope 3 GHG emissions according to the GHG Protocol. Please refer to the accounting principles on p. 53 for more information on how the Corporate Carbon Footprint (CCF) is defined related to our climate protection target. CO<sub>2</sub> emissions from our fuel bunkering business in the UK are not included: 180,696 t CO<sub>2</sub>,eq (2022), 154,358 t CO<sub>2</sub>,eq (2019), including all upstream emissions from the production of fuels purchased as well as emissions from the use of fuels sold to our customers.

### How the ESG strategy is governed

As illustrated in the governance model on this page, governance of ESG originates in the Administrative Board, which determines guidelines of the overall ESG direction and supervises the progress. The Audit Committee – which was established in November 2022 – monitors the adequacy and effectiveness of the control and risk management systems, which also cover sustainability-related objectives, and the processes and systems for collecting and processing sustainability-related data.

The Management Board defines the ESG strategy and relevant targets upon consultation with the Executive Board and oversees their implementation. Our Risk Committee – which was established in April 2022 – is responsible for the continued improvement of the risk management system and for assessing its efficiency and effectiveness, including the coverage of non-financial risks.

Ownership and responsibility to drive action in the three fields of ESG lie within cross-organizational entities and our business units in order to ensure alignment with business priorities and a long-term focus on ESG.

The Sustainability department facilitates the overall ESG program, engages with stakeholders, runs the materiality assessment, crafts and shapes the ESG strategy, and ensures direction, coordination, and ESG subject-matter expertise. This unit regularly informs the Management Board and the Executive Board about the progress made and possible need for action. In addition, it ensures that the ESG-related initiatives of our various business units, cross-functional units, and subsidiaries comply with our Group-wide ESG strategy. The measures adopted by the ESG category owners are implemented by our line managers as well as interdisciplinary project teams.

More information on the organization of the individual departments owning the different ESG categories can be found in the respective sections that follow.

### Governance of ESG at DKV Mobility Group in 2022



Environment		Social		Governance	
ESG category	Owner	ESG category	Owner	ESG category	Owner
Sustainable business operations	Sustainability	Employee well-being	HR	Business ethics	Enterprise Governance Syst.
eMobility	eMobility	Diversity and inclusion	HR	Data ethics	Enterprise Governance Syst.
Alternative fuels	Fuel/Vehicle Services	Corporate citizenship	Sustainability	Sustainable procurement	Purchasing/Central Services
Toll	Toll				
Digital solutions	Digital				



# Stakeholder engagement and materiality

## Dialogue with stakeholders

Active stakeholder management makes an important contribution to the success of our company and is a key building block to our "LEAD IN GREEN" strategy. DKV Mobility defines its stakeholders as those individuals and organizations that affect or are affected by the company's business. We are in constant dialog with various stakeholders, gathering their feedback and implementing this input in our operations (a list of our selected focus stakeholders can be found on page 12). We focus on building and sustaining relationships of trust, on acting transparently, and, whenever possible, uniting divergent interests of various stakeholder groups. The interaction takes place in the markets on which we are active and at our subsidiaries across Europe. Our stakeholder engagement approach aims to align corporate activities with our identified material ESG issues. For instance, we conduct yearly customer surveys, consistently engage with our employees through annual engagement surveys and ESG-specific training sessions during the year, and participate in workgroups, also through our consulting work and industry associations.

An overview on our stakeholder groups, the dialog formats (such as training courses, fairs), and stakeholder management means (such as ratings, certification audits) that were used can be found on the following page.

## Approach to engage with policymakers

DKV Mobility Group is politically neutral and has no affiliation or involvement with any political party. Any such commitment is strictly prohibited in our compliance policies and guidelines. We also make no political donations, as set in our CoC as well as the compliance policies and guidelines.

In interacting with external stakeholders, we act according to the guiding principles of transparency, integrity, and responsibility. The Company's wholly owned subsidiary DKV EURO SERVICE GmbH + Co. KG is registered in the transparency registers of the European Union and of the Federal Republic of Germany and is committed to complying with associated guidelines.

To engage with policymakers, we have a Public Affairs function and program that provides information and facilitates the dialog process, whether individually or via industry associations. Our ambition is to enrich and make a meaningful contribution to the discussion while raising the profile and reputation of our company. As to important industry-related topics, such as the European Green Deal, we provide our expertise in the areas of sustainability and new mobility by, for example, disclosing position papers together with our industry partners, such as on the alternative fuels Infrastructure Regulation (AFIR), that contribute to an informed decision-making process when determining whether to amend existing or introduce new legislation by the EU institutions. See the "Fleet Cards Europe" paragraph below and refer to the memberships overview on page 61 for more details.

## "Fleet Cards Europe"

Established in 2021, with DKV Mobility as a founding member, "Fleet Cards Europe" (FCE) represents the independent fuel-card sector in Europe, which facilitates the purchase and supply of fuel and other related on-the-road goods and services for millions of commercial users across Europe. FCE members represent a major share of the B2B fuel card market in Europe and the membership base includes key independent players in this market, which are headquartered and operate across the continent. Many European logistics, transportation, and other fleet businesses rely on the services (issuing, billing, fuel discounts, etc.) provided by FCE members, helping them to move goods and people efficiently and seamlessly across Europe on a daily basis. The FCE Sustainability Working Group, which monitors the European regulatory landscape in the field of sustainability and decarbonization and engages with policymakers, for example, is chaired by DKV Mobility's Head of Sustainability & New Mobility.

## Involving stakeholders to deal with material ESG topics

In the materiality assessment survey that was conducted in 2021, we actively involved customers, employees, associations, campaign groups, and corporate networks by means of a survey to identify their needs and expectations, important trends, and developments in society and in our business fields. In 2022, we reevaluated the existing materiality assessment with internal stakeholders. We aim to take the interests of other major stakeholder groups (such as shareholders, employees, customers, and policymakers) into account in our day-to-day activities as best as possible. This input forms our understanding of material topics and underpins the development of initiatives in our roadmap to deliver on our ambitious ESG commitments.

## DKV Mobility stakeholders and engagement opportunities

### Internal stakeholders

#### Employees

Employees often wish to pursue meaningful work and want to receive fair treatment and wages, a sense of belonging for all, a family-friendly environment, and good development opportunities.

- Formats: Personal contact, employee surveys, media (video messages, newsletters, intranet), town halls, personnel-development talks, training initiatives, frequent meetings with the works councils

#### Shareholders

We are a private company, which is majority-owned by the Fischer family, which, together with our minority shareholder CVC Capital Partners Fund VII, supports long-term growth and value creation. Our shareholders appreciate strategies and plans that mitigate current and future risks for our business. The shareholders are members of the Administrative Board. The company is managed by the Administrative Board, which determines the basic guidelines of its activities and monitors their implementation.

- Formats: Regular board meetings, personal contact

### External stakeholders

#### Customers

Customers call for sustainable solutions to ensure responsible and efficient business practices.

- Formats: Daily personal contact, conferences, customer surveys, media

#### Suppliers

Suppliers require trustful partnerships and fair treatment as well as a continuous improvement of sustainable operations across the entire value chain.

- Formats: Personal contact, Code of Conduct, vendor self-disclosure process, ESG training for buyers and key suppliers

#### Business partners

Banks, insurance companies, or rating agencies increasingly incorporate sustainability and ESG in their business practices.

- Formats: ESG ratings, certification audits, presentations, Code of Conduct, personal contact

#### Competitors

Competition helps us to continuously challenge the status quo.

- Formats: Associations, conferences, media

#### Applicants, schools, and universities

Applicants from schools or universities often wish for meaningful work and want to get fair treatment and wages, a sense of belonging for all, a family-friendly environment, and good development opportunities.

- Formats: Career fairs, online media, partnerships

#### Policy makers

Policy makers are people responsible for formulating or amending policy. This includes authorities and governments passing and enabling legislation.

- Formats: Communication with policy makers

#### Associations, campaign groups, and corporate networks

Associations, campaign groups, and corporate networks help attain a strong positioning and come up with solutions for a more sustainable future. A detailed overview of DKV Mobility Group's memberships can be found on page 61.

- Formats (for all three stakeholders): Workgroup meetings, regular communication, conferences, position papers

#### NGOs and NPOs

Non-government organizations (NGOs) and non-profit organizations (NPOs) convey the main and basic needs of society and look for trusting and long-term supportive partnerships.

- Formats: Personal contact, neighborhood magazine(s), philanthropic programs, donations, volunteering support activities

#### Local communities

Local communities look for trusting partnerships, and fair treatment, while continually optimizing value chains and making them more sustainable.

- Formats: Local events, workgroups, conferences, volunteering social support activities

#### Media

The media demand a certain degree of transparency, fair treatment, and long-term collaboration.

- Formats: Press releases, interviews, media cooperation, social media channels, trade fairs and events, replying to media inquiries



## Materiality assessment

In 2021, DKV Mobility Group conducted a comprehensive materiality assessment for the first time, engaging the three key stakeholder groups of employees<sup>8</sup>, customers<sup>9</sup>, and further selected external stakeholders<sup>10</sup> in a professional online survey. In 2021, we compiled the required annual review according to the GRI Universal Standards 2016 approach and built on the existing materiality analysis.

### Materiality developments in 2022

In 2022, we compiled the required full-year review and reevaluated the previously defined 13 topics, resulting in eight material topics. As part of the review, a number of adjustments were made in order to adequately take into account the updated materiality understanding of the GRI Universal Standards 2021 and the GRI 3: Material Topics 2021 framework. In particular, we identified the actual and potential impact on the economy, environment, and people, including impacts on their human rights across the organization's activities and business relationships.

Our assessment was guided in a dialog with key internal subject-matter experts and the responsible topic owners. Further input was derived from certification standards, such as the standard DIN EN ISO 14001 and ESG frameworks such as the GRI Universal Standards and the SDGs as well as from latest EU regulatory developments (for example, the Corporate Sustainability Reporting Directive (CSRD), EU Taxonomy, EU Green Deal and Fit for 55

package, and the German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains). Our assessment also drew on ESG ratings, in particular EcoVadis and Sustainalytics, which are recognized by our customers and investors and coincide with our priorities.

Reflecting the priorities in our ESG strategy and with regard to our ten ESG impact targets, the previous assessments and results are still valid to a large extent. In 2022, we did not add new issues to our materiality assessment and the topics identified as being material to our ESG management and reporting did not change compared to the previous year's assessment. The two previously separately listed topics "Climate-friendly operations" (material) and "Energy and waste management" (nonmaterial) are handled under the same management approach and were therefore merged into one common material topic. In summary, the total number of eight material topics remains constant for DKV Mobility Group and we saw further strengthening of the trends and expectations underlying our ESG strategy and previous materiality assessments.

More information on the eight material topics that fall within the scope of the GRI Universal Standards' definition can be found in the corresponding sections of this report. We refer to the material GRI topics at the bottom of the respective pages. In addition, we provide additional disclosures on further matters such as "Health, safety, and well-being" (page 34), "Corporate citizenship" (page 38), and "Sustainable procurement" (page 46).

### Materiality according to section 289c HGB<sup>11</sup>

In 2021, we extended our approach to materiality by additionally considering the requirements of section 289c (3) of the German Commercial Code (*Handelsgesetzbuch*, HGB). In line with CSR-RUG, materiality applies when the following two criteria are met: First, when the information is necessary to understand our business performance, business results, and financial situation, and second, when the information makes it possible to understand how our business activities affect nonfinancial aspects.

On the basis of the reevaluation findings of the more impact-driven assessment according to the GRI Universal Standards 2021 framework, this update resulted in no changes regarding the following six topics identified by DKV Mobility that fall within the scope of the materiality definition according to section 289c HGB. The topics of "Alternative fuels and e-mobility," "Employee well-being," "Business ethics," "Diversity and inclusion," "Information security and data privacy," as well as "Product and service innovation" remain within the materiality threshold. Topics that fall within the scope of the materiality definition according to CSR-RUG are marked in the respective chapters in this report with an arrow in the box icon.




<sup>8</sup> Employees and managers across DKV Mobility Group (including DKV Mobility LIVE GmbH, REMOBIS Refund Service CV., and VO.F. Alfa Transport Service VOF).

<sup>9</sup> DKV Mobility customers from seven European countries. <sup>10</sup> Sustainability experts and representatives of associations, campaign groups, and corporate networks.

<sup>11</sup> Not subject to the limited assurance engagement is the non financial reporting according to section 289c (3) of the German Commercial Code (*Handelsgesetzbuch*) and the Corporate Sustainability Reporting Directive Implementation Act (*CSR-Richtlinie-Umsetzungsgesetz (CSR-RUG)*) in the report.

## Material topics according to GRI Universal Standards 2021

To determine and categorize the material topics for DKV Mobility, we assess the actual and potential impact on the economy, environment, and people, including impacts on their human rights across our organization’s activities and business relationships. We have followed the GRI Standards 2021 approach. Topics that fall within the scope of the materiality definition according to CSR-RUG are additionally marked . Read more about each material topic in the relevant sections of this report.

### Environment


#### ALTERNATIVE FUELS AND E-MOBILITY

Driving the transition towards an efficient and sustainable future of mobility by helping our customers switch to alternative energy sources

[> E-mobility](#) | [> Alternative fuels](#) 

#### PRODUCT AND SERVICE INNOVATION

Providing our customers with smart on-the-road mobility solutions to manage and operate their fleets in the most efficient way possible

[> E-mobility](#) | [> Alternative fuels](#) | [> Digital services](#) | [> Toll](#) 

#### CLIMATE-FRIENDLY OPERATIONS

Consistently rethinking our business operations and making them more environmentally friendly to reach our decarbonization target

[> Sustainable business operations](#)

#### SUSTAINABLE MATERIALS


Minimizing the negative environmental impact of the products we source<sup>12</sup>, consume, and provide

[> Sustainable business operations](#)

### Social

#### EMPLOYEE WELL-BEING

Being a “Great Place to Work” by fostering a workplace culture that is governed by the principles of team spirit, respect, and a family-friendly work environment

[> Employee well-being](#) 

#### DIVERSITY AND INCLUSION

Promoting equality and inclusion in the workplace with a focus on gender equality

[> Diversity, equity, and inclusion](#) 

### Governance

#### BUSINESS ETHICS

Acting in an environment of trust, transparency, and accountability

[> Business ethics](#) 

#### INFORMATION SECURITY AND DATA PRIVACY

Integrating data ethics into our everyday business as an essential prerequisite for providing high service quality and for earning the trust and obtaining the satisfaction of our customers


[> Data ethics](#) 


<sup>12</sup>The topic “Responsible sourcing” focuses on sustainability aspects along our supply chains in cooperation with our suppliers and service providers (“suppliers”). When selecting suppliers, environmental and social criteria, such as the economical use of natural resources and the respect for human rights, are considered. For further information please go to the “Sustainable procurement” section in the Governance chapter.





# ESG highlights 2022

## Environment


 **-47%**  
CO<sub>2</sub> emissions compared to base year 2019


 **~46%**  
of energy used at our facilities came from renewable sources


 **~150,000**  
EV charge points added to our network


 **>20%**  
YOY growth of our customers LNG, CNG, and hydrogen consumption

## Social


 **~51/35%**  
women overall/  
in management positions


 **GPTW**  
(Great Place to Work®)  
certified in Germany and Italy


 **~890**  
NGO cards with no card or service fee provided to NGOs


 **>800**  
people participated at our 1<sup>st</sup> "Community Day" in Germany

## Governance

 **EWC**  
(European Works Council)  
successfully launched

 **SLL**  
(Sustainability-linked loan) applied to one of our facility agreements

 **EQS**  
a secure and anonymous whistleblowing software launched

 **ISOs 14001/27001**  
Surveillance audits completed at our HQ/HQ and at GreenFlux

## ESG ratings

### MORNINGSTAR SUSTAINALYTICS

**ESG risk rating:** **8.6 negligible risk** (updated Nov 26, 2022)

	Universe	Rank	Top %
<b>ESG risk rating ranking:</b>	Global Universe	103/15,536	Top 1%
	Software & Services	2/1,074	Top 0.2%

### ecovadis

**Overall Score:** **74/100** (updated Nov 11, 2022)

	Universe	Top %
<b>Ranking:</b>	All companies	Top 2% of over 100,000 companies
	Other business support service activities	Top 1%

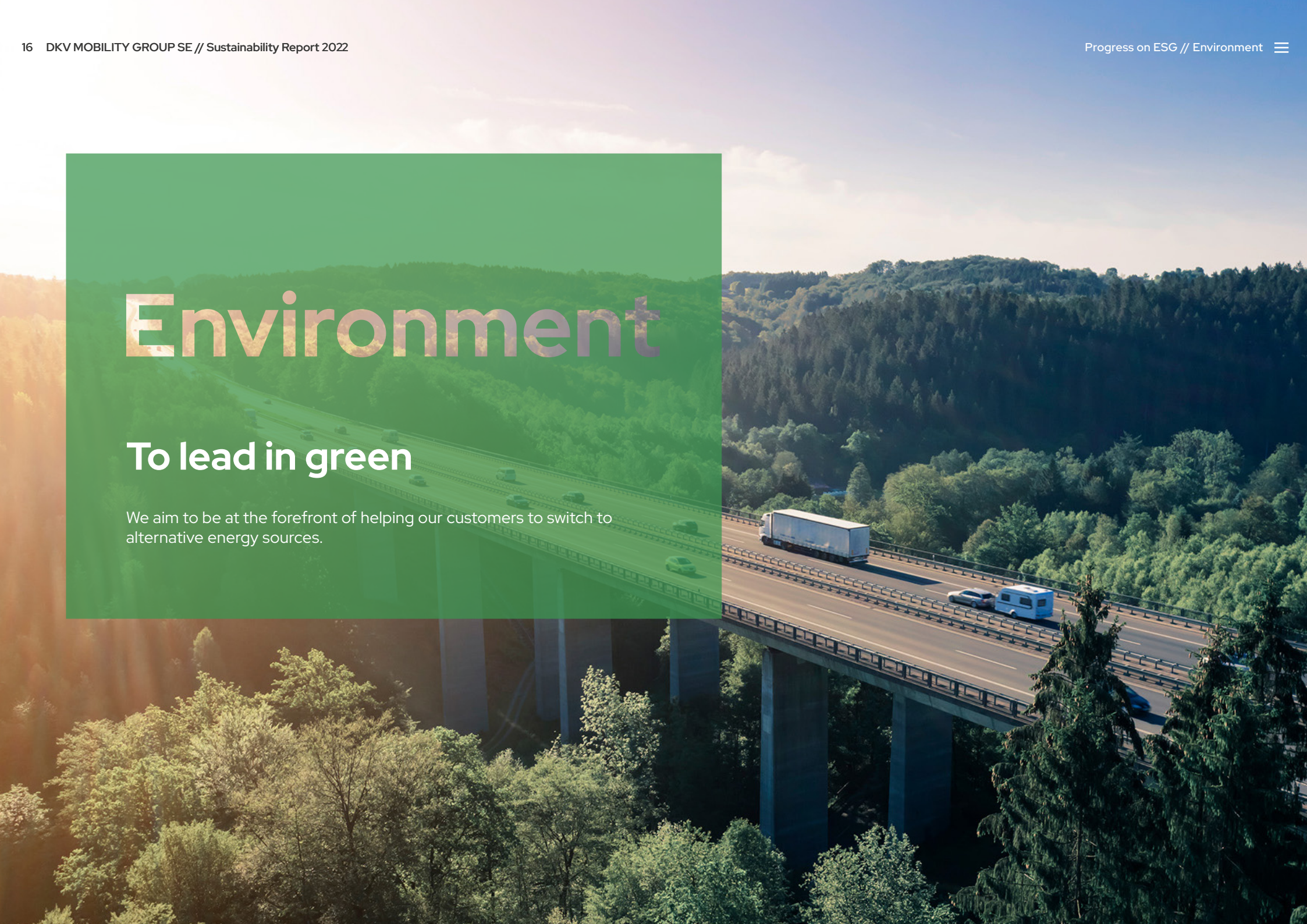




# Environment

## To lead in green

We aim to be at the forefront of helping our customers to switch to alternative energy sources.





# Sustainable business operations

## Reducing environmental impacts

The science is clear: The world is facing a climate emergency, global emissions are rising, and the window is rapidly closing to limit global warming to the safer level of 1.5 °C. Governments cannot combat climate change without accompanying action by the private sector. Climate-related hazards, such as temperature extremes, heavy precipitation, and droughts, pose risks to human health and can lead to substantial economic losses<sup>13</sup>.

We believe that businesses have no choice not to be involved anymore. They must implement sustainable business operations to remain competitive in the prevailing business environment, to protect themselves from the potential dangers of natural disasters, and they need to actively contribute to the crucial task of building resilience of their assets, workforce, supply chains, and customers.

We understand that our business operations impact the environment we operate in, both directly, through the operations of our owned or leased buildings, employee commuting, and business travel, but also indirectly through our business relationships along our supply chain.

As a service provider, DKV Mobility's direct environmental impact is limited as we operate in an office environment. Our indirect environmental impact is more severe and mainly arises through emissions that result from assets not owned or controlled by DKV Mobility, such as from our fuel bunkering

business relationships in the UK, employee commuting, business travel, and the products we source from our suppliers. As our materiality assessment shows, climate-friendly operations and sustainable materials are among our highest-rated material topics – in the following, both topics are addressed with the same management approach.

In addition, managing our direct environmental footprint is a business imperative for us. We believe it contributes to saving costs, engages our employees, and leads to better decision-making and business results. Therefore, we aim to minimize our operational footprint by focusing on the avoidance or reduction of operational emissions. Sustainability starts at our own doorstep and acting more sustainable in our view includes reducing energy and water consumption, lowering the generation of waste, rethinking business travel, switching to sustainable materials for consumable supplies, and ultimately decreasing GHG emissions. In this section, we highlight the progress made to achieve our Green Pledge target, which emphasizes our commitment to reducing the GHG emissions of our Corporate Carbon Footprint by 50 percent by the end of 2023 compared to the base year 2019. For the remaining GHG emissions, we aim to take responsibility by supporting Gold Standard climate-protection projects.

