



DKV Mobility Group

Sustainability Report 2023



Letter from the management

Dear Stakeholders,

As we present our 2023 Sustainability Report, we look back on a year of remarkable achievements and unwavering commitment to sustainability. Against a backdrop of ongoing global crises and change, we have remained resolute in our mission to grow sustainably and drive positive change towards delivering our Environmental, Social and Governance (ESG) commitments. The achievements and milestones we have reached are a testament to the collective effort and dedication of every member of the DKV Mobility family. We are grateful for this.

Meeting our climate target, recognized by major rating agencies

Success is certainly more than just numbers or awards, but sometimes both paint a clear picture: one proud achievement in the year under review was achieving our ambitious "Green Pledge" climate target for 2023. Despite robust growth, we achieved a 50.4 percent reduction in our total Corporate Carbon Footprint (CCF) emissions compared to our 2019 baseline. This achievement underscores our unwavering commitment to environmental responsibility and sustainable growth. The decarbonization of DKV Mobility Group's direct and indirect environmental impacts remains a key position in our "Lead in Green" ambition and is one of our focus areas in our ESG management. We are committed to and in the process of submitting new science-based climate targets to the Science Based Targets initiative (SBTi).

While we take a holistic approach to ESG, our greatest opportunity for impactful change is to act as a facilitator of the energy transition in Europe's road transport and mobility sectors, which is also expressed in our company's purpose: To drive the transition towards an efficient and sustainable future of mobility. In 2023, we have once again shown that we are well positioned in this transition to effectively support our customers by helping them switch to alternative energy sources. At the end of 2023, we offered our customers access to approximately 633,000 public and

semi-public electric vehicle (EV) charging points in Europe, an increase of more than 62 percent compared to 2022. In addition to the significant expansion of the charging acceptance network, demand for our EV charge cards is growing rapidly. By the end of 2023, we managed around 592,000 EV charge cards for our customers, more than tripling the number of charge cards compared to the previous year. We also continued to see growing demand for alternative fuels.

We are proud that our ESG commitment and performance have been externally recognized and validated by two of the world's leading ESG rating agencies, EcoVadis and Sustainalytics: EcoVadis has awarded us the Gold Medal twice in a row and the Platinum Medal in 2023, placing DKV Mobility in the top one percent of the more than 100,000 companies assessed. The ESG risk rating agency Sustainalytics also ranks us among the top performers in 2023.

Diverse and committed workforce, active in the local communities

We continue to promote diversity and inclusion within our organization. Almost half of our employees are women, with a significant proportion (38 percent) in leadership positions, and our 2,400 employees come from 60 nations.

We are committed to being a great place to work. Our employees are the foundation of our success, so we support their individual skills and personal development by accelerating their work experience through various HR programs, as well as supporting the overall health, safety, and well-being of all our employees. Being recognized as a top employer in Germany and Romania underlines our commitment to creating a workplace where everyone can thrive. In addition, our ongoing initiatives, such as the launch of the NGO Card +Charge, a service card for nonprofit organizations, in five European countries and community engagement events, reflect our commitment to making a positive impact beyond our core business. In September 2023, DKV Mobility's second "Community Day" took place, during which our employees not only volunteered at our

headquarters in Germany, but also, for the first time, at selected DKV Mobility entities in the Netherlands, the Czech Republic, and France. With the support of around 400 employees in six cities, DKV Mobility was able to help around 2,000 people with 34 different projects in their local communities and neighborhoods, underlining the commitment and compassion of our teams.

Sustainability is and remains a core element of our purpose

ESG is deeply embedded in our business, operations, and culture and demonstrates that amidst the complexity of the global landscape, our purpose remains clear and unchanged. We thank all our stakeholders for their unwavering support and invite you to join us on this journey towards a brighter, more sustainable future. Because one thing is certain: Positive change can only be achieved together. As a signatory to the UN Global Compact and its Ten Principles, we recognize the importance of working together to achieve our ambitious goals. In this report, we present our achievements, challenges, and progress across all ESG dimensions and defined material topics. While we celebrate our achievements, we recognize that there is much more to be done. We are fully committed to our strategy and purpose and recognize that we cannot deliver on our commitments alone. Collaboration, both internally and externally, remains key to realizing our vision of a sustainable future for mobility.

Thank you for your interest in our 2023 Sustainability Report. Please do not hesitate to contact us with any feedback or suggestions you may have.

Sincerely,



Marco van Kalleveen
Chief Executive Officer



Peter Meier
Chief Financial Officer



Marco van Kalleveen
Chief Executive Officer



Peter Meier
Chief Financial Officer

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About this report

Reporting scope and standards

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

The Sustainability Report (in the following "the report") informs our stakeholders about our strategy, commitments, and progress regarding Environmental, Social and Governance (ESG) aspects. The report covers our activities in the fiscal year of 2023 (January 1 to December 31; identical to our financial reporting). Unless otherwise stated, the report includes information and consolidated figures from DKV MOBILITY GROUP SE. Any exceptions to this scope of reporting or limitations to reporting methodologies are indicated accordingly in the sections "ESG performance data" and "ESG accounting principles."

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

Material topics

In the reporting year 2023, we compiled the required annual review of the material topics according to the requirements of the 2021 GRI Universal Standards and of the 2021 GRI 3: Material Topics. The management approach and its components are described for each material topic in the

relevant chapters in this report. Throughout the report, we refer to the respective disclosures from the 2021 GRI Universal Standards for each material topic at the bottom of the pages. Content regarding general and specific standard information is referenced in the GRI content index.

External assurance

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

Other reporting principles¹

DKV Mobility Group is not subject to the publication requirements of sections 289b ff. of the German Commercial Code (*Handelsgesetzbuch*). We have decided to voluntarily prepare a non-financial report according to section 289c (3) of the German Commercial Code (*Handelsgesetzbuch*) and the Non-Financial Reporting Directive (NFRD). The contents are based on the statutory requirements of section 289c concerning business model, environmental matters, social matters, employee matters, respect for human rights, and the fight against corruption and bribery. The material topics defined by section 289c HGB were updated in accordance with the above-mentioned review to account for changes in the definition of material topics. The corresponding DKV Mobility topics

and contents can be found in the relevant chapters of this report. They are marked by means of a box with an arrow icon on the bottom of the pages.

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

Further information

Please note that in line with our commitment to gender equality, diversity, and inclusion, we have employed gender-neutral language when possible. In instances where gender-specific terms are committed or modified, it is primarily for reasons of better readability, common usage, or understanding.

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

The preceding report, which was released under the title "Sustainability Report 2022" covered the financial year of 2022, was published in May 2023 and is also available online.

Scope of application:

DKV Mobility Group

Standard:

GRI Universal Standards 2021

Aspects:

Environment, Social, Governance

Assurance:

Limited

¹The non-financial reporting in the report is not subject to the limited assurance engagement, according to section 289c (3) of the German Commercial Code (*Handelsgesetzbuch*) and the Non-Financial Reporting Directive (NFRD).

DKV Mobility at a glance

Almost 90 years of successful growth

DKV Mobility has a history of almost 90 years successful growth. We operate a leading European B2B platform for on-the-road payments and solutions, servicing around 356,000 active customers in more than 50 service countries across Europe with around 2,400 employees. The main products and services that we offer through our B2B platform can be divided into the following four categories:

- **Energy**, comprising the cashless refueling of conventional and alternative fuels as well as electricity and the Group's e-mobility business;
- **Toll**, comprising national and European toll settlements;
- **Mobility solutions**, comprising vehicle services (such as maintenance, parking, and repairs) as well as digital solutions including, for example, fleet management, telematics, Transport Management System (TMS), and freight; and
- **Financial solutions**, primarily comprising tax refund services.

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

Driven by purpose

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

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

2023 IN NUMBERS

Employees	~2,400
Service countries	>50
Active customers	~356,000
Transaction volume	€~16.8 bn
Revenue	€714 m
Fuel service stations	~66,000
Alternative fuel service stations	~21,000
EV charge points*	~633,000

Strategy and governance

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ESG strategy and governance

Our commitment to embedding sustainable business practices

Sustainability has been an integral part of DKV Mobility's long-standing history and culture and is also a central element of our corporate purpose. To create long-term value, we believe and share the conviction that we must take active responsibility for the social and environmental systems we operate in. Building upon our business strategy, we have set sustainability priorities that reflect our values in the areas where we think we can have an impact across the Environment (E), Social (S), and Governance (G) dimensions. The current regulatory ESG requirements, such as the EU Corporate Sustainability Reporting Directive (CSRD) or the German Supply Chain Due Diligence Act, are multifaceted and evolve at a fast pace. ESG factors in financial investment and credit decisions and societal requirements are also gaining in importance.

Our business strategy considers the evolving responsibilities we face regarding environmental aspects, the impact of our activities on society and our corporate governance values. It is in particular driven by the ongoing transition of the transport and mobility sectors from conventional fuels to green energy, to generate added value in economic, environmental, and social terms for all of our stakeholders: customers, employees, business partners, shareholders, and society as a whole.

The dimensions of our ESG strategy

Building upon our business strategy, we have set ourselves sustainability priorities that reflect our values and the areas where we believe we can have an impact across the three ESG dimensions. One of our main drivers is to act as a facilitator of the energy transition by helping our customers switch to alternative energy sources through our products and services. With this, we ensure that our ESG strategy is directly tied to our business. Our ESG strategy focuses on the following three core commitments that we have determined as strategic priorities and for which we believe we can create the most significant impact:

- Environment:** "To lead in green" is our commitment to be at the forefront of helping our customers switch to alternative energy sources. By providing our customers with sustainable products and services that enable them to manage the ongoing transition to low-carbon fuels and e-mobility more efficiently, we intend to play an active role in this process. With our "Green Pledge" we pursue two specific targets: By 2023, it was our aim to reduce our Corporate Carbon Footprint (CCF)² by 50 percent compared to 2019. For the remaining CO₂ emissions, we aim to take responsibility for continuing to support Gold Standard³ climate protection projects. In addition, we aim to help reduce the carbon intensity of our

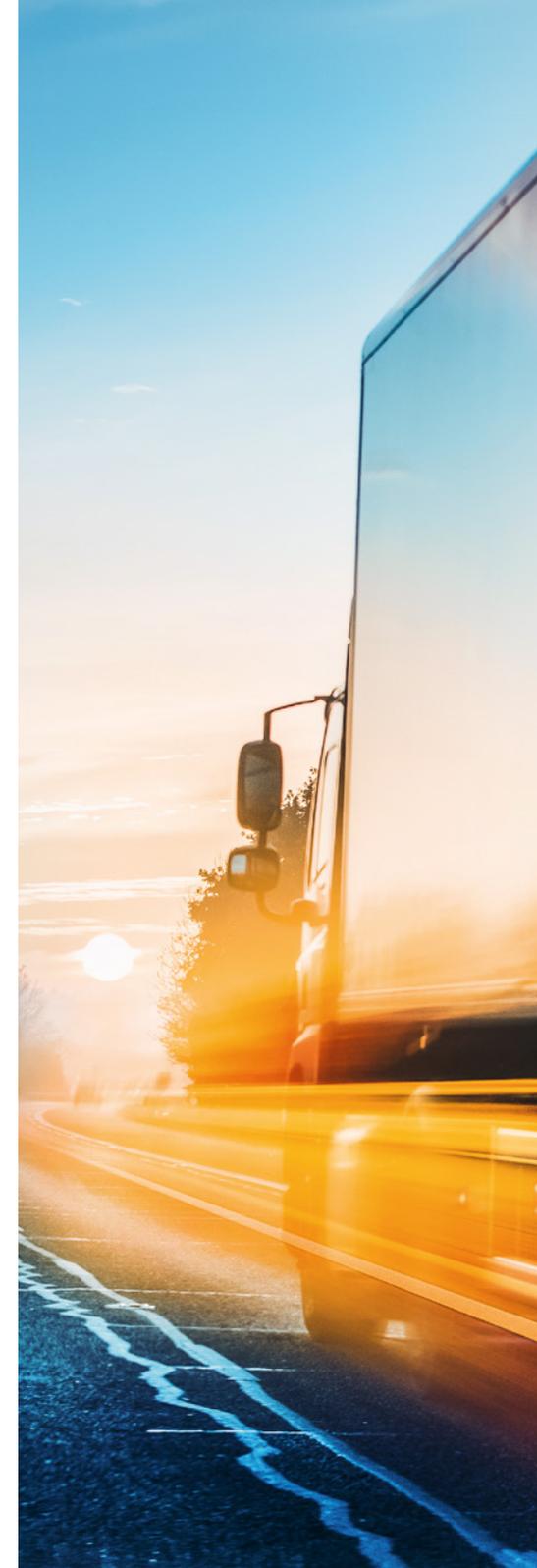
customers' fleets by approximately 30 percent by 2030 as compared to 2019. We remain committed and aspire to be a force for positive change in transitioning to the new net-zero economy. Furthermore, we are in the process of submitting science-based emissions reduction targets to the Science Based Targets initiative (SBTi).

- Social:** "To be a great place to work" is our commitment to promoting diversity, equity and inclusion, talent management, and care for the communities in which we operate. Our people are the foundation of our success as a company. A highly committed workforce is essential to living up to our purpose and to delivering on the ambitious targets of our "NEXT" strategy. We aspire to create an engaging environment for all colleagues, to attract, develop, and retain the best talents for DKV Mobility; and to ensure that this is done with diversity, inclusion, and equity in mind. It is our aim to ensure our employee engagement score⁴ is at or above 85 percent by 2025. Furthermore, we want to promote equal opportunities and a culture in which everyone can learn, grow, succeed, and develop further, regardless of gender, sexual orientation, age, religion, disabilities, ethnic origin, or social background.

²The reduction target does not address all Scope 3 GHG emissions according to the GHG Protocol. Please refer to p. 18 and to the accounting principles on p. 53 for more information on how the Corporate Carbon Footprint (CCF) is defined related to our climate protection target.

³Gold Standard, initiated in 2003 by a group of NGOs including the WWF, is a certification standard for carbon offset projects. The Gold Standard ensures that energy efficiency and renewable energy projects reduce greenhouse gas emissions and provide benefits to local populations.

⁴The engagement score is the average percentage of positive responses to employee engagement questions in the scope of Great Place to Work® surveys and Group Pulse Checks conducted at DKV Mobility.



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

identify risks potentially affecting our business. Furthermore, ESG criteria play a key role in our purchasing guidelines for our suppliers. By 2025, we aim to ensure that all main suppliers for indirect materials and services⁵ comply with our CoC and that all our active employees complete the annual compliance training.

The strategy encompasses all material sustainability impacts, risks, and opportunities for DKV Mobility (see below), centered around the three core commitments as well as supporting KPIs and targets.

They represent the areas where DKV Mobility can create the most significant impact due to our company’s position and which we think are critical to the success of our business strategy. Almost all the material topics or relevant subcategories covered by the ESG strategy have defined ambitions, targets, and metrics, which we use to track progress internally and report on externally (see the relevant sections of this report). With our ESG strategy, we undertake to contribute to the Sustainable Development Goals (SDGs)⁶, a universal call to action launched by the United Nations to

end poverty, protect the planet, and ensure that all people enjoy peace and prosperity by 2030. At DKV Mobility, we have identified seven SDGs that resonate deeply with our purpose and ESG strategy. These are key areas where we believe we can make the most positive contribution and on which we will report our progress.

DKV Mobility’s ESG strategy

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

	Environment	Social	Governance												
Commitments	<p>To lead in green</p> <p>We aim to be at the forefront of helping our customers to switch to alternative energy sources</p>	<p>To be a great place to work</p> <p>We promote diversity, inclusion, and talent management, and care for the communities in which we operate</p>	<p>To act responsibly</p> <p>We promote an environment of trust, transparency, and accountability in the interests of all stakeholders</p>												
Core targets	<table border="0"> <tr> <td style="vertical-align: top;">By 2023:</td> <td style="vertical-align: top;">By 2030:</td> </tr> <tr> <td>Reduce our corporate carbon footprint by ~50% compared to 2019</td> <td>Reduce our customers’ fleet carbon intensity by ~30% compared to 2019</td> </tr> </table>	By 2023:	By 2030:	Reduce our corporate carbon footprint by ~50% compared to 2019	Reduce our customers’ fleet carbon intensity by ~30% compared to 2019	<table border="0"> <tr> <td style="vertical-align: top;">By 2025:</td> <td style="vertical-align: top;">By 2027:</td> </tr> <tr> <td>Ensure the employee engagement score remains at or above 85%</td> <td>Ensure females account for a share of 50% of all employees and 40% of all managers</td> </tr> </table>	By 2025:	By 2027:	Ensure the employee engagement score remains at or above 85%	Ensure females account for a share of 50% of all employees and 40% of all managers	<table border="0"> <tr> <td style="vertical-align: top;">By 2025:</td> <td style="vertical-align: top;">By 2025:</td> </tr> <tr> <td>Ensure all main indirect suppliers⁵ comply with our Code of Conduct</td> <td>Ensure 100% of our active employees complete the annual compliance training</td> </tr> </table>	By 2025:	By 2025:	Ensure all main indirect suppliers ⁵ comply with our Code of Conduct	Ensure 100% of our active employees complete the annual compliance training
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By 2025:	By 2025:														
Ensure all main indirect suppliers ⁵ comply with our Code of Conduct	Ensure 100% of our active employees complete the annual compliance training														
Material ESG topics	<ul style="list-style-type: none"> ■ Climate-friendly operations ■ Sustainable materials ■ Alternative fuels & e-mobility ■ Product & service innovation 	<ul style="list-style-type: none"> ■ Employee well-being ■ Diversity & inclusion 	<ul style="list-style-type: none"> ■ Business ethics ■ Information security & data privacy 												
Sustainable Development Goals (SDGs) impact areas	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> 11 SUSTAINABLE CITIES AND COMMUNITIES</div> <div style="text-align: center;"> 12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div style="text-align: center;"> 13 CLIMATE ACTION</div> </div>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> 4 QUALITY EDUCATION</div> <div style="text-align: center;"> 5 GENDER EQUALITY</div> <div style="text-align: center;"> 10 REDUCED INEQUALITIES</div> </div>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> 12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div> <div style="text-align: center;"> 17 PARTNERSHIPS FOR THE GOALS</div> </div>												

⁵Suppliers for indirect materials and services cover, for instance, the fields of professional services (consulting, interim management, recruiting), IT (hardware, software, services), marketing (advertising materials, events, services), office supplies (consumables, furniture), travel (business trips and mobility services), and facility management (maintenance and cleaning services, energy contracts). Main indirect suppliers are suppliers for indirect materials and services with annual expenses of >€25,000. ⁶This is additional information. This information according to SDG and the corresponding textual explanations are not part of the ISAE 3000 rev. performed audit with limited assurance.

Accelerating our ten ESG impact targets

In addition to the commitments and core targets highlighted on the previous page, the full ESG framework comprises ten ESG impact targets in total (see the table on the right). In 2023, we made significant progress towards delivering on our ESG impact targets.

It was our clear ambition to reach our -50 percent decarbonization target (#1) in the scope of our own business operations under post-COVID-19 conditions by the end of 2023 compared to the base year of 2019. We are proud to announce that we have reached the target and reduced our Corporate Carbon Footprint by 50.4 percent compared to 2019. We are now in the process of submitting science-based emissions reduction targets to the Science Based Targets initiative (SBTi). In all other environmental business KPIs (#3, #4, #5) we again experienced double-digit year-on-year growth: Funding of climate protection projects by the DKV Card Climate grew by around 21 percent and we far more than tripled the number of EV charge cards (+210 percent). With this, we reached our target of 500,000 EV charge cards managed for our customers by 2025 two years ahead of schedule and we set ourselves a more ambitious goal: By 2025, we aim to manage 950,000 EV charge cards for our customers. Furthermore, we experienced further growth of our customers' lower-carbon fuel consumption of LNG, CNG, and hydrogen (+20 percent). However, 2023 proved to be a challenging year owing to an increase in natural-gas prices and a slowdown in investments in new fuel service stations. We keep our commitment to advancing the adoption of alternative fuels, although we adjusted our 2025 target #5 value to 70,000 tons (previously 150,000 tons). Another target adjustment was made regarding our service card DKV Card Climate (#3). It is still our ambition to give our customers access to high-quality and cost-competitive climate protection projects and to substantially expand the amount of CO₂ emissions addressed via the DKV Card Climate to 350,000 tons by 2025 (previously 500,000 tons). The target adjustment was made, among other things, because of the changes in the market mechanism for CO₂ compensation (see page 26 for further reference). As to our customers' fleet carbon-intensity target for 2030 (#2), we are still working on the right calculation methodologies, but – when looking at the growth of EV charge cards and our customers' LNG, CNG, and hydrogen fuel volumes – we are confident of making good progress. We see very positive trends in all social KPIs: In 2023, we once again increased the share of female managers, to 38 percent (35 percent in 2022) (#6), again exceeded our engagement score target for 2025 (#7), and had a quite successful continuation with our nonprofit NGO Card (#8). We also made progress in the governance domain of ESG issues: In 2023, the share of main suppliers for indirect materials and services that comply with our CoC (#9) more than doubled to 43 percent (17 percent in 2022). In 2023, 64 percent of our active employees completed the annual compliance training (70 percent in 2022) (#10). Compared to 2022, the decrease in the training attendance quota in 2023 can be explained by the fact that individual, newly acquired subsidiaries could not yet be included in the training schedule, for example due to the lack of connection to the Group-wide employee training system "we@dkv" (Cornerstone on Demand).

As external expectations on ESG issues continuously evolve, and as our efforts progress, our priorities, target setting, and reporting will also continue to evolve and mature. We plan to further develop and adapt our ESG strategy and impact targets, also so that we comply with the provisions of the upcoming Corporate Sustainability Reporting Directive (CSRD). It is our ambition that our efforts provide the most accurate information for our strategic decision-making and initiatives.

Ten ESG impact targets		Target	2023	2022	Trend
Environment			[~]	[~]	
	1	By 2023: Reduce our Corporate Carbon Footprint ⁷ by ~50% compared to 2019	50% Achieved	47%	
	2	By 2030: Reduce our customers' fleet carbon intensity by ~30% compared to 2019	-	-	
	3	By 2025: Fund climate protection projects via the DKV Card Climate equivalent to 350,000 tons of CO ₂ p.a.	223,000	180,000	
	4	By 2025: Manage 950,000 EV charge cards for our customers	592,000	191,000	
	5	By 2025: Increase our customers' LNG, CNG & hydrogen consumption to 70,000 tons	63,000	52,000	
Social					
	6	By 2027: Ensure females account for a share of 50% of all employees and 40% of all managers	49%/38%	51%/53%	 
	7	By 2025: Ensure the employee engagement score remains at or above 85%	86%	86%	
	8	By 2025: Provide 3,000 NGO Cards to NGOs	1,750	890	
Governance					
	9	By 2025: Ensure all main indirect suppliers comply with our Code of Conduct	43%	17%	
	10	By 2025: Ensure 100% of our active employees complete the annual compliance training	64% ⁸	70%	

⁷The reduction target does not address all Scope 3 GHG emissions according to the GHG Protocol. Please refer to p. 18 and to the accounting principles on p. 53 for more information on how the Corporate Carbon Footprint (CCF) is defined related to our climate protection target.

⁸Compared to 2022, the decrease in the training participation quota in 2023 can be explained by the fact that individual, newly acquired subsidiaries could not yet be included in the training schedule, for example due to the lack of connection to the Group-wide employee training system "we@dkv" (Cornerstone on Demand).

How the ESG strategy is governed

DKV Mobility Group aims to fully integrate sustainability across the Group as we work to embed and deliver ESG objectives in relation to our core business activities and across our organization.

As illustrated in the governance model on this page, governance of ESG originates in the **Administrative Board (AB)**, which determines guidelines of the overall ESG direction and supervises the progress. At the close of 2023, the eight members of the AB of DKV MOBILITY GROUP SE included two women. The share of women on the AB was 25 percent.

The **Audit Committee** – which was established in November 2022 – monitors the adequacy and effectiveness of the control and risk management systems, which also cover sustainability-related objectives, and the processes and systems for collecting and processing sustainability-related data.

