



GRI CONTENT INDEX & UNGC INDEX

SUSTAINABILITY REPORT 2021

Indices

The Sustainability Report 2021 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 Standards: Core option and focuses on the reporting principles of stakeholder inclusiveness, sustainability context, materiality, completeness as well as accuracy, balance, clarity, comparability, reliability and timeliness.

The following GRI content index indicates how our non-financial reporting meets the GRI Standards. Throughout the Sustainability Report 2021, we refer to the respective GRI Standards disclosures at the bottom of the pages. Where a disclosure is not completely covered by the disclosures, we have included the relevant information and data directly in this index or have labeled the gaps as “omission”.

At the same time, we present our progress regarding the Ten Principles defined by the UN Global Compact (UNGC) as part of our annual Sustainability Report 2021. DKV Mobility has been a signatory to the Global Compact since November 23, 2020. The UNGC is a strategic initiative for companies that have aligned their strategies and operations with ten universally recognized principles related to human rights, labor, environment, and anti-corruption. The UNGC index shows where to find information relating to the implementation of the respective principles within the Sustainability Report 2021.

The GRI content index and the UNGC index are presented together in the following. The overview lists information relating to the GRI Standards and to topics that are relevant for the Ten Principles of the UNGC (UNGC Principles).

GRI 102: General Disclosures 2016

Organizational profile

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
102-1: Name of the organization	About this report (p. 4), Contact details (p. 93)	DKV MOBILITY GROUP SE		
102-2: Activities, brands, products, and services	DKV Mobility at a glance (p. 7-8)			
102-3: Location of headquarters	About this report (p. 4)	DKV MOBILITY GROUP SE Balcke-Dürr-Allee 3 40882 Ratingen Germany		
102-4: Location of operations	DKV Mobility at a glance (p. 7-8)			
102-5: Ownership and legal form	About this report (p. 4), Contact details (p. 93)			
102-6: Markets served	DKV Mobility at a glance (p. 7-8)	We operate a European platform for business customers for on-the-road payments and solutions relating to energy, toll and vehicle services (e.g., parking, wash and repair) and offer related digital solutions (e.g., telematics) as well as value added tax ("VAT") and excise duty refund services. Our customers, which we divide into the two categories truck customers and fleet customers, include transport companies and other organizations operating fleets that consist of trucks (heavy goods vehicles above 3.5 t and busses), light commercial vehicles (up to 3.5 t) and/or passenger vehicles, with the latter mainly comprising company or		

		incentive cars for management and employees.	
102-7: Scale of the organization	DKV Mobility at a glance (p. 7-8)	In the financial year 2021, our transaction volume amounted to € 12 billion. We define Transaction Volume as revenue as included in the IFRS consolidated statement of profit or loss (i) plus corresponding direct material costs (with the exception of direct material costs relating to our bunkering business in the United Kingdom) (ii) less invoiced surcharges for our assumption of currency risks, (iii) less other commissions and fees and (iv) plus other sales deductions (in particular bonuses and discounts).	
102-8: Information on employees and other workers	DKV Mobility at a glance (p. 7), ESG performance data / Social (Human Resources) (p. 73 ff.), ESG accounting principles / 02 Social Performance (p. 83)	At DKV Mobility a significant portion of the organization's activities are performed by workers who are employees. The company is not subject to seasonal variations.	The information for the two previous reporting periods cannot be represented due to the redesign of the Social (Human Resources) performance data in accordance with the GRI Standards. The defined base year for the Social performance data is 2020, with 31 December as a date of record.
102-9: Supply chain	DKV Mobility at a glance (p. 7-8)		
102-10: Significant changes to the organization and its supply chain	About this report (p. 4), DKV Mobility at a glance (p. 7-8), ESG accounting principles / Scope of reporting (p. 80), 03 Governance performance / 3.2 Sustainable procurement (p. 84)		
102-11: Precautionary Principle or approach	About this report (p. 4), Environment (p. 20-21), Governance / Business ethics (p. 63-64)		7,8, 9

102-12: External initiatives	Stakeholder engagement and materiality (p. 13-14)
102-13: Membership of associations	Stakeholder engagement and materiality (p. 15), Memberships (p. 85)

Strategy

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
102-14: Statement from senior decision-maker	Letter from the management (p. 2)			CEO Statement
102-15: Key impacts, risks, and opportunities	ESG strategy and governance (p. 9 ff.), Environment / Shifting towards green mobility and transport (p. 21) / Sustainable Products and services (p. 23 ff.)			