## SUSTAINABLE BUSINESS OPERATION

### Ambition

Our commitment for 2023 is to reduce our Corporate Carbon Footprint by 50 percent compared to 2019 and to take responsibility for the remaining CO<sub>2</sub> emissions by continuing to support Gold Standard climate-protection projects. We are addressing this challenge by shifting towards more renewable energy sources, by rethinking our business-trip activities, and by consistently trying to find eco-friendly alternatives in our business operations.



### Key target 2025

We are currently in the process of setting us science-based targets (SBT).

### Highlights 2022

- -47% CO<sub>2</sub> emissions compared to base year 2019
- 46% of the energy consumed came from renewable sources
- 43% less fuel burned by our company vehicles than in 2019
- Close to 2,000 business flights were avoided compared to 2019
- Successful DIN EN ISO 14001 surveillance audit in Germany

<sup>13</sup> IPCC, 2022: Climate Change 2022: Impacts, Adaptation and Vulnerability. Contribution of Working Group II to the Sixth Assessment Report of the Intergovernmental Panel on Climate Change.

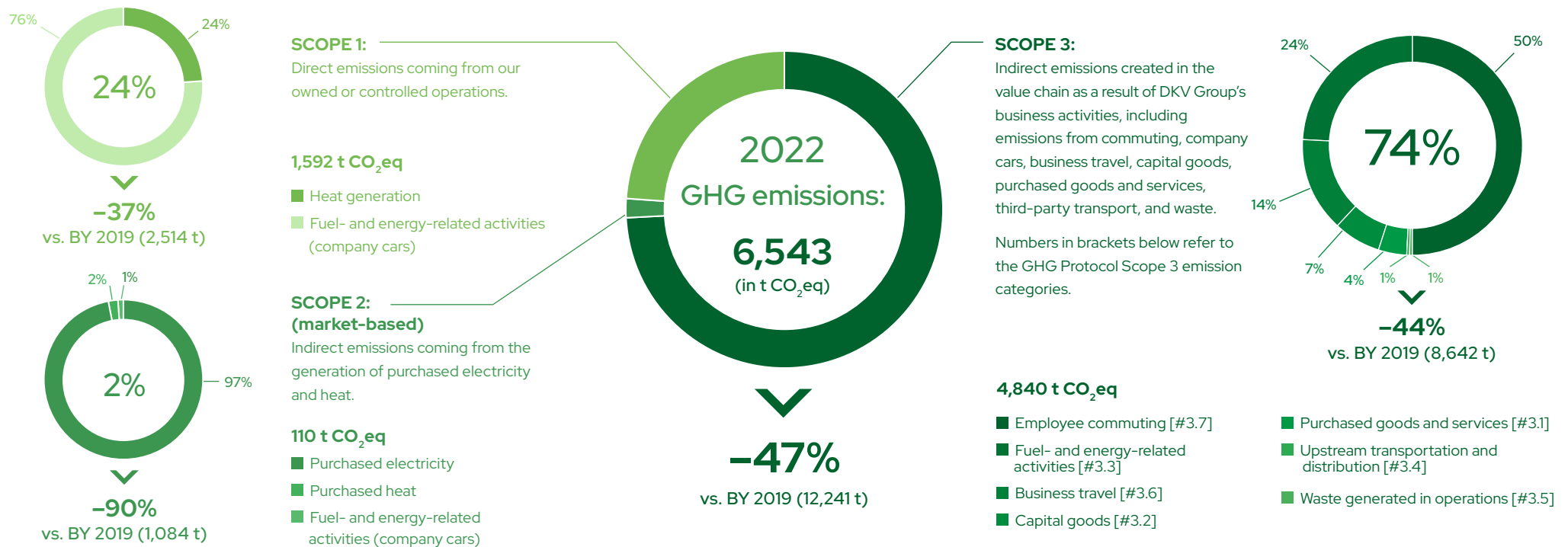
## Our Corporate Carbon Footprint (CCF)<sup>14</sup>

We measure our CCF to identify the impact of our activities and the areas offering the greatest opportunity to reduce our emissions. In 2022, we improved our methodologies for GHG emissions calculations and recalculated the data for the base year 2019, the reporting year, and all years in between. Adjustments were made to better reflect acquisitions (as they significantly impact our GHG emissions), methodology changes, and data errors, allowing us to report more precise figures. A detailed overview of changes performed regarding GHG emissions accounting in the reporting year can be found in the chapter "ESG accounting principles."

We made good progress with regards to our climate commitment. Compared with our base year of 2019, we cut GHG emissions by around 47 percent. It is important to mention that we did not include Scope 3 emissions from our fuel bunkering business in the UK<sup>15</sup>, as it

is immaterial in terms of our total financial Transaction Volume, does not represent our common business model, and is not part of our Climate Pledge target and decarbonization strategy. The COVID-19 pandemic and its effects, such as working from home and less business travel, had a significant impact on the CO<sub>2</sub> reduction results. However, we could not have achieved these reductions without the successful implementation of several decarbonization measures across DKV Mobility Group: Our Scope 1 emissions that account for 24 percent of our total CCF in 2022 decreased by 37 percent compared to 2019 because of a significant reduction of fuel consumed by our vehicle fleet. By shifting a large part of our office locations away from sourcing electricity produced from fossil fuels to more renewable electricity, Scope 2 emissions (market-based)<sup>16</sup> were significantly reduced by 90 percent compared to 2019. With 74 percent, Scope 3 emissions account for the largest share of total CO<sub>2</sub>

emissions in the reporting year and are mainly driven by employee commuting, our vehicle fleet, and business travel. In this category, we were able to achieve a CO<sub>2</sub> reduction of 44 percent (2022 vs. 2019). However, 2022 proved to be another challenging year with regards to our climate targets, as business travel is making a slow, but steady, return and employees increasingly returned to the office after several lockdown periods. Thus, GHG emissions in 2022 increased by around 1,200 tons of CO<sub>2</sub>eq compared with 2021 (+23 percent). We are, however, optimistic that these synergy issues are being resolved, and we will be able to maintain GHG emissions from commuting and business traveling to an acceptable level. Scope 3 calculations evolve in terms of methodology, and our CCF will continue to evolve with more accurate data – and due to potential acquisitions and changes in our business.



<sup>14</sup> Our Corporate Carbon Footprint (CCF) does not include all Scope 3 GHG emissions according to the GHG Protocol. Please refer to the accounting principles on p. 53 for more information on how the CCF is defined related to our climate protection target. <sup>15</sup> CO<sub>2</sub> emissions from our fuel bunkering business in the UK: 180,696 t CO<sub>2</sub>eq (2022), 154,358 t CO<sub>2</sub>eq (2019), including all upstream emissions from the production of fuels purchased as well as emissions from the use of fuels sold to our customers. <sup>16</sup> Scope 2 emissions following a market-based method. Location-based Scope 2 emissions: 952 t CO<sub>2</sub>eq (2022), 1,179 t CO<sub>2</sub>eq (2019).





### Executing on our commitments to decarbonize business operations

We consider the climate impact of our business operations across the entire value chain and focus on the areas where we see the greatest opportunity to achieve meaningful change.

In the following, we share exemplary measures and the progress made on the key focus areas for reducing our CCF.

#### Driving the conversion to renewable energy

In 2022, energy (heat generation, purchased electricity and heat) at our office locations accounted for around 11 percent of our total CO<sub>2</sub> emissions and we are consistently trying to find new ways to lower our energy consumption and to transition to renewable energy sources. In the reporting year, we managed to reduce our electricity and heat consumption across DKV Mobility Group by around nine percent compared to our base year of 2019. The share of energy consumed from renewable sources increased from around five percent in 2019 to about 46 percent in 2022. By switching energy contracts from conventional to renewable sources, and through new home-office regulations, overall we managed to decrease the energy-related CO<sub>2</sub> emissions by 62 percent (2022 versus 2019). In addition, we reacted to the 2022 European energy crisis – which is still ongoing – and to several governmental recommendations to reduce energy demand by launching a Group-wide “Save Energy” campaign. For example, among other measures, we have set and standardized the maximum temperature to 19 degrees Celsius at our headquarters in Germany based on the recommendation of the government.

#### Rethinking business travel and employee commuting

As the world is beginning to recover from the COVID-19 pandemic and we can start traveling again, it is necessary to keep all the good practices from remote work. Guided by our ambition to reduce our CCF, an inclusive hybrid-work model was launched in 2021, with the aim of reducing the need for travel and commute. With more than 3,000 tons of CO<sub>2</sub> emissions, business travel and employee commuting together accounted for about 47 percent of our carbon footprint in 2022. Having experienced significant reductions of business trips and commuting during the reporting years of 2021 and 2020, caused by the COVID-19 pandemic, we tried to find new ways to keep traveling activities at a lower level in 2022 than in the pre-COVID year of 2019. In order to reduce air travel across DKV Mobility Group, for instance, we conducted a Group-wide business flight challenge in the fourth quarter of 2022. The aim of this pilot challenge was to collectively work towards a defined number of flights. In coordination with members of the Executive Board, various teams were allotted an air travel budget available to them until the end of the year.

In order to address CO<sub>2</sub> emissions that are generated in our employees’ commute to work, since March 2022 we have been offering our employees at the headquarters in Germany the possibility to opt for a “JobRad®” (company-bike leasing). In addition, we have entered into a cooperation with “RideBee,” an app for carpooling to facilitate more climate-friendly commuting. By using the app, our employees in Ratingen can easily and conveniently find rides with their colleagues.

## Sustainable IT

The Information Management department supports the individual companies and departments of the DKV Mobility Group. The Infrastructure Services team is the central pit stop for all IT-related issues or requests for our companies and departments as well as external organizations. It is responsible for the smooth functioning of the decentralized IT infrastructure and the evolution of the standard workplace systems. This department is also an essential internal driver regarding sustainability in IT.

To act more energy efficiently, we seek to operate and source information and communication technologies (ICT) in a way that will help preserve resources and proceed to digitalize an increasing number of processes. Examples from the reporting period include the rollout of so-called "Augmented Reality Tech." IT know-how is mainly available at our headquarters in Ratingen and, to some extent, at the Shared Service Center in Romania. All other offices are supplied with IT services remotely. In the past, therefore, we often had to visit local offices and service providers to discuss issues and solve minor problems on-site. This led to many business trips. With the Augmented Reality Tech approach, we have created a process that reduces the need for these trips and enables us to resolve certain issues remotely and autonomously. Furthermore, a major rollout of more energy-efficient network hardware at the headquarters in Ratingen took place in 2022. The old equipment was either taken over by the employees or handed over to our non-profit partner "AfB" for remarketing. We also collaborated with our suppliers on receiving Product Carbon Footprints (PCFs) for our IT hardware (laptops, smartphones). This enables us to make more informed sustainable purchasing decisions in the future.

## Dealing with waste

In our daily operations, waste is mainly generated in the form of residual/household, paper, cardboard, cartons, and lightweight packaging/plastic waste. Our aim is to avoid generating waste and to reuse and recycle raw materials as much as possible through our efforts to support a circular economy. At our headquarters in Germany, employees are sensitized to separating the different types of waste and disposing of them correctly.

With the help of a diligent approach to information and data management, including cloud computing, we were able to digitalize an increasing number of processes. This enabled us to reduce the quantity of the hardware we use – and thereby ultimately the generation of electronic waste. Each system that can be virtualized by means of the hardware that is already available helps us save energy and other resources. IT terminal devices such as laptops that we do not use any more are returned to the lessor or our new partner "AfB" to be resold. "AfB" is Europe's biggest non-profit IT company. As a refurbisher, they create jobs for people with disabilities by refurbishing and remarketing used IT and mobile devices. Across the whole of DKV Mobility Group, waste was reduced by around 14 percent in 2022 compared to 2019.

## Sustainability training and certifications

In 2022, we conducted different sustainability training formats to increase awareness for the correlations between our employees' behavior and our climate commitments. We strongly believe that shifting towards an environmental mindset can positively influence our employees' behavior and ultimately our carbon footprint. Mandatory "LEAD IN GREEN" introductory training for new employees and an online training course for energy-efficient behavior at the workplace was provided to employees in Germany, among other measures.

DKV Mobility implemented an environmental management system (EMS) at its headquarters in Germany. The EMS is subject to regular internal and external audits. It is based on the internationally recognized ISO 14001:2015 standard and was certified for the first time in 2021. The certificate (regist. no. 01104 2100533) is valid until November 10, 2024. A surveillance audit was successfully performed in August 2022. Based on the number of active employees, approximately 65 percent of DKV Mobility Group's operational sites<sup>17</sup> were covered by external ISO 14001 certification in the reporting period.

DKV Mobility at its headquarters in Germany is under a legal obligation to conduct an energy audit for this location as laid down in the German Energy Services Act (*Energiedienstleistungsgesetz*). The energy audit is conducted according to DIN EN 16247-1. The last audit was conducted on March 25, 2020, and its results are valid until March 24, 2024.

In addition, we take up suggestions made by our staff to further improve our environmental performance. The environmental management team reviews the suggestions on a quarterly basis. This team consists of people from across the organization who have a direct impact and influence on the company's environmental performance by managing and implementing environmental-performance measures.

<sup>17</sup>We define an operational site as a location where integral functions of the business are performed more or less independently from the headquarters' activities. We define integral functions as the operational site's own operational-business activities, such as product management, core operations, and central services. It is reasonable for these operational sites to get their own location-specific ISO certifications, such as the ISO 27001 (information security management system), as they do not benefit from the shared central processes and services of the headquarters. On the other hand, integral functions of the sales units are steered and managed centrally by the headquarters' operations and the headquarters certification-management systems thus cover the activities of the sales units.



### Making use of sustainable materials

We are in the midst of a global climate crisis and plastic production is a major and growing part of the crisis. Plastics are negatively affecting people and the environment at each stage of their life cycle – extraction of fossil fuel, production, manufacturing, use, recycling, and disposal. The impacts are felt in a wide range of areas, including on biodiversity, climate change, human health, and human rights. As we ship large quantities (approximately 2 million in 2022) of service cards to our customers every year, we acknowledge the environmental and social impact of our activities. That is why, in 2021, we started to work with our service cards supplier on alternative solutions to the traditional polyvinyl chloride or PVC cards.

In 2022, we shipped – as far as we know – the industry’s first eco-friendly service cards made of recycled PETG plastic (glycol-modified polyethylene terephthalate; PETG for short) to our customers. DKV Mobility’s new service cards are made of 90 percent recycled material and thus reduce carbon emissions per service card by 42 percent compared to commonly used PVC cards. With the introduction of recyclable PETG service cards, we are addressing the global environmental concerns regarding plastic pollution in our industry and are confident of providing our customers with a viable ecological option without compromising on quality. In the reporting year, close to 1.5 million service cards of recycled PETG plastic were shipped to our customers,

accounting for already 75 percent of all service cards provided to our customers that year. It is our aim to achieve 100 percent in 2025 and to increasingly opt for sustainable product solutions and recycled materials also for our other products (such as wallboxes).

### Reducing water usage

DKV Mobility is aiming to reduce the water consumption and the use of hot water in its offices as much as possible. For this purpose, we deployed several water-saving devices such as sensor-controlled water taps at our headquarters in Germany, which help reduce our already relatively low consumption of fresh water. Water is supplied almost exclusively from the public infrastructure. In 2022, the total water consumption of the DKV Mobility Group decreased by about 29 percent compared to 2019.

### Keeping our commitments

Managing our direct and indirect environmental impacts by reducing GHG emissions from our business operations and increasingly opting for sustainable product solutions and recycled materials remains one of the key priorities of our ESG strategy. When looking back to 2022, we have made good progress, but there is still a long way to go to achieve our targets.

The overall responsibility for making our business operations more sustainable lies with the Sustainability department, in close cooperation with the IT and Central Services departments. Central Services caters for the individual departments by ensuring that the workplaces are adapted to the constantly changing requirements of our growing business. It oversees all matters relating to facility management as well as occupation of the workplace and design (except for the IT systems) at our headquarters in Germany. Furthermore, the department manages our vehicle fleet for the DACH region and DKV Mobility Group’s business trips. Our offices abroad have appointees whose responsibilities include creating annual CO<sub>2</sub> emissions activity data reports for their workplace-related business operations as well as running awareness campaigns on decarbonization measures and handling any other questions surrounding sustainability that might arise. According to our Code of Conduct (CoC), our employees have committed themselves to acting responsibly with a view to the environment. DKV Mobility Group’s environmental policy formalizes our commitment to decreasing GHG emissions from our business operations by, for example, reducing energy and water consumption, lowering waste generation, and sourcing consumable goods (such as service cards, paper, office materials, and IT hardware) according to sustainable criteria.





## Sustainable products and services

Transport connects people, cultures, cities, countries, and continents. It is essential for Europe's economic prosperity and position in global supply chains. However, it also represents around a quarter of the EU's total carbon emissions and causes air pollution, noise pollution, and habitat fragmentation. Road transport constitutes the highest proportion of overall transport emissions. In 2020, it emitted 77 percent of all EU transport-related carbon emissions (including domestic transports and international bunkers)<sup>18</sup>, which underlines the environmental magnitude the impact encompasses. Under the European Green Deal, the EU has therefore committed itself to reducing the transport industry's carbon emissions by 90 percent by 2050 as compared to 1990 levels. This reduction in GHG emissions from transport will be needed to attain climate neutrality, and every part of the sector will have to contribute to the reduction. We believe that without substantial shifts towards electric vehicles, low-carbon solutions for heavy-duty vehicles, toll charges based on CO<sub>2</sub> emissions, and efficiency gains from digital technologies, the industry will fail to meet these targets. A transition to zero emission transport in a 20- to 30-year timeframe implies a radical and necessary overhaul of the transport system, essentially reversing an emissions trend that has been persisting for over a century.

DKV Mobility operates an asset-light European platform for business customers for on-the-road payments and solutions. Services provided to our customers are essentially in the areas of payment services (e.g., fueling and toll), vehicle services (e.g., parking, washing, and maintenance and repair), telematics services, e-mobility, and fleet management. Consequently, DKV Mobility is mainly indirectly involved with the above-

mentioned negative impacts that result from GHG emissions caused by the road transport industry. The only exception, which is immaterial in terms of our total financial Transaction Volume, is the so-called fuel bunkering business (i.e., operation of a fuel depot) in the United Kingdom, whereby we bear the risks and rewards of a fuel inventory.

Nevertheless, Europe's transport sector needs to start applying low-carbon power trains to align with the EU's net-zero vision. Consequently, conventional fuel service Stations are expected to transform into multi-energy stations and an increasing number of fleet managers, our customers, are moving, or intending to move, from the traditional Internal Combustion Engine to a mixed or hybrid fleet of drive technologies. In this transition, we strive to act as an agent of change by providing access to more sustainable fuel networks (service stations) and services to make this transition more efficient and successful. It is our aim to help in reducing the carbon intensity of our customers' fleet by 30 percent by 2030 as compared to 2019. We want to achieve this by offering payment and service card solutions, invoicing, digital tools, and most importantly an acceptance network that accommodates multiple types of sustainable fueling and charging. As our materiality assessment shows, alternative fuels and e-mobility as well as product and service innovation are the highest-rated material topics – both are key to our business and to our purpose "to drive the transition towards an efficient and sustainable future of mobility." On the following pages, we report on the progress we made in 2022 in these fields.

<sup>18</sup> EEA, 2022: Greenhouse gas emissions from transport in Europe.



## Electrifying our customer's journey

### Despite headwinds, EU electric car sales and charging infrastructure keep growing

Electric vehicles (EVs) can help decarbonize transportation because they are more efficient and use cleaner energy (depending on the electricity mix of the respective country) than the internal combustion engines they replace on the road. At the same time, EVs reduce carbon emissions and reduce harmful smog-causing pollutants and vehicle soot.

The impact of the COVID-19 pandemic – combined with the war in Ukraine, rising inflation, and energy and fuel costs – turned 2022 into a challenging year for car sales. But the sales of electric cars were virtually untouched and did in fact break a new record in the European Union, according to figures released by the European Automobile Manufacturers' Association (ACEA)<sup>19</sup>. In 2022, registrations of new battery electric vehicles (BEVs) continued to grow, despite the overall decline of the EU car market. By contrast, traditional petrol and diesel fuel types continued to lose ground. However, combined, they still accounted for more than half of EU car sales in 2022. Together with the rising sales of electric vehicles, the EV infrastructure is advancing at a fast pace. According to the European alternative fuels Observatory, publicly accessible EV charge points in the European Union (EU 27) grew by around 50 percent between 2021 and 2022<sup>20</sup>. However, according to a recent analysis compiled by McKinsey, the EU 27 – in even the most conservative scenario – will need at least 3.4 million operational public charging points by 2030 to keep up with the growth in electric vehicles<sup>21</sup>. Despite achievements such as promoting a common EU plug standard and improving access to different charging networks, the EU still has a long way to go to reach its Green Deal target of one million EV charge points by 2025.

### Our approach: Acting as a catalyst for change

At DKV Mobility, it is our role and responsibility to keep up our customers' efficiency and cost effectiveness when shifting towards mixed fleets and energy solutions. In this transition, the supply side becomes more fragmented, new players enter the market, and complexity increases as fleet managers navigate a new, sometimes unfamiliar, ecosystem of technology and suppliers to successfully transition their fleet. We believe a service card solution and invoicing system that accommodates multiple types of fueling and charging across both fuel stations and the various EV charge points is key to easing the operational management of these emerging mixed fleets. We electrify our customers' journey by making EV charging simpler and more efficient. Our mission is to provide access to Europe's largest roaming network for EV charging at public or semi-public EV charge points and to provide our customers with the best possible charging experience, regardless of where they prefer to charge – at work, at home, or on the road.

## E-MOBILITY

### Ambition

Electric vehicles are crucial to decarbonizing road transport and meeting climate goals. We strive to help our customers accelerate the transition of their fleets towards zero emission vehicles. Our ambition is to provide access to Europe's largest roaming network for EV charging at public or semi-public EV charge points and to provide our customers with the best possible charging experience, regardless of where they prefer to charge – at work, at home, or on the road.