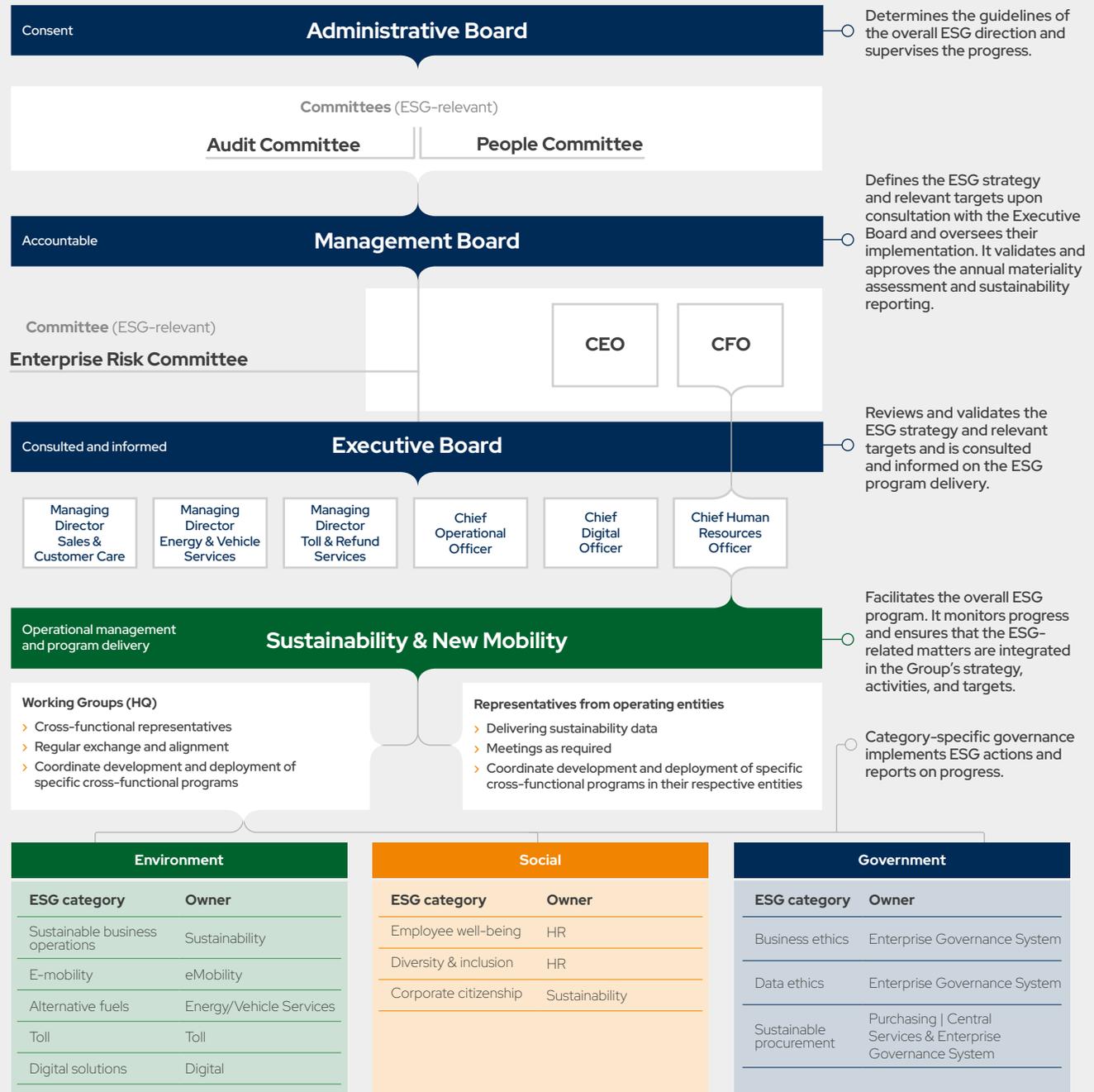
The **People Committee** – which was established in May 2023 – is responsible for preparing key personnel decisions for the AB and also discusses the topic of diversity in the management and employee structure as well as the diversity targets in the Group at least once a year.

Matters relating to sustainability resides with the **Management Board (MB)**. The MB defines the ESG strategy and relevant targets upon consultation with the **Executive Board (EB)** and oversees their implementation. Our **Enterprise Risk Committee** – which was established in April 2022 – is part of the Group's Enterprise Risk Management System (ERMS) and is the overarching body for the management and monitoring of risks endangering the existence of DKV Mobility Group, taking into account the overall risk situation.

The **Sustainability & New Mobility department** facilitates the overall ESG program, engages with stakeholders, runs the materiality assessment, crafts and shapes the ESG strategy, and ensures direction, coordination, and ESG subject-matter expertise. This unit regularly informs and advises the MB and the EB about the progress made and possible need for action. In addition, it ensures that the ESG-related initiatives of our various business units, cross-functional units, and subsidiaries comply with our Group-wide ESG strategy. Ownership and responsibility to drive action in the three dimensions of ESG lie within cross-organizational entities and our business units to ensure alignment with business priorities and a long-term focus on ESG. The measures adopted by the ESG dimension owners are implemented by our line managers as well as interdisciplinary project teams.

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

Governance of ESG at DKV Mobility Group in 2023



Stakeholder engagement and materiality

Dialogue with stakeholders

We firmly believe that sustainable development can only be achieved through the cooperation of a wide range of stakeholders. Therefore, active stakeholder management makes an important contribution to the success of our company and is a key building block of our sustainability strategy. DKV Mobility defines its stakeholders as those individuals and organizations that affect or are affected by the company's business. We are in constant dialogue with various stakeholders, gathering their feedback, and feeding this into our operations (a list of our selected focus stakeholders can be found on page 12). We focus on building and sustaining relationships of trust, on acting transparently, and, whenever possible, uniting divergent interests of various stakeholder groups. The interaction takes place in the markets where we are active and at our subsidiaries across Europe. Our stakeholder engagement approach aims to align corporate activities with our identified material ESG issues. For instance, we conduct yearly customer surveys, consistently take our employees into consideration through annual engagement surveys and ESG-specific training sessions during the year, and participate in working groups, also through our pro bono consulting work and industry associations. Working together on the complex challenges we are facing can lead to better innovation and business outcomes that also benefit society.

An overview of our stakeholder groups, the dialogue formats (such as training courses, fairs), and stakeholder management tools (such as ESG ratings, certification audits) that were used in the reporting year can be found on the following page.

Engaging with policymakers

When it comes to politics, DKV Mobility Group is entirely neutral and has no affiliation or involvement whatsoever with any political party in Germany or any of its markets. This is confirmed in the company's corporate policies and guidelines. DKV Mobility also refrains from making political donations, as outlined in its Code of Conduct (CoC) and its compliance policies and guidelines.

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

Our Public Affairs function and program has the purpose of engaging with policymakers; it provides information and facilitates dialogue, whether with respect to individuals or industry associations. It is thus intended to enhance debates and generate meaningful contributions to them while raising the profile and reputation of our company. As to relevant industry-related topics, such as the European Green Deal, we offer our expertise in the fields of sustainability and new mobility by, for instance, drafting position papers together with our industry partners on a range of topics, thus contributing to an informed decision-making process in the amendment of existing – or the introduction of new – legislation by EU institutions. See the "Fleet Cards Europe" paragraph in the middle and refer to the memberships overview on page 62 for more details.

Fleet Cards Europe

Established in 2021, with DKV Mobility as a founding member, "Fleet Cards Europe" (FCE) represents the independent fuel card sector in Europe, which facilitates the purchase and supply of fuel and other related on-the-road goods and services for millions of commercial drivers across Europe. FCE members represent a major share of the B2B fuel card market in Europe and the membership base includes key independent players in this market, which are headquartered and operate all over the continent. Many European logistics, transportation, and other fleet businesses rely on the services (issuing, billing, fuel discounts, etc.) provided by FCE members, helping them to move goods and people efficiently and seamlessly across Europe on a daily basis.

There is a dedicated FCE working group for sustainability that monitors the European regulatory landscape in the field of sustainability and decarbonization and works together with policymakers.

Involving stakeholders to deal with material ESG topics

Already in 2021, when we compiled our materiality assessment survey, DKV Mobility engaged its clients, employees, associations, campaign groups, and corporate networks by letting them participate in a poll to find out about their needs and expectations, essential trends, and developments in society and in the business fields in which DKV Mobility is active. In 2023, we re-evaluated the existing materiality assessment with internal stakeholders. We aim to take the interests of other major stakeholder groups (such as shareholders, employees, customers, and policymakers) into account in our day-to-day activities as best as possible. This input is the basis for our understanding of material topics, and it underpins the development of initiatives in our roadmap to deliver on our ambitious ESG commitments. On the next page, we provide some specific examples of how we interacted with the different major stakeholder groups during the reporting year, using different formats.

DKV Mobility stakeholders and engagement opportunities

Internal stakeholders

Employees

We learned from the Great Place to Work® (GPTW) employee survey we conducted in 2022 that our employees often wish to pursue meaningful work and want to get fair treatment and wages, a sense of belonging, a family-friendly environment, as well as good development opportunities.

- › We take these stakeholder perspectives into account with the help of the following formats: personal contact, employee surveys, media (video messages, newsletters, intranet), town halls, personal development talks, training initiatives, frequent meetings with the works councils

Shareholders

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

- › We take these stakeholder perspectives into account with the help of the following formats: regular Board meetings, personal contact

External stakeholders

Customers

Our customer surveys and daily direct communication shows that our customers call for sustainable solutions to ensure responsible and efficient business practices.

- › We take these stakeholder perspectives into account with the help of the following formats: daily personal contact, conferences, customer surveys, media

Suppliers

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

- › We take these stakeholder perspectives into account with the help of the following formats: personal contact, Code of Conduct, ESG training for buyers and key suppliers

Business partners

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

- › We take these stakeholder perspectives into account with the help of the following formats: ESG ratings, certification audits, presentations, Code of Conduct, personal contact

Competitors

Competition helps us to continuously challenge the status quo.

- › We take these stakeholder perspectives into account with the help of the following formats: associations, conferences, media

Applicants, schools, and universities

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

- › We take these stakeholder perspectives into account with the help of the following formats: career fairs, online media, partnerships

Policy makers

Policy makers are those officials responsible for devising or amending policies, on behalf of governments (local, national, supranational) and/or regulators, passing and enabling legislation.

- › We take these stakeholder perspectives into account with the help of the following formats: communication with policy makers

Associations, campaign groups, and corporate networks

Associations, campaign groups, and corporate networks help us attain a strong positioning and come up with solutions for a more sustainable future. A detailed overview of DKV Mobility Group's memberships can be found on page 62.

- › We take these stakeholder perspectives into account with the help of the following formats (for all three stakeholders): working group meetings, regular communication, conferences, position papers

NGOs and NPOs

Nongovernmental organizations (NGOs) and nonprofit organizations (NPOs) strive to champion certain causes in the interests of society and seek reliable and long-term supportive partnerships.

- › We take these stakeholder perspectives into account with the help of the following formats: personal contact, neighborhood magazine[s], philanthropic programs, donations, volunteering support activities

Local communities

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

- › We take these stakeholder perspectives into account with the help of the following formats: local events, working groups, conferences, volunteering social support activities

Media

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

- › We take these stakeholder perspectives into account with the help of the following formats: press releases, interviews, media cooperations, social media channels, trade fairs and events, replying to media inquiries

Materiality **assessment**

Our sustainability strategy builds on a comprehensive materiality assessment. In 2021, DKV Mobility Group for the first time conducted a comprehensive materiality assessment, engaging the three key stakeholder groups of employees⁹, customers¹⁰, and further selected external stakeholders¹¹ in a professional online survey. In 2021, we compiled the required annual review according to the GRI Universal Standards 2016 approach and built on the existing materiality assessment.

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

Materiality developments in 2023

In 2023, we conducted the update of the materiality assessment. Our assessment was guided in dialogue with key internal subject-matter experts including our Enterprise Risk Management and the responsible topic owners for both our headquarters and the acquired subsidiaries, to understand changing stakeholder expectations.

Further input was derived from certification standards, such as the DIN EN ISO 14001 Environmental Management System and ESG frameworks such as the principles of the UN Global Compact, from considerations on how we can contribute to the Sustainable Development Goals (SDGs) as well as from the latest EU regulatory developments (for example, the Corporate Sustainability Reporting Directive (CSRD), EU Taxonomy regulation, EU Green Deal and the Fit-for-55 package, as well as the German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains). Our assessment also drew on ESG ratings, in particular EcoVadis and Sustainalytics, which are recognized by our customers and the capital market and coincide with our priorities.

Reconsidering the priorities in our ESG strategy and with regard to our ten ESG impact targets, the result confirmed that our materials topics are still valid. As a result, the topics identified as being material to our ESG management and reporting remain the same for the reporting year 2023 compared to the previous year’s assessment.

More information on the eight material topics that fall within the scope of the GRI Universal Standards’ definition can be found in the corresponding sections of this report. We refer to the material GRI topics at the bottom of the respective pages. In addition, we provide additional disclosures on further non-material topics such as “Health, safety, and well-being” (page 35), “Corporate citizenship” (page 39), and “Sustainable procurement” (page 47).

Materiality according to section 289c HGB¹²

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

On the basis of the re-evaluation findings of the more impact-driven assessment according to the GRI Universal Standards 2021 framework, this update resulted in no changes regarding the following six topics identified by DKV Mobility that fall within the scope of the materiality definition according to section 289c HGB. The topics of “Alternative fuels and e-mobility,” “Employee well-being,” “Business ethics,” “Diversity and inclusion,” “Information security and data privacy,” as well as “Product and service innovation” remain within the materiality threshold for the reporting year 2023. Topics that fall within the scope of the materiality definition according to CSR-RUG are marked in the respective chapters in this report with an arrow in the box icon.

⁹ Employees and managers across DKV Mobility Group (including DKV Mobility LIVE GmbH, REMOBIS Refund Service C.V., and V.O.F. Alfa Transport Service VOF).

¹⁰ DKV Mobility customers from seven European countries.

¹¹ Sustainability experts and representatives of associations, campaign groups, and corporate networks.

¹² Not subject to the limited assurance engagement is the non-financial reporting according to section 289c (3) of the German Commercial Code (*Handelsgesetzbuch*) and the Corporate Sustainability Reporting Directive Implementation Act (*CSR-Richtlinie-Umsetzungsgesetz* (CSR-RUG)) in the report.



Material topics according to GRI Universal Standards 2021

The principle of materiality implies that all circumstances that are material to a company’s business must be disclosed in the annual Sustainability Report. DKV Mobility thus assesses the actual and potential impact of such circumstances on the economy, environment, and people, including impacts on human rights in our activities and business relationships. We adhered to the GRI Standards 2021 approach. Topics that fall within the scope of the materiality definition according to CSR-RUG are additionally marked . Read more about each material topic in the relevant sections of this report.

Environment

Social

Governance

ALTERNATIVE FUELS & E-MOBILITY

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

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

PRODUCT & SERVICE INNOVATION

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

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

CLIMATE-FRIENDLY OPERATIONS

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

[> Sustainable business operations](#)

SUSTAINABLE MATERIALS

Minimizing the negative environmental impact of the products we source¹³, consume, and provide

[> Sustainable business operations](#)

EMPLOYEE WELL-BEING

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

[> Employee well-being](#) 

DIVERSITY & INCLUSION

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

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

BUSINESS ETHICS

Acting in an environment of trust, transparency, and accountability

[> Business ethics](#) 

INFORMATION SECURITY & DATA PRIVACY

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

[> Data ethics](#) 

¹³ The topic “Responsible sourcing” focuses on sustainability aspects along our supply chains in cooperation with our suppliers and service providers (“suppliers”). When selecting suppliers, environmental and social criteria, such as the economical use of natural resources and the respect for human rights, are considered. For further information please go to the “Sustainable procurement” section in the Governance chapter.

ESG highlights 2023

Environment

 -50.4% CO ₂ emissions compared to base year 2019
 ~54%¹⁴ of energy used at our facilities came from renewable sources
 ~243,000 public and semi-public EV charge points added to our network with a total of ~633,000 EV charge points in our network in Europe
 >20% year-over-year (YOY) growth of our customers LNG, CNG, and hydrogen consumption

Social

 ~49%/38% women overall/in management positions
 Top Employer certification in Germany for the 5th time and in Romania for the 1st time
 >1,700 NGO cards with no card or service fee provided to NGOs in 6 countries
 >400 employees participated at our 2nd Community Day in Germany, the Netherlands, the Czech Republic, and France

Governance

 Sustainability-linked loan (SLL) applied to one of our facility agreements
 DIN EN ISO 14001 & ISO/IEC 27001 surveillance audits completed at our HQ & at our HQ, at LIS HQ, and at GreenFlux
 Risk analysis and management tool implemented to manage supply chain due diligence processes
 Whistleblowing system enhanced to comply with the requirements of the German Supply Chain Act (LkSG)

ESG ratings



ESG risk rating: 7.5 negligible risk (updated Dec 11, 2023)

	Universe	Rank	Top %
ESG risk rating ranking:	Globe Universe	78/15,798	Top 1%
	Software & Services	2/1,106	Top 1%

Covering more than 14,000 companies, Sustainalytics, a Morningstar Company, is a leading independent ESG and corporate governance research, ratings, and analytics firm that supports investors around the world with the development and implementation of responsible investment strategies.



Overall score: 82/100 (updated Dec 05, 2023)



	Universe	Top %
Ranking:	All companies	Top 1% of over 100,000 companies
	Other business support service activities	Top 1%

Established in 2007, EcoVadis is one of the world's largest providers of business sustainability ratings, with a global network of more than 130,000 rated companies from 180+ countries and 220+ industries.

¹⁴17 percent of the total electricity consumption is obtained through Guarantees of Origin (GOs) for electricity from renewable energies.

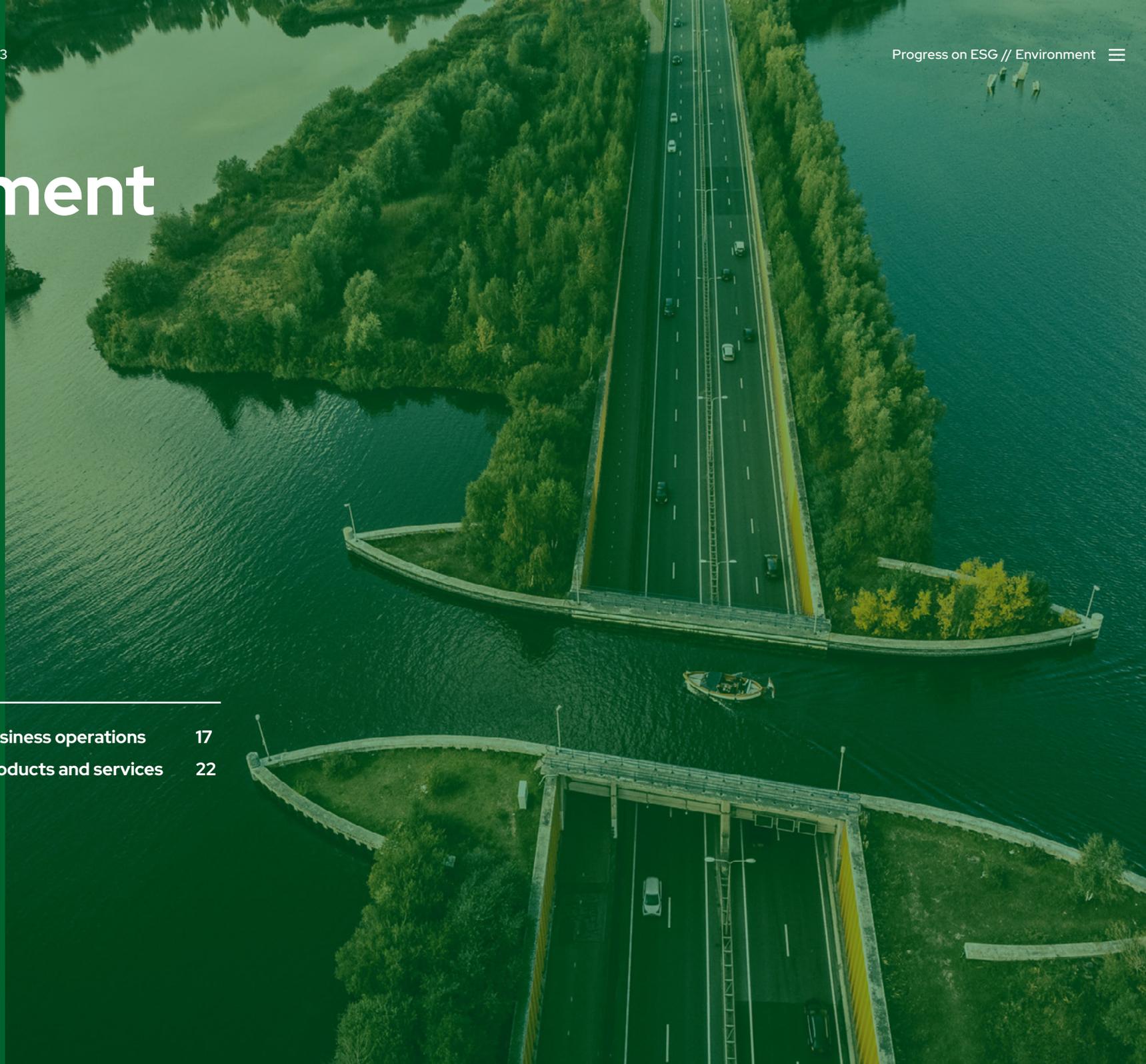
Environment

To lead in green

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

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Sustainable products and services 22



Sustainable business operations

Taking climate action

Climate change has the potential to impact more than just the environment. The global economy and balance-sheet totals of businesses are also at risk. Decades of scientific evidence from the Intergovernmental Panel on Climate Change (IPCC)¹⁵ has detailed that a significant transition is necessary to contain severe climate-related risks to infrastructure, water supply, human security, food production, and economic growth. Without greater action in line with the goals of the Paris Agreement, average global temperature rises of around 4 degrees Celsius are in store – and if net-zero climate targets are not met by 2050, the world risks losing USD 23 trillion in global economic output.¹⁶

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

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

As a service provider, DKV Mobility's direct environmental impact is limited as we operate in an office environment. Our indirect environmental impact is more severe and mainly arises through emissions that result from assets not owned or controlled by DKV Mobility, such as from our fuel bunkering business relationships in the UK and in Spain, employee commuting, business travel, and the products we source from our suppliers. As our materiality assessment shows, climate-friendly operations and sustainable materials are among our highest-rated material topics. In the following, both topics are addressed with the same management approach.

Managing our direct environmental footprint is a business imperative for us. We believe that it contributes to saving costs, engages our employees, and leads to better decision-making and business results. Therefore, over the past few years, we aimed to systematically minimize our Corporate Carbon Footprint (CCF) by focusing on the avoidance or reduction of operational emissions.

Sustainability starts at our own doorstep, and acting more sustainably in our view includes reducing energy and water consumption, lowering the generation of waste, rethinking business travel, switching to sustainable materials for consumable supplies, and ultimately decreasing greenhouse gas (GHG) emissions.

In this section, we highlight the progress made to achieve our ambitious Green Pledge target, which we launched in 2021 and emphasizes our commitment to reducing the GHG emissions of our CCF step-by-step by 50 percent by the end of 2023 compared to the base year of 2019. For the remaining GHG emissions, we aim to take responsibility in 2024 by supporting Gold Standard climate protection projects.

Highlights in 2023

- -50.4% CO₂ emissions compared to base year 2019 and thus achieving our ambitious Green Pledge climate target within the scope of our own operations
- 54% of the energy consumed came from renewable sources (3% in 2019)
- 41% less fuel consumed by our company vehicles than in 2019 by continuously electrifying our corporate fleet
- More than 2,000 business flights avoided compared to 2019
- Successful DIN EN ISO 14001 surveillance audit at the headquarters in Germany

SUSTAINABLE BUSINESS OPERATIONS

Ambition

Our commitment for 2023 was to reduce our Corporate Carbon Footprint by 50 percent compared to 2019 and to take responsibility for the remaining CO₂ emissions by continuing to support Gold Standard climate protection projects. We addressed this challenge by shifting towards more renewable energy sources, by rethinking our business trip activities, and by consistently trying to find eco-friendly alternatives in our business operations. DKV Mobility Group's new science-based carbon reduction targets will set forth a clear commitment that we will continue to work to decarbonize the way we operate across the value chain.



Key target 2025

We are currently working on emission reduction targets in line with the Science Based Targets initiative's (SBTi) criteria.

¹⁵ IPCC, 2024: Special Report. Global Warming of 1.5 °C.

¹⁶ Sphera, 2022: How Could Climate Change Affect the Global Economy?

Our Corporate Carbon Footprint (CCF)¹⁷

We measure our CCF to identify the impact of our activities and the areas offering the greatest opportunity to reduce our emissions. In 2023, we built on our methodologies for GHG emissions calculations and recalculated the data for the base year (BY) of 2019 and the reporting year. The data for the years in between remained unchanged. The baseline adjustments were made to reflect acquisitions (as they significantly impact our GHG emissions), office extensions, and methodology changes, allowing us to report more precise figures. A detailed overview of changes performed regarding GHG emissions accounting in the reporting year can be found in the chapter “ESG accounting principles.”

