

A thick, orange wavy line starts from the left edge of the page, curves downwards, then upwards and to the right, ending near the top right corner. It frames the central text.

we care.

CR Report 2019

YOU DRIVE, WE CARE.

Dear readers,

The current COVID-19 pandemic presents us with challenges of an order of magnitude global society has not experienced since the end of the Second World War. It is a difficult time for many people worldwide. However, the crisis has shown the magnitude of our collective potential if we stick together.

People across the world – including many of our employees – have contributed impressively over the last few months to a multitude of spontaneous acts of solidarity. In these times, we also feel strengthened as a company in our commitment to social responsibility.

Since we were formed in 1934, as a family company we have held the sustainable development of prosperity for future generations firmly in focus. We know that long-term business success is only possible with the support of a strong community and a healthy environment. Therefore, we take a great interest in the social and ecological structures in which we do business.

Coronavirus will change the economic fabric of Europe, including our industry. It is already becoming clear that the current crisis could act as a catalyst in further reinforcing sustainability and digitalisation trends within our society. We see these processes as opportunities that we, working with our customers and partners, wish to shape. For us, this means embracing sustainability within and outside the company.

Within the company, we operate under climate-neutral conditions and fulfill our social responsibilities. For our customers, we offer innovative products and services towards green mobility. Our priority “LEAD in GREEN” strives to position our industry at the forefront of sustainability.

In 2019, we created valuable stimulus in this respect, particularly in the field of electromobility. Working with our partner innogy SE in our joint venture Charge4Europe, we are well on our way to achieving the largest brand-independent charging network for electric vehicles in Europe. With our wall boxes, we offer our customers two attractive means of charging their electric fleets – @home and @work. We are continuing to develop software solutions in fleet management that allow our customers to efficiently control all the important processes. This means our customers will be able to avoid cost-intensive peaks when charging large fleets.

These are among the many concrete measures and offerings DKV implements towards sustainability and green mobility. Read on to find out more!

Best regards,



Marco van Kalleveen
Chief Executive Officer

A handwritten signature in blue ink, reading 'M. van Kalleveen'.



Peter Meier
Chief Financial Officer

A handwritten signature in blue ink, reading 'P. Meier'.

About the report //

The attached Corporate Responsibility Report documents the activities of the DKV Mobility Group regarding sustainability and corporate responsibility.

The reporting period is the 2019 financial year. The reporting date for all data and facts is 31 December 2019.

In future, the CR Report will be published annually. The previous report covered the 2017 financial year.

The order of the facts described does not reflect the importance of the topics.

DKV's 2019 CR Report contains forward-looking statements based on the current assumptions and forecasts of DKV.

Various known and unknown risks, uncertainties and other factors could lead to material differences between the actual future results, financial position, performance, development or achievements of the company and the estimates given here. DKV does not assume any obligation whatsoever to update these forward-looking statements or to adapt them to future events or developments.

The report is published in German and English as a printed document and interactive PDF.

you drive,
we care.

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»» GREEN MOBILITY FOR CLIMATE PROTECTION AND TO ENSURE OUR PROSPERITY

Page 15 / **Focus topic:** Fossil fuels are running out of steam. We design a vision for the fuel station of the future.

»» INNOVATION FOR THE TRAFFIC OF TOMORROW

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Page 41 / **Employees:** Our employees are the guarantors of our success. We compete for the brightest minds with the best working conditions.

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Page 49 / **Society:** We are committed to social issues – at our company headquarters in Ratingen, Germany and at our European sales locations.

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The DKV Mobility Group

We are paving the way for the Mobility of tomorrow.

» DKV Mobility is one of the leading B2B mobility experts in Europe. We have been a reliable partner for operators of large transport fleets for over 85 years. We pave the way for our customers into the mobility of tomorrow with our innovative products and services. YOU DRIVE, WE CARE – our promise applies to every fuel and technology.

DKV Mobility already connects the most extensive supply network in Europe. In the future, we want to expand it even further for our customers, especially in e-mobility and alternative fuels. With a clear commitment to green mobility, we consistently rely on digital and low-emission solutions when expanding our product and service portfolio. With our Lead in Green claim, we are on course for growth in the green markets of tomorrow.

Today, a total of seven leading service companies around commercial mobility on the road are bundled under the umbrella of the DKV Mobility Group: In 2019, the Dutch companies Alfa Transport Service and Alfa Commercial Finance joined DKV Euro Service, REMOBIS Refund Service, LUNADIS and DKV MOBILITY SERVICES Business Center. Since January 2020, the Austrian GPS specialist STYLETRONIC has also been part of the group of companies.

The group of companies generated a transaction volume of EUR 9.9 billion in 2019. The 1,119 employees are spread across 15 locations in 15 countries. At the end of the year, over 4.2 million fuel cards and on-board units were on the road.

The DKV CARD is one of our core products. In recent years, it has been recognised several times as the best brand in the fuel and service card category.

www.dkv-mobility.com

KEY DATA

	2017	2018	2019
// Transaction volume	EUR 7.2 billion	EUR 8.6 billion	EUR 9.9 billion
// Employees	930 employees	1,045 employees	1,119 employees
// Locations	12	13	15
// Acceptance points in 42 countries	70,000	80,000	130,000
// Fuel cards and on-board units	3.1 million	3.7 million	4.2 million
// Contract partners	170,000	200,000	230,000

OUR GROUP OF COMPANIES

DKV EURO SERVICE

DKV Euro Service has been one of the leading service providers for the commercial transport of goods and passengers by road for over 85 years. From cash-free service en route with fuels and toll collection to VAT refunds and vehicle services, DKV offers numerous services for cost optimisation and fleet management. With more than 130,000 cross-brand acceptance points throughout Europe, the company offers the largest supply network in the industry.

www.dkv-euroservice.com

DKV MOBILITY SERVICES BUSINESS CENTER

The DKV MOBILITY SERVICES Business Center acts as an internal service provider for the entire DKV Mobility Group in the areas of personnel, marketing and communication, purchasing, finance and information technology. The aim of the DKV MOBILITY SERVICES Business Center is to ensure that DKV Mobility Group customers receive best-in-class solutions. Efficiency, cost-effective processes and fast response times are the focus here.

LUNADIS

From rental services at peak order times (including toll settlement for rental vehicles) to security services (when cash is needed immediately on the spot in an emergency), LUNADIS covers those DKV Mobility Group services that do not affect the direct continuation of your transport services.

www.lunadis.com

REMOBIS REFUND SERVICE

REMOBIS is one of the leading full-service providers of VAT refunds in Europe. The company acts as an agent with tax authorities for logistics companies and multinational corporations. From its headquarters in Utrecht, REMOBIS serves more than 12,000 customers in Europe.

www.remobis.com

ALFA TRANSPORT SERVICES

Alfa Transport Services (ATS) is one of the leading international partners of transport companies, oil companies and fuel card providers around VAT refunds.

www.alfatransportservice.com

ALFA COMMERCIAL FINANCE

Alfa Commercial Finance (ACF) is a leading, bank-independent provider of factoring services. ACF assists its customers with operating in a financially sustainable manner and minimising the risk of insolvency due to outstanding debts.

www.alfacomfin.nl

STYLETRONIC

STYLETRONIC was founded in 2005 by Martin El Shamaa as a start-up company and is based in Kufstein (Austria). With almost 30 employees, STYLETRONIC is one of the leading providers of IoT-based GPS positioning and logistics management. With the acquisition of STYLETRONIC, DKV is consistently continuing its digitisation strategy.

www.styletronic.at

A strong partner for the transportation evolution

» Globalisation, scarcity of resources and climate change are changing the transport industry. With our claim **LEAD IN GREEN**, we want to make decisive progress in terms of sustainability. We take responsibility for the world we live in and for the people we work with. With clean, efficient and digitally networked products and services, we are shaping tomorrow's mobility together with our customers.

OUR CLAIM: LEAD IN GREEN

As one of the leading mobility service providers in Europe, we have set the goal of taking the lead in terms of sustainability – ecologically, economically and socially. In accordance with our guiding principle **LEAD IN GREEN**, we see green business as an integral part of our corporate strategy. We see offering sustainable products and services as part of our business model. For our customers, the path to future mobility is both an opportunity and a challenge. With innovative solutions, we want to be a reliable partner for them. We support them in significantly reducing their CO₂ and cost structures. With clean, efficient and digitally networked products, we create added value on Europe's roads and in our company.

YOU DRIVE, WE CARE – this is the promise our customers have trusted for many years. As a socially and ecologically committed family business, we understand the care idea as our guiding principle beyond operations. We are responsible for the safety and well-being of our employees. We are committed to the sustainable development of the social and ecological structures in which we operate. The growing values of our 85-year corporate history form the basis of our economic success in the future. We are convinced that those who care about a strong community and a healthy environment create a reliable foundation for sustainable growth.

THE WAY WE OPERATE: THE UNITED NATIONS' SUSTAINABILITY GOAL

In 2015, 17 Sustainable Development Goals (SDGs) were adopted at the United Nations Climate Change Conference in Paris. They form the guidelines of Agenda 2030 for sustainable development for all member states. Our sustainability strategy is based on these goals. As a company, we want to contribute to ensuring that the goals can be achieved by 2030. We are committed to these six areas.



Gender equality
Gender equality is a human right. Equality is an indispensable component of a peaceful world with sustainable prosperity.



