



LEAD IN GREEN

GRI Content Index

Sustainability Report 2020

YOU DRIVE, WE CARE.



GRI: 102-55

GRI Content Index

This report was compiled in accordance with the GRI Standards (core option). In the GRI Content Index, we report at least one disclosure for each material topic identified to provide transparent information about our sustainability activities.



GRI 101: FOUNDATION / REPORTING PRINCIPLES 2016

GRI 102: GENERAL DISCLOSURES 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
Organizational profile						
GRI 102	General Disclosures	102-1	Name of the organization	12		
GRI 102	General Disclosures	102-2	Activities, brands, products, and services	12-13, 14-15, 47		
GRI 102	General Disclosures	102-3	Location of headquarters	12		
GRI 102	General Disclosures	102-4	Location of operations	12-13, 14-15		
GRI 102	General Disclosures	102-5	Ownership and legal form	12-13		
GRI 102	General Disclosures	102-6	Markets served	12-13, 14-15, 47		
GRI 102	General Disclosures	102-7	Scale of the organization	8-9, 12-13, 14-15, 86		
GRI 102	General Disclosures	102-8	Information on employees and other workers	86-87	At DKV a significant portion of the organization's activities are performed by workers who are employees. DKV is not subject to seasonal variations.	The information for the two previous reporting periods cannot be represented due to the redesign of the HR reporting process



						according to GRI Standards (core option). Until now, HR data was not recorded in this way. The base year defined for the HR key figures is 2020, with 31st December as a date of record.
GRI 102	General Disclosures	102-9	Supply chain	47		
GRI 102	General Disclosures	102-10	Significant changes to the organization and its supply chain	47, 12-13, 14-15		
GRI 102	General Disclosures	102-11	Precautionary Principle or approach	48-55, 61, 72, 75, 93, 100		
GRI 102	General Disclosures	102-12	External initiatives	6-7		
GRI 102	General Disclosures	102-13	Membership of associations	103		
Strategy						
GRI 102	General Disclosures	102-14	Statement from senior decision-maker	3		
GRI 102	General Disclosures	102-15	Key impacts, risks, and opportunities	61, 75, 93, 100		
Ethics and integrity						
GRI 102	General Disclosures	102-16	Values, principles, standards, and norms of behavior	16-17		



GRI 102	General Disclosures	102-18	Governance structure	18-19		
GRI 102	General Disclosures	102-20	Executive-level responsibility for economic, environmental, and social topics	18-19		
Stakeholder engagement						
GRI 102	General Disclosures	102-40	List of stakeholder groups	24-25		
GRI 102	General Disclosures	102-41	Collective bargaining agreements	76	<p>70 percent of our employees are covered by collective bargaining agreements in Germany.</p> <p>In addition to Germany, collective bargaining agreements exist in the foreign subsidiaries of DKV in France, Italy and Slovenia.</p> <p>In addition to Germany, there is a works council at the subsidiary in France and at REMOBIS (Netherlands). A works council meeting is held there once a quarter.</p>	
GRI 102	General Disclosures	102-42	Identifying and selecting stakeholders	23-25		
GRI 102	General Disclosures	102-43	Approach to stakeholder engagement	23-25		



GRI 102	General Disclosures	102-44	Key topics and concerns raised	26-29		
Reporting practice						
GRI 102	General Disclosures	102-45	Entities included in the consolidated financial statements	6-7, 12-13, 14	Unless otherwise stated, the Sustainability Report 2020 includes all fully consolidated entities of DKV MOBILITY SERVICES Group that were part of the Group of companies until 31st December 2020.	
GRI 102	General Disclosures	102-46	Defining report content and topic Boundaries	6-7, 26-29		
GRI 102	General Disclosures	102-47	List of material topics	29	The list of material topics with detailed descriptions can be found at the back of this document.	
GRI 102	General Disclosures	102-48	Restatements of information	6-7, 67, 86		
GRI 102	General Disclosures	102-49	Changes in reporting	26-29		
GRI 102	General Disclosures	102-50	Reporting period	6-7		
GRI 102	General Disclosures	102-51	Date of most recent report	6-7		
GRI 102	General Disclosures	102-52	Reporting cycle	6-7		