Ethics and integrity

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
102-16: Values, principles, standards, and norms of behavior	Our purpose (p. 5-6), ESG strategy and governance (p. 9 ff.), Governance / Business ethics (p. 63-64)			1 to 10
102-17: Mechanisms for advice and concerns about ethics	Governance / Business ethics (p. 64)			

Governance

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
102-18: Governance structure	ESG strategy and governance / Governance of the ESG strategy (p. 12)			
102-20: Executive-level responsibility for economic, environmental, and social topics	ESG strategy and governance / Governance of the ESG strategy (p. 12)			

Stakeholder engagement

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
102-40: List of stakeholder groups	Stakeholder engagement and materiality (p. 15)			
102-41: Collective bargaining agreements	Social / Well-functioning employee relations (p. 47)			3
102-42: Identifying and selecting stakeholders	Stakeholder engagement and materiality (p. 13)			
102-43: Approach to stakeholder engagement	Stakeholder engagement and materiality (p. 13 ff.)			
102-44: Key topics and concerns raised	Stakeholder engagement and materiality (p. 13 ff.)			

Reporting practice

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
102-45: Entities included in the consolidated financial statements	About this report (p. 4), DKV Mobility at a glance (p. 8), ESG performance data (p. 71 ff.), ESG	Unless otherwise stated, the Sustainability Report 2021 includes information and consolidated figures from DKV MOBILITY		

	accounting principles (p. 80)	GROUP SE. Any exceptions to this reporting principle or limitations to reporting methodologies are indicated accordingly in the sections "ESG performance data" and "ESG accounting principles".
102-46: Defining report content and topic Boundaries	About this report (p. 4), Stakeholder engagement and materiality / Materiality Assessment (p. 16-17)	
102-47: List of material topics	Stakeholder engagement and materiality / Materiality assessment (p. 18), Appendix GRI content index (p. 22 ff.)	The list of material topics identified in the process for defining report content with detailed descriptions can be found at the back of this document.
102-48: Restatements of information	ESG accounting principles (p. 80 ff.)	
102-49: Changes in reporting	Appendix GRI content index (p. 22 ff.)	Significant changes from previous reporting periods in the list of material topics and topic boundaries can be found at the back of this document.
102-50: Reporting period	About this report (p. 4)	This report covers the period from January 1 to December 31, 2021.
102-51: Date of most recent report	About this report (p. 4)	The most recent previous Sustainability Report was published in June 2021 and covered the year 2020.
102-52: Reporting cycle	About this report (p. 4)	The reporting cycle is annual.
102-53: Contact point for questions regarding the report	Contact details (p. 93)	
102-54: Claims of reporting in accordance with the GRI Standards	About this report (p. 4)	This Sustainability Report 2021 has been prepared in accordance with the GRI Standards: Core option.

102-55: GRI content index	GRI content index (p. 90)	The GRI content index can also be founded here .
102-56: External assurance	Limited assurance report (p. 91-92)	External (limited) assurance of the Sustainability Report 2021 was initiated by the sustainability department. The outcome of the assurance engagement will be reported to the Management Board.

Topic-specific GRI Standards

Based on DKV Mobility's "Materiality matrix according to GRI Standards" (Sustainability Report 2021, p. 18), in the following, we list the topic-specific GRI Standards for our eight material topics. Each topic-specific Standard is used together with the Standard GRI 103: Management Approach, to report the management approach for the material topics.