### Key target 2025

By 2025, we aim to have 500,000 EV charge cards managed for our customers.

### Highlights 2022

- ~150,000 public and semi-public EV charge points added to our network
- ~191,000 EV charge cards managed by end of 2022 (>150% vs. 2021)
- Integration of EV charging into the DKV Mobility App
- Launch of @home and @work EV charging solutions in France and Austria
- Integration of new wallbox supplier KEBA Green Edition

<sup>19</sup> ACEA, 2023: Press Embargo; New car registrations by fuel type, European Union.

<sup>20</sup> EAFO, 2022: About the European alternative fuels Observatory.

<sup>21</sup> McKinsey & Company, 2022: Europe's EV opportunity – and the charging infrastructure needed to meet it.

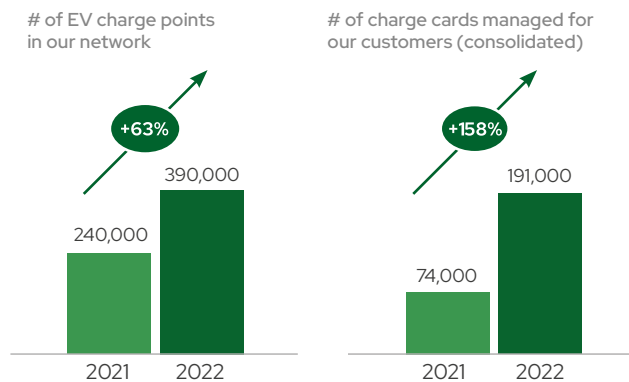


### On-the-road charging at one of the largest networks in Europe

By the end of 2022, our customers were able to charge their electric vehicles at approximately 390,000 public and semi-public EV charge points across Europe via the DKV Card +Charge or the DKV Mobility App. Thus, we offer access to one of the largest charging networks in all of Europe. In just one year, we added more than 150,000 EV charge points to our network, an increase of more than 60 percent compared to 2021. In addition to that, we keep trying to provide access to public EV charge points that guarantee 100 percent renewable energy supply. However, our efforts in the reporting year have shown that a contractual manifestation of a green electricity supply by the Charge Point Operators (CPOs) is still not negotiable.

Together with our subsidiary GreenFlux, we aim to consistently expand our charging network for electric vehicles. GreenFlux manages the entire range of charging services for DKV Mobility. In 2022, we successfully transitioned our on-the-road charging operations to the cloud-based GreenFlux backend, providing us with a unique, cloud-based software as a service (SaaS) and hardware-agnostic platform for EV charge points networks.

Besides the growth of the network, our customers' demand for charge cards is growing at a fast pace. By the end of 2022, we had significantly increased the number of EV charge cards to about 191,000, an increase of more than 150 percent compared to 2021.



### Charging EVs at home and at work

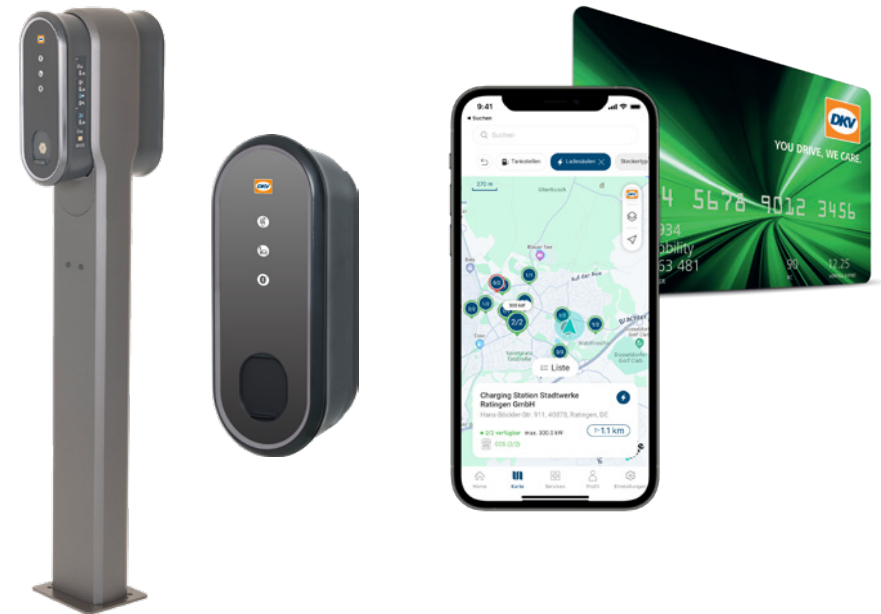
The most convenient charging solution in our customers and their employees' everyday lives remains charging at home overnight or at work during the day. According to the clean transport campaign group Transport & Environment (T&E), more than 90 percent of EV charging in Europe takes place at private charge points<sup>22</sup>. With our @home and @work charging solutions, customers can lease or buy wallboxes. This is particularly relevant for fleet customers who wish to provide their employees with the option of charging their company EVs at home or at work. Our service offering includes the sale or lease (for a required minimum period) of the wallboxes and adjacent services, such as operation and maintenance of the wallboxes, the refund of residential electricity used by our customer's employees when charging their electric vehicles at home, and (dynamic) load management to steer the electricity flow to the wallboxes in order to avoid price peaks or power blackouts. Furthermore, we provide roaming services to our customers for their semi-public EV charge points<sup>23</sup>.

Since 2019, we have been offering this one-stop solution to customers in Germany and are in the process of launching it in further countries. In 2022, we successfully expanded this service to France and Austria.

### Keeping our commitments

No doubt, e-mobility is a key solution for reaching the EU's ambitious climate targets. To achieve this, passenger car and road freight transport must become climate neutral and the range of alternative drive trains and the infrastructure to supply them with energy must be massively expanded. Reflecting the increased sense of urgency, we have set ourselves the very ambitious target of providing access to Europe's largest roaming network for EV charging at public or semi-public EV charge points by 2025. In addition to this, we aim to increase the number of charge cards to 500,000 by 2025. When looking back to 2022, we have made strong progress, but there is still a long way to go to achieve our targets.

Our Managing Director Energy and Vehicle Service, who is a member of DKV Mobility's Executive Board, has got the overall responsibility for our e-mobility business. The department eMobility and Charge Point Services and Solutions work together with our subsidiary GreenFlux on a wide range of topics, such as product development and charge point management, to provide the best possible charging experience, regardless of where our customers prefer to charge – at work, at home, or on the road.



<sup>22</sup> European Federation for Transport and Environment, 2021: Give Europeans a "right to plug" at home and work, say T&E and ACEA. <sup>23</sup>Semi-public EV charge points are accessible to all, but there may be restricted public access to them because of parking or opening times. Examples include charge points in underground car parks, at hotel and catering establishments, or service stations. There may be restrictions on use, such as the requirement to make use of the associated facilities.

## Alternative fuels for heavy-duty vehicles

### Europe's growing transport demand increases emissions

Road freight is an essential pillar of the European economy. In 2020, heavy-duty vehicles (HDVs) hauled about 77 percent of all freight transported over land in the European Union (EU)<sup>24</sup>. Even though HDVs make up only about one percent of the EU's road-mobility fleet, they were responsible for more than 25 percent of GHG emissions from road transports in the EU and produced over six percent of the EU's total GHG emissions in 2020, according to the European Automobile Manufacturers' Association (ACEA)<sup>25</sup>. As the amount of road freight is expected to increase by 55 percent by 2050, the decarbonization of heavy-duty road transport is crucial to the EU's long-term strategy of reaching net zero<sup>26</sup>. To curb emissions from road transport, current legislation on CO<sub>2</sub> standards requires manufacturers to reduce the emissions of new trucks by 15 percent by 2025 and 30 percent by 2030 (compared to mid-2019 to mid-2020 baselines, respectively). The legislative review proposed by the European Commission on February 14, 2023, extends and increases the target levels even further to -45 percent in 2030, -65 percent in 2035, and -90 percent in 2040.

### No silver bullet to decarbonize heavy-duty transportation

Europe's heavy-duty transport sector needs to start developing low-carbon power trains in order to align with the EU's net-zero vision. Accordingly, some manufacturers have introduced zero emission vehicles (ZEV). However, several options are still on the table that could provide the optimal technology, but none of them is a silver bullet since they are all facing challenges in either the technology's maturity, cost, or implementation. The main available technologies encompass liquid fuels (including bio-fuels, e-fuels), gaseous fuels (including LNG, CNG, hydrogen), or electricity, with battery electric truck (BET) and fuel cell

electric truck (FCET) solutions being the more promising ones as sustainability constraints are limiting the potential of biofuels. The transition to alternative fuel solutions will not happen overnight, so increasing the decarbonization potential of current power train concepts based on low-carbon fuels used in internal combustion engines is expected to continue to play an important role towards 2050, as the change from existing fleet composition to new power trains will take time.

### Helping decarbonize heavy-duty transportation

At DKV Mobility, we believe that we are well positioned to help accelerate the use of alternative fuels in the European road transport sector by leveraging our existing acceptance network and strong customer base. It is our role to support our customers in this transition by offering them access to an extensive network of alternative fuel service stations with our service card solutions. We offer access to a range of alternative fuels including LNG, CNG, hydrogen, liquefied petroleum gas ("LPG"), hydro-treated vegetable oil (HVO), and other biofuels and bio-blend fuels. By the end of 2022, our acceptance partner network for alternative fuels consisted of approximately 20,000 alternative fuel service stations predominantly in Europe, including 2,418 LNG, CNG, and hydrogen service stations (2,225 in 2021, +9 percent).

In 2022, we again noticed increasing customer demand for alternative fuels, with a 21 percent year-on-year growth in the demand for LNG, CNG, and hydrogen. However, Russia's curtailment of natural gas flows to Europe has pushed international prices to painful new highs, disrupted trade flows, and led to acute fuel shortages. The ongoing energy crisis also casts longer-term uncertainty on the outlook for natural gas.

<sup>24</sup> Eurostat, 2022: 77% of inland freight transported by road in 2020.

<sup>25</sup> ACEA, 2023: Fact sheet: CO<sub>2</sub> standards for heavy-duty vehicles.

<sup>26</sup> Eurostat, 2022: 77% of inland freight transported by road in 2020.

## ALTERNATIVE FUELS

### Ambition

Alternative fuels, such as natural gas/bio-methane or hydrogen, are key to achieving greater energy efficiency and climate protection in the transport sector. It is our ambition to be at the forefront of boosting the use of alternative fuels in road transport by offering the biggest independent network for alternative fuel service stations in Europe.



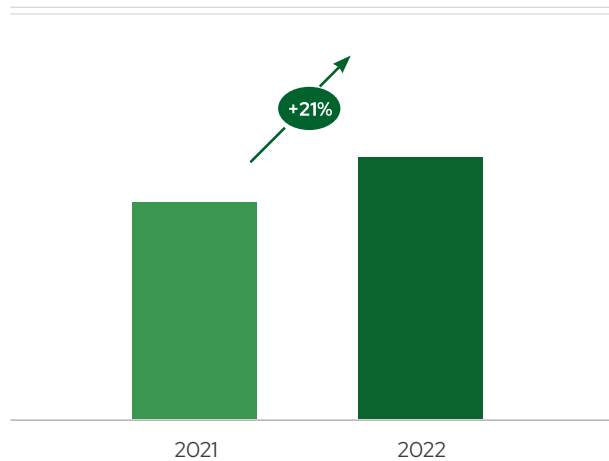
### Key target 2025

Increase our customers' LNG, CNG, and hydrogen consumption to 150,000 tons.

### Highlights 2022

- >20% YOY growth of our customers' LNG, CNG, and hydrogen fuel volume
- ~ 20,000 alternative fuel service stations in our network
- Launch of Future Fuel Card in Denmark, Sweden, and Benelux
- Cooperation with H2 MOBILITY Germany to provide customers access to H2 filling stations
- Joining HyTruck with the mission of putting 1,000 heavy H2 trucks on European roads by 2025

### LNG, CNG, hydrogen fuel volume



The use of hydrogen as a fuel in particular green (hydrogen produced from water electrolysis) or blue hydrogen (produced from natural gas and supported by carbon capture and storage) could be essential to decarbonizing road transportation. Because not only can fuel cell electric vehicles (FCEVs) already refuel in less than four minutes and have a driving range of over 450 km<sup>27</sup>, similar to conventional internal combustion engine (ICE) vehicles, but also, just like BEVs, produce no harmful tailpipe emissions.

For this reason, we started cooperating with H2 MOBILITY Germany, the leading provider for the development, construction, and operation of hydrogen filling stations in Germany. Based on this cooperation, our customers had access to more than 80 hydrogen refueling stations in Germany by the end of 2022 that are suitable for passenger cars. In addition, we joined the HyTrucks initiative, which is one of the largest European projects to deploy zero emission heavy-duty fleets in Europe's most intensely frequented traffic areas.

Another highlight in 2022 was the launch of our Future Fuel Card in Denmark, Sweden, and the Benelux countries. By launching the Future Fuel Card, we want to support fleet operators in the transition to sustainable mobility by offering them a dedicated and discounted supply solution for alternative fuels, such as CNG, bioethanol, bio-diesel, hydrogen, and HVO/R33 (fully or semi-synthetic diesel fuel).

### Taking responsibility for unavoidable carbon emissions

Most of our customers, particularly in the long-haul logistics and transportation sector, still require combustion engine fleets to run their business efficiently. Already in 2014, DKV Mobility took a pioneering role in our industry by offering our customers a voluntary carbon offsetting service with the DKV Card Climate. By using the service card, our customers pay us a climate protection contribution, which is calculated based on actual consumption. We pass the entire amount on to "myclimate Germany." myclimate is a non-profit organization and, as a charitable foundation, uses most of its funds for its primary purpose of protecting the environment via certified climate protection projects. The projects were certified according to the internationally recognized Gold Standard. According to our

calculations, around 182,000 tons of CO<sub>2</sub> were offset in 2022 with the DKV Card Climate via myclimate, an increase of around 59 percent compared to the previous year.

### Keeping our commitments

Even in a world with a fast EV uptake, reaching GHG reduction targets for transportation could require significant contributions from alternative fuels. While the uptake of battery electric vehicles in the passenger vehicle segment is strong, commercial heavy transportation, such as trucks and buses, is expected only to see electrification in the longer term. Before electrification is complete, meeting GHG reduction targets in most countries will require the use of more sustainable fuels (both bio-based and synthetic) directly in existing fleets with internal combustion engines.

For many years, we have continuously been accelerating our initiatives and ambitions in the field of alternative fuels and proven that low-carbon fuels are already available. We have set ourselves the ambitious target of more than tripling our customers' LNG, CNG, and hydrogen fuel volume in 2025, as compared to 2021. Over the next few years, we expect further strong growth in the biogas and hydrogen segment. At the same time, we will do our best to keep pushing for a further expansion of our alternative fuel solutions and of our acceptance network of gaseous and renewable fuels. With our service card DKV Card Climate, it is our ambition to give our customers access to high-quality and cost-competitive climate protection projects and to substantially expand the amount of CO<sub>2</sub> emissions addressed via the DKV Card Climate to 500,000 tons by 2025.

Our Managing Director Energy and Vehicle Service, who is a member of DKV Mobility's Executive Board, is responsible for the Energy & Vehicle Services department, which includes all business activities on alternative fuels. The departments Product Management Fuel and Supplier Country Management jointly work on a wide range of topics to further expand our alternative fuels network across Europe and to provide products and services that are key in easing the operational management of the emerging mixed fleets of our customers.

<sup>27</sup> AFDC, 2022: Energy Efficiency and Renewable Energy alternative fuels Data Center; Fuel Cell Electric Vehicles.



## Tolling: The highway to green trucking

### Cheaper tolls for cleaner trucks will help decarbonize the sector

Toll charges are expected to play an important role in raising the funds needed to support more sustainable infrastructure investments.

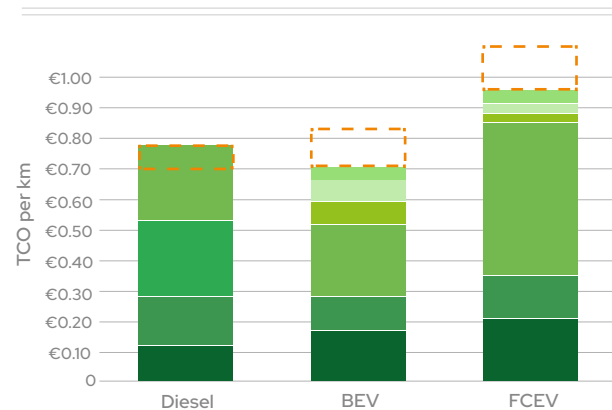
Tolling in the EU is governed by the Eurovignette directive, a European legal framework for road user charges for heavy goods vehicles in EU member states. Until now, the Eurovignette directive has only obliged member states to vary infrastructure and user charges by gross vehicle weight (GVW), the number of axles, and the EURO emission classes regulating pollutant emissions. A newly revised directive entered into force in March 2022<sup>28</sup> mandates governments that levy tolls on trucks to vary them according to CO<sub>2</sub> emissions. Reducing tolls for cleaner trucks while, at the same time, increasing them for trucks that emit more will influence a truck's total cost of ownership (TCO) and new truck purchases, a strategy that aims to reduce energy use and emissions.

Current toll charges for a long-haul truck can amount to up to €25,000 annually, or around a quarter of the TCO of a diesel truck. Tolling exemptions and reductions for zero emission trucks reduce the cost gap to their diesel counterparts considerably, as would additional CO<sub>2</sub> charges on combustion trucks to internalize their climate costs. According to calculations from Transport & Environment (T&E)<sup>29</sup>, the figure below illustrates how CO<sub>2</sub>-based tolling can contribute to the TCO parity of long-haul zero emission trucks in Germany already by 2025. The assumptions behind the analysis are based on the current tolling rates for a 40-ton truck in Germany, and the implementation of the upcoming toll reform as agreed under the German Federal Government's coalition agreement.<sup>30, 31, 32</sup>

<sup>28</sup> EU Directive 2022/362. The 2022 reform was consolidated with the earlier legislation, hereafter referred to as "the directive." <sup>29</sup> European Federation for Transport and Environment, 2022: Tolling: the highway to green trucking; How to implement the Eurovignette reform to clean up trucks. <sup>30</sup> Current rates for infrastructure, air, and noise pollution are assumed, and that the CO<sub>2</sub> external cost charge is equivalent to the reference value, with 90 percent of total distance travelled on the tolled network. <sup>31</sup> Bundesministerium der Justiz, 2011: Gesetz über die Erhebung von streckenbezogenen Gebühren für die Benutzung von Bundesautobahnen und Bundesstraßen (Bundesfernstraßenmautgesetz – BFStrMG). <sup>32</sup> Koalitionsvertrag zwischen SPD, BÜNDNIS 90/DIE GRÜNEN und FDP, 2021: Mehr Fortschritt wagen.

DKV Mobility believes that the revised Eurovignette directive can act as a key enabler to help put cleaner trucks on the road and deliver much needed emission reductions from freight vehicles. This is why we are already in preparation to support this move of the European Parliament by adapting the registration process – e.g., for our onboard units – according to these changes and by providing supporting instruments that will help our customers to easily define their CO<sub>2</sub> classes.

### TCO of a long-haul truck in Germany post-reform (2025)<sup>29</sup>



Notes: Illustrative TCO for a 40-ton long-haul truck with 500 km range in Germany. All vehicles exclusively powered by renewable energy. Road tolls according to new Eurovignette directive.



GRI material topic: Product and service innovation; Disclosure 3-3 |

## TOLL

### Ambition

It is our ambition to offer our customers the most convenient toll payment solutions for all types of vehicles in wider Europe and to keep connecting our customers with the help of interoperable toll and combined transport solutions. We will support both our customers and policymakers amid the new road charging reform (Eurovignette directive) to reduce the carbon footprint of the transport sector in line with the Paris Agreement and the EU Green Deal.



### Key target 2025

Reducing card-based solutions and increasing the use of our European Electronic Toll Service (EETS) onboard unit solutions to reduce the stop-and-go at toll stations and save resources by using a minimum number of toll devices for all Service Countries in Europe.

### Highlights 2022

- Launch of DKV BOX SCANDIC
- Launch of DKV BOX FLEX
- Bundling of DKV BOX EUROPE and DKV LIVE
- Enabled our customers to reduce >2,500 tons of CO<sub>2</sub> by using "Rolling Road" (ROLA)
- Expanding our ferry solutions in Italy (Meridiano Lines)



### Smart tolling for more sustainable transport

Our customers can pay their tolls in numerous countries in Europe by using our bespoke toll solutions. Our toll boxes enable drivers to continue their journeys without interruption, thereby easing traffic flows and reducing congestion, and climate-damaging emissions in the process. For the DKV BOX SELECT, we concluded a refurbishment agreement with our supplier that ensures that every year, several thousands of toll boxes will be refurbished instead of being replaced by new ones. We aim to consistently expand this approach to other toll box suppliers in future.

With our cross-border toll payment device DKV BOX EUROPE, we offer our customers the option of settling tolls in several countries throughout Europe with only one toll box. The major advantage is that our customers use one device only instead of several national onboard units provided by the respective national or local toll service providers. In 2022, we made good progress in our ambition to reduce card-based toll solutions and to replace single national onboard units by smarter and less pollutive cross-border payment devices (as compared to several individual national onboard units), for example:

In the first quarter of 2022, we stopped DKV card acceptance for road tolls for heavy-duty vehicles in France and switched our customers to onboard unit solutions. We expanded our European Electronic Toll Service (EETS) solution – the DKV BOX EUROPE – to 14 different toll service systems, in total, in eleven countries. With the DKV BOX SCANDIC we launched a solution that allows customers to pay their tolls for the Norwegian toll network of highways, bridges, tunnels, and ferries and to cross the bridges across the Oresund (Sweden) and the Great Belt Bridge (Denmark) with only one box.

Moreover, we added the GPS-based fleet tracking functionality from our DKV LIVE solution to our DKV BOX EUROPE. With this, customers no longer need to install additional tracking devices in their vehicles and simply use one device to benefit from all services offered by DKV LIVE.