GRI 102	General Disclosures	102-53	Contact point for questions regarding the report	Imprint		
GRI 102	General Disclosures	102-54	Claims of reporting in accordance with the GRI Standards	6-7		
GRI 102	General Disclosures	102-55	GRI content index	7	www.dkv-mobility-group.com/en/lead-in-green/#sustainabilityreport	
GRI 102	General Disclosures	102-56	External assurance	6-7		



MATERIAL TOPICS 2020

GRI 201: ECONOMIC PERFORMANCE 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	46-47, 48-55		
GRI 103	Management Approach	103-2	The management approach and its components	48-55		
GRI 103	Management Approach	103-3	Evaluation of the management approach	48-55		
GRI 201	Economic Performance	201-1	Direct economic value generated and distributed	12-13	See Group Management Report of DKV MOBILITY SERVICES HOLDING GmbH + Co. KG, Ratingen (Germany, for the 2020 financial year (1 January to 31 December).	
GRI 201	Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	48-55		



MATERIAL TOPICS 2020

GRI 204: PROCUREMENT PRACTICES 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	93-94		
GRI 103	Management Approach	103-2	The management approach and its components	93-94		
GRI 103	Management Approach	103-3	Evaluation of the management approach	93-94		
GRI 204	Procurement Practices	204-1	Proportion of spending on local suppliers	94	The geographical definition of 'local' is Germany, as this is where DKV MOBILITY SERVICES Group's headquarters and its significant locations of operation are located.	Information cannot be collected in that way at present.



MATERIAL TOPICS 2020

GRI 205: ANTI-CORRUPTION 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	96-99		
GRI 103	Management Approach	103-2	The management approach and its components	96-99		
GRI 103	Management Approach	103-3	Evaluation of the management approach	96-99		
GRI 205	Anti-corruption	205-1	Operations assessed for risks related to corruption	96-97	Significant risks related to corruption are considered, assessed and analysed as part of DKV's risk management system. There were no risks related to corruption identified.	Total number and percentage of operations assessed for risks related to corruption cannot be collected at present.
GRI 205	Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	98	Anti-corruption regulations are part of the Code of Conduct and the Supplier Code of Conduct. As the Group Compliance Office started its work in October 2020, from which the training figures were systematically recorded. In	Information not broken-down by employee category, governance body members and region as data cannot be collected at present.



					<p>the period from 1st October to 31st December 2020, 24 out of 25 new employees took part in compliance training (training rate: 96 percent). The training rate as per 28th February 2021 is 100 percent.</p> <p>The Group Compliance Officer usually holds the training sessions in person. Due to the COVID-19 pandemic, however, only online training sessions took place.</p>	<p>The Code of Conduct was drawn up in consultation with the DKV Management Board, approved and released by the controlling body. Training of the Control Body and the Management Board was therefore no longer necessary.</p>
GRI 205	Anti-corruption	205-3	Confirmed incidents of corruption and actions taken	96-98		<p>No confirmed incidents of corruption. Risks related to corruption are addressed in the compliance training.</p>



MATERIAL TOPICS 2020

GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Informational	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	96-99		
GRI 103	Management Approach	103-2	The management approach and its components	96-99		
GRI 103	Management Approach	103-3	Evaluation of the management approach	96-99		
GRI 206	Anti-competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices			In 2020, there were no legal actions for anti-competitive behavior, anti-trust, and monopoly practices against DKV.