Decent work and economic growth
Sustainable economic growth requires high-quality jobs that create prosperity and protect the environment.



Sustainable cities and communities
Cities are places of growth. They must be designed in such a way that they do not burden land and resources.



Climate action
To limit global warming to a maximum of +1.5 degrees Celsius, greenhouse gas emissions must be reduced and renewable energies promoted.



Peace, justice and strong institutions
Just and peaceful communities need strong rule-of-law institutions.

OUR GOALS: STEP BY STEP TOWARDS SUSTAINABILITY

We are taking change into our own hands. Considering the sustainability goals of the United Nations, we have conducted an initial internal material analysis. In the process, we identified **four areas and activities** in which we want to make further progress in terms of sustainability. For each area and activity, we set out a series of goals that bring us step by step closer to our claim LEAD IN GREEN.



Expansion of the network for electric mobility @road and alternative fuels

- // Market leader for cash-free service on the road in the field of electric mobility.
- // Europe-wide expansion of the Charge4Europe charging network to 100,000 stations in 2020.
- // Supply all charging stations with 100 percent green electricity.
- // Expansion of the LNG and CNG fuelling station network.

Further development of the @home and @work charging solutions

- // Europe-wide expansion of the Wallbox rental service.
- // Establishment of the @home billing model.

Further development of digital offers in the field of fleet management

- // Further development of the user front-end to manage (partial) electrified fleets. Increasing the efficiency of fleets using new, intelligent smart green solutions.

Support of charitable institutions/clubs

- // Additional support for social projects in the Ratingen region and our sales locations.

Promotion of our employees' social commitment

- // Continuation of the support concept of the Fischer Stiftung.



Further development of the human resources strategy

- // Set-up of a new department for organisational and cultural development.
- // Promotion of new work models and agile working.

Further development of talent acquisition measures

- // Expansion of the new recruiting campaigns and employer branding measures.

Increase in the number of training locations

- // Intensify training of junior staff.

Expanding "Who knows, teaches!"

- // Further recruitment of employees as internal coaches.
- // Structured development of internal knowledge.
- // Establishment of a new learning culture based on self-motivated and job-oriented further training.



Reduction of electricity consumption

- // Employee sensitisation: materials and training.
- // Switch to green electricity.
- // Use of LED lighting.

Reduction of printing paper consumption

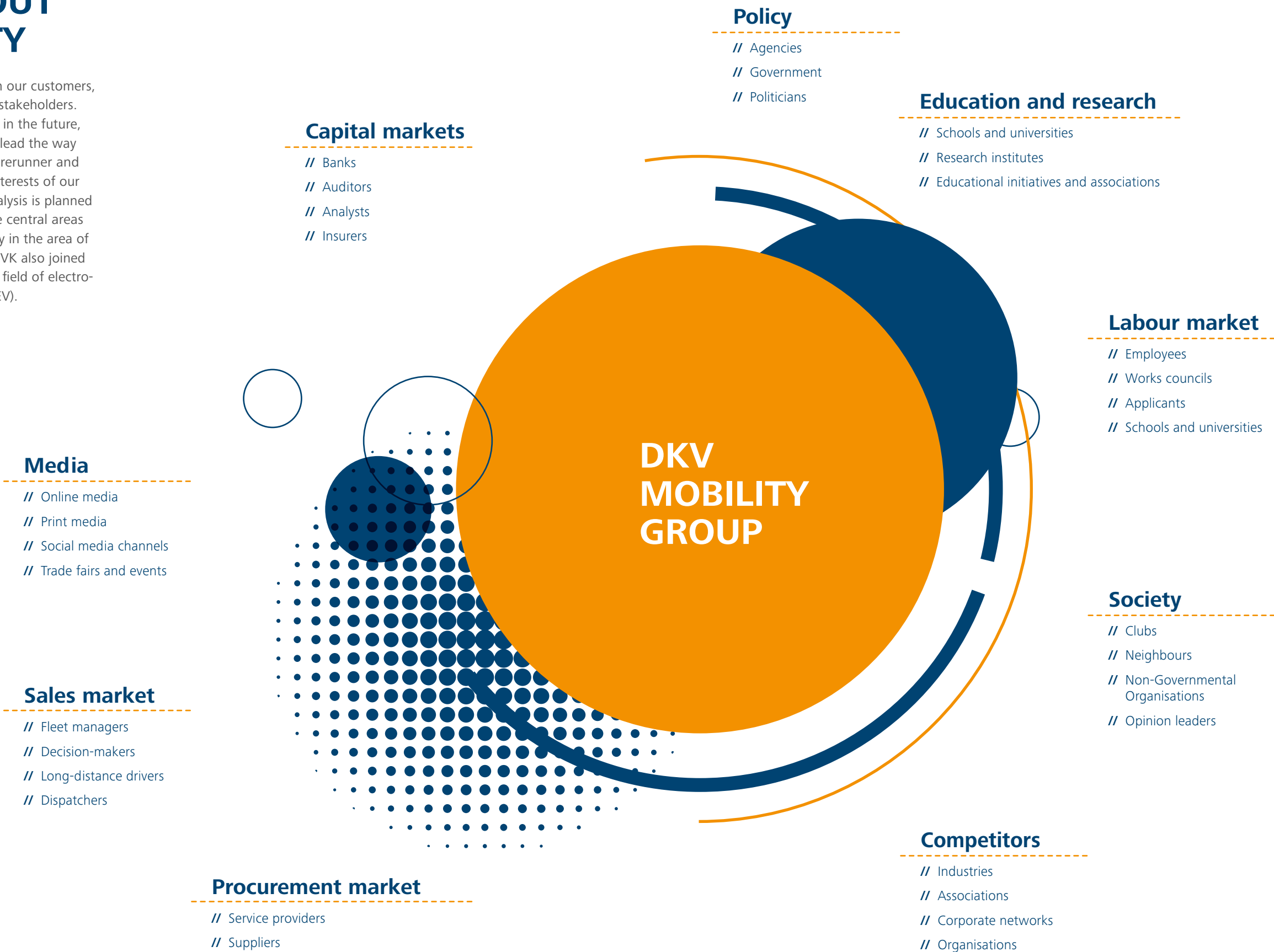
- // Employee sensitisation through training.
- // Set-up of e-invoicing.

Reduction of CO₂ emissions in the fleet

- // Strengthening travel guidelines.
- // CO₂ compensation.

OUR STAKEHOLDERS: DIALOGUE ABOUT SUSTAINABILITY

We are in constant communication with our customers, suppliers, service partners and many other stakeholders. Our aim is to further intensify this dialogue in the future, especially about sustainability. We want to lead the way with innovative solutions as a confident forerunner and always listen to the needs, demands and interests of our partners. To this end, a second material analysis is planned for 2020, which will help us to identify the central areas of action of our stakeholders more precisely in the area of sustainability. In the period under review, DVK also joined numerous distinguished associations in the field of electro-mobility (for example eViolin, AVERE, AFIREV).



OPERATING RESPONSIBLY – WITH CLEAR STANDARDS

Our values and ethical standards form an essential basis for our sustainable operations and economic success. A positive working atmosphere, fair dealings with customers and partners in purchasing and sales, a sustainable use of resources – these all have positive effects on the quality of our work.

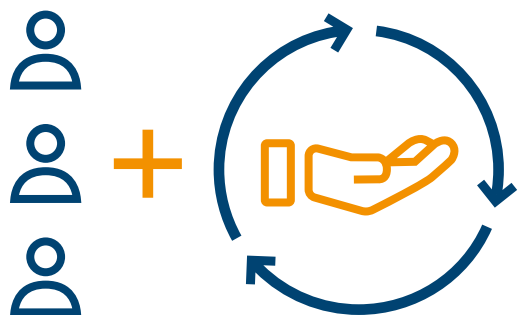
We count on our employees. Their daily responsible operations make them the guarantors of our success. Our code of conduct places the independent and responsible operations of everyone on a common basis. All employees are committed to acting in a legally, ethically and ecologically impeccable, responsible and fair manner towards third parties and colleagues. The code applies across all national borders and is also supported by our suppliers, service providers and other contractual partners. Our Compliance Office, which reports directly to the management, monitors compliance with the code of conduct and the corporate guidelines. As a central contact point, the Office is available to all employees in German and English.

We make every effort to ensure compliance with the European Convention on Human Rights and the ban on discrimination firmly established in the EU Charter of Fundamental Rights. We do not tolerate discrimination against people on the basis of their gender, ethnic or social origin, sexual orientation, culture or religion, age or state of health. As a company operating throughout Europe across multiple cultures and languages, we value successfully lived diversity as part of our everyday life.

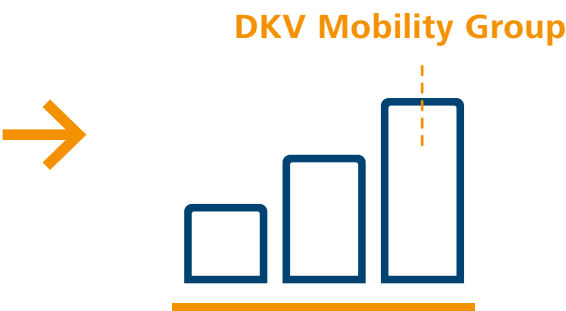
SUCCESSFULLY MANAGING SUSTAINABILITY

Sustainable management must be well organised. Our claim LEAD IN GREEN is an integral part of our corporate strategy and is therefore directly related to the management. In 2020, a separate department will be set up that will be centrally responsible for sustainability management. In addition, within the framework of an integrated management system, various instruments and structures ensure that all important requirements in the areas of quality, safety, environmental protection and occupational health and safety are coordinated and met by all departments.