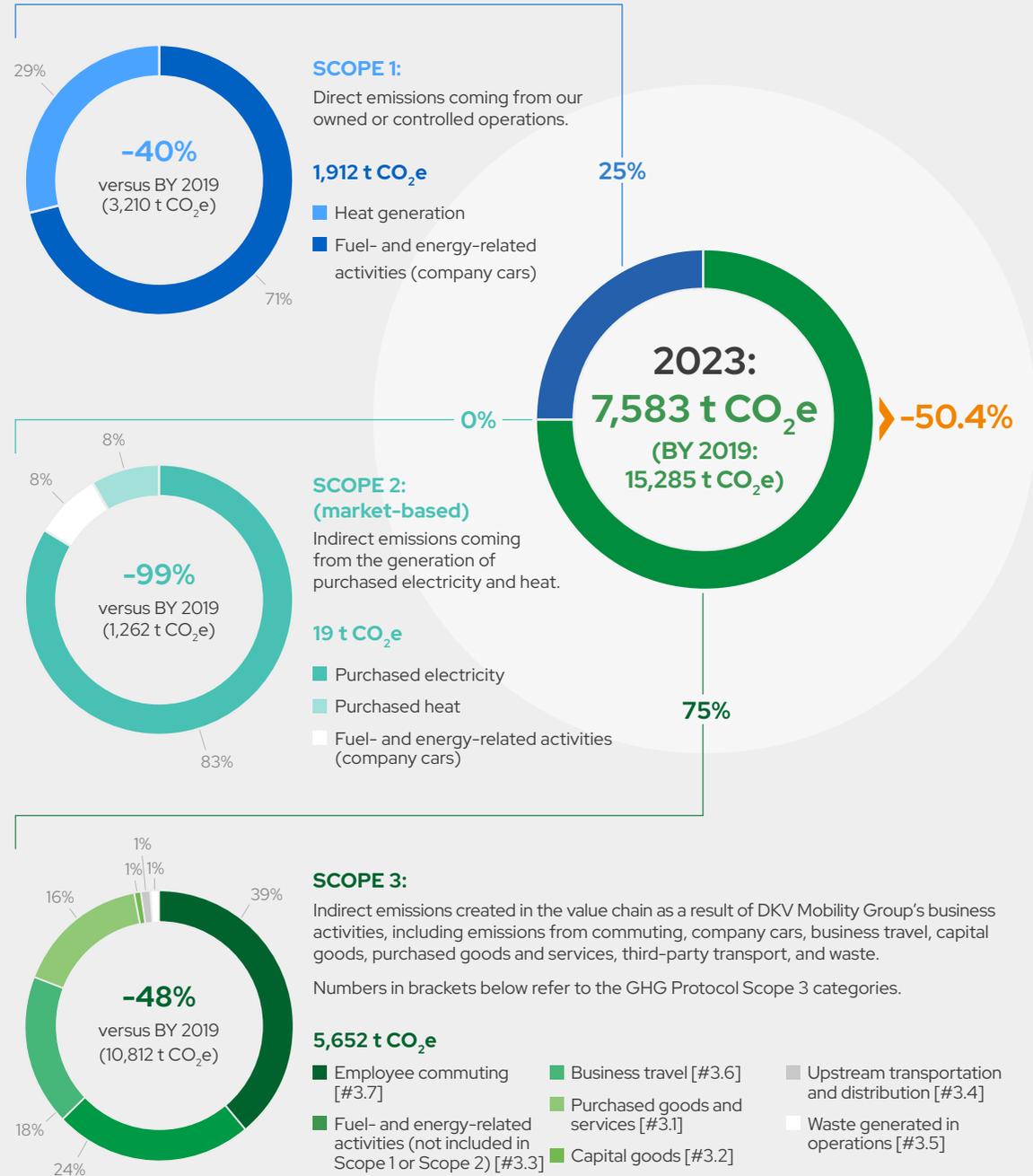
In 2021, DKV Mobility Group launched its “Green Pledge,” an ambitious climate target and roadmap to reduce its Corporate Carbon Footprint by about 50 percent compared to the base year of 2019. We were determined to reach our goal despite robust growth. In this sense, 2023 was a special year with regards to our climate commitment, as it marked the final year of our target achievement.

Our GHG emissions in 2023 amounted to a total of 7,583 tons of CO₂. In light of this result, we are very proud that we were able to reach our climate target and – compared with our base year of 2019 – we cut GHG emissions by 50.4 percent. It is important to mention that we did not include Scope 3 emissions from our fuel bunkering business¹⁸ in the UK and at RSP in Spain¹⁹, as it is immaterial in terms of our total financial Transaction Volume, does not represent our common business model, and is not part of our Climate Pledge target and decarbonization strategy.

Looking back at the period from 2019 to 2023, we achieved these reductions with the successful implementation of several decarbonization measures across DKV Mobility Group:

- **Scope 1 emissions** accounted for 25 percent of our total CCF in 2023; they decreased by 40 percent compared to 2019 due to the switch to zero-emission cars and a significant reduction in fuel consumed by our vehicle fleet.
- **Scope 2 emissions** (market-based)²⁰ were significantly reduced by 99 percent compared to 2019 by shifting a large part of our office locations away from sourcing electricity produced from fossil fuels to more renewable electricity.
- **Scope 3 emissions**, with 75 percent, accounted for the largest share of total CO₂ emissions in the reporting year and are mainly driven by employee commuting, our vehicle fleet, and business travel. In this category, we were able to achieve a CO₂ reduction of 48 percent (2023 versus 2019). However, 2023 proved to be another challenging year with regards to our climate target, as business travel continued, making a steady return to pre-COVID levels; and since there are no more social restrictions, employees are back in the office regularly. Despite this, we were able to keep GHG emissions from commuting and business trips at an acceptable level.

¹⁷Our Corporate Carbon Footprint (CCF) does not include all Scope 3 GHG emissions according to the GHG Protocol. Please refer to the accounting principles on p. 54 for more information on how the CCF is defined related to our climate protection target. ¹⁸CO₂ emissions from our fuel bunkering business in the UK and at RSP in Spain: 203,476 t CO₂e (2023), 154,358 t CO₂e (2019), including all upstream emissions from the production of fuels purchased as well as emissions from the use of fuels sold to our customers. ¹⁹Acquired Andamur fuel card business contains fuel bunkering business in Spain; legal entity Road Solution PRO, S.L. (RSP) operates the fuel card business of the Spanish petrol station company GP Limite Andamur. ²⁰Scope 2 emissions following a market-based method. Location-based Scope 2 emissions: 1,098 t CO₂e (2023), 1,179 t CO₂e (2019).



Achieving our target to decarbonize business operations

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

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

Driving the conversion to renewable energy

In 2023, energy (heat generation, purchased electricity and heat) at our office locations accounted for around 12 percent of our total CO₂ emissions and we are consistently trying to find new ways to lower our energy consumption and to transition towards renewable energy sources. In the reporting year, we managed to reduce our electricity and heat consumption across DKV Mobility Group by around 6 percent compared to our base year of 2019, leveraging energy efficiency improvements. The share of energy consumed from renewable sources increased from around 3 percent in 2019 to about 54 percent in 2023. By switching energy contracts from conventional to renewable sources, by sourcing Guarantees of Origin (GoOs) for electricity from renewable energies, and through new home office regulations across the Group, we overall managed to decrease the energy-related CO₂ emissions by 62 percent (2023 versus 2019). Additionally, with the "Smartflower," a new solar photovoltaics system was installed in the backyard at the headquarters in Germany in April 2023, providing the location with sustainable and cost-efficient energy on a small scale. With the energy generated, we supply our own charging stations for electric and hybrid vehicles as well as connections for e-bikes. The

Smartflower generates an average of around 4,000 kWh of electricity per year, which is the equivalent of the annual power consumption of a four-person household in central Europe.

Rethinking business travel and employee commuting

With more than 3,100 tons of CO₂ emissions, business travel and employee commuting jointly accounted for about 41 percent of our carbon footprint in 2023. Having experienced significant reductions of business trips and commuting during the reporting years of 2020 and 2021, caused by the COVID-19 pandemic, we tried to find new ways to keep traveling activities at a lower level in 2022 and 2023 than in the pre-COVID year of 2019. To reduce air travel across DKV Mobility Group, for instance, we continued to conduct a Group-wide business flight challenge in 2023. The aim of this challenge was to collectively work towards a defined number of flights. In coordination with members of the Executive Board, various teams were allotted an air travel budget available to them until the end of the year. In addition, an inclusive hybrid work model was launched in 2021, that reduced the need for travel and commuting, and ultimately resulted in less CO₂ emissions. Comparing 2023 to 2019 levels, our employees avoided over 2,000 business flights (-40 percent versus 2019) and increased their kilometers travelled by train by around 14 percent.

To address CO₂ emissions that are generated in our employees' commute to work, we have, since March 2022, been offering our employees at the headquarters in Germany and at our subsidiaries in the Netherlands, Austria, at LIS in Germany, and at InNuce the possibility to opt for a "JobRad®" (company bike leasing). In addition, we entered into a cooperation with "RideBee," an app for

carpooling to facilitate more climate-friendly commuting. By using the app, our employees at the headquarters in Germany can easily and conveniently travel to or from work with their colleagues.

Sustainable IT

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

We aim to enhance energy efficiency by leveraging information and communication technologies (ICT) to conserve resources and digitize more processes. During the reporting period, we adopted Augmented Reality Tech Group-wide to reduce the need for on-site visits to resolve IT issues. Our primary IT expertise is located at the headquarters in Germany, with additional support from the Shared Service Center in Romania, while other offices receive IT services remotely. This innovation has minimized business travel and enabled autonomous issue resolution. Furthermore, we continued the rollout of more energy-efficient network hardware across the Group, having more than 800 laptops replaced. At the headquarters in Germany, the old equipment was either donated to "StadtSportVerband Ratingen e.V." or handed over to our nonprofit partner "AfB social & green IT" for remarketing.



Dealing with waste

In our daily operations, waste is mainly generated in the form of residual/household, paper, cardboard, cartons, and lightweight packaging/plastic waste. Our operations do not produce any hazardous waste. Our aim is to avoid generating waste and to reuse and recycle raw materials as much as possible through our efforts to support a circular economy. At our headquarters in Germany, employees are sensitized to separating the different types of waste and disposing of them correctly.

IT terminal devices such as laptops that we do not use anymore are returned to the lessor or our partner "Afb social & green IT" to be resold. "Afb" is Europe's biggest nonprofit IT company. As a refurbisher, it creates jobs for people with disabilities by refurbishing and remarketing used IT and mobile devices.

Across the whole of DKV Mobility Group, waste was reduced by around 37 percent in 2023 as compared to 2019.

Reducing water usage

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

In 2023, the total water consumption of the DKV Mobility Group could be kept at a constantly low level (increase of about 1 percent compared to 2019).

Sustainability training courses and certifications

In 2023, we conducted different sustainability training formats to increase awareness for the correlations between our employees' behavior and our climate commitments. We strongly believe that shifting towards an environmental mindset can positively influence our employees' behavior and ultimately our carbon footprint. Mandatory "Lead in Green" introductory training for new employees was provided to employees in Germany, among other measures.

DKV Mobility implements an Environmental Management System (EMS) at its headquarters in Germany. The EMS is subject to regular internal and external audits. It is based on the internationally recognized standard DIN EN ISO 14001:2015 and was certified for the first time in 2021. The certificate (regist. no. 01 104 2100533) is valid until November 10, 2024. A surveillance audit was successfully performed in August 2023. Based on the number of active employees, approximately 53 percent of DKV Mobility Group's operational sites²¹ were covered by external ISO 14001 certification in the reporting period.

At its headquarters in Germany, DKV Mobility is under a legal obligation to conduct an energy audit for this location as laid down in the German Energy

Services Act (*Energiedienstleistungsgesetz*). The energy audit is conducted according to DIN EN 16247-1. The last audit was conducted on November 28, 2023, and its results are valid until November 27, 2027.

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

²¹We define an operational site as a location where integral functions of the business are performed more or less independently from the headquarters' activities. We define integral functions as the operational site's own operational-business activities, such as product management, core operations, and central services. It is reasonable for these operational sites to get their own location-specific ISO certifications, such as the ISO/IEC 27001 (Information Security Management System), as they do not benefit from the shared central processes and services of the headquarters. On the other hand, integral functions of the sales units are steered and managed centrally by the headquarters' operations, and the headquarters certification management systems thus cover the activities of the sales units.



"Smartflower" - A new solar photovoltaics system that was installed in the backyard at the headquarters in Germany in 2023.



Making use of sustainable materials

We are in the midst of a global climate crisis and plastic production is a major and growing part of the crisis. Plastics can negatively affect people and the environment at each stage of their life cycle – extraction of fossil fuel, production, manufacturing, use, recycling, and disposal. The impacts are felt in a wide range of areas, including biodiversity, climate change, human health, and human rights. As we ship large quantities (approximately 2.1 million in 2023) of service cards to our customers every year, we acknowledge the environmental and social impact of our activities. That is why, in 2021, we started to work with our service cards supplier on alternative solutions to the traditional polyvinyl chloride or PVC cards.

In 2022, we shipped – as far as we know – the industry’s first eco-friendly service cards made of recycled PETG plastic (glycol-modified polyethylene terephthalate; PETG for short) to our customers. DKV Mobility’s new service cards are made of 90 percent recycled material and thus reduce carbon emissions per service card by 42 percent compared to commonly used PVC cards. With the introduction of recyclable PETG service cards, we are addressing the global environmental concerns regarding plastic pollution in our industry and are confident of providing our customers with a viable ecological option without compromising on quality. In the reporting year, close to two million DKV service cards of recycled PETG plastic were shipped to our customers, accounting for already 93 percent of all service cards provided to our customers that year. It is our aim to achieve 100 percent in 2025 and to increasingly opt for sustainable product solutions and recycled materials also for our other products (such as wallboxes).

Keeping our commitments

The decarbonization of DKV Mobility Group’s direct and indirect environmental impacts remains a key pillar in our “Lead in Green” ambition and is one of our focus topics in ESG management.

When looking back, from 2019 to 2023 we made good progress and achieved our Climate Pledge target. However, there is still a long way to go to. We aspire to be a force for positive change in transitioning to the new net-zero economy. To meet the new SBTi climate targets we are currently developing, we will need to get an even closer handle on our greenhouse gas (GHG) emissions, which means getting the data and insights needed to quantify our Corporate and Product Carbon Footprints. Furthermore, we aim at making improvements to emission inventory methodologies to ensure alignment with SBTi criteria in the future. We will continue to identify carbon hotspots and develop dedicated decarbonization plans in line with the SBTi criteria.

The overall responsibility for making our business operations more sustainable lies with the Sustainability department, in close cooperation with the IT and Central Services departments. Central Services caters for the individual departments by ensuring that the workplaces are adapted to the constantly changing requirements of our growing business. It oversees all matters relating to facility management as well as use of the workplace and its design (except for the IT systems) at our headquarters in Germany. Furthermore, the department manages our vehicle fleet for the DACH region and DKV Mobility Group’s business trips. Our offices abroad have appointees whose responsibilities include creating annual CO₂ emissions activity data reports for

their workplace-related business operations as well as running awareness campaigns on decarbonization measures and handling any other question surrounding sustainability that might arise. According to our Code of Conduct (CoC), our employees commit themselves to acting responsibly with a view to the environment. DKV Mobility Group’s environmental policy formalizes our commitment to decreasing greenhouse gas emissions from our business operations by, for example, reducing energy and water consumption, lowering waste generation, and sourcing consumable goods (such as service cards, paper, office materials, and IT hardware) according to sustainable criteria.

Sustainable products and services

Millions of cars, vans, trucks, and buses move people and goods around on Europe's extensive road transport infrastructure²² and transportation serves as the vital link connecting people, cultures, and economies across the continent and beyond. However, the sector also contributes significantly to environmental challenges, accounting for a quarter of the EU's carbon emissions – with three-quarters of them coming from road transport – and causing air and noise pollution, as well as habitat fragmentation.²³ From 2013, following six years of steady growth in greenhouse gas (GHG) emissions in the EU's transport sector, transport emissions dropped substantially in 2020 because of reduced activity during the COVID-19 pandemic. National projections compiled by the European Environment Agency (EEA) suggest that even amid all the measures currently planned in the EU member states, domestic transport emissions will only drop below their 1990 level by 2032.²⁴

Around 740 million tons of carbon dioxide were emitted in the EU in 2021 by road transport fuel combustion.²⁵ Passenger cars and motorcycles accounted for the largest share of emissions (64 percent). Heavy-duty trucks and buses accounted for 27 percent and light-duty trucks for a further 10 percent.²⁶ In response to these challenges, in 2020 the European Union already committed itself to reducing the transport industry's carbon emissions by 90 percent by 2050, as compared to the 1990 levels, as part of the European Green Deal.²³ Achieving this

ambitious goal requires a comprehensive shift towards electric vehicles, low-carbon solutions for heavy-duty vehicles, CO₂-based toll charges, and efficiency gains from digital technologies.

DKV Mobility operates an asset-light European platform for business customers for on-the-road payments and solutions. Services rendered to our customers are essentially in the fields of payment services (e.g., fueling, charging, and toll), vehicle services (e.g., parking, washing, and maintenance and repair), telematics services, e-mobility, and fleet management. Consequently, DKV Mobility is mainly indirectly involved with the above-mentioned negative impacts that result from GHG emissions caused by the road transport industry. The only exception, which is immaterial in terms of our total financial transaction volume, is the so-called fuel bunkering business (i.e., operation of a fuel depot) in the United Kingdom and at our entity Road Solution PRO, S.L. (RSP) in Spain, whereby we bear the risks and rewards of a fuel inventory.

Total greenhouse gas emissions from both passenger cars and heavy-goods vehicles have increased in Europe, despite better engine efficiency and the use of biofuels. Europe's transport sector needs to start applying low-carbon power trains to align with the EU's net-zero vision. Consequently, conventional fuel service stations are expected to transform into multi-energy stations and an increasing number of fleet managers, our customers, are moving, or intend-

ing to move, from the traditional internal combustion engine to a mixed or hybrid fleet of drive technologies. In this transition, we strive to act as an agent of change by providing access to more sustainable fuel networks (service stations) and services to make this transition more efficient and successful. It is our aim to help in reducing the carbon intensity of our customers' fleet by 30 percent by 2030 as compared to 2019. We want to achieve this by offering payment and service card solutions, invoicing, digital tools, and most importantly an acceptance network that accommodates multiple types of sustainable fueling and charging. As our materiality assessment unchangedly shows, alternative fuels and e-mobility as well as product and service innovation are the highest-rated material topics – both are key to our business and to our purpose "to drive the transition towards an efficient and sustainable future of mobility." On the following pages, we report on the progress we made in 2023 in these fields.

²² European Environment Agency (EEA), 2023: Road transport.

²³ European Commission, 2021: Mobility Strategy.

²⁴ European Environment Agency (EEA), 2023: Greenhouse gas emissions from transport in Europe.

²⁵ Statistisches Bundesamt (Destatis), 2023: Rising carbon dioxide emissions.

²⁶ Statistisches Bundesamt (Destatis), 2023: Carbon dioxide emissions by road transport, European Union 2021.

Empowering our customers' electrification experience

Europe's transition towards electric mobility and an EV charging infrastructure is speeding up

Electric vehicles (EVs) can offer a significant contribution to decarbonizing the transport sector owing to their higher efficiency and utilization of cleaner energy sources (dependent on the electricity mix of each respective country) compared to the internal combustion engines they replace on the roads. Additionally, EVs help reduce carbon emissions and mitigate the release of harmful smog-causing pollutants and vehicle soot.

The battery electric vehicle (BEV) market in the EU showed growth in 2023, according to figures released by the European Automobile Manufacturers' Association (ACEA). BEVs accounted for approximately 14.6 percent of all new car sales in 2023 (12.1 percent in 2022), equating to around 1.5 million units and reflecting a substantial 37 percent increase compared to 2022.²⁷ Petrol-fueled cars still account for the largest share of car registrations in the EU in 2023 and maintain the lead, despite experiencing a slight decrease to a share of 35.3 percent (36.4 percent in 2022). In 2023, the EU diesel car market continued its downward trajectory, accounting for a market share of 13.6 percent, and experiencing a further decline of 16.4 percent in 2022.²⁸

The European Parliament aimed high in October 2022 by voting for a regulation on the Alternative Fuels Infrastructure (AFIR) to ensure a smooth transition to renewable zero-carbon fuel. The

regulation, which is in proposal status (COM/2021/559), highlights the need to increase the power level of public EV charging, stimulate fast-charging deployment, and enable the swift deployment of electric charging infrastructure for heavy-duty vehicles. Despite trailing behind, Europe's EV charging sector is growing at a faster pace, albeit with a slowdown in recent years.²⁹ The latest data from the European Alternative Fuel Observatory (EAFO) show that by the end of 2023, the EU had over 630,000 public charging points, with 13 percent being DC fast chargers and 87 percent AC chargers.³⁰ However, in 2023, over half (52 percent) of Europe's total charging infrastructure was concentrated in just three countries: the Netherlands, Germany, and France. Despite notable achievements such as promoting a common EU plug standard and enhancing access to various charging networks, the EU still faces significant challenges in reaching its Green Deal target of one million public EV charge points by 2025, increasing this number to three million by 2030. EV sales have been growing a lot more ambitiously than the deployment of charging infrastructure. There is a clear gap between the rapid growth in the demand for EVs and the slow progress of the infrastructure development.³¹

Our approach: Acting as a catalyst for change

At DKV Mobility, it is our role and responsibility to keep up our customers' efficiency and cost effectiveness when shifting towards mixed fleets and energy solutions. In this transition, the supply

side becomes more fragmented, new players enter the market, and complexity increases as fleet managers navigate a new, sometimes unfamiliar, ecosystem of technology and suppliers to successfully transition their fleets. We believe that a service card solution and an invoicing system that accommodates multiple types of fueling and electric charging across both fuel stations and the various EV charge points are key to easing the operational management of these emerging mixed fleets. We electrify our customers' journey by making EV charging simpler and more efficient. Our mission is to provide access to one of Europe's largest roaming networks for EV charging at public or semi-public EV charge points and to provide our customers with the best possible electric charging experience, regardless of where they prefer to charge – at work, at home, or on the road.

Highlights in 2023

- ~243,000 public and semi-public EV charge points added to our network with a total of ~633,000 EV charge points in our network in Europe (>62% versus 2022)
- ~592,000 EV charge cards managed by end of 2023 (>210% versus 2022)
- DKV Mobility customers can now access 10,000 Tesla Superchargers
- Having an installed base of ~7,000 wallboxes for charging at home and at work
- Teaming up with "Digital Hub Mobility by UnternehmerTUM" and industry experts in an EV carbon accounting project

²⁷By the end of 2023, DKV Mobility significantly increased the number of EV charge cards to about 592,000, an increase of more than 210 percent compared to 2022. With this in mind, we set ourselves a more ambitious goal.

²⁸acea, 2023: New car registrations: +13.9% in 2023; battery electric 14.6% market share.

²⁹Statzon, 2024: Navigating Europe's EV Charging Expansion.

³⁰European Alternative Fuel Observatory (EAFO), 2024: European Union (EU27). Infrastructure.

³¹Statzon, 2024: Navigating Europe's EV Charging Expansion.

E-MOBILITY

Ambition

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



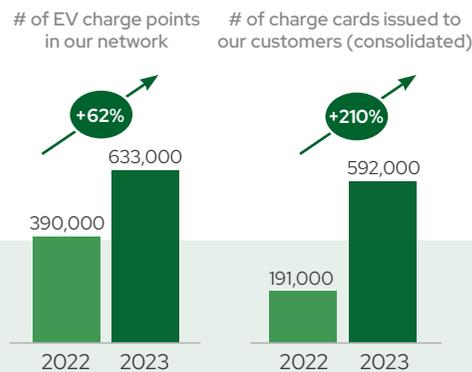
Key target 2025

By 2025, we aim to have 950,000²⁷ EV charge cards managed for our customers.

GRI material topics: Alternative fuels and e-mobility + Product and service innovation; Disclosures 3-3 |

Offering access to one of Europe’s largest EV charging networks

By the end of 2023, our customers were able to charge their electric vehicles at approximately 633,000 public and semi-public EV charge points across Europe via the DKV Card +Charge or the DKV Mobility App. Within the DKV Mobility App, we optimized user experience in 2023 by increasing the remote capability and worked on identifying truck points of interest (POIs) with the aim of displaying truck-capable charge points in the app in 2024. We offer access to one of the largest EV charging networks in all of Europe. In just one year, we added more than 243,000 EV charge points to our network, an increase of more than 62 percent compared to 2022. In addition to that, we keep trying to provide access to public EV charge points that guarantee a 100 percent renewable energy supply. However, our efforts in the reporting year showed that a contractual manifestation of a green electricity supply by the Charge Point Operators (CPOs) is still not negotiable. This is why we joined forces with “Digital Hub Mobility by UnternehmerTUM” and some leading industry experts in 2023 to dive deeper into the methodology and practices of EV carbon accounting.