MATERIAL TOPICS 2020

GRI 301: MATERIALS 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Informational	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	93-94		
GRI 103	Management Approach	103-2	The management approach and its components	93-94		
GRI 103	Management Approach	103-3	Evaluation of the management approach	93-94		
GRI 301	Materials	301-1	Materials used by weight or volume		DKV issued 3,016,644 (2019: 2,648,254) cards as physical products in 2020. The cards are currently made of non-renewable PVC and are manufactured in Germany. In 2020, 30,975 (2019: 45,792) DKV boxes were issued, which are produced by various manufacturers in Europe. The materials used were included in the Corporate Carbon Footprint (CCF) calculations.	Information cannot be collected in that way at present.



GRI 301	Materials	301-2	Recycled input materials used			Information cannot be collected in that way at present.
GRI 301	Materials	301-3	Reclaimed products and their packaging materials			Information cannot be collected in that way at present.



MATERIAL TOPICS 2020

GRI 302: ENERGY 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Informational	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	61-73		
GRI 103	Management Approach	103-2	The management approach and its components	61-73		
GRI 103	Management Approach	103-3	Evaluation of the management approach	61-73		
GRI 302	Energy	302-1	Energy consumption within the organization	63		<p>Information is only presented for the significant location of operation (headquarters in Ratingen, Germany). The energy consumption of the foreign DKV subsidiaries is integrated in the respective Corporate Carbon Footprint (CCF) calculations.</p> <p>No conversion into gigajoules, as it does not make sense for DKV, as a company that operates solely in the European market,</p>



						<p>to collect data in this form.</p> <p>Data on cooling consumption and steam consumption currently cannot be collected.</p> <p>It is currently not possible to break down fuel consumption for the company car fleet into renewable and non-renewable sources.</p>
GRI 302	Energy	302-2	Energy consumption outside of the organization	48-49, 50-51	The base year is 2019, which was determined when developing DKV's "Green Pledge".	
GRI 302	Energy	302-3	Energy intensity	63	The energy intensity ratio for the organization is calculated from the energy reference area for the headquarters in Ratingen (Germany). Further information can be found in the Sustainability Report on page 63.	
GRI 302	Energy	302-4	Reduction of energy consumption	63	The base year is 2019, which was determined when developing DKV's "Green Pledge".	<p>Information is only presented for the significant location of operation (headquarters in Ratingen, Germany).</p> <p>The reductions of energy</p>



						consumption for the foreign DKV subsidiaries were integrated in the respective Corporate Carbon Footprint (CCF) calculations.
GRI 302	Energy	302-5	Reductions in energy requirements of products and services	48-49, 50-51	The base year is 2019, which was determined when developing DKV's "Green Pledge".	



MATERIAL TOPICS 2020

GRI 303: WATER AND EFFLUENTS 2018

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	66		
GRI 103	Management Approach	103-2	The management approach and its components	66		
GRI 103	Management Approach	103-3	Evaluation of the management approach	66		
GRI 303	Water and Effluents	303-1	Interactions with water as a shared resource	66		Fresh water consumption is displayed in litres exclusively for the headquarters in Ratingen (Germany). The water consumption of the foreign subsidiaries is integrated in the respective Corporate Carbon Footprint (CCF) calculations.



MATERIAL TOPICS 2020

GRI 305: EMISSIONS 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	48-49, 67-72		
GRI 103	Management Approach	103-2	The management approach and its components	48-49, 67-72		
GRI 103	Management Approach	103-3	Evaluation of the management approach	48-49, 67-72		
GRI 305	Emissions	305-1	Direct (Scope 1) GHG emissions	68-69		
GRI 305	Emissions	305-2	Energy indirect (Scope 2) GHG emissions	68-69		
GRI 305	Emissions	305-3	Other indirect (Scope 3) GHG emissions	48-49, 68-69	The base year is 2019, which was determined when developing DKV's "Green Pledge".	
GRI 305	Emissions	305-4	GHG emissions intensity	48-49	The base year is 2019, which was determined when developing DKV's "Green Pledge". The carbon intensity referenced in DKV's „Green Pledge“	



					relates to kilowatt hours (kWh) (30 per cent reduction in the carbon intensity of our customers' fleets by 2030).	
GRI 305	Emissions	305-5	Reduction of GHG emissions	67-72		