GRI 200: Economic

GRI 204: Procurement Practices 2016

Material topic: Business ethics

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Governance / Sustainable procurement (p. 67-68)			1, 2
204-1: Proportion of spending on local suppliers	ESG performance data / Governance / Sustainable Procurement (p. 78), ESG accounting principles / 03 Governance performance (p. 84)	<p>Disclosures refer to suppliers for indirect materials and services.</p> <p>The company's definition used for "local" is Europe, because this is the geographic market where DKV Mobility Group operates.</p> <p>The definition used for "significant locations of operation" is "at our headquarters", in Germany.</p>		

GRI 205: Anti-corruption

Material topic: Business ethics

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Governance / Business ethics (p. 63 ff.)		103-3: Mechanisms for monitoring the effective- ness of the management approach for the GRI mate- rial topic "Business ethics" are currently being planned for implementation and will be included in next year's Sustainability Report.	10
205-1: Operations assessed for risks related to corruption		A Compliance Risk Assessment was implemented for the headquarters in Germany, only. In light of significant risks related to cor- ruption identified through this risk-as- sessment: Ac- ceptance of benefits (e.g. gifts, invita- tions, donations) is considered as a low risk, but cannot be completely ruled out.	No disclosure of the total number and percentage of operations assessed for risks related to corruption, as this information is not fully available.	10
205-2: Communication and training about anti- corruption policies and procedures	Governance / Business ethics (p. 64) / ESG performance data / Governance / Business ethics (p. 77)		Business ethics perfor- mance data not broken- down by employee cate- gory, governance body members and region as data cannot be collected in this way at present.	6, 10
205-3: Confirmed incidents of corruption and actions taken	ESG performance data / Governance / Busi- ness ethics (p. 77)			10

GRI 300: Environment

GRI 301: Materials 2016

Material topic: Sustainable materials

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Environment / Sustain- able business opera- tions (p. 38-39)	For 103-3 please refer to the para- graph “Certifica- tions” in the Sus- tainability Report (p. 39).		8
301-1: Materials used by weight or volume	Environment / Sustain- able business opera- tions / Sustainable ma- terials (p. 40), ESG ac- counting principles (p. 80 ff.)		Information cannot be dis- closed in that way to date, as we do not collect quanti- tative data on this subject. The individual measures taken by the company are reported in the respective chapter.	
301-2: Recycled input materials used	Environment / Sustain- able business opera- tions / Sustainable ma- terials (p. 42), ESG ac- counting principles (p. 80 ff.)	In all our endeav- ors, we attempt to efficiently utilize ma- terials and recycle as much as possi- ble.	Information cannot be dis- closed in that way to date, as we do not collect quanti- tative data on this subject. The individual measures taken by the company are reported in the respective chapter.	

GRI 302: Energy 2016

Material topics: Climate-friendly operations, Alternative fuels & e-mobility, Product & service innovation

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3 Management approach	Environment / Sustain- able business opera- tions (p. 38 ff.) / To- wards zero-emission vehicles (p. 35 ff.)			7, 8

302-1: Energy consumption within the organization	ESG performance data / Environment (p. 71)		<p>302-1 a., b.: It is currently not possible to break down fuel consumption for the company car fleet into renewable and non-renewable sources, as we do not collect quantitative data in that way.</p> <p>302-1 c., e.: Disclosure in kilowatt hours and not in gigajoules, as the company solely operates in the European market, and it makes more sense to collect data in this form.</p> <p>302-1 d.: This indicator is not relevant to us, which is why we do not collect data on energy sold.</p> <p>302-1 c., d.: Cooling consumption and steam consumption is not relevant to us, which is why we do not collect such data.</p>	
302-2: Energy consumption outside the organization	Environment (p. 21)	Refers to DKV Mobility's Green Pledge: "By 2030, we want to support our customers in reducing the carbon intensity of their vehicle fleets by 30% as compared with 2019."	Measured as carbon-dioxide/CO ₂ eq per kilowatt hour (kWh) from energy bought using our service cards, including compensation.	9
302-3: Energy intensity	ESG performance data / Environment (p. 71)	The total energy intensity ratio is reported as the total energy consumption (in kWh) divided by total office space in square meters (m ²). Types of energy included in the energy intensity ratio are electricity and heating. The ratio uses energy consumption within the organization.		
302-4: Reduction of energy consumption	ESG performance data / Environment (p. 71)	The basis for calculating reductions in energy consumption	Disclosure in kilowatt hours and not in gigajoules, as the company solely	