Together with our subsidiary GreenFlux, we aim to consistently expand our charging network for electric vehicles. The EV charging network provided by DKV Mobility is technically based on the platform of our subsidiary GreenFlux, which manages DKV Mobility’s entire range of EV charging solutions. As of the end of 2023, DKV Mobility customers can access 10,000 Tesla Superchargers. Tesla Supercharger locations that are open to all electric vehicles can be found within the “Charge your Non-Tesla” section in the Tesla App or in the DKV Mobility App.

In 2023, we could also further enhance the comfort for our customers by connecting more and more DC fast-charging points and making digital services like the DKV Mobility App and the customer portal even more seamless and intuitive to use.

Apart from the growth of the network, our customers’ demand for charge cards is growing at a fast pace. By the end of 2023, DKV Mobility significantly increased the number of EV charge cards to about 592,000, an increase of more than 210 percent compared to 2022. With this, we reached our target of 500,000 EV charge cards managed for our customers by 2025, two years ahead of schedule. With this in mind, we set ourselves a more ambitious goal: By 2025, we aim to manage 950,000 EV charge cards for our customers.

Charging EVs at home and at work

The most convenient way for our customers and their employees to charge their electric vehicles (EVs) in their daily routines is either at home overnight or at work during the day. According to the clean transport advocacy group Transport & Environment (T&E), over 90 percent of EV charging in Europe occurs at private charge points.³² With our @home and @work charging solutions, customers can lease or buy wallboxes. This is particularly relevant for fleet customers who wish to provide their employees with the option of charging their company EVs at home or at work. Our assortment of services includes the sale or lease (for a required minimum period) of the wallboxes and adjacent services, such as operation and maintenance of the wallboxes, the refund of residential electricity used by our customer’s employees when charging their electric vehicles at home, and (dynamic) load management to steer the electricity flow to the wallboxes to avoid price peaks or power blackouts. In 2023, an installed base of about 7,000 wallboxes for charging at home and at work was reached. Furthermore, we provided roaming services to our customers who have wallboxes for their semi-public EV charge points.³³

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

Keeping our commitments

Undoubtedly, electric mobility stands out as a crucial solution for meeting the EU’s ambitious transport-related climate objectives. Achieving this necessitates making passenger car and road freight transport carbon neutral, alongside a significant expansion of alternative drivetrain options and the setup of infrastructure to support them with energy. Recognizing the escalating urgency, we have set a very ambitious goal of establishing access to one of Europe’s largest roaming networks for EV charging at public or semi-public charging points by 2025. Furthermore, we aim to boost the number of charge cards to 950,000 by the same year. Looking back at 2023, we made substantial progress and surpassed one of our targets, thus driving us to elevate our ambitions in alignment with increasing customer demand.

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

³² European Federation for Transport and Environment, 2021: Give Europeans a “right to plug” at home and work, say T&E and ACEA.
³³ Semi-public EV charge points are accessible to all, but there may be restricted public access to them because of parking or opening times. Examples include charge points in underground car parks, at hotel and catering establishments, or service stations. There may be restrictions on use, such as the requirement to make use of the associated facilities.



Low-carbon fuels for decarbonizing mobility in Europe

Growing need for infrastructure changes

The road transport sector faces pressure to adopt cleaner and greener energy sources. Following the Paris Agreement, the world has committed itself to moving towards a low-carbon economy. In relation to transport, the European Green Deal is the EU's long-term growth strategy to make the EU climate-neutral by 2050. It sets an ambitious target: By 2050, transport emissions will have to be reduced by 90 percent, compared to 1990 and by at least 55 percent by 2030. Currently, transport represents almost a quarter of Europe's greenhouse gas emissions. CO₂ emissions from transport have consistently been increasing over the past few years, in strong contrast with the trend in other sectors such as electricity generation. Changing the fuel base to low- and zero-emission alternative fuels is one important element of this overall transition strategy in the road transport industry.³⁵

In March 2023, with the new regulation for the deployment of Alternative Fuels Infrastructure (AFIR) a political agreement was reached between the European Parliament and the Council to boost the number of publicly accessible electric recharging and hydrogen refueling stations in particular across the European Union's (EU) main transport corridors and hubs. For example, hydrogen-refueling infrastructure that can serve both cars and heavy-duty vehicles must be deployed from 2030 onwards in all urban nodes and every 200 km along the TEN-T core network, ensuring a sufficiently dense network to allow hydrogen vehicles to travel across the EU.³⁶ The political agreement reached is still to be formally adopted.

³⁴ Despite experiencing a market demand drop in LNG due to higher gas prices in 2023 and a slowdown in investments in new stations, we remain steadfast in our pursuit. Although we have adjusted our 2025 target value (previously 150,000 tons by 2025), we keep our commitment to advancing the adoption of alternative fuels. ³⁵ European Commission, 2023: Alternative fuels for sustainable mobility in Europe. ³⁶ European Commission, 2023: European Green Deal: ambitious new law agreed to deploy sufficient alternative fuels infrastructure. ³⁷ In IPCC, 2022: Climate Change 2022: Mitigation of Climate Change. Contribution of Working Group III to the Sixth Assessment Report of the Intergovernmental Panel on Climate Change. ³⁸ Tailor-made Logistics, 2023: 90% LESS CO₂ EMISSIONS WITH HVO. ³⁹ Scania, 2023: Renewable Fuels. ⁴⁰ DAF, 2023: New Generation DAF trucks ready for 100% HVO. ⁴¹ Eurotransport, 2024: HVO 100 im Praxiseinsatz Eine echte Alternative.

HVO emerges as the rising star in mitigating carbon emissions

In the scope of DKV Mobility's commitment to "Lead in Green", we recognize the pivotal role alternative fuels including e-fuels, CNG, LNG, and HVO (Hydrotreated Vegetable Oil) play in mitigating road transport carbon emissions. In the pursuit of sustainable transportation solutions, the focus lies on shifting towards readily available alternatives amidst efforts to reduce costs associated with electric drive technology for heavy-duty vehicles. Land-based, long-range, heavy-duty trucks can be decarbonized through battery electric haulage (including the use of electric road systems), complemented by hydrogen- and biofuel-based fuels in some contexts. In our view, HVO, derived from renewable sources, plays a key role in this landscape.³⁷

HVO biodiesel stands out as one of the most environmentally friendly fuel options for diesel vehicles. With origins in food waste or used materials such as fruit waste and burnt oil, it qualifies as a renewable energy source. Its usage results in significant reductions in carbon emissions by up to 90 percent, particulate matter by 30 percent, and NOx by 9 percent compared to traditional fossil diesel.³⁸ Major transport and original equipment manufacturers (OEMs), such as Scania³⁹ or DAF,⁴⁰ endorse the compatibility of their diesel engines with biodiesel blends. Pure HVO diesel, available in varying blends, presents a viable option for reducing vehicle emissions without necessitating engine modifications.

Notably, HVO also enjoys support from brands such as Neste, Total, and Eni, underscoring its growing acceptance in the market.⁴¹ The availability of HVO is steadily increasing, aided by initiatives such as its inclusion in our fuel card offerings. While the price remains a limiting factor compared to conventional diesel, regulatory measures in the EU as outlined above are incentivizing the adoption of alternative fuels. Despite cost differences, regions like the Netherlands and Belgium feature growing HVO usage, reflecting a shifting demand landscape driven by environmental imperatives. By the end of 2023, DKV Mobility offered access to 650 HVO stations across 10 countries, providing our customers with a more sustainable option.

Highlights in 2023

- >20% year-over-year (YOY) growth of our customers' LNG, CNG, and hydrogen fuel volume
- ~21,000 alternative fuel service stations in our network (>5% versus 2022)
- Giving access to an HVO network in Europe with ~650 stations in 10 countries
- Joined the stakeholder Group for the EU-funded ZEFES Project, addressing the decarbonization of long-distance freight transport by demonstrating real-world applications with battery electric vehicles (BEVs) and fuel cell electric vehicles (FCEVs) across Europe
- Integrating validated and verified modeled Tank-to-Wheel emission factors in our DKV Analytics platform for the carbon-tracker widget

ALTERNATIVE FUELS

Ambition

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



Key target 2025

Increasing our customers' LNG, CNG, and hydrogen consumption to 70,000³⁴ tons.

Realizing the potential of hydrogen and scaling-up

Hydrogen and hydrogen-based fuels can play an important role in the decarbonization of sectors where emissions are hard to reduce and alternative solutions are either unavailable or difficult to implement, such as heavy industry and long-distance transports.⁴² According to the IEA, hydrogen demand kept growing in 2023, but remained concentrated in traditional applications. Novel applications in heavy industry and long-distance transport accounted for less than 0.1 percent of the hydrogen demand, whereas they are expected to account for one-third of global hydrogen demand by 2030 in the Net Zero Emissions by 2050 (NZE) Scenario.

Recognizing the potential of hydrogen as a key decarbonization solution for road transportation, we are actively expanding our hydrogen acceptance network. As of 2023, our network comprises 91 sites across five countries, providing convenient access to hydrogen fuel stations for our customers. With fuel cell electric vehicles (FCEVs) capable of refueling in less than four minutes and offering a driving range comparable to conventional internal combustion engine vehicles, hydrogen presents a promising alternative. Moreover, FCEVs produce no harmful tailpipe emissions⁴³, aligning with our commitment to help our customers reduce their fleets' carbon emissions.

Helping decarbonize heavy-duty transportation

At DKV Mobility, we believe that we are well positioned to help accelerate the use of alternative fuels in the European road transport sector by leveraging our existing acceptance network and strong customer base. It is our role to support our

customers in this transition by offering them access to an extensive network of alternative fuel service stations with our service card solutions. We offer access to a range of alternative fuels including LNG, CNG, hydrogen, liquefied petroleum gas (LPG), HVO, and other biofuels and bio-blend fuels. By the end of 2023, our acceptance partner network for alternative fuels consisted of approximately 21,000 alternative fuel service stations predominantly in Europe, including 2,557 LNG, CNG, and hydrogen service stations (2,418 in 2022, +6 percent).

In 2023, we again noticed increasing customer demand for alternative fuels, with more than 20 percent year-on-year growth in the demand for LNG, CNG, and hydrogen. However, Russia's curtailment of natural gas deliveries to Europe pushed international prices to new highs, disrupted trade flows, and led to acute fuel shortages. The ongoing energy crisis also casts longer-term uncertainty on the outlook for natural gas.

By 2025, we aim to increase our customers' LNG, CNG, and hydrogen consumption to 70,000 tons. Despite experiencing a market demand drop in LNG due to higher gas prices in 2023 and a slowdown in investments in new stations, we remain steadfast in our pursuit. Although we have adjusted our 2025 target value (previously 150,000 tons by 2025), we are keeping our commitment to advancing the adoption of alternative fuels.

Investing in climate protection projects for unavoidable carbon emissions

Most of our customers, particularly in the long-haul logistics and transportation sector, still need combustion engine fleets to be able to run their business efficiently. Already in 2014, DKV Mobility started offering our customers a voluntary service

for unavoidable carbon emissions with the DKV Card Climate. By using the service card, our customers pay us a climate protection contribution, which is calculated based on actual consumption. We pass the entire amount on to "myclimate Germany." myclimate is a nonprofit organization and, as a charitable foundation, uses most of its funds for its primary purpose of protecting the environment via certified climate protection projects. The projects are certified according to the internationally recognized Gold Standard.

Due to the objectives outlined in the Paris Agreement and evolving regulatory frameworks, we adapted our approach to responsibly addressing unavoidable carbon emissions in 2023. For example, we transitioned from the terminology of "offset" and "compensation" to that of a climate protection contribution. This shift ensures that only one entity, either the financiers of the climate protection project or the host country, can claim the CO₂ reduction credits and that double claiming is avoided.

According to our calculations, around 223,000 tons of CO₂ were channeled into climate protection projects in 2023 with the DKV Card Climate via myclimate – an increase of around 21 percent compared to the previous year.

With our service card DKV Card Climate, it is our ambition to give our customers access to high-quality and cost-competitive climate protection projects and to substantially expand the amount of CO₂ emissions addressed via the DKV Card Climate to 350,000 tons by 2025 (previously 500,000 tons). The target adjustment was made, among other reasons, because of the changes in the market mechanism for CO₂ compensation outlined above. We see that some of our customers are pursuing holistic corporate climate protection strategies and not limiting them to their fleets' unavoidable carbon emissions alone.

Keeping our commitments

At DKV Mobility, we remain committed to promoting sustainable transportation solutions. It is our role to support our customers in this transition by offering them access to an extensive network of alternative fuel service stations with our service card solutions.

Even in a world with a fast EV uptake, reaching greenhouse gas reduction targets in transportation could require significant contributions from alternative fuels.⁴⁴ While the uptake of battery electric vehicles in the passenger vehicle segment is strong, commercial heavy transportation, such as trucks and buses, is expected only to see electrification in the longer term. Before electrification is complete, meeting GHG reduction targets will, in most countries, require the use of less GHG intensive fuels (both bio-based and synthetic) directly in existing fleets with internal combustion engines.

Over the next few years, we expect further strong growth in the biogas and hydrogen segment. At the same time, via collaborations with industry partners, monitoring the European regulatory landscape in the fields of sustainable mobility and decarbonization and working together with policymakers, we will do our best to keep pushing for a further expansion of our alternative fuel solutions and of our acceptance network of gaseous and renewable fuels.

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

⁴²International Energy Agency (IEA), 2023: Hydrogen. ⁴³Office of ENERGY EFFICIENCY & RENEWABLE ENERGY (EERE), 2024: Alternative Fuels Data Center, Fuel Electric Vehicles. ⁴⁴McKinsey & Company, 2022: Charting the global energy landscape to 2050: Sustainable fuels.

Tolling: Paving the way to green transport in the EU

EU's new truck-toll systems encourages decarbonization

Toll charges are poised to become a key source of funding for sustainable infrastructure investments.⁴⁵ In the European Union (EU), tolling operations adhere to the Eurovignette Directive, a foundational legal framework governing road user charges for heavy-goods vehicles across member states. The strategic adjustment of toll rates, reducing charges for cleaner trucks while increasing them for higher-emission vehicles, will influence a truck's total cost of ownership (TCO) and impact decisions on new truck acquisitions. This correlates with broader objectives to reduce energy consumption and emissions in the transportation sector.

To drive the transition towards zero-emission trucks, we believe it is crucial to make them more accessible through subsidies and establish necessary infrastructure. The first medium and heavy battery electric vehicles are already on the roads, but their share has remained minimal. Hydrogen-powered trucks may not see significant availability until the latter half of the decade, pending infrastructure development and cost parity.⁴⁶

In alignment with these objectives, the system of charges for heavy goods vehicles (HGVs) for the use of roads and highways in the EU is now changing. The new EU road-charging rules were approved by the European Parliament in 2022 and will have a practical impact from 2024. The level of tolls is to be determined not only by the costs of infrastructure maintenance and the economic situation of the country, but also by environmental issues, a drive

towards decarbonization, the use of environmentally friendly technologies, and alternative fuels. The classification system comprises five CO₂ classes, with toll tariffs having been pegged to the vehicle's varying CO₂ emissions. In line with this direction, Germany already launched its own new toll system on December 1, 2023.⁴⁷ While this change primarily affects trucks over 7.5 tons, it also sets the stage for a new toll charge for vehicles weighing over 3.5 tons, which will be implemented in July 2024.

The EU's overarching goal is to effectuate a reduction of 15 percent in road transport CO₂ emissions by 2025 and of 30 percent by 2030, as compared to the 2005 levels.⁴⁷ The amended Directive (EU) 2022/362, which came into force on March 24, 2022, applies to all EU member states with road toll systems. Implementation will go according to each member state's legal framework. Member states have two years to turn the directive into national legislation, with the completion deadline set to mid-2024. DKV Mobility acknowledges the revised Eurovignette Directive's role in promoting cleaner truck technologies and reducing emissions in freight transportation. Consequently, we endorse the European Parliament's initiative and are committed to aligning our operational procedures, such as adapting the registration process for our onboard units (OBUs), with the directive's stipulations. Moreover, we are dedicated to providing our customers with supporting tools. For example, within the DKV Cockpit, to facilitate the streamlined and fully digital determination of their CO₂ classes and thereby supporting enhanced sustainability within their operations.

Navigating the new CO₂ toll for trucks with DKV Mobility's CO₂ Class Check

The introduction of the new CO₂ tolling system in Germany imposes a surcharge of approximately €200 per ton of CO₂ emitted by vehicles weighing over 7.5 tons. This regulation will be extended as of July 1, 2024, to include all vehicles over 3.5 tons, with potentially high fines for noncompliance.

With this, a fundamental change in toll calculation methodology is notable, and our customers can determine their vehicle's CO₂ class through the fully digital free "CO₂ Class Check" in the DKV Cockpit customer portal or via the DKV Mobility website as of August 2023. DKV Mobility customers using the DKV BOX EUROPE for toll management can handle everything through the customer portal.

Highlights in 2023

- Launching a digital CO₂ tolling-class check in our DKV Cockpit, enabling customers to easily determine the CO₂ classes of their vehicles
- Launch of DKV BOX ITALIA FLEET, which enables our customers to travel easily and fast through Italy
- Implementing new toll service for the Scandinavian bridges Øresund and Storebælt with DKV BOX EUROPE
- Providing manuals digitally via QR code instead of the printed versions
- Enabling our customers to reduce > 2,300 tons of CO₂ by using "Rolling Road" (ROLA) (2022: >2,500 tons CO₂)

⁴⁵ DSLV Bundesverband Spedition und Logistik, 2022: ACHTUNG, MAUTERHÖHUNG!

⁴⁶ Girtka, 2023: Decarbonizing Transport: EU's Road Toll Revolution and Impact on Road Transportation.

⁴⁷ European Commission, 2023: Reducing CO₂ emissions from heavy-duty vehicles.

TOLL

Ambition

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



Key target 2025

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

DKV Mobility supports the entire process, verifies all data, and forwards them to the toll operator.

Smart tolling solutions for more sustainable transport

Our customers can optimize their toll payments across Europe with our customized toll solutions, aimed at reducing traffic disruptions and emissions. We continuously evolve our products based on our customers' needs and ensure compliance with guidelines or adjustments resulting from requirements of our partners/suppliers. In 2023, DKV Mobility expanded its networks (for instance, by connecting additional toll routes) and toll services (for example, parking, ferries) in Croatia, Spain, and the United Kingdom.

Through our refurbishment agreement for the DKV BOX SELECT and DKV BOX EUROPE, we refurbish thousands of toll boxes annually, reducing waste. We are committed to extending this circular economy approach to other suppliers.

In 2023, we achieved important milestones. The growing importance of fleet management for DKV Mobility is reflected in the successful certification and market launch of a passenger car onboard unit (OBU) solution in Italy – for vehicles up to 3.5 tons – which is one of the key markets for this service. Additionally, this transition from card-based solutions to OBU solutions was also implemented for passenger car customers in France. With our DKV BOX EUROPE, customers seamlessly settle tolls across multiple European countries using a single device, eliminating the need for various national onboard units. Our DKV BOX EUROPE now covers toll charges at the Storebælt Bridge in Denmark and the Øresund Bridge in Sweden, totaling 16 tolling services in 13 European countries. The plug-and-play onboard unit (OBU) can be quickly installed and updated over the air.

Via our toll business, we provide our customers with various national and European toll services. By using our service cards or toll boxes (onboard units; OBUs), our customers can access and pay for toll roads, bridges, tunnels, ferries, and other toll services in 41 countries. Digital tools like DKV Analytics and Toll Product Overview 2.0 provide comprehensive insights into toll-related expenses. In our day-to-day business processes, we continuously aim to operate more sustainably and in a future-proof way. For example, as of 2023 we exclusively provide digital manuals via QR code for the Liber-t BOX instead of printed versions.

Riding the freight railroads to boost sustainability

Another notable partnership in terms of sustainability is the one with Rail Cargo Operator – Austria GmbH, which is facilitating the "Rolling Road" (*Rollende Landstraße; ROLA*). ROLA is an innovative intermodal transport system merging road and rail. With ROLA, entire trucks or trailer trucks can cover major parts of their route in an environmentally friendly way going by train across Europe. While the drivers enjoy the onboard food and drinks service on the train and comply with mandatory resting times, their trucks keep clocking up the kilometers. Thanks to this accompanied, combined (intermodal) transport, the transit routes of heavy goods vehicles are less polluting as their emissions are lower.⁴⁸

DKV Mobility customers can use the ROLA and pay for their journeys using our service cards. As a result, the emission of approximately 2,300 tons of carbon was avoided in 2023 according to the Rail Cargo Operator – Austria GmbH.

Keeping our commitments

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

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

The business unit Toll holds DIN EN ISO 9001:2015 certification for quality management. The Toll department has been certified since 2012. The last recertification audit was conducted in August 2023 by TÜV Rheinland as the inspection agency, with the certificate (reg. no. 01100 0100607) being valid until November 17, 2026. The next surveillance audit will take place in July 2024. The business unit is committed to maintaining its certification and to continuously further improving its quality standards.

⁴⁸Rail Cargo Group, 2024: Service.



Accelerating green digital action

Driving new opportunities for a green digital transformation

There is no doubt that digitalization and decarbonization will synergize as catalysts for change in the years ahead. The application of digital technologies can support sustainable development and open up untapped potential in many areas, for example, to reduce energy and resource consumption. In a world where addressing climate change is no longer a choice but a necessity, recent studies⁵⁰ emphasize the pivotal role of digital technologies in achieving significant reductions in greenhouse gas emissions. Furthermore, the findings underscore the potential of digitalization to revolutionize traditional sectors, such as industrial manufacturing or transportation.

While the digital transformation offers plenty of opportunities for climate change mitigation and for contributing to global sustainability efforts, there is also an ecological price to it: The vast numbers of devices, data centers, and communication infrastructures consume increasing amounts of energy and materials and thus contribute to climate change.⁵¹ The road transport industry has long hoped that digitalization might enhance its efficiency. However, in many cases, road transport remains a traditional sector plagued by inefficiencies such as miscommunication, traffic delays, and return trips of empty trucks.

Data connectivity is key to harness the power of digitalization

Before realizing the full potential of a fully interconnected transport system, we believe that great efficiency gains and sustainability impacts can already be attained by digitalizing a company's fleet and transport management as well as enhancing productivity with actionable in-vehicle information provided by telematics systems. Owing to this rationale, we further expanded our DKV LIVE telematics offering, and in addition, we acquired not only InNuce Solutions GmbH in 2022, renowned for its expertise in digital fleet management software solutions, but also joined forces with LIS Logistische Informationssysteme GmbH (LIS) in 2023.

LIS provides transport management software for logistics, forwarding, and shipping. Consequently, since February 2023, DKV Mobility provides a broad portfolio of digital solutions, which enable customers to sustainably optimize their vehicle park management and operations.

Whether for reasons of cost, time, efficiency, or sustainability, the following factors can be critical: smart route planning, digital fuel management, and tracking fleet carbon emissions. The awareness of carbon footprints in the transport and logistics sector has risen in recent years. We believe that transparency on carbon emissions is key to meeting the European Union's climate protection goals in the road transport industry.

Highlights in 2023

- Introduction of the digital CO₂ tolling class check in the DKV Cockpit enabling customers to easily determine the CO₂ classes of their vehicles that are applied for CO₂-dependent tolling
- Continuous efforts to enhance functionality and data quality in our new DKV Analytics product, e.g., by the validation and verification of modeled Tank-to-Wheel emission factors for the carbon tracker widget
- Optimization of electric vehicle (EV) features in DKV Cockpit and the DKV Mobility App, for example, the station finder, EV routing, @home reimbursements analysis⁴⁹, and app-based charging
- Implementation of an electronic ePIN process through the DKV Cockpit, replacing postal PIN delivery and resulting in savings of about 100,000 unmailed PIN letters in the reporting year
- Further digitization of manual and paper-based processes through our DKV Mobility web shop and Cockpit, like customer onboarding and reordering of service cards and toll units
- Acquisition of LIS Logistische Informationssysteme GmbH, a provider of transport management software

DIGITAL SERVICES

Ambition

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



Key target 2025

Providing transparency combined with a digital tool set to a major share of DKV Mobility's customers in order to enable a sustainable operation of their mobility. With sustainable operations we mean the set of measures aimed at making the movement and transportation of people and goods efficient and effective from an economic and environmental point of view.

⁴⁹The DKV@home reimbursement process offers DKV customer employees a streamlined method to claim expenses for electricity used to charge company vehicles at home. This procedure includes the installation of a DKV-provided charge point, rigorous data capture of charging sessions, and a compliant mechanism for calculating reimbursements. Safeguards are in place to ensure accuracy and tax compliance, with regular auditing to uphold data integrity and contribute to the company's sustainability objectives. ⁵⁰Accenture, 2021: *Klimaeffekte der Digitalisierung*.

⁵¹Wuppertal Institut, 2024: *Driving a Sustainable Digital Transformation*.