MATERIAL TOPICS 2020

GRI 306: WASTE 2020

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	61-63, 66		
GRI 103	Management Approach	103-2	The management approach and its components	61-63, 66		
GRI 103	Management Approach	103-3	Evaluation of the management approach	61-63, 66		
GRI 306	Waste	306-1	Waste generation and significant waste-related impacts	66		
GRI 306	Waste	306-2	Management of significant waste-related impacts	66		
GRI 306	Waste	306-3	Waste generated	66		
GRI 306	Waste	306-5	Waste directed to disposal	66		



MATERIAL TOPICS 2020

GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	93-94		
GRI 103	Management Approach	103-2	The management approach and its components	93-94		
GRI 103	Management Approach	103-3	Evaluation of the management approach	93-94		
GRI 308	Supplier Environmental Assessment	308-1	New suppliers that were screened using environmental criteria		<p>New suppliers for indirect requirements go through the self-disclosure process before listing and are asked to comply with the legal requirements by accepting DKV's Code of Conduct for Suppliers.</p> <p>For approximately 90 percent of the purchasing turnover, new suppliers were screened according to environmental criteria.</p>	



GRI 308	Supplier Environmental Assessment	308-2	Negative environmental impacts in the supply chain and actions taken		No negative environmental impacts in the supply chain were identified in the reporting year and accordingly no corrective actions had to be taken.	
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MATERIAL TOPICS 2020

GRI 401: EMPLOYMENT 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Informational	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	75-84		
GRI 103	Management Approach	103-2	The management approach and its components	75-84		
GRI 103	Management Approach	103-3	Evaluation of the management approach	75-84		
GRI 401	Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	83-84	No differences between full-time employees and temporary or part-time employees.	
GRI 401	Employment	401-3	Parental leave		Compliance with the respective legal regulations at all office locations.	401-3 a., c., d., e.: Data cannot be collected at present.



MATERIAL TOPICS 2020

GRI 402: LABOR/MANAGEMENT RELATIONS 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Informational	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	76		
GRI 103	Management Approach	103-2	The management approach and its components	76	<p>The works council consists of eleven members who meet regularly in various committees. The works committee is a committee prescribed by the Works Constitution Act, which deals with all matters relating to working hours, overtime, leave and public relations. The economic committee is also prescribed by the Works Constitution Act. Its task is to discuss economic matters with the company and to inform the works council. There are also committees and bodies on occupational health and safety, representation of the severely disabled, and representation of young people and</p>	



					<p>trainees. There is also a canteen committee. If necessary, the works council sets up topic-related working groups. Employees can access all company agreements and further information on the work of the works council via a special page on the Intranet.</p>	
GRI 103	Management Approach	103-3	Evaluation of the management approach	76		
GRI 402	Labor/Management Relations	402-1	Minimum notice periods regarding operational changes	76	<p>The regulations on minimum notice periods regarding operational changes vary throughout Europe. In the event of significant operational changes, we inform our employees within the legal deadlines.</p>	



MATERIAL TOPICS 2020

GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	83-84		
GRI 103	Management Approach	103-2	The management approach and its components	83-84	DKV has set up a joint committee for occupational health and safety in Germany. The occupational health and safety committee has the task of reducing risks in the workplace by applying technical measures and protecting employees from hazards to life and health. It has an advisory function vis-à-vis the management or its representatives. The occupational health and safety committee is made up of the occupational health and safety representative, two members of the works council, a company doctor, an occupational health and safety officer, a safety officer, a fire prevention officer and	



					an officer representing severely handicapped employees. The meetings are chaired by the management or its representative. The meetings take place at least once a quarter. Minutes are kept of each meeting of the Health and Safety Committee.	
GRI 103	Management Approach	103-3	Evaluation of the management approach	83-84		
GRI 403	Occupational Health and Safety	403-1	Occupational health and safety management system	83-84e		No certified management system for occupational health and safety implemented within the company.
GRI 403	Occupational Health and Safety	403-2	Hazard identification, risk assessment, and incident investigation	83-84	Reported only for the headquarters in Ratingen (Germany).	
GRI 403	Occupational Health and Safety	403-3	Occupational health services	83-84		Compliance with the respective legal requirements at all office locations.
GRI 403	Occupational Health and Safety	403-4	Worker participation, consultation, and communication on occupational health and safety	83-84		
GRI 403	Occupational	403-5	Worker training on occupational health and safety	83-84	Compliance with the respective legal	