### Trucks on rails to tackle carbon emissions

Our business unit Toll looks for new ways to contribute to a clean environment with our diverse toll payment solutions. Another good example for this is our cooperation with Rail Cargo Operator – Austria GmbH. It organizes the Rolling Road (ROLA), which unites road and rail transports. With this special transport system, entire trucks or trailer trucks can cover major parts of their route in an environmentally friendly way by train across Europe. While the drivers enjoy the onboard food and drinks service on the train and comply with mandatory resting times, their trucks keep clocking up the kilometers. Thanks to this accompanied, combined (intermodal) transport, the transit routes of heavy goods vehicles are less pollutive as their emissions can be lowered.

DKV Mobility customers can use the ROLA and pay for their journeys using our service cards. As a result, the emission of approximately 2,800 tons of carbon was avoided in 2022 according to the Rail Cargo Operator – Austria GmbH.

### Keeping our commitments

We believe that road toll is perhaps one of the most underestimated levers to accelerate the energy transition in road transport. Tolling

contributes to maintaining the transport and supply infrastructure and helps to manage and increase the efficiency of Europe-wide road freight traffic. This is why we will keep looking for new options to support our customers and policymakers with smart tolling services that do not only ensure that toll billing continues to be seamless, transparent, and automated, but also to have a positive impact on the environment.

Our Managing Director Toll & Refund Services, who is a member of DKV Mobility's Executive Board, has the overall responsibility for the business unit Toll, which consists of different product departments like EETS & Interoperable Tolling or National Tolls & Fleet and departments responsible for projects or process and quality management. In addition to the development and launch of products in new markets, the teams are responsible for the continual optimization of the existing products, tailoring them to regional customer needs and regulatory requirements. Market requirements are met through close relationships with the sales units, toll suppliers, and partners. Process optimizations to create a seamless customer experience and to reduce resource usage are also part of the responsibilities.

The business unit Toll holds ISO 9001 certification for quality management, which is based on the internationally recognized ISO 9001 standard. The Toll department has been certified since 2012. The last recertification audit was conducted in November 2020 by TÜV Rheinland as the inspection agency, with the certificate (reg. no. 01100 0100607) being valid until November 17, 2023. A surveillance audit was completed in December 2022. The next recertification audit will take place in August 2023.

## Digital action is climate action

### Technology is key to visibility and optimization

In times when climate protection is no longer an option but an imperative, data processing and digital technologies have proven to be an important element for achieving a net-zero world. They can help reduce GHG emissions, strengthen resilience to climate-related natural hazards, and improve the organizational capacity to act. For us, there is no doubt that digitalization and decarbonization will go hand in hand as catalysts for change in the years to come.

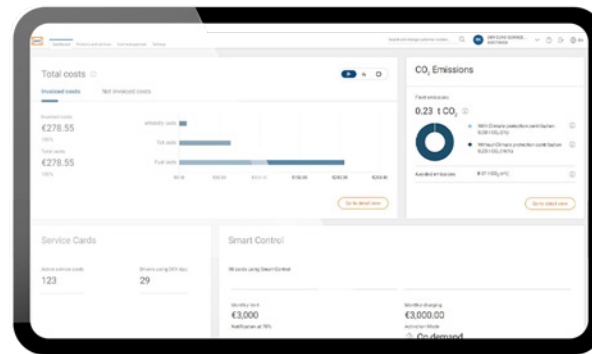
The road transport industry has long harbored hopes that digitalization may improve efficiency. However, road transport is, in many cases, still a traditional sector operating with numerous inefficiencies, such as people miscommunicating, delays due to traffic, and trucks driving back to their starting point empty.

Before reaching the full potential of a fully connected transport system, we believe that substantial efficiency gains and sustainability impacts can already be achieved by digitalizing a company's fleet management and increasing its productivity with actionable, in-vehicle information through telematics systems. Whether for reasons of cost, time, efficiency, or sustainability, any of the following factors can be important: smart route planning, digital fuel management, track and trace, or carbon emissions tracking.

### Tracking fleet carbon emissions with DKV Analytics

The awareness of carbon footprints in the transport and logistics sector has risen in recent years. We believe that transparency on carbon emissions is key to achieving the European Union's climate protection goals in road transport. However, according

to an analysis conducted in 2020 by the "Smart Freight Centre and the Carbon Disclosure Project" (CDP) – a not-for-profit charity that runs a global disclosure system for investors, companies, cities, states, and regions to manage their environmental impacts – only 20 percent of direct global freight emissions were disclosed to the CDP. While most of them came from aviation, the high-emitting road freight sector was barely represented<sup>33</sup>. For this reason and to drive transparency and awareness of how much carbon customers emit by fueling their vehicles with DKV service cards, we launched a carbon tracker widget in 2022 on the front page of our customer portal. With the help of this, we translate our customers' fuel consumption into tank-to-wheel CO<sub>2</sub> emissions by using our fuel transaction data (including information on the fuel type) and CO<sub>2</sub> emission factors from the internationally recognized Life Cycle Inventory (LCI) ecoinvent Database.



<sup>33</sup> Smart Freight Centre, 2020: Closing the Logistics Emissions Disclosure Gap: An analysis of emissions disclosure to CDP by corporations worldwide.

## DIGITAL SERVICES

### Ambition

It is our ambition to enable Europe's drivers, dispatchers, and fleet managers to efficiently manage and operate their business fleets with the needed emphasis on the sustainability of their mobility. We are striving to achieve this by providing the digital toolset, transparency, and options for process automation that enable our customers to reduce emissions, operate zero emission vehicles, and, if needed, to compensate for GHG emissions.



### Key target 2025

Providing transparency combined with a digital toolset for a significant share of DKV Mobility's customers in order to enable the sustainable operation of their mobility.

### Highlights 2022

- Launch of DKV Analytics, a digital tool to analyze running costs of customers' fleet
- Launch of a CO<sub>2</sub> tracker widget as part of DKV Analytics
- Integration of EV station finder, EV routing, and app-based charging into the DKV Mobility App
- Acquisition of InNuce Solutions GmbH, a provider of fleet management software
- Winner of the 2022 German Innovation Award (DKV Analytics) and the German Brand Award (DKV Mobility App)





Apart from the pure reporting functionalities, we also created a functionality that allows customers to immediately digitally address their fleet-related CO<sub>2</sub> emissions by investing into Gold Standard climate projects through the renowned climate protection agency myclimate (also see page 26) and to get a respective certificate at the click of a button/mouse. Given the large number of European transport and logistics customers that use our service cards, we intend to keep improving our CO<sub>2</sub>-related reporting services. The carbon tracker widget came along with the larger launch of DKV Analytics, which provides DKV Mobility customers with a comprehensive overview of refueling and charging processes, toll settlement, and the utilization of vehicle services, for example. The German Design Council honored DKV Mobility for this digital reporting product with the 2022 German Innovation Award in the category “Excellence in Business to Business – Information Technologies | Functional Software.”

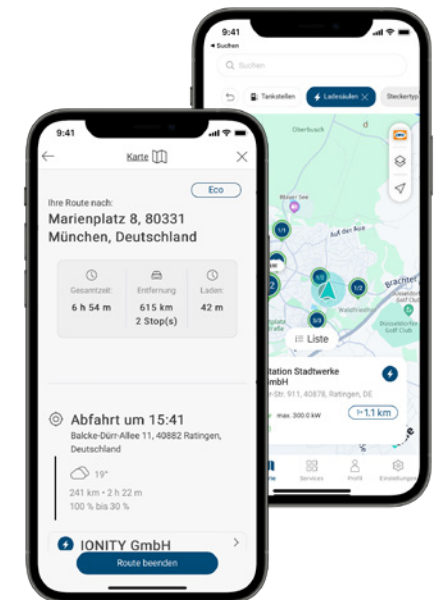
### DKV Mobility App as a key enabler to boost EV acceptance

The importance of electric vehicles and electric charging is rapidly growing. Range anxiety and uncertainty over the availability of EV charge points in reach are still big hurdles to many to switching to electric vehicles. For this reason, we relaunched our DKV Mobility App in 2022 with a new app framework that integrates fueling, charging, and many other services in one app. With the new DKV Mobility App we are providing – among other things – an EV charge point finder that aims to focus on the key needs of the driver. By using our mobile EV station finder, visitors can automatically locate themselves on the map and get an overview of all relevant stations close to their current location. It creates routes to preferred destinations including EV charge points along the way with filter functionalities, such as connector and charging type. If applicable, the driver can pay for the charge of the vehicle directly via the app. The DKV Mobility App was honored with the German Brand Award 2022 in the categories “Excellence in Brand Strategy and Creation” and “Brand Efficiency of the Year.”

### Keeping our commitments

At DKV Mobility, we serve a large digital customer community. It is our objective to become a one-stop shop to meet the digital needs of our customers, helping them manage their costs, monitor their vehicles, making EV charging as simple as possible, and providing them with the necessary toolset to identify and manage the efficiency of their fleet. Progress was made in 2022: Among other things, we created a new app framework for our customers that makes EV charging simpler, launched DKV Analytics with a carbon tracker widget to drive transparency and awareness, and acquired InNuce Solutions GmbH, a specialized provider of fleet management software that can help us to further expand our digital portfolio.

The responsibility for the digital advancement of DKV lies with the Chief Digital Officer (CDO) and Managing Director of Toll & Refund Services, who are both members of the Executive Board. The product development agenda directed by them, and other operational activities are the responsibility of IT, Solution Sales, DKV Mobility LIVE GmbH, and InNuce Solutions GmbH.





# Social

## To be a great place to work

We promote diversity, inclusion and talent management, and care for the communities in which we operate.





# Employee well-being

## Changing nature of work

As technologies and business models continue their rapid evolution, companies are experiencing a step change in the workforce skills they need to grow and to maintain a competitive edge. In a post-pandemic labor market when the war of talents is fierce<sup>34</sup>, organizations who prioritize the employee experience can successfully drive higher levels of employee engagement, which is crucial in attracting and retaining the right talents in today's competitive jobs market. Gallup – one of the leading consultants on company culture – defines employee engagement as the involvement and enthusiasm of employees in their work and workplace. According to their "State of the Global Workplace 2022 Report," only 21 percent of global employees fall in the "engaged"<sup>35</sup> category and with only 14 percent, Europe shows the lowest percentage of engaged employees. As low engagement levels are driving an increase in employees' willingness to switch employers, it becomes a daunting challenge for organizations facing a shortage of skilled workers.

At DKV Mobility, we recognize that the pool of highly skilled and qualified employees has become smaller. We need to attract and retain talented colleagues at all levels, but particularly in key competence areas, such as product developers/owners and various technology specialists, many of whom have several years of experience and specialized expertise. Faced with this demanding situation on the labor market, we take efforts to foster better employee engagement, find new qualified employees, and retain our current people. We continuously evaluate our progress on engagement with the Great Place to Work® (GPTW) employee engagement score being one of the main indicators.

In 2022, we developed supportive strategy initiatives for our purpose, we implemented career building and leadership programs, and we implemented measures to ensure employee well-being and talent attraction. We evaluate the state of our workplace by means of Group-wide biannual GPTW employee surveys, which involves our employees in actively shaping their work environment. Please refer to the following pages to see how we accelerated our HR initiatives.

## Delivering on our commitment to being a "Great Place to Work"

Our employees are the basis of our success as a company, and we want to create an environment in which all our people can thrive in the long term. We promote their individual skills and know-how and help them develop their potential. In this section, we highlight the progress made in the reporting year and share some key initiatives to drive engagement and to attract, develop, and retain our employees.

<sup>34</sup> Harvard Business Review, 2022: Competing in the New Talent Market <sup>35</sup>Gallup's technical term for being "engaged" is that employees are highly involved in, and enthusiastic about, their work and workplace. They are psychological "owners," drive performance and innovation, and move the organization forward. <sup>36</sup>The engagement score is the average percentage of positive responses to employee engagement questions in the scope of GPTW surveys and Pulse checks conducted at DKV Mobility. <sup>37</sup>To date, the Top Employers Institute has certified 2,053 organizations in 121 countries/regions.

## EMPLOYEE WELL-BEING

### Ambition

We aspire to be a Great Place to Work and to create an environment in which all our employees can thrive in the long term. We are committed to encouraging open feedback, career development, and to helping our employees live up to their full potential.



### Key target 2025

Ensuring that the employee engagement score<sup>36</sup> remains at or above 85 percent.

### Highlights 2022

- Improving our employee engagement score to 86% (83% in 2021)
- Being certified as a Great Place to Work® in Germany and Italy
- Becoming 2022 Top Employer Germany<sup>37</sup> and being among the Top 20 employers to work for in Germany
- Continuing the "Front Runners" talent program
- Launching "DRIVE" – a new people-competence and target-management approach
- Implementing the European Works Council

### Building a learning culture

The consistent improvement of our employee engagement score is a result of our workaday initiatives that DKV Mobility launches to build an internal corporate culture where we put an emphasis on learning in our everyday work. We continuously expand individual development and training measures for our employees and managers. Digital learning is a key element of the learning offer and plays an important role for us in making training opportunities more available and flexible.

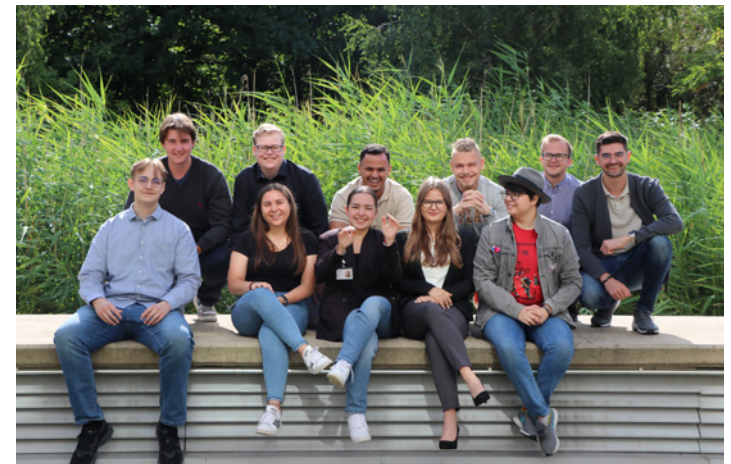
In 2022, for example, we launched a pilot project together with "LinkedIn Learning" in order to offer our employees access to comprehensive, digital learning measures. For the second year in a row, our international talent support program "Front Runners" took place. With this program, we support employees with particularly high potential to ultimately take on a more responsible role. As a result of our "Front Runners" program 2022, 63 percent of the participants moved into roles with a higher level of responsibility already by the end of 2022. Furthermore, we launched our new project management program "Grow," in which employees located at the headquarters are specifically trained for project management tasks. Our training initiative "Who knows, teaches!" focuses on learning among colleagues – the format enables employees to share their knowledge, experience, and best working practices with others. In 2022, over 80 "Who knows, teaches!" training sessions were held with more than 850 participants.

A key element of our culture development is regular and transparent feedback on peoples' performance, development, and potential as a starting point for their development process. In 2022, we introduced "DRIVE," a new fully digitized target management system, which assigns targets to our purpose and "NEXT" strategy and aims to provide more flexibility to our employees as they can now regularly adjust, cancel, and reschedule their individual targets based on circumstances. This better reflects the fast-paced, flexible daily routine at DKV Mobility.

Moreover, we are developing our virtual learning portfolio and other learning formats, advancing the training of our employees in skills that will be relevant in future. In 2022, the average training time of our employees amounted to around 43 hours (2021: approximately 36 hours).

DKV Mobility also helps young talents embark on a successful career and we are committed to training and developing them. Apart from traditional training courses in five professions, our offering also includes various options for a dual course of academic studies and in-company training at our headquarters in Germany.

After the COVID-19 break, in August 2022, our young talents and their trainers participated in a "Student Camp." Value and team-building workshops were held, where we also conveyed communication skills to the participants.



	2022	2021	2020
<b>Total number of trainees<sup>38</sup></b>	<b>28</b>	<b>26</b>	<b>22</b>
Vocational training	9	7	6
■ of which female	3	3	3
■ of which male	6	4	3
Dual course studies	19	19	16
■ of which female	11	10	6
■ of which male	8	9	10
Training ratio (share of total workforce in Germany)	4%	3%	3%
<b>Retention rate after completion of training</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

<sup>38</sup> 2020: Trainees from the years 2018 to 2020 plus three trainees from the 2017 "Trainee on the Job" program. 2021: Trainees from the years 2019 to 2021 plus three trainees from the 2018 "Trainee on the Job" program. 2022: Trainees from the years 2020 to 2022 plus five trainees from the 2019 "Trainee on the Job" program.



### Supporting health, safety, and well-being of our employees

Global events like the COVID-19 pandemic underscored the need to rethink health, safety, and well-being in the workplace. We provide various health, well-being, and preventive-care programs to safeguard against workplace risks and general health risks that could lead to illnesses. We try to tailor our offers to the individual needs of our employees.

Our occupational health, safety, and well-being management system is based on the following three pillars:

#### 01 Occupational safety

We aim to design work processes in such a way as to reduce any hazards as far as possible. The measures to achieve this include, for instance, ergonomic furniture, training sessions on occupational safety and hygiene, and healthcare services for our employees.

#### 02 Maintaining and improving health and well-being at the workplace

This pillar consists of preventive measures such as free-of-charge preventive medical examinations, sports facilities, and coaching and training events on physical and mental health. Overall, a range of up to 75 E-learning courses is offered on our digital learning platform "we@DKV" on topics such as behavior in case of emergencies and fire, handling hazardous substances, COVID-19, or hygiene.

#### 03 Occupational integration management

Together with external consulting companies, we offer our employees in Germany and the Netherlands free-of-charge consulting services regarding personal, professional, and health issues.

The same as in 2021, in 2022, we invited our employees to participate in our "Digital Health Day." In cooperation with a team of doctors, mental health coaches, and sports scientists, we offered various free-of-charge keynote talks and activity sessions on the topics of mental resilience, well-being, and healthy nutrition. The 2022 DKV "Digital Health Day" can be considered a success, as approximately 230 employees took part. Furthermore, we offered our employees in Germany skin cancer screenings, flu and COVID-19 vaccinations, and extracurricular webinars, for instance on the topic of long-term self-care and the will to live. Two training sessions for safety officers as well as for first-aid and fire-protection assistants were held at the headquarters in Germany in 2022.

We recorded five occupational accidents among our employees at the headquarters in Germany in 2022. That year, there were no fatal occupational accidents involving any employee at our headquarters. Experience shows that most workplace accidents can be prevented by proper conduct. We schooled our employees in the fields of occupational health and safety, actively engaging them in our efforts at the headquarters in Germany. The participation rate in our occupational safety training was 90 percent in 2022 (2021: 82 percent).



### Pursuing ongoing, constructive dialogue

In principle, freedom of association and collective bargaining form the basis of a well-functioning social partnership between the employer and its employees. DKV Mobility Group considers this principle to be an important building block for HR policy and thus for entrepreneurial success. Since 2022, DKV Mobility has a "Human Rights Policy" in place, in the course of which we commit ourselves to respecting fundamental labor rights and constructive employee relations.

Acting responsibly toward our employees is important to us. In many countries in which DKV Mobility Group is active, national labor law (based on the basic rights of freedom of association and collective bargaining) stipulates that staff interests need to be represented by constituted bodies like trade unions and works councils. We welcome and support activities in this field and value the chance of being able to shape the work conditions of employees in a dialog with employee representatives. We believe that the relationship with our employees as well as with unions and works councils is positive.

At Group level, our employees are represented by a European Works Council. The competence of the European Works Council is limited to information and consultation rights on the Group's HR-related decisions and developments that have a cross-border effect on our employees. In addition, we have also got diverse local works councils in the countries where we are active that represent the interests of our employees in their respective fields of responsibility (legal entities or operational units). We conclude agreements with these local works councils usually on topics that are subject to co-determination, according to the respective country's statutory law (in Germany, for example, the Works Constitution Act/*Betriebsverfassungsgesetz*). These agreements typically stipulate collective labor conditions and frameworks relating to, for instance, remuneration, work time, vacation principles, health and safety, company pension schemes, social service institutions, travel policies, and training.

Apart from Germany, collective bargaining agreements exist in the subsidiaries of DKV Mobility in France, Italy, and at our subsidiary SV Transportservice. There is a works council at our subsidiaries in France and Italy, at REMOBIS (the Netherlands), and Smart Diesel (Romania), holding works council meetings once a quarter.

- Approximately 67 percent of the total workforce across all subsidiaries is covered by written collective bargaining agreements relating to work conditions.
- Approximately 48 percent of DKV Mobility Group's employees are covered by collective bargaining agreements.
- Approximately 63 percent of the workforce is covered by formally elected employee representatives.

Our employees are granted access to all company agreements and further information concerning the work of the works councils through dedicated sites on our Intranet.

### Fostering an engaging work culture

An engaged workforce is critical for us to be able to live up to our purpose of delivering on our "NEXT" strategy, and to ensure the success of our business. It is our aim to keep our employee-engagement score at or above 85 percent by 2025<sup>39</sup> (2022: 86 percent).

Our efforts regarding employee satisfaction are reflected by our track record of being recognized as an attractive employer. In spring 2022, DKV Mobility conducted its Great Place to Work® (GPTW) employee survey in order to gain feedback regarding its strengths and improvement opportunities as an employer. We received a high

response rate of 87 percent in the GPTW engagement survey and were able to further improve our ratings with a strong engagement score of 86 percent (83 percent in 2021). As a result, we were once again awarded the Great Place to Work® Germany certificate. In addition, we won the certificate for Italy for the first time in 2022. We have thus repeatedly been recognized as an organization with a good workplace culture governed by the principles of credibility, respect, fairness, pride, and team spirit. Additionally, the Top Employers Institute® ranked us among the top 20 employers to work for in Germany in 2022. The Top Employers Institute recognizes organizations for being trustworthy employers offering outstanding working conditions to their employees.