Employees and their responsible operations



Guarantees of our joint success



Green mobility for
climate protection
and to ensure our prosperity

Focus topic

» The global economy is facing a fundamental change. The member states of the United Nations are committed to limiting global warming to less than 1.5 °C in 2015. We want to be climate-neutral in the European Union by the year 2050.

Consumers, employees and investors are also putting increasing pressure on companies to create sustainable value. Mobility and logistics play a central role in this. We need stable technologies that help us to reduce traffic emissions and at the same time ensure our prosperity – from digital solutions to increased efficiency and e-mobility to renewable synthetic fuels.



GLOBAL WARMING
UNDER

1.5 °C

OPERATE
CLIMATE NEUTRAL

2050

Without the invention of the combustion engine, our world would be much poorer in many respects.

But we now know that our prosperity is massively threatened by the burning of petrol and diesel. Particulate matter in our cities affects our health. The emission of carbon dioxide (CO₂) destroys the climatic

balance of our earth. **If we do not act immediately, we are threatened by an ecological catastrophe that poses an incal-**

lable risk of global economic and social crises.

If we want to limit global warming to a maximum of 1.5 °C, as the member states

of the United Nations agreed in the Paris Climate Convention in 2015, **the challenges for the mobility sector are enormous.**

Within the European Union, transport is responsible for almost 30 percent of total CO₂ emissions – 72 percent of which are attributable to road traffic. To achieve our

Ecological challenges require clear decisions. national climate targets, transport emissions in Germany must be reduced by between 40 and 42

percent) by 2030. We must pursue this task consistently – without jeopardising our prosperity and social cohesion. As António Guterres, the Secretary-General of the United Nations, says: **“We have a long way to go, but the movement has begun.”**

Threat to prosperity from the combustion of petrol and diesel



ONE VISION FOR THE MOBILITY OF TOMORROW

We have several promising technologies on our side that we need to develop quickly. But it is also important that we know how to use each of them for the right purpose. While the electric battery can make a decisive contribution to an emission-free future in individual and urban traffic, it does not currently appear suitable for truck traffic. In addition, its production requires critical raw materials such as cobalt and lithium.

The complex challenges of the transportation evolution can only be met by those who remain mobile. Looking ahead, we must be open and flexible in many ways, keeping our sense of what is possible by constantly asking ourselves: **What if...?**

What if there were fuel stations where trucks with combustion engines could fill up not with petrol or diesel but with a completely climate-neutral fuel in future? A fuel whose extraction is decoupled from fossil raw materials and whose combustion produces no greenhouse gases? The propulsion technologies and infrastructures could be preserved for us, along with the

What does the future of mobility look like?



TOMORROW

cars



electric batteries



trucks



alternative fuels and e-fuels



YESTERDAY

oil discovered in Pennsylvania



1859

Edwin L. Drake



invention of the petrol engine



1883

Gottlieb Daimler and Wilhelm Maybach

advantages for long-distance travel and jobs – but without over-exploiting nature or releasing substances that are harmful to the climate and health into the atmosphere.

This vision is not as unrealistic as it sounds. All over the world, scientists are currently working on promising models in the field of renewable synthetic fuels (e-fuels). Their use is not yet economically viable – but in a few years we could see competitive solutions that burn nothing but climate-neutral hydrogen (H₂). As a mobility service provider, we are particularly confident in the truck segment **that in addition to alternative fuels, e-fuels from green hydrogen will play a decisive role.**

THE WORLD IN AN OIL RUSH

The last great energy revolution took place about a century and a half ago. On 27 August 1859, former locomotive driver Edwin L. Drake ushered in nothing less than a new era in human history. On that day, near the small town of Titusville in the US state of Pennsylvania, he discovered oil. It was the first commercial oil discovery in the US and one of the world's first oil wells ever. Then came the oil rush. John D. Rockefeller conquered the world with his Standard Oil Company founded in 1870.

Oil was initially in demand primarily as a light source. This changed abruptly in the 1880s. Gottlieb Daimler and Wilhelm Maybach patented the first gasoline engine. Two years later, Carl Benz patented the first car. Carl and Bertha Benz undertook their first journey together. The people on the street were amazed. **"Strange things are happening"**, Carl Benz later noted in his memoirs. **"A wagon running and rolling without horses?"**

The promise of prosperity of the 20th century became tangible at the fuel station.



Revolution



// In the 1930s, the possibilities seemed limitless. //

THE AUTOMOBILE REVOLUTIONISED OUR SOCIETY

From a miracle, the car became a mass product in 1908 with the famous "Model T" by Ford. **Broad swathes of the population experienced an unknown level of mobility.** When the huge oil reserves on the Arabian Peninsula were finally tapped in the 1930s, the possibilities seemed endless.

Our company was also created during this time. Deutscher Kraftverkehr, DKV for short, was founded in 1934. **Even back then, our work was shaped by a care mentality.** With our products and services, we improved the comfort and safety of professional drivers. In addition to fuel checks – the key benefit of our fuel cards – there was a fuel atlas. The atlas displayed our network of fuel stations for the drivers. At the pump, the promise of prosperity of the 20th century becomes tangible for many people.

Foundation of DKV

1934

Symbol of prosperity in the 20th century



Fuel station

THE LIMITS OF GROWTH ARE BECOMING NOTICEABLE

But in the 1970s, the image visibly cracked. In 1972, the Club of Rome presented its famous study “The Limits to Growth”. A research team from the Massachusetts Institute of Technology explained: **“If the current increase in world population, industrialisation, pollution, food production and exploitation of natural resources continues without change, growth on Earth will reach its limits within the next hundred years”.**

Only one year later, the first oil price crisis occurred. To put political pressure on Western states, the Organization of the Arab Petroleum Exporting Countries (OPEC) cut its production volumes. Within a year, the price per barrel quadrupled. At that time, it finally became clear **that our dependence on fossil fuels also makes our communities economically and politically vulnerable.**

From the 1980s onwards, the issue of climate change has become increasingly a matter of social awareness. Recent studies have emphatically demonstrated that temperatures are rising worldwide year after year – and that this warming is largely due to the CO₂ emissions of humanity, especially in the rich industrialised countries.



NOW IT IS UP TO US TO TAKE THE FUTURE INTO OUR OWN HANDS

Today we know that global temperatures could rise by an average of up to 4 °C in our century – with catastrophic consequences for humankind and nature.

The good news is that at the Paris Climate Conference in 2015, the international community committed itself to decisively halting this development. The investment required for this is immense – in Germany alone the Federation of German Industries (BDI) has calculated it will need EUR 2.3 trillion by 2050 – but the expected damage in a +4°C scenario would cost us much more.

WHILE MOBILITY CONTINUES TO REMAIN ATTRACTIVE, OIL HAS LOST ITS FASCINATION. TODAY, PETROL AND DIESEL HAVE LONG SINCE CEASED TO STAND FOR NEW BEGINNINGS AND FREEDOM.

For more than 150 years, fossil fuels have provided us with the energy for an unprecedented story of progress. They have significantly contributed to our prosperity and quality of life. Now they are running out of steam.

While mobility remains attractive, oil has lost its fascination. Today, petrol and diesel have long since ceased to stand for new beginnings and freedom. Those who do not recognise the signs of these times will lose the trust of their customers – especially among the urban elites of tomorrow.

NEW BEGINNINGS TO GREEN MARKETS

Today, we stand on the threshold of an energy and transportation evolution that will change our world forever – just as entrepreneurs and engineers like Gottlieb Daimler and Carl Benz once did.

Now is the time for the next great transformation. **It is a time for opportunity.** Those who act decisively have the best prospects for economic success in a green future. We also see great potential for future value creation around sustainability. Innovative products and services for green mobility are the decisive building blocks for the long-term economic success of our company.

Ever stricter legal requirements for environmental protection are putting increased pressure on companies. Consumers are also taking an increasingly critical look at supply chains. Not only are working conditions in production facilities increasingly being considered in purchasing decisions, the balance of transport costs is equally important. Low-emission logistics is thus becoming a factor for economic success. More and more companies will therefore be switching to sustainable logistics in the coming years.

This development offers rich potential for our customers and for our company. **It ensures jobs and prosperity.** That is why we want to lead the way with a clear commitment to the transportation evolution. Alongside our forward-looking business models and innovative digital solutions, our position as a green mobility provider and commitment to LEAD IN GREEN indicate that we will support our customers towards an emission-free fleet.

The challenges are great – and that is precisely why they offer us all unique opportunities for sustainable growth.



Green technologies are on our side.