		is the base year 2019. Types of energy included in the reductions are electricity and heating.	operates in the European market, and it makes more sense to collect data in this form.
302-5: Reductions in energy requirements of products and services	Environment (p. 21)	Refers to DKV Mobility's Green Pledge: "By 2030, we want to support our customers in reducing the carbon intensity of their vehicle fleets by 30% as compared with 2019."	9

GRI 303: Water and effluents 2018

Material topic: Climate-friendly operations

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
103-1/2/3: Management approach	Environment / Sustainable business operations / Managing resources efficiently (p. 39)			8
303-1: Interactions with water as a shared resource	Environment / Sustainable business operations / Managing resources efficiently (p. 39)	DKV Mobility does not operate in areas with water stress.		
303-2: Management of water discharge-related impacts			This indicator is not relevant to us, which is why we do not collect information and data on treated or untreated wastewater that is discharged.	
303-5: Water consumption	ESG performance data / Environment (p. 71)	303-5 b.: DKV Mobility does not operate in areas with water stress. 303-5 c.: No water storage.	Disclosure in liters and not in megaliters, as liters is the company's standard measuring unit for water.	

GRI 305: Emissions 2016

Material topics: Climate-friendly operations, Alternative fuels & e-mobility, Product & service innovation

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Environment (p. 21 ff.)			7, 8, 9
305-1: Direct (Scope 1) GHG Emissions	Environment / Our Corporate Carbon Footprint (p. 42-43), ESG performance data / Environment (p. 72), ESG accounting principles / environmental performance (p. 81 f.)	Refers to DKV Mobility's Green Pledge: "By 2023, we want to become a climate positive company as compared with the base year 2019."	305-1 c.: This indicator is not relevant to us, which is why we do not collect data on biogenic CO2 emissions.	
305-2: Energy indirect (Scope 2) GHG emissions	Environment / Our Corporate Carbon Footprint (p. 42), ESG performance data / Environment (p. 72), ESG accounting principles / environmental performance (p. 81 f.)	Refers to DKV Mobility's Green Pledge: "By 2023, we want to become a climate positive company as compared with the base year 2019."		
305-3: Other indirect (Scope 3) GHG emissions	Environment / Our Corporate Carbon Footprint (p. 42-43), ESG performance data / Environment (p. 72), ESG accounting principles / environmental performance (p. 81 f.)	Refers to DKV Mobility's Green Pledge: "By 2023, we want to become a climate positive company as compared with the base year 2019."	305-3 c.: This indicator is not relevant to us, which is why we do not collect data on biogenic CO2 emissions.	
305-4: GHG emissions intensity	Environment / Our Corporate Carbon Footprint (p. 42-43), ESG performance data / Environment (p. 72), ESG accounting principles / environmental performance (p. 81 f.)	Refers to DKV Mobility's Green Pledge: "By 2023, we want to become a climate positive company as compared with the base year 2019." The total GHG emissions intensity ratio is reported as Total GHG emissions (scope 1, 2 and 3) divided by the total office space in square meters (m²).		