Transparency in calculating and managing amid new CO₂ toll guidelines

Due to the European Commission's goal of reducing CO₂ emissions by 30 percent by 2030 compared to 2005 levels, we are implementing transparent toll settlements that are pegged to CO₂ emissions. Costs will be allocated based on the "polluter-pays principle," with vehicles that are emitting more CO₂ having to pay more tolls than those emitting less CO₂. For detailed information, please refer to the Toll chapter.

Our customers will be required to specify their vehicle's CO₂ class when ordering tolls, with the toll rate structured into five different CO₂ classes. To provide our customers with transparent toll cost insights and facilitate pre-calculations, we introduced a digital CO₂ tolling class check enabling customers to easily determine the CO₂ classes of their vehicles in 2023.

Making core customer processes more digital, efficient, and sustainable

The integration of the ePIN (electronic Personal Identification Number) marks a significant advancement within the DKV Card system. Customers can now receive their PIN in the DKV Cockpit, ensuring secure access to their DKV Card. Since March 2023, an option has been available for customers to promptly share their PIN online with fleet managers, eliminating the wait for postal delivery. This online provision of the PIN ensures immediate accessibility, a notable improvement over the traditional postal method. In instances where a driver forgets their PIN, they can now

seamlessly conduct payment transactions using the DKV Card and the ePIN, without waiting for a physical letter. A significant outcome of this transition is cost reduction and enhanced efficiency. In 2023 alone, the introduction of the ePIN saved approximately 100,000 PIN letters, which should also lead to a reduction in CO₂ emissions. This not only denotes cost savings, but also underscores the environmental benefits of reducing paper usage and postal deliveries. Overall, the implementation of the ePIN represents a strategic enhancement within the DKV Card system, streamlining processes, and delivering tangible benefits to both drivers and fleet managers.

Moreover, the awareness of carbon footprints in the transport and logistics sector has risen in recent years. We believe that transparency on carbon emissions is key to achieving the European Union's climate protection goals in road transport. For this reason, and to drive transparency and awareness of how much carbon our customers emit by fueling their vehicles with DKV service cards, we launched a carbon tracker widget in 2022 on the front page of our customer portal. With the help of this, we translate our customers' fuel consumption into Tank-to-Wheel CO₂ emissions by using our fuel transaction data (including information on the fuel type) and carbon emission factors from the internationally recognized Life Cycle Inventory (LCI) ecoinvent Database. In 2023, we made continuous efforts to enhance the functionality and data quality in our new DKV Analytics platform, e.g., by the validation and verification of modeled Tank-to-Wheel emission factors for the carbon tracker widget.

Keeping our commitments

At DKV Mobility, we serve a large digital customer community with more than 191,700 monthly active DKV Mobility App users as per December 2023. It is our objective to become a one-stop shop to meet the digital needs of our customers, helping them manage their costs, monitor their vehicles, making EV charging as simple as possible, and providing them with the necessary tool set to identify and manage the efficiency of their fleet.

The following progress was made in 2023: Among other things, we optimized and further professionalized the DKV Cockpit and DKV Mobility App for our customers to make EV charging simpler, we unleashed the data potential in DKV Analytics to track carbon emissions in more detail by translating our customers' fuel consumption into Tank-to-Wheel CO₂ emissions by using our fuel transaction data (including information on the fuel type) and verified carbon emission factors, launched a digital CO₂ tolling class check, and digitalized core processes, such as customer onboarding, the reordering of products and the introduction of the ePIN.

The responsibility for the digital advancement of DKV Mobility lies with the Managing Director Sales & Customer Care, the Managing Director of Toll & Refund Services, the Managing Director Energy & Vehicle Services, and the Chief Operating Officer (COO), who are members of the Executive Board. The product development agenda is directed by them; other operational activities are the responsibility of our departments IT, Customer Product Services, Solution Sales, and the entities DKV Mobility LIVE GmbH, InNuce Solutions GmbH, and LIS Logistische Informationssysteme GmbH.

Social

To be a great place to work

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

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Employee well-being

Embracing change

As technologies and business models continue their rapid evolution, companies are experiencing a steep change in the workforce skills they need to cultivate in order to maintain a competitive edge. According to the “2023-24 State of the Workplace” report of the Society of Human Resource Management (SHRM), inflation, employee mental health, labor shortages, and economic slowdown were the biggest challenges for companies in 2023.⁵⁵ Looking ahead, SHRM suggest that organizations must find a balance between embracing change and addressing the following ongoing challenges, with the most important priorities⁵⁶ being:

- Providing attractive compensation for employees
- Maintaining employee commitment and engagement
- Providing good healthcare coverage
- Retaining top talent
- Finding and recruiting talent with the necessary skills

At DKV Mobility, we recognize that the pool of highly skilled and qualified employees has become smaller. We need to attract and retain talented

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

Our employees are the basis of our success as a company, and we strive to create an environment in which all our people can flourish in the long term. We foster their individual skills and expertise and assist them in realizing their potential. In this section, we showcase the progress made in the reporting year and share some key initiatives to drive engagement and attract, develop, and retain our employees.

Being a modern and attractive employer

Our employees shape our company through their commitment, knowledge, and skills and are largely responsible for our long-term success. Our aim is to be a modern and attractive employer that attracts, develops, and retains the best talent for

DKV Mobility in order to grow successfully. We offer our employees flexible working models, attractive remuneration, and enable them to develop continuously. In the following sections, we highlight the progress made in the reporting year and share some key initiatives to drive engagement and to attract, develop, and retain our employees.

Highlights in 2023

- At 86%, our engagement score remains high, just like in 2022, measured by our Group Pulse Check (86% in 2022)
- For the fifth time in a row, we were recognized as a Top Employer in Germany by the Top Employers’ Institute⁵³ and for the first time as being among the Top 15 Employers to work for in Germany⁵⁴
- Being recognized as a Top Employer in Romania for the first time
- Retaining top talent, which is also reflected in a notable 4% decrease in our turnover rate (9% in 2023 versus 13% in 2022)
- Launching our Leadership Principles, which encapsulate the essence of our leadership philosophy and create a common understanding of leadership
- Managing and strengthening the cooperation with the European Works Council
- Finalizing 1,500 DRIVE Development Dialogues

⁵²The engagement score is the average percentage of positive responses to employee-engagement questions in the scope of GPTW surveys and Group Pulse Checks conducted at DKV Mobility.

⁵³To date, the Top Employers’ Institute has certified 2,300 organizations worldwide.

⁵⁴DKV Mobility’s ranking was assessed in comparison to more than 160 other certified German companies.

⁵⁵Society for Human Resource Management (2023): 2023-24 SHRM State of the Workplace Report.

⁵⁶Society for Human Resource Management (2023): 2023-24 SHRM State of the Workplace Report, 6.

EMPLOYEE WELL-BEING

Ambition

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



Key target 2025

Ensuring that the employee engagement score⁵² remains at or above 85 percent.

Delivering on our commitment to being a “Great Place to Work”

An engaged workforce is critical for us to be able to live up to our purpose of delivering on our “NEXT” strategy, and to ensure the success of our business. It is our aim to keep our employee engagement score⁵⁷ at or above 85 percent by 2025 (2023: 86 percent).

We involve our employees in actively shaping their work environment by continuously evaluating our progress on engagement⁵⁷ with a Great Place to Work® (GPTW) survey every two years and a Group Pulse Check in the intervening years. A Pulse Check is a short set of questions sent to employees on a regular basis. The goal of the Group Pulse Check is to continuously gather feedback and measure sentiment within the organization. Both the GPTW survey and the Group Pulse Check measure the employee engagement score as one of the main indicators. We alternate between conducting the GPTW survey one year and our Pulse Check the following year. Between September and October 2023, we evaluated the state of our workplace by means of the Group Pulse Check with a response rate of 83 percent. Our employee engagement score remains, just as in 2022, at 86 percent.

Our efforts regarding employee satisfaction are also reflected by our track record of being recognized as an attractive employer. For the fifth time in a row, we were certified as a Top Employer in Germany by the Top Employers’ Institute and were for the first time listed among the Top 15 Employers to work for in Germany. In addition, our entity in Romania earned the Top Employers’ Institute certi-

fication seal for the first time. The Top Employers Institute recognizes organizations for being trustworthy employers offering outstanding labor conditions to their employees.

Fostering an open and appreciative management culture

The basis for an inspiring and modern work environment is an open and appreciative leadership culture. To strengthen this culture, we developed our new Leadership Principles together with around 100 managers and employees in 2023 and introduced them throughout the company. These principles sharpen our understanding of leadership, provide guidance, and support us in successfully leading our company into the future.

Furthermore, over 200 managers took part in “Leadership Principles Activation Sessions” – interactive workshops to apply our Leadership Principles to real-life situations. The Leadership Principles have also been, and are being, incorporated into relevant HR processes and systems to further embed them in the corporate culture. Our Leadership Principles also form the basis for our new Group-wide “Accelerate Leadership Program,” which aims to strengthen the skills of our managers and in which around 100 managers took part in 2023.

In our ongoing efforts to promote learning across the Group, we launched a new Leadership Academy in Romania. This program provides local managers with training in project management, leadership, communication, and feedback skills in four modules over a time frame of one year and

a half. In Italy, we initiated additional role-specific training for our sales organization, and in Poland, newly joined managers went through management training.

To promote the targeted development of our employees, we rely on regular development dialogues, an open feedback culture, and individual development planning. Our standardized and fully digitized “DRIVE” process includes the annual assessment of performance, development, and potential. It is built on role-based competencies and goals agreed upon by managers and employees. In addition, individual training measures and possible career steps are discussed during the process. In 2023, around 1,500⁵⁸ DRIVE Development Dialogues were conducted, corresponding to a participation rate of 97 percent. We integrated six⁵⁹ new entities into the DRIVE process in 2023.



⁵⁷ Gallup's technical term for being “engaged” is that employees are highly involved in, and enthusiastic about, their work and workplace. They are psychological “owners,” drive performance and innovation, and move the organization forward.

⁵⁸ The 2023 figures refer to employees at DKV Mobility Group – without DKV Mobility LIVE GmbH, SV Transportservice GmbH, Tax Refund S.R.L. Smart Diesel S.R.L., Road Solution PRO, S.L., Andamur Europe S.A., Pro RS Portugal, Lda., LIS Logistische Informationssysteme GmbH, LIS BV, LIS France SAS, LIS Logistische Informationssysteme Iberia, S.L.U., LIS Scandinavia ApS, and Easytrip Services Ireland Limited.

⁵⁹ REMOBIS Refund Service C.V., V.O.F. Alfa Transport Service VOF, Alfa Commercial Finance BV, M. P. VAT SERVICES, S.L. Port One Group, and GreenFlux Assets BV.



Building a learning culture

We are constantly expanding individual development and training opportunities for our employees and managers. Digital learning is a crucial component of our training program and plays a significant role in making training opportunities more accessible and flexible.

Since 2023, for example, we have been enabling interested employees to access LinkedIn Learning with a comprehensive range of digital-learning measures. The international talent program "Front Runners" was already carried out for the third time and supports employees with particularly high potential for further tasks. The 16 participants of the program in 2023 came from six different countries. The GROW project management program, which promotes project management skills, was conducted for the third time and our training initiative "Who knows, teaches," in which employees systematically pass on their knowledge to colleagues, was awarded the eLearning Award in 2023. Almost 1,400 colleagues participated in "Who knows, teaches" sessions in 2023.



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

In 2023, some of our apprentices and students got a chance to visit GreenFlux in Amsterdam for two weeks. They learned about the company and how it operates through presentations and observing the work, and they were able to connect more with their GreenFlux colleagues.



	2023	2022	2021
Total number of trainees⁶⁰	38	28	26
Vocational training	10	9	7
■ of which female	7	3	3
■ of which male	3	6	4
Dual course studies	28	19	19
■ of which female	14	11	10
■ of which male	14	8	9
Trainee ratio (share of total workforce in Germany)	4%	4%	3%
Retention rate after completion of training	100%	100%	100%

⁶⁰ 2021: Trainees from the years 2019 to 2021 plus three trainees from the 2018 "Trainee on the Job" program. 2022: Trainees from the years 2020 to 2022 plus five trainees from the 2019 "Trainee on the Job" program. 2023: Trainees from the years 2021 to 2023 plus four trainees from the 2020 "Trainee on the Job" program.

Shaping the future of work

The job market has changed a lot in recent years and the demands employers are facing are changing as well. It is therefore essential for us that DKV Mobility continues to develop. This includes, above all, the way we work and how our office spaces and work environment can support us in this.

At DKV Mobility, our aspiration is to measure performance by results and not by presence. This is why we have been promoting flexible working models for years. Based on a culture of trust, part-time work, flexible working hours, new workplace concepts, and hybrid work are a matter of course for us. Since 2020, we have been continuously developing our holistic "Next Work" concept to shape the future of work. It serves as a framework for our hybrid work model and influences the design of our offices to provide employees with the best possible support for collaboration, innovation, and social interaction.

During the schools' summer break of 2023, a pilot initiative for childcare was launched for the children of employees at the headquarters in Ratingen. In collaboration with "Kinderhüt" and two other participating companies, we created a diverse and extensive holiday program. The initiative was well received, and our plan is to organize and offer a comparable program again in 2024.

In 2023, we successfully inaugurated an extension to our headquarters building in Germany, which offers innovative collaboration spaces and a framework for our "Next Work" concept. These steps underline our commitment to modern work environments and the promotion of an inspiring labor culture.

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

In 2023, one of the challenges for employers was to ensure the well-being of their employees. According to a report by the Federal Institute for Occupational Safety and Health (BAuA)⁶¹, one of the key factors affecting employee well-being is the ability to mentally detach from work. High levels of work-related stress, such as time pressure and high emotional or mental demands made on them, can make it difficult for employees to switch off during their time off, which can negatively impact their well-being.

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

01 Occupational safety and integration management

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

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

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

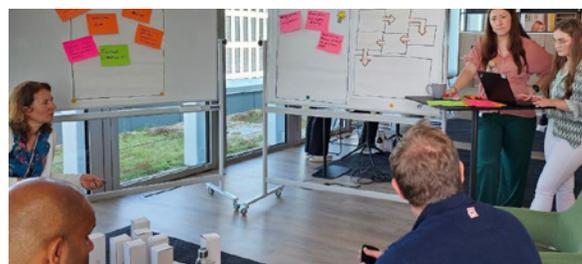
03 Occupational integration management

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

In 2023, the first "full" post-pandemic year, we placed a special focus on the topic of mental health. We offered our employees to participate in a "Mental Health Week," during which, for example, impulse lectures were held, or employees could register for various activities, such as a mindfulness break or meditation. The 2023 DKV "Mental Health Week" can be considered a success, as approximately 340 employees took part. Furthermore, we offered our employees in Germany skin cancer screenings and flu vaccinations.

We recorded seven occupational accidents among our employees at the headquarters in Germany in 2023 (2022: five occupational accidents). That year, there were no fatal occupational accidents involving any employee at our headquarters. Experience shows that most workplace accidents can be prevented by proper conduct. We trained our employees in the fields of occupational health and safety, actively engaging them in our efforts at the headquarters in Germany. The participation rate in our occupational safety training was 88 percent in 2023 (2022: 90 percent). In addition, four training sessions for first aid as well as for fire protection assistants were held at the headquarters in Germany in 2023.

⁶¹Bundesanstalt für Arbeitsschutz und Arbeitsmedizin (2023): *Mentale Erholung von der Arbeit: Abschalten lernen.*



Pursuing ongoing, constructive dialogue

In essence, the right to freedom of association and collective bargaining forms the foundation of a well-functioning social partnership between an employer and its employees. DKV Mobility Group views this principle as a crucial component of its HR policy and, therefore, its business success. Since 2022, DKV Mobility implements a "Human Rights Policy" that commits the company to respecting fundamental labor rights and fostering constructive employee relations.

We place great importance on acting responsibly towards our employees. In many countries where DKV Mobility Group operates, national labor laws (based on the fundamental rights of freedom of association and collective bargaining) mandate that employee interests be represented by established bodies such as trade unions and works councils. We welcome and support initiatives in this area and appreciate the opportunity to shape employee labor conditions through dialogue with employee representatives. We believe that our relationship with our employees, as well as with unions and works councils, is positive.

At the Group level, our employees are represented by a European Works Council, whose authority is limited to the rights of information and consultation on the Group's HR-related decisions and developments that have a cross-border impact on our employees. Additionally, we have various local works councils in the countries where we operate, representing the interests of our employees in their respective areas of responsibility (legal entities or operational units). We typically enter into agreements with these local works councils on topics that are subject to co-determination,

in accordance with the respective country's statutory law (for example, the Works Constitution Act in Germany). These agreements generally set out collective bargaining conditions and frameworks relating to, for example, remuneration, working hours, vacation policies, health and safety, company pension schemes, social service institutions, travel policies, and training.

Apart from Germany, we apply collective bargaining agreements in the subsidiaries of DKV Mobility in France, at VAT Services, at Smart Diesel, and at SV Transportservice. There are works council at our subsidiaries in France and Italy, and at REMOBIS (Netherlands), as well as at Smart Diesel (Romania), holding works council meetings once a quarter.

- Approximately 47 percent of DKV Mobility Group's workforce is covered by collective bargaining agreements.
- Approximately 60 percent of the total workforce across the Group is covered by formal collective agreements on working conditions and terms of employment.
- Approximately 56 percent of the total workforce across the Group is covered by formally elected employee representatives.

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

Keeping our commitments

In 2024, we will keep our focus on delivering our HR strategy and on continuing to improve recruiting and onboarding processes, as well as upskilling, career-building, and leadership development. We are investing in and rolling out initiatives that improve employee engagement and empower our employees. We want to create an environment where employees feel valued and appreciated, and where they can see a future for themselves within the organization. We are aiming to comply with internationally recognized social and labor standards and we want to further strengthen our employer brand through attractive labor conditions and new ways of working. A high level of engagement, individual employee development and learning, healthy workspaces, and trust-based cooperation with employee representatives lay the foundation for this.



Diversity, equity, and inclusion

Diversity, equity, and inclusion (DE&I) wins

Diversity, equity, and inclusion are core elements of our corporate culture and strategy. As recent studies have shown⁶², we are convinced that more diverse teams create better results, show higher commitment levels and resilience, and are more innovative and productive. The ability to effectively interact, work, and develop meaningful relationships with professionals across different cultures and social groups is an essential success factor that can strengthen our organization. Not nurturing an open culture where everyone can be themselves and feel a sense of belonging could lead to lower commitment levels and a failure to recruit and retain talents.

We are committed to addressing all relevant dimensions of the DE&I suite (gender, LGBTQI+, disabilities, generations, and origin), whereas supporting KPIs and targets have so far primarily been focused on our gender diversity ambitions.

Delivering on our commitments

As a signatory of the "Charta der Vielfalt"⁶³ (Diversity Charter), we strive to promote diversity in every form and to create a company where everyone feels welcome and valued so that they can contribute in the best possible way.

Our around 2,400 employees have 60 different nationalities and an average age of 39.6 years. We thus understand the opportunities that arise from

having a diverse workforce and we try to seize opportunities to ensure that we create an inclusive environment for our employees with their different strengths, perspectives, and experiences. Through multiple initiatives, programs, and training courses in 2023, we are aspiring to further strengthen the understanding and appreciation of diversity while continuing to promote an inclusive corporate culture.

More women in leadership

With 49 percent of women and 51 percent of men across all employees in 2023, DKV Mobility is overall a gender-balanced organization. We have also made meaningful and sustainable progress towards our commitment to promoting the employment of women in management positions.⁶⁴ In 2023, our share of female managers rose to 38 percent (2022: 35 percent). By 2027, we aim to ensure that women account for a share of 40 percent of all managers.

Promoting gender equality

To further promote gender equality, we are expanding and amplifying our measures along the entire employment life cycle, from recruitment to development, up to the retention of our employees. For instance, we strive to achieve a balanced gender ratio between women and men, starting at our recruitment process. We continue to offer all our positions at the headquarters in Germany on both a full-time and part-time basis.

By including flexible working models and hybrid work, we support our employees in reconciling their private and professional lives as much as possible. For example, we introduced an "Unpaid Leave" concept for Germany in 2023 to further increase the flexibility of working hours. This allows our employees to take unpaid leave according to their individual needs and underlines our commitment to the promotion of an inspiring workplace culture.

Highlights in 2023

- Women hold 38% of management positions (35% in 2022)
- Unconscious bias trainings with a total of 114 participants
- Assessment of gender pay equity for employees at the headquarters in Germany and at various international entities
- Advancing our DE&I talent development with a 50% female share of women in our talent program Front Runners and participants from six countries
- Raising awareness on diversity, by offering to celebrate International Women's Day, Diversity Day, and, for the first time, Pride Month
- Continuing to offer all new positions at our headquarters in Germany on a full-time or part-time basis

DIVERSITY, EQUITY, AND INCLUSION

Ambition

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



Key target 2027

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

⁶² McKinsey & Company, 2022: What is diversity, equity, and inclusion?

⁶³ DKV Mobility has been a signatory since 2022. The initiative aims to promote the recognition, appreciation, and integration of diversity into Germany's business culture – regardless of gender, nationality, ethnic origin, religion or belief, disability, age, sexual orientation, or identity. With over 5,000 companies and organizations that signed the Diversity Charter, it is Germany's biggest employer initiative supporting diversity within organizations.

⁶⁴ Please refer to the accounting principles on p. 58 for more information on how "Managers" is defined.



Since 2017, DKV Mobility has been a member of the “Initiative Women into Leadership” (IWIL). This association promotes the continuous development of female executives in Germany. Every year, DKV Mobility offers highly qualified women at management level the opportunity to take part in the IWIL mentoring program, thus providing them with ongoing support. Furthermore, we develop and promote female talents via talent programs, mentoring, and individual training measures. As part of our “Women@DKV Mobility” initiative, we celebrated “International Women’s Day” in 2023 and offered various exchange formats and workshops with a focus on women.

Equal pay

DKV Mobility applies uniform standards to ensure that employees are fairly compensated. We attach great importance to equal pay for men and women in similar roles with similar experience, and to informing our employees transparently about the overall structure of their compensation.

To manage the adjusted gender pay gap⁶⁵, we conducted an internal equal pay analysis for our headquarters in Germany, our Shared Service Center in Romania, and at our subsidiaries GreenFlux, Remobis, ATS, and ACF based on job grades in 2023. Based on this, our HR department makes proposals on pay adjustments that are to be implemented. Our Group-wide “Merit Review Guideline” regulates the principles of the annual merit review cycle for exempt and nonexempt employees. The policy also defines that employees on maternity/parental leave are eligible for salary increases to protect them from pay discrimination. Our measures for fair and equal pay are developed

continuously, for example we continue to analyze and evolve with more internal equal pay analyses across our businesses.

Breaking biases

Unconscious biases are considered to be one of the biggest barriers to more diversity in a company.^{66,67} They can significantly influence our (personnel) decisions and our everyday work. Unconscious bias can lead to people overestimating or underestimating other people’s competencies or that they prefer people who are similar to themselves. In our unconscious bias training, our employees and managers learn about the different types of biases and where they classically occur in work life. They review their own biases and are given concrete strategies on how to break through them. This ultimately helps them to make better decisions and create an open corporate culture. A total of 114 managers and employees participated in our unconscious bias trainings in 2023.

Celebrating diversity

In 2023, we have amplified our initiatives and offers to celebrate diversity. Next to International Women’s Day, we offered a program and exchange formats on Diversity Day, as well as celebrated Pride Month for the first time to raise awareness about our LGBTIQ+ community. Furthermore, we keep engaging with our employees through diversity communication measures, such as our new “Women of Impact” series, in which we interview female leaders.

Keeping our commitments

We continue to promote opportunities and to facilitate a culture in which everyone has got the same chance to learn, grow, succeed, and develop. We are convinced that a diverse workforce benefits both our employees and our business. Advancing gender diversity continues to be a top priority. In the course of 2023, we advanced our gender diversity efforts by enhancing our processes for promotion, development, and recruitment. Furthermore, we strengthened the compatibility of work and family life.

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

⁶⁵The gender pay gap describes the difference in salary between men and women. A distinction is made between the adjusted and unadjusted gender pay gap. The unadjusted gender pay gap compares the gross salaries of men and women without considering the structural characteristics of the groups (e.g., level of education, professional experience, or job level). The adjusted gender pay gap includes other characteristics and thus compares salary differences between men and women in similar jobs. At DKV Mobility, the adjusted gender pay gap refers to the difference in earnings between women and men in the same job grade. ⁶⁶ACT/EMP, 2017: Research Note; Breaking barriers: Unconscious gender bias in the workplace. ⁶⁷HLB International Limited, 2020: Unconscious bias awareness study.

Corporate citizenship

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

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

Engaging our employees and giving back to the local community

We are actively committed to our responsibility by supporting the local communities where we operate, by partnering with nonprofit organizations, schools, and associations.