INDIVIDUALLY SHAPING THE TRANSPORTATION EVOLUTION IN EACH COMPANY

In Europe, average CO₂ emissions per vehicle have fallen continuously since 1995 – passenger cars by 9 percent and trucks by almost 33 percent. At the same time, however, more and more vehicles are on our roads. **Overall, the amount of CO₂ emission has therefore not decreased since 1995.** In road freight transport, CO₂ emissions are even 22 percent higher today. We will not be able to achieve our climate targets by continuing this way. **We must switch to lower-emission technologies and make greater use of the green opportunities offered by digitisation. Starting today!**

As a mobility service provider, we want to contribute to the success of this century-long task. With innovative products and services, and 85 years of experience in the industry, we support our customers in successfully initiating their “operational transportation evolution.” Our tailored offers make it possible to significantly reduce the CO₂ emissions of large fleets while at the same time optimising effort and cost structures. In doing so, we rely on digital options and precisely tailored drive solutions for each individual fleet type. **YOU DRIVE, WE CARE – our promise applies to every fuel and technology.**

DIGITAL SOLUTIONS FOR GREEN TRANSPORT LOGISTICS

According to a forecast by PricewaterhouseCoopers, digitisation will **radically change the transportation industry in the coming years.** This trend is positively received by logistics companies. In times of rising energy and operating costs for storage and transport, digital applications above all offer opportunities to increase resource efficiency. Our digital services also support reductions in costs and emissions.

We provide our customers with digital solutions that help them to drive efficiently, distribute payloads optimally, and avoid transport kilometres. Our DKV LIVE service connects dispatcher, client and driver automatically and in real time. The transparency gained makes it possible to identify potential savings and to gradually optimise the entire supply chain towards sustainability. Via the DKV LIVE app, which will be available from the second half of 2020, modules of our ECO TRUCKER app will support drivers in fuelling and driving economically. **Fuel consumption, operating costs and wear and tear of truck fleets can be reduced and at the same time the environment can be protected.**

EUROPE

CO₂
EMISSIONS

Emission
reduced per vehicle
since 1995

Cars
-9 %

Trucks
-33 %

At the same time, the number
of vehicles is increasing
and so are the CO₂ emissions

+22 %

DIFFERENT SOLUTIONS FOR INDIVIDUAL AND TRANSPORTATION TRAFFIC

At the same time, we are consistently developing our refuelling services further in the direction of alternative drive and fuel solutions. We are convinced of the possibilities of electric mobility. In the passenger car segment, we support our customers with tailored offers for building and operating their electric fleets. Together with our partner Innogy, we are working on the joint venture Charge4Europe to build the largest brand-independent charging network for electric vehicles @road in Europe. Holders of our fuel cards DKV CARD +CHARGE already have 60,000 charging stations in Germany and western Europe available for use. In addition, we can offer convenient charging solutions @home and @work with our Wallbox rental service. With a paperless billing system, DKV LIVE and other innovative software solutions, we support our customers in managing their (partially) electrified fleets centrally while optimising cost.

On the way to
the largest brand-independent
charging network in Europe



But how to approach the transportation evolution in freight transport? Today, renowned manufacturers are offering the first models with electric drive. **However, despite advances in charging speed and coverage, it is questionable whether this technology can offer trucks an economical alternative to petrol and diesel engines.**

The plan to shift more freight traffic from road to rail can make an important contribution to achieving our climate protection targets. But rail cannot cover the entire transport volume of the European economic area. There are few countries where the rail network is as well-developed as in Germany. Rail usually also fails on the last mile to the customer, just like road overhead cables. In times of increasingly complex supply chains and production processes, road transport is the guarantor of a reliable supply stream.

With our fuel stations for fuels based on natural gas (LNG/CNG), we can already offer truck customers a practicable solution that is significantly more climate-friendly than petrol or diesel. However, this also produces CO₂. **We therefore see technologies based on renewable synthetic fuels (e-fuels) as having a clear advantage in international heavy transportation.**

Number of
charging stations
already connected

60,000



GREEN HYDROGEN: THE OIL OF TOMORROW

e-fuels are not produced from oil or gas, but from renewable electricity and CO₂ from the air – but can be used in combustion engines like petrol or diesel. With very few modifications to the vehicles and while maintaining the infrastructure, even long distances can be covered without emissions of particulate matter, nitrogen oxides and CO₂.

Green hydrogen offers great potential.

This is produced by electrolysis of water, using only electricity from renewable sources. This makes it possible to produce a completely climate-neutral fuel. The energy is stored in liquid form. This makes it easier to store than in electrical form. Further processing into fuel also makes refuelling much safer than with hydrogen fuel cells, which require pure, highly flammable hydrogen. The German government agrees:

// **GREEN
HYDROGEN HAS
THE POTENTIAL TO
BECOME THE CLIMATE-
FRIENDLY OIL OF
TOMORROW.** //



The fuel station of the future



Electricity

LPG

LNG/CNG

Hydrogen

e-fuel



Future payment methods



ON THE WAY TO THE FUEL STATION OF THE FUTURE

Federal Minister for Economic Affairs, Peter Altmaier, has set the target that **“Germany will become the number 1 in the world in hydrogen technologies.”** The Federal Ministry of Education and Research (BMBF) is providing more than EUR 300 million within the framework of the National Hydrogen Strategy, which is pending ratification. DKV Mobility Group supports this path and is committed to consistently improving **the framework conditions for e-fuel mobility in the next few years** – for example through investments in infrastructure or government incentives through toll and tax relief.

Depending on the speed of research and the political will, it may be possible to obtain regenerative synthetic fuels at a competitive price within the decade. Then we will also see the first e-fuel fuel stations. Synthetic fuels are already being blended into aviation and shipping traffic.

We are ready for the fuel station of the future.

A wide variety of fuels are available there, each of them emission-free and optimised for the respective application. There will be fewer and fewer petrol and diesel pumps and increasingly more and more LPG, LNG/CNG, hydrogen, electricity and e-fuel facilities. Whichever fuel you may need, DKV will make it available for you.

Areas and activities: market

Innovations for the transport of tomorrow.

UN sustainability goals:

SDG 8: Decent work and economic growth / SDG 11: Sustainable cities and communities /
SDG 13: Climate action / SDG 16: Peace, justice and strong institutions

» For us, LEAD IN GREEN means that we lead the way as a leading mobility service provider. We want to help shape the future of mobility with innovative products and services. We have further expanded our focus on electric mobility for fleet customers by creating the eMobility business unit. We also expanded our supply network for alternative fuels (LPG, CNG, LNG, hydrogen, biodiesel, HVO, ethanol) to over 12,500 fuel stations. Our digital applications for hauliers and fleet managers have also been further developed.

#LeadInGreen
#grueneMobilitaet
#Innovation



The DKV portfolio of alternative fuels:

LPG = Liquefied Petroleum Gas
CNG = Compressed Natural Gas
LNG = Liquefied Natural Gas
HVO = Hydrotreated Vegetable Oils
Hydrogen
Biodiesel
Bioethanol

KEY DATA

	2017	2018	2019
// Fuel stations for alternative fuels	11,700	12,000	12,500
// Number of cards in the market DKV CARD +CHARGE	9,100	19,400	30,300
// Charging stations	7,000	22,500	60,000
// Climate cards	11,900	22,700	35,200
// Fuel cards and on-board units	3.1 million	3.7 million	4.2 million
// Recommendation index (as a %)	63.9	67.7	73.6

LOWER EMISSIONS, OPTIMISED COSTS

Mobility solutions based on electric drives, alternative fuels or hybrid engines have an incomparably high social appeal. Companies that reduce their emissions by converting to a green vehicle fleet contribute to environmental protection and, as pioneers, profit from an image boost from their customers and employees. But the operational transportation evolution also brings challenges. We counter these challenges with a range of innovative products and

services. We create the infrastructure with which our customers can significantly reduce the CO₂ emissions of their fleets and at the same time optimise effort and cost structures. Our guiding principle WE CARE represents this.

Innovations in the field of electric mobility and alternative fuels can make an important contribution to achieving the UN Sustainable Development Goals (SDGs). The switch to green mobility is an important measure for climate action (SDG 13). It contributes to economic growth decoupled from environmental degradation (SDG 8) and to the improvement of air quality and emissions in our cities and communities (SDG 11).



Charging stations for electric cars – an increasingly common sight in public spaces.

INNOVATIVE CHARGING CONCEPTS – ON THE ROAD, AT HOME AND AT WORK

As decided in 2019, our activities in the field of electromobility will be bundled in a separate eMobility business unit and consistently brought to the forefront. Also, in this area we want to be the market leader as a service provider for cash-free service on the road. With Charge4Europe, a joint venture between DKV and innogy, we are on our way to establishing the largest cross-brand store network for electric vehicles @road in Europe. By the end of 2019, holders of our DKV CARD +CHARGE and DKV CARD CLIMATE +CHARGE fuel cards already had 60,000 charging stations available in Germany and Western Europe. The number of acceptance points was thus doubled in the year under review. In 2020, charging stations in northern and southern Europe will be added and the number increased to 100,000. Approximately 30,000 DKV CARD +CHARGE cards have been sold. A strong increase in demand is expected.

New charging technologies make charging increasingly quicker and easier. However, the most convenient solution in everyday life remains charging at home overnight or at work during the day. With our charging solutions @home and @work we provide our customers with an efficient solution in the form of Wallboxes. The charging stations can be rented and installed at work or at home. Standardised invoicing is carried out via DKV. After a successful launch in Germany, the products @home and @work gradually expanded throughout Europe.

In addition to the products @home and @work, we are continuously developing value-added services to ensure efficient management of the fleet. When charging electric fleets, for example, our software will help customers to monitor their electricity capacity and avoid cost-intensive peaks in the future.



The best charging infrastructure
is always precisely where you need it.