305-5: Reduction of GHG emissions	Environment / Our Corporate Carbon Footprint (p. 42), ESG performance data / Environment (p. 72), ESG accounting principles / environmental performance (p. 81 f.)	<p>Refers to DKV Mobility's Green Pledge: "By 2023, we want to become a climate positive company as compared with the base year 2019."</p> <p>The basis for calculating the reduction of GHG emissions (scope 1, 2 and 3) is the base year 2019.</p>	8
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GRI 306: Waste 2020

Material topic: Climate-friendly operations

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
103-1/2/3: Management approach	Environment / Sustainable business operations (p. 38 ff.)			8
306-1: Waste generation and significant waste-related impacts	Environment / Sustainable business operations / Managing resources efficiently (p. 40)	All reported impacts relate to waste generated in the organization's own activities.		
306-2: Management of significant waste-related impacts	Environment / Sustainable business operations / Managing resources efficiently (p. 40)			
306-3: Waste generated	ESG performance data / Environment (p. 71)			

GRI 307: Environmental Compliance 2016

Material topics: Climate-friendly operations, Business ethics

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Governance / Business ethics (p. 63-64)			7
307-1: Non-compliance with environmental laws and regulations	ESG performance data / Governance / Busi- ness ethics (p. 77)	We have not identified any non-compliance with envi- ronmental laws and/or regu- lations.		

GRI 308: Supplier Environmental Assessment 2016

Material topic: Business Ethics

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Governance / Sustaina- ble procurement (p. 67- 68)			7, 8
308-1: New suppliers that were screened using environmental criteria	ESG performance data / Governance / Sustain- able procurement (p. 78)	"Screened" refers to the in- formation provided in in the self-disclosure questionnaire which was last updated Au- gust 13, 2021.		
308-2: Negative environmental im- pacts in the supply chain and actions taken	ESG performance data / Governance / Sustain- able procurement (p. 78)	"Assessed for" refers to envi- ronmental compliance on- site visits / audits conducted by a third party. As most suppliers are located in Ger- many and Europe, on-site visits were not regarded as necessary from a risk per- spective.		

GRI 400: Social

GRI 401: Employment 2016

Material topic: Employee wellbeing

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Social (p. 45 ff.)			
401-1: New employee hires and employee turnover	ESG performance data / Social (Human Resources) (p. 75)		No break down by region, as this information is not fully available.	
401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social / Health, safety and well-being (p. 54-55)	No differences between full-time employees and temporary or part-time employees. The definition used for "significant locations of operations" is "at the headquarters in Germany".		
401-3: Parental leave	ESG performance data / Social (Human Resources) (p. 75)	Compliance with the respective legal regulations at all office locations.	401-3 a., c., d., e.: Not available, as we do not collect quantitative data in that way at present.	

GRI 403: Occupational Health and Safety 2018

Material topic: Employee wellbeing

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Social / Health, safety and well-being (p. 54-55)			
403-1: Occupational health and safety management system	Social / Health, safety and well-being (p. 54-55)	No certified management system for occupational health and safety implemented.		
403-2: Hazard identification, risk assessment, and incident investigation	Social / Health, safety and well-being (p. 54-55)			

403-3: Occupational health services	Social / Health, safety and well-being (p. 54-55)	
403-4: Worker participation, consultation, and communication on occupational health and safety	Social / Health, safety and well-being (p. 54-55)	At the headquarters in Germany, the HR colleagues are supported by the Central Services team and a Joint Committee on Occupational Health and Safety (Arbeitsschutzausschuss, ASA) exists.
403-5: Worker training on occupational health and safety	Social / Health, safety and well-being (p. 55), ESG performance data / Social (Human Resources) (p. 76)	Data cannot be collected in that way for DKV MOBILITY GROUP SE at present. Quota applies to active employees at DKV Mobility headquarters Germany only (2021: 781).
403-6: Promotion of worker health	Social / Health, safety and well-being (p. 54-55)	
403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships		This indicator is not relevant to us, which is why we do not collect information and data on this subject.
403-9: Work-related injuries	Social / Health, safety and well-being (p. 55)	

GRI 404: Training and education 2016

Material topic: Employee wellbeing

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
103-1/2/3: Management approach	Social / Learning and development (p. 48 ff.)			
404-1: Average hours of training per year per employee	ESG performance data / Social (Human Resources) (p. 76), ESG accounting principles / 02 Social performance (p. 83)		No break down by employee category, as this information is not fully available.	