### Keeping our commitments

In 2023, we will keep our focus on delivering our HR strategy and on continuing to improve recruiting and onboarding processes, as well as upskilling, career-building, and leadership development. We are investing in and rolling out initiatives that improve employee engagement and empower our employees. We want to create an environment where employees feel valued and appreciated, and where they can see a future for themselves within the organization. We are aiming to comply with internationally recognized social and labor standards and we want to further strengthen our employer brand through attractive labor conditions and new ways of working. A high level of engagement, individual employee development and learning, healthy workspaces, and trust-based cooperation with employee representatives lay the foundation for this.

<sup>39</sup> Point of reference is an engagement level of approximately 83 percent in 2021 according to a Group-wide survey conducted by us, so-called group Pulse Check 2021.

# Diversity, equity, and inclusion

## Diversity, equity, and inclusion (DE&I) matters more than ever

Diversity, equity, and inclusion (DE&I) are no longer catchphrases or an innovative initiative that companies can turn to in order to gain reputation – the term DE&I is increasingly a top priority and business imperative to many organizations. To thrive in a complex and diverse world, companies need to reflect, support, and nourish diversity. Investing in diversity and inclusion is not just a recruiting and retention tool – it can be good business, too. Research<sup>40</sup> has shown that a strong focus on DE&I in the workplace can yield expansive benefits for employers and their employees. A more diverse workforce can fuel innovative ideas that can drive business success, while employees who feel a high degree of inclusion are more engaged, productive, and willing to go the extra mile for their employer.


We understand that the DE&I facets are not niche issues. They are business matters, which we investigate and strategically act upon to the benefit of our company. We believe that an inclusive workforce and more diverse teams make us stronger as an organization by improving the quality of our work by understanding, valuing, and leveraging the strengths of all colleagues. Not nurturing an open culture where everyone can be themselves and feel a sense of belonging could lead to lower engagement levels and failure to recruit and retain talents. We are committed to addressing all relevant dimensions of the DE&I suite (gender, LGBTIQ+, disabilities, generations, and origin), whereas supporting KPIs and targets have so far primarily been focussed on for our gender-diversity ambitions.

## Delivering on our commitments

Our around 1,900 employees have 57 different nationalities and an average age of 39.9 years. We thus understand the opportunities that arise from having a diverse workforce and we try to seize opportunities to ensure that we create an inclusive environment for our employees.

### More women in leadership

With 51 percent of women and 49 percent of men across all employees in 2022, DKV Mobility is overall a gender-balanced organization. We have also made meaningful and sustainable progress towards our commitment to promoting the employment of women in management positions: In 2022, DKV Mobility reached its target for female managers two years ahead of schedule – 35 percent of all managers were female (29 percent in 2021). With this in mind, we set ourselves a more ambitious goal: By 2027, we aim to ensure that women account for a share of 40 percent of all managers. This commitment was also recognized by the “Women Career Index” (FKI). FKI is an independent and scientifically based management tool that examines how women at different management levels advance in their careers, and how cultural changes and openness for transformation progress. FKI has already provided important support in the fields of new leadership, diversity, and transformation to over 300 companies in 16 countries.

GRI material topic: Diversity and inclusion; Disclosure 3-3 | 

<sup>40</sup> McKinsey & Company, 2020: Diversity Wins: How inclusion matters.

# DIVERSITY, EQUITY, AND INCLUSION

## Ambition

Our aspiration is to create a company where everyone feels respected, valued, and able to do their best. We want to promote equal opportunities and a culture in which our employees can learn, grow, succeed, and develop further, regardless of their gender, sexual orientation or identity, age, religion, physical or mental abilities, ethnic origin, or social background.



## Key target 2027

Ensuring that women account for a share of 50 percent of all employees and 40 percent of all managers.

## Highlights 2022

- Women hold 35% of management positions (29% in 2021)
- Signing the “Charta der Vielfalt” (Diversity Charter)
- Offering all new positions at our headquarters in Germany on a full-time or part-time basis
- Launching a representative body for severely disabled employees at our HQ in Germany
- Celebrating our first diversity month with approximately 170 participants
- Unconscious-bias training with more than 150 participants





### Committing to the Diversity Charter Signatory

As a sign of our convictions, we signed the “Charta der Vielfalt” (Diversity Charter) in 2022. The initiative aims to promote the recognition, appreciation, and integration of diversity into Germany’s business culture – regardless of gender, nationality, ethnic origin, religion or belief, disability, age, sexual orientation, or identity. With over 4,900 companies and organizations that signed the Diversity Charta, it is Germany’s biggest employer initiative supporting diversity within organizations.

### Promoting part-time work

To further promote gender diversity, we are expanding our measures along the entire employment life cycle, from recruitment to development, up to retention of our employees. For instance, we strive to achieve a balanced gender ratio between women and men, starting at our recruitment process. Since 2022, we have also been offering all our positions at the headquarters in Germany on both a full-time or part-time basis. By including flexible working models and hybrid work, we support our employees in reconciling their private and professional lives as much as possible. Furthermore, we develop and promote female talents with talent programs, mentoring, and individual training. As part of our “Women@DKV Mobility” initiative, we celebrated “International Women’s Day” in 2022 and offer various exchange formats and workshops with a focus on women.

### Equal pay

To manage the adjusted gender pay gap<sup>41</sup>, we conducted an internal equal-pay analysis for Germany, our Shared Service Center in Romania, and at our subsidiary GreenFlux, based on job grades in 2022. HR analyzes the gender pay gap

on an annual basis for the aforementioned subsidiaries and makes proposals on increases that ought to be implemented. In 2022, a new “Merit Review Guideline” was developed for the Group that regulates the principles of the annual merit review cycle for exempt and non-exempt employees. The policy also defines that employees on maternity/parental leave are eligible for salary increases to protect them from pay discrimination. Our measures for fair and equal pay develop continuously, for example we continue to analyze and evolve with more internal equal-pay analyses across our businesses.

### Breaking biases

Unconscious biases are considered to be the biggest barrier to more diversity in a company.<sup>42, 43</sup> They can significantly influence our (personnel) decisions and our everyday work. Unconscious bias means that people overestimate or underestimate other people’s competencies or prefer people who are similar to themselves. In our unconscious-bias training, our employees and managers learn about the different types of biases and where they classically occur in work life. They review their own biases and are given concrete strategies on how to break through them. This ultimately helps them to make better decisions and to create an open corporate culture. A total of 159 managers and employees participated in our unconscious-bias trainings in 2022.

### Celebrating diversity

In 2022, we declared the month of June to be our “Diversity Month” to highlight various aspects of diversity, including age, physical and mental abilities, origin, gender, and raising awareness for our LGBTIQ+ community through various formats,

while promoting a mindful approach to all dimensions of diversity. Approximately 170 people joined our sessions.

### Keeping our commitments

We continue to promote opportunities and to facilitate a culture in which everyone has got the same chance to learn, grow, succeed, and develop. We are convinced that a diversified workforce benefits both our employees and our business. Advancing gender diversity continues to be a top priority. In the course of 2022, we made good progress in the field of gender diversity. However, at the same time, we acknowledged that we could still do more.

DE&I is managed by our HR department, supported by strong commitment of our top management, as we recognize that change in the line of the various DE&I aspects requires senior leadership. In 2022, for instance, six of our Executive Board members delved into insights on their motivation and goals to advancing diversity and inclusion within our organization. We are clearly committed to diversity and follow a Group-wide approach to uphold this commitment. It is based on our Code of Conduct and Human Rights Policy. In addition, we work with internal diversity networks at our subsidiaries to define and implement targeted campaigns. To track and trace our progress, we created area-specific diversity dashboards that investigate topics such as new hires, promotions, gender distribution at individual hierarchy levels, the number of employees working part-time, or the different nationalities in our company. Through communication and constant dialog, we create greater visibility of diversity and inclusion within and outside of our company.

<sup>41</sup>The gender pay gap describes the difference in salary between men and women. A distinction is made between the adjusted and unadjusted gender pay gap. The unadjusted gender pay gap compares the gross salaries of men and women without considering the structural characteristics of the groups (e.g., level of education, professional experience, or job level). The adjusted gender pay gap includes other characteristics and thus compares salary differences between men and women in similar jobs. At DKV Mobility the adjusted gender pay gap refers to the difference in earnings between women and men in the same job grade. <sup>42</sup> ACT/EMP, 2017: Research Note; Breaking barriers: Unconscious gender bias in the workplace. <sup>43</sup> HLB International Limited, 2020: Unconscious bias awareness study.

# Corporate citizenship

At DKV Mobility, corporate citizenship is our way of leveraging our in-kind (products and services), human (time), and financial (money) resources to add social value in the communities we operate. We aspire to go beyond our core everyday business by serving our communities.

Along these three dimensions, we aim to engage in long-term partnerships that leverage DKV Mobility’s assets and skills to make an impact in prioritized fields that are in line with our ESG and business goals as well as the Sustainable Development Goals (SDGs).

## Engaging our employees and giving back to the local community

We take active responsibility in supporting the local communities where we operate by partnering with non-profit organizations, schools, and associations.

In June 2022, DKV Mobility’s first “Community Day” took place. With the support of about 200 DKV Mobility employees in 15 different projects, we were able to bring great joy to many people in our local community and neighborhood around the headquarters in Ratingen, Germany. Aligned with our corporate citizenship strategy, the focus was placed on the following causes: quality education, reducing inequalities, supporting sustainability, and protecting the environment. The projects included a visit to a biogas plant with high-school students, a sports tournament in the spirit of inclusion, a reading festival of cultures for children with a migration background, the setting up of a bird-watching point for senior citizens in an old-age residence, and the building of a seasonal garden with two elementary schools, to name just a few.

Apart of our employees, more than 600 people – including children, students, people with disabilities, and senior citizens – were involved that day and benefited from the various activities. The positive response from the local community and the gratitude from our employees reaffirmed our belief in our plan to organize a “Community Day” again in 2023.

## Progress on value-adding products

The DKV Mobility NGO Card + Charge, a service card for charitable organizations launched in Germany in 2021, signed its 100th customer in 2022. The service card comes with no card or service fees and offers access to DKV Mobility’s full network of fuel service stations and EV charge points across Europe. On top, DKV Mobility covers all expenses for supporting climate protection projects for the carbon emissions caused by the kilometers driven. The NGO Card + Charge is used by NGOs that depend on mobility to fulfill their missions. In 2022, the offer was extended to the French market. With “Les Restos du Cœur,” an umbrella organization of around 114 autonomous charitable associations in France now also benefits from the advantages of having one service card for all of its mobility-related services. By the end of 2022, about 890 NGO cards have been provided to non-profit organizations.







### Providing humanitarian aid and strengthening our long-lasting partnerships

In monetary terms, our social commitment in the reporting year included humanitarian and emergency aid in the context of the war in Ukraine as well as support of long-term partnerships in the fields of health, safety, and well-being, as well as children's education, and help to NGOs that are committed to the field of mobility and transport, as well as the promotion of various local social projects in the countries where we operate.

Providing humanitarian aid to Ukraine was one of the top priority measures in 2022. By means of a direct monetary donation of €50,000 to the association "Rhein-Dnipro Deutsch Ukrainischer Verein e.V.," we helped to funnel primarily medical supplies directly into the regions Lviv and Odessa. In addition to this financial support, we launched the so-called "Ukrainian Aid Card." This prepaid service card, with a starting credit of €1,000 each, was handed over to first-aid organizations, which then used it to transport aid supplies to Poland and Ukraine. In addition, we set up a mobile soup kitchen in cooperation with the organization "DocStop für Europäer e.V." at the highway rest stops where drivers from the affected regions became stranded as they were provided with means of payment that were no longer applicable.

All in all, DKV Mobility Group supported a total of 32 social projects and 35 different non-profit organizations. Cash donations amounted to about €470,000 during the period. Our colleagues from Smart Diesel S.R.L again supported the "Fundatia pentru Educatie de Calitate" with its school-building project. The foundation's aim is to support upcoming generations by offering them access to educational activities in an ethical, spiritual environment. In addition, our local partnerships were strengthened across Germany and throughout Europe.

In the field of mobility, we supported the "Truckers Life Foundation," whose purpose is to improve the working conditions of truck drivers, the NGO "Fahrer helfen Fahrern e.V.," which helps provide financial assistance to professional drivers and their families who suffer from accidents, illness, or death in the course of their work and "Gute-Nacht-Bus" run by the organizations "vision:teilen" and "fiftyfifty" as a mobile soup kitchen and consultation room for homeless people in Düsseldorf (Germany). Furthermore, we supported, the "Allianz für Bildung & Lernen e.V.," whose focus is on educational support for schoolchildren and on giving them a good start into their professional careers as well as the "Ronald McDonald House" in Utrecht (the Netherlands), which offers relatives of seriously ill children free accommodation close to treatment centres.



# Fischer Foundation<sup>44</sup>

## Constant commitment to support employees' social engagement

The "Fischer Foundation" has been promoting civic engagement and social responsibility since its inception by the Fischer family on DKV Mobility's 75th corporate anniversary.

Civic engagement refers to the ways in which citizens voluntarily participate in the life of a community, to improve conditions for others or help shape the community's future.

At DKV Mobility, many employees engage in volunteering activities outside of work through relief organizations, social institutions, or sport clubs. Both the existence and success of these non-governmental organizations depend on volunteering and financial support in their programs and causes.

For more than a decade, the "Fischer Foundation" has actively been encouraging and financially supporting our employees in their civic engagement. In addition, the foundation has assisted existing and former employees that were faced with hardship through no fault of their own. Social organizations and/or associations can submit applications to the "Fischer Foundation" for former employees who are in need.

Its activities range from charity concerts held during the COVID-19 pandemic, to the funding of school projects in Africa, to supporting diversity and equality in sports. The Fischer Foundation is committed to meeting the needs of our society and diverse requests for help.

In the reporting year, the "Fischer Foundation" supported several projects, such as:

- **"RSV Ratingen 04/19" – summer football camps for children**

In Ratingen (Germany), the local football club organizes annual soccer camps during the main summer vacations. These camps focus especially on children from lower-income families who cannot afford to go on vacation. To offer them a diversified program during the vacations, the football camps were created. Besides several hundreds of children from Ratingen, refugee children from Ukraine were also able to take part in these camps in the reporting year.

- **"Förderzentrum Nord" – school breakfast for children**

The organization's focus is on children from socially disadvantaged families. In addition to mastering the regular school day together, it supports those children in school-related topics, as well as social aid. The goal is to increase equal opportunities and to offer the children a place to go to study more effectively. With the donation of the "Fischer Foundation," the option of providing free healthy breakfasts to the more than 280 pupils could be secured at all three school sites run by "Förderzentrum Nord" in Mönchengladbach (Germany) for one more year.

- **"Polizei Sportverein" – new soccer training equipment**

"Polizei Sportverein" in Neuss (Germany) is a large sports club where athletics, martial arts, and soccer are practiced. The youth department is the heart of the club. In 2022, small-field goals were purchased for the youth sports department to add more variety to the training sessions.

Since 2010, the "Fischer Foundation" has been supporting our employees' civic engagement in more than 69 projects and awarded around €320,000 in cash donations.

<sup>44</sup>This is additional information. This information according to the "Fischer Foundation" and the corresponding textual explanations are not part of the ISAE 3000 rev. performed audit with limited assurance.

## DKV Mobility employees



## Recipients

Relief organizations  
Social institutions  
Sports clubs



## Voluntary work

## Fischer Foundation

>€320,000

Donations awarded

>69

Funded projects

## Who is funded?

Organizations that appreciate the importance of volunteering for society

Educational institutions: children's nurseries, schools, colleges, educational projects, etc.

Cultural institutions: museums, exhibition venues, theaters, etc.

Sports clubs and projects with a sporting focus

Environmental protection, nature conservation, animal welfare organizations

Projects with an occupational health and safety focus

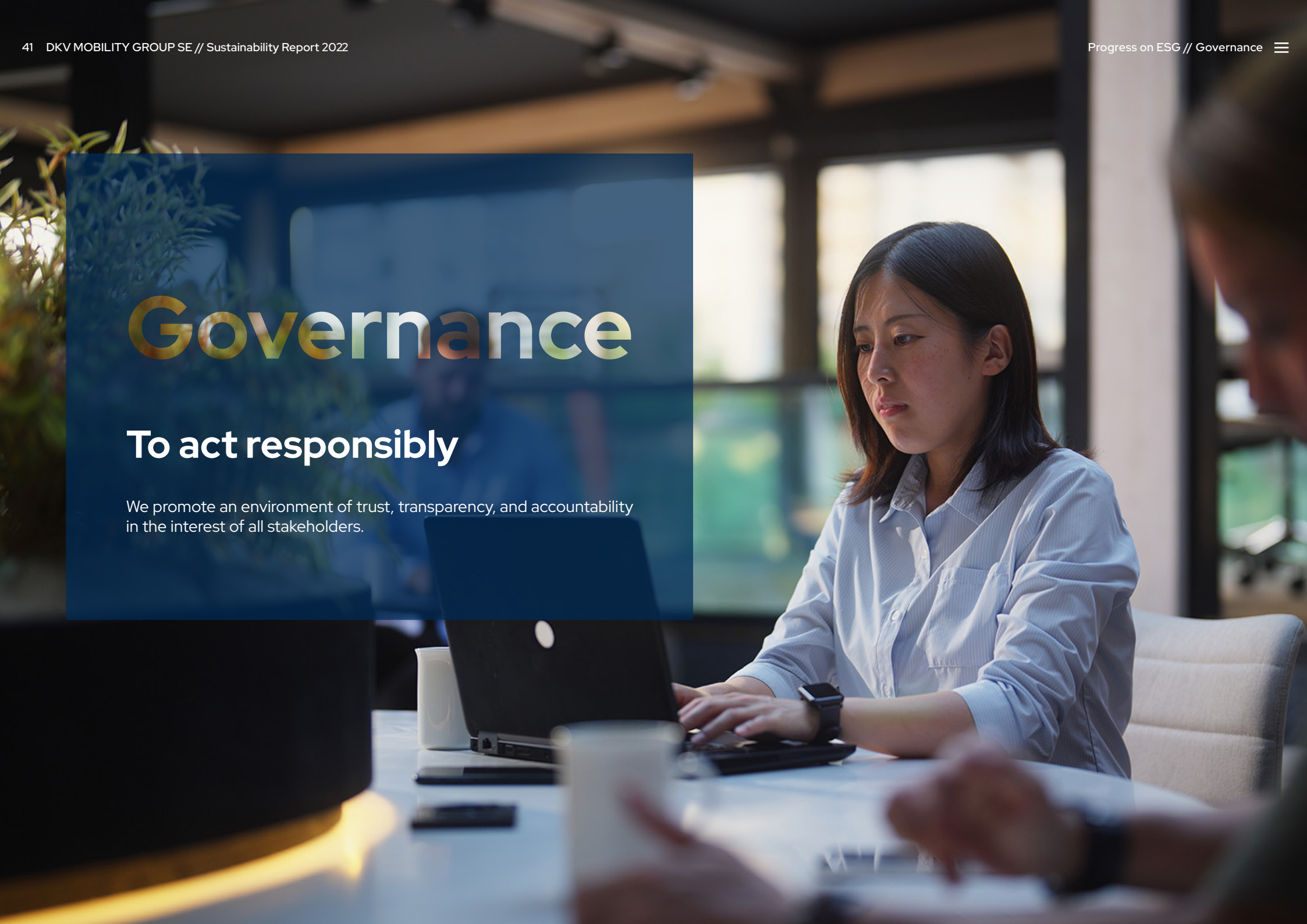


Scientific and research institutes

# Governance

## To act responsibly

We promote an environment of trust, transparency, and accountability in the interest of all stakeholders.



## Business ethics

### Adhering to business ethics standards

As global regulations proliferate and stakeholder expectations increase, organizations are exposed to a great degree of compliance risk. Instances of corruption around the world are reported almost on a daily basis and exposure to these risks vary significantly from one country to another<sup>45</sup>. Corruption undermines governments' ability to protect people and erodes public trust. From a corporate perspective, neglecting business ethics standards weakens or wears away confidence in companies among their stakeholders, leads to contempt for the rule of law, undermines competition in the marketplace, and destabilizes social and economic development.

Compliance risks can lead to potential legal, financial, operational, or reputational damage. At DKV Mobility, we understand that our members of the governing bodies, employees, representatives, or agents may intentionally or unintentionally violate applicable laws and internal quality standards and procedures. This might be the case for any noncompliance in relation to laws and regulations regarding our products and services, financing, employment and general corporate and criminal law, anti-corruption laws, sanctions, or trade-control laws and regulations. We are subject to anti-corruption, anti-bribery, antitrust, and competition laws. Any violation of these laws in any jurisdiction in which we tend to our customers may have a negative impact for entities and/or individuals participating in such misconduct. Expanding our business to additional jurisdictions could also increase the relevance of anti-bribery and anti-corruption regimes, as some of the countries may be perceived of having higher levels of bribery and corruption.

<sup>45</sup> Transparency International e.V., 2023: Corruption Perceptions Index.


<sup>46</sup> Suppliers for indirect materials and services with annual main indirect supplier expenses of >€25,000. Please refer to the "03 Governance performance" section on page 58 for more information on how we define main suppliers for indirect materials and services.

Our ambition is to meet the highest standards in our own operations, to prevent corruption and to run effective internal control and risk management systems that prove effective in ensuring compliance, and in identifying and mitigating potential financial and nonfinancial risks. This includes the target of raising the participation rate of our employees in our annual compliance training to 100 percent by the end of 2025.

### Staying ahead of key risks

At DKV Mobility Group, business ethics means promoting, monitoring, and controlling the adherence to essential legal regulations and requirements as well as internal policies and ethical standards and reducing the risk of negative effects that could result from any noncompliance. The objectives of our compliance management are to set clear rules, define responsibilities and reporting channels, and to create transparency and acceptance in relation to all compliance-relevant matters. Any noncompliance should thus be recognized, analyzed, and evaluated at an early stage so that remedial measures can be initiated if necessary.