@work



@home



@road



Our card products +CHARGE
and CLIMATE

SUSTAINABLE SOLUTIONS BEYOND THE ELECTRIC BATTERY

The requirements and needs of our customers are highly individual. The electric battery is not the method of choice for every application. For operators of truck fleets, fuels such as liquefied or compressed natural gas (LNG/CNG) are currently more interesting as an alternative to traditional burners. These fuels (especially LNG) can also be used to cover longer distances – with consistent low emissions of particulate matter, nitrogen oxides and CO₂. We have expanded our international network of LNG and CNG stations in the year under review as well as our range of products for LPG car fuel. For the future, we plan to further expand our fuel portfolio (especially hydrogen).

With the introduction of DKV ECO TRUCKER, we also launched a digital solution for truck customers in the year under review. The free app offers professional drivers real-time support for environmentally friendly and economical refuelling and driving. In this way, both operating costs and wear and tear are also reduced. The scope of functions of this digital solution can be configured flexibly to the requirements of individual partners and customers thanks to its modular architecture. With the app, we won the industry award “Il logistico dell’anno” (Logistician of the Year) from the Italian transport association Assologistica for the sixth time in a row. For our integrated digitalisation project “DKV goes digital” we were also awarded third place in the Digital Leader Award 2019.

COMPENSATION – A FIRST STEP TOWARDS SUSTAINABILITY

A project like transportation evolution can only succeed step by step. It is still not possible for most companies to completely do without combustion engine fleets. Independent of the Euro standard, the particle filter or the catalytic converters, every litre of fuel burnt causes the emission of climate-damaging CO₂. With the DKV CARD CLIMATE fuel card and the DKV CARD CLIMATE +CHARGE, we enable our customers to fully compensate for the CO₂ released. A small compensation surcharge is calculated for each litre of fuel. We pass on this surcharge in full to our partner myclimate, who in turn uses the fund to support climate protection projects worldwide.

ACHIEVEMENT WITH DISTINCTION:

- // **BRANDS OF THE CENTURY:** Award in the "Fuel cards" category by the ZEIT publishing group
- // **TOP PERFORMER AWARD:** Award in the "Fuel card" category by the Autoflotte trade journal (three times in a row)
- // **ETM AWARD:** BEST BRAND in the "Fuel card" category by the readers of lastauto omnibus, trans aktuell and FERNFAHRER, (every year since 2005)
- // **eMOVE 360 AWARD:** Second place – award for our concept for electromobility in the category Mobility Concepts & Services category
- // **BEST OF MOBILITY AWARD:** Third place – award for the DKV CARD +CHARGE in the Payment Systems category by the trade journal VISION mobility, Deloitte and the Verband der Automobilindustrie e. V. (VDA)
- // **TOP SERVICE DEUTSCHLAND:** Fourth place – award for our service quality by the consulting firm ServiceRating

SATISFIED CUSTOMERS THROUGH SAFETY, SERVICE AND CONVENIENCE

Our customers are at the centre of WE CARE. We see ourselves as an all-round carefree service provider and offer individual, brand-independent service – before, during and after the drive. Our international network of acceptance points guarantees a high level of supply security.

We survey the satisfaction of around 18,000 of our customers in eleven countries annually. The DKV brand enjoys a consistently high reputation. 73.6 percent of our customers would recommend our brand to others. With this index, we have already exceeded our target value for 2020 of 70 percent this year. At 5.9 percent, we recorded the highest growth rate in our history. We have experienced top increases in France, the Netherlands and Romania. For five out of six brand values, we were able to achieve an increase.

Our brand value:



ALWAYS AT THE FOREFRONT: OUR SUPPLY CHAINS

As per our code of conduct, we are committed to acting in a legally, ethically and ecologically impeccable, responsible and fair manner towards third parties and suppliers or employees. We also expect this from our suppliers, service providers and other contractual partners. We also want to contribute to achieving UN sustainability goal 8, which provides for decent work and a safe working environment for everyone. In addition, with our code of conduct, we want to contribute to sustainable production and the fight against corruption (SDG 16).

Electric mobility can only be as sustainable as the electricity that powers the bat-

We offer cards that combine all relevant services with the DKV CARD +CHARGE and the DKV CARD CLIMATE +CHARGE. In addition to charging electric vehicles, petrol and diesel refuelling of hybrid vehicles can also be invoiced without additional expense. The corresponding DKV +eChargeApp offers a wide range of functions and conveniently navigates drivers to the nearest charging point. The cards are also valid at all 75,000 additional DKV acceptance points. Laundry and repair services are also conveniently available.

teries. Our goal is to supply all charging stations with the purest green electricity. The specifically established supplier management department in the eMobility Business Unit strives to contractually fix this with our suppliers. We also take on additional costs for the sustainability of our charging network.

We also ensure the sustainability of our supply chains in the diesel sector. According to the European Energy Efficiency Directive passed in 2012, suppliers in Europe are obligated to add a cleaning and purity additive to diesel fuel to increase efficiency in consumption.

Only sustainable electricity creates sustainable electromobility.

THE ECO PERFORMANCE
AWARD – FOR THE BEST
IN SUSTAINABILITY



The Eco Performance Award distinguishes economic and ecological responsibility.

We want to take the path to sustainability together with other companies. For twelve years now, we have been awarded the Eco Performance Award – the leading European award for sustainability in the transport and logistics industry.

The Eco Performance Award honours companies that bring together economic and ecological aspects.

It also honours economic success and commitment to environmental protection, the company's commitment to its own employees and its commitment to the community. In 2019, based for the first time on a new concept, the Award was presented at the trade fair booth of DKV at Transport Logistik in Munich.



Areas and activities: environment

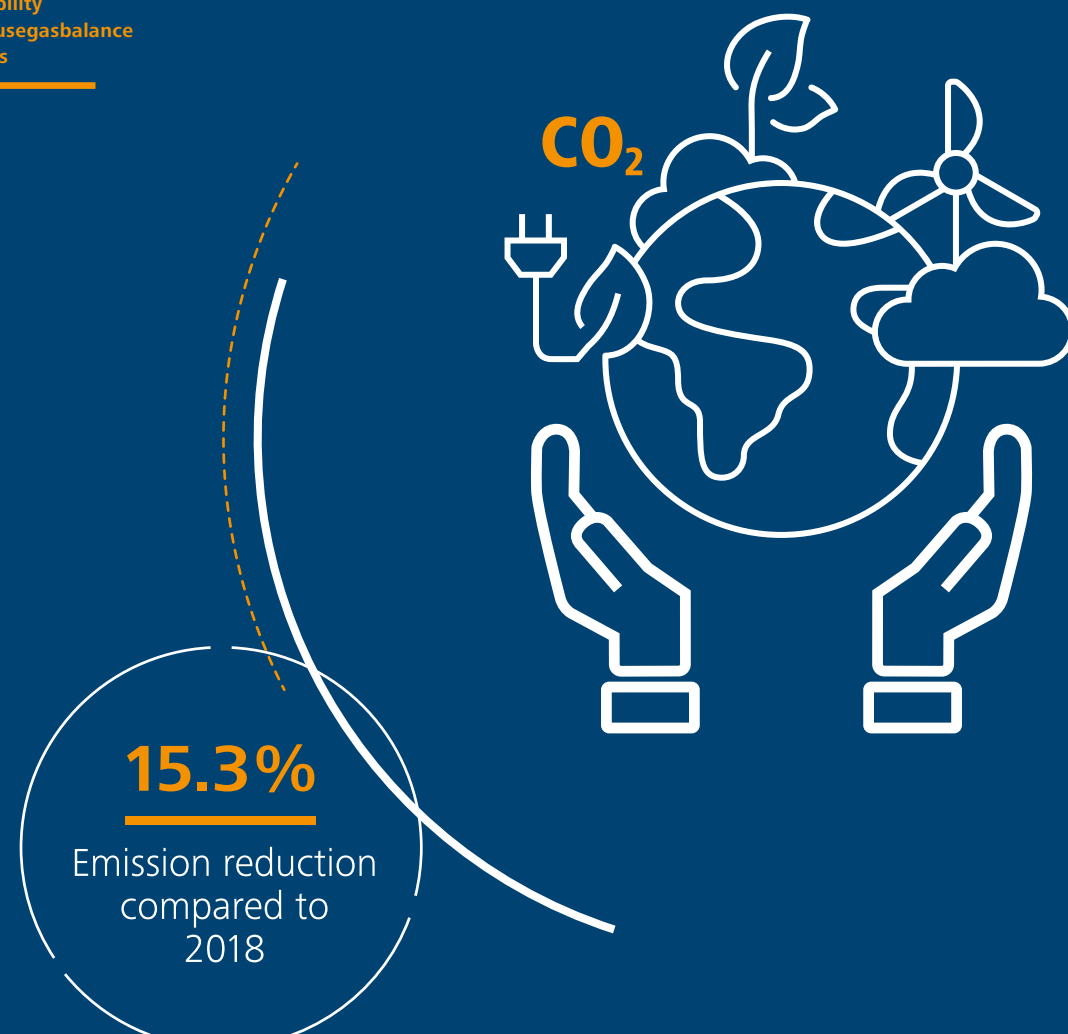
Climate neutral
business begins
with us

UN sustainability goals:

SDG 8: Decent work and economic growth / SDG 11: Sustainable cities and communities / SDG 13: Measure for climate action

» Sustainability is part of our everyday business. We understand that we can only credibly represent our claim **LEAD IN GREEN** if we start with us. Therefore, we designed our headquarters in Ratingen to the highest sustainability standards. The prudent behaviour of our employees towards the environment is outlined in our code of conduct. In addition, we use employee training to raise awareness of the economical use of paper, electricity and fuel. Compared to the previous year, we were able to reduce CO₂ emissions by 1.5 percent in Germany alone and by more than 15 percent based on the number of employees.