404-2: Programs for upgrading employee skills and transition assistance programs	Social / Learning and development (p. 48 ff.)	
404-3: Percentage of employees receiving regular performance and career development reviews	Social / Learning and development (p. 48)	No break down by gender and employee category, as this information is not fully available.

GRI 405: Diversity and equal opportunity 2016

Material topic: Diversity & inclusion

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
103-1/2/3: Management approach	Social / Diversity and inclusion (p. 52-53)			6
405-1: Diversity of governance bodies and employees	ESG performance data / Social (Human Resources) (p. 73), ESG accounting principles / 02 Social performance (p. 83)		<p>No separate disclosure for governance bodies, as the company's reporting structure differentiates between "non-managerial employees" and "managers". The "managers" category includes the organization's governance bodies.</p> <p>The following age groups were used, as these were defined as the company's standard reporting across all ESG Social (HR) Performance Data:</p> <ul style="list-style-type: none"> - 16-30 years - 31-40 years - 41-50 years - 51 + years 	

GRI 406: Non-discrimination 2016

Material topic: Business ethics

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Social / Diversity & in- clusion (p. 52-53), Gov- ernance / Business eth- ics (p. 63-64)			6
406-1: Incidents of discrimination and corrective actions taken	ESG performance data / Governance / Busi- ness ethics (p. 77)	We have not identified any incidents of dis- crimination in the re- porting period.		

GRI 414: Supplier social assessment 2016

Material topic: Business ethics

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Princi- ples
103-1/2/3: Management approach	Governance / Sustaina- ble procurement (p. 67- 68)			1, 2
414-1: New suppliers that were screened using social criteria	ESG performance data / Sustainable procure- ment (p. 78), ESG ac- counting principles / 03 Social performance (p. 84)			
414-2: Negative social impacts in the supply chain and actions taken	ESG performance data / Sustainable procure- ment (p. 78)		414-2 b., c., d.: Not availa- ble, as data and infor- mation cannot be collected in that way at present.	

GRI 418: Customer Privacy 2016

Material topic: Information security & data privacy

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
103-1/2/3: Management approach	Governance / Data ethics (p. 66)		103-3: Mechanisms for monitoring the effectiveness of the management approach for the GRI material topic "Information security & data privacy" are currently being planned for implementation and will be included in next year's Sustainability Report.	
418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG performance data / Data ethics (p. 79)			

GRI 419: Socioeconomic compliance 2016

Material topic: Business ethics

Disclosure	Location (chapter, page)	Additional Information	Omission (reason / explanation)	UNGC Principles
103-1/2/3: Management approach	Governance / Business ethics (p. 61 ff.)			
419-1: Non-compliance with laws and regulations in the social and economic area	ESG performance data / Business ethics (p. 77)			

Appendix GRI content index

GRI 102: General Disclosures 2016

GRI 102-47: List of material topics

13 topics were identified as being significant to DKV Mobility's ESG management. The eight material topics, according to our "Materiality matrix according to GRI Standards" (Sustainability Report 2021, p. 18), are highlighted in blue in the following:

Number	Topic	Location (chapter, page)
Environment		
1	Alternative fuels & e-mobility	p. 23 f., 27, 35
2	Climate-friendly operations	p. 42
3	Sustainable materials	p. 39, 40
4	Energy & waste management	
5	Nature protection	
6	Product & service innovation	p. 23, 29, 31, 35
Social		
7	Employee well-being	p. 54 f.
8	Diversity & inclusion	p. 52 f.
9	Purpose-driven culture	
10	Corporate citizenship	
Governance		
11	Responsible sourcing	
12	Business ethics	p. 63 f.
13	Information security & data privacy	p. 66

GRI 102-49: Changes in reporting

Field of action "Customers": In comparison to the previous reporting period, this cluster was removed as DKV Mobility Group will from now on focus on the "classic" three ESG (Environment, Social, Governance) dimensions in its non-financial reporting.		Significant changes from previous reporting periods in the list of material topics and topic boundaries
Customer satisfaction	DKV Mobility Group always acts in a way that aims at satisfying its customers, for example, by taking their professional requirements seriously and fully meeting their mobility needs.	Is considered holistically as a success factor and therefore was removed from the topics list.