DKV Mobility Group's compliance culture stands for conduct in conformity with the rules – regardless of the level of hierarchy within the Group. As a signatory of the UN Global Compact (UNGC), we are committed to driving continuous improvement in the areas of human rights, labor standards, and the environment, and to acting against corruption.

GRI material topic: Business ethics;  
Disclosure 3-3, 205-1 b.,  
205-2 b., e., 205-3 a., 2-6, 2-23, 2-24 | 

## GOVERNANCE

### Ambition

At DKV Mobility, we aspire to act in an environment of trust, transparency, and accountability in the interests of all stakeholders. We have systematic risk and compliance, information security, and data privacy management systems in place that we designed with the objective of enabling us to detect possible risks in time and of preventing them from causing any damage. In our procurement activities, we aim to look beyond aspects of cost, quality, and delivery time by requiring our suppliers to comply with our legal and ethical standards.



### Key targets 2025

- Ensure 100 percent of our active employees complete the annual compliance training
- Extending our information security and data privacy management systems to those subsidiaries that we have acquired over the past few years
- Ensure all main suppliers for indirect materials and services<sup>46</sup> comply with our Code of Conduct

### Highlights in 2022

- Integrating our acquired subsidiaries into the compliance management system
- Launching measures to automate sanction checks in order to improve the initial screening procedure as part of the customer onboarding process
- Expanding the whistleblowing system by initiating a new online solution with EQS Integrity Line
- Strategically rolling out the information security management system (ISMS) to the entire Group and completing successful ISO/IEC 27001 surveillance audits at the headquarters in Germany and at GreenFlux
- Sustainability-linked loan applied to one of our facility agreements



With our risk management system, we aim to systematically and continually identify, assess, control, monitor, and report governance-related risks threatening our existence and other material risks jeopardizing our success. Furthermore, it supports the achievement of corporate targets and enhances risk awareness within the Group. Our risk management system is documented in an internal system of rules that defines tasks, processes, and responsibilities, as well as rules for identifying, assessing, reporting, and managing risks. Significant unexpected risks must be promptly reported. In addition, we run an internal control system that is summarized in an internal policy. The system is intended to facilitate accurate and reliable internal and external, financial and nonfinancial reporting, effective and efficient business processes, and compliance with applicable laws and regulations, as well as with our internal guidelines and work instructions.

#### Regulations in dealing with sanctions

As an integral part of our compliance organization, we further implemented a sanction management system in 2022 for the transaction screening of payment files and payees, based on sanctions lists applicable on the relevant day. In addition, we screen our business relationships for sanctions and embargoes. Before we expand our business geographically or by new products or services, we make an assessment regarding applicable laws and regulations on sanctions and embargoes and monitor compliance.

With the outbreak of the war in Ukraine, in March 2022 we made the decision to stop all activities for domestic customers in Russia and Belarus and excluded all fuel service stations located in Russia from our acceptance network. We are continuously monitoring all business transactions and DKV Mobility continues to comply with all applicable sanctions imposed on Russia and Belarus.

#### Ongoing internal capacity building as a key success factor

All employees are required to complete annual compliance training. The Group Compliance Office conducts compliance training for new and existing employees on a regular basis. New employees are familiarized with the relevant topics shortly after joining the company. These training courses comprise our CoC, including anti-corruption and anti-fraud rules, the whistleblowing system, as well as information concerning the UNGC's Ten Principles. Participation in the training is mandatory for all employees and is tracked by the Group Compliance Office. In the reporting period, approximately 70 percent of DKV Mobility Group's employees participated in the compliance training. We set ourselves a target of 100 percent of employees being trained by 2025. We have an intranet page that informs all employees about DKV Mobility's company-wide regulations and applicable compliance rules.

#### Promoting a "speak-up" culture

We promote a "speak-up" culture that should encourage our employees and the members of the governing bodies of our Group companies to speak up if they see something that is not in line with our standards, ensuring that the matter is treated confidentially, and that the employee does not have to fear any form of retaliation. Our whistleblowing system is only one way of tackling concerns and detecting misconduct at an early stage. The report can be made anonymously using our online whistleblowing system, or directly through the compliance hotline or compliance email to the Group Compliance Office. Furthermore, third parties not belonging to the Group can report suspected compliance infringements to our whistleblowing system. The whistleblowing system aims to offer protection both for the people reporting misconduct and for the people who might be accused of it. The information provided is processed and treated confidentially. In the reporting period, the internal processes underlying the whistleblowing system were further professionalized and expanded, for example by initiating a new online solution with "EQS Integrity Line." In 2022, four instances were reported with respect to

potential compliance cases. Three cases were resolved – and in another case, the suspicion turned out to be unjustified. None of these cases involved corruption.

#### Keeping our commitments

We are consistently improving our approach to business ethics to better navigate increased regulatory obligations and the performance of new services and functions. Our compliance activities, for example, focus on ensuring that employees and partners are aware of the whistleblowing system and are comfortable speaking up. Furthermore, we are working on preventing and consistently combating corruption, fraud, and other potential corporate crime. Mandatory compliance policies and training courses serve to protect our employees and customers. Increasing awareness among our employees remains of great importance, because only risk-aware employees can recognize risks and avoid or, at least, minimize them.

Our compliance functions, including our compliance management system (CMS), are organized by our Enterprise Governance System (EGS) department, which is closely interlinked with our risk management and our internal control systems in order to ensure that compliance is an integral part of any business process. The overall responsibility for these compliance functions lies with our Administrative Board, whereas our Management Board is responsible for their practical implementation. The CMS framework is laid down in an internal policy, and we adopted multiple further internal compliance guidelines and policies, including a code of conduct for the members of the governing bodies of our Group's companies and for our employees.

The Group Compliance Officer reports directly to the Chief Financial Officer and advises and supports the Management Board in compliance matters. At the level of our subsidiaries, compliance managers execute the CMS based on guidance from our Group Compliance Office.

# Data ethics

## Managing data responsibly

On the one hand, data and technology create great opportunities to deploy products and services that improve customers' business. On the other hand, the abuse and controversial use of data has become more common, driving greater scrutiny and increased regulation. A lack of information security and inadequate data protection entails great risks, such as industrial espionage, identity theft, attacks on unprotected data leaks, and other forms of cybercrime. Customers, business partners, service providers, and DKV Mobility Group itself can become a target for any of these dangers. Issues relating to information security and data privacy may affect the operation of our business processes and thus diminish the trust of our customers in being a reliable and trusting partner.

At DKV Mobility, we place a strong focus on data ethics, which must grow in parallel with our increasing use of technology, the development of new products and services, and the corresponding increasing amount of data. As a pan-European B2B platform for on-the-road payments and solutions and, as such, a digitalized organization, we process large amounts of data in multiple IT

systems, and these data must be protected and treated with care and respect. Our approach to data ethics considers both information security and data privacy, which entails the careful use of confidential data. We aim for high data ethics standards, also to protect our position against potential financial, legal, and reputational risks. Appropriately integrating information security and data protection into our daily business is therefore an essential prerequisite for providing a high service quality and for earning the long-term trust and satisfaction of our customers and business partners.

### We strive for continuous improvements

Our data ethics guidelines are in line with industrial-grade standards, and we aim to act in compliance with European requirements to protect both sensitive company data and personally identifiable information (PII) through which a person can be unequivocally identified.

DKV Mobility Group has a Group-wide information security management system (ISMS) and a data privacy management system (DPMS) in place. Both risk-oriented management systems are built in a hierarchical order. The ISMS is subject to regular external audits. In 2022, the information security management and the data privacy management functions published several Group-wide policies covering processes, roles, and responsibilities as a basis for their activities. This also included the update of the Group-wide information security and data privacy policies. Another focus lies on extending the ISMS as well as DPMS to our newly acquired subsidiaries. We set up intranet pages that inform all employees about DKV Mobility's applicable data ethics rules.



## Information security

Three primary goals of information security are preventing the loss of availability, the loss of integrity, and the loss of confidentiality for systems and data. The success of all three aspects depends largely on security measures and the knowledge and behavior of our employees. With more distributed teams and at a time of increased security threats and alerts, processes and organizational controls can only provide benefits if employees know, understand, and implement them. We will continue to focus on the awareness, upskilling, and training of our employees to strengthen the way we ethically manage and use data.

The ISMS is designed to comply with the technical and organizational requirements for the protection of data and sensitive company assets. The detailed requirements are laid out and specified in the policy "Design directives for information security." The ISMS is based on the internationally recognized ISO/IEC 27001 standard and was certified for the corresponding fields of information security at the headquarters in Germany. The last surveillance audit was conducted in November 2022 with the certificate being valid until January 9, 2025.

Furthermore, a certified management system according to ISO/IEC 27001 is in place at our subsidiary GreenFlux. The last surveillance audit was conducted in January 2022, with the certificate being valid until March 1, 2024. Based on the number of active employees, approximately 71 percent of DKV Mobility Group's operational sites<sup>47</sup> are covered by external ISO 27001 certification as of the reporting period.

We conduct regular in-house security testing with the aim of ensuring that our IT systems remain secure and functional and that our employees comply with the internal guidelines and policies established within our information security management system in line with our ISO 27001 certifications. Furthermore, we offer web-based awareness training to our employees that familiarizes them with the requirements of information security. People who have recently joined the Group undergo this training within the first three months, and all employees must complete it annually. In 2022, the attendance rate for the Group was at approximately 89 percent and was substantially improved in comparison to the previous reporting year (2021: 42 percent).

## Data privacy

The EU's General Data Protection Regulation (GDPR) is the central legal basis for data protection in Europe, supplemented by local laws. Our DPMS is based on the GDPR requirements. The DPMS is a Group-wide framework and guideline for all relevant data privacy processes and their documentation. In 2022, we did not receive any justified complaints from regulatory authorities concerning breaches of customer privacy. We got one complaint from an outside party. However, there were no identified leaks, thefts, or losses of customer data.

We offer a web-based training to our employees that familiarizes them with the most important topics regarding data privacy and dealing with personal information. In 2022, we improved the attendance rate at the Group level to approximately 80 percent (2021: 47 percent).

## Keeping our commitments

Our aim is to provide innovative products and services to our customers and to equip our employees with latest technology. At the same time, we want to demonstrate that we use their data appropriately and in an ethical manner. Information security and data privacy are managed within the Enterprise Governance System (EGS) department. While the Group Information Security Officer (GISO) is responsible for the management of information security, data privacy management is in the hands of the Group Data Privacy Coordinator (GDPC), who both report to the Management Board. All employees must be familiar with the requirements applicable to their respective fields of work. Complaints related to information security or data privacy issues can be reported directly to the GISO or the GDPC. Customers, service providers, and other stakeholders can either directly contact their key account managers or they can lodge their complaints via email. All data protection complaints are documented and reviewed as to whether they qualify as data breaches as defined by Art. 33 GDPR.

<sup>47</sup> We define an operational site as a site where integral functions of the business are performed more or less independently from the headquarters' activities. For further information, please see "03 Governance performance."

## Sustainable procurement

In a globalized economy, human rights are frequently violated within supply chains, with forced and child labor, discrimination, and inadequate protection by labor-law standards. In recent years, environmental destruction such as illegal logging, the contamination of water resources, and air pollution have caused an increase in noncompliance. Companies earn money from items produced in other parts of the world. This is why they also bear responsibility for ensuring that environmental laws, regulations and standards, and human rights are respected along their supply chains<sup>48</sup>.

We understand that the purchasing decisions we make at DKV Mobility may impact economic, environmental, and social factors. This makes responsible procurement and transparency along our supply chains an essential requirement. Striving to manage the interactions with our suppliers and business partners along the lines of diligence, mutual appreciation, respect, and fairness is important to us.

We focus on long-term and sustainable supplier relationships in which both sides act on a par. Our customers increasingly expect us to secure responsible practices for all products and services we provide, and to help them deliver on their commitments to achieve sustainable supply chains, especially in the fields of decarbonization, labor conditions, and anti-corruption efforts. Furthermore, there is increasing regulatory pressure regarding the responsible management of global supply chains. The German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains (LkSG), which specifies the requirements for a responsible management of supply chains, is not mandatory for DKV Mobility before 2024. To ensure compliance, our external stakeholders have access to our whistleblowing system (for further details, please see page 43). As a signatory of the UNGC, we already integrated the latter's Ten Principles into our daily procurement routines. DKV Mobility was

awarded an EcoVadis gold-medal rating in 2022 – for the second year in a row – and scored 70/100 points in the sustainable-procurement category.

### Keeping our commitments

We strongly believe that ESG opportunities – such as accelerating decarbonization efforts for Scope 3 emissions – lie beyond our own direct reach in our supply chains. As a result, our purchasing activities play a vital role in improving our ESG performance. After building the foundation and integrating ESG into the procurement and supplier management activities for suppliers for indirect materials and services in 2021, we continued working on standardizing our ESG supplier due diligence process throughout 2022. In 2022, we started to anchor ESG criteria in our procurement practices for the business departments Fuel Vehicle Services (EVS) and eMobility. Furthermore, we prepared for the regulatory due diligence requirements in supply chains outlined above.

The minimum requirements for a listing in DKV Mobility's indirect supplier pool – and thus for potentially acting as a supplier for the Group – are confirming the receipt of the CoC and/or filling out the vendor self-disclosure questionnaire by providing relevant economic and ESG information and acting in full compliance with all applicable laws and regulations. In total, in 2022, DKV Mobility Group dealt with 797 (2021: 759) suppliers of indirect materials and services, most of which were located in Germany or Europe. To date, 17 percent<sup>49</sup> of DKV Mobility Group's indirect suppliers comply with our CoC. If any serious cases of noncompliance occur, we generally reserve the right to immediately terminate the contractual relationship with the supplier in question. There were no such incidents in 2022.

<sup>48</sup> Press and Information Office of the Federal Government, 2023: Supply Chain Act; Greater protection for people and the environment in the global economy.

<sup>49</sup> Ratio of suppliers of indirect materials and services, (with annual main indirect-supplier expenses of >€25,000) who signed the Code of Conduct for Suppliers and Service Providers in comparison to all suppliers of indirect materials and services (with annual main indirect-supplier expenses of >€25,000).





## Procurement management and monitoring system

Our procurement management and monitoring system for suppliers concerns all phases of the supplier-engagement life cycle and is based on the following six integrated elements:

- 01 Purchasing guideline**  
 Superordinate guideline for external procurement activities, including sustainability aspects, which lays down the essential requirements for local purchasing policies
- 
**02 Supplier letter**  
 Information letter on DKV Mobility Group's sustainable procurement practices
- 03 Code of Conduct for suppliers and business partners**  
 Fundamental moral and ethical values and minimum requirements, the adherence to which DKV Mobility Group obliges its business partners
- 04 Vendor self-disclosure questionnaire**  
 A query on all relevant economic aspects, extended by questions concerning ESG practices
- 05 Contractual clause on sustainability**  
 Integration of a clause on environmental, labor, and human-rights requirements in the standard framework contract
- 06 ESG training**  
 Every two years for members of the purchasing department and for main suppliers for indirect materials and services

## Resources for managing our sustainable procurement efforts

The primary responsibility for sustainable procurement lies with the Purchasing department, which oversees the sourcing of any indirect materials and services for our headquarters in Germany and partly also for our subsidiaries abroad. Indirect materials and services cover, for instance, the fields of professional services, IT, marketing, office supplies, travel, and facility management.

Our Purchasing and IT departments conduct regular reviews with their key suppliers in which positive and negative aspects of the respective cooperation are openly discussed. Our purchasing teams also evaluate our purchasing portfolio with respect to sustainability criteria, such as environmental labels (e.g., FSC, PEFC, Blue Angel, and Energy Star), and adapt it to the changing standards on an ongoing basis. When rolling out new technologies or onboarding new IT service providers, we also check whether they have the corresponding sustainability certificates or product carbon footprint calculations in place. In this respect, our main instruments are public tenders.

The aforementioned departments work in close cooperation with the Group Compliance Office, Sustainability & New Mobility, and Legal teams.

We also conduct targeted ESG buyer trainings for our employees of the Purchasing department every two years and continuously build up skills among our suppliers and service providers to ensure that both our own ESG targets and the interests of our customers are reflected in our procurement activities. In 2021, all employees of the Purchasing department were trained in ESG.



Over the next year, we plan to expand and align our sustainable procurement activities with the German Supply Chain Act and the upcoming regulatory requirements in the EU. After previously focusing on suppliers for indirect materials and services and the business departments Fuel Vehicle Services (EVS) and eMobility, we want to further integrate ESG criteria into our procurement activities and spread our ESG supplier engagement to additional departments in the business.

# Data and assurance



# ESG performance data

		2022	2021	2020	2019	2022 vs. 2019 [%]
<b>1.</b>	<b>Environment</b>					
<b>1.1</b>	<b>Energy consumption   Offices</b>					
1.1.1	Office space [m <sup>2</sup> ]	38,650	38,067	39,055	38,565	0%
1.1.2	Energy consumption [GRI 302-1 e.] [kWh]	3,939,211	4,112,847	4,315,589	4,351,350	-9%
1.1.2.1	Energy consumption from nonrenewable sources [kWh]	2,135,586	2,950,237	4,271,759	4,156,798	-49%
1.1.2.2	Energy consumption from renewable sources [kWh]	1,803,625	1,162,610	43,831	194,552	827%
1.1.3	Energy intensity ratio [GRI 302-3 a., b.] [kWh/m <sup>2</sup> ]	101.9	108.0	110.5	112.8	-10%
1.1.4	Electricity consumption [GRI 302-1 c. i.] [kWh]	2,053,650	2,084,912	2,315,763	2,540,452	-19%
1.1.4.1	Electricity from nonrenewable sources [kWh]	250,025	922,303	2,271,932	2,345,900	-89%
1.1.4.2	Electricity from renewable sources [kWh]	1,803,625	1,162,610	43,831	194,552	827%
1.1.5	Heat consumption [GRI 302-1 c. ii.] [kWh]	1,885,561	2,027,934	1,999,826	1,810,898	4%
1.1.5.1	Heat consumption from nonrenewable sources [GRI 302-1 a.] [kWh]	1,885,561	2,027,934	1,999,826	1,810,898	4%
1.1.5.2	Heat consumption from renewable sources [GRI 302-1 b.] [kWh]	0.0	0.0	0.0	0.0	
<b>1.2</b>	<b>Other resource consumption   Offices</b>					
1.2.1	Water consumption [GRI 303-5 a.] [m <sup>3</sup> ]	6,055	6,122	5,766	8,475	-29%
1.2.2	Water intensity ratio [m <sup>3</sup> /m <sup>2</sup> ]	0.16	0.16	0.15	0.22	-29%
1.2.3	Waste [GRI 306-3 a.] [t]	62.2	71.1	52.7	72.6	-14%
<b>1.3</b>	<b>Fuel and power consumption   Company fleet [GRI 302-1 a., b.]</b>					
1.3.1	Fuel consumption [GRI 302-1 a.] [l]	511,541	461,721	408,075	895,649	-43%
1.3.2	Electricity consumption of company vehicles [GRI 302-1 b.] [kWh]	15,400	5,082	337	134	11,427%
<b>1.4</b>	<b>Business and commuter travel   Other</b>					
1.4.1	Air travel, number of flights [#]	2,479	957	1,365	4,469	-45%
1.4.2	Hotel accommodation, number of overnight stays [#]	3,077	994	917	2,519	22%
1.4.3	Train travel, train kilometers [km]	831,666	155,701	147,645	309,787	168%
1.4.4	Commuter travel, kilometers travelled to offices [km]	9,496,140	5,161,498	7,892,687	15,581,268	-39%
<b>1.5</b>	<b>Greenhouse gas (GHG) emissions<sup>50</sup></b>					
1.5.1	GHG emissions, Scope 1, 2 and 3 [t CO <sub>2</sub> eq]	6,543	5,341	6,625	12,241	-47%
1.5.1.1	GHG emissions, Scope 1 GHG Protocol [GRI 305-1 a.] [t CO <sub>2</sub> eq]	1,592	1,505	1,375	2,514	-37%
1.5.1.2	GHG emissions, Scope 2 GHG Protocol, market-based <sup>51</sup> [GRI 305-2 a., b.] [t CO <sub>2</sub> eq]	110	407	1,049	1,084	-90%
1.5.1.3	GHG emissions, Scope 3 GHG Protocol <sup>52</sup> [GRI 305-3 a.] [t CO <sub>2</sub> eq]	4,840	3,428	4,200	8,642	-44%
1.5.2	Relative CO <sub>2</sub> reduction, versus base year 2019 [GRI 305-5 a., c.] [%]	-47%	-56%	-46%		
1.5.3	GHG emissions intensity ratio, scope 1, 2 and 3 [GRI 305-4 a., b., c.] [t CO <sub>2</sub> eq/m <sup>2</sup> ]	0.17	0.14	0.17	0.32	-47%

<sup>50</sup>Our Corporate Carbon Footprint does not include all Scope 3 GHG emissions according to the GHG Protocol. Please refer to the accounting principles on p. 53 for more information on how the "Corporate Carbon Footprint (CCF)" is defined related to our climate protection target. <sup>51</sup>Scope 2 emissions following a market-based method. Location-based Scope 2 emissions: 952 t CO<sub>2</sub>eq (2022), 1,179 t CO<sub>2</sub>eq (2019). <sup>52</sup>Among others, we did not include Scope 3 emissions from our fuel bunkering business in the UK as it is immaterial in terms of our total Transaction Volume, does not represent our common business model, and is not part of our Climate Pledge target and decarbonization strategy. CO<sub>2</sub> emissions from our fuel bunkering business in the UK: 180,696 t CO<sub>2</sub>eq (2022), 190,481 t CO<sub>2</sub>eq (2021), 161,934 t CO<sub>2</sub>eq (2020), and 154,358 t CO<sub>2</sub>eq (2019) including all upstream emissions from the production of fuels purchased as well as emissions from the use of fuels sold to our customers.