#sustainability
#greenhousegasbalance
#emissions



Sustainability in your company plays an increasingly important role these days.

OUR 2019 GREENHOUSE GAS BALANCE: GROWTH WITH LESS EMISSIONS

Sustainable management starts with everyday business. Our goal is to prevent our greenhouse gas emissions. Since that is not yet possible, we look for ways to reduce and compensate instead.

We have our company's greenhouse gas balance calculated annually by the climate protection organisation myclimate. The calculation is based on the internationally recognised GHG protocol standard. It covers

all business processes in Germany: from heating and cooling, electricity purchased, paper and printed matter to electronic devices, food and beverages and distribution through to business and commuter traffic as well as waste and water. The total for 2019 was 4,297 tonnes of CO₂ including products. We were able to reduce our emissions by a total of 1.5 percent compared to the previous year. Considering the increased number of employees, our savings were 15.3 percent.

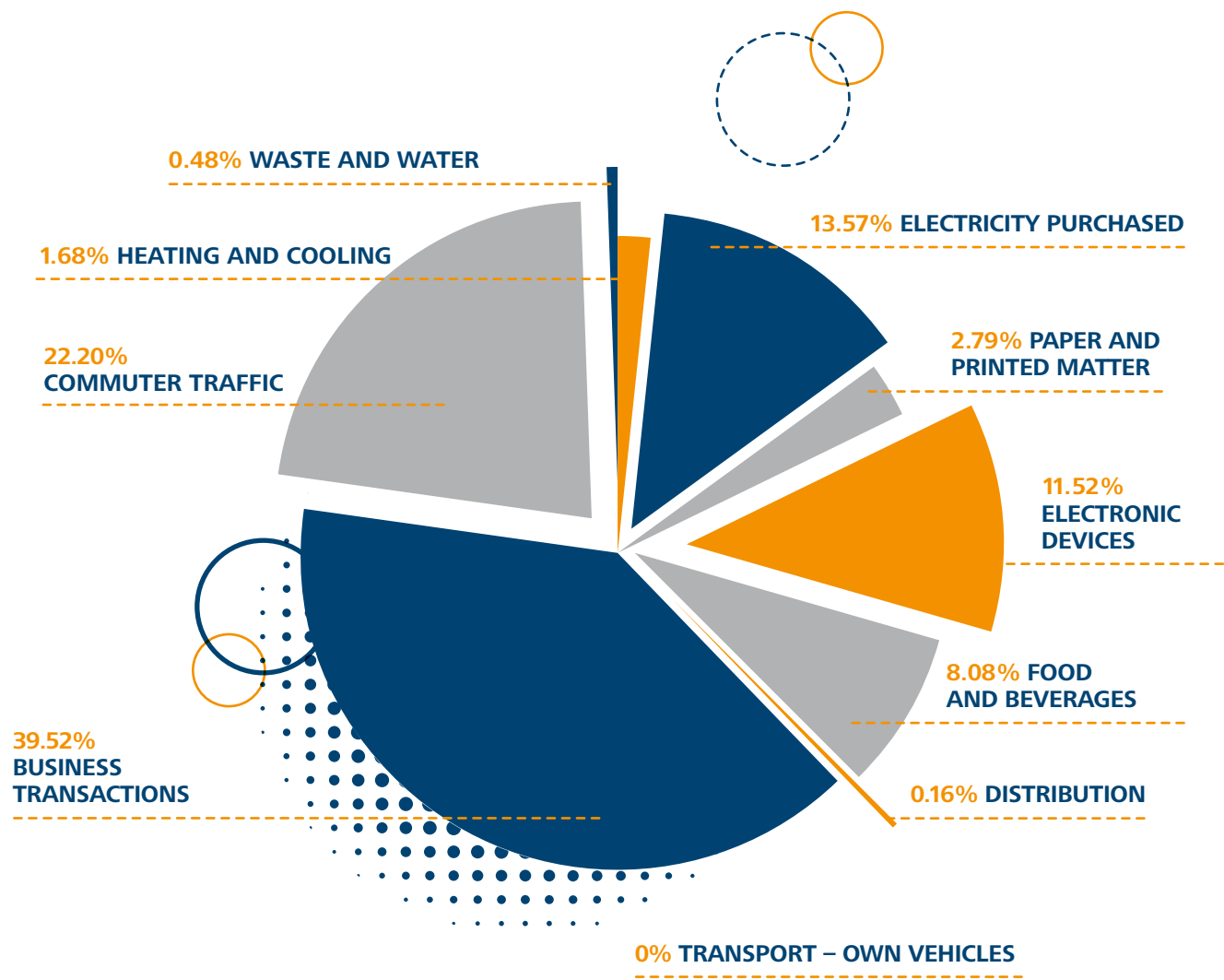
These figures are an incentive for us to consistently pursue further CO₂ reductions. With several internal measures to protect the climate, we are contributing to achieving the UN Sustainable Development Goal 13. Our focus is primarily on the area of transport. We have already cut short-distance air travel by 46 percent. We are countering increased numbers in passenger commuter traffic by offering tickets for train travel.

KEY DATA

2019 GREENHOUSE GAS BALANCE

CATEGORIES

Greenhouse gas emissions by category:



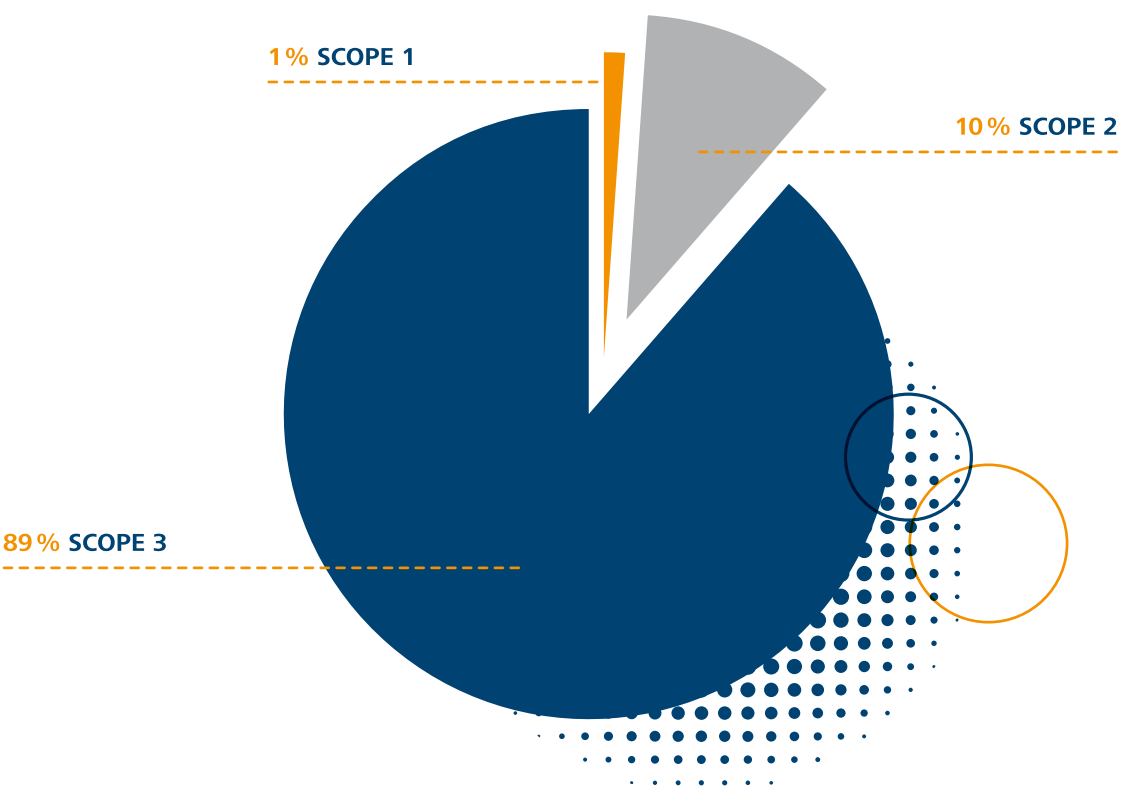
All values are given in tonnes of CO₂ equivalents and thus consider the six relevant greenhouse gases (carbon dioxide, methane, nitrogen dioxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride) according to IPCC 2007.

KEY DATA

2019 GREENHOUSE GAS BALANCE ACCORDING TO SCOPES

CATEGORIES

In our greenhouse gas balance, we differentiate between three different levels (scopes) at which emissions are caused.



Scope 1: includes all direct emissions from own or controlled sources, such as business travel in company cars or the combustion of fuels in heating systems.

Scope 2: includes all indirect emissions from the production of purchased energy consumed by the company, such as emissions from the burning of natural gas to produce electricity.

Scope 3: includes all other indirect emissions resulting from the production of raw materials, products or services used by the company, as well as business travel in vehicles not owned by the company.