	Health and Safety				requirements at all office locations.	
GRI 403	Occupational Health and Safety	403-6	Promotion of worker health	83-84		
GRI 403	Occupational Health and Safety	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	83-84		
GRI 403	Occupational Health and Safety	403-8	Workers covered by an occupational health and safety management system		No certified management system for occupational health and safety implemented within the company.	
GRI 403	Occupational Health and Safety	403-9	Work-related injuries		No reported work-related injuries in 2020. (Accident rate 2019: < 1 percent)	
GRI 403	Occupational Health and Safety	403-10	Work-related ill health			Data cannot be collected at present. A reporting system is in place for all office locations/sites.



MATERIAL TOPICS 2020

GRI 404: TRAINING AND EDUCATION 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	78-80		
GRI 103	Management Approach	103-2	The management approach and its components	78-80		
GRI 103	Management Approach	103-3	Evaluation of the management approach	78-80		
GRI 404	Training and Education	404-1	Average hours of training per year per employee			Data cannot be collected at present.
GRI 404	Training and Education	404-2	Programs for upgrading employee skills and transition assistance programs	78-80		
GRI 404	Training and Education	404-3	Percentage of employees receiving regular performance and career development reviews	78	100 percent across all office locations.	



MATERIAL TOPICS 2020

GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	82		
GRI 103	Management Approach	103-2	The management approach and its components	82		
GRI 103	Management Approach	103-3	Evaluation of the management approach	82		
GRI 405	Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	82		
GRI 405	Diversity and Equal Opportunity	405-2	Ratio of basic salary and remuneration of women to men			As a matter of principle, DKV MOBILITY SERVICES Group does not disclose any information on remuneration that goes beyond legal requirements.



MATERIAL TOPICS 2020

GRI 406: NON-DISCRIMINATION 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	82		
GRI 103	Management Approach	103-2	The management approach and its components	82		
GRI 103	Management Approach	103-3	Evaluation of the management approach	82		
GRI 406	Non-discrimination	406-1	Incidents of discrimination and corrective actions taken		No incidents of discrimination in 2020.	



MATERIAL TOPICS 2020

GRI 413: LOCAL COMMUNITIES 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	88-91		
GRI 103	Management Approach	103-2	The management approach and its components	88-91		
GRI 103	Management Approach	103-3	Evaluation of the management approach	88-91		
GRI 413	Local Communities	413-1	Operations with local community engagement, impact assessments, and development programs	88-91		



MATERIAL TOPICS 2020

GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Informational	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	93-94		
GRI 103	Management Approach	103-2	The management approach and its components	93-94		
GRI 103	Management Approach	103-3	Evaluation of the management approach	93-94		
GRI 414	Supplier Social Assessment	414-1	New suppliers that were screened using social criteria		<p>New suppliers for indirect requirements go through the self-disclosure process before listing and are asked to comply with the legal requirements by accepting DKV's Code of Conduct for Suppliers.</p> <p>For approximately 90 percent of the purchasing turnover, new suppliers were screened according to social criteria.</p>	
GRI 414	Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken	93-94	No negative social impacts in the supply chain were identified in the reporting year and accordingly no corrective actions had to be taken.	