In September 2023, DKV Mobility's second "Community Day" took place, where our employees volunteered in charitable work not only at the headquarters in Germany, but also for the first time at selected DKV Mobility entities in the Netherlands, the Czech Republic, and France. With the support of about 400 DKV Mobility employees in six cities, DKV Mobility was able to add value to around 2,000 people with 34 different projects in its local communities and neighborhoods. In line with our corporate citizenship strategy, the focus was on quality education, reducing inequalities, supporting sustainability, and protecting the environment. With 20 projects, most activities took place around the headquarters in Germany, including skill and knowledge-based school projects such as a panel discussion on the energy

transition, a robotics boot camp, or a visit to a biomass-fueled heating plant. Besides this, there were projects focusing on inclusion, sports, and wider society. Apart from our employees, children, students, people with disabilities, and senior citizens were involved on the day and benefited from the various activities. The positive response from the local community and the gratitude shown by our employees reaffirmed our plan to make the "Community Day" an integral annual component of our community service agenda in 2024.

Pro-bono support as part of our community partnerships

In addition to the "Community Day," DKV Mobility opened new areas of employee engagement throughout the year 2023. For example, students from the local high school "Carl Friedrich von Weizsäcker Gymnasium" benefited from a new DKV Mobility cooperation that is part of the program "Schule der Zukunft." In this German federal government program, companies support schools across North-Rhine Westphalia in making education for sustainable development an integral part of their teaching and school development. Businesses serve as ambassadors of knowledge transfer or support for individual projects or excursions. The program is a joint initiative of the Ministry of Education and the Ministry for the Environment. In addition to this investment in Ratingen as a business and education location, Ratingen's biggest sports club "TV Ratingen" also benefitted from a new pro-bono consulting program focusing on the club's efforts to implement a sustainability strategy and materiality assessment in cooperation with DKV Mobility's Sustainability team and the Bochum University of Applied Sciences.





Progress on value-adding products

The DKV Mobility NGO Card +Charge, a service card for nonprofit organizations launched in Germany in 2021, has entered the market in four further European countries in 2023. Apart from Germany and France, the service card is now also available in the Czech Republic, Italy, Poland, and Slovakia. The service card comes with no card or service fees and offers access to DKV Mobility's full network of fuel service stations and EV charge points across Europe. On top, DKV Mobility covers all expenses for supporting climate protection projects for the carbon emissions according to the kilometers driven. The NGO Card +Charge is used by NGOs that depend on mobility to fulfill their mission. By the end of 2023, about 1,750 NGO cards were provided to more than 180 nonprofit organizations.

Providing humanitarian aid and strengthening our long-lasting partnerships

In monetary terms, our social commitment in the reporting year included humanitarian and emergency aid in the context of the earthquake at the Turkish-Syrian border region. Furthermore, DKV Mobility continued to support its long-term partnerships in the fields of health, safety, and well-being, as well as children's education, and its support to NGOs that are committed to the field of mobility and transport. We also promoted various local social projects in the countries where we operate.

Overall, DKV Mobility Group supported a total of 42 social projects and 38 different nonprofit organizations in 2023. Cash donations amounted to about €930,000⁶⁸ in the reporting period.

Our colleagues from Smart Diesel S.R.L. again supported several infrastructure projects in Romania, such as "Fundatia pentru Educatie de Calitate" with its school building project. The foundation's aim is to support upcoming generations by offering them access to educational activities in an ethical and spiritual environment. In addition, our local partnerships were strengthened across Germany and throughout Europe.

In the field of mobility, we focused on the ongoing support for the work of mobility-related NGOs, such as "Truckers Life Foundation," "Fahrer helfen Fahrern e.V.," "Trucker in Not," and others, whose purpose is to improve the working conditions of truck drivers and their families. Furthermore, local

initiatives, like the "Gute-Nacht-Bus" run by the organizations "vision:teilen," and "fiftyfifty" as a mobile soup kitchen and consultation room for homeless people in Düsseldorf (Germany) were given donations to enable them to conduct their work. We also strengthened our partnerships with the "Allianz für Bildung & Lernen e.V.," whose focus is on providing educational support for schoolchildren and on giving them a good start in their professional careers, as well as the "Ronald McDonald House" in Utrecht (the Netherlands), which offers relatives of seriously ill children free accommodation close to treatment centers.

In addition to monetary donations, we also made in-kind donations in 2023. For example, we donated IT equipment (around 500 monitors with camera technology) that became available during the regular replacement process at the DKV Mobility headquarters to the city sports association "Stadt-Sport-Verband Ratingen" in Germany. The around 70 affiliated clubs benefited from the IT equipment in their efforts to digitize club processes and make them fit for the future.

⁶⁸ The total donation amount deviates from that stated in the Annual Report 2023 (more than 35 social projects with approx. €720,000), due to increased contributions tied to business performance at Smart Diesel S.R.L. in Romania. The Romanian government extends tax credits to donations made to non-government organizations (NGOs), amounting to either 0.75 percent of net turnover or 20 percent of the corporate income tax, which can be allocated to a Romanian NGO in lieu of payment to the state.

Fischer Foundation⁶⁹

Constant commitment to support employees' social engagement

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

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

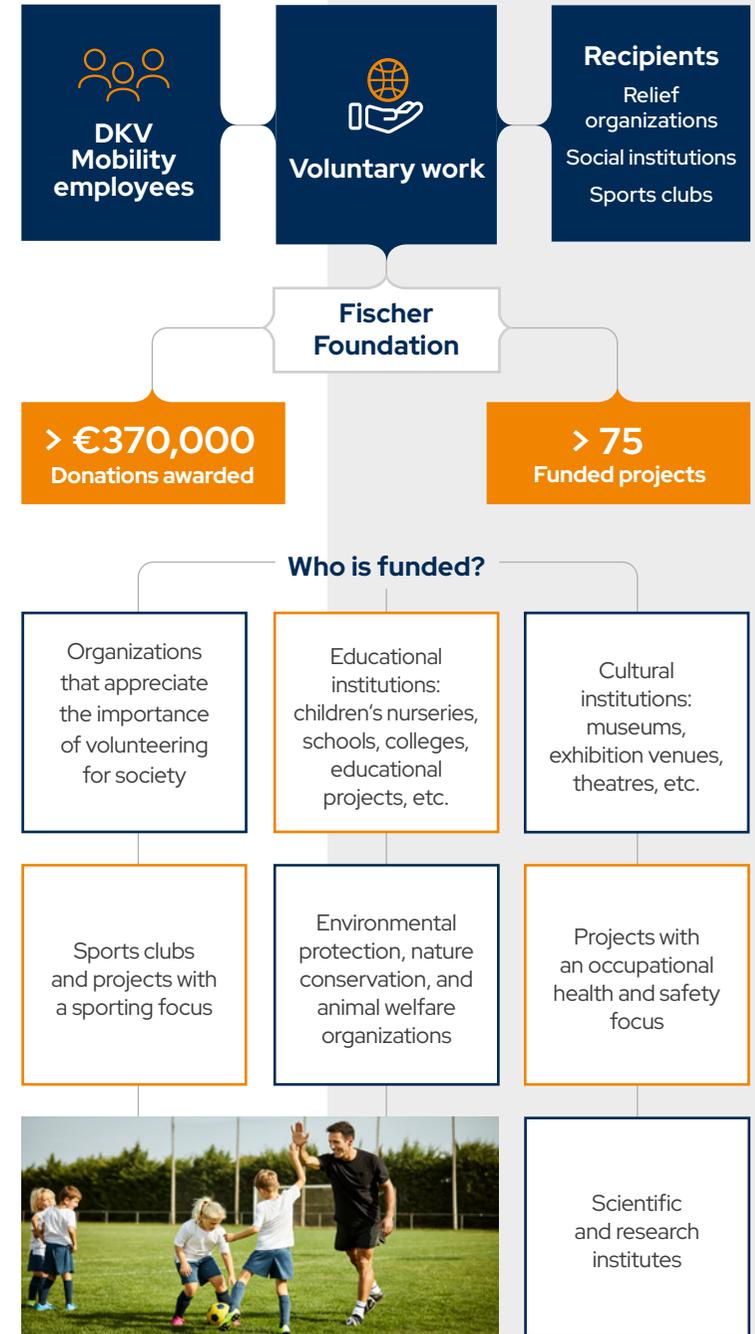
At DKV Mobility, many employees engage in volunteering activities outside of work through relief organizations, social institutions, or sport clubs. Both the existence and success of these nongovernmental organizations depend on volunteering and financial support in their programs and causes.

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

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

In the reporting year, the "Fischer Foundation" supported seven projects. In the foundation's understanding of partnership and support, there is one project to mention specifically in the reporting year 2023. The "Werkstätten des Kreises Mettmann" workshops for the disabled, received monetary support that enabled them to conduct a variety of maintenance work in their building in Ratingen, Germany. On behalf of the district of Mettmann, the "Werkstätten des Kreises Mettmann" workshops ensure the participation of people with disabilities in working life, their integration in working life, and promote their transition to the general labor market. In addition to urgently needed renovation work, the donation allowed for the optimization of equipment at the local workshops with new and more ergonomic workstations.

Since 2010, the "Fischer Foundation" has been supporting our employees' civic engagement in more than 75 projects and awarded more than €370,000 in cash donations.



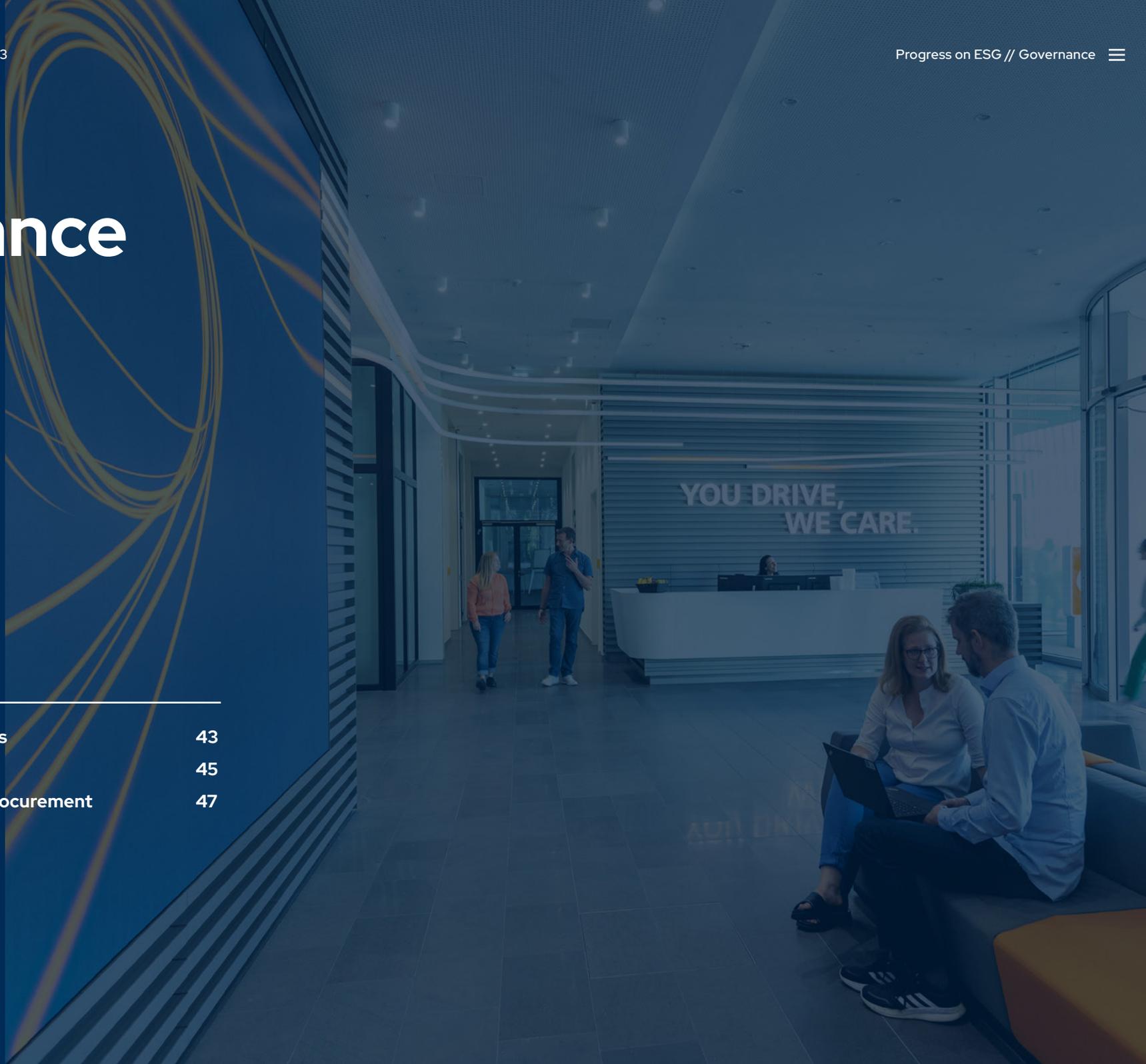
⁶⁹ This is additional information. This information according to the "Fischer Foundation" and the corresponding textual explanations are not part of the ISAE 3000 rev. performed audit with limited assurance.

Governance

To act responsibly

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

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Business ethics

Adhering to business ethics standards

The 2023 Corruption Perceptions Index (CPI) shows that corruption is thriving across the world.⁷⁰ While Western Europe and the European Union remains the top-scoring region, its regional average score dropped to 65⁷¹ this year, as checks and balances weaken, and political integrity erodes. As global regulations proliferate and stakeholder expectations increase, organizations are exposed to a high compliance risk. Instances of corruption around the world are reported almost on a daily basis and exposure to these risks varies significantly from one country to another. Corruption undermines governments' ability to protect people and erodes public trust. From a corporate perspective, neglecting business ethics standards weakens or wears away confidence in companies among their stakeholders, leads to contempt for the rule of law, undermines competition in the marketplace, and destabilizes social and economic development.

At DKV Mobility, we believe that good business ethics practices are a prerequisite for our long-term business success. For us, compliance means promoting, monitoring, and controlling the adherence to essential legal regulations and requirements as well as internal policies or ethical standards and reducing the risk of negative effects that could result from noncompliance (for example, legal, financial, operational, or reputational damage). DKV Mobility Group's compliance culture stands for conformity with the rules – regardless of the level of hierarchy within the Group. We do not tolerate any violation of

applicable laws, codes of conduct, or internal regulations. As a signatory of the UN Global Compact (UNGC), we are committed to driving continuous improvement in the fields of human rights, labor standards, and the environment, as well as to taking action against corruption.

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

Our ambition is to meet the highest standards in our own operations, to prevent corruption and to run effective internal control and risk management systems that prove functional in ensuring compliance, and in identifying and mitigating potential financial and non-financial risks.

Staying ahead of key risks

At DKV Mobility Group, we aim to reduce the risk of negative effects that could result from any noncompliances. The objective of our compliance management is to set clear rules, define responsibilities and reporting channels, and to create transparency and acceptance in relation to all compliance-relevant matters. Any possible noncompliance can thus be recognized, analyzed, and evaluated at an early stage, so that remedial measures can be initiated if necessary.

Highlights in 2023

- Integration of newly acquired subsidiaries into the Compliance Management System
- Implementation of local whistleblowing systems at subsidiaries with more than 50 employees
- Further implementation of the Internal Control System and the Control Self-Assessment processes throughout the Group

BUSINESS ETHICS

Ambition

DKV Mobility stands for upholding high standards in business ethics to effectively manage compliance risks in an environment of ever-increasing regulation and elevated stakeholder demands. Our commitment includes robust internal control systems, comprehensive compliance training for our employees, and a "speak-up" culture to address concerns confidentially. Amid structured compliance functions supervised by the Administrative Board and backed by the Group Compliance Office, we aspire to act in an environment of trust, transparency, and accountability in the interests of all stakeholders.



Key target 2025

Ensuring 100 percent of our active employees complete the annual compliance training.

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

⁷⁰ Transparency International e.V., 2024: CORRUPTION PERCEPTIONS INDEX 2023.

⁷¹ With 100 being very clean and 0 being highly corrupt.

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

Regulations in dealing with sanctions

As an integral part of our compliance organization, we implemented a sanctions management system for the transaction screening of payment files and payees, based on sanctions lists applicable on the relevant day. In addition, we screen our business relationships for sanctions and embargoes.

Before we expand our business geographically or by offering new products or services, we make an assessment regarding applicable laws and regulations on sanctions and embargoes and monitor compliance. We are continuously monitoring all business transactions and DKV Mobility continues to comply with all applicable sanctions, in particular against Russia and Belarus.

Ongoing internal capacity building

All employees are required to complete annual compliance training. The Group Compliance Office conducts compliance training for new and existing employees on a regular basis. New employees are familiarized with the relevant topics shortly after joining the company. These training courses comprise our Code of Conduct (CoC), including anti-corruption and anti-fraud rules, the whistleblowing system, as well as information concerning the UNGC's Ten Principles. Participation in the training is mandatory for all employees and is tracked by the Group Compliance Office and includes the target of raising the participation rate of our employees in our annual compliance training to 100 percent by the end of 2025.

In 2023, around 64 percent (2022: 70 percent) of DKV Mobility's employees completed the mandatory compliance training. Compared to 2022, the decrease in the training participation quota in 2023 can be explained by the fact that individual, newly acquired subsidiaries could not yet be included in the training schedule, for example due to the lack of connection to the Group-wide employee training system "we@dkv" (Cornerstone on Demand). Furthermore, we have an intranet page that informs all employees about DKV Mobility's company-wide regulations and applicable compliance rules.

Promoting a "speak-up" culture

We promote a "speak-up" culture that should encourage our employees and the members of the governing bodies of our Group companies to speak up if they see something that is not in line with our standards, ensuring that the matter is treated confidentially, and that the employee does not have to fear any form of retaliation. Our whistleblowing system is only one way of tackling concerns and detecting misconduct at an early stage. The report can be made anonymously

using our online whistleblowing system at <https://www.dkv-mobility.com/en/whistleblowing-system/>, or directly through the compliance hotline or compliance email to the Group Compliance Office. Furthermore, third parties not belonging to the Group can report suspected compliance infringements to our whistleblowing system. The whistleblowing system aims to offer protection both for the people reporting misconduct and for the people who might be accused of it. The information provided is processed and treated confidentially. In the reporting period, the internal processes underlying the Group-wide whistleblowing system were further professionalized – for example the online solution that is being used with "EQS Integrity Line" had its structure further improved. Furthermore, additional local whistleblowing systems were initiated at subsidiaries with more than 50 employees, as required by local law.

Incidents are reported to the Group Compliance Office. However, if an employee from the Group Compliance Office is the subject of a report, the notification will be directly addressed to the Executive Directors. If the management itself is involved, the report will reach the Chairman of the Administrative Board. Furthermore, the whistleblower process is a recurring item at all Audit Committee meetings. In 2023, a total of 12 cases were reported through the Group-wide whistleblowing system (2022: 4). None of the reported cases involved corruption, human rights, or environmental violations. Four of the 12 cases were complaints that were forwarded to the business units concerned, while eight cases were referred to the local Human Resources departments for further investigation. Two cases were still open and under investigation as per December 31, 2023. The number of cases reported increased in 2023 compared to 2022, because there has been more communication within the organization about the system's presence, which has raised its visibility and usage.

Keeping our commitments

To better navigate increased regulatory obligations and the implementation of new services and functions, we are consistently refining our approach to business ethics. For example, our compliance activities prioritize ensuring that employees and partners are aware of the whistleblowing system and feel comfortable speaking up. Relevant guidelines in this area, such as our Whistleblowing System Policy, were reviewed and updated in 2023. Furthermore, we are working on preventing and consistently combating corruption, fraud, and other potential white-collar crimes. Mandatory compliance policies and training courses serve to protect our employees and customers. Increasing awareness among our employees remains of great importance, because only risk-aware employees can recognize risks and avoid or, at least, minimize them.

Our compliance functions, including our Compliance Management System (CMS), are organized by our Enterprise Governance System (EGS) department, which is closely interlinked with our risk management and our internal control systems to ensure that compliance is an integral part of any business process. The overall responsibility for these compliance functions lies with our Administrative Board, whereas our Management Board is responsible for their practical implementation. The CMS framework is laid down in an internal policy, and we adopted multiple further internal compliance guidelines and policies, including a Code of Conduct for the members of the governing bodies of our Group's companies and for our employees. The Group Compliance Officer reports directly to the Chief Financial Officer and the Audit Committee and also advises and supports the Management Board in compliance matters. At the level of our subsidiaries, Compliance Managers execute the CMS based on guidance from our Group Compliance Office.

Data ethics

Accelerating data centrality and managing data responsibly

In an era marked by rapid technological advancements and shifting business paradigms, the IT and data functions within organizations are undergoing a seismic shift.⁷² The terms automation and AI (artificial intelligence) are widely used everywhere, and specifically AI capabilities have the potential to transform many industries, including mobility, by creating new opportunities for innovation, efficiency, and customer satisfaction. While data and technology offer immense potential to enhance the customers' business through innovative products and services, there is, at the same time, a growing concern over the misuse and contentious handling of data, leading to heightened scrutiny and regulatory measures. Inadequate information security and data protection also pose significant risks such as industrial espionage, identity theft, and cybercrime, affecting not only DKV Mobility Group itself, but also our customers, business partners, and service providers. Addressing these challenges is crucial as issues pertaining to information security and data privacy can impact our business operations and erode trust in our reliability as a partner.

At DKV Mobility, we embrace digitalization and the opportunities it entails and are, at the same time, committed to becoming the driving force behind the successful integration and application of technology into our strategy and operations, and among our staff and customers. We place a strong

focus on data ethics, which must grow in parallel with our increasing use of new and existing technology, the development of new innovative products and services, and the corresponding increasing amount of data. As a pan-European B2B platform for on-the-road payments and solutions and, as such, a digitalized organization, we process large amounts of data in multiple IT systems, and these data must be protected and treated with care and respect.

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

We strive for continuous improvements

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

DKV Mobility Group has a Group-wide Information Security Management System (ISMS) and a Data Privacy Management System (DPMS) in place. Both risk-oriented management systems are built in a hierarchical order. The ISMS is subject to regular external audits. In 2023, the information security management and the data privacy management functions published and updated several Group-wide guidelines covering processes, roles, and responsibilities as a basis for their activities, including a "Data Privacy Management System Guideline," "Use of AI Guideline," and a "Cloud Security Guideline."

Highlights in 2023

- Strategically rolling out the Information Security Management System (ISMS) to the entire Group and completing successful ISO/IEC 27001 surveillance audits at the headquarters in Germany, at GreenFlux, and at the LIS headquarters in Germany
- Implementing Group-wide anti-phishing campaigns and newsletters to raise awareness on information security among the workforce
- Conducting a vulnerability assessment for all critical internal and partner services
- Launching a new Group-wide guideline to follow data privacy processes more effectively
- Rolling-out of the Data Privacy Management System (DPMS) framework to additional subsidiaries

DATA ETHICS

Ambition

We have systematic risk and compliance, Information Security, and Data Privacy Management Systems in place that we designed with the objective of enabling us to detect possible risks in time and of preventing them from causing any damage. DKV Mobility's ambition is to uphold high standards of data ethics in the face of ever-evolving technology and regulatory landscapes. With a focus on information security and data privacy, we integrate robust measures to safeguard sensitive information across our operations. Our commitment extends to continuous employee training and awareness campaigns, ensuring ethical data management practices and reinforcing trust with our stakeholders.



Key target 2025

Extending our Information Security and Data Privacy Management Systems to those subsidiaries that we have acquired over the past few years.

GRI material topic: Information security and data privacy; Disclosure 3-3, 418-1 a., b. | 

⁷²KPMG (2024): The future of IT. Strategies to advance the IT function in a cloud and AI-enabled era.

Information security

The fundamental objectives of information security are safeguarding the availability, integrity, and confidentiality of systems and data. Achieving success in these fields hinges especially on the implementation of security measures and the training and conduct of our workforce. In light of heightened security risks and alerts, particularly amid internationally dispersed teams, the effectiveness of processes and organizational controls is based on the employees' comprehension of, and adherence to, basic rules. Our commitment to enhancing employee awareness, skills, and training to reinforce ethical data management practices remains firm.

The ISMS is designed to comply with the technical and organizational requirements for the protection of data and sensitive company assets. The detailed requirements are laid out and specified in the policy "Design directives for information security." The ISMS is based on the internationally recognized ISO/IEC 27001 standard and was certified for the corresponding fields of information security at the headquarters in Germany. The last surveillance audit was conducted in November 2023 with the certificate being valid until January 9, 2025. Furthermore, certified management systems according to ISO/IEC 27001 are in place at our subsidiaries GreenFlux and at the LIS headquarters in Germany. At GreenFlux, the last surveillance audit was conducted in January 2023, with the certificate being valid until March 1, 2024, and at LIS, the last surveillance audit took place in June 2023, with the certificate being valid until August 21, 2025.

Based on the number of active employees, approximately 69 percent of DKV Mobility Group's operational sites⁷³ are covered by the external ISO/IEC 27001 certification in the reporting period.