CLIMATE NEUTRAL – UNDER OUR ROOF TOO

We also designed our headquarters in Ratingen in line with our claim LEAD IN GREEN. The climate-neutral building uses geothermal energy and covers a large part of the necessary heat with a renewable energy source. This is how our building contributes to creating sustainable cities and communities (UN sustainability goal 11). All CO₂ emissions generated at our headquarters are compensated for, including those of our vehicle fleet via our own CARD CLIMATE fuel card.

We invest accordingly in certified carbon offset projects from myclimate. The fees are exclusively invested in projects with the Gold Standard, an independent quality standard that distinguishes particularly high-quality CO₂ offset projects. It was created in 2003 by WWF and other environmental protection organisations.

The German Energy Services Act obliges us to conduct an energy audit on our energy sources and consumption every four years to assess DKV's energy savings potential. An audit for 2018 was conducted in 2019. The greatest potential for savings was identified in switching off work equipment when not in use, changing the lighting to LED lights and driver training to increase awareness of fuel consumption. We have initiated appropriate measures.

We are striving for a gold certificate from the German Sustainable Building Council (DGNB) for our planned extension. The DGNB system assesses the overall performance of a building based on 37 criteria in six subject areas: ecology, economy, sociocultural and functional aspects, technology, processes and location.



Our climate-neutral headquarters
in Ratingen

Areas and activities: employees
Team spirit and
opportunities for
talent.

UN sustainability goals:
SDG 5: Gender equality

» Our employees are the guarantors of our success. Every day, they make their personal contribution to our LEAD IN GREEN mission. In order to jointly promote sustainability, we want to be an attractive employer to the best minds. This year, we have again placed emphasis on introducing new benefits, expanding our health management system, launching the new digital HR platform we@DKV and making our range of further training courses more flexible.

#topemployer
#dkvgoesdigital
#dkvcares



SUSTAINABLE PEOPLE
DEVELOPMENT: INTERNATIONAL.
DIGITAL. FAMILIAR.

We employ people with personality, enthusiasm and vision because we can only live up to our claim LEAD IN GREEN with the best minds. In recent years, we have continuously grown in number and ethnicity. And we have preserved the culture of a family business. Collegiality, personal responsibility and diversity are important to us in an employee and family-friendly working atmosphere. We show respect and appreciation for all people equally, regardless of their gender, ethnic or social origin, their culture, religion and sexual orientation, their age, health status or disability. We do not tolerate discrimination in our operations of any kind.

We have further digitised the way we work, just as we did our products. We are pleased about a strong increase in young professionals who are helping to the digital change in our company. We are always open to new paths and people who look to the future with us.

Our Human Resources (HR) department oversees the management and development of our employees. The HR department’s strategy underwent a fundamental realignment in 2019. The focus of our new HR strategy is in organisational and cultural development. The aim is to make the corporate culture agile and to support and manage cultural change.

Our employees are experts in their field. Their wealth of knowledge and experience is an important resource for us. Our continuing education efforts therefore focus increasingly on collegial learning.

The following also applies to our workforce: WE CARE. We take responsibility for the health of our employees. This year, we further developed our company health management system which is based on four pillars. In addition to promoting workplace health, various measures in occupational safety are available for our employees. We also offer operational integration management and an extensive people development programme. For us, the focus is on aligning our offer to the individual needs of our employees.

KEY DATA

	2017	2018	2019
// Employees	905	1,045	1,119
// Period of employment	7.4 years	6.8 years	6.7 years
// Average age	41	41	41
// Proportion of women	53.1%	51.6%	49.7%
// Proportion of women in management	31.4%	27.5%	26.4%
// Severely disabled people/average degree of disability	22 / 55%	20 / 55%	20 / 51%
// Proportion of work-related accidents	< 1%	< 1%	< 1%
// Retention rate after training	100%	100%	100%

Digital HR platform



efficient and sustainable workflow

Vacancies

Ongoing training programs

Application workflow

Expertise and development meetings



Paperless

OUR HR SERVICES – UNCOMPLICATED AND PAPERLESS

We want to enable our employees to fully develop their diverse talents through personal initiatives, opportunities for further development and intelligent processes. With the introduction of our digital HR platform we@DKV, many steps for employees and managers will become leaner and faster. New vacancies and further training measures can be centrally and digitally applied for via we@DKV. The entire application workflow as well as onboarding is transparently managed via the tool. In 2019, for the first time, the new expertise and development interview could also be mapped via we@DKV. All processes are completely paperless – we@DKV makes our workflow not only more efficient but also more sustainable.



At gamescom 2019 – at our own booth in search of IT talent

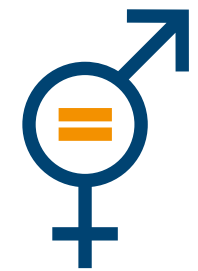
Gender equality



49.7%



50.3%



UN sustainability goals gender equality

PEOPLE WIN

In the competition for first-class employees, we want to be at the forefront. The Top Employer 2019 award is a great success in this respect.

We are ensuring this through a series of measures to further increase our attractiveness as an employer. In 2019, we launched a new career website. We tested a new recruiting campaign which started successfully. An important element of our sustainability strategy is the ongoing of our company. We therefore focused on recruiting IT specialists. We presented ourselves optimally to young talents at our booth at the gamescom 2019 trade fair. As part of our employee recommendation programme, DKV employees can also participate directly in the recruitment of new employees.

Appropriate appreciation of their performance also contributes to the long-term retention of employees in the company. We therefore reward the work of our employees

beyond monetary compensation. Our benefits range from small gifts, such as those given to employees on the birth of their children, to large discounts, such as those offered under our new job-ticket model. A monthly ticket on the Rheinbahn rail network is now EUR 33 cheaper for our employees than the regular price.

The promotion of women has a special place in our company's equal opportunities policy. In 2019, we founded an internal network of women in management positions. The gender ratio in the Group is balanced with 49.7 percent women and 50.3 percent men. Our goal is to again significantly increase the proportion of women in management positions, which has fallen recently. In the year under review, the proportion of women in management was 26.4 percent. DKV is continuously taking steps towards achieving the UN sustainability goal of gender equality (SDG 5).

We promote young talent.



DEVELOPING JUNIOR STAFF

We are a training company with heart and soul. Our goal is to train even more junior staff in the future. We build up highly qualified employees who are familiar with our products, our customers and corporate structures from the very beginning.

Within the scope of vocational training, we continuously promote and develop our junior staff. In addition to traditional training in five professions, we also offer various options for a dual curriculum. This model has proven to be especially successful in recent years.

The combination of vocational training and university studies brings theory and practice together in an ideal way. Young students get to know our company from the bottom up. According to research, this approach leads the students directly from the university to our company. A total of 58 percent of our trainees follow this path.

Seven junior staff members started their training with us in 2019. Four will be trained as office management specialists, two as IT specialists and one as a specialist computer scientist for system integration. Five of the seven trainees are completing their training as part of the dual curriculum.

This year, our retention rate is again 100 percent. We are particularly pleased that one of our trainees was honored at the National Honor of the Best in IHK. She is among the top 5 percent of the 2019 graduating class in Germany.

LEARNING FROM COLLEAGUES

We cultivate a culture of lifelong learning and encourage our employees to continue to develop professionally and personally. In the year under review, we fundamentally re-aligned the strategy of our further training program. We moved away from a focus on external training and towards the use of our employees' wealth of knowledge and experience. Our employees are experts in their field. Often, they are the ideal contacts for best practice. We want to establish a new learning culture that is characterised by self-motivated, job-oriented and collegial further training.

Based on the slogan "Who knows, teaches!", we have created a program that enables our employees to share their professional experience. Employees learn from and with colleagues in the form of lectures and workshops. This program is open to all employees who want to make an interesting contribution.

A new learning tool is available on our digital HR platform we@DKV. Various learning contents are bundled there and made available to employees and managers. This also includes measures resulting from personal expertise and development discussions.

Our company has had strong international growth in recent years. Excellent language skills are a decisive advantage for our employees. Accordingly, we further expanded the existing range of language courses in the year under review. Three different types of training are now available to our employees. In this way, the individual needs of different types of learners can be optimally covered. Both face-to-face and online courses are available, as well as the use of a language app.