			2022	2021	2020
<b>2.</b>	<b>Social (Human Resources)</b>				
<b>2.1</b>	<b>Total number of employees [GRI 2-7 a.]</b>	[#]	<b>1,891</b>	<b>1,712</b>	<b>1,334</b>
2.1.1	of which active	[#]	1,816	1,637	1,262
2.1.2	of which inactive	[#]	75	75	72
2.1.3	of which women [GRI 2-7 a.]	[%]	51%	50%	49%
2.1.4	of which men [GRI 2-7 a.]	[%]	49%	50%	51%
2.1.5	of which 16–30	[%]	20%	19%	16%
2.1.6	of which 31–40	[%]	38%	38%	37%
2.1.7	of which 41–50	[%]	23%	24%	25%
2.1.8	of which 51+	[%]	19%	19%	22%
<b>2.2</b>	<b>Total number of nonmanagerial employees [GRI 405-1 b. i, ii.]</b>	[#]	<b>1,628</b>	<b>1,478</b>	<b>1,132</b>
2.2.1	of which women [GRI 405-1 b. i.]	[%]	53%	54%	53%
2.2.2	of which men [GRI 405-1 b. i.]	[%]	47%	46%	47%
2.2.3	of which 16–30 [GRI 405-1 b. ii.]	[%]	22%	21%	18%
2.2.4	of which 31–40 [GRI 405-1 b. ii.]	[%]	37%	38%	37%
2.2.5	of which 41–50 [GRI 405-1 b. ii.]	[%]	22%	23%	23%
2.2.6	of which 51+ [GRI 405-1 b. ii.]	[%]	19%	19%	22%
<b>2.3</b>	<b>Total number of managers [GRI 405-1 b. i, ii.]</b>	[#]	<b>263</b>	<b>234</b>	<b>202</b>
2.3.1	of which women [GRI 405-1 b. i.]	[%]	35%	29%	26%
2.3.2	of which men [GRI 405-1 b. i.]	[%]	65%	71%	74%
2.3.3	of which 16–30 [GRI 405-1 b. ii.]	[%]	4%	4%	4%
2.3.4	of which 31–40 [GRI 405-1 b. ii.]	[%]	42%	38%	38%
2.3.5	of which 41–50 [GRI 405-1 b. ii.]	[%]	32%	35%	34%
2.3.6	of which 51+ [GRI 405-1 b. ii.]	[%]	22%	23%	24%

			2022	2021	2020
<b>2.4</b>	<b>Employment contract [GRI 2-7 b. i., ii.]</b>				
2.4.1	Permanent [GRI 2-7 b. i.]	[%]	92%	94%	95%
2.4.1.1	of which women [GRI 2-7 b. i.]	[%]	50%	50%	49%
2.4.1.2	of which men [GRI 2-7 b. i.]	[%]	50%	50%	51%
2.4.2	Temporary [GRI 2-7 b. ii.]	[%]	8%	6%	5%
2.4.2.1	of which women [GRI 2-7 b. ii.]	[%]	54%	54%	53%
2.4.2.2	of which men [GRI 2-7 b. ii.]	[%]	46%	46%	47%
<b>2.5</b>	<b>Part-time employees [GRI 2-7 b. v.]</b>	[%]	<b>14%</b>	<b>14%</b>	<b>18%</b>
2.5.1	of which women	[%]	80%	83%	86%
2.5.2	of which men	[%]	20%	17%	14%
<b>2.6</b>	<b>Part-time nonmanagerial employees</b>	[%]	<b>15%</b>	<b>15%</b>	<b>20%</b>
2.6.1	of which women	[%]	80%	83%	86%
2.6.2	of which men	[%]	20%	17%	14%
<b>2.7</b>	<b>Part-time managers</b>	[%]	<b>6%</b>	<b>6%</b>	<b>8%</b>
2.7.1	of which women	[%]	75%	87%	94%
2.7.2	of which men	[%]	25%	13%	6%
<b>2.8</b>	<b>Average length of service</b>	[years]	<b>5.7</b>	<b>6.0</b>	<b>6.8</b>
<b>2.9</b>	<b>Average age of employees</b>	[years]	<b>39.9</b>	<b>40.5</b>	<b>41.0</b>

			2022	2021	2020
<b>2.10</b>	<b>Employee turnover/attrition rate [GRI 401-1 b.]</b>	[%]	<b>13%</b>	<b>11%</b>	<b>6%</b>
2.10.1	of which women	[%]	14%	9%	6%
2.10.2	of which men	[%]	12%	13%	6%
2.10.3	of which 16–30	[%]	14%	16%	na
2.10.4	of which 31–40	[%]	13%	11%	na
2.10.5	of which 41–50	[%]	13%	11%	na
2.10.6	of which 51+	[%]	10%	7%	na
2.10.7	of which–full-time	[%]	12%	11%	na
2.10.8	of which part-time	[%]	18%	12%	na
<b>2.11</b>	<b>New employee hires by gender and age group [GRI 401-1 a.]</b>	[#]	<b>415</b>	<b>361</b>	<b>208</b>
2.11.1	of which women	[%]	54%	45%	40%
2.11.2	of which men	[%]	46%	55%	60%
2.11.3	of which 16–30	[%]	36%	37%	30%
2.11.4	of which 31–40	[%]	41%	41%	41%
2.11.5	of which 41–50	[%]	15%	17%	18%
2.11.6	of which 51+	[%]	8%	6%	11%
<b>2.12</b>	<b>Employees that took parental leave [GRI 401-3 b.]</b>	[#]	<b>105</b>	<b>104</b>	<b>82</b>
2.12.1	of which women [GRI 401-3 b.]	[%]	77%	74%	72%
2.12.2	of which men [GRI 401-3 b.]	[%]	23%	26%	28%
2.12.3	of which 16–30	[%]	12%	9%	na
2.12.4	of which 31–40	[%]	78%	81%	na
2.12.5	of which 41–50	[%]	10%	11%	na
2.12.6	of which 51+	[%]	0%	0%	na

			2022	2021	2020
<b>2.13</b>	<b>Employee training and education</b>				
2.13.1	Total hours of training	[hours]	77,867	58,455	na
2.13.1.1	of which by women	[hours]	39,066	28,230	na
2.13.1.2	of which by men	[hours]	38,800	30,225	na
2.13.2	Average hours of training provided per employee	[hours]	42.9	35.7	na
2.13.3	Average days of training provided per employee	[days]	5.4	4.5	na
<b>2.14</b>	<b>Disabilities<sup>53</sup></b>				
2.14.1	Number of employees with disabilities	[#]	13	16	23
2.14.2	Average degree of disability	[%]	50%	59%	50%

<sup>53</sup> In 2022, 2021, and 2020, the figures regarding "Number of employees with disabilities" and "Average degree of disability" apply to employees at DKV Mobility's headquarters in Germany only.

3	Governance		2022	2021
3.1	<b>Business ethics</b>			
3.1.1	Employees the CoC and procedures have been communicated to [GRI 205-2 b.]	[#]	1,440	1,330
3.1.2	Employees the CoC and procedures have been communicated to [GRI 205-2 b.]	[%]	79%	81%
3.1.3	Employees that completed compliance training [GRI 205-2 e.]	[#]	1,278	1,073
3.1.4	Employees that completed compliance training [GRI 205-2 e.]	[%]	70%	66%
3.1.5	Whistleblowing reports received/cases brought through dispute resolution mechanisms <sup>54</sup>	[#]	4	2
3.1.6	Confirmed corruption incidents [GRI 205-3 a.]	[#]	0	0
3.1.7	Confirmed incidents in which employees were dismissed or disciplined for corruption [GRI 205-3 b.]	[#]	0	0
3.1.8	Public legal cases regarding corruption [GRI 205-3 d.]	[#]	0	0
3.1.9	Incidents of discrimination [GRI 406-1 a.]	[#]	0	0
3.1.10	Significant instances of noncompliance with laws and regulations [GRI 2-27 a.]	[#]	0	0
3.2	<b>Data ethics</b>			
3.2.1	Operational sites with ISO 27001 certified information security management system (ISMS)	[%]	71%	70%
3.2.2	Employees that completed information security training	[#]	1,619	681
3.2.3	Employees that completed information security training	[%]	89%	42%
3.2.4	Confirmed information security incidents <sup>55</sup>	[#]	6	2
3.2.5	Employees that completed data privacy management training	[#]	1,451	769
3.2.6	Employees that completed data privacy management training	[%]	80%	47%
3.2.7	Substantiated complaints received concerning breaches of customer privacy	[#]	1	0
3.2.7.1	Thereof, complaints received from outside parties and substantiated by the organization [GRI 418-1 a. i.]	[#]	1	0
3.2.7.2	Thereof, complaints received from regulatory bodies [GRI 418-1 a. ii.]	[#]	0	0
3.2.8	Identified leaks, thefts, or losses of customer data [GRI 418-1 b.]	[#]	0	0
3.3	<b>Sustainable procurement</b>			
3.3.1	Suppliers for indirect materials and services	[#]	797	759
3.3.2	Main suppliers for indirect materials and services that comply with our CoC	[%]	17%	15%
3.3.3	Confirmed incidents when contracts with business partners were terminated/not renewed due to corruption [GRI 205-3 c.]	[#]	0	0
3.3.4	Procurement budget used for significant locations of operation <sup>56</sup> spent on indirect suppliers local <sup>57</sup> to that operation [GRI 204-1 a.]	[%]	>99%	>98%

<sup>54</sup> In 2022 three cases got resolved, the other case was not substantiated. <sup>55</sup> All cases were resolved in the reporting period. <sup>56</sup> The definition used for "significant locations of operation" is "at our headquarters," in Germany [GRI 204-1 c.]. <sup>57</sup> The definition used for "local" is Europe, because this is the geographic market where DKV Mobility Group operates [GRI 204-1 b.].



# ESG accounting principles

## 01 Environmental performance

### GHG emissions accounting

Greenhouse gas (GHG) emissions data are reported on the basis of the GHG Protocol, although not fully addressed. GHG emission factors come from ecoinvent Database 3.6 and the assessment method is IPCC 2007 (GWP 100a). The base year for DKV Mobility's Corporate Carbon Footprint (CCF) is 2019. DKV Mobility Group's CCF is reported in tons of CO<sub>2</sub> equivalents (CO<sub>2</sub>eq) and presented at Group level.

Environment-related data are not collected per legal entity, but per asset (office/building) that is owned or leased by a legal entity. For these offices/buildings, environmental activity data are collected. These figures are then consolidated line by line.

Assumptions in the form of extrapolations or external statistics are applied if other more accurate information is not available. This might result in the fact that certain environmental performance data underlie a partially limited comparability.

### Definition of GHG emissions

The following definitions present the GHG emissions that are included in our CCF and defined as relevant for our climate target and decarbonization strategy. In addition, they exemplarily address Scope 3 emissions of the GHG Protocol that are not included but material in terms of size.

#### Scope 1 emissions:

Direct emissions coming from our owned or controlled operations, including the total generated heat and total diesel and gasoline fuel consumption from company vehicles.

#### Scope 2 emissions (market-based):

Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as purchased electricity from electric company vehicles.

#### Scope 3 emissions:

Indirect emissions created in the value chain as a result of DKV Group's business activities. Brackets refer to the respective GHG Protocol Scope 3 emission categories.

#### ■ Purchased goods and services [# 3.1]:

Includes emissions from DKV service cards, Novofleet service cards, DKV Box TISPL/TG-440, DKV Box Select/TRP-4010 (including variants of TISPL and VIAT), DKV Box Select/VTR850 (including variants of TISPL, VIAT, and ITALIA), DKV Box REETS/OBU 4021, purchased IT materials, office material (paper, toner cartridges), tap water, as well as food and beverages.

Does not include any emissions from the following sources:

- We did not include Scope 3 emissions from our fuel bunkering business in the UK, as it is immaterial in terms of our total financial Transaction Volume, does not represent our common business model, and is not part of our Climate Pledge target and decarbonization strategy. With our fuel bunkering business in the UK, we purchase a certain virtual stock of conventional fuel at a certain price from our suppliers, which we then sell to our customers through the fuel service stations of our contracted partners.

CO<sub>2</sub> emissions from our fuel bunkering business in the UK: 180,696 t CO<sub>2</sub>eq (2022), 154,358 t CO<sub>2</sub>eq (base year 2019), including all upstream emissions from the production of fuels purchased as well as emissions from the use of fuels sold to our customers (category 3.1I of GHG Protocol).

- Own service card products from subsidiaries or resellers that do not perform on the DKV platform.
- DKV Box Europe, DKV LIVE Box, and eBox professional (wallbox).

#### ■ Capital goods [# 3.2]:

Includes emissions from the production of IT devices purchased or acquired by DKV Mobility, including desktop computers, monitors, laptops and thin clients, tablets and smartphones, printers, and servers.

#### ■ Fuel- and energy-related activities not included in Scope 1 or Scope 2 [# 3.3]:

Includes emissions related to the production of diesel and gasoline fuels burned by our company vehicles and the production of energy purchased and consumed that is not included in Scope 1 or Scope 2.

Does not include any emissions that are generated by employees working from home.

#### ■ Upstream transportation and distribution [# 3.4]:

Includes emissions from third-party transportation and distribution services purchased by DKV Mobility Group, including domestic and continental mail as well as external freight transport (Lorry 16–32 t).

#### ■ Waste generated in operations [# 3.5]:

Includes emissions from residual/household waste, paper/cardboard/cartons waste, and lightweight packaging/plastic waste.

#### ■ Business travel [# 3.6]:

Includes emissions from the transportation of employees for business-related activities in aircrafts and trains owned and operated by third parties as well as from business travelers staying in hotels.

#### ■ Employee commuting [# 3.7]:

Includes emissions from the transportation of employees between their homes and their worksites that arise from automobile and public transport travel.

### Changes affecting data in 2022 and restatement of data from prior years

To accurately track progress towards our GHG emissions targets, we adjust our base year emissions inventory and data from prior years to account for significant changes, or when structural or methodological changes occur (change of emission factors, acquisitions, divestitures, mergers, data errors, or any other significant changes).

#### Emission factors:

Emission factors from the internationally recognized ecoinvent Database are used for the accounting of GHG emissions. For the reporting years 2019–2021, emissions factors from the ecoinvent 2.2 standard were applied. For 2022, we updated the emission factors by applying the ecoinvent 3.6 standard and for reasons of comparability, recalculated the Corporate Carbon Footprint for the reporting years 2019–2021.

#### Acquisitions:

For acquisitions that did not identify or report GHG emissions accurately and in line with our accounting standards in the years before their takeover, GHG emissions of the year in which the structural event happened or the year in which GHG emissions were collected for the first time were used for the recalculation of GHG emissions data for the base year, the reporting year, and all the years between the base year and reporting year. In 2022, we recalculated GHG emission data from acquisitions for the reporting years 2019–2021 for the first time. The results significantly impact our base year emissions. CO<sub>2</sub> emissions that were identified from available data sources of the acquired companies in the year of the acquisition were used and added to the years 2019–2021 at the same quantity. For CO<sub>2</sub> emissions with no reliable data according to DKV Mobility's accounting standard, data were extrapolated.

#### Improved methodology:

In 2022, the following improvements were undertaken to report more precise data:

- As there are currently no generally accepted methodologies for quantifying GHG offsets, we decided to report our own internal emissions in separate accounts from any offsets used to meet our climate targets. GHG emission reductions from offsets used in the reporting years 2019–2021 were recalculated and added to the Corporate Carbon Footprints of the respective years.
- GHG emissions that were generated by train trips were included for the first time in 2022 and recalculated for the years 2019–2021.
- To ensure completeness in reported data from our offices, extrapolation methodologies were developed, which can be used for offices that lack data. The extrapolation methodologies define average consumption values per active employee or square meter and are only used if other more accurate information is not available.

## Key definitions of environmental performance KPIs

The following KPI definitions are subject to the limitations mentioned above.

<p><b>1.1.1 Office space (in m<sup>2</sup>)</b> Square meters of occupied office space. Includes all office spaces used by DKV Mobility Group where at least one employee has a permanent place of work.</p>	<p><b>1.1.4.2 Electricity consumption from renewable sources (in kWh)</b> Renewable electricity consumption encompassing renewable electricity types used (solar, wind geothermal energy, etc.).</p>	<p><b>1.4.3 Train travel, train kilometers (in km)</b> Number of kilometers traveled for any business-related trips carried out by train by employees of DKV Mobility.</p>
<p><b>1.1.2 Energy consumption (in kWh)</b> Energy consumption (in kWh) encompasses all purchased and self-generated electricity (if applicable), heating/cooling in kilowatt hours. The energy consumption metrics refer to the energy consumption (electricity, heating, and cooling) at office locations/buildings and does not include the fuel consumption caused by company vehicles. This information is reported separately.</p>	<p><b>1.1.5 Heat consumption (in kWh)</b> Heat consumed through district heating.</p>	<p><b>1.4.4 Commuter travel, kilometers traveled to offices (in km)</b> Number of kilometers commuted by employees of DKV Mobility between their homes and their worksites.</p>
<p><b>1.1.2.1 Energy consumption from nonrenewable sources (in kWh)</b> Energy consumption from nonrenewable sources (such as nuclear, coal, etc.).</p>	<p><b>1.1.5.1 Heat consumption from nonrenewable sources (in kWh)</b> Heat consumed through district heating from nonrenewable sources, such as natural gas and heat consumed from fuel oil.</p>	<p><b>1.5.1 GHG emissions, Scopes 1, 2, and 3 (in t CO<sub>2</sub>eq)</b> GHG emissions are reported as the sum of reported Scope 1, Scope 2, and Scope 3 emissions.</p>
<p><b>1.1.2.2 Energy consumption from renewable sources (in kWh)</b> Energy consumption from renewable sources (such as solar, wind geothermal energy, etc.).</p>	<p><b>1.1.5.2 Heat consumption from renewable sources (in kWh)</b> Heat consumed through district heating from renewable sources, such as biogas.</p>	<p><b>1.5.1.1 GHG emissions, Scope 1 GHG Protocol (in t CO<sub>2</sub>eq)</b> Direct emissions coming from our owned or controlled operations, including total generated heat and total diesel and gasoline fuel consumption from company vehicles. For more details, go to the chapter "ESG accounting principles."</p>
<p><b>1.1.3 Energy intensity ratio (in kWh/m<sup>2</sup>)</b> The energy intensity ratio is reported as the total energy consumption (in kWh) divided by office space in square meters (m<sup>2</sup>). The organization-specific metric (the denominator) chosen to calculate the ratio is square meters.</p>	<p><b>1.2.1 Water consumption (in m<sup>3</sup>)</b> Reported as the volume of all water that was withdrawn at offices and was consumed by humans or livestock.</p>	<p><b>1.5.1.2 GHG emissions, Scope 2 GHG Protocol, market-based (in t CO<sub>2</sub>eq)</b> Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as electricity consumption from company vehicles. For more details, go to the chapter "ESG accounting principles."</p>
<p><b>1.1.4 Electricity consumption (in kWh)</b> Sum of renewable electricity consumption and conventional electricity consumption. Including electricity types used from nonrenewables (nuclear, coal, etc.) and renewables (solar, wind geothermal energy, etc.).</p>	<p><b>1.2.2 Water intensity ratio (in m<sup>3</sup>/m<sup>2</sup>)</b> The water intensity ratio is reported as the water consumption divided by office space in square meters.</p>	<p><b>1.5.1.3 GHG emissions, Scope 3 GHG Protocol (in t CO<sub>2</sub>eq)</b> Indirect emissions created in the value chain as a result of DKV Group's business activities. For more details, go to the chapter "ESG accounting principles."</p>
<p><b>1.1.4.1 Electricity consumption from nonrenewable sources (in kWh)</b> Conventional electricity consumption encompassing nonrenewable electricity types used (nuclear power, coal, etc.).</p>	<p><b>1.2.3 Waste (in tons)</b> Waste includes residual/household waste, paper/cardboard/cartons waste, and lightweight packaging/plastic waste.</p>	<p><b>1.5.2 Relative CO<sub>2</sub> reduction, versus base year 2019 (in %)</b> The relative CO<sub>2</sub> reduction is reported as the reduction of total GHG emissions in relation to total GHG emissions of the base year of 2019.</p>
	<p><b>1.3.1 Fuel consumption (in liters)</b> Diesel and petrol fuel consumption of company cars that use a DKV service card.</p>	<p><b>1.5.3 GHG emissions intensity ratio, Scopes 1, 2, and 3 (in t CO<sub>2</sub>eq)</b> The GHG emissions intensity ratio is reported as GHG emissions divided by office space in square meters.</p>
	<p><b>1.3.2 Electricity consumption of company vehicles (in kWh)</b> Electricity consumption of company cars that use a DKV service card, does not include the electricity charged by using a wallbox at the headquarters in Ratingen.</p>	
	<p><b>1.4.1 Air travel, number of flights (in #)</b> Number of any business-related flight segments (one-way) done by employees of DKV Mobility.</p>	
	<p><b>1.4.2 Hotel accommodation, number of overnight stays (in #)</b> Number of any business-related hotel overnight stays done by employees of DKV Mobility.</p>	



## 02 Social performance

### Limitations

The base year for most of DKV Mobility's social (human resources) performance data is 2020. To ensure a standardized approach, we reviewed our "2.13 Employee training and education" set of key performance indicators in 2021. This is why we only present information for these KPIs for the current and previous reporting period, and not for 2020.

#### Employee training and education [# 2.13]:

Our nonfinancial reporting continues to develop steadily. Compared to the previous year 2021, the acquired subsidiaries GreenFlux Assets B.V., M. P. VAT SERVICES, S.L., DKV Mobility LIVE GmbH, and Alfa Transport Service VOF were connected to our HR management system and to the training platform "we@DKV" (Cornerstone on Demand) and thus the employee training and education KPI reporting was extended.

The 2022 figures refer to active employees at DKV MOBILITY GROUP SE who took part in training and development sessions – without Smart Diesel S.R.L., Port One Group, CONSORZIO DKV EURO SERVICE, and Tax Refund S.R.L. This included trainees and working students (excluding interns) and all employees who left the company but had still completed training courses during the reporting period.