Enhancing security measures with the help of awareness campaigns

We conduct regular in-house security testing with the aim of ensuring that our IT systems remain secure and functional and that our employees comply with the internal guidelines and policies established within our Information Security Management System in line with our ISO/IEC 27001 certifications. Furthermore, we offer web-based information security training to our employees that familiarizes them with the requirements of information security. People who have recently joined the Group undergo this training within the first three months and must complete it. In line with our commitment to enhancing security measures, we initiated a data awareness campaign in 2023, which aims to promote a culture of vigilance among our employees. This campaign includes phishing simulations aimed at testing and reinforcing our employees' ability to recognize and mitigate potential cyber threats in day-to-day business. Alongside this initiative, we regularly distribute information security newsletters to all employees, hold "Tech Talks" on the subject, and provide updates on emerging trends, best practices, and company policies. These combined efforts bolster our commitment to maintaining a secure environment and ensuring that every employee remains informed and vigilant in safeguarding data. In addition, the measures explained above were taken to prevent a further increase in the number of confirmed information security incidents (2023: 7; 2022:6).

In 2023, the participation rate in our web-based information security training was 38 percent (2022: 89 percent). Compared to 2022, the decrease in the training participation quota in 2023 can be explained by the fact that the overall training approach changed, towards a more awareness-based training concept. The above outlined awareness measures cannot be tracked systematically via the employee training platform "we@DKV" (Cornerstone on Demand) and the quota only comprises the employees who recently joined the Group and conducted the web-based training.

Data privacy

The EU's General Data Protection Regulation (GDPR) is the central legal basis for data protection in Europe, supplemented by local laws. Our DPMS is based on the GDPR requirements. The DPMS is a Group-wide framework and guideline for all relevant data privacy processes and their documentation. In the reporting year, there was one identified leak of customer data (2022: 0). Data was inadvertently sent to a limited group of external recipients that was not intended for them. The incident was legally assessed and did not qualify as reportable under the GDPR, Art. 33. In 2023, we did not receive any justified complaints from regulatory authorities concerning breaches of customer privacy.

We offer web-based training to our employees that familiarizes them with the most important topics regarding data privacy and dealing with personal information. In 2023, the attendance rate at Group level was at approximately 79 percent (2022: 80 percent).

Keeping our commitments

Our aim is to provide innovative products and services to our customers and to equip our employees with the latest technology. At the same time, we want to demonstrate that we use the data of our stakeholders appropriately and in an ethical manner.

Information security and data privacy are managed within the Enterprise Governance System (EGS) department. While the Group Information Security Officer (GISO) is responsible for the management of information security, data privacy management is in the hands of the Group Data Privacy Coordinator (GDPC), who both report to the Management Board. All employees must be familiar with the requirements applicable to their respective fields of work. For this reason, both simulated phishing campaigns and an information security newsletter for our employees were launched in 2023. Complaints related to information security or data privacy issues can be reported directly to the GISO or the GDPC. Customers, service providers, and other stakeholders can either directly contact their key account managers or lodge their complaints via email. All data protection complaints are documented and reviewed as to whether they qualify as data breaches as defined by Art. 33 GDPR. We additionally conduct a vulnerability assessment to identify risks coming from critical internal and partner services.

⁷³We define an operational site as a site where integral functions of the business are performed more or less independently from the headquarters' activities. For further information, please see "03 Governance performance."

Sustainable procurement

In recent years, sustainable procurement has become a vital aspect of business strategies, shifting the focus beyond financial indicators and taking also into account environmental, social, and corporate governance impacts when sourcing goods and services. This shift reflects a growing concern about the effects of business activities on the environment and society. Furthermore, there is increasing regulatory pressure regarding the responsible management of global supply chains. The German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains (LkSG), which specifies the requirements for a responsible management of supply chains, is not mandatory for DKV Mobility before 2024. To ensure compliance, our external stakeholders have already been granted access to our whistleblowing system (for further details, please see page 44). In anticipation of meeting the new regulatory requirements, we also embarked on an implementation project to ensure full compliance as of January 2024.

As a signatory of the UNGC, we already integrated the latter's Ten Principles into our daily procurement routines. DKV Mobility was awarded an EcoVadis platinum-medal rating in 2023 – for the first time – and scored 80/100 points (2022: 70/100 points) in the Sustainable Procurement category.

Supporting human rights due diligence in our supply chain

ESG opportunities – such as accelerating decarbonization efforts for Scope 3 emissions – lie beyond our own direct reach in our supply chains. As a result, our purchasing activities play a vital role in improving our ESG performance. In 2023, we rolled out a Group-wide risk analysis and management tool to help us manage our supply chain due diligence processes for all our direct and indirect suppliers. The tool enables us to monitor and document all risk management measures undertaken, enhancing our ability to meet regulatory due diligence requirements in future and integrating ESG more deeply into our procurement activities. In 2023, DKV Mobility conducted business with more than ~11,400 suppliers across ~50 countries. All 100 percent of our suppliers were screened in 2023 with our newly implemented supply chain risk assessment tool. From 2024 onwards, all risk management measures will be documented and monitored with the help of this tool.

Keeping our commitments

In 2021, we built the foundation with our suppliers for indirect materials and services, and since then have consistently incorporated ESG criteria into our procurement processes. The minimum requirements for a listing in DKV Mobility's indirect supplier⁷⁵ pool – and thus for potentially

acting as a supplier for the Group – are confirming the receipt of the CoC and/or filling out the vendor self-disclosure questionnaire by providing relevant economic and ESG information and acting in full compliance with all applicable laws and regulations. For smaller suppliers that do not necessarily have a complex framework agreement, which includes ESG-related contract clauses, our commitment is supported by the fact that each individual purchase order contains additional requirements in the ESG context, including a reference to the General Terms and Conditions of Purchase, which were comprehensively revised in 2023 by adding a clause on the adherence to our "CoC for Suppliers and Business Partners."

Highlights in 2023

- Enhancing the Group-wide whistleblowing system to comply with the requirements of the German Supply Chain Act (LkSG) regarding the complaints procedure
- Rolling-out of a risk analysis and management tool to help us manage supply chain due diligence processes
- Updating the General Terms and Conditions of Purchasing by adding a clause on the adherence to the CoC for Suppliers and Business Partners
- Development of a policy statement on human rights and environmental due diligence, scheduled for release in January 2024

⁷⁴Suppliers for indirect materials and services with annual main indirect supplier expenses of >€25,000. Please refer to the "03 Governance performance" section for more information on how we define main suppliers for indirect materials and services. ⁷⁵Suppliers for indirect materials and services with annual main indirect supplier expenses of >€25,000. Please refer to the "03 Governance performance" section for more information on how we define main suppliers for indirect materials and services. The target relates only to DKV Mobility's indirect supplier pool. A target revision is planned in the context of fulfilling the legal requirements of LkSG.

SUSTAINABLE PROCUREMENT

Ambition

We understand that the purchasing decisions we make at DKV Mobility may have an impact on economic, environmental, and social factors. This makes responsible procurement and transparency along our supply chains an essential requirement. Striving to manage the interactions with our suppliers and business partners along the lines of diligence, mutual appreciation, respect, and fairness is important to us. In our procurement activities, we aim to look beyond aspects of cost, quality, and delivery time and rather ask our suppliers to primarily comply with our legal and ethical standards. We are committed to fostering long-term and sustainable supplier relationships, integrating ESG criteria into supplier due diligence processes, and aligning with new legal and ethical standards.



Key target 2025

Ensuring that all main suppliers for indirect materials and services⁷⁴ comply with our Code of Conduct by 2025.



Procurement management and monitoring system

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

01

Purchasing guideline
Superordinate guideline for external procurement activities, including sustainability aspects, which lays down the essential requirements for local purchasing policies

02

Supplier letter
Information letter on DKV Mobility Group's sustainable procurement practices

03

Code of Conduct for Suppliers and Business Partners
Fundamental moral and ethical values and minimum requirements, the adherence to which is mandatory for DKV Mobility Group's business partners

04

Vendor self-disclosure questionnaire for selected suppliers and business partners
A query on all relevant economic aspects, extended by questions concerning ESG practices

05

Contractual clause on sustainability
The integration of a clause on environmental, labor, and human rights requirements in the standard framework contract and the CoC is an integral part of the General Terms and Conditions of Purchasing, which the supplier must actively endorse when taking an order

06

ESG training
Every two years, for members of the purchasing department and for main suppliers for indirect materials and services

In total, in 2023, DKV Mobility Group dealt with 848 (2022: 797) suppliers of indirect materials and services, most of whom were located in Germany or Europe. The reason for the slight increase in suppliers compared to the previous year (about 6 percent more) is due to the expansion of DKV Mobility's headquarters building in Germany. Most of the orders related to this were single orders. To date, 43 percent (2022: 17 percent) of DKV Mobility Group's indirect suppliers comply with our CoC. The growth in relation to complying with the CoC comes mainly from (smaller) suppliers who have agreed to the new General Terms and Conditions of Purchase. DKV Mobility requires all indirect suppliers to adhere to our General Terms and Conditions of Purchase, ensuring alignment with our ESG principles. The fact that we also integrate sustainable procurement objectives into buyer performance reviews has made a positive contribution to this.

If any serious cases of noncompliance occur, we generally reserve the right to immediately terminate the contractual relationship with the supplier in question. There were no such incidents in 2023.

Resources for managing our sustainable procurement efforts

The Purchasing department holds the main accountability for sustainable procurement, managing the acquisition of indirect materials and services for our headquarters in Germany and, to some extent, for our overseas subsidiaries. These encompass various areas such as professional services, IT, marketing, office supplies, travel, and facility management.

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

The aforementioned departments work in close cooperation with the Group Compliance Office, Sustainability & New Mobility, and Legal teams. We also conduct targeted ESG buyer training for our employees of the Purchasing department every two years, with the last training taking place in 2023, and continuously build up skills among our suppliers and business partners to ensure that both our own ESG targets and the interests of our customers are reflected in our procurement activities. In 2023, all employees of the Purchasing department were trained in ESG.

In 2024, our agenda includes broadening and harmonizing our sustainable procurement initiatives in accordance with the German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains (LkSG). Additionally, we seek to extend our ESG supplier engagement to the newly acquired subsidiaries within the organization. Improving our risk assessment and human rights due diligence standards in the supply chain is an ongoing process. We will strive to align with recognized standards and the emerging EU Corporate Sustainability Due Diligence Directive (CSDDD).

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ESG performance data

		2023	2022	2021	2020	2019	2023 vs. 2019 [%]
1.	Environment						
1.1	Energy consumption Offices						
1.1.1	Office space [m ²]	64,508	38,650	38,067	39,055	64,389	-0.8%
1.1.2	Energy consumption [GRI 302-1 e.] [kWh]	6,010,645	3,939,211	4,112,847	4,315,589	6,413,372	-6.3%
1.1.2.1	Energy consumption from nonrenewable sources [kWh]	2,791,201	2,135,586	2,950,237	4,271,759	6,209,855	-55.1%
1.1.2.2	Energy consumption from renewable sources [kWh]	3,219,444	1,803,625	1,162,610	43,831	203,517	1,481.9%
1.1.3	Energy intensity ratio [GRI 302-3 a., b.] [kWh/m ²]	93.9	101.9	108.0	110.5	99.4	-5.5%
1.1.4	Electricity consumption [GRI 302-1 c. i.] [kWh]	3,223,887	2,053,650	2,084,912	2,315,763	3,716,029	-13.2%
1.1.4.1	Electricity from nonrenewable sources [kWh]	19,461	250,025	922,303	2,271,932	3,521,477	-99.4%
1.1.4.2	Electricity from renewable sources [kWh]	3,204,426	1,803,625	1,162,610	43,831	194,552	1,547.1%
1.1.5	Heat consumption [GRI 302-1 c. ii.] [kWh]	2,786,758	1,885,561	2,027,934	1,999,826	2,697,343	3.3%
1.1.5.1	Heat consumption from nonrenewable sources [GRI 302-1 a.] [kWh]	2,771,740	1,885,561	2,027,934	1,999,826	2,688,378	3.1%
1.1.5.2	Heat consumption from renewable sources [GRI 302-1 b.] [kWh]	15,018	0.0	0.0	0.0	8,965	675%
1.2	Other resource consumption Offices						
1.2.1	Water consumption [GRI 303-5 a.] [m ³]	13,152	6,055	6,122	5,766	13,082	0.5%
1.2.2	Water intensity ratio [m ³ /m ²]	0.21	0.16	0.16	0.15	0.20	1.3%
1.2.3	Waste [GRI 306-3 a.] [t]	53.3	62.2	71.1	52.7	84.6	-370%
1.3	Fuel and power consumption Company fleet [GRI 302-1 a., b.]						
1.3.1	Fuel consumption [GRI 302-1 a.] [l]	576,760	511,541	461,721	408,075	980,227	-41.2%
1.3.2	Electricity consumption of company vehicles [GRI 302-1 b.] [kWh]	286,662	15,400	5,082	337	82,493	2475%
1.4	Business and commuter travel Other						
1.4.1	Air travel, number of flights [#]	3,258	2,479	957	1,365	5,403	-39.7%
1.4.2	Hotel accommodation, number of overnight stays [#]	4,290	3,077	994	917	3,143	36.5%
1.4.3	Train travel, train kilometers [km]	633,342	831,666	155,701	147,645	555,713	14.0%
1.4.4	Commuter travel, kilometers travelled to offices [km]	8,855,248	9,496,140	5,161,498	7,892,687	16,160,215	-45.2%
1.5	Greenhouse gas (GHG) emissions⁷⁶						
1.5.1	GHG emissions, Scope 1, 2 and 3 [t CO ₂ e]	7,583	6,543	5,341	6,625	15,284	-50.4%
1.5.1.1	GHG emissions, Scope 1 GHG Protocol [GRI 305-1 a.] [t CO ₂ e]	1,912	1,592	1,505	1,375	3,210	-40.4%
1.5.1.2	GHG emissions, Scope 2 GHG Protocol, market-based ⁷³ [GRI 305-2 a., b.] [t CO ₂ e]	19	110	407	1,049	1,262	-98.5%
1.5.1.3	GHG emissions, Scope 3 GHG Protocol ⁷⁷ [GRI 305-3 a.] [t CO ₂ e]	5,652	4,840	3,428	4,200	10,812	-47.7%
1.5.2	Relative CO ₂ reduction, versus base year 2019 [GRI 305-5 a., c.] [%]	-50%	-47%	-56%	-46%		
1.5.3	GHG emissions intensity ratio, Scope 1, 2, and 3 [GRI 305-4 a., b., c.] [t CO ₂ e/m ²]	0.12	0.17	0.14	0.17	0.24	-50.0%

⁷⁶ Our Corporate Carbon Footprint does not include all Scope 3 GHG emissions according to the GHG protocol. Please refer to the accounting principles on p. 53 for more information on how the 'Corporate Carbon Footprint (CCF)' is defined related to our climate protection target.

⁷⁷ Scope 2 emissions following a market-based method. Location-based Scope 2 emissions: 1,098 t CO₂e (2023), 1,179 t CO₂e (2019). ⁷⁸ Among others, we did not include Scope 3 emissions from our fuel bunkering business in the UK and at RSP in Spain, as it is immaterial in terms of our total transaction volume, does not represent our common business model, and is not part of our climate pledge target and decarbonization strategy. CO₂ emissions from our fuel bunkering business in the UK and at RSP in Spain: 203,476 t CO₂e (2023), 180,696 t CO₂e (2022; UK only), 190,481 t CO₂e (2021; UK only), 161,934 t CO₂e (2020; UK only), and 154,358 t CO₂e (2019; UK only) including all upstream emissions from the production of fuels purchased as well as emissions from the use of fuels sold to our customers.

			2023	2022	2021	2020
2.	Social (human resources)					
2.1	Total number of employees [GRI 2-7 a.]	[#]	2,374	1,891	1,712	1,334
2.1.1	of which active	[#]	2,284	1,816	1,637	1,262
2.1.2	of which inactive	[#]	90	75	75	72
2.1.3	of which women [GRI 2-7 a.]	[%]	49%	51%	50%	49%
2.1.4	of which men [GRI 2-7 a.]	[%]	51%	49%	50%	51%
2.1.5	of which 16–30	[%]	21%	20%	19%	16%
2.1.6	of which 31–40	[%]	37%	38%	38%	37%
2.1.7	of which 41–50	[%]	24%	23%	24%	25%
2.1.8	of which 51 +	[%]	18%	19%	19%	22%
2.2	Total number of nonmanagerial employees [GRI 405-1 b. i, ii.]	[#]	2,035	1,628	1,478	1,132
2.2.1	of which women [GRI 405-1 b. i.]	[%]	51%	53%	54%	53%
2.2.2	of which men [GRI 405-1 b. i.]	[%]	49%	47%	46%	47%
2.2.3	of which 16–30 [GRI 405-1 b. ii.]	[%]	24%	22%	21%	18%
2.2.4	of which 31–40 [GRI 405-1 b. ii.]	[%]	36%	37%	38%	37%
2.2.5	of which 41–50 [GRI 405-1 b. ii.]	[%]	22%	22%	23%	23%
2.2.6	of which 51 + [GRI 405-1 b. ii.]	[%]	18%	19%	19%	22%
2.3	Total number of managers [GRI 405-1 b. i, ii.]	[#]	339	263	234	202
2.3.1	of which women [GRI 405-1 b. i.]	[%]	38%	35%	29%	26%
2.3.2	of which men [GRI 405-1 b. i.]	[%]	62%	65%	71%	74%
2.3.3	of which 16–30 [GRI 405-1 b. ii.]	[%]	6%	4%	4%	4%
2.3.4	of which 31–40 [GRI 405-1 b. ii.]	[%]	41%	42%	38%	38%
2.3.5	of which 41–50 [GRI 405-1 b. ii.]	[%]	33%	32%	35%	34%
2.3.6	of which 51 + [GRI 405-1 b. ii.]	[%]	20%	22%	23%	24%

			2023	2022	2021	2020
2.4	Employment contract [GRI 2-7 b. i, ii.]					
2.4.1	Permanent [GRI 2-7 b. i.]	[%]	95%	92%	94%	95%
2.4.1.1	of which women [GRI 2-7 b. i.]	[%]	49%	50%	50%	49%
2.4.1.2	of which men [GRI 2-7 b. i.]	[%]	51%	50%	50%	51%
2.4.2	Temporary [GRI 2-7 b. ii.]	[%]	5%	8%	6%	5%
2.4.2.1	of which women [GRI 2-7 b. ii.]	[%]	49%	54%	54%	53%
2.4.2.2	of which men [GRI 2-7 b. ii.]	[%]	51%	46%	46%	47%
2.5	Part-time employees [GRI 2-7 b. v.]	[%]	14%	14%	14%	18%
2.5.1	of which women	[%]	76%	80%	83%	86%
2.5.2	of which men	[%]	24%	20%	17%	14%
2.6	Part-time nonmanagerial employees	[%]	15%	15%	15%	20%
2.6.1	of which women	[%]	76%	80%	83%	86%
2.6.2	of which men	[%]	24%	20%	17%	14%
2.7	Part-time managers	[%]	6%	6%	6%	8%
2.7.1	of which women	[%]	67%	75%	87%	94%
2.7.2	of which men	[%]	33%	25%	13%	6%
2.8	Average length of service	[years]	5.8	5.7	6.0	6.8
2.9	Average age of employees	[years]	39.6	39.9	40.5	41.0

			2023	2022	2021	2020
2.10	Employee turnover/attrition rate [GRI 401-1 b.]	[%]	9%	13%	11%	6%
2.10.1	of which women	[#]	8%	14%	9%	6%
2.10.2	of which men	[#]	10%	12%	13%	6%
2.10.3	of which 16–30	[%]	10%	14%	16%	na
2.10.4	of which 31–40	[%]	12%	13%	11%	na
2.10.5	of which 41–50	[%]	6%	13%	11%	na
2.10.6	of which 51 +	[%]	6%	10%	7%	na
2.10.7	of which full-time	[%]	9%	12%	11%	na
2.10.8	of which part-time	[%]	10%	18%	12%	na
2.11	New employee hires by gender and age group [GRI 401-1 a.]	[#]	416	415	361	208
2.11.1	of which women	[%]	50%	54%	45%	40%
2.11.2	of which men	[%]	50%	46%	55%	60%
2.11.3	of which 16–30	[%]	41%	36%	37%	30%
2.11.4	of which 31–40	[%]	32%	41%	41%	41%
2.11.5	of which 41–50	[%]	19%	15%	17%	18%
2.11.6	of which 51 +	[%]	8%	8%	6%	11%
2.12	Employees that took parental leave [GRI 401-3 b.]	[#]	123	105	104	82
2.12.1	of which women [GRI 401-3 b.]	[%]	74%	77%	74%	72%
2.12.2	of which men [GRI 401-3 b.]	[%]	26%	23%	26%	28%
2.12.3	of which 16–30	[%]	18%	12%	9%	na
2.12.4	of which 31–40	[%]	74%	78%	81%	na
2.12.5	of which 41–50	[%]	8%	10%	11%	na
2.12.6	of which 51 +	[%]	0%	0%	0%	na

			2023	2022	2021	2020
2.13	Employee training and education					
2.13.1	Total hours of training	[hours]	85,314	77,867	58,455	na
2.13.1.1	of which by women	[hours]	40,448	39,066	28,230	na
2.13.1.2	of which by men	[hours]	44,866	38,800	30,225	na
2.13.2	Average hours of training provided per employee	[hours]	38.9	42.9	35.7	na
2.13.3	Average days of training provided per employee	[days]	4.9	5.4	4.5	na
2.14	Disabilities⁷⁸					
2.14.1	Number of employees with disabilities	[#]	19	13	16	23
2.14.2	Average degree of disability	[%]	52%	50%	59%	50%

⁷⁸ In 2023, 2022, 2021, and 2020, the figures regarding "Number of employees with disabilities" and "Average degree of disability" apply to employees at DKV Mobility's headquarters in Germany only.

		2023	2022	2021
3.1	Business ethics			
3.1.1	# of employees the CoC and procedures have been communicated to [GRI 205-2 b.]	[#] 1,813	1,440	1,330
3.1.2	% of employees the CoC and procedures have been communicated to [GRI 205-2 b.]	[%] 86	79%	81%
3.1.3	Employees that completed compliance training [GRI 205-2 e.]	[#] 1,470	1,278	1,073
3.1.4	% of employees that completed compliance [GRI 205-2 e.]	[%] 64%	70%	66%
3.1.5	Whistleblowing reports received/cases brought through dispute resolution mechanisms ⁷⁹	[#] 12	4	2
3.1.6	Confirmed corruption incidents [GRI 205-3 a.]	[#] 0	0	0
3.1.7	Confirmed incidents in which employees were dismissed or disciplined for corruption [GRI 205-3 b.]	[#] 0	0	0
3.1.8	Public legal cases regarding corruption [GRI 205-3 d.]	[#] 0	0	0
3.1.9	Incidents of discrimination [GRI 406-1 a.]	[#] 0	0	0
3.1.10	Significant instances of noncompliance with laws and regulations [GRI 2-27 a.]	[#] 0	0	0
3.2	Data ethics			
3.2.1	Operational sites with ISO/IEC 27001 certified Information Security Management System (ISMS)	[%] 69%	71%	70%
3.2.2	Employees that completed information security training	[#] 858	1,619	681
3.2.3	% of employees that completed information security training	[%] 38%	89%	42%
3.2.4	Confirmed information security incidents ⁸⁰	[#] 7	6	2
3.2.5	Employees that completed data privacy management training	[#] 1,795	1,451	769
3.2.6	% of employees that completed data privacy management training	[%] 79%	80%	47%
3.2.7	Substantiated complaints received concerning breaches of customer privacy	[#] 0	1	0
3.2.7.1	Thereof, complaints received from outside parties and substantiated by the organization [GRI 418-1 a. i.]	[#] 0	1	0
3.2.7.2	Thereof, complaints received from regulatory bodies [GRI 418-1 a. ii.]	[#] 0	0	0
3.2.8	Identified leaks, thefts, or losses of customer data [GRI 418-1 b.]	[#] 1	0	0
3.3	Sustainable procurement			
3.3.1	Suppliers for indirect materials and services	[#] 848	797	759
3.3.2	Share of main suppliers for indirect materials and services that comply with our CoC	[%] 43%	17%	15%
3.3.3	Confirmed incidents when contracts with business partners were terminated/not renewed due to corruption [GRI 205-3 c.]	[#] 0	0	0
3.3.4	Share of procurement budget used for significant locations of operation ⁸¹ spent on indirect suppliers local ⁸² to that operation [GRI 204-1 a.]	[%] >96%	>99%	>98%

⁷⁹For further information on the whistleblowing reports received in 2023, please see the "Business ethics" section. ⁸⁰All cases were resolved in the reporting period. ⁸¹The definition used for "significant locations of operation" is "at our headquarters," in Germany [GRI 204-1 c.]. ⁸²The definition used for "local" is Europe, because this is the geographic market where DKV Mobility Group operates [GRI 204-1 b.].