Strengthening further development professionally & personally

↓
through a self-developed programme



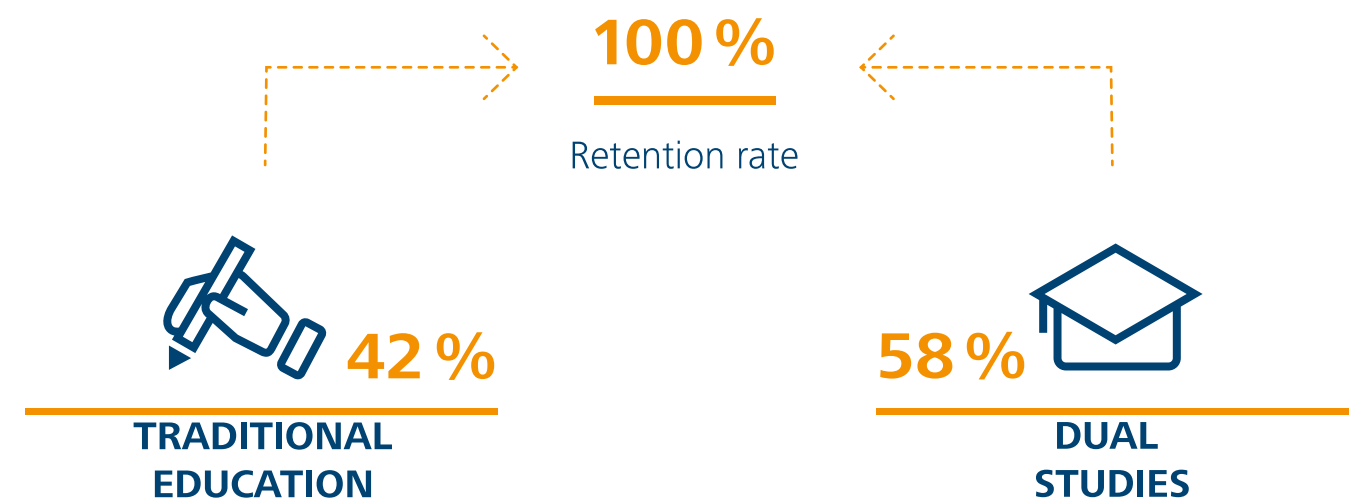
Who knows, teaches

to share their own wealth of experience with other colleagues

TRAINING AND PREVENTION TOGETHER

A healthy company needs a healthy workforce. Therefore, we want to actively contribute to the physical and psychological well-being of our employees. Our company's health management is based on the four pillars of health promotion, occupational safety, company integration management and people development. Our employees have access to a wide range of services for health prevention, consultation and training.

As part of our health promotion, we regularly organise health talks, for instance on how to prevent skin cancer. In addition to the fitness studio chain FitnessFirst, we were able to gain two new sports club partners for our employees, FitX and the sports club TV Ratingen. To encourage healthy eating, we provide free fruit during working hours. For each basket of fruit from Fruitful Office, one fruit tree is planted in Malawi, Africa. →



Likewise, our company restaurant offers mostly dishes made from ingredients of regional origin and from organic farming.

For five years, we have been working with the Fürstenberg Institute, a leading systemic consulting firm, to provide consultation for all life situations. All employees and their dependants can obtain advice on personal, professional and health issues. The range of advice extends from debt counselling and management issues to the compatibility of family and career. Of course, the consultation is strictly confidential and free of charge.

Regarding occupational health and safety, we offer occupational medical care by qualified personnel from TÜV Rheinland. They also offer regular ophthalmologic examinations. Operational integration management measures are firmly established in our corporate structure and regulated in accordance with legal requirements. In the area of people development, we regularly offer various training courses on health topics, such as healthy leadership or stress management.

**Well-being
of our
employees**



Operational
health management

Health promotion

Occupational safety

**Operation
integration management**

People development

Brightest minds, our guarantors of success



Areas and activities: society

Together.
Committed socially
and regionally.

UN sustainability goals:

SDG 11: Sustainable cities and communities / SDG 16: Peace, justice and strong institutions

» Social commitment is an integral part of our corporate DNA. We are committed to social issues, both at our sales locations abroad and in the region around our company headquarters in Ratingen. By promoting projects and initiatives, we strengthen our ties with the social structures of our home country in the long term. Together with the Fischer Foundation set up by our shareholder family, we are also taking up the diverse commitments of our staff. We support our employees in helping others.

#socialcommitment
#promotion



Our DNA

Promotion of regional initiatives and projects:

- // Diakonie
- // Mary Ward Foundation
- // Night-time relief bus for homeless people

OUR COMMITMENT – IN RATINGEN AND THE SURROUNDING AREA

Ratingen is home to DKV. We take on social responsibility in the region. In doing so, we primarily support regional initiatives

and projects in the surrounding area. As past years, in 2019 we supported the social welfare organisation Diakonie in Ratingen, especially the "Wegbegleiter" project for children of mentally ill parents. For the sixth time in a row, our employees fulfilled Christmas wishes of children and young people at the Mary Ward Foundation in Velbert. This year we also supported the Düsseldorf "Gutenachtbus" bus. The night-time relief bus for homeless people funded by "vision:sharing" and "fifty-fifty" offers a mobile recreation room and is also used to transport people in emergencies. It is on the road all year. A social worker is accompanied by experienced volunteers.



Social commitment matters to us. We take responsibility for this commitment.

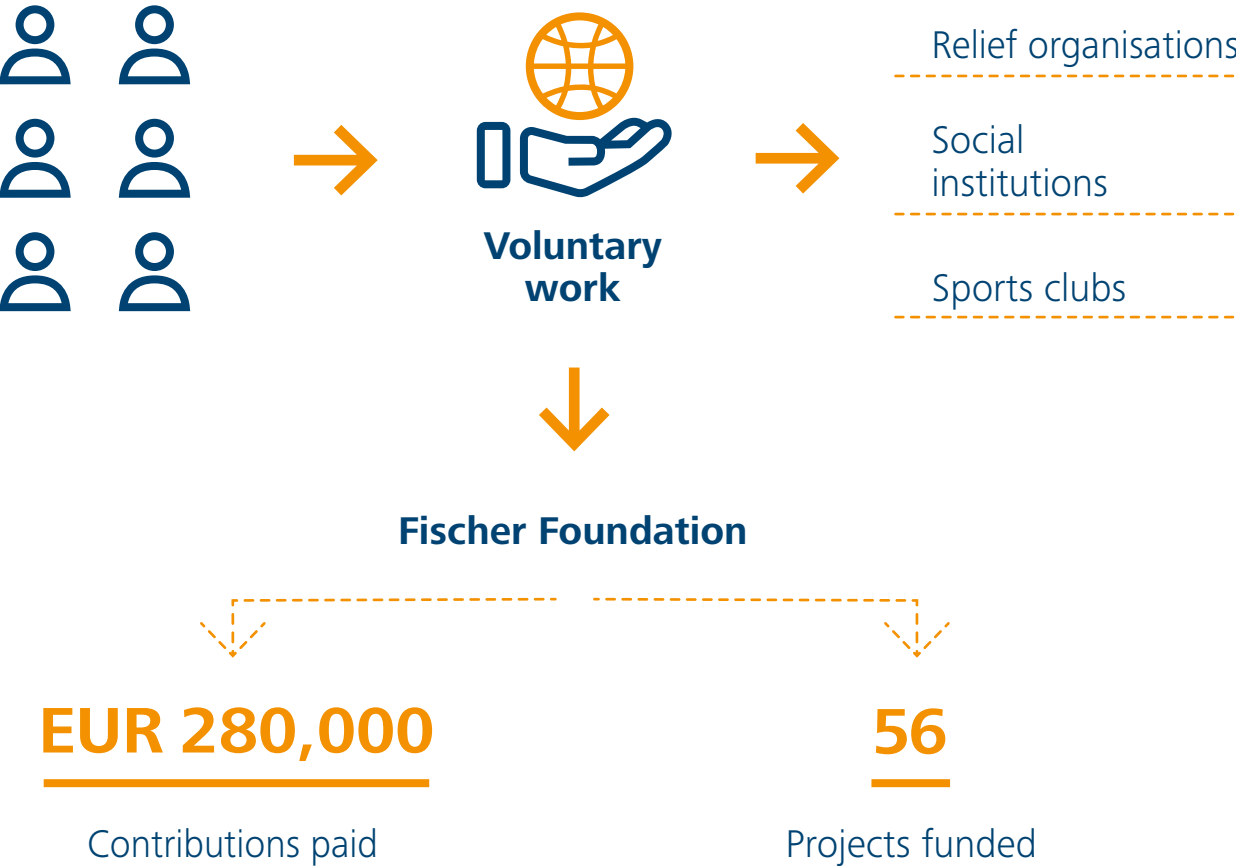
THE FISCHER FOUNDATION – HAND IN HAND WITH OUR EMPLOYEES

Many of our employees are involved in the social sector. They take on responsibility by volunteering, for example at charity organisations, social institutions or sports clubs. As a family-owned company, we attach great importance to honouring and promoting the social work that our employees do in their free time. The Fischer Foundation set up by the DKV owner family in 2010 takes up the commitment of our employees and provides financial support.

Employees can propose charitable organisations to be supported. Following a positive decision by the Fischer Foundation board, the organisation can then submit an official application. Around EUR 280,000 has already been

paid out in donations in this way. 56 initiatives, projects and associations have been supported locally and abroad. With "Solingen für Afrika e.V." and "Love is the key", two aid projects were supported by employees who work for the interests of the people in the African state of Gambia. With a donation of EUR 7,000 from the Fischer Foundation, a well was built there. An additional EUR 1,800 enabled eight children to attend school for one year.

With the commitment of DKV and the Fischer Foundation, we are contributing to achieving the UN sustainability goals of sustainable cities and communities (SDG 11) and peace, justice and strong institutions (SDG 16).



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40882 Ratingen
Registration Court Düsseldorf HRA 20810
Management: Marco van Kalveveen,
Peter Meier

Project management and contact:

Dr. Mirko-Alexander Kahre, Director Marketing,
Corporate Communications & User Experience,
Email: mirko.kahre@dkv-mobility.com
Ludger Schifferings, Team Manager Brand Communications,
Email: ludger.schifferings@dkv-mobility.com

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RTS Rieger Team Werbeagentur

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YOU DRIVE, WE CARE.