For comparison, the 2021 figures refer to active employees at DKV MOBILITY GROUP SE who took part in training and development sessions – without Smart Diesel S.R.L., Port One Group, GreenFlux Assets B.V., CONSORZIO DKV EURO SERVICE, M. P. VAT SERVICES, S.L., DKV Mobility LIVE GmbH, Alfa Transport Service VOF, and Tax Refund S.R.L. This included trainees and working students (excluding interns) and all employees who left the company but had still completed training courses during the reporting period.

Employee training and education refers to all types of vocational training, digital learning, and instruction and/or external education that is provided by the company:

#### ■ Training sessions:

Includes, for example, in-house and external training, coaching, digital learning, and language courses that are administered and tracked via the internal platform "we@DKV."

#### ■ Learning on the job:

A global assumption of 22 hours per active employee was used for learning-on-the-job training measures. Learning on the job is an essential part of DKV Mobility's new learning culture. This includes, for example, reading books, magazines, and technical literature, and contact with new people and situations (for example, departmental lunch and learn sessions, participation in internal and/or external projects and working groups).

#### 2.14 Disabilities [# 2.14]:

In 2022, 2021, and 2020, the figures regarding the "Number of employees with disabilities" and "Average degree of disability" apply to employees at DKV Mobility's headquarters in Germany only.

## Key definitions of social performance KPIs

The following KPI definitions are subject to the limitations mentioned above.

### 2.1 Number of employees

Total number of employees (active and inactive, counted by individual), including working students but excluding temp-work agency employees and freelancers. Counted at the end of the reporting period.

#### 2.1.1 Active employees

Total number of active employees. This includes all full-time and part-time employees of DKV MOBILITY GROUP SE as well as working students.

#### 2.1.2 Inactive employees

Total number of inactive employees. This includes all full-time and part-time employees of DKV MOBILITY GROUP SE who are on maternity and parental leave, long-term sick leave, and on paid leave of absence.

#### 2.1.5–2.1.8 Age groups

Percentage of all employees split into the following age groups: 16–30 years old, 31–40 years old, 41–50 years old, and over 51 years old.

### 2.2 Nonmanagerial employees

Total number of nonmanagerial employees. This includes all employees who do not fall into the “Managers” category (see 2.3).

### 2.3 Managers

Total number of managers. Includes the company’s Management Board, Executive Board, Executive Committee, Head of Sales Unit Leaders, Team Managers, and Team Leaders.

### 2.4 Employment contract

Contract as recognized under national law or practice.

#### 2.4.1 Permanent

Percentage of all permanent employment contracts held by the employees. A permanent employment contract is a contract with an employee for full-time or part-time work, valid for an indeterminate period.

#### 2.4.2 Temporary

Percentage of all temporary employment contracts held by the employees. A temporary employment contract is of limited duration or is terminated by a specific event, including the end of a project or work phase or the return of substituted employees.

#### 2.5 Part-time employees

Percentage of all part-time employees. A part-time employee is an employee whose working hours per week, month, or year are less than those of a full-time employee, as defined in the following. A full-time employee is an employee whose working hours per week, month, or year are defined according to national legislation and practice regarding working time.

#### 2.6 Part-time nonmanagerial employees

Percentage of all part-time nonmanagerial employees. This includes all employees who work part-time as per the definition under 2.5 and who do not fall into the “Managers” category as per 2.3.

#### 2.7 Part-time managers

Percentage of all part-time managers. This includes all employees who work part-time as per the definition under 2.5 and who fall into the “Managers” category as per 2.3.

#### 2.8 Average length of service

The arithmetic mean of the number of years that employees have so far worked for DKV Mobility Group.

#### 2.9 Average age of employees

The arithmetic mean of the age of the workforce in the reporting period.

#### 2.10 Employee turnover/attrition rate

Total rate of employee turnover in the reporting period. Based on termination of permanent contracts, without retirements and deaths. Expressed in percentages.

#### 2.11 New-employee hires

This comprises the total number of new-employee hires in the reporting period.

#### 2.12 Employees that took parental leave, by gender

Total number of employees who took parental leave. Parental leave is the leave granted to employees of all genders on the grounds of the birth of a child.

#### 2.13 Employee training and education

Training and education refers to all types of vocational training and instruction and/or external education that is provided by the company. For further information, please see the “Limitations” section.

##### 2.13.1 Total hours of training

Total number of training hours provided to employees. Based on DKV DKV Mobility Group’s active employees.

##### 2.13.2 Average hours of training provided per employee

Total average hours of training provided to employees. Based on DKV Mobility Group’s active employees.

##### 2.13.3 Average days of training provided per employee

Total average days of training provided to employees. Based on DKV Mobility Group’s active employees.

#### 2.14 Disabilities

Reporting on disability.

##### 2.14.1 Number of employees with disabilities

Total number of employees with disabilities, as evaluated by a competent authority during a comprehensive assessment in accordance with the procedure prescribed under national law or practice.

##### 2.14.2 Average degree of disability

Extent of deterioration in a person’s health condition and loss of independence in daily activities and self-development possibilities evaluated by a competent authority during a comprehensive assessment in accordance with the procedure prescribed under national law or practice. It is expressed in percentages.

## 03 Governance performance

### Limitations

DKV Mobility's governance performance data reporting started in 2021. The information in the Sustainability Report 2022 includes all significant impacts in the reporting period.

### Sustainable procurement

The performance data presented in this section refers to suppliers for indirect materials and services only. Over the next year, we want to further integrate quantitative reporting into our procurement activities and spread our sustainable procurement KPI suite to additional departments in the business.

#### Suppliers for indirect materials and services [# 3.3.1]:

At DKV Mobility, suppliers for indirect materials and services cover, for instance, the fields of professional services (consulting, interim management, recruiting), IT (hardware, software, services), marketing (advertising materials, events, services), office supplies (consumables, furniture), travel (business trips and mobility services), and facility management (maintenance and cleaning services, energy contracts).

#### Main suppliers for indirect materials and services [# 3.3.2]:

Main indirect suppliers are suppliers for indirect materials and services with annual expenses of >€25,000. DKV Mobility's main suppliers for indirect materials and services are categorized as follows:

- **A-suppliers:** A-suppliers are suppliers of indirect materials and services that account for the top 70 percent of our main indirect supplier expenses per year, plus suppliers who have a higher ESG relevance/higher ESG risk potential. ESG relevance/ESG risk potential arises, for example, due to main production sites of tier 1 suppliers in high-risk countries according to the "Countries' Risk Classification" outlined by the association amfori Business Social Compliance Initiative (BSCI) (2021) or for products that are made of natural resources/critical raw materials (e.g., wood, palm [kernel] oil, rare-earth elements) or for products that are purchased in larger quantities or for products/services with a potentially high carbon footprint (e.g., trips of consultants by airplane).

Natural resources and, in particular, raw materials are not critical per se, but can become critical because of various circumstances, relationships, and interactions. A number of factors play a role in this respect, such as the availability of the raw material, the key importance of the raw material from a strategic point of view for certain industries, the availability of alternatives, the impact on social or environmental aspects during cultivation, mining, and further processing, etc. These points show that a raw material does not necessarily have to be regarded as "critical" in general.

- **B-suppliers:** B-suppliers are suppliers of indirect materials and services that account for the next 20 percent of a year's main indirect supplier expenses.
- **C-suppliers:** C-suppliers are suppliers of indirect material and services that account for the lowest 10 percent of our main indirect supplier expenses per year if there are annual expenses within DKV Mobility Group of more than €25,000.

#### Main suppliers of indirect materials and services committed to DKV Mobility's (CoC) [# 3.3.2]:

The percentage of existing valid contracts with active main suppliers for indirect materials and services that include a sustainable procurement clause, a reference to the CoC in the contract, a CoC acknowledgment document, or a filled-out vendor self-disclosure questionnaire out of the total number of valid contracts with main suppliers for indirect materials and services.



### Key definitions of governance performance KPIs

The following KPI definitions are subject to the limitations mentioned above.

#### 3.1 Business ethics

##### 3.1.1 Employees the CoC and procedures have been communicated to

Total number of employees that the compliance policies and procedures have been communicated to. Addresses active employees of DKV MOBILITY GROUP SE.

##### 3.1.2 Employees the CoC and procedures have been communicated to

Total percentage of employees that the compliance policies and procedures have been communicated to. Quota refers to active employees of DKV MOBILITY GROUP SE.

##### 3.1.3 Employees that completed compliance training

Total number of employees that have received training on compliance. Addresses active employees of DKV MOBILITY GROUP SE.

##### 3.1.4 Employees that completed compliance training

Total percentage of employees that have received training on compliance. Quota refers to active employees of DKV MOBILITY GROUP SE.

##### 3.1.5 Whistleblowing reports received/cases brought through dispute resolution mechanisms

Total number of whistleblowing reports received/cases brought through dispute resolution mechanisms using DKV Mobility's available channels for reporting (online whistleblowing service, compliance hotline, or compliance email to the Group Compliance Office) during the reporting period.

##### 3.1.6 Confirmed corruption incidents

Total number of confirmed incidents of corruption during the reporting period.

##### 3.1.7 Confirmed incidents in which employees were dismissed or disciplined for corruption

Total number of confirmed incidents in which employees were dismissed or disciplined for corruption in the reporting period.

##### 3.1.8 Public legal cases regarding corruption

Public legal cases regarding corruption brought against DKV Mobility or our employees during the reporting period.

##### 3.1.9 Incidents of discrimination

Total number of incidents of discrimination during the reporting period.

##### 3.1.10 Significant instances of noncompliance with laws and regulations

Total number of significant instances of noncompliance with laws and regulations during the reporting period.

#### 3.2 Data ethics

##### 3.2.1 Operational sites with ISO 27001 certified information security management system (ISMS)

Operational sites covered by external ISO 27001 certification in the reporting period. At DKV Mobility, we define an operational site as a site where integral functions of the business are performed, more or less independently from headquarter activities. With integral functions we mean own operational business activities performed by the operational sites such as product management, core operations, and central services. For those operational sites, own location, specific ISO certifications such as ISO 27001 (Information Security Management System) are reasonable, as they do not benefit from shared central processes and services of the headquarters. On the other hand, integral functions of the sales units are steered and managed centrally by headquarter operations and consequently the value from headquarter certification management systems covers the activities of the sales units. The quota is based on the total number of active employees of DKV MOBILITY GROUP SE.

##### 3.2.2 Employees that completed information security training

Total number of employees that have received training on information security. Addresses active employees of DKV MOBILITY GROUP SE.

##### 3.2.3 Employees that completed information security training

Total percentage of employees that have received training on information security. Quota refers to active employees of DKV MOBILITY GROUP SE.

##### 3.2.4 Confirmed information security incidents

Total number of confirmed incidents of information security during the reporting period.

##### 3.2.5 Employees that completed data privacy management training

Total number of employees that have received training on data privacy management. Addresses active employees of DKV MOBILITY GROUP SE.

##### 3.2.6 Employees that completed data privacy management training

Total percentage of employees that have received training on data privacy management. Quota refers to active employees of DKV MOBILITY GROUP SE.

##### 3.2.7 Substantiated complaints received concerning breaches of customer privacy

Total number of noncompliances with existing legal regulations and (voluntary) standards regarding the protection of customer privacy during the reporting period. "Substantiated complaint" is a written statement by a regulatory or similar official body addressed to DKV Mobility that identifies breaches of customer privacy, or a complaint lodged with DKV Mobility that has been recognized as legitimate by us.

**3.2.71 Complaints received from outside parties and substantiated by the organization**

Total number of complaints received from outside parties regarding the protection of customer privacy and substantiated by DKV Mobility.

**3.2.72 Complaints received from regulatory bodies**

Total number of noncompliances with existing legal regulations regarding the protection of customer privacy.

**3.2.8 Identified leaks, thefts, or losses of customer data**

Total number of identified leaks, thefts, or losses of customer data during the reporting period.

**3.3 Sustainable procurement****3.3.1 Suppliers for indirect materials and services**

Suppliers for indirect materials and services cover, for instance, the fields of professional services (consulting, interim management, recruiting), IT (hardware, software, services), marketing (advertising materials, events, services), office supplies (consumables, furniture), travel (business trips and mobility services), and facility management (maintenance and cleaning services, energy contracts).

**3.3.2 Main suppliers for indirect materials and services that comply with our CoC**

Ratio of suppliers for indirect materials and services (with annual main indirect supplier expenses of >€25,000) who signed the Code of Conduct for Suppliers and Service Providers in comparison to all suppliers for indirect materials and services (with annual main indirect supplier expenses of >€25,000). For more details, see page 58.

**3.3.3 Confirmed incidents when contracts with business partners were terminated/not renewed due to corruption**

Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption during the reporting period.

**3.3.4 Procurement budget used for significant locations of operation spent on indirect suppliers local to that operation**

Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally). "Local supplier" is an organization or person that provides a product or service to DKV Mobility that is based in the same geographic market. DKV Mobility Group's definition used for "local" [GRI 204-1 b.] is Europe, because this is the geographic market where DKV MOBILITY GROUP SE operates. Our definition used for "significant locations of operation" [GRI 204-1 c.] is "at our headquarters," in Germany.

# Memberships

In the reporting period, DKV Mobility was a member of the following key organizations and associations<sup>58</sup>:

## **AETIS (Association of Electronic Toll and Interoperable Service)**

An association of service providers operating electronic toll services – especially the European Electronic Toll Service (EETS) – in Europe. Detailed information can be found [here](#).

## **ASTAG (Schweizerischer Nutzfahrzeugverband)**

An organization working as an advocate for the legitimate interests and concerns of the road-freight and road-haulage sector. Detailed information can be found [here](#).

## **BGL (Bundesverband Güterkraftverkehr Logistik und Entsorgung (BGL) e. V.)**

Umbrella organization for road-freight, logistics and waste-disposal services in Germany. Detailed information can be found [here](#).

## **BVF (Bundesverband Fuhrparkmanagement e. V.)**

Founded as an association of fleet operators, this organization represents the interests of its members, which operate fleets between five and 50,000 vehicles. Detailed information can be found [here](#) (since 2023 Bundesverband Betriebliche Mobilität e. V. (BBM)).

## **eFuel Alliance**

It campaigns for the promotion of the global production and application of e-fuels in various sectors. Detailed information can be found [here](#).

## **eViolin**

An association of charging point operators and service providers. Detailed information can be found [here](#).

## **FVA (Fuhrparkverband Austria)**

A network of, and an information platform for, companies and fleet managers in Austria. Detailed information can be found [here](#).

## **GDD Gesellschaft für Datenschutz und Datensicherheit e. V.**

It advocates an appropriate, reasonable, and technically feasible approach to data protection. Detailed information can be found [here](#).

## **Hydrogen Europe**

It represents more than 20 national associations and over 180 member companies in its capacity as the European umbrella association of hydrogen processing companies. Detailed information can be found [here](#).

## **ProMobilität (Initiative für Verkehrsinfrastruktur e. V.)**

An alliance promoting powerful infrastructures and safe, sustainable, and viable e-mobility in Germany. Detailed information can be found [here](#).

## **sffv (Schweizer Mobilitätsverband)**

It promotes understanding, relationships, and the sharing of knowledge regarding vehicle fleets and vehicle-fleet management between all stakeholders based on equality. Detailed information can be found [here](#).

## **SAFE Software Alliance for e-mobility**

SAFE is an association for consumer protection in the field of electromobility. The focus is on transparency to enable consumers to check the correctness of recorded values during a charging process without any doubt, regardless of the location. Detailed information can be found [here](#).

## **TRANSFRIGORROUTE DEUTSCHLAND e. V.**

An association for temperature-controlled transport logistics and the refrigerated vehicle industry. Detailed information can be found [here](#).

## **United Nations Global Compact**

The largest and most important initiative for responsible corporate governance worldwide. Detailed information can be found [here](#).

## **UNITI Bundesverband mittelständischer Mineralölunternehmen e. V.**

It brings together players operating in the fuel industry, the market for heat, and the lubricants industry, and represents around 90 percent of the medium-sized mineral oil companies in Germany as of 1947. Detailed information can be found [here](#).

## **VSL NRW (Verband Spedition und Logistik Nordrhein-Westfalen e. V.)**

VSL NRW represents the interests of the North Rhine-Westphalian freight forwarding industry through its office vis-à-vis the municipalities and all authorities at the state level. Detailed information can be found [here](#).

<sup>58</sup> A selection of key organizations of which the company is a part. The complete list of German associations that DKV EURO SERVICE GmbH & Co. KG is a part of can be found in the transparency register of the Federal Republic of Germany.



## GRI content index

The Sustainability Report 2022 of DKV MOBILITY GROUP SE (the “company” and, together with its subsidiaries, the “Group,” “DKV Mobility Group,” “DKV Mobility,” “we,” “our,” and “us”) has been prepared in accordance with the GRI Universal Standards 2021 and focuses on the reporting principles of accuracy, balance, clarity, comparability, completeness, as well as sustainability context, timeliness, and verifiability.

The GRI content index indicates how our nonfinancial reporting meets the GRI Standards. The management approach and its components are described for each material topic in the relevant chapters in this report. Throughout the report, we refer to the respective disclosures from the GRI Universal Standards 2021 for each material topic at the bottom of the pages. Content regarding general and specific standard information is referenced in the GRI content index. Where a disclosure is not completely covered in the report, we have included the relevant information and data directly in the content index or have labeled the gaps as “omission.” The GRI content index can be found [here](#).

# Limited assurance statement

## Independent Practitioner's Report on a Limited Assurance Engagement on Sustainability Information

To DKV MOBILITY GROUP SE, Ratingen

We have performed a limited assurance engagement on the disclosures in the sustainability report of DKV MOBILITY GROUP SE, Ratingen (hereinafter "the Company"), for the period from 1 January to 31 December 2022 (hereinafter the "Report").

### Responsibilities of the Executive Directors

The executive directors of the Company are responsible for the preparation of the Report in accordance with the principles stated in the Sustainability Reporting Standards of the Global Reporting Initiative (hereinafter the "GRI-Criteria").

This responsibility of Company's executive directors includes the selection and application of appropriate methods of sustainability reporting as well as making assumptions and estimates related to individual sustainability disclosures, which are reasonable in the circumstances. Furthermore, the executive directors are responsible for such internal controls as they have considered necessary to enable the preparation of a Report that is free from material misstatement whether due to fraud or error.

### Independence and Quality Control of the Audit Firm

We have complied with the German professional provisions regarding independence as well as other ethical requirements.

Our audit firm applies the national legal requirements and professional standards – in particular the Professional Code for German Public Auditors and German Chartered Auditors ("Berufssatzung für Wirtschaftsprüfer und vereidigte Buchprüfer": "BS WP/vBP") as well as the Standard on Quality Control 1 published by the Institut der Wirtschaftsprüfer (Institute of Public Auditors in Germany; IDW):

Requirements to quality control for audit firms (IDW Qualitätssicherungsstandard 1: Anforderungen an die Qualitätssicherung in der Wirtschaftsprüferpraxis – IDW QS 1) – and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### Practitioner's Responsibility

Our responsibility is to express a limited assurance conclusion on the disclosures in the Report based on the assurance engagement we have performed.

Within the scope of our engagement we did not perform an audit on external sources of information or expert opinions, referred to in the Report.

We conducted our assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised): Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the IAASB. This Standard requires that we plan and perform the assurance engagement to allow us to conclude with limited assurance that nothing has come to our attention that causes us to believe that the disclosures in the Company's Report for the period from 1 January to 31 December 2022 have not been prepared, in all material aspects, in accordance with the GRI-Criteria.

In a limited assurance engagement the assurance procedures are less in extent than for a reasonable assurance engagement and therefore a substantially lower level of assurance is obtained. The assurance procedures selected depend on the practitioner's judgment.

Within the scope of our assurance engagement, we performed amongst others the following assurance procedures and further activities:

- Obtaining an understanding of the structure of the sustainability organization and of the stakeholder engagement
- Assessment of the process for conducting the materiality analysis in accordance with the GRI criteria.
- Inquiries of personnel involved in the preparation of the Report regarding the preparation process, the internal control system relating to this process and selected disclosures in the Report
- Identification of the likely risks of material misstatement of the Report under consideration of the GRI-Criteria
- Analytical evaluation of selected disclosures in the Report
- Evaluation of the presentation of the selected disclosures regarding sustainability performance
- Evaluation of CO<sub>2</sub> compensation certificates exclusively with regard to their existence, but not with regard to their impact

### Assurance Conclusion

Based on the assurance procedures performed and assurance evidence obtained, nothing has come to our attention that causes us to believe that the disclosures in the Company's Report for the period from 1 January to 31 December 2022 have not been prepared, in all material aspects, in accordance with the GRI-Criteria.

### Intended Use of the Assurance Report

We issue this report on the basis of the engagement agreed with the Company. The assurance engagement has been performed for purposes of the Company and the report is solely intended to inform the Company as to the results of the assurance engagement. The report is not intended to provide third parties with support in making (financial) decisions. Our responsibility lies solely toward the Company. We do not assume any responsibility towards third parties.

Düsseldorf, 19 May 2023

### PricewaterhouseCoopers GmbH

Wirtschaftsprüfungsgesellschaft

#### Uwe Rittmann

Wirtschaftsprüfer

(German Public Auditor)

#### Theres Schäfer

Wirtschaftsprüferin

(German Public Auditor)



# Contact details

## Publisher

DKV MOBILITY GROUP SE  
Balcke-Dürr-Allee 3  
40882 Ratingen  
Germany

With its registered seat in Ratingen, Germany, registered with the commercial register (*Handelsregister*) of the local court (*Amtsgericht*) of Düsseldorf, Germany, under HRB 94946, Legal Entity Identifier ("LEI").

## Members of the Management Board

Marco van Kalleveen,  
Peter Meier

## Project management and contact persons

Sustainability & New Mobility

Marc Erkens,  
Head of Sustainability & New Mobility

Laura Cremer-Heesen,  
Senior Manager Sustainability & New Mobility

Email: [sustainability@dkv-mobility.com](mailto:sustainability@dkv-mobility.com)

## Design

DKV MOBILITY GROUP SE  
[sk.design](mailto:sk.design)

## Photo credits

DKV MOBILITY GROUP SE