Product & service innovation	DKV Mobility Group wants to continuously optimize its product and service offering, either through improvements to existing solutions or new (digital) products that also contribute to the topic of sustainability.	Moved to the Environmental section as the Customers section was removed.
Field of action “Environment”		Significant changes from previous reporting periods in the list of material topics and topic boundaries
Alternative fuels & e-mobility	With its green products and services, DKV Mobility Group supports its customers in the transition to alternative fuels and e-mobility to reduce the carbon intensity of their fleet emissions by 30% by 2030.	No change.
Energy & waste management	DKV Mobility Group acts sustainably in its daily facility management, for example, by reducing waste and water consumption and increasing energy efficiency.	No change.
Climate-friendly operations	We are committed to climate protection. According to the principle of "avoid - reduce - compensate", the goal is to become a climate-positive company for our own operations by 2023.	No change.
Sustainable materials	For its own office locations, DKV Mobility Groups purchases consumables (paper, office supplies, etc.) from demonstrably sustainable sources and is constantly looking for ways to improve.	No change.
Nature protection	Entrepreneurial activity can adversely impact upon biodiversity (e. g. through the expansion of transport infrastructure). DKV Mobility Group counteracts this by promoting environmental-protection projects.	No change.
Field of action “Social”		Significant changes from previous reporting periods in the list of material topics and topic boundaries
Diversity & inclusion	DKV Mobility Group wants to create an appreciative and prejudice-free working environment. The focus is on the promotion of equality of all genders, a corporate culture without discrimination and compatibility of work and family life.	No change.

Corporate citizenship	DKV Mobility fulfils its social responsibility ethos by supporting social and ecological projects with product donations, cash donations or donations in kind, and through the voluntary commitment of its employees.	No change.
Purpose-driven culture	For us, a purpose addresses a company's very reason of existence, reflects its DNA, explains the "Why" behind its workings, and guides it into the future. This is DKV Mobility Group's purpose statement: "To drive the transition towards an efficient and sustainable future of mobility".	No change. Description updated with DKV Mobility Group's new purpose statement launched in the fall of 2021.
Employee well-being	Fair and socially acceptable working conditions for our employees are part of DKV Mobility Group's social responsibility ethos. This includes, among other things, compliance with international labor-law standards as well as health and safety in the workplace.	No change.
Field of action "Governance"		Significant changes from previous reporting periods in the list of material topics and topic boundaries
Information security & data privacy	Compliance with all data protection regulations and the protection of information and IT systems is always a top priority for us.	Renamed into Information security & data privacy, as both aspects are reported on separately.
Responsible sourcing	For DKV Mobility Group, responsible and respectful dealings with suppliers and service providers form the basis of all business relationships. When selecting suppliers, social and ecological criteria such as respect for human rights and the economical use of natural resources are also considered.	No change.
Risk & compliance management	With its risk and compliance management, DKV Mobility Group pursues the goal of averting damage to the company. Risks are identified, assessed and attempts are made to mitigate them.	Removed from the topic list, for being integrated into the "Business ethics" topic.
Business ethics	Good and proper corporate governance is part of DKV Mobility Group's self-image. This includes, among other things, compliance with applicable laws, including tax and sustainability by the management. We are also committed to combating all forms of corruption, including extortion and bribery.	Now including risk & compliance management issues.



TOWARDS AN EFFICIENT AND
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