MATERIAL TOPICS 2020

GRI 418: CUSTOMER PRIVACY 2016

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	100-101		
GRI 103	Management Approach	103-2	The management approach and its components	100-101	The Information Security & Data Privacy department has its own budget. It is used not only for management processes, but also for operationalisation of information and IT security measures. The department consists of five full-time employees as of 31st December 2020. Information security management and data protection management use DKV's standard applications, but do not operate their own systems.	
GRI 103	Management Approach	103-3	Evaluation of the management approach	100-101		
GRI 418	Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	101		



MATERIAL TOPICS 2020

GRI 419: SOCIO-ECONOMIC COMPLIANCE

GRI Standard No.	GRI Standard Title	Disclosure No.	Disclosure Title	Page Reference / Number(s)	Additional Information	Omission (Reason / Explanation)
GRI 103	Management Approach	103-1	Explanation of the material topic and its Boundary	96-99		
GRI 103	Management Approach	103-2	The management approach and its components	96-99		
GRI 103	Management Approach	103-3	Evaluation of the management approach	96-99		
GRI 419	Socioeconomic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	96-99	In the reporting year, no cases of non-compliance with laws and regulations have been identified.	



GRI 102-47:

LIST OF MATERIAL TOPICS

Field of action “Customers” (GRI 102-49: Previous reporting period field of action “market”)	
Customer satisfaction	DKV always acts in a way that satisfies its customers, for example, by taking their professional requirements seriously and fully meeting their mobility needs.
Product & service innovation	DKV wants to continuously optimise its product and service offering, either through improvements to existing solutions or new (digital) products that also contribute to the topic of sustainability.
Field of action “Environmental” (no change compared to the previous reporting period)	
Alternative fuels & e-mobility	With its green products and services, DKV supports its customers to transition to alternative fuels and e-mobility to reduce the carbon intensity of their fleet emissions by 30 percent by 2030.
Energy & waste management	DKV acts sustainably in its daily building operations, for example, by reducing waste and water consumption and increasing energy efficiency.
Climate friendly operations	DKV is committed to climate protection. According to the principle of "avoid - reduce - compensate", the goal is to become a climate positive company by 2023.
Sustainable materials	For its own office locations DKV purchases consumables (paper, office supplies, etc.) from demonstrably sustainable sources and is constantly looking for ways to improve.
Nature protection	Entrepreneurial activity can adversely impact upon biodiversity (e. g. through the expansion of transport infrastructure). DKV counteracts this by promoting environmental protection projects.
Field of action “Social” (GRI 102-49: Previous reporting period field of action “employees”)	
Diversity & Inclusion	DKV wants to create an appreciative and prejudice-free working environment. The focus is on the promotion of equality of all genders and a corporate culture without discrimination.



<p>Corporate citizenship</p>	<p>DKV fulfils its social responsibility ethos by supporting social and ecological projects with product donations, cash donations or donations in kind, and through the voluntary commitment of its employees.</p>
<p>Purpose-driven culture</p>	<p>For DKV, a meaningful corporate culture means, among other things, that employees identify with their work, teams trust each other and there is a sense of belonging.</p>
<p>Employee well-being</p>	<p>Fair and socially acceptable working conditions for our employees are part of DKV's social responsibility ethos. This includes, among other things, compliance with international labour law standards as well as health and safety in the workplace.</p>
<p>Field of action "Governance" (GRI 102-49: Previous reporting period field of action "community")</p>	
<p>Information security</p>	<p>Compliance with all data protection regulations and the protection of information and IT systems is always a top priority for DKV.</p>
<p>Responsible sourcing</p>	<p>For DKV, responsible and respectful dealings with suppliers and service providers form the basis of every business relationships. When selecting suppliers, social and ecological criteria such as respect for human rights and the economical use of natural resources are also considered.</p>
<p>Risk & compliance management</p>	<p>With its risk and compliance management, DKV pursues the goal of averting damage to the company. (Compliance) risks are identified, assessed and attempts are made to mitigate them.</p>
<p>Business ethics</p>	<p>Good and proper corporate governance is part of DKV's self-image. This includes, among other things, compliance with applicable laws, including tax and sustainability by the management. DKV is also committed to combating all forms of corruption, including extortion and bribery.</p>



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