ESG accounting principles

01 Environmental performance

GHG emissions accounting

Greenhouse gas (GHG) emissions data are reported on the basis of the GHG Protocol Corporate Accounting and Reporting Standard, although not fully addressed. GHG emission factors come from ecoinvent Database 3.6 for the reporting years 2019 until 2022 and from ecoinvent Database 3.10 for 2023. The assessment method is IPCC 2007 (GWP 100a). The base year (BY) for DKV Mobility's Corporate Carbon Footprint (CCF) is 2019. DKV Mobility Group's CCF is reported in tons of CO₂ equivalents (t CO₂e) and presented at Group level. Environment-related data are not collected per legal entity, but per asset (office/building) that is owned or leased by a legal entity. For these offices/buildings, environmental activity data are collected. These figures are then consolidated line by line.

Extrapolation methodology

The CCF calculation is based on three distinct data sources for the individual assets. Whenever possible, data was systematically collected using verifiable evidence. In cases where, for example, specific monthly invoices were missing, an average was computed for the absent months. If certain metrics lacked sufficient data for a particular asset, extrapolation was employed based on the metrics of the other assets. The foundation for these extrapolations included the number of active employees or the office space in square meters. In particular, the number of active employees was used to extrapolate missing data in the categories of air travel – number of flights, hotel accommodation – number of overnight stays, and train travel – train kilometers. The number of square meters were used for the categories of electricity consumption (in kWh), heat consumption (in kWh), fuel (in l) and electricity consumption of company vehicles (in kWh), and water consumption (in m³) to extrapolate missing data. Continuous efforts are underway to enhance the data quality with the goal of directly capturing all metrics from every entity using reliable evidence.

Definition of GHG emissions

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

Scope 1 emissions: Direct emissions coming from our owned or controlled operations, including the total generated heat and total diesel and gasoline fuel consumption from company vehicles.

Scope 2 emissions (market-based): Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as purchased electricity from electric company vehicles.

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

■ Purchased goods and services [# 3.1]:

Includes emissions from DKV service cards, Novofleet service cards, DKV Box TISPL/TG-440, DKV Box Select/TRP-4010 (including variants of TISPL and VIAT), DKV Box Select/VTR850 (including variants of TISPL, VIAT, and ITALIA), DKV Box REETS/OBU 4021, purchased IT materials, office material (paper, toner cartridges), tap water, as well as food and beverages. In 2023, the service cards from our newly acquired entity Road Solution PRO, S.L. (RSP) were recorded and considered in the emissions calculation.

Does not include any emissions from the following sources: We did not include Scope 3 emissions from our fuel bunkering business in the UK and at RSP in Spain, as it is immaterial in terms of our total financial transaction volume, does not represent our common business model, and is not part of our Climate Pledge

target and decarbonization strategy. With our fuel bunkering business in the UK and at RSP in Spain, we purchase a certain virtual stock of conventional fuel at a certain price from our suppliers, which we then sell to our customers through the fuel service stations of our contracted partners.

CO₂ emissions from our fuel bunkering business in the UK and at RSP⁸³ in Spain: 203,476 t CO₂e (2023), 154,358 t CO₂e (base year 2019), including all upstream emissions from the production of fuels purchased as well as emissions from the use of fuels sold to our customers (category 3.11 of GHG Protocol).

Does not include any emissions from:

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

■ Capital goods [# 3.2]:

Includes emissions from the production of IT devices purchased or acquired by DKV Mobility, including desktop computers, monitors, laptops and thin clients, tablets and smartphones, and printers. In line with previous years, servers were not considered.

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

Includes emissions related to the production of diesel and gasoline fuels burned by our company vehicles and the production of energy purchased and consumed that is not included in Scope 1 or Scope 2. Does not include any emissions that are generated by employees working from home.

■ Upstream transportation & distribution [# 3.4]:

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

⁸³ Acquired Andamur fuel card business contains fuel bunkering business in Spain. Legal entity Road Solution PRO, S.L. (RSP) operates the fuel card business of the Spanish petrol station company GP Limite Andamur.

- **Waste generated in operations [# 3.5]:**

Includes emissions from residual/household waste, paper/cardboard/cartons waste, and lightweight packaging/plastic waste. The residual/household waste volume was extrapolated based on the active employees for all locations by means of the consumption at the headquarters in Germany. Paper/cardboard/cartons waste and lightweight packaging/plastic waste is only reported at headquarters level.

- **Business travel [# 3.6]:**

Includes emissions from the transportation of employees for business-related activities in aircrafts and trains owned and operated by third parties as well as from business travelers staying in hotels. The four-star level was adopted as the standard for hotel accommodations, forming the basis for calculating CO₂ emissions in the business travel category.

- **Employee commuting [# 3.7]:**

Includes emissions from the transportation of employees between their homes and their worksites that arise from auto mobile and public transport travel. For the 2023 reporting year, there is an improved data foundation. It includes, for the headquarters in Germany, the number of employees with a train ticket subsidized by the company, allowing for the consideration of commuting via public transportation in the calculation. For all employees commuting by car, it is assumed that this car is of a medium car size.

Changes affecting data in 2023 and restatement of data from prior years

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

Emission factors:

Emission factors from the internationally recognized ecoinvent database are used for the accounting of GHG emissions. For the reporting years 2019 to 2021, emissions factors from the ecoinvent 2.2 standard were applied. In 2022, we updated the emission factors by applying the ecoinvent 3.6 standard and, recalculated the Corporate Carbon Footprint for the reporting years 2019 to 2021. In 2023, we adopted the ecoinvent 3.10 standard in anticipation of future requirements (e.g., carbon accounting in line with the requirements of the Science-Based Targets initiative (SBTi)). The calculation of previous years remains unaffected.

Acquisitions:

For acquisitions that did not identify or report GHG emissions accurately and in line with our accounting standards in the years before their takeover, GHG emissions of the year in which the structural event happened or the year in which GHG emissions were collected for the first time were used for the recalculation of GHG emissions data for the base year, the reporting year, and all the years between the base year and reporting year. In 2022, we recalculated GHG emission data from acquisitions for the reporting years 2019 to 2021 for the first time. The results significantly impact our base year emissions. CO₂ emissions that were identified from available data sources of the acquired companies in the year of the acquisition were used and added to the years 2019 to 2021 at the same quantity. For CO₂ emissions with no reliable data according to DKV Mobility's accounting standard, data were extrapolated. In 2023, we added the GHG emission data from the new acquisitions and emissions that resulted from major structural changes (the extension of office space >50 percent in comparison to the base year resulted in 565 t CO₂e) of the reporting year only to the base year of 2019.

Key definitions of environmental performance KPIs

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

<p>1.1.1 Office space (in m²) Square meters of occupied office space. Includes all office spaces used by DKV Mobility Group where at least one employee has a permanent place of work.</p>	<p>1.1.4.2 Electricity consumption from renewable sources (in kWh) Renewable electricity consumption encompassing renewable electricity types used (solar, wind, geothermal energy, etc.).</p>	<p>1.4.3 Train travel, train kilometers (in km) Number of kilometers traveled for any business-related trips carried out by train by employees of DKV Mobility.</p>
<p>1.1.2 Energy consumption (in kWh) Energy consumption (in kWh) encompasses all purchased and self-generated electricity (if applicable), heating/cooling in kilowatt hours. The energy consumption metrics refer to the energy consumption (electricity, heating, and cooling) at office locations/buildings and does not include the fuel consumption caused by company vehicles. This information is reported separately.</p>	<p>1.1.5 Heat consumption (in kWh) Heat consumed through district heating.</p>	<p>1.4.4 Commuter travel, kilometers traveled to offices (in km) Number of kilometers commuted by employees of DKV Mobility between their homes and their workplaces.</p>
<p>1.1.2.1 Energy consumption from nonrenewable sources (in kWh) Energy consumption from nonrenewable sources (such as nuclear, coal, etc.).</p>	<p>1.1.5.1 Heat consumption from non-renewable sources (in kWh) Heat consumed through district heating from nonrenewable sources, such as natural gas and heat consumed from fuel oil.</p>	<p>1.5.1 GHG emissions, Scopes 1, 2, and 3 (in t CO₂e) GHG emissions are reported as the sum of reported Scope 1, Scope 2, and Scope 3 emissions.</p>
<p>1.1.2.2 Energy consumption from renewable sources (in kWh) Energy consumption from renewable sources (such as solar, wind, geothermal energy, etc.).</p>	<p>1.1.5.2 Heat consumption from renewable sources (in kWh) Heat consumed through district heating from renewable sources, such as biogas.</p>	<p>1.5.1.1 GHG emissions, Scope 1 GHG Protocol (in t CO₂e) Direct emissions coming from our owned or controlled operations, including total generated heat and total diesel and gasoline fuel consumption from company vehicles. For more details, go to the chapter "ESG accounting principles."</p>
<p>1.1.3 Energy intensity ratio (in kWh/m²) The energy intensity ratio is reported as the total energy consumption (in kWh) divided by office space in square meters (m²). The organization-specific metric (the denominator) chosen to calculate the ratio is square meters.</p>	<p>1.2.1 Water consumption (in m³) Reported as the volume of all water that was withdrawn at offices and was consumed by humans or livestock.</p>	<p>1.5.1.2 GHG emissions, Scope 2 GHG Protocol, market-based (in t CO₂e) Indirect emissions coming from the generation of purchased electricity and heat, including consumed electricity, district heating, as well as electricity consumption from company vehicles. For more details, go to the chapter "ESG accounting principles."</p>
<p>1.1.4 Electricity consumption (in kWh) Sum of renewable electricity consumption and conventional electricity consumption. Including electricity types used from non-renewables (nuclear, coal, etc.) and renewables (solar, wind, geothermal energy, etc.).</p>	<p>1.2.2 Water intensity ratio (in m³/m²) The water intensity ratio is reported as the water consumption divided by office space in square meters.</p>	<p>1.5.1.3 GHG emissions, Scope 3 GHG Protocol (in t CO₂e) Indirect emissions created in the value chain as a result of DKV Group's business activities. For more details, go to the chapter "ESG accounting principles."</p>
<p>1.1.4.1 Electricity consumption from nonrenewable sources (in kWh) Conventional electricity consumption encompassing nonrenewable electricity types used (nuclear power, coal, etc.).</p>	<p>1.2.3 Waste (in tons) Waste includes residual/household waste, paper/cardboard/cartons waste, and lightweight packaging/plastic waste.</p>	<p>1.5.2 Relative CO₂ reduction, versus base year 2019 (in %) The relative CO₂ reduction is reported as the reduction of total GHG emissions in relation to total GHG emissions of the base year of 2019.</p>
	<p>1.3.1 Fuel consumption (in liters) Diesel and petrol fuel consumption of company cars that use a DKV service card.</p>	<p>1.5.3 GHG emissions intensity ratio, Scopes 1, 2, and 3 (in t CO₂e) The GHG emissions intensity ratio is reported as GHG emissions divided by office space in square meters.</p>
	<p>1.3.2 Electricity consumption of company vehicles (in kWh) Electricity consumption of company cars that use a DKV service card, does not include the electricity charged by using a wallbox at the headquarters in Ratingen.</p>	
	<p>1.4.1 Air travel, number of flights (in #) Number of any business-related flight segments (one-way) done by employees of DKV Mobility.</p>	
	<p>1.4.2 Hotel accommodation, number of overnight stays (in #) Number of any business-related hotel overnight stays by employees of DKV Mobility.</p>	

02 Social performance

Limitations

The base year for most of DKV Mobility's social (human resources) performance data is 2020. To ensure a standardized approach, we reviewed our "2.13 Employee training and education" set of key performance indicators in 2021. This is why we only present information for these KPIs for the reporting periods 2023, 2022, as well as 2021, and not for 2020.

Employee training and education [# 2.13]:

Our non-financial reporting continues to develop steadily. Compared to the previous year 2022, the acquired subsidiary InNuce Solutions GmbH was connected to our HR management system and to the training platform "we@DKV" (Cornerstone on Demand) and thus the employee training and education KPI reporting was extended.

The 2023 figures refer to active employees at DKV Mobility Group who took part in training and development sessions – without SV Transportservice GmbH, Road Solution PRO, S.L., Andamur Europe S.A., Pro RS Portugal, Lda., and Easytrip Services Ireland Limited. The employee training and education figures include trainees and working students (excluding interns) and all employees who left the company but had still completed training courses during the reporting period.

For comparison, the 2022 figures referred to active employees at DKV Mobility Group who took part in training and development sessions – excluding Smart Diesel S.R.L., Port One Group, GreenFlux Assets B.V., CONSORZIO DKV EURO SERVICE, M. P. VAT SERVICES, S.L., and Tax Refund S.R.L. This included trainees and working students (excluding interns) and all employees who left the company but had still completed training courses during the reporting period.

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

- **Training sessions:**

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

- **Learning on the job:**

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

Disabilities [# 2.14]:

In 2023, 2022, 2021, and 2020, the figures regarding the "Number of employees with disabilities" and "Average degree of disability" apply to employees at DKV Mobility's headquarters in Germany only.

Key definitions of social performance KPIs

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

2.1 Number of employees

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

2.1.1 Active employees

Total number of active employees. This includes all full-time and part-time employees of DKV Mobility Group as well as working students.

2.1.2 Inactive employees

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

2.1.5 Age groups

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

2.2 Nonmanagerial employees

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

2.3 Managers

Total number of managers. Includes the company's Management Board, Executive Board, Executive Committee, Vice Presidents, Directors, Head ofs, Sales Unit Leaders, Team Managers, and Team Leaders.

2.4 Employment contract

Contract as recognized under national law or practice.

2.4.1 Permanent

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

2.4.2 Temporary

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

2.5 Part-time employees

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

2.6 Part-time non-managerial employees

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

2.7 Part-time managers

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

2.8 Average length of service

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

2.9 Average age of employees

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

2.10 Employee turnover/attrition rate

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

2.11 New-employee hires

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

2.12 Employees that took parental leave, by gender

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

2.13 Employee training and education

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

2.13.1 Total hours of training

Total number of training hours provided to employees. Based on DKV MOBILITY GROUP'S active employees.

2.13.2 Average hours of training provided per employee

Total average hours of training provided to employees. Based on DKV MOBILITY GROUP'S active employees.

2.13.3 Average days of training provided per employee

Total average days of training provided to employees. Based on DKV MOBILITY GROUP'S active employees.

2.14 Disabilities

Reporting on disability.

2.14.1 Number of employees with disabilities

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

2.14.2 Average degree of disability

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

03 Governance performance

Limitations

DKV Mobility's governance performance data reporting started in 2021. The information in the Sustainability Report 2023 includes all significant impacts in the reporting period.

Sustainable procurement

The performance data presented in this section refers to suppliers for indirect materials and services only. Over 2023, we further integrated sustainable procurement practices to additional departments in the business, such as EVS, eMobility, Mobility Solutions, and Toll, also to be prepared to fulfill the legal requirements of the German Act on Corporate Due Diligence Obligations for the Prevention of Human Rights Violations in Supply Chains (LkSG).

Suppliers for indirect materials and services [# 3.3.1]:

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

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

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

- **A-suppliers:** A-suppliers are suppliers of indirect materials and services that account for the top 70 percent of our main indirect supplier expenses per year, plus suppliers who have a higher ESG relevance/higher ESG risk potential. ESG relevance/ ESG risk potential arises, for example, due to main production sites of Tier-1 suppliers in high-risk countries according to the "Countries' Risk Classification" outlined by the association amfori Business Social Compliance Initiative (BSCI) (2021) or for products that are made of natural resources/critical raw materials (e.g., wood, palm (kernel) oil, rare-earth elements) or for products that are purchased in larger quantities or for products/services with a potentially high carbon footprint (e.g., flights taken by consultants).
- **B-Suppliers:** B-suppliers are suppliers of indirect materials and services that account for the next 20 percent of a year's main indirect supplier expenses.
- **C-Suppliers:** C-suppliers are suppliers of indirect material and services that account for the lowest 10 percent of our main indirect supplier expenses per year as long as there are annual expenses within DKV Mobility Group of more than €25,000.

Main suppliers for indirect materials and services committed to DKV Mobility's Code of Conduct (CoC) for Suppliers and Business Partners [# 3.3.2]:

The percentage of existing valid contracts with active main suppliers for indirect materials and services that include a sustainable procurement clause, a reference to the Code of Conduct (CoC) for Suppliers and Business Partners in the contract, a CoC acknowledgment document, or a filled-out vendor self-disclosure questionnaire out of the total number of valid contracts with main suppliers for indirect materials and services. Since September 2023, the CoC has been part of the General Terms and Conditions of Purchasing, which the supplier must actively disagree with when accepting the order.

Key definitions of governance performance KPIs**3.1 Business ethics****3.1.1 Employees the CoC and procedures have been communicated to [GRI 205-2 b.]**

Total number of employees that the compliance policies and procedures have been communicated to. Addresses active employees of DKV Mobility Group.

3.1.2 Share of employees the CoC and procedures have been communicated to [GRI 205-2 b.]

Total percentage of employees that the compliance policies and procedures have been communicated to. Quota refers to active employees at DKV Mobility Group.

3.1.3 Employees that completed compliance training [GRI 205-2 e.]

Total number of employees that have received training on compliance. Addresses active employees at DKV Mobility Group.

3.1.4 Share of employees that completed compliance training [GRI 205-2 e.]

Total percentage of employees that have received training on compliance. Quota refers to active employees at DKV Mobility Group.

3.1.5 Whistleblowing reports received/cases brought through dispute resolution mechanisms

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

3.1.6 Confirmed corruption incidents [GRI 205-3 a.]

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

3.1.7 Confirmed incidents in which employees were dismissed or disciplined for corruption [GRI 205-3 b.]

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

3.1.8 Public legal cases regarding corruption [GRI 205-3 d.]

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

3.1.9 Incidents of discrimination [GRI 406-1 a.]

Total number of incidents of discrimination during the reporting period.

3.1.10 Significant instances of noncompliance with laws and regulations [GRI 2-27 a.]

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

3.2 Data ethics**3.2.1 Operational sites with ISO/IEC 27001 certified Information Security Management System (ISMS)**

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

3.2.2 Employees that completed information security training

Total number of employees that have received training on information security. Addresses active employees at DKV Mobility Group.

3.2.3 Share of employees that completed information security training

Total percentage of employees that have received training on information security. Quota refers to active employees of DKV Mobility Group.

3.2.4 Confirmed information security incidents

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

3.2.5 Employees that completed data privacy management training

Total number of employees that have received training on data privacy management. Addresses active employees of DKV Mobility Group.

3.2.6 Share of employees that completed data privacy management training

Total percentage of employees that have received training on data privacy management. Quota refers to active employees of DKV Mobility Group.

3.2.7 Substantiated complaints received concerning breaches of customer privacy

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

3.2.7.1 Complaints received from outside parties and substantiated by the organization [GRI 418-1 a. i.]

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

3.2.7.2 Complaints from regulatory bodies [GRI 418-1 a. ii.]

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

3.2.8 Identified leaks, thefts, or losses of customer data [GRI 418-1 b.]

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

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

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

3.3.2 Share of main suppliers for indirect materials and services that comply with our Code of Conduct (CoC) for Suppliers and Business Partners

Ratio of suppliers for indirect materials and services (with annual main indirect supplier expenses of > €25,000) who accepted the Code of Conduct (CoC) for Suppliers and Business Partners in comparison to all suppliers for indirect materials and services (with annual main indirect supplier expenses of > €25,000).

3.3.3 Confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption [GRI 205-3 c.]

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

3.3.4 Percentage of the procurement budget used for significant locations of operation spent on indirect suppliers local to that operation [GRI 204-1 a.]

Percentage of the procurement budget used for significant locations of operation that is spent on suppliers local to that operation (such as percentage of products and services purchased locally).

"Local supplier" is an organization or person that provides a product or service to DKV Mobility that is based in the same geographic market. DKV Mobility Group's definition used for "local" [GRI 204-1 b.] is Europe, because this is the geographic market where DKV Mobility Group operates. Our definition used for "significant locations of operation" [GRI 204-1 c.] is "at our headquarters," in Germany.

Memberships

In the reporting period, DKV Mobility was a member of the following key organizations and associations⁸⁴:

AETIS (Association of Electronic Toll and Interoperable Service)

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

ASTAG (Schweizerischer Nutzfahrzeugverband)

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

BBM (Bundesverband Betriebliche Mobilität e. V.)

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

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

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

ChargeUp Europe

An alliance advocating for the electric vehicle charging infrastructure. Detailed information can be found [here](#).

DGFP (Deutsche Gesellschaft für Personalführung e.V.)

The largest HR association in Germany founded more than 70 years ago. The network comprises more than 40,000 HR managers from over 1,500 companies. Detailed information can be found [here](#).

econsense Sustainability Competence Program

econsense is a sustainability network of German businesses. Its goal is to actively shape the transformation to a more sustainable economy and society among its member companies. To assist medium-sized companies in dealing with the growing demands with respect to sustainability, it has set up its "Sustainability Competence Program." The core of the competence program is the creation of a space for dialogue. Detailed information can be found [here](#).

eViolin

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

FVA (Fuhrparkverband Austria)

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

GDD (Gesellschaft für Datenschutz und Datensicherheit e.V.)

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

Hydrogen Europe

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

IWiL (Initiative Women into Leadership e.V.)

This association promotes the continuous development of female executives in Germany. Detailed information can be found [here](#).

IRU (International Road Transport Union)

A worldwide road transport organization dedicated to safeguarding the interests of bus, coach, taxi, and truck operators, aiming to foster economic growth and prosperity through sustainable mobility. Detailed information can be found [here](#).

ProMobilität (Initiative für Verkehrsinfrastruktur e.V.)

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

sffv (Schweizer Mobilitätsverband sffv)

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

TRANSFRIGOROUTE DEUTSCHLAND e. V.

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

United Nations Global Compact

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

UNITI (Bundesverband mittelständischer Mineralölunternehmen e. V.)

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

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

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

⁸⁴ A selection of key organizations of which the company is a part. The complete list of German associations that DKV EURO SERVICE GmbH & Co. KG is a part of can be found in the transparency register of the Federal Republic of Germany.

GRI content index

The Sustainability Report 2023 of DKV MOBILITY GROUP SE (the “Company” and, together with its subsidiaries, the “Group,” “DKV Mobility Group,” “DKV Mobility,” “we,” “our,” and “us”) has been prepared in accordance with the GRI Universal Standards 2021 and focuses on the reporting principles of accuracy, balance, clarity, comparability, completeness, as well as sustainability context, timeliness, and verifiability.

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

Limited assurance statement

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

To DKV MOBILITY GROUP SE, Ratingen

We have performed a limited assurance engagement on the disclosures in the sustainability report of DKV MOBILITY GROUP SE, Ratingen (hereinafter "the Company"), for the period from 1 January to 31 December 2023 (hereinafter the "Report").

Responsibilities of the Executive Directors

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

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

Audit Firm's Independence and Quality Management

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

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

Wirtschaftsprüfer (Institute of Public Auditors in Germany; IDW): Requirements to quality management for audit firms (IDW Qualitätsmanagementstandard 1: Anforderungen an das Qualitätsmanagement in der Wirtschaftsprüferpraxis - IDW QMS1 (09.2022)), which requires the audit firm to design, implement and operate a system of quality management that complies with the applicable legal requirements and professional standards.

Practitioner's Responsibility

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

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

We conducted our assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised): Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the IAASB. This Standard requires that we plan and perform the assurance engagement to allow us to conclude with limited assurance that nothing has come to our attention that causes us to believe that the disclosures Company's Report for the period from 1 January to 31 December 2023 have not been prepared, in all material aspects, in accordance with the GRI-Criteria.

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

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

- Obtaining an understanding of the structure of the sustainability organization and of the stakeholder engagement
- Assessment of the process for conducting the materiality analysis in accordance with the GRI criteria.
- Inquiries of personnel involved in the preparation of the Report regarding the preparation process, the internal control system relating to this process and selected disclosures in the Report
- Identification of the likely risks of material misstatement of the Report under consideration of the GRI-Criteria
- Analytical evaluation of selected disclosures in the Report
- Evaluation of the presentation of the selected disclosures regarding sustainability performance
- Evaluation of CO₂ compensation certificates exclusively with regard to their existence, but not with regard to their impact

Assurance Conclusion

Based on the assurance procedures performed and assurance evidence obtained, nothing has come to our attention that causes us to believe that the disclosures in the Company's Report for the period from 1 January to 31 December 2023 have not been prepared, in all material aspects, in accordance with the GRI-Criteria.

Intended Use of the Assurance Report

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

Cologne, 4 June 2024

PricewaterhouseCoopers GmbH

Wirtschaftsprüfungsgesellschaft

Theres Schäfer

Wirtschaftsprüferin

ppa. Elena Ollendiek

(German Public Auditor)

Contact